

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2018

Survey period: July 1, 2017-Dec. 31, 2017

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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 through 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 2017 through December 2017.

Of the total 864 questionnaires mailed out, 415 were returned (a response rate of 48.0 percent) and 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	386	94.8
No	8	2.0
By phone only	13	3.2
TOTAL RESPONSES	407	100%
No answer	8	
TOTAL SURVEYS	415	

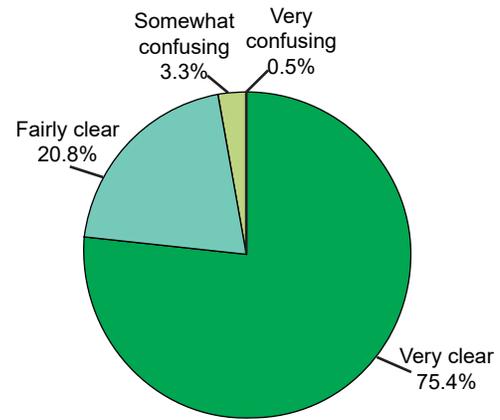
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QUESTION 1a. If yes to Question 1, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

1a. Explanation of inspection

	Number of responses	Percent
Very clear	297	75.4
Fairly clear	82	20.8
Somewhat confusing	13	3.3
Very confusing	2	0.5
TOTAL RESPONSES	394	100%
No explanation	16	
No answer	5	
TOTAL SURVEYS	415	



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	276	67.5
Good	106	25.9
Fair	22	5.4
Poor	5	1.2
TOTAL RESPONSES	409	100%
No answer	6	
TOTAL SURVEYS	415	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	300	73.0
Good	93	22.6
Fair	14	3.4
Poor	4	1.0
TOTAL RESPONSES	411	100%
No answer	4	
TOTAL SURVEYS	415	

2c. Ability to explain rules

	Number of responses	Percent
Very good	298	72.3
Good	92	22.3
Fair	16	3.9
Poor	6	1.5
TOTAL RESPONSES	412	100%
No answer	3	
TOTAL SURVEYS	415	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	310	75.2
Good	72	17.5
Fair	20	4.9
Poor	10	2.4
TOTAL RESPONSES	412	100%
No answer	3	
TOTAL SURVEYS	415	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	301	73.4
Good	92	22.4
Fair	12	2.9
Poor	5	1.2
TOTAL RESPONSES	410	100%
No answer	5	
TOTAL SURVEYS	415	

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

	Number of responses	Percent
Very good	302	74.0
Good	73	17.9
Fair	24	5.9
Poor	9	2.2
TOTAL RESPONSES	408	100%
No answer	7	
TOTAL SURVEYS	415	

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

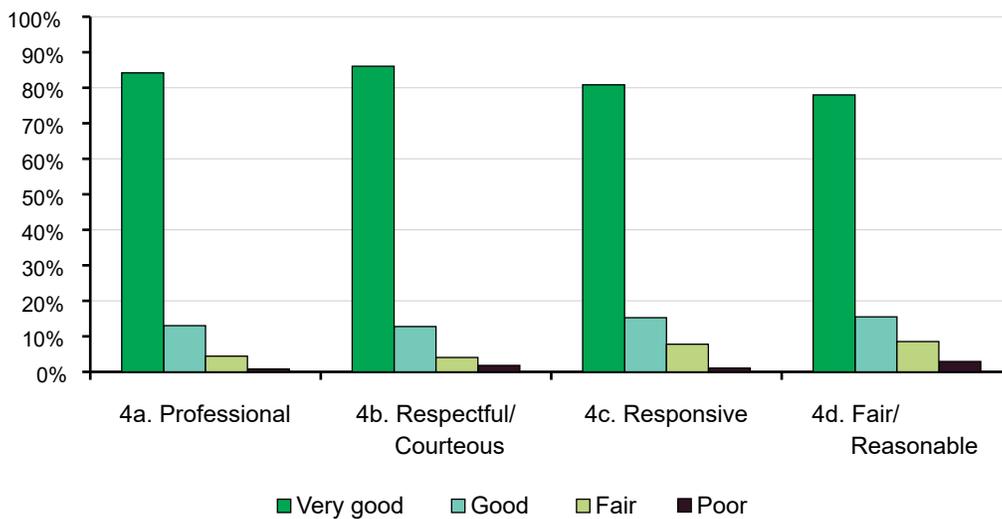
	Number of responses	Percent
Yes	377	91.7
No	10	2.4
By phone only	24	5.8
TOTAL RESPONSES	411	100%
No answer	4	
TOTAL SURVEYS	415	

