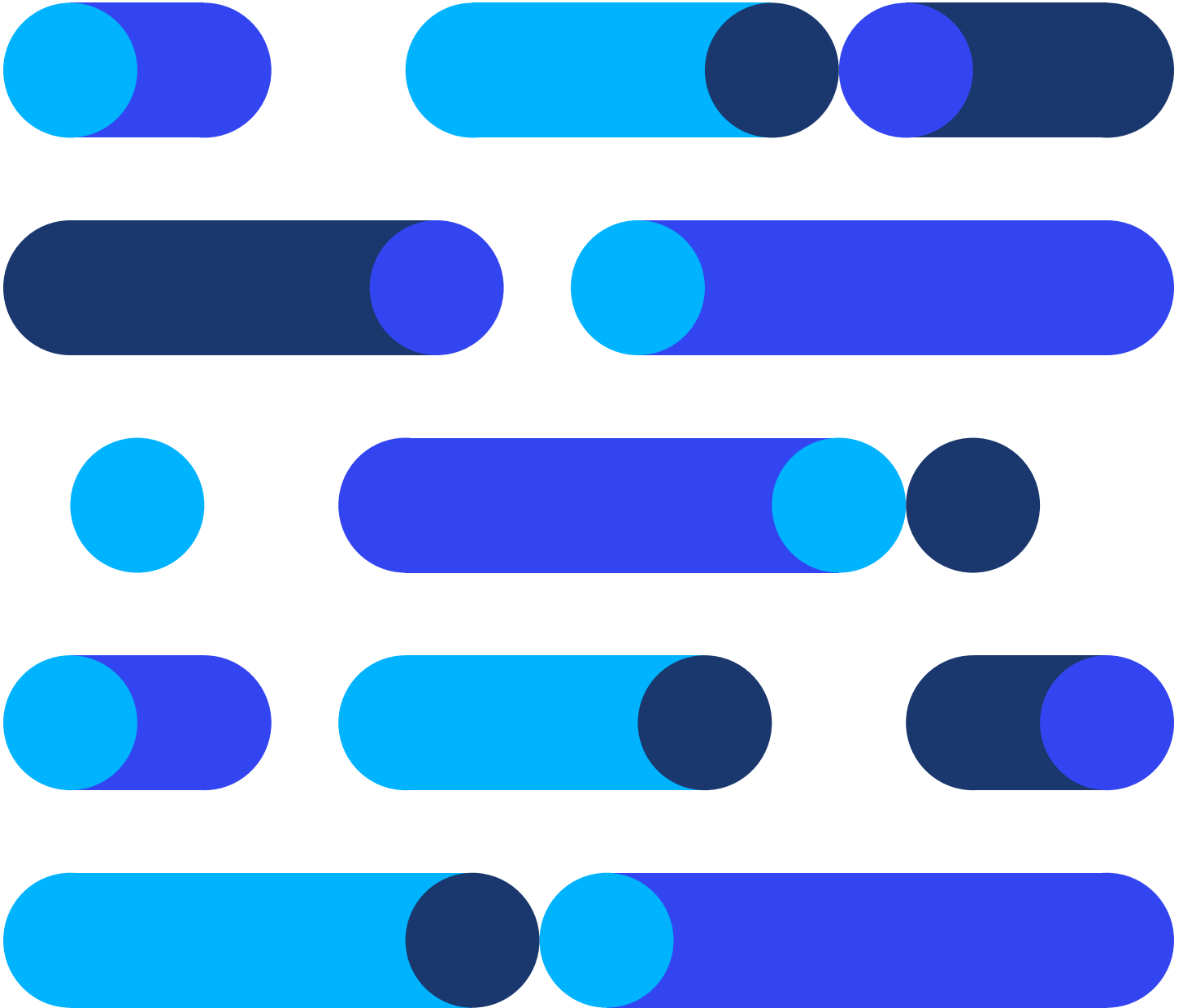


# Predicting Worker Success

Factors To Consider and How Humans Miss Them



# Predicting Worker Success

Imagine a world where you confidently hire the best worker for a job without reviewing a single resume, conducting interviews, or checking references. Now, imagine that job being filled in half the time without you doing the work. Sounds like a fantasy, right?



