



Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2007 Survey Period: July 1, 2006-Dec. 31, 2006

Information Management Division

Department of Consumer & Business Services

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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 Information Management Division (IMD) conducts an ongoing survey of employers for Oregon OSHA. The results of the survey are provided 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 1 is from July 1 to Sept. 30, and period 2 covers Oct. 1 through Dec. 31. Surveys are sent by the Information Management Division (IMD) 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. IMD sends the cover letter and questionnaire to the employer following the issuance of a citation (or closure of the case, if no citation). The employer or employer's representative during the inspection is asked to complete the survey. If a survey has not been returned after two weeks, IMD 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 2006 through December 2006.

Of the total 1,358 questionnaires mailed out, 865 were returned (a response rate of 63.7 percent). Of these, 844 were useable. 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?

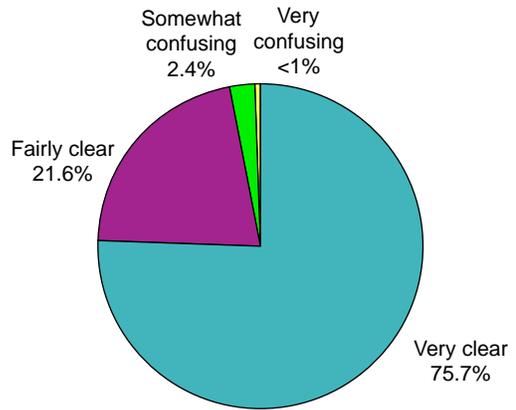
1. Inspection reason explained

	Number of responses	Percent
Yes	804	96.1
No	21	2.5
By phone only	12	1.4
Total responses	837	100%
No answer	7	
Total surveys	844	

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

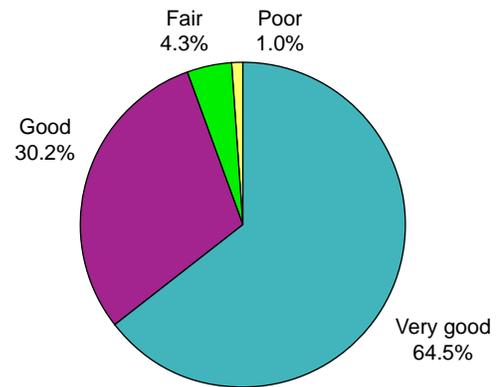
	Number of responses	Percent
Very clear	610	75.7
Fairly clear	174	21.6
Somewhat confusing	19	2.4
Very confusing	3	0.4
Total responses	806	100%
No explanation	7	
No answer	31	
Total surveys	844	



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

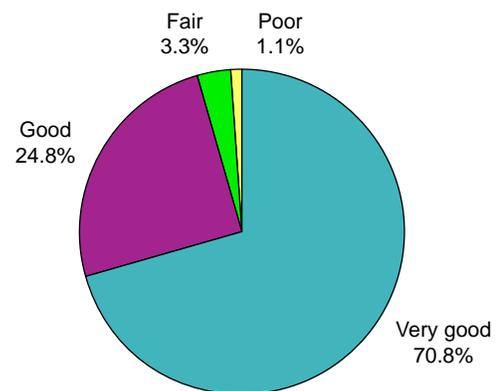
2a. Level of familiarity with potential hazards in your workplace

	Number of responses	Percent
Very good	538	64.5
Good	252	30.2
Fair	36	4.3
Poor	8	1.0
Total responses	834	100%
No answer	10	
Total surveys	844	



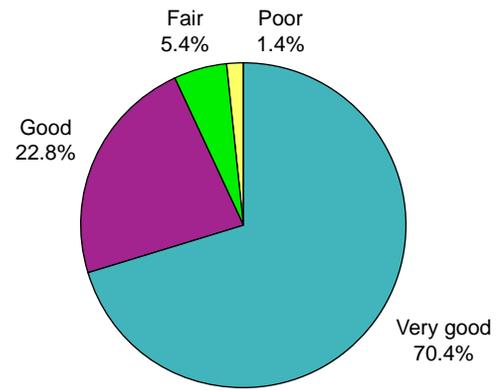
2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	592	70.8
Good	207	24.8
Fair	28	3.3
Poor	9	1.1
Total responses	836	100%
No answer	8	
Total surveys	844	



