

# Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2010 Survey Period: July 1, 2009-Dec. 31, 2009

Information Management Division

Department of Consumer & Business Services

July 2010

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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 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 Information Management Division 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. IMD sends the cover letter and questionnaire to the employer following the issuance of a citation (or closure of the case, if no citation). IMD asks the employer or employer's representative during the inspection 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 2009 through December 2009.

Of the total 1,516 questionnaires mailed out, 1,013 were returned (a response rate of 66.8 percent). Of these, 998 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.

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**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?

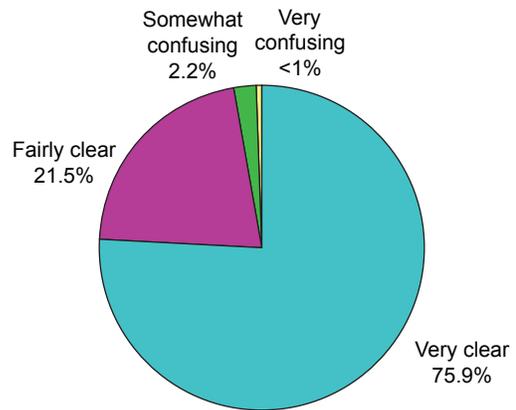
### 1. Inspection reason explained

	Number of responses	Percent
Yes	948	96.7
No	15	1.5
By phone only	17	1.7
<b>Total responses</b>	<b>980</b>	<b>100%</b>
No answer	18	
<b>Total surveys</b>	<b>998</b>	

**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**

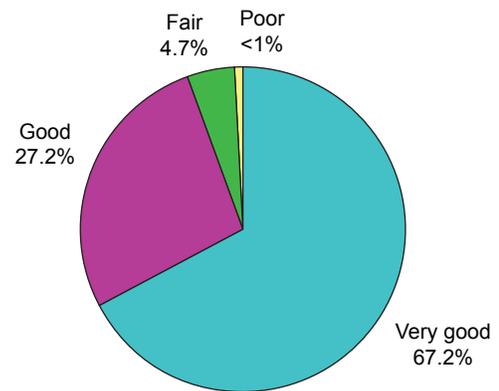
	Number of responses	Percent
Very clear	724	75.9
Fairly clear	205	21.5
Somewhat confusing	21	2.2
Very confusing	4	0.4
<b>Total responses</b>	<b>954</b>	<b>100%</b>
No explanation	33	
No answer	11	
<b>Total surveys</b>	<b>998</b>	



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

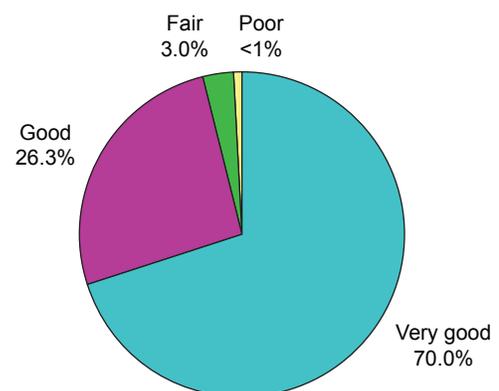
**2a. Level of familiarity with potential hazards in your workplace**

	Number of responses	Percent
Very good	659	67.2
Good	267	27.2
Fair	46	4.7
Poor	8	0.8
<b>Total responses</b>	<b>980</b>	<b>100%</b>
No answer	18	
<b>Total surveys</b>	<b>998</b>	



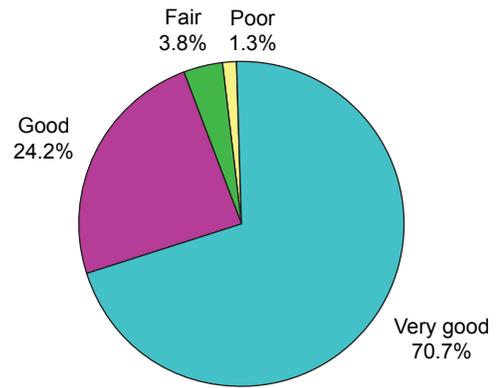
**2b. Knowledge of applicable regulations**

	Number of responses	Percent
Very good	686	70.0
Good	258	26.3
Fair	29	3.0
Poor	7	0.7
<b>Total responses</b>	<b>980</b>	<b>100%</b>
No answer	18	
<b>Total surveys</b>	<b>998</b>	



