

# Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2013

## Survey Period: July 1, 2012-Dec. 31, 2012

Central Services Division, Information Technology and Research Section

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 Central Services Division (CSD) 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 Central Services 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. CSD sends the cover letter and questionnaire to the employer following the issuance of a citation (or closure of the case, if no citation). CSD asks the employer or employer's representative 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 2012 through December 2012.

Of the total 908 questionnaires mailed out, 902 were returned (a response rate of 99.3 percent). Of these, 846 were usable. This year, unlike past years, 306 questionnaires were not sent to the employer because a citation or closure of a case took place after the survey's mailing period was closed. 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?

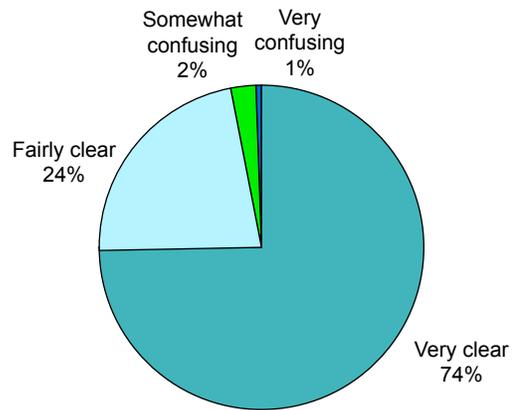
#### 1. Inspection reason explained

	Number of responses	Percent
Yes	800	99.5
No	19	2.3
By phone only	19	2.3
<b>Total responses</b>	<b>838</b>	<b>100%</b>
No answer	8	
<b>Total surveys</b>	<b>846</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	593	74
Fairly clear	190	24
Somewhat confusing	18	2
Very confusing	5	1
<b>Total responses</b>	<b>806</b>	<b>100%</b>
No explanation	27	
No answer	13	
<b>Total surveys</b>	<b>846</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	555	66.7
Good	234	28.1
Fair	33	4.0
Poor	10	1.2
<b>Total responses</b>	<b>832</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>846</b>	

**2b. Knowledge of applicable regulations**

	Number of responses	Percent
Very good	590	70.7
Good	216	25.9
Fair	22	2.6
Poor	7	0.8
<b>Total responses</b>	<b>835</b>	<b>100%</b>
No answer	11	
<b>Total surveys</b>	<b>846</b>	

**2c. Ability to explain rules**

	Number of responses	Percent
Very good	571	68.5
Good	223	26.7
Fair	33	4.0
Poor	7	0.8
<b>Total responses</b>	<b>834</b>	<b>100%</b>
No answer	12	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Very good	605	72.5
Good	170	20.4
Fair	44	5.3
Poor	15	1.8
<b>Total responses</b>	<b>834</b>	<b>100%</b>
No answer	12	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Very good	600	72.1
Good	191	23.0
Fair	32	3.8
Poor	9	1.1
<b>Total responses</b>	<b>832</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Very good	599	72.3
Good	171	20.7
Fair	43	5.2
Poor	15	1.8
<b>Total responses</b>	<b>828</b>	<b>100%</b>
No answer	18	
<b>Total surveys</b>	<b>846</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**

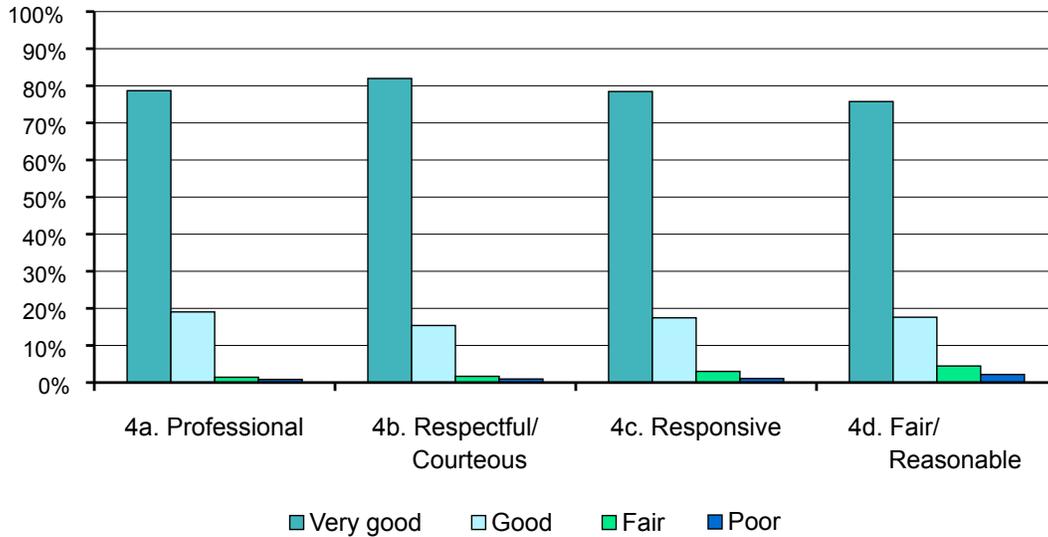
	Number of responses	Percent
Yes	783	94.1
No	14	1.7
By phone only	35	4.2
<b>Total responses</b>	<b>832</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>846</b>	

**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	587	73.7
Fairly clear	190	23.9
Somewhat confusing	15	1.9
Very confusing	4	0.5
<b>Total responses</b>	<b>796</b>	<b>100%</b>
No explanation	28	
No answer	22	
<b>Total surveys</b>	<b>846</b>	

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



**4a. Professionalism**

	Number of responses	Percent
Very good	657	78.7
Good	159	19.0
Fair	12	1.4
Poor	7	0.8
<b>Total responses</b>	<b>835</b>	<b>100%</b>
No answer	11	
<b>Total surveys</b>	<b>846</b>	

**4b. Respectful/courteous**

	Number of responses	Percent
Very good	682	82.0
Good	128	15.4
Fair	14	1.7
Poor	8	1.0
<b>Total responses</b>	<b>832</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>846</b>	

**4c. Responsive**

	Number of responses	Percent
Very good	652	78.5
Good	145	17.4
Fair	25	3.0
Poor	9	1.1
<b>Total responses</b>	<b>831</b>	<b>100%</b>
No answer	15	
<b>Total surveys</b>	<b>846</b>	

**4d. Fair/reasonable**

