

# Bank Alfalah adopts computer-based assessments



Bank Alfalah, Pakistan's sixth largest bank, approached HireLabs for a customized assessment solution to test their newly-hired employees.

It was the first time that Bank Alfalah was assessing candidates through an online testing environment, with an intention of introducing an online assessment centre.

In order to map the impact of this, Bank Alfalah decided to conduct a pilot assessment on its new hires. The aim of the pilot assessment was to gauge the reliability and validity of online assessments in measuring skills and behavioural competencies.

The pilot assessment included standard competencies gauging the behaviour of the candidates along with customized competencies gauging candidates' career readiness for the Banking sector in Pakistan.

The assessment was conducted in Bank Alfalah's Headquarters, in Karachi. With HireLabs', user-friendly, testing environment, Bank Alfalah's HR team was able to receive results in real-time and was able to share the reports of their new hires with their management.

The pilot assessment gave Bank Alfalah the exposure to an online testing environment, enabling their HR to assess candidates on their knowledge, as well as, their aptitude.

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*"The pilot test was conducted to see the alignment of our new hires with the corporate culture"*

**Amal Javed**  
Program Manager Learning and Development,  
Bank Alfalah

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## Challenges

- Transition from manual testing to computer-based pre-employment testing
- Conducting a pilot assessment on new hires to test their readiness for the banking sector
- Test the alignment of new hires with the banks corporate culture
- Resistance from test takers to use computer-based testing

## Solutions

- Provide online Assessment Centre
- Customize behavioural tests, which institutes a situation-based testing framework
- Provide online analytical and reporting tools

## Approach

- Create customized tests with a focus on evaluating newly-hired employees.
- Assess candidates via online Assessment Centres
- Use talent reports to make informed decisions

## Outcome

- Reduced time to screen candidates
- Gauging strength and weaknesses of the newly employed team members
- Bank Alfalah HR sharing the detailed reports of the candidates with the management in order to get an approval on introducing online assessments in the current system
- Overcoming resistance of test takers to adapt to computer-based testing