



Pre-Employment Testing Software **sponsored**

Dispatcher/Calltaker National Job Analysis Study Update

– Questions & Answers – Cost/Benefit Analysis –



Overview

In 1999, Dr. Jim Kuthy of Biddle Consulting Group, Inc., led the first national dispatcher/calltaker job analysis study with information being obtained from almost 50 different public-safety agencies. We are now updating that study so that the job analysis report will contain the most up-to-date information available. We invite your agency to enjoy the benefits of the job analysis updating process for no cost.

The information obtained during the job analysis will identify the tasks that are common to dispatchers and calltakers across the United States and Canada, including how frequently those tasks are performed, the importance of the tasks, and how performance on those tasks differentiates between above- and below-average performance. A job analysis is widely recognized as being the backbone of content-related validity studies that address the United States' *Uniform Guidelines on Employee Selection Procedures* (which is the foundation of the application of Civil Rights laws regarding selection testing).

How would we benefit from our participation?

Agencies that participate in the job analysis update study will be identified in the report, and that report can then be used as evidence that the testing/interviewing they are using is fair and valid in the event of a civil rights lawsuit or government audit (when the job analysis is used as the basis of a content-related validation study of selection devices as described in Section 15C of the Uniform Guidelines).

Agencies have used the previously-conducted job analysis information for validating tests and interviews, creating appropriate performance appraisal systems, pursuing training grants, and more. Even though we will be offering the results of the updated job analysis study to all public-safety agencies to use as they wish without charge or obligation, only the participating agencies will be

able to use this information as evidence in court in the event of litigation.

Are there any downsides to our participating in this national job analysis study?

There are no anticipated negative consequences for agencies that participate in this job analysis update study. As mentioned earlier, almost 50 agencies participated in the previous job analysis study and none have reported any challenges associated with their participation.

A professionally-facilitated job analysis study conducted for a specific individual agency could cost thousands of dollars. However, there is **no charge** to agencies that cooperatively join in the current job analysis update study, which is being conducted by one of the leading human resources consulting company in the nation.

Finally, the ratings we receive from individual agencies will **not** be reported separately. Instead, all data will be aggregated together to form averages. It is only those averages that will be included in any resulting reports.

How would we participate?

To be included in the job analysis report, agencies would have two or more current dispatchers and/or calltakers respond to a survey, during which those employees would provide importance and frequency ratings on a variety of job duties and knowledge, skills, and abilities needed to perform those duties. (These types of surveys generally take two to three hours to complete). Agencies would also have a minimum of one supervisor provide additional ratings, such as the level of expertise needed upon entry to the job and whether the ability to perform a task was a required or helpful qualification. (The supervisor surveys will also take about two to three hours).

Participating agencies would also have the option to provide any job descriptions and/or previously-conducted job analysis reports they may have for our consultants to review.

What does the United States government say about cooperative job analysis projects?

The Federal Government encourages agencies to join together in a cooperative effort for the development and validation of selection tests. For example, the federal *Equal Employment Opportunity Commission* states:

“The [United States Equal Employment Opportunity] Guidelines not only permit, but encourage such efforts. When users have participated in a cooperative study which meets the validation standards of these Guidelines and proper account has been taken of variables which might affect the applicability of the study to specific users, validity evidence to each user will not be required.”

Equal Employment Opportunity Commission, Uniform Employee Selection Guidelines, Interpretation and Clarification, page 24-132.
(emphasis added)

In other words, if an agency joins together with other agencies to participate in a professionally-facilitated cooperative job analysis study, that agency would likely not be required to conduct an additional, agency-specific job analysis study if they were attempting to validate practices, procedures, and/or tests based on that job analysis.

What do the United States Courts say about cooperative test development and validation studies?

The federal courts have accepted cooperative job analysis studies as partial evidence of non-discrimination when testing. For example, in the *United States v. the City of Torrance* (California) case concerning the city's public safety tests, the city successfully defended itself, citing its participation in a cooperative job analysis project as an essential part of its defense of content-validated testing.

