

Development of Pre-Employment Psychological "Screening-In" Testing for Police Dispatchers

Daron D. Diecidue

This research seeks to determine whether psychological screening can be utilized as a valid tool in predicting whether police dispatcher candidates will be successful in the telecommunications field. A review of the literature reflected that only one similar research project on this topic has been conducted.

Dispatcher stress has been well documented. Also, the uniqueness and importance of that position, in conjunction with its integration to police work, is well known. Research and documentation regarding psychological testing for police officer candidates abounds. Therein lies the experience, foundation, and understanding needed not only for this research, but to substantiate results and to offer guidelines for the future. This study found that dispatcher applicants can be psychologically screened with marked differences exhibited between those candidates whose personality traits are similar to known outstanding dispatchers, and those candidates who exhibit serious psychological problems and/or personality traits not reflective of highly successful dispatchers.