



A report on fraudulent practices
by candidates during job
assessments in India



November 2022

The prelude

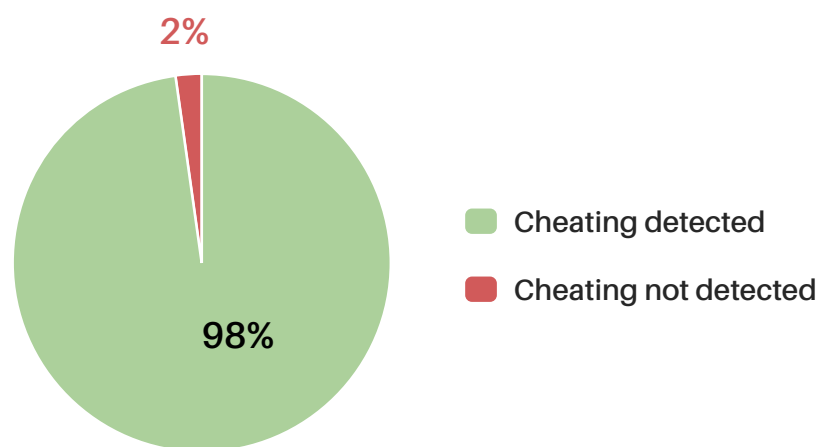
HirePro has been in business since 2004, helping companies source, screen, assess, interview, select and onboard the best talent seamlessly and efficiently through our AI-enabled platform. As part of these services, our key focus areas have been high-volume entry and lateral corporate hiring.

We have been pioneering virtual hiring solutions since our inception, with advanced AI-proctored online assessments as part of our offerings. Enterprises going digital were sceptical about the safety and efficiency of remote assessments and them being fraud-proof. While many enterprises adopted online assessments and interviews during the pandemic, their concerns about the best ways of proctoring them remained. At HirePro, we've been helping our customers with remote assessments, even before the pandemic, and were confident about its utility, safety, and efficacy. We studied the large amount of data at our disposal to uncover the safety and reliability of online job assessments.

The analysis conducted on our platform threw up some valuable insights regarding the candidates' fraudulent practices. This report intends to create a much-needed awareness on the various aspects of fraud in online job assessments and help organisations evaluate and streamline their processes and tools to overcome the same.

Highlights

- Cheating grows by 80-100% when there is no proctoring
- Proctoring done via audio + video + image helps detect 98% of cheating



Video + Audio + Images

- The most popular forms of cheating observed are someone sitting with the test taker and someone providing verbal help to the candidate

Analysis:

Sample size and scale:

For this study, we analysed a sample size of 9 lakh assessments in the past six months, out of the total 43 lakh assessments undertaken over the past 12 months on our platform.

