

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2022

Survey period: July 1, 2021-Dec. 31, 2021

December 2022

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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.

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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 2021 through December 2021. In 2020, due to the circumstances introduced by the coronavirus pandemic, fewer businesses were open during the survey period, resulting in fewer inspections being done and fewer employers available to take part in the survey. Consequently, fewer questionnaires were mailed out than in previous years, and the response rate was slightly lower than we were accustomed to seeing. In the 2021 survey period, the response rate trended back toward the norm, but the number of surveys mailed out was still well below pre-pandemic levels.

Of the 241 questionnaires mailed out, 229 were returned (a response rate of 95 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 such as 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?

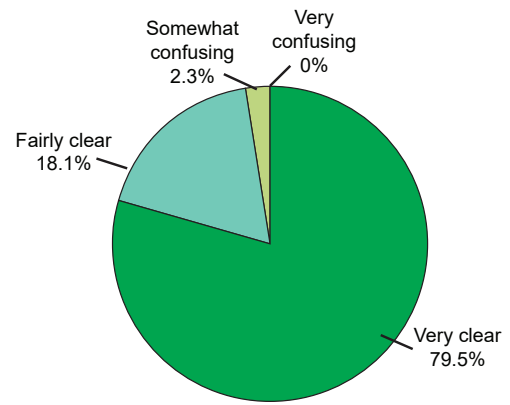
1. Inspection reason explained

	Number of responses	Percent
Yes	212	93.4
No	8	3.5
By phone only	7	3.1
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

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	171	79.5
Fairly clear	39	18.1
Somewhat confusing	5	2.3
Very confusing	0	0
TOTAL RESPONSES	215	100%
No explanation	10	
No answer	4	
TOTAL SURVEYS	229	



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	167	73.6
Good	43	18.9
Fair	13	5.7
Poor	4	1.8
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	174	76.7
Good	39	17.2
Fair	11	4.8
Poor	3	1.3
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

2c. Ability to explain rules

	Number of responses	Percent
Very good	176	77.5
Good	40	17.6
Fair	9	4.0
Poor	2	0.9
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	182	8.2
Good	31	13.7
Fair	10	4.4
Poor	4	1.8
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	179	78.9
Good	33	14.5
Fair	12	5.3
Poor	3	1.3
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

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

	Number of responses	Percent
Very good	172	75.8
Good	40	17.6
Fair	10	4.4
Poor	5	2.2
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

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

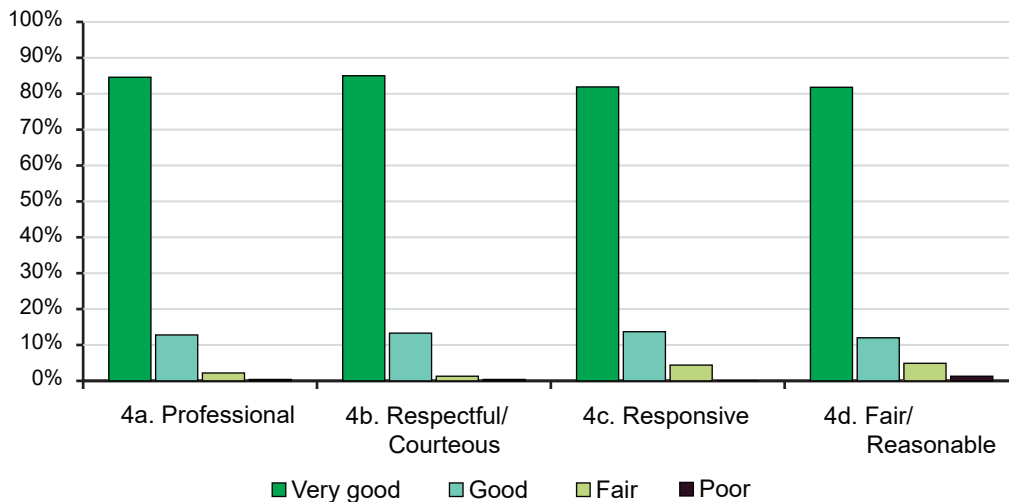
	Number of responses	Percent
Yes	200	88.1
No	5	2.2
By phone only	22	9.7
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

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	163	76.9
Fairly clear	41	19.3
Somewhat confusing	7	3.3
Very confusing	1	0.5
TOTAL RESPONSES	212	100%
No explanation	10	
No answer	7	
TOTAL SURVEYS	229	

