

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2019

Survey period: July 1, 2018–Dec. 31, 2018

November 2019

AUTHOR Tasha Chapman

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 2018 through December 2018.

Of the 907 questionnaires mailed out, 412 were returned (a response rate of 45.4 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 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	368	95.6
No	4	1.0
By phone only	13	3.4
TOTAL RESPONSES	385	100%
No answer	24	
TOTAL SURVEYS	409	

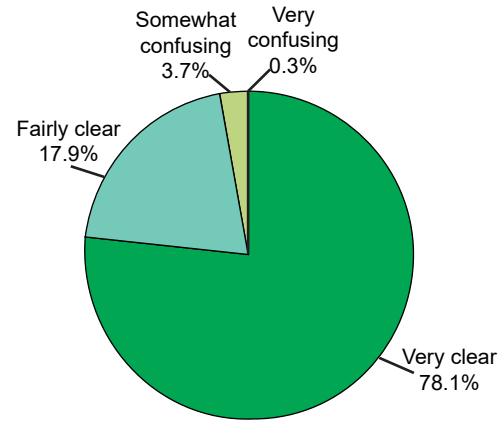
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QUESTION 1a. If yes to Question 1, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

1a. Explanation of inspection

	Number of responses	Percent
Very clear	297	78.1
Fairly clear	67	17.9
Somewhat confusing	14	3.7
Very confusing	1	0.3
TOTAL RESPONSES	374	100%
No explanation	28	
No answer	7	
TOTAL SURVEYS	409	



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	261	68.1
Good	103	26.9
Fair	14	3.7
Poor	5	1.3
TOTAL RESPONSES	383	100%
No answer	26	
TOTAL SURVEYS	409	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	273	71.1
Good	96	25.0
Fair	11	2.9
Poor	4	1.0
TOTAL RESPONSES	384	100%
No answer	25	
TOTAL SURVEYS	409	

2c. Ability to explain rules

	Number of responses	Percent
Very good	271	70.8
Good	87	22.7
Fair	21	5.5
Poor	4	1.0
TOTAL RESPONSES	383	100%
No answer	26	
TOTAL SURVEYS	409	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	286	74.3
Good	75	19.5
Fair	14	3.6
Poor	10	2.6
TOTAL RESPONSES	385	100%
No answer	24	
TOTAL SURVEYS	409	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	282	73.4
Good	89	23.2
Fair	8	2.1
Poor	5	1.3
TOTAL RESPONSES	384	100%
No answer	25	
TOTAL SURVEYS	409	

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

	Number of responses	Percent
Very good	284	74.5
Good	73	19.2
Fair	15	3.9
Poor	9	2.4
TOTAL RESPONSES	381	100%
No answer	28	
TOTAL SURVEYS	409	

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

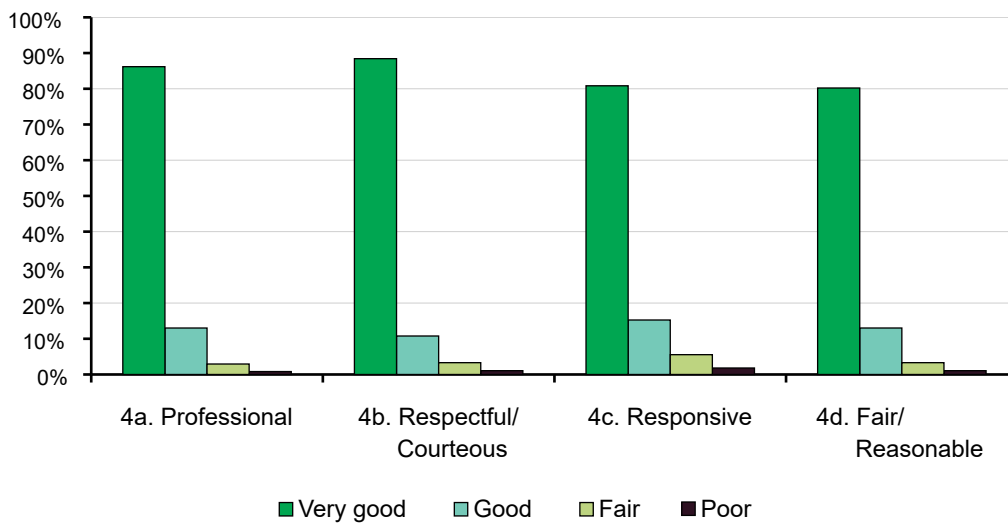
	Number of responses	Percent
Yes	353	92.4
No	6	1.6
By phone only	23	6.0
TOTAL RESPONSES	382	100%
No answer	27	
TOTAL SURVEYS	409	

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	289	79.2
Fairly clear	61	16.7
Somewhat confusing	13	3.6
Very confusing	2	0.5
TOTAL RESPONSES	365	100%
No explanation	11	
No answer	33	
TOTAL SURVEYS	409	

