

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2006 Survey Period: July 1, 2005-Dec. 31, 2005

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 who inspect 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 help guide the training of compliance officers to improve the effectiveness of OR-OSHA inspections.

Methods

Employers are surveyed about inspections conducted by OR-OSHA's safety and health compliance officers. The safety compliance officers are randomly divided into two groups and assigned to one of two three-month periods. Period 1 is from July 1 to Sept. 30, and period 2 covers Oct. 1 through Dec. 31. IMD sends surveys to every employer inspected by the safety compliance officers during their assigned period. To ensure a representative sample for health inspections, all employers inspected by health compliance officers are surveyed during the two survey periods. 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.

Results

This report covers the surveys returned for inspections that took place in the two periods from July 2005 through December 2005.

Of the total 1,254 questionnaires mailed out, 897 were returned (a response rate of 71.5 percent). Of these, 887 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 four-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	831	94.0
No	38	4.3
By phone only	15	1.7
Total responses	884	100%
No answer	3	
Total surveys	887	

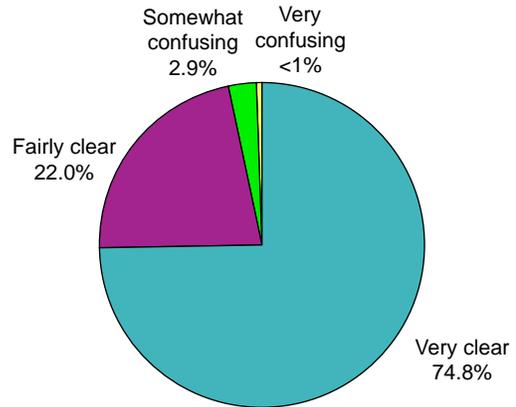
1a. Inspection reason explained

	Number of responses	Percent
Yes	823	99.0
No	8	1.0
Total responses	831	100%
No opening conference	38	
No answer	18	
Total surveys	887	

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

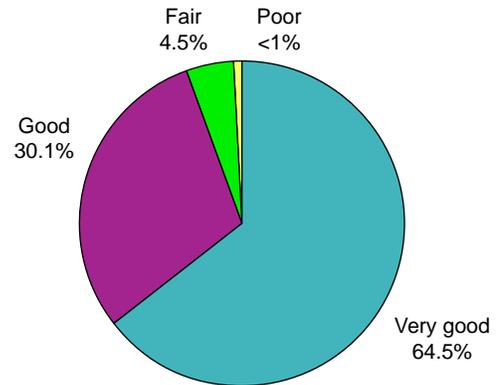
	Number of responses	Percent
Very clear	613	74.8
Fairly clear	180	22.0
Somewhat confusing	24	2.9
Very confusing	2	0.2
Total responses	819	100%
No opening conference	38	
No explanation	8	
No answer	22	
Total surveys	887	



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.

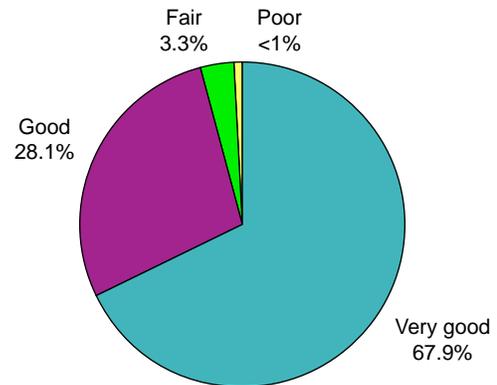
2a. Level of familiarity with potential hazards in your workplace

	Number of responses	Percent
Very good	568	64.5
Good	265	30.1
Fair	40	4.5
Poor	7	0.8
Total responses	880	100%
No answer	7	
Total surveys	887	