Can my agency still use the CritiCall Pre-Employment Testing Software if we do not participate in the cooperative job analysis project?

Yes. But should a discrimination lawsuit arise, you would then need to conduct a job analysis and validation study specifically for your agency that can typically cost thousands of dollars. Most agency administrators do not realize that it is the

responsibility of the employer, not the test developer, to determine that there is sufficient evidence to address the federal *Uniform Guidelines*. We have found that without a job analysis, agencies could possibly have to pay costly penalties if that agency loses a civil rights discrimination lawsuit.

But my agency has never been sued, so why should I care about a discrimination lawsuit?

Participation in a job analysis study is similar to an insurance policy: You hope you never need to rely on the policy, but the protection is there. A single lawsuit can cost untold dollars in legal fees *even if you win!* Being able to provide evidence of non-discrimination through participation in a professionally developed job analysis can be a primary defense against a discrimination lawsuit when the job analysis information is used as the foundation of evidence of the validity of the test. Finally, being able to demonstrate that the test you use is job related may increase acceptance of the test's results by job applicants, thus potentially lowering even the possibility of a discrimination lawsuit.

Will the national job analysis be accepted by national certification agencies?


The job analysis updating process is designed to address the joint *Commission on Accreditation of Law Enforcement Agencies, Inc. (CALEA) & Association of Public-Safety Communication Officials (APCO)* certification standards.

In addition, the job analysis process is designed to address the federal *Uniform Guidelines on Employee Selection Procedure*, the *Civil Rights Act of 1991*, the *Americans with Disabilities Act (1990)*, and the *Society for Industrial & Organizational Psychology's Principles for the Validation and Use of Personnel Selection Procedures (1987)*.

In addition, we are eager and willing to work with any federal, state or local government certification agency or non-profit organization to make certain we address the various selection and certification requirements from around the United States and in Canada. Please contact the CritiCall Client Relations Manager, toll-free at 800-999-0438 ext. 151, if you would like to discuss involvement in the national job analysis update study.

Cost-Benefit Analysis

Dispatcher/Calltaker National Job Analysis Update Project

Strategy	Costs	Benefits in the event of a civil rights lawsuit
Conduct no job analysis. Fail to demonstrate the job-relatedness of the tests and/or interviews used to select your dispatchers.	Potentially millions of dollars in court costs and penalties in the event of a civil rights lawsuit.	None
Agency Specific Job Analysis. Conduct a job analysis of dispatcher and/or calltaker positions at a specific agency.	\$8,000 - \$12,000 in Consulting Fees. (A time-consuming effort that requires participation by a minimum of 7 to 10 currently-employed dispatchers and their supervisors.)	Addresses Sections 14C(2) and 14C(4) of the federal <i>Uniform Guidelines on Employee Selection Procedure</i> . Can be used as evidence of non-discrimination in the event of a civil rights lawsuit when used as the foundation of a validity study.
 <p>Biddle Consulting Group, Inc. Cooperative Job Analysis Study. According to the <i>Equal Employment Opportunity Commission</i>, a cooperative strategy can be used in lieu of an agency-specific Job Analysis. Uses many fewer current dispatchers/calltakers than other validation methods, thus saving time and money.</p>	<p>NO COST TO THE PARTICIPATING AGENCIES! Minimal time from three current employees to complete job analysis surveys.</p>	<p>Addresses Sections 14C(2) and 14C(4) of the federal <i>Uniform Guidelines on Employee Selection Procedure</i>. Can be used as evidence of non-discrimination in the event of a civil rights lawsuit when used as the foundation of a validity study. Also can provide a foundation for performance appraisals, training grant development, pay/salary studies, and more.</p>

Please contact Biddle Consulting Group, Inc., toll-free at 800-999-0438 ext 151, or email clientrelations@criticall911.com, if you would like to participate in the national job analysis update study or would like more information.