



Dependability and Safety Instrument

> User Guide



Dependability and Safety Instrument (DSI) > User Guide

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An introduction to the Dependability and Safety Instrument (DSI)

This User Manual provides a short introduction to the Dependability and Safety Instrument (DSI) and instructions for its administration and scoring. A full Technical Manual for the DSI is available upon request from SHL. It is important that users read the technical manual to ensure they are using the DSI appropriately.

What is dependability at work?

The DSI questionnaire measures behavioural characteristics in people that relate to dependability at work (see Technical Manual for more information). The questionnaire is valid to use in many job-related situations and roles. SHL examined four types of factors that relate to dependability, reliability and safety in the workplace. These factors are presented in Groups 1 – 4 below.

These factors help managers that use the DSI to understand what types of behaviors the DSI is designed to measure.

The DSI presents a single score that predicts the likelihood an individual will be a reliable employee. The questionnaire calculates this score based on all four types of factors in the groups below.

Managers reviewing the results of the DSI should not use the score to focus on any of these factors individually; instead, the results of the DSI should be viewed as an overall indication of dependable or reliable behaviour at work. These factors are useful in helping users understand how the DSI evaluates reliability and dependability in the workplace.

Group 1 – Complying with Policies and Procedures

- Sticks to company regulations
- Takes safety seriously
- Returns from breaks on time

Group 2 – Coping with Pressures

- Never has a disagreement with colleagues, supervisors or customers
- Keeps an even temper in all situations

Group 3 – Being Reliable

- Rarely has time off
- Is always reliable

Group 4 – Being Confident and Delivering

- Is confident about their own abilities
- Checks their work thoroughly for mistakes
- Can handle situations of conflict effectively

What is the DSI?

The DSI is a short screening tool that is suitable for many key roles, but particularly suited to front-line operational roles. The DSI provides a single score that reports the likelihood that an applicant will be a reliable, productive and safe employee.

The DSI questionnaire uses 22 statement pairs to assess elements of an individual's personality that are related to employee dependability and safety. For an example of an item from the DSI questionnaire, see the figure below.

SHL research shows that it takes applicants, on average, 7 minutes to complete the questionnaire. The research supporting the DSI, and reported in the Technical Manual, shows it to be a stable measure over time, and that it predicts the critical work behaviours of safety and dependability as effectively as longer personality questionnaires.

Instrument - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Tasks Reports Project History Project Maintenance Users Jobs Logout

SHL COMPLETE INSTRUMENT

SHLSolutions.com

To view help on how to use this instrument, click on the link at the bottom of the page.

Assessment of **Simon Raymond**

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In this questionnaire select, from the pair, the statement that best describes you at work. Choose the statement that is most like you.

I think that time should be spent on planning

Neither

I normally try to fix things when they break down

[Instructions](#)

Options

[Leave Questionnaire](#)

Next

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Done

start

4 Mi... 2 Mi... Adob... Depe... 2 In... Micros... EN

Internet

09:16

What does the DSI measure?

The DSI has been specifically designed to identify potential employees who will have good attendance records and be effective and positive team members. They may also be relied on to produce good quality work as well as to be more customer focused and, in safety critical environments, less accident-prone.

The DSI combines a number of facets of personality into a single score designed to predict whether an applicant is likely to be above average in terms of dependability and safety (less accident prone). While the DSI is related to conscientiousness, agreeableness and emotional stability, it was not designed to assess these facets in detail or to report separate scores for each of these or any other facets of personality. The statistical modelling used to construct the DSI means that the score is directly interpreted in relation to behaviours in the workplace. In contrast to a norm-referenced approach that reports scores in relation to other people's scores on a given scale, the DSI is a criterion-referenced score that states the probability of observing key work behaviours, for example accident proneness, if an applicant is appointed.

Availability of the DSI

The DSI is available without the need for training. It has been designed so that line managers can administer, score and interpret it with minimal or no support. The results need to be interpreted with professional care and treated with due regard to confidentiality.

The DSI is administered online via the Internet. The questionnaire provides a simple and clear feedback report to help line managers understand the score (see copies of the reports contained in Appendix 1). These reports have been designed specifically for line manager and HR use, we do not recommend they are given to the candidate.

The instructions candidates will see online include everything that the applicant needs to know in order to complete it. It is important to provide an introduction to the questionnaire, and this should include an explanation of why the DSI is being used, the role it plays in the overall selection procedure, what will happen to the results and that specific and detailed feedback will not be provided. Where applicants are being invited to complete the DSI online, this should contain an introduction to the DSI. Special attention should be paid to those whose first language is not English to ensure that they have understood properly what is required of them.

If the DSI is administered by telephone, the responses will then need to be entered by the administrator using either the online version or by completing the paper-and-pencil answer sheet in order that it can be scored.

If the DSI is administered as paper-and-pencil it can be scored either by hand or through the SHL Bureau Service.

Providing feedback

The Dependability and Safety Instrument and associated score reports are not designed for providing feedback to candidates. The DSI provides an overall indication of fit to positions where reliability in time keeping and quality, as well as safety, are important requirements. The Instrument does not provide detailed information for feedback purposes. It should be used as one source of information for screening and selection decisions. Any feedback to candidates

should be based on all the information considered and how the candidate ranked against other candidates in terms of fit to the position being offered.

Follow-up interview

It may be beneficial to follow up the candidates with a structured interview. SHL recommends using a competency-based interview.

A competency-based interview uses a structured series of questions aimed at eliciting behavioural information against specific job or performance related competencies. It is an approach where information, in particular, specific examples of behaviour are gathered against each "competency" that is relevant to particular aspects that are necessary for good job performance.

Generic competencies can be used where specific behaviours have been identified, such as those captured for the DSI. The following questions are provided as examples for each of the criterion variables:

Complying with Policies and Procedures

- Tell me about a time when it was important to ensure that regulations or procedures were followed. Describe how you ensured that those regulations or procedures were followed correctly.
- How do you ensure that you use materials and equipment safely?
- Sometimes we find we are running behind on a task or an assignment that may be due to someone else's actions. Tell me about a time when you have had to deal with a situation like this, and what you did to manage it.

Coping with Pressures

- Give me an example of when you have had to deal with a disagreement with a colleague.
- Tell me about a time when you have had to manage a conflict between people at work?
- Sometimes we find that we are under pressure or having to deal with a lot at one time. Tell me about a situation at work where you have had to handle the pressure of a lot happening.

Being Reliable

- Tell me about how you manage your schedules and time at work.
- Give me an example which illustrates how you plan and organise your time at work. How do you think you compare to your colleagues in terms of organising your time?

Being Confident and Delivering

- How do you ensure that you check the quality of your work or the work of other colleagues that you are working with?
- In the past how have you ensured that you have understood what needs to be done and established clear priorities?

Appendix A: Suggested Introduction Script for Candidates

Hello [Candidate Name]

As part of your application for employment, you will need to complete a short questionnaire that helps us evaluate your fit for the job. The questionnaire is administered online [and you can complete it at home or in our offices.]

This questionnaire is used only as part of the selection decision. It takes between 5 and 10 minutes to complete, and there is no time limit. You should work as quickly as you can, and don't spend too much time on any one question.

The results will be used only to help us determine your fit for this job, and your information will be held in confidence [according to our privacy policy]. Because the information is used as part of the overall selection criteria, we do not provide feedback on the results of this questionnaire outside the normal selection process.

Instructions to complete the questionnaire will appear on screen before you begin. If you have any questions about the process, or if you encounter any technical problems during the test, please contact [name, contact information].

Sincerely,

[name]

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