

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2014 Survey Period: July 1, 2013-Dec. 31, 2013

Central Services Division, Information Technology and Research Section

Department of Consumer & Business Services

November 2014

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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 Oregon OSHA compliance officers, the department's Central Services Division (CSD) conducts an ongoing survey of employers for Oregon OSHA. The survey's results are given to the Legislature and help guide the training of compliance officers to improve the effectiveness of Oregon OSHA inspections.

Methods

Employers are surveyed about inspections conducted by Oregon 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 one is from July 1 to Sept. 30, and period two covers Oct. 1 through Dec. 31. The Central Services Division 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. CSD sends the cover letter and questionnaire to the employer following the issuance of a citation (or closure of the case, if no citation). CSD asks the employer or employer's representative during the inspection to complete the survey. If a survey has not been returned after two weeks, CSD sends a reminder postcard.

The portion of the survey questionnaire reported in this publication was shortened in state fiscal year 2007 to allow space for an additional set of customer satisfaction questions required by the Department of Administrative Services.

Results

This report covers the surveys returned for inspections that took place in the two periods from July 2013 through December 2013.

Of the total 1,311 questionnaires mailed out, 841 were returned (a response rate of 64.1 percent). Of these, 830 were usable. 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 at the inspection site, did the compliance officer take a few minutes to explain the inspection process and the reason for the inspection to you?

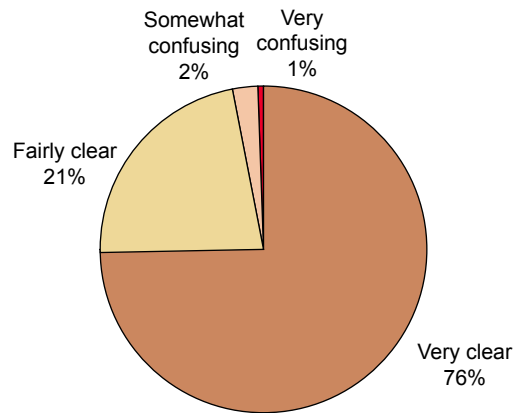
1. Inspection reason explained

	Number of responses	Percent
Yes	791	96.8
No	16	2.0
By phone only	10	1.2
Total responses	817	100%
No answer	13	
Total surveys	830	

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

1a. Explanation of inspection

	Number of responses	Percent
Very clear	605	76
Fairly clear	167	21
Somewhat confusing	18	2
Very confusing	5	1
Total responses	795	100%
No explanation	29	
No answer	6	
Total surveys	830	



Question 2. Please rate the compliance officer’s level of knowledge and expertise in the following areas, using the scale provided:

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

	Number of responses	Percent
Very good	568	69.5
Good	210	25.7
Fair	35	4.3
Poor	4	0.5
Total responses	817	100%
No answer	13	
Total surveys	830	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	602	73.7
Good	184	22.5
Fair	25	3.1
Poor	6	0.7
Total responses	817	100%
No answer	13	
Total surveys	830	

2c. Ability to explain rules

	Number of responses	Percent
Very good	584	71.5
Good	191	23.4
Fair	35	4.3
Poor	7	0.9
Total responses	817	100%
No answer	13	
Total surveys	830	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	608	74.7
Good	162	19.9
Fair	35	4.3
Poor	9	1.1
Total responses	814	100%
No answer	16	
Total surveys	830	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	609	75.0
Good	175	21.6
Fair	21	2.6
Poor	7	0.9
Total responses	812	100%
No answer	18	
Total surveys	830	

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

	Number of responses	Percent
Very good	603	75.4
Good	148	18.5
Fair	39	4.9
Poor	10	1.3
Total responses	800	100%
No answer	30	
Total surveys	830	

Question 3. At the end of the inspection, did the compliance officer take a few minutes to explain the results of the inspection and your rights and responsibilities as an employer?

3. Results and rights explained

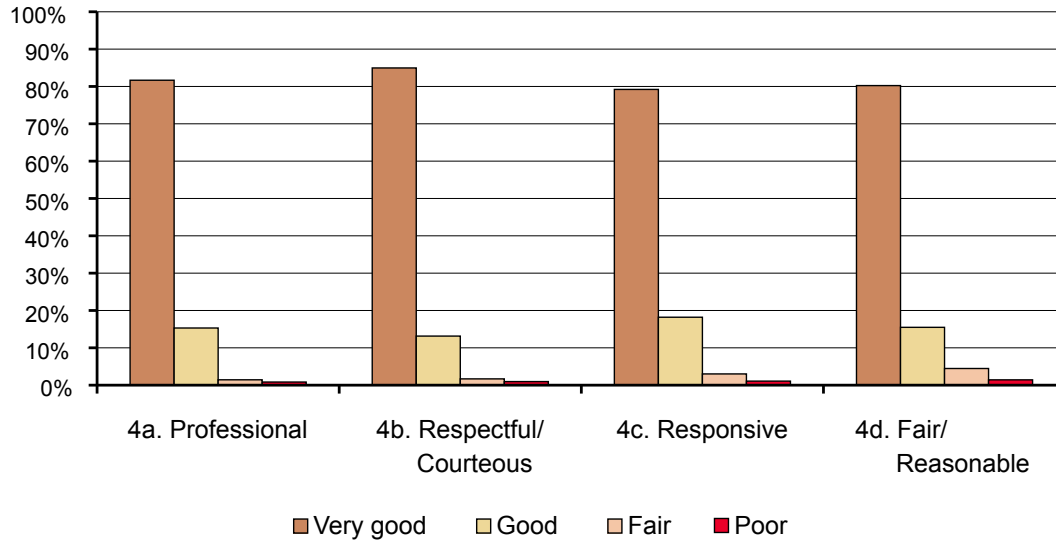
	Number of responses	Percent
Yes	776	95.3
No	10	1.2
By phone only	28	3.4
Total responses	814	100%
No answer	16	
Total surveys	830	