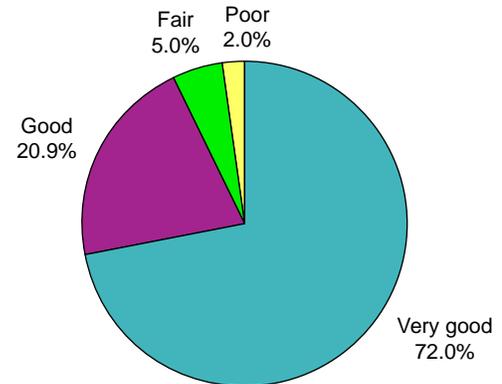
2c. Ability to explain rules

	Number of responses	Percent
Very good	588	70.4
Good	190	22.8
Fair	45	5.4
Poor	12	1.4
Total responses	835	100%
No answer	9	
Total surveys	844	



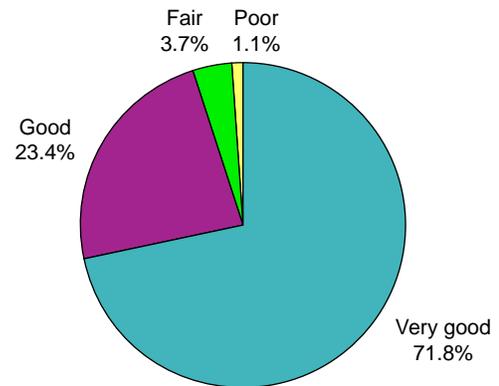
2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	599	72.0
Good	174	20.9
Fair	42	5.0
Poor	17	2.0
Total responses	832	100%
No answer	12	
Total surveys	844	



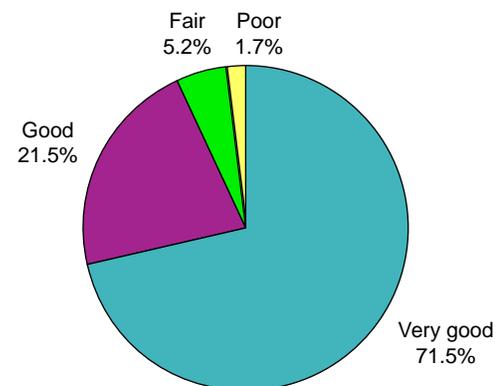
2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	596	71.8
Good	194	23.4
Fair	31	3.7
Poor	9	1.1
Total responses	830	100%
No answer	14	
Total surveys	844	



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

	Number of responses	Percent
Very good	591	71.5
Good	178	21.5
Fair	43	5.2
Poor	14	1.7
Total responses	826	100%
No answer	18	
Total surveys	844	



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?

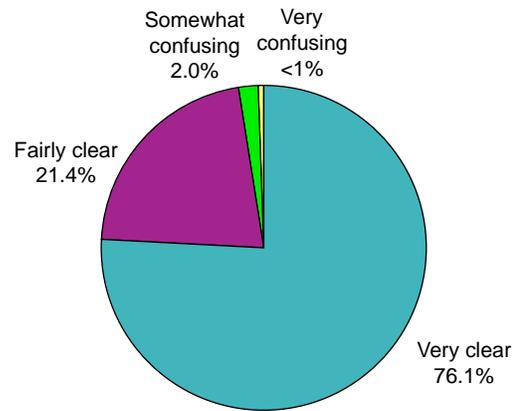
3. Results and rights explained

	Number of responses	Percent
Yes	795	95.2
No	15	1.8
By phone only	25	3.0
Total responses	835	100%
No answer	9	
Total surveys	844	

