

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2017

Survey period: July 1, 2016–Dec. 31, 2016

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The effectiveness of Oregon OSHA's enforcement program in reducing occupational injuries and illnesses largely depends 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 annual 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 to Dec. 31. The Central Services Division staff 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. Employers are sent a cover letter and questionnaire following the issuance of a citation (or closure of the case, if no citation). The employer or employer's representative are asked 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 2016 through December 2016.

Of the total 1,042 questionnaires mailed out, 563 were returned (a response rate of 54.0 percent). Of these, 559 were usable. Overall, responses to questions about compliance officer skills, knowledge, and attitude 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	526	95.1
No	10	1.8
By phone only	17	3.1
TOTAL RESPONSES	553	100%
No answer	6	
TOTAL SURVEYS	559	

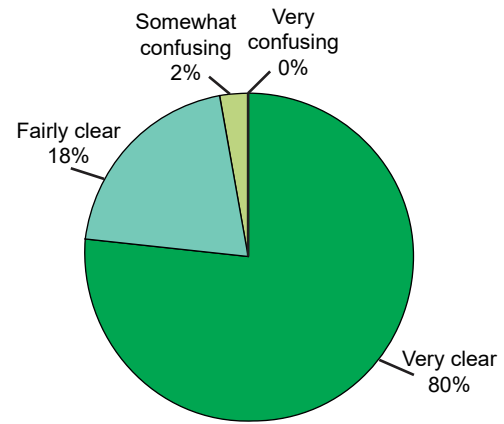
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QUESTION 1a. If yes to Question 1, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

1a. Explanation of inspection

	Number of responses	Percent
Very clear	430	80.2
Fairly clear	96	17.9
Somewhat confusing	10	1.9
Very confusing	0	0.0
TOTAL RESPONSES	536	100%
No explanation	16	
No answer	7	
TOTAL SURVEYS	559	



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	401	72.5
Good	124	22.4
Fair	23	4.2
Poor	5	0.9
TOTAL RESPONSES	553	100%
No answer	6	
TOTAL SURVEYS	559	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	430	77.8
Good	105	19.0
Fair	13	2.4
Poor	5	0.9
TOTAL RESPONSES	553	100%
No answer	6	
TOTAL SURVEYS	559	

2c. Ability to explain rules

	Number of responses	Percent
Very good	433	78.3
Good	94	17.0
Fair	19	3.4
Poor	7	1.3
TOTAL RESPONSES	553	100%
No answer	6	
TOTAL SURVEYS	559	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	437	79.0
Good	86	15.6
Fair	19	3.4
Poor	11	2.0
TOTAL RESPONSES	553	100%
No answer	6	
TOTAL SURVEYS	559	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	435	78.5
Good	96	17.3
Fair	20	3.6
Poor	3	0.5
TOTAL RESPONSES	554	100%
No answer	5	
TOTAL SURVEYS	559	

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

	Number of responses	Percent
Very good	416	75.5
Good	106	19.2
Fair	16	2.9
Poor	13	2.4
TOTAL RESPONSES	551	100%
No answer	8	
TOTAL SURVEYS	559	

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

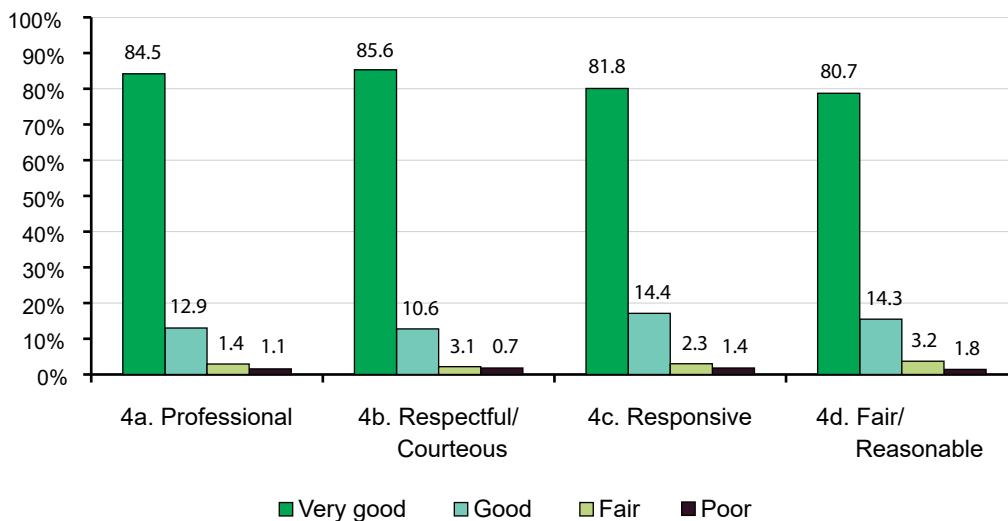
	Number of responses	Percent
Yes	507	91.7
No	13	2.4
By phone only	33	6.0
TOTAL RESPONSES	553	100%
No answer	6	
TOTAL SURVEYS	559	

