



# Employee Attitude Inventory (EAI)

*A Powerful Supplement For General Loss Interviews and Field Investigations at High Shrink Locations*

Your General Loss resources are limited, and your need to produce results is strong. Vangent’s Employee Attitude Inventory (EAI) is a reliable and valid assessment system designed to measure theft-related problems and other forms of counterproductivity among current employees. A valuable tool for loss prevention professionals, the EAI can transform the way you approach your system for General Loss Interviews, by helping you to identify problem locations and employees to focus your resources on. That means you can spend more time at more high shrink locations, and expect greater results.

### Purpose

The inventory can be used as an Investigative Tool to focus inquiries of general loss or specific incidents in problem locations. As an investigative instrument, the EAI can often identify an associate’s potential involvement in theft. Or the inventory can be used as a Loss Prevention Climate Survey to identify the existence of workplace problems.

Normed and legally valid for use  
with current employees

The inventory is the result of many  
years of intensive research by  
psychologists, criminologists, legal  
experts, and law enforcement  
specialists.

### Using the Employee Attitude Inventory

The EAI can serve as a valid standalone tool, or as a powerful supplement to the field interview protocols from Wicklander-Zulawski & Associates. Having pioneered loss prevention interview and interrogation techniques, Wicklander-Zulawski utilizes well-crafted interviews to identify dishonest employees. Vangent psychologists have established there is a strong correlation between the EAI and the Wicklander-Zulawski interview results, making the two tools a powerful complementary solution for Loss Prevention professionals.

WZ Interview Form Cluster	EAI Scale Congruence
Personal Background	Demographic Information (non-scale)
Counterproductivity	Theft/Misconduct Admissions
Counterproductivity Triggers	Theft Attitudes, Drugs, Job Dissatisfaction, Job Burnout
Knowledge/Suspicion/Opportunity	Theft Knowledge and Suspicion
Sensitive/Personal Areas	Job Burnout, Job Dissatisfaction
Other Risk Indicators	Open-ended Comments Section

**Number of Items:**  
168 items with opportunity  
to add supplemental items on  
some versions (non-web)  
**Duration:** 30-45 minutes

- Supplementing the EAI with interview protocols from Wicklander-Zulawski can markedly improve the way loss prevention professionals tackle their assignment:**
- Rather than the time consuming method of interviewing every employee at high risk locations, the EAI can help investigators determine which employees to interview first, improving results.
  - Loss Prevention professionals can improve time management, reaching more locations
  - Individual interviews are strengthened with the help of a valid and reliable EAI assessment tool

Whether you need to narrow your focus in General Loss Interviews to certain locations and employees, or take a general security climate survey, the EAI can provide you a wealth of valid, reliable information to address shrink and losses. Used alone or with other industry-leading techniques, the EAI is an invaluable tool for Loss Prevention and Asset Protection professionals.

### Dimensions of Measurement

**Theft Admissions scale:** Measures actual admissions of theft and company rule violations by employees. The EAI also reports any direct theft admissions made by the employee.

**Theft Attitudes scale:** Measures the associate's attitudes, values, perceptions, and opinions toward theft. This scale also measures the likelihood the employees will engage in theft-related behavior.

**Theft Knowledge and Suspicion scale:** Measures how often an employee observes, or highly suspects, co-workers of stealing from the company. This scale provides a means for employees to report thefts from the organization.

**Drug scale:** Measures the associate's attitudes toward illicit drug use, their personal involvement with drugs on the job, and knowledge of co-workers' use of illegal drugs on the job.

**Job Burnout scale:** Measures an employee's syndrome of job stress. Extreme job stress in an associate typically manifests itself as a syndrome of physical and emotional exhaustion, involving the development of negative job attitudes, a poor self-concept and bitterness toward clients or customers.

**Job Dissatisfaction scale:** Measures an employee's dissatisfaction with pay, promotional opportunities, company, work, supervisors, and co-workers.

**Validity scale:** Indicates the extent to which an employee responds to the survey in a socially desirable manner. This scale reflects the tendency to put oneself in an overly favorable light.

### Administration & Scoring

- Web-based administration and scoring
- Paper & Pencil administration with phone-in scoring

