

MiNT

CASE

Predicting job performance and job satisfaction with MINT

THE CHALLENGE

Trafikverket (the Swedish Transport Administration) is an agency responsible for all modes of traffic: roads and railways, on sea and in the air. The agency builds, maintains, and operates all national roads and railways. Trafikverket has 6 500 employees.

The rail traffic controller is responsible for the safe and efficient operation of the railway within an assigned operating territory. The controllers are also responsible for ensuring train delays are minimized within their operating territory by means of effective planning, scheduling, and queuing techniques. Recruiting rail traffic controllers is a critical process.

Time and resources are invested in training the controllers upon recruitment and the job has a high security clearance. It is therefore essential to separate high and low performers, as well as identify candidates that are likely to stay and thrive within the organization.

THE SOLUTION

MINT, Measuring Integrity, is a self-assessment personality questionnaire that measures the degree by which a candidate is emotionally stable, agreeable and dependable. MINT was used as a screening tool for candidates to the rail traffic controller positions, as these were assessed to be important characteristics for a successful controller. MINT generates a score between 0 and 10. A cut off score at the lower end of the average area was set for the assessment of candidates.

During 2008-2009 a total of 157 candidates were assessed with MINT. 47 out of these were then recruited to the organization. A follow up was conducted 12 to 18 months after employment, both with regards to job performance as well as counterproductive work behaviors (e.g. tardiness, abusive behavior, excessive breaks, etc.). Job performance and counterproductive work behaviors were independently rated by two managers for each controller. Furthermore, the controllers themselves answered questions regarding their job satisfaction (if they liked their job), intention to quit (if they were looking for other jobs) and perceived performance (i.e. how the controllers themselves felt that they were performing).

RESULTS

MINT significantly predicted high job performance, both in terms of task performance (handling assignments well) as well as interpersonal performance (teamwork). Candidates with a high result on MINT were over two times more likely to be better performers than candidates with a low result.

The follow up shows that the group selected with MINT displayed low levels of counterproductive work behaviors. In the group, there was virtually no instances of problematic behaviors such as excessive breaks or being verbally offensive to colleagues.

Also, the follow up showed that MINT significantly predicted job satisfaction and a low intention to quit. Individuals with a higher result on MINT professed to enjoy the rail-traffic controller job and had few thoughts about leaving the organization.

Lastly, MINT had a high correlation with high perceived performance. Individuals with a higher score on MINT were more likely to feel confident in their ability to handle assignments and job tasks.

ABOUT ASSESSIO

Assessio is the leading publisher of psychometric tests in the Nordic region and a consulting organization with a focus on Human Capital Management. The company has a long history of developing research-based tools for selection and development of personnel.

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