

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2005 Survey Period: July 1, 2004-Dec. 31, 2004

Information Management Division

Department of Consumer & Business Services

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The effectiveness of Oregon OSHA's enforcement program in reducing occupational injuries and illnesses depends to a large degree on the performance of its compliance officers while inspecting Oregon workplaces. To assess the quality of work done by OR-OSHA compliance officers, the department's Information Management Division (IMD) conducts an ongoing survey of employers for Oregon OSHA. The results of the survey are provided to the legislature and used to help guide the training of compliance officers in order to improve the effectiveness of OR-OSHA inspections.

Methods

The safety compliance officers are randomly divided into two groups and assigned to one of the two three-month periods. Period 1 begins July 1 and ends Sept. 30; period 2 covers Oct. 1 through Dec. 31. Every employer inspected by the safety compliance officers for the assigned period is surveyed. In order to have a representative sample of health inspections, all employers inspected by health compliance officers are surveyed in each period. IMD sends the cover letter and questionnaire to the employer following the issuance of a citation (or closure of the case, if no citation). The employer or the employer's representative during the inspection is asked to complete the survey. If a survey has not been returned after two weeks, IMD sends a reminder postcard to obtain a response.

Results

This report covers the surveys returned for inspections that took place in the two periods from July 2004 through December 2004.

Of the total 1,458 questionnaires mailed out, 1,058 were returned (a response rate of 72.6 percent). Of these, 1,035 were useable. Overall, responses to questions about the skills, knowledge, and attitude of compliance officers were favorable. As shown in the following tables and charts, more than 90 percent of the responses for most questions were in categories such as "very good" and "good" or "very clear" and "fairly clear." Compliance officers were also given high ratings on a five-point scale for characteristics including professionalism, respectfulness, responsiveness, and reasonableness.

Question 1. Before the inspection began, was there an opening conference at the inspection location? That is, did the compliance officer take a few minutes to talk to you or an employer representative about the inspection?

Question 1a. If a conference was held, did the compliance officer explain the reason for the inspection during the opening conference?

1. Opening conference held

	Number of responses	Percent
Yes	977	95.5
No	33	3.2
By phone only	13	1.3
Total responses	1,023	100%
No answer	12	
Total surveys	1,035	

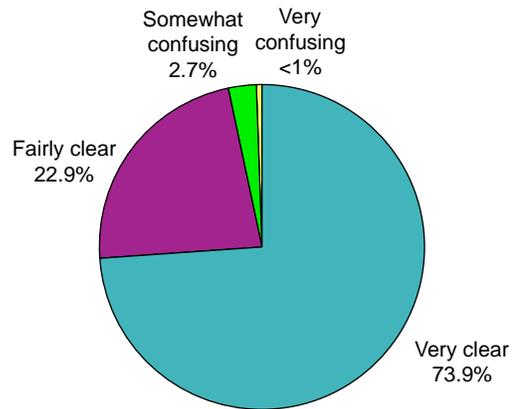
1a. Inspection reason explained

	Number of responses	Percent
Yes	983	99.8
No	2	0.2
Total responses	985	100%
No opening conference	33	
No answer	17	
Total surveys	1,035	

Question 1b. If yes to question 1a, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

1b. Explanation of inspection

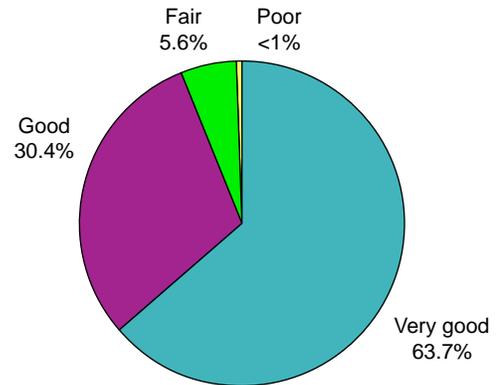
	Number of responses	Percent
Very clear	723	73.9
Fairly clear	224	22.9
Somewhat confusing	26	2.7
Very confusing	5	0.5
Total responses	978	100%
No opening conference	33	
No explanation	2	
No answer	22	
Total surveys	1,035	



Question 2. Below is a list of statements that describe possible qualities of a compliance officer. Please rate the compliance officer as very good, good, fair, or poor.

