

## Key Findings from the Queensland Department of Corrections:

- AIFP screening reduced sick leave almost by half in first two years of service
- Custodial Officers hired using AIFP less than half as likely to leave the job
- More temporary contracts successfully converted to permanent with AIFP

## AIFP Helps QLD Dept of Corrections Reduce Sick Leave, Increase Retention Rates

*AIFP would like to extend a special note of appreciation to the Queensland Department of Corrective Services for their assistance and cooperation in preparing this research report.*

### Background

Since December 1997 the Queensland Department of Corrective Services has used the AIFP Critical Character Assessment System to assist in the hiring process for all new Custodial Correctional Officer applicants. As an AIFP partner, the Department has tested over 3,000 candidates for the Custodial Correctional Officer position.

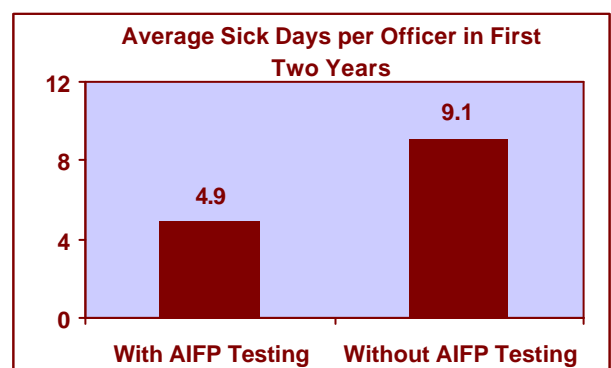
In February 2001, AIFP, with the assistance of the Department, undertook a study to investigate the effectiveness of the AIFP system in improving the quality of hiring decisions made for the Correctional Officer position. Specifically, records of sick leave and employee termination were investigated to see whether these factors had improved for the Department since the introduction of the AIFP system. This summary details the results of that study.

The research examined the employment records of 440 correctional officers admitted just prior to the introduction of the AIFP system, and 429 who had been admitted just after introduction of the system and who had been selected using its test battery and interview system. Department records for each group were examined in order to see if the AIFP group differed from the first group in terms of sick leave and termination rate. These factors were measured for each group for the two-year period following their commencement on the job.

### Results of the Queensland Study

The study found that officers screened with the AIFP battery took significantly fewer sick days overall than the officers admitted without AIFP screening. Over the course of the first two years, officers admitted without the AIFP screening averaged 9.1 sick days compared to only 4.9 sick days for those screened by AIFP. This finding indicates that **AIFP screening reduced by 46% the number of sick days taken by correctional officers** during their first two years on the job.

In addition, **the AIFP-screened group showed significantly lower attrition rates over the two years studied.** After 12 months, 20% of the non-AIFP group had left the job, compared with only 9% of the AIFP group. After 24 months, an additional 4% of non-AIFP had left the job, while no additional members of the AIFP group had left.



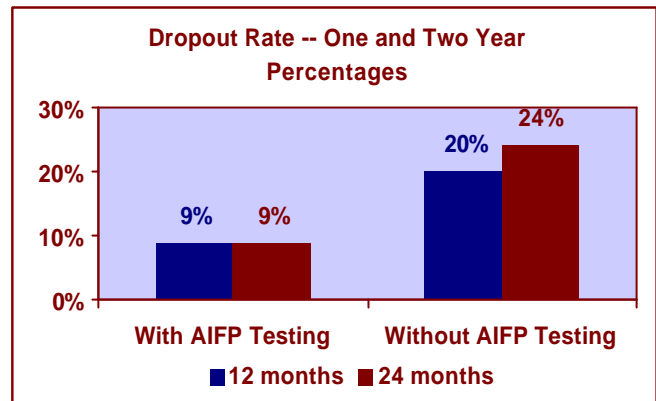
## Implications of the Queensland Study

The relationship between AIFP testing and reduced sick leave is clear from the study results. Use of the AIFP screening system for Custodial Correctional Officers **has saved the Queensland Department of Corrective Services almost half the sick days previously paid out to employees.** In terms of the financial cost to the Department, this represents a substantial savings.

With regard to the significant decrease in employee turnover since introduction of the AIFP system, it is clear that by using the AIFP selection system, the Department has **improved their selection of candidates who are best suited to the job.** The reduced turnover of staff at both the 12- and 24-month points yields the Department a greatly improved return on the substantial investment made in recruiting, selecting, and training new officers. Studies indicate that for various jurisdictions this cost is anywhere from \$11,000 to \$50,000 per officer employed. **The cost to put an applicant through the AIFP system is less than \$100.**

Reduced turnover and number of sick days taken are indicators that officers are probably more well-suited to their jobs and more satisfied with them. This would therefore also result in:

- Improved morale
- Better quality of inmate care.
- More effective teamwork
- Fewer stress claims
- Fewer reportable incidents and lowered legal risk



For more information on this or other studies, or to discuss how AIFP can help your organisation recruit the best possible candidates for your public safety positions, please contact us.

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