

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2008

Survey Period: July 1, 2007-Dec. 31, 2007

Information Management Division

Department of Consumer & Business Services

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By [Tasha Hodges](#) and [Sandra Munson](#)

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 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 2007 through December 2007.

Of the total 1,399 questionnaires mailed out, 860 were returned (a response rate of 61.5 percent). Of these, 847 were usable. 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?

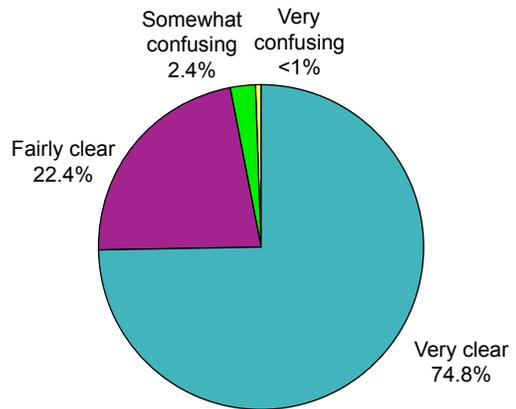
1. Inspection reason explained

	Number of responses	Percent
Yes	817	97.3
No	13	1.5
By phone only	10	1.2
Total responses	840	100%
No answer	7	
Total surveys	847	

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

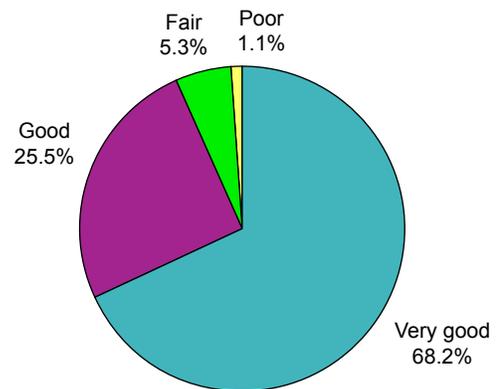
	Number of responses	Percent
Very clear	615	74.8
Fairly clear	184	22.4
Somewhat confusing	20	2.4
Very confusing	3	0.4
Total responses	822	100%
No explanation	7	
No answer	18	
Total surveys	847	



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

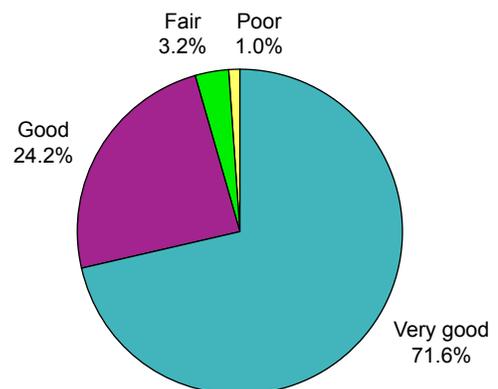
2a. Level of familiarity with potential hazards in your workplace

	Number of responses	Percent
Very good	568	68.2
Good	212	25.5
Fair	44	5.3
Poor	9	1.1
Total responses	833	100%
No answer	14	
Total surveys	847	



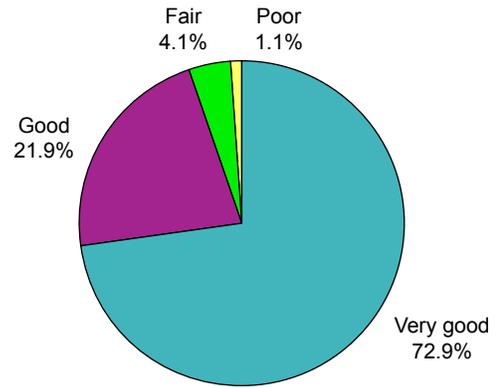
2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	595	71.6
Good	201	24.2
Fair	27	3.2
Poor	8	1.0
Total responses	831	100%
No answer	16	
Total surveys	847	