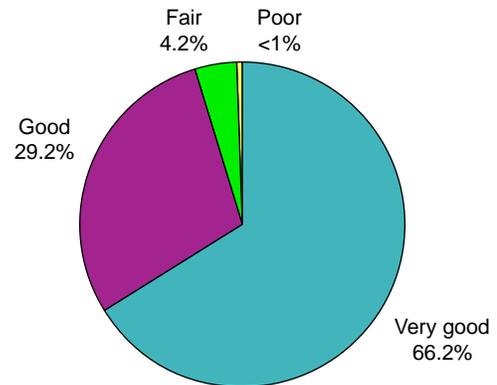
2a. Level of familiarity with potential hazards in your workplace

	Number of responses	Percent
Very good	652	63.7
Good	311	30.4
Fair	57	5.6
Poor	3	0.3
Total responses	1,023	100%
No answer	12	
Total surveys	1,035	



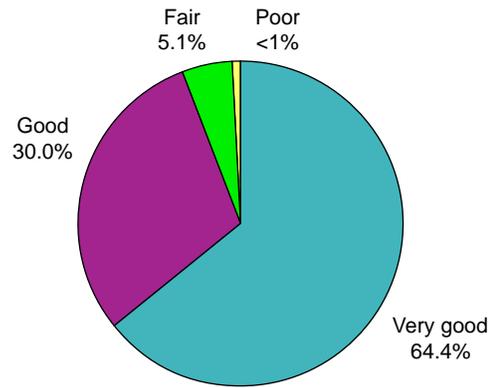
2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	677	66.2
Good	299	29.2
Fair	43	4.2
Poor	4	0.4
Total responses	1,023	100%
No answer	12	
Total surveys	1,035	



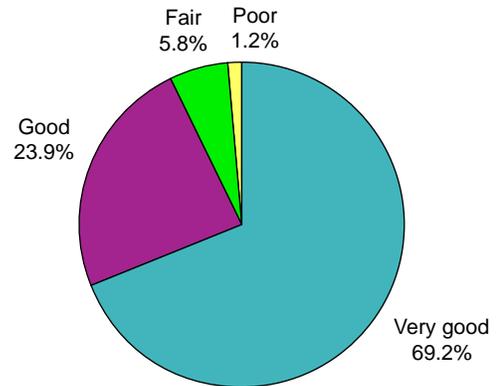
2c. Ability to explain rules

	Number of responses	Percent
Very good	660	64.4
Good	307	30.0
Fair	52	5.1
Poor	6	0.6
Total responses	1,025	100%
No answer	10	
Total surveys	1,035	



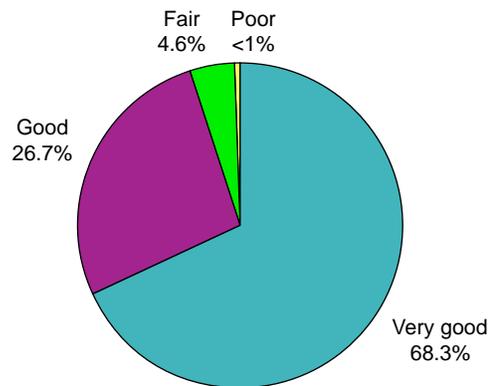
2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	709	69.2
Good	245	23.9
Fair	59	5.8
Poor	12	1.2
Total responses	1,025	100%
No answer	10	
Total surveys	1,035	



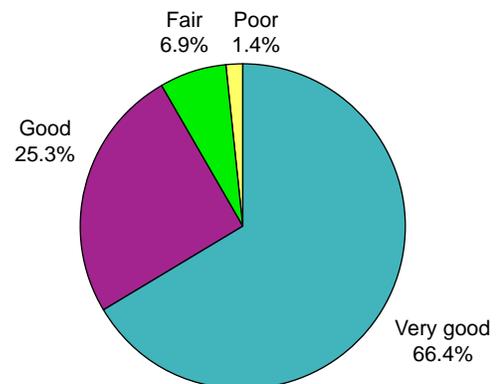
2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	698	68.3
Good	273	26.7
Fair	47	4.6
Poor	4	0.4
Total responses	1,022	100%
No answer	13	
Total surveys	1,035	



2f. Flexibility in helping you find a solution to problems identified during the inspection

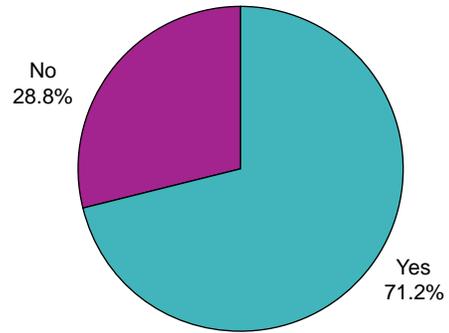
	Number of responses	Percent
Very good	669	66.4
Good	255	25.3
Fair	70	6.9
Poor	14	1.4
Total responses	1,008	100%
No answer	27	
Total surveys	1,035	



Question 3. Did the compliance officer issue a citation for any violation(s) during this inspection?

