

# The Development and Validation of the Dependability Express Scale

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## INTRODUCTION

Express Assessments were created to provide quick yet accurate assessments of job applicant attitudes in key areas. The Dependability Express scale was designed to best approximate the content and validity of the “productivity attitudes” section of the Employee Productivity Report (EPR) in a brief, 10-item format.

## PROCEDURE

Items were selected for the Dependability Express scale from the “productivity attitudes” section of the EPR. The ten items that, in combination, proved to be the strongest predictors of employee reliability and performance in previous validation studies were selected to constitute the Dependability Express scale. The validity of the Dependability Express scale was demonstrated in three separate samples. Two of the samples were from retail stores, and one was from a healthcare facility. Supervisors provided ratings of the dependability, reliability, and productivity of employees who completed the Dependability Express items.

## RESULTS

The Dependability Express scale showed substantial correlations with supervisor evaluations, averaging  $r = .30$  across the three samples (see Table 1). These results indicate that higher scores on the Dependability Express scale are associated with more dependable and effective levels of employee performance. The Dependability Express scale reliability was assessed using a diverse sample of 4,466 applicants for jobs in various industries. The Dependability Express scale produced a Cronbach’s alpha reliability coefficient of .52, indicating an acceptable level of internal consistency. The Dependability Express scale is composed of two underlying factors. One factor focuses on an applicant’s Acceptance of Responsibility. The second factor focuses on the applicant’s Stringency, or disapproval of errors and misbehavior. These two factors both contribute to the prediction of supervisor evaluations, but they are only somewhat correlated with each other (.25 in the normative sample), which explains the moderate internal consistency for the full Dependability Express scale. Individuals scoring in the lowest 14% of the norm sample on the Dependability Express scale were classified as High Risk; those scoring above the 14th percentile were classified as Low Risk. The High Risk vs. Low Risk classification had no adverse impact on any ethnic or gender.

For illustrative purposes, comparisons were made between the performance of Low Risk and High Risk employees. Striking differences were found between the two groups (see Figures 1- 4):

- High Risk employees were twice as likely to be late for work, and four times more likely to be late at least four times per month
- High Risk employees were twice as likely to miss four or more days of work in a year
- High Risk employees were two-and-a-half times more likely to ignore safety rules

## CONCLUSION

In summary, these research results indicate that the Dependability Express scale is an effective screening tool to avoid costly hiring mistakes stemming from employees who fail to engage in appropriate work behavior.

**Table 1. Correlations between Dependability Express Scores and Superior Evaluations in Three Samples**

Samples	Correlation	Sample Size
Retail	.32**	N = 100
Retail	.34**	N = 75
Healthcare	.23*	N = 76
Average	.30	N = 251

\*  $p < .05$  \*\*  $p < .01$

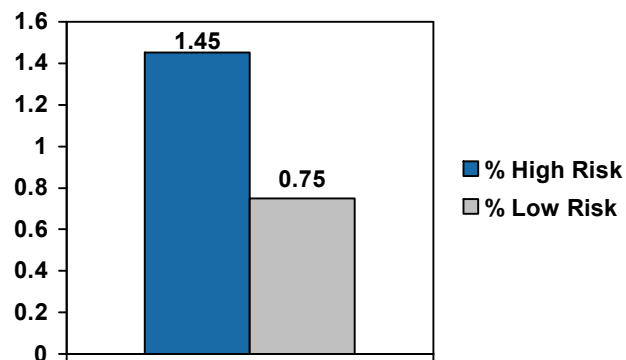
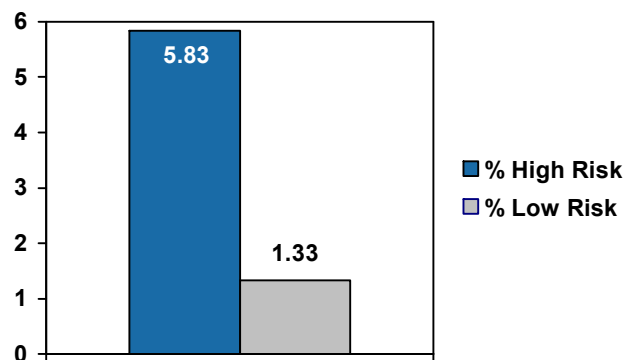
**Figure 1: Number of Times Employees were Late for Work Each Month****Figure 2: Percentage of Employees who were Late Four or More Times Per Month**

Figure 3: Percentage of Employees who Missed Four or More Days of Work in a Year

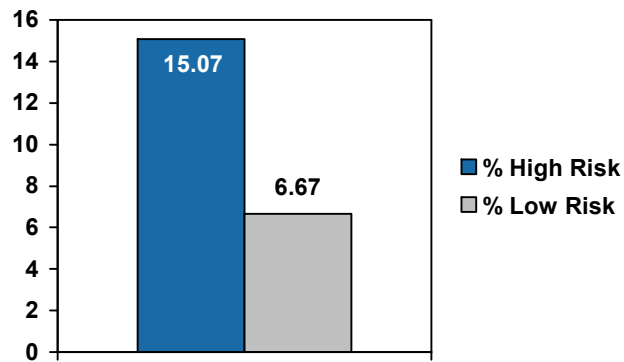


Figure 4: Percentage of Employees who Ignored Safety Rules