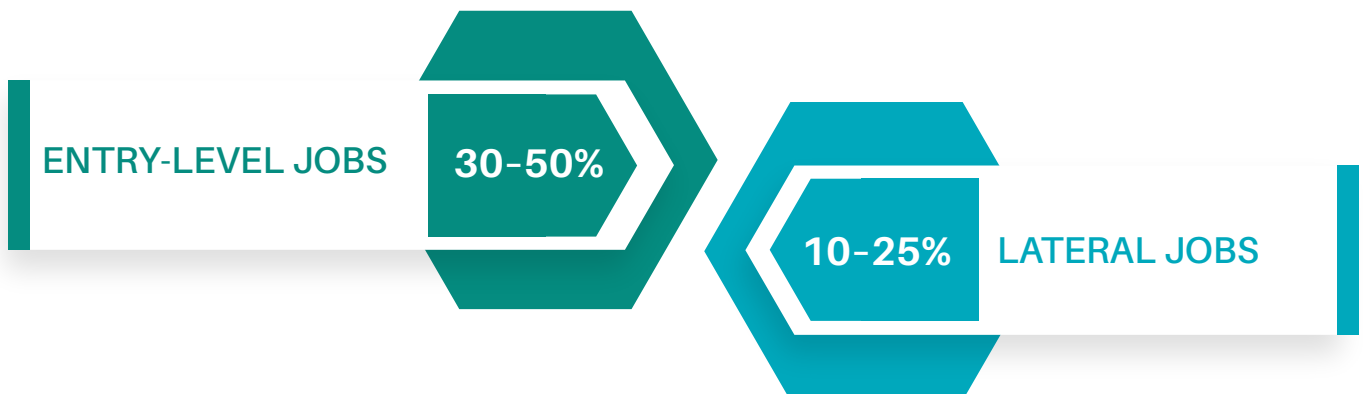


Cheating percentages:

Overall, it is evident that when effective proctoring is missing, a good percentage of people taking online assessments attempt to cheat which grows by 80-100%.

Our findings indicate that 30-50% of people cheat at entry-level job assessments. This percentage reduces to almost half for lateral jobs at 10-25%. This trend indicates that the tendency to cheat decreases as candidates gain industry experience.

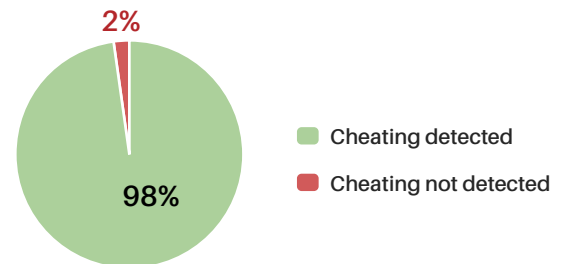
- HirePro Findings on attempt to cheat:



Cheating detection percentages:

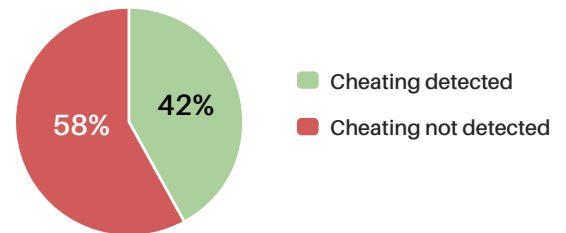
Our study indicates that people cheat in different ways during online assessments. The cheating detection percentage depends on the proctoring methods which can be video, audio, image, or a combination of these.

- The cheating detection is most efficient when the proctoring combines all three forms - video, audio, and image. This combination is highly effective for online assessments as only 2% of cheating gets missed out.



Video + Audio + Images

- When the proctoring combination is of only audio and image 58% of cheating misses detection.



Audio + Image

- With an image only proctoring, almost 92% of cheating goes undetected.