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	427	81.5
Fairly clear	89	17.0
Somewhat confusing	7	1.3
Very confusing	1	0.2
TOTAL RESPONSES	524	100%
No explanation	19	
No answer	16	
TOTAL SURVEYS	559	

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



4a. Professionalism

	Number of responses	Percent
Very good	470	84.5
Good	72	12.9
Fair	8	1.4
Poor	6	1.1
TOTAL RESPONSES	556	100%
No answer	3	
TOTAL SURVEYS	559	

4b. Respectful/courteous

	Number of responses	Percent
Very good	475	85.6
Good	59	10.6
Fair	17	3.1
Poor	4	0.7
TOTAL RESPONSES	555	100%
No answer	4	
TOTAL SURVEYS	559	

4c. Responsive

	Number of responses	Percent
Very good	453	81.8
Good	80	14.4
Fair	13	2.3
Poor	8	1.4
TOTAL RESPONSES	554	100%
No answer	5	
TOTAL SURVEYS	559	

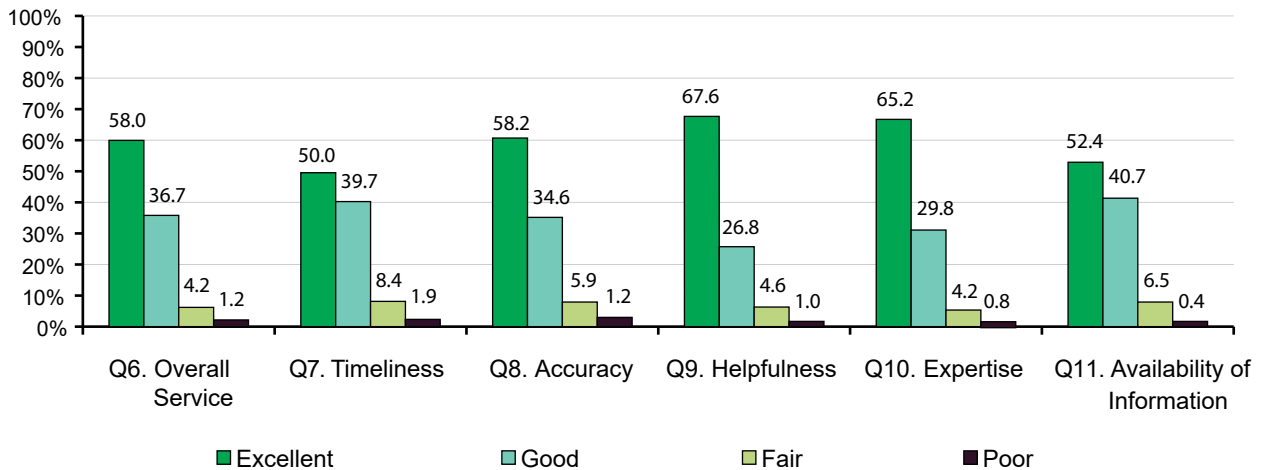
4d. Fair/reasonable

	Number of responses	Percent
Very good	447	80.7
Good	79	14.3
Fair	18	3.2
Poor	10	1.8
TOTAL RESPONSES	554	100%
No answer	5	
TOTAL SURVEYS	559	

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	481	88.4
No	63	11.6
TOTAL RESPONSES	544	100%
No answer	15	
TOTAL SURVEYS	559	



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

	Number of responses	Percent
Excellent	291	58.0
Good	184	36.7
Fair	21	4.2
Poor	6	1.2
TOTAL RESPONSES	502	100%
Don't know/no response	57	
TOTAL SURVEYS	559	

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

	Number of responses	Percent
Excellent	243	50.0
Good	193	39.7
Fair	41	8.4
Poor	9	1.9
TOTAL RESPONSES	486	100%
Don't know/no response	73	
TOTAL SURVEYS	559	

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

	Number of responses	Percent
Excellent	286	58.2
Good	170	34.6
Fair	29	5.9
Poor	6	1.2
TOTAL RESPONSES	491	100%
Don't know/no response	68	
TOTAL SURVEYS	559	

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

	Number of responses	Percent
Excellent	340	67.6
Good	135	26.8
Fair	23	4.6
Poor	5	1.0
TOTAL RESPONSES	503	100%
Don't know/no response	56	
TOTAL SURVEYS	559	

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

	Number of responses	Percent
Excellent	328	65.2
Good	150	29.8
Fair	21	4.2
Poor	4	0.8
TOTAL RESPONSES	503	100%
Don't know/no response	56	
TOTAL SURVEYS	559	

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

	Number of responses	Percent
Excellent	259	52.4
Good	201	40.7
Fair	32	6.5
Poor	2	0.4
TOTAL RESPONSES	494	100%
Don't know/no response	65	
TOTAL SURVEYS	559	

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