

STUDY

Content Moderator Assessment Validation Study

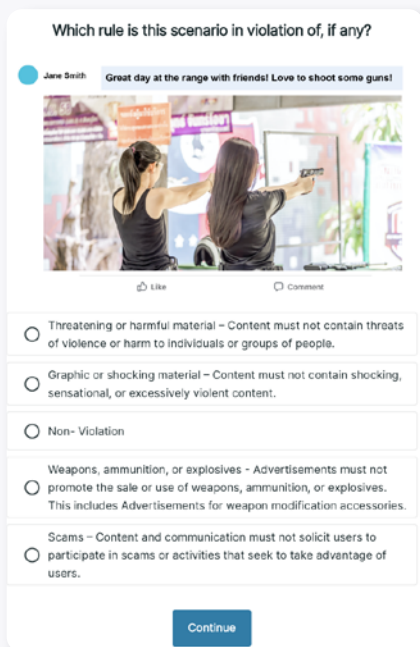
World’s first Content Moderator assessment demonstrated to be predictive of accuracy & speed.

Before launching the **first-ever Content Moderator assessment**, Harver partnered with a leading BPO customer for a validation study. Incumbents across regions completed the assessment, and the **science-backed results** are clear: Harver’s Content Moderator assessment is **predictive of job performance**.



1.8X
More likely to achieve above average accuracy

1.7X
More likely to achieve above average speed



Assessment summary

Candidates review sample content to determine any violations to platform- or customer-level standards.

- ✔ 16 items predictive of job performance
- ✔ Takes less than 20 minutes to complete
- ✔ Predicts performance: accuracy & speed

Validation study summary

- ✓ Partnered with a leading global BPO
- ✓ KPIs from April-June 2023
- ✓ 245 completed assessments

Performance Metrics

To help validate our Content Moderator assessment, our BPO partner provided two performance metrics for all matched incumbents.

After a rigorous study by Harver's People Science team, we validated that our assessment is predictive of both QUALITY and SPEED outcomes.

THOSE WHO SCORE HIGHER TEND TO PERFORM BETTER ON THE JOB

Study Results – Accuracy KPI

1.8X

more likely to achieve
above average accuracy

Significant positive
relationship with
performance ($r = 0.13$)

Study Results – Speed KPI

1.7X

more likely to achieve
above average speed

Significant positive
relationship with
performance ($r = 0.22$)

Study Results – Composite KPI

1.5X

more likely to achieve
above average on the
composite KPI

Significant positive
relationship with
performance ($r = 0.20$)

Learn more: Content Moderator assessment

For more information, email your
Strategic Account Manager or [request a demo](#).