Question 3a. If yes to Question 3, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

3a. Explanation of results and rights

	Number of responses	Percent
Very clear	609	77.0
Fairly clear	167	21.1
Somewhat confusing	12	1.5
Very confusing	3	0.4
Total responses	791	100%
No explanation	26	
No answer	13	
Total surveys	830	

Question 4. Please rate the compliance officer on the following attributes using the scale provided:



4a. Professionalism

	Number of responses	Percent
Very good	676	82.7
Good	123	15.1
Fair	14	1.7
Poor	4	0.5
Total responses	817	100%
No answer	13	
Total surveys	830	

4b. Respectful/courteous

	Number of responses	Percent
Very good	684	84.0
Good	106	13.0
Fair	15	1.8
Poor	9	1.1
Total responses	814	100%
No answer	16	
Total surveys	830	

4c. Responsive

	Number of responses	Percent
Very good	644	79.3
Good	142	17.5
Fair	21	2.6
Poor	5	0.6
Total responses	812	100%
No answer	18	
Total surveys	830	

4d. Fair/reasonable

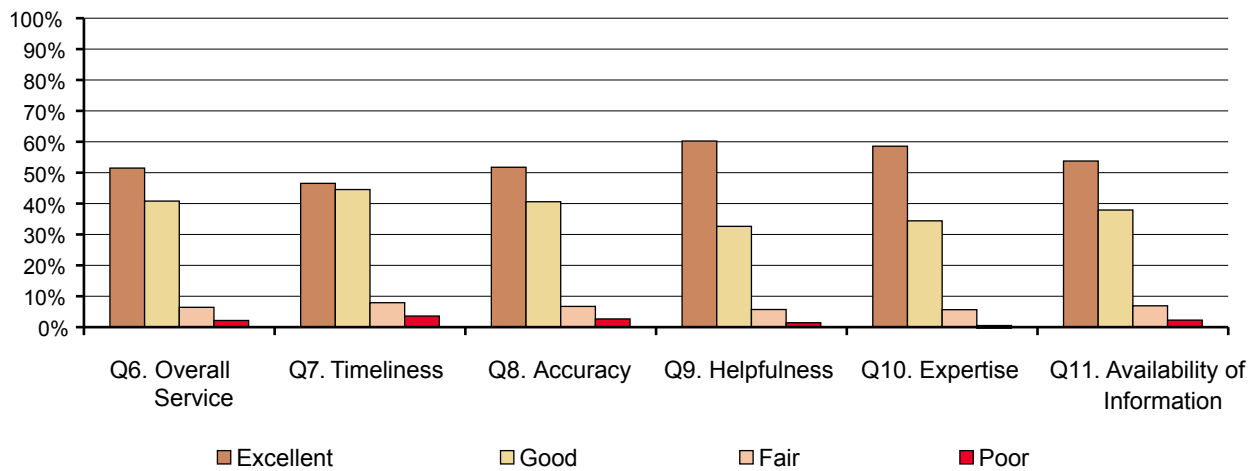
	Number of responses	Percent
Very good	648	80.1
Good	124	15.3
Fair	28	3.5
Poor	9	1.1
Total responses	809	100%
No answer	21	
Total surveys	830	

Question 5. Is it your belief that the inspection will result or has resulted in any reduction in exposure to workplace hazards?

5. Inspection impact on future hazards

	Number of responses	Percent
Yes	686	86.3
No	109	13.7
Total responses	795	100%
No answer	35	
Total surveys	830	

Overall rating of Oregon OSHA services



Question 6. Overall Service: How do you rate the overall quality of service provided by Oregon OSHA?

	Number of responses	Percent
Excellent	381	51.3
Good	300	40.4
Fair	48	6.5
Poor	14	1.9
Total responses	743	100%
Dont Know/No response	87	
Total surveys	830	

Question 7. Timeliness: How well do you rate the timeliness of the services provided by Oregon OSHA?

	Number of responses	Percent
Excellent	329	45.9
Good	308	43.0
Fair	60	8.4
Poor	19	2.7
Total responses	716	100%
Dont Know/No response	114	
Total surveys	830	

Question 8. Accuracy: How do you rate the ability of Oregon OSHA to provide services correctly the first time?

	Number of responses	Percent
Excellent	373	51.7
Good	289	40.0
Fair	47	6.5
Poor	13	1.8
Total responses	722	100%
Dont Know/No response	108	
Total surveys	830	

Question 9. Helpfulness: How do you rate the helpfulness of Oregon OSHA employees?

	Number of responses	Percent
Excellent	450	60.5
Good	243	32.7
Fair	43	5.8
Poor	8	1.1
Total responses	744	100%
Dont Know/No response	86	
Total surveys	830	

Question 10. Expertise: How do you rate the knowledge and expertise of Oregon OSHA employees?

	Number of responses	Percent
Excellent	440	59.4
Good	252	34.0
Fair	44	5.9
Poor	5	0.7
Total responses	741	100%
Dont Know/No response	89	
Total surveys	830	

Question 11. Availability of Information: How do you rate the availability of information at Oregon OSHA?

	Number of responses	Percent
Excellent	385	53.5
Good	273	38.0
Fair	52	7.2
Poor	9	1.3
Total responses	719	100%
Dont Know/No response	111	
Total surveys	830	

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