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	300	76.1
Fairly clear	78	19.8
Somewhat confusing	15	3.8
Very confusing	1	0.3
TOTAL RESPONSES	394	100%
No explanation	14	
No answer	7	
TOTAL SURVEYS	415	

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



4a. Professionalism

	Number of responses	Percent
Very good	345	83.7
Good	56	13.6
Fair	9	2.2
Poor	2	0.5
TOTAL RESPONSES	412	100%
No answer	3	
TOTAL SURVEYS	415	

4b. Respectful/courteous

	Number of responses	Percent
Very good	353	85.7
Good	46	11.2
Fair	9	2.2
Poor	4	1.0
TOTAL RESPONSES	412	100%
No answer	3	
TOTAL SURVEYS	415	

4c. Responsive

	Number of responses	Percent
Very good	336	81.6
Good	57	13.8
Fair	17	4.1
Poor	2	0.5
TOTAL RESPONSES	412	100%
No answer	3	
TOTAL SURVEYS	415	

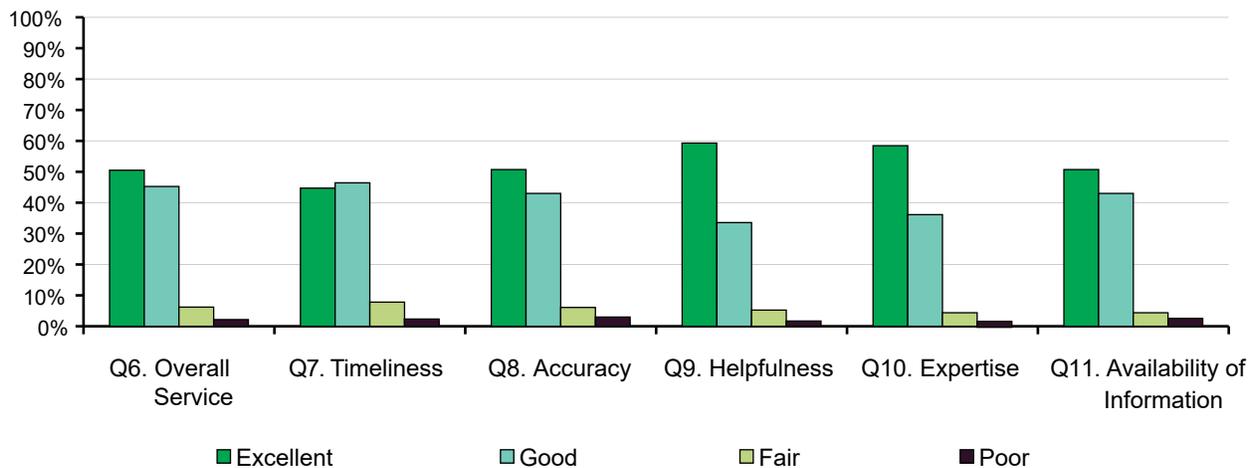
4d. Fair/reasonable

	Number of responses	Percent
Very good	321	77.9
Good	59	14.3
Fair	26	6.3
Poor	6	1.5
TOTAL RESPONSES	412	100%
No answer	3	
TOTAL SURVEYS	415	

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	357	88.6
No	46	11.4
TOTAL RESPONSES	403	100%
No answer	12	
TOTAL SURVEYS	415	



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

	Number of responses	Percent
Excellent	192	50.1
Good	166	43.3
Fair	22	5.7
Poor	3	0.8
TOTAL RESPONSES	383	100%
Don't know/no response	32	
TOTAL SURVEYS	415	

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

	Number of responses	Percent
Excellent	161	42.9
Good	174	46.4
Fair	33	8.8
Poor	7	1.9
TOTAL RESPONSES	375	100%
Don't know/no response	40	
TOTAL SURVEYS	415	

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

	Number of responses	Percent
Excellent	191	50.4
Good	161	42.5
Fair	20	5.3
Poor	7	1.8
TOTAL RESPONSES	379	100%
Don't know/no response	36	
TOTAL SURVEYS	415	

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

	Number of responses	Percent
Excellent	230	59.9
Good	129	33.6
Fair	21	5.5
Poor	4	1.0
TOTAL RESPONSES	384	100%
Don't know/no response	31	
TOTAL SURVEYS	415	

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

	Number of responses	Percent
Excellent	225	58.9
Good	138	36.1
Fair	16	4.2
Poor	3	0.8
TOTAL RESPONSES	382	100%
Don't know/no response	33	
TOTAL SURVEYS	415	

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

	Number of responses	Percent
Excellent	193	50.7
Good	161	42.3
Fair	21	5.5
Poor	6	1.6
TOTAL RESPONSES	381	100%
Don't know/no response	34	
TOTAL SURVEYS	415	

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