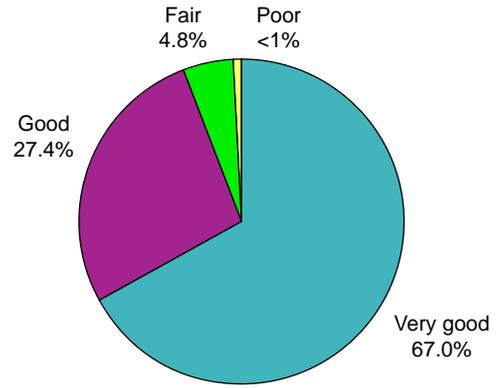
2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	595	67.9
Good	246	28.1
Fair	29	3.3
Poor	6	0.7
Total responses	876	100%
No answer	11	
Total surveys	887	



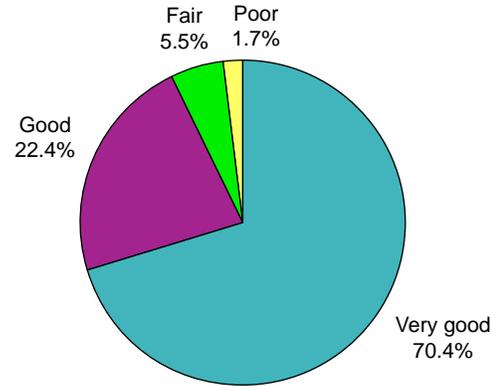
2c. Ability to explain rules

	Number of responses	Percent
Very good	589	67.0
Good	241	27.4
Fair	42	4.8
Poor	7	0.8
Total responses	879	100%
No answer	8	
Total surveys	887	



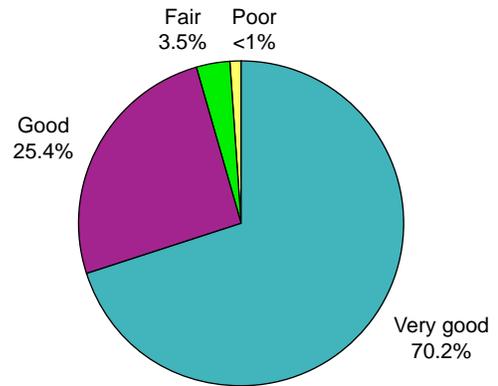
2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	622	70.4
Good	198	22.4
Fair	49	5.5
Poor	15	1.7
Total responses	884	100%
No answer	3	
Total surveys	887	



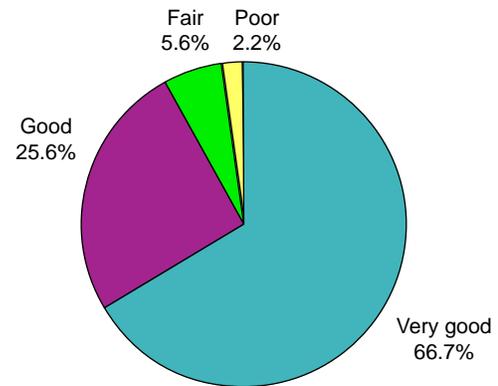
2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	616	70.2
Good	223	25.4
Fair	31	3.5
Poor	8	0.9
Total responses	878	100%
No answer	9	
Total surveys	887	



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

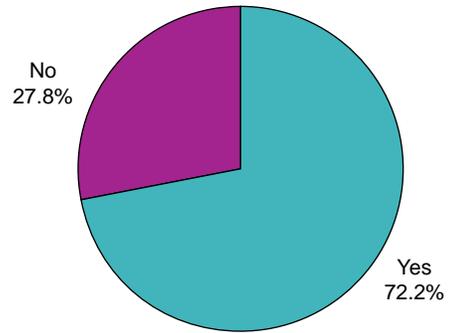
	Number of responses	Percent
Very good	584	66.7
Good	224	25.6
Fair	49	5.6
Poor	19	2.2
Total responses	876	100%
No answer	11	
Total surveys	887	



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

3. Citation issued

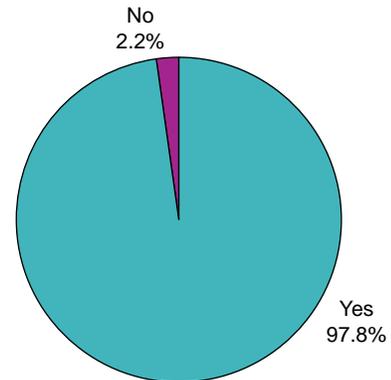
	Number of responses	Percent
Yes	634	72.2
No	244	27.8
Total responses	878	100%
No answer	9	
Total surveys	887	