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

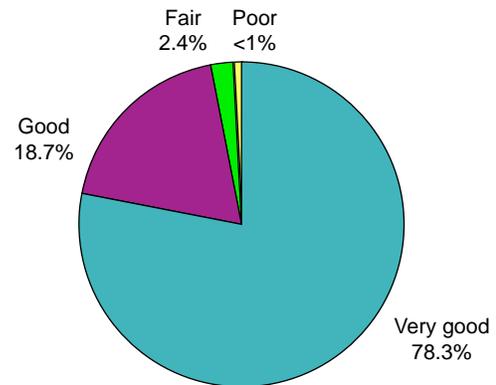
	Number of responses	Percent
Very clear	609	76.1
Fairly clear	171	21.4
Somewhat confusing	16	2.0
Very confusing	4	0.5
Total responses	800	100%
No explanation	9	
No answer	35	
Total surveys	844	



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

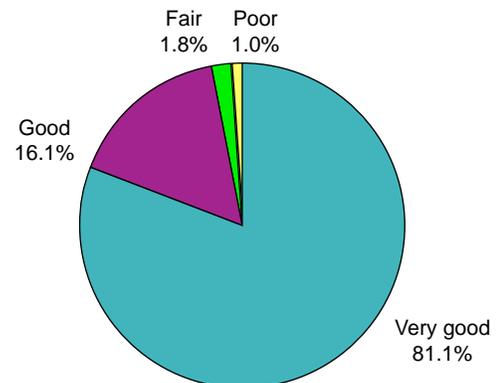
4a. Professionalism

	Number of responses	Percent
Very good	655	78.3
Good	156	18.7
Fair	20	2.4
Poor	5	0.6
Total responses	836	100%
No answer	8	
Total surveys	844	



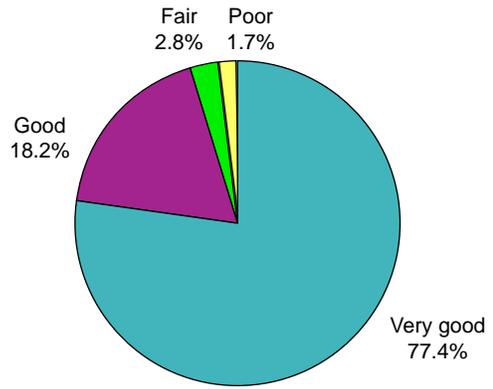
4b. Respectful/courteous

	Number of responses	Percent
Very good	679	81.1
Good	135	16.1
Fair	15	1.8
Poor	8	1.0
Total responses	837	100%
No answer	7	
Total surveys	844	



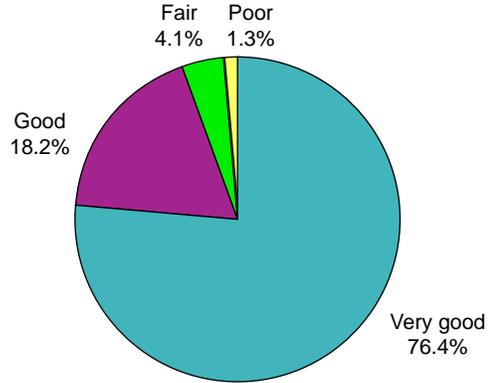
4c. Responsive

	Number of responses	Percent
Very good	647	77.4
Good	152	18.2
Fair	23	2.8
Poor	14	1.7
Total responses	836	100%
No answer	8	
Total surveys	844	



4d. Fair/reasonable

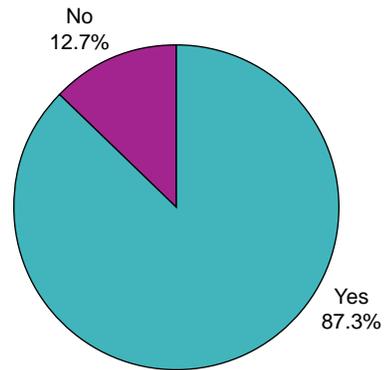
	Number of responses	Percent
Very good	636	76.4
Good	152	18.2
Fair	34	4.1
Poor	11	1.3
Total responses	833	100%
No answer	11	
Total surveys	844	



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	707	87.3
No	103	12.7
Total responses	810	100%
No answer	34	
Total surveys	844	



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