3. Citation issued

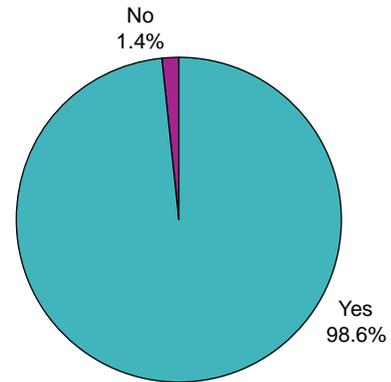
	Number of responses	Percent
Yes	729	71.2
No	295	28.8
Total responses	1,024	100%
No answer	11	
Total surveys	1,035	



Question 3a. If yes to question 3, did the compliance officer explain each violation to you?

3a. Explanation for each cited violation

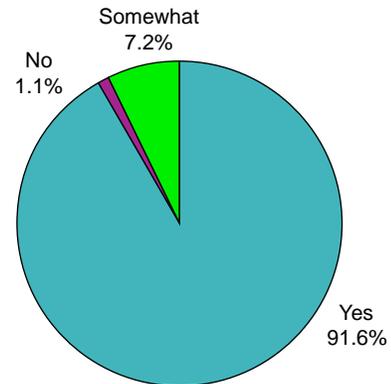
	Number of responses	Percent
Yes	714	98.6
No	10	1.4
Total responses	724	100%
No citation	295	
No answer	16	
Total surveys	1,035	



Question 3b. If yes to question 3, was the compliance officer willing to work with you in seeking solutions to the problem?

3b. Willingness to offer solutions

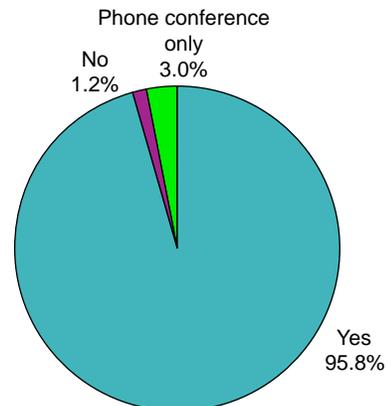
	Number of responses	Percent
Yes	658	91.6
No	8	1.1
Somewhat	52	7.2
Total responses	718	100%
No citation	295	
No answer	22	
Total surveys	1,035	



Question 4. At the end of the inspection, was there a closing conference? That is, did the compliance officer take a few minutes to talk to you or an employer representative about the results of the inspection?

4. Closing conference held

	Number of responses	Percent
Yes	979	95.8
No	12	1.2
Phone conference only	31	3.0
Total responses	1,022	100%
No answer	13	
Total surveys	1,035	



Question 4a. If a conference was held, were your rights and responsibilities explained during the closing conference?

4a. Rights and responsibilities explained

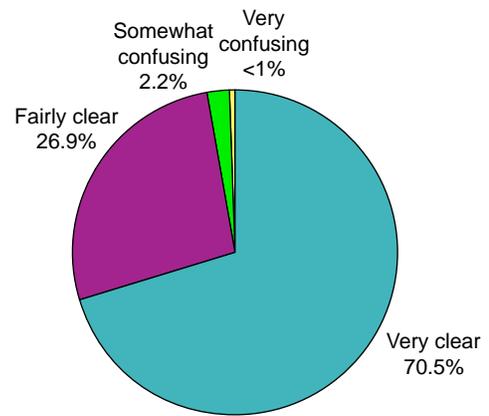
	Number of responses	Percent
Yes	979	98.5
No	15	1.5
Total responses	994	100%
No closing conference	12	
No answer	29	
Total surveys	1,035	



Question 4b. If yes to question 4a, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

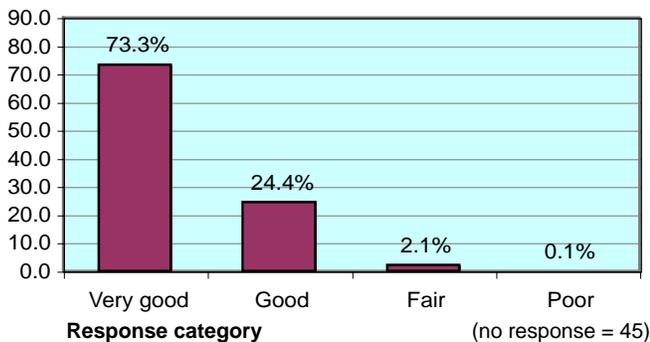
4b. Explanation of rights and responsibilities

	Number of responses	Percent
Very clear	687	70.5
Fairly clear	262	26.9
Somewhat confusing	21	2.2
Very confusing	4	0.4
Total responses	974	100%
No closing conference	12	
No explanation	15	
No answer	34	
Total surveys	1,035	