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

3a. Explanation for each cited violation

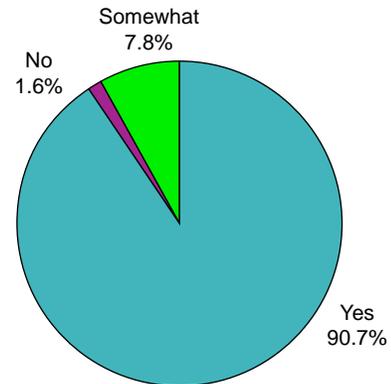
	Number of responses	Percent
Yes	623	97.8
No	14	2.2
Total responses	637	100%
No citation	244	
No answer	6	
Total surveys	887	



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

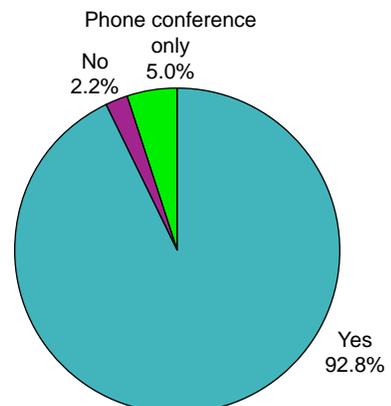
	Number of responses	Percent
Yes	573	90.7
No	10	1.6
Somewhat	49	7.8
Total responses	632	100%
No citation	244	
No answer	11	
Total surveys	887	



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

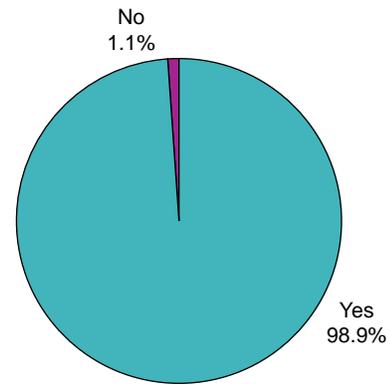
	Number of responses	Percent
Yes	818	92.8
No	19	2.2
Phone conference only	44	5.0
Total responses	881	100%
No answer	6	
Total surveys	887	



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

4a. Rights and responsibilities explained

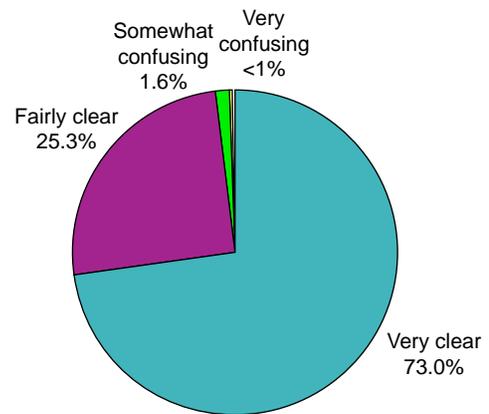
	Number of responses	Percent
Yes	833	98.9
No	9	1.1
Total responses	842	100%
No closing conference	19	
No answer	26	
Total surveys	887	



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

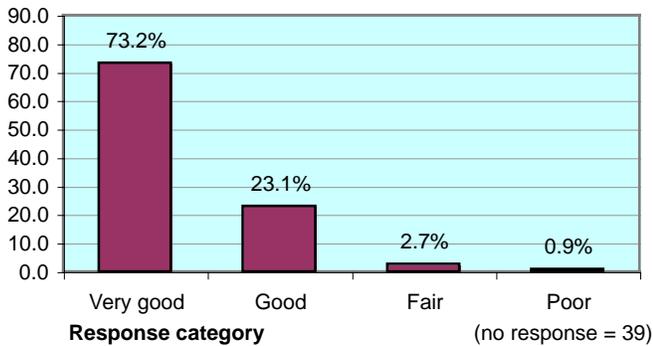
4b. Explanation of rights and responsibilities

	Number of responses	Percent
Very clear	607	73.0
Fairly clear	210	25.3
Somewhat confusing	13	1.6
Very confusing	1	0.1
Total responses	831	100%
No closing conference	19	
No explanation	9	
No answer	28	
Total surveys	887	