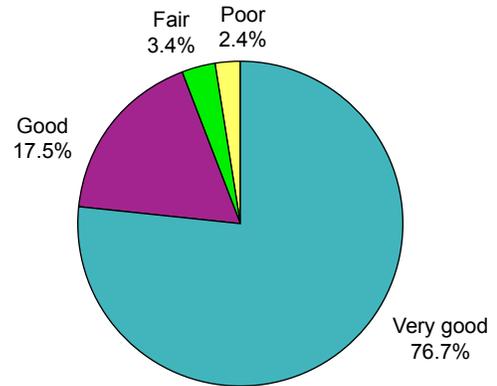
2c. Ability to explain rules

	Number of responses	Percent
Very good	608	72.9
Good	183	21.9
Fair	34	4.1
Poor	9	1.1
Total responses	834	100%
No answer	13	
Total surveys	847	



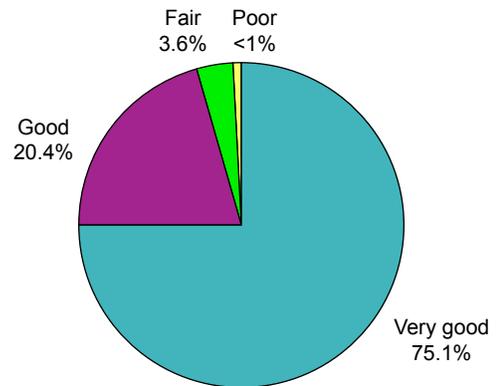
2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	640	76.7
Good	146	17.5
Fair	28	3.4
Poor	20	2.4
Total responses	834	100%
No answer	13	
Total surveys	847	



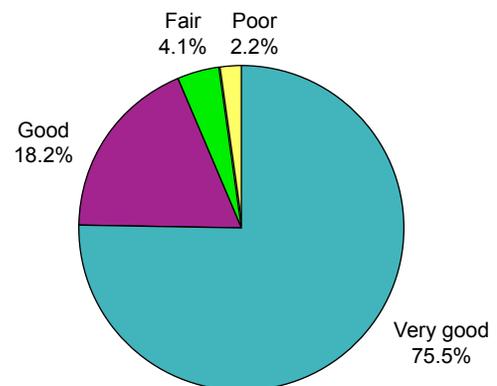
2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	629	75.1
Good	171	20.4
Fair	30	3.6
Poor	7	0.8
Total responses	837	100%
No answer	10	
Total surveys	847	



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

	Number of responses	Percent
Very good	625	75.5
Good	151	18.2
Fair	34	4.1
Poor	18	2.2
Total responses	828	100%
No answer	19	
Total surveys	847	



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?

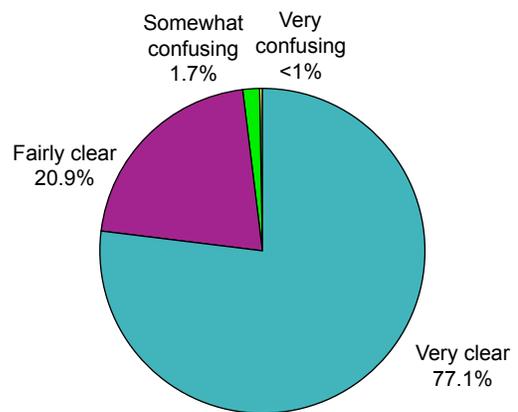
3. Results and rights explained

	Number of responses	Percent
Yes	809	96.4
No	13	1.5
By phone only	17	2.0
Total responses	839	100%
No answer	8	
Total surveys	847	