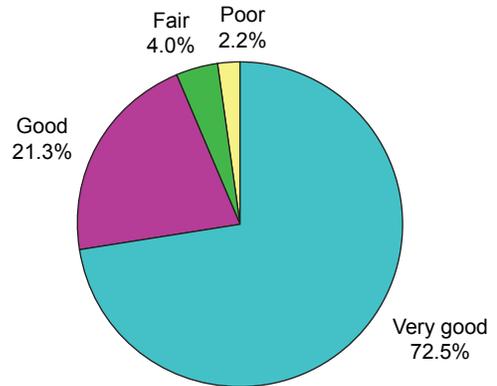
### 2c. Ability to explain rules

	Number of responses	Percent
Very good	695	70.7
Good	238	24.2
Fair	37	3.8
Poor	13	1.3
<b>Total responses</b>	<b>983</b>	<b>100%</b>
No answer	15	
<b>Total surveys</b>	<b>998</b>	



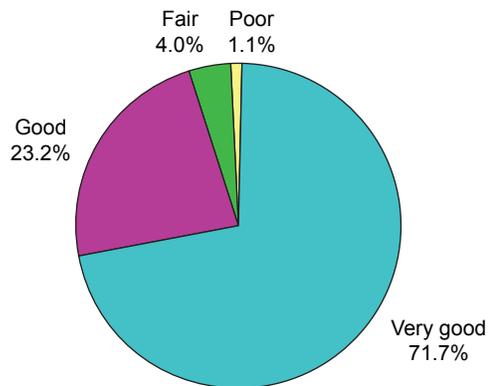
### 2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	712	72.5
Good	209	21.3
Fair	39	4.0
Poor	22	2.2
<b>Total responses</b>	<b>982</b>	<b>100%</b>
No answer	16	
<b>Total surveys</b>	<b>998</b>	



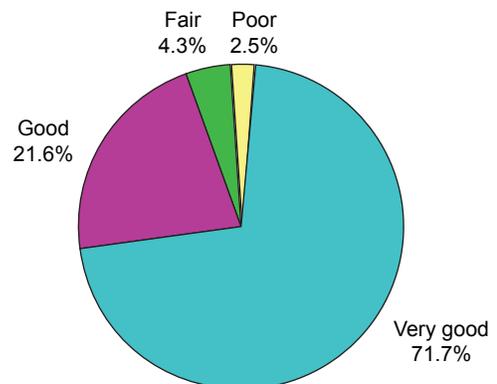
### 2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	704	71.7
Good	228	23.2
Fair	39	4.0
Poor	11	1.1
<b>Total responses</b>	<b>982</b>	<b>100%</b>
No answer	16	
<b>Total surveys</b>	<b>998</b>	



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

	Number of responses	Percent
Very good	698	71.7
Good	210	21.6
Fair	42	4.3
Poor	24	2.5
<b>Total responses</b>	<b>974</b>	<b>100%</b>
No answer	24	
<b>Total surveys</b>	<b>998</b>	



**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?

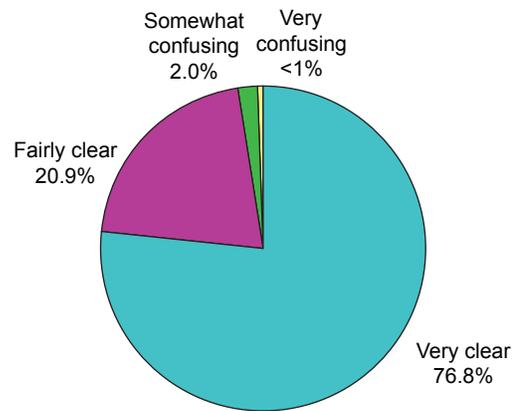
**3. Results and rights explained**

	Number of responses	Percent
Yes	943	95.7
No	12	1.2
By phone only	30	3.0
<b>Total responses</b>	<b>985</b>	<b>100%</b>
No answer	13	
<b>Total surveys</b>	<b>998</b>	