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



4a. Professionalism

	Number of responses	Percent
Very good	192	84.6
Good	29	12.8
Fair	5	2.2
Poor	1	0.4
TOTAL RESPONSES	227	100%
No answer	2	
TOTAL SURVEYS	229	

4b. Respectful/courteous

	Number of responses	Percent
Very good	192	85.0
Good	30	13.3
Fair	3	1.3
Poor	1	0.4
TOTAL RESPONSES	226	100%
No answer	3	
TOTAL SURVEYS	229	

4c. Responsive

	Number of responses	Percent
Very good	185	81.9
Good	31	13.7
Fair	10	4.4
Poor	0	0.0
TOTAL RESPONSES	226	100%
No answer	3	
TOTAL SURVEYS	229	

4d. Fair/reasonable

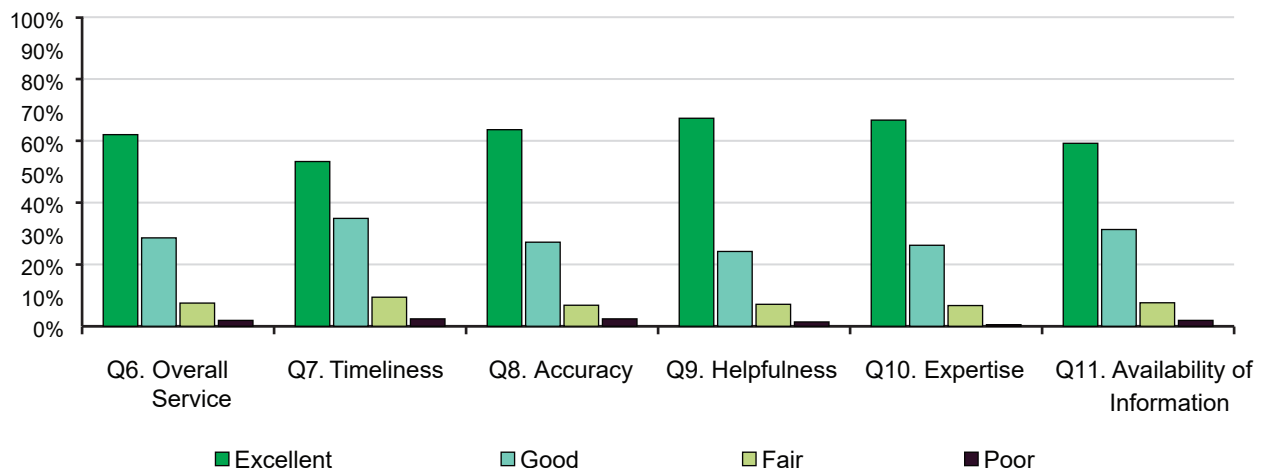
	Number of responses	Percent
Very good	184	81.8
Good	27	12
Fair	11	4.9
Poor	3	1.3
TOTAL RESPONSES	225	100%
No answer	4	
TOTAL SURVEYS	229	

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	177	83.1
No	36	16.9
TOTAL RESPONSES	213	100%
No answer	16	
TOTAL SURVEYS	229	

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	132	62
Good	61	28.6
Fair	16	7.5
Poor	4	1.9
TOTAL RESPONSES	213	100%
Don't know/no response	16	
TOTAL SURVEYS	229	

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

	Number of responses	Percent
Excellent	113	53.3
Good	74	34.9
Fair	20	9.4
Poor	5	2.4
TOTAL RESPONSES	212	100%
Don't know/no response	17	
TOTAL SURVEYS	229	

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

	Number of responses	Percent
Excellent	131	63.6
Good	56	27.2
Fair	14	6.8
Poor	5	2.4
TOTAL RESPONSES	206	100%
Don't know/no response	23	
TOTAL SURVEYS	229	

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

	Number of responses	Percent
Excellent	142	67.3
Good	51	24.2
Fair	15	7.1
Poor	3	1.4
TOTAL RESPONSES	211	100%
Don't know/no response	18	
TOTAL SURVEYS	229	

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

	Number of responses	Percent
Excellent	140	66.7
Good	55	26.2
Fair	14	6.7
Poor	1	0.5
TOTAL RESPONSES	210	100%
Don't know/no response	19	
TOTAL SURVEYS	229	

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

	Number of responses	Percent
Excellent	125	59.2
Good	66	31.3
Fair	16	7.6
Poor	4	1.9
TOTAL RESPONSES	211	100%
Don't know/no response	18	
TOTAL SURVEYS	229	

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