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



4a. Professionalism

	Number of responses	Percent
Very good	328	85.2
Good	50	13.0
Fair	6	1.6
Poor	1	0.3
TOTAL RESPONSES	385	100%
No answer	24	
TOTAL SURVEYS	409	

4b. Respectful/courteous

	Number of responses	Percent
Very good	335	87.0
Good	42	10.9
Fair	7	1.8
Poor	1	0.3
TOTAL RESPONSES	385	100%
No answer	24	
TOTAL SURVEYS	409	

4c. Responsive

	Number of responses	Percent
Very good	315	82.0
Good	54	14.1
Fair	13	3.4
Poor	2	0.5
TOTAL RESPONSES	384	100%
No answer	25	
TOTAL SURVEYS	409	

4d. Fair/reasonable

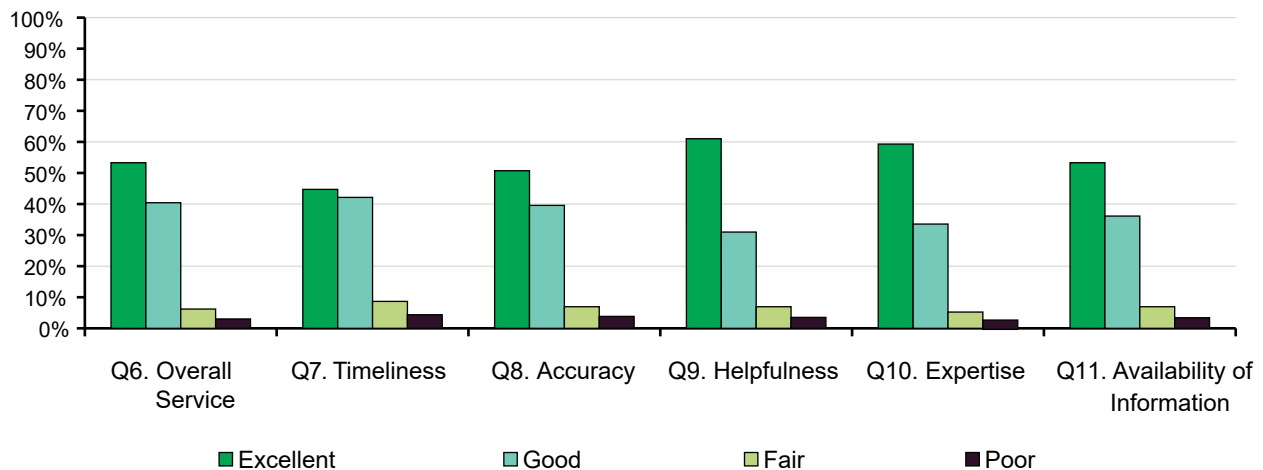
	Number of responses	Percent
Very good	309	80.9
Good	50	13.1
Fair	19	5.0
Poor	4	1.0
TOTAL RESPONSES	382	100%
No answer	27	
TOTAL SURVEYS	409	

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	333	89.5
No	39	10.5
TOTAL RESPONSES	372	100%
No answer	37	
TOTAL SURVEYS	409	

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	187	53.4
Good	141	40.3
Fair	17	4.9
Poor	5	1.4
TOTAL RESPONSES	350	100%
Don't know/no response	59	
TOTAL SURVEYS	409	

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

	Number of responses	Percent
Excellent	160	46.9
Good	148	43.4
Fair	28	8.2
Poor	5	1.5
TOTAL RESPONSES	341	100%
Don't know/no response	68	
TOTAL SURVEYS	409	

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

	Number of responses	Percent
Excellent	184	53.3
Good	138	40.0
Fair	18	5.2
Poor	5	1.4
TOTAL RESPONSES	345	100%
Don't know/no response	64	
TOTAL SURVEYS	409	

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

	Number of responses	Percent
Excellent	218	61.9
Good	110	31.3
Fair	19	5.4
Poor	5	1.4
TOTAL RESPONSES	352	100%
Don't know/no response	57	
TOTAL SURVEYS	409	

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

	Number of responses	Percent
Excellent	210	59.7
Good	120	34.1
Fair	16	4.5
Poor	6	1.7
TOTAL RESPONSES	352	100%
Don't know/no response	57	
TOTAL SURVEYS	409	

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

	Number of responses	Percent
Excellent	188	55.3
Good	126	37.1
Fair	20	5.9
Poor	6	1.8
TOTAL RESPONSES	340	100%
Don't know/no response	69	
TOTAL SURVEYS	409	

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Information Technology and Research Section
Central Services Division
350 Winter St. NE, Room 300
P.O. Box 14480
Salem, OR 97309-0405
503-378-8254



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