**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**

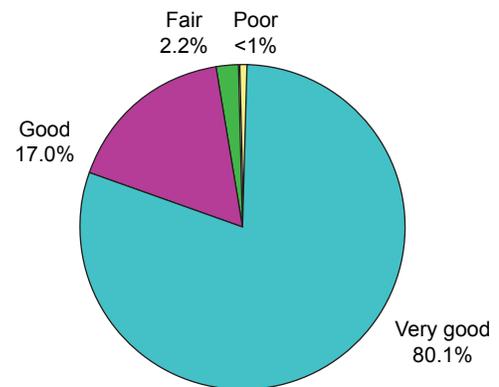
	Number of responses	Percent
Very clear	734	76.8
Fairly clear	200	20.9
Somewhat confusing	19	2.0
Very confusing	3	0.3
<b>Total responses</b>	<b>956</b>	<b>100%</b>
No explanation	25	
No answer	17	
<b>Total surveys</b>	<b>998</b>	



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

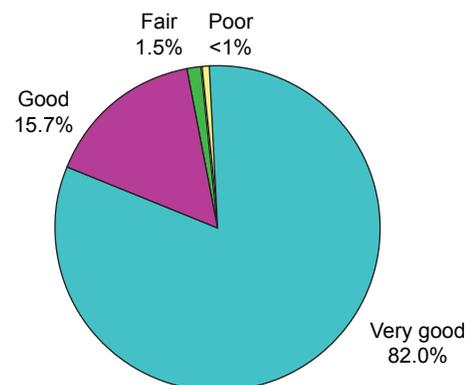
**4a. Professionalism**

	Number of responses	Percent
Very good	790	80.1
Good	168	17.0
Fair	22	2.2
Poor	6	0.6
<b>Total responses</b>	<b>986</b>	<b>100%</b>
No answer	12	
<b>Total surveys</b>	<b>998</b>	



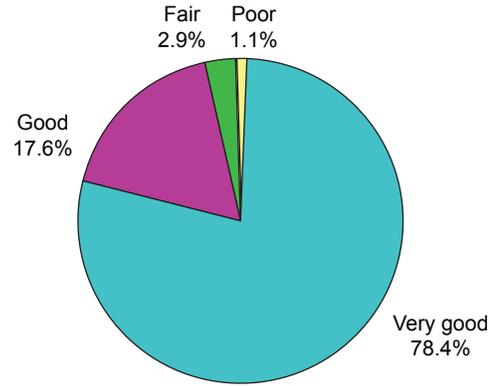
**4b. Respectful/courteous**

	Number of responses	Percent
Very good	808	82.0
Good	155	15.7
Fair	15	1.5
Poor	7	0.7
<b>Total responses</b>	<b>985</b>	<b>100%</b>
No answer	13	
<b>Total surveys</b>	<b>998</b>	



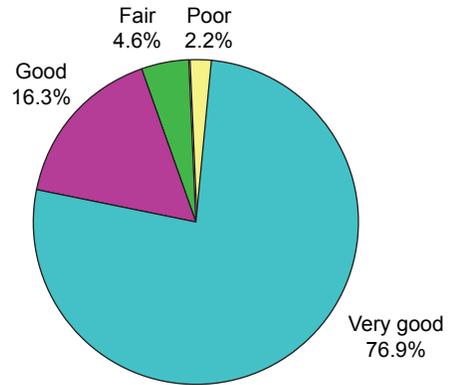
**4c. Responsive**

	Number of responses	Percent
Very good	770	78.4
Good	173	17.6
Fair	28	2.9
Poor	11	1.1
<b>Total responses</b>	<b>982</b>	<b>100%</b>
No answer	16	
<b>Total surveys</b>	<b>998</b>	



**4d. Fair/reasonable**

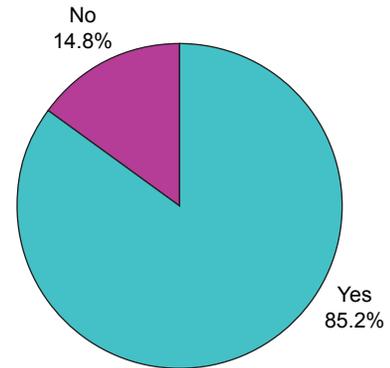
	Number of responses	Percent
Very good	755	76.9
Good	160	16.3
Fair	45	4.6
Poor	22	2.2
<b>Total responses</b>	<b>982</b>	<b>100%</b>
No answer	16	
<b>Total surveys</b>	<b>998</b>	



**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	826	85.2
No	144	14.8
<b>Total responses</b>	<b>970</b>	<b>100%</b>
No answer	28	
<b>Total surveys</b>	<b>998</b>	



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