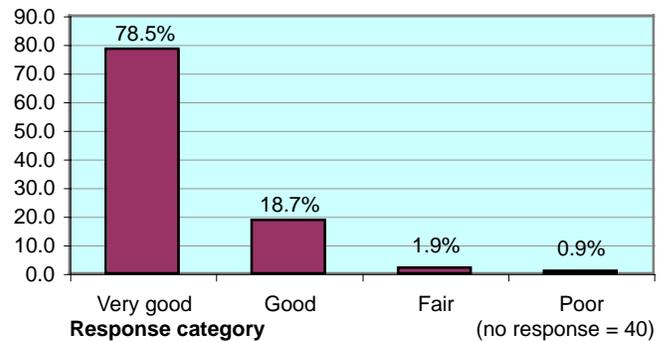


Question 5. Below is a list of words that might describe the qualities found in compliance officers. Please rate the compliance officer as very good, good, fair, or poor.

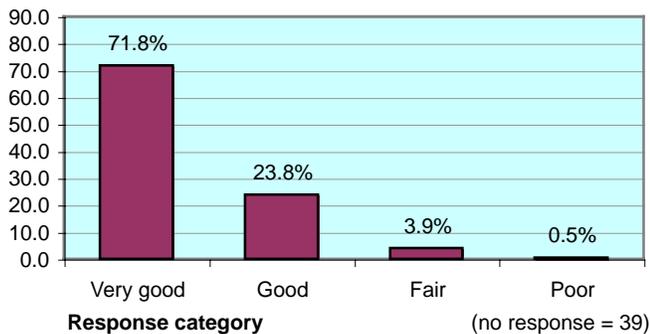
5a. Professional



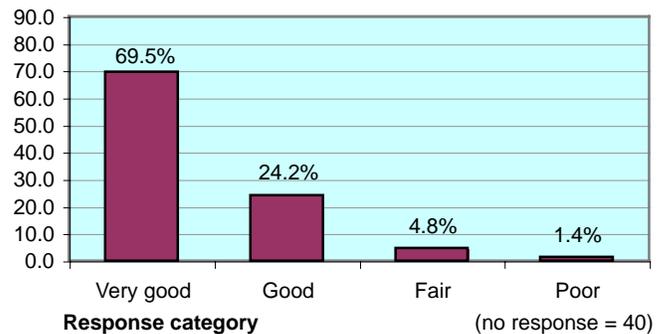
5b. Respectful/courteous



5c. Responsive



5d. Reasonable



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

6. Dressed appropriately

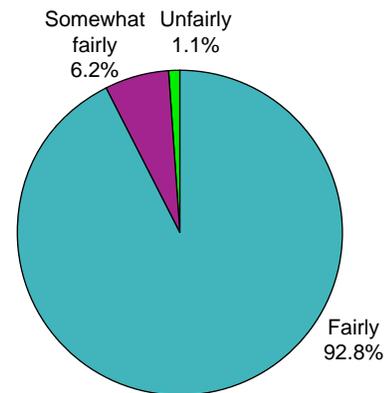
	Number of responses	Percent
Yes	813	98.2
No	15	1.8
Total responses	828	100%
No answer	59	
Total surveys	887	



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

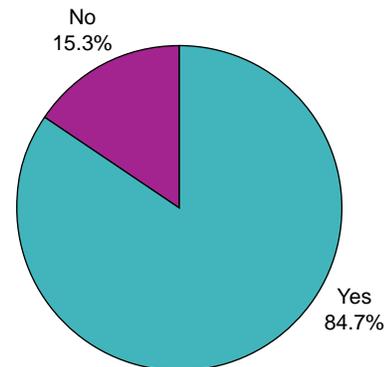
	Number of responses	Percent
Fairly	783	92.8
Somewhat fairly	52	6.2
Unfairly	9	1.1
Total responses	844	100%
No answer	43	
Total surveys	887	



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	708	84.7
No	128	15.3
Total responses	836	100%
No answer	51	
Total surveys	887	



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