This could be reality sooner than you think. Our latest data reveals that companies using our proprietary algorithm to hire hourly workers have higher satisfaction than when a human makes the decision. Employers using this unique staffing technology have seen a **38% reduction in bad-fit hires** and are **rating workers' performance 8% higher** – all while **jobs are being filled 43% faster!**

So, how is an algorithm able to better predict who will be successful at work? It turns out that invisible human bias often prevents companies from hiring the best workers, and the rapid speed with which we make the hiring decision helps close top workers before they get another offer.

To hire the best people for the job and avoid turnover in today's historically tight labor market, **remove invisible bias from your hiring decisions.**



## Why is Bias Bad for Your Bottom Line?

Unconscious, or invisible, bias happens when people judge each other without even realizing it (*Society for Human Resource Management*). Age, appearance, gender, race, and other factors affect judgement – and we don't know it's happening. Invisible biases come up in the hiring process even before we interview – the spelling of a name or the layout of a resume can skew your perception of a candidate without you realizing.

Companies have tried to tackle bias by taking names off resumes, using multiple interviewers, and making sure each candidate gets asked the same questions. But, even using precautions can't prevent all human bias.

Affinity bias – when people like those who are like themselves – shows up in hiring more often than any other type of bias (*Turnbull, 2014*). You can hear affinity bias speaking when a hiring team refers to a candidate as “the right fit” or “a good personality fit.”

Unaware of bias, **people often spend their time around others they think are like them.** The instant feelings of relatability make it easier to connect.

Human bias leads to hiring those we think will fit in best, which can prevent new ideas and diverse ways of thinking from entering the workplace.

A McKinsey & Company study of 366 companies found that those ranking at the top for ethnic diversity were 35% more likely to have better financial returns than average. Those ranking high for gender diversity were 15% more likely. Workplace diversity also increases creativity and productivity (*Johnson, 2019*).

When humans subject to invisible bias make hiring decisions, the factors that will actually predict a worker's success may not even be considered.

## Which Factors Lead to Better Hires?



So, if humans can't always determine who will be the best worker... what are those deciding factors being overlooked?

Our algorithm removes hiring bias in real time by focusing on what's most likely to predict success: experience, feedback from previous roles, skills, availability, physical distance from employer, dependability, and more.

## Discover The Candidate's Ability to Do The Job by Considering:



### Experience

- Has the person done this type of job before?
- Will anything in their work history help them succeed here?

### Feedback

- How has this person been reviewed by other companies?

### Skills

- What skills has this person shown in past jobs?
- Do they have any certifications?

## Prevent High Turnover by Looking At:



It is important to focus on a worker's experience, feedback from previous roles, skills, availability, and physical distance when hiring, rather than being unknowingly swayed by bias.

### Availability

- Does the person's normal availability work with the shifts you need filled?

### Physical Distance

- People often overlook their commute or other obligations during an interview — does this person live nearby?

### Dependability

- How often does this person show up on time?
- Does this person go where they are supposed to be for a job?



A 2018 study shows that 23% of workers have left a job due to a bad commute and 53% say work-life balance is very important to them (*Gallup, 2017*).

## What Happens When We Reduce These Biases?

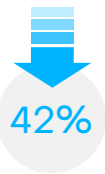


By removing human bias from hiring, Bluecrew can more accurately predict which workers will be successful. Biases like age, gender, appearance, and even sloppy resumes are eliminated when we focus on the proven hiring criteria that matter most.

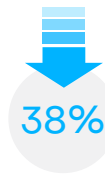
Our Instant Jobs hiring option, which uses our matching algorithm, requires no human hiring decisions.



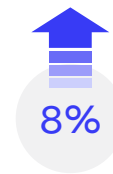
Recent data reveals that companies using Instant Jobs are experiencing:



Reduction in time to fill jobs



Reduction in bad-fits



Increase in satisfaction with workers



In comparison, companies opting to make hiring decisions by themselves are experiencing:

- Employees performing at a lower rating
- More workers determined to not be a good fit for the role
- Jobs take nearly 2 times as long to fill



Removing bias from hiring leads to higher employer satisfaction with their workers. Bluecrew's matching algorithm is helping employers hire the best hourly workers faster by taking the human element out of hiring.

## References

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What is implicit bias? (n.d.)

# On-Demand Staffing Made Simple

Bluecrew is a technology-based staffing platform that solves antiquated hiring challenges by quickly connecting pre-screened, W-2 workers with employers offering jobs that fit their schedules.

Learn more at:

[bluecrewjobs.com/employers](https://bluecrewjobs.com/employers)