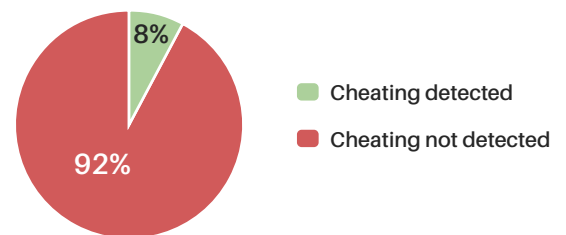
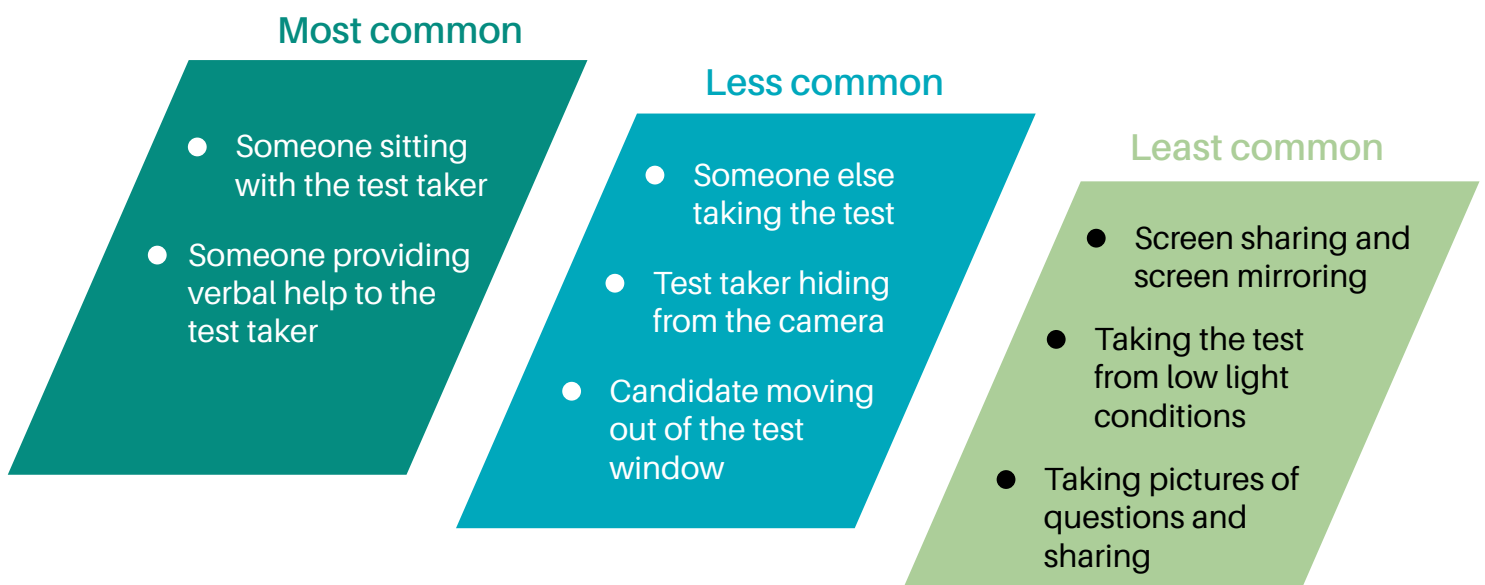


Image only

This points out that unless organisations use an effective combination mode of audio, video, and image proctoring, they may end up hiring candidates who cheated in their online assessments.

Forms of cheating and occurrence frequency:



The analysis also found the various modes people employ to cheat while taking online assessments and the degrees in which it occurs. The most common form of cheating is someone sitting with the test taker or providing verbal help to that person. The next prevalent forms of cheating are impersonation, persons hiding from the camera, or moving out of the test window. The lowest form of cheating observed is screen sharing or mirroring, taking tests in low light conditions, and sharing pictures of questions for help.

Recommendations based on findings:

Our findings indicate that effectively proctored online assessments are better than physically proctored assessments. Proctoring as a technology has evolved to be safe and reliable for conducting formal online assessments. Moreover, with rapid technology advances and widespread adoption, it will only become more robust in the future. The key benefit, besides accessibility to a wider pool of talent, is the quality of online assessments to evaluate the fitment and effectively bridge the talent gap.

However, employers need to ensure that online assessments are more holistic and fraud-proof. They can do this through a combination of video, audio, image, and browser proctoring to make virtual assessments more effective and reliable. The process can be made fool-proof by adopting AI-proctored assessments, assisted by manual reviews, especially for candidates given final job offers.

Online proctored assessment is effective as compared to physically proctored assessment

For it to yield the best results, online proctoring needs to be holistic which includes monitoring a combination of video, audio, image and web browsers

AI-assisted manual reviews should be part of the process, especially for offered candidates

Our proctoring solution's effectiveness in detecting various forms of cheating has helped us arrive at these detailed findings. With careful planning and the choice of the right tools, employers need not lose out on good candidates for the worry of cheating. The right online assessment tools with a high proctoring success percentage can help organisations overcome the challenge of fraudulent practices indulged by candidates.