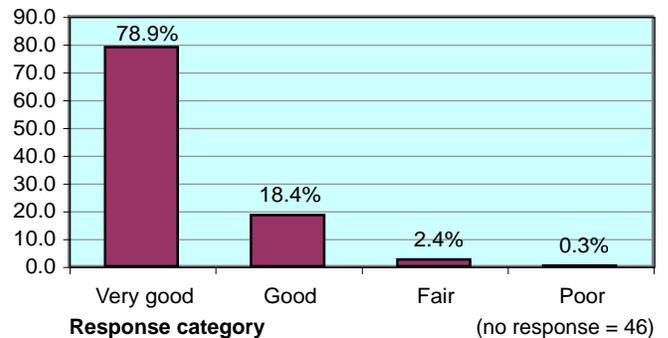


Question 5. Below is a list of words that might describe the qualities found in compliance officers. Please rate the compliance officer as very good, good, fair, or poor.

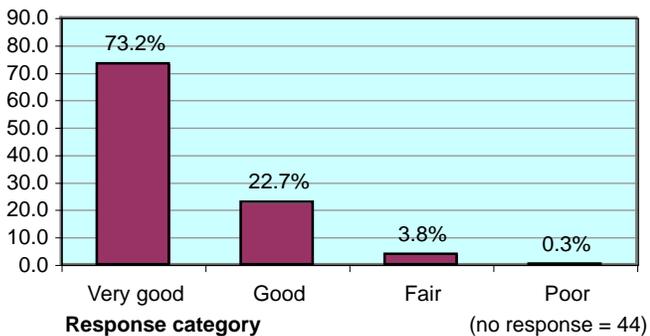
5a. Professional



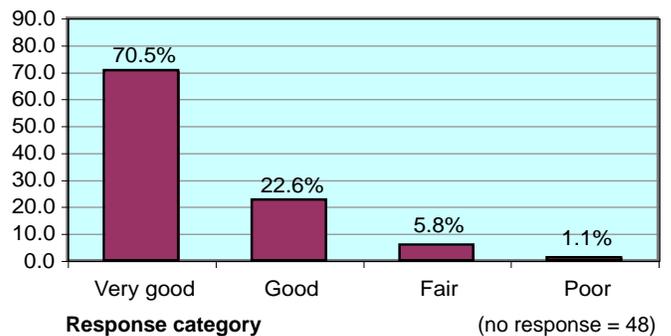
5b. Respectful/courteous



5c. Responsive



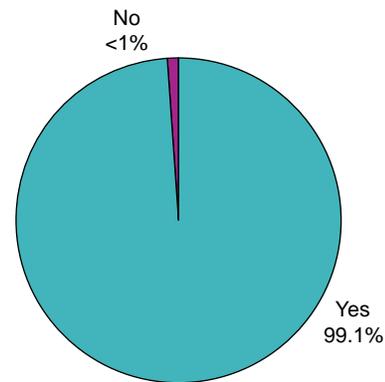
5d. Reasonable



Question 6. Was the compliance officer dressed appropriately for your type of business?

6. Dressed appropriately

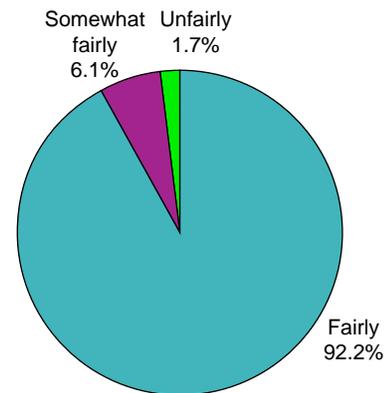
	Number of responses	Percent
Yes	970	99.1
No	9	0.9
Total responses	979	100%
No answer	56	
Total surveys	1,035	



Question 7. Regardless of whether you agree with the outcome of the inspection, do you think the compliance officer applied OR-OSHA rules and regulations fairly, somewhat fairly, or unfairly?

7. Application of rules and regulations

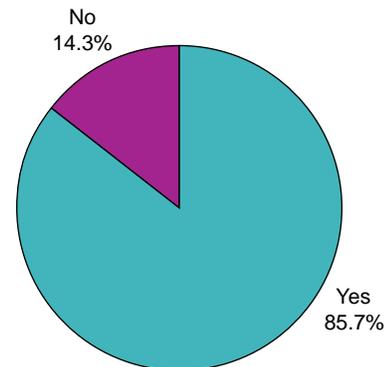
	Number of responses	Percent
Fairly	907	92.2
Somewhat fairly	60	6.1
Unfairly	17	1.7
Total responses	984	100%
No answer	51	
Total surveys	1,035	



Question 8. Is it your belief that the inspection will result or has resulted in any reduction in exposure to workplace hazards?

8. Impact of inspection on future hazards

	Number of responses	Percent
Yes	829	85.7
No	138	14.3
Total responses	967	100%
No answer	68	
Total surveys	1,035	



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