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

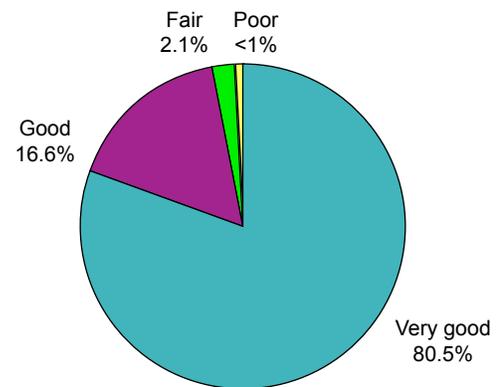
	Number of responses	Percent
Very clear	627	77.1
Fairly clear	170	20.9
Somewhat confusing	14	1.7
Very confusing	2	0.2
Total responses	813	100%
No explanation	8	
No answer	26	
Total surveys	847	



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

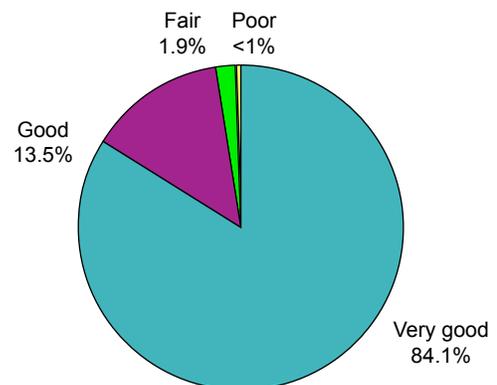
4a. Professionalism

	Number of responses	Percent
Very good	678	80.5
Good	140	16.6
Fair	18	2.1
Poor	6	0.7
Total responses	842	100%
No answer	5	
Total surveys	847	



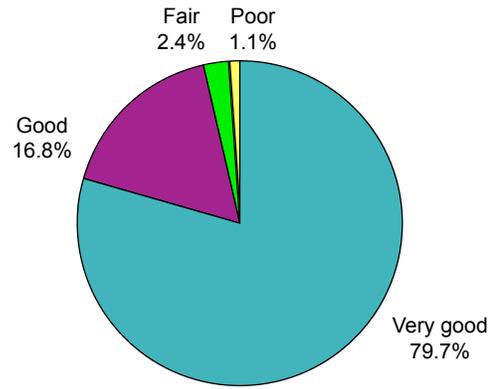
4b. Respectful/courteous

	Number of responses	Percent
Very good	706	84.1
Good	113	13.5
Fair	16	1.9
Poor	4	0.5
Total responses	839	100%
No answer	8	
Total surveys	847	



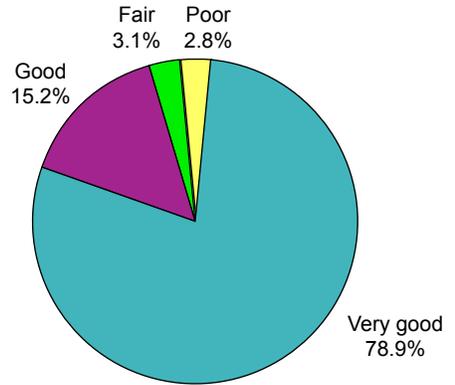
4c. Responsive

	Number of responses	Percent
Very good	668	79.7
Good	141	16.8
Fair	20	2.4
Poor	9	1.1
Total responses	838	100%
No answer	9	
Total surveys	847	



4d. Fair/reasonable

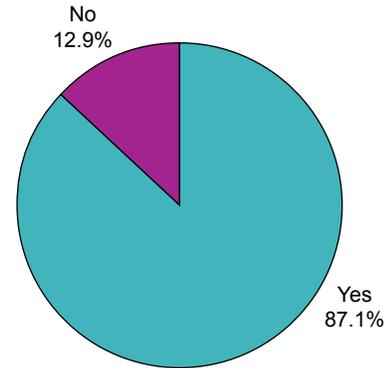
	Number of responses	Percent
Very good	660	78.9
Good	127	15.2
Fair	26	3.1
Poor	23	2.8
Total responses	836	100%
No answer	11	
Total surveys	847	



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	710	87.1
No	105	12.9
Total responses	815	100%
No answer	32	
Total surveys	847	



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Information Management Division
350 Winter St. NE, Room 300
P.O. Box 14480
Salem, OR 97309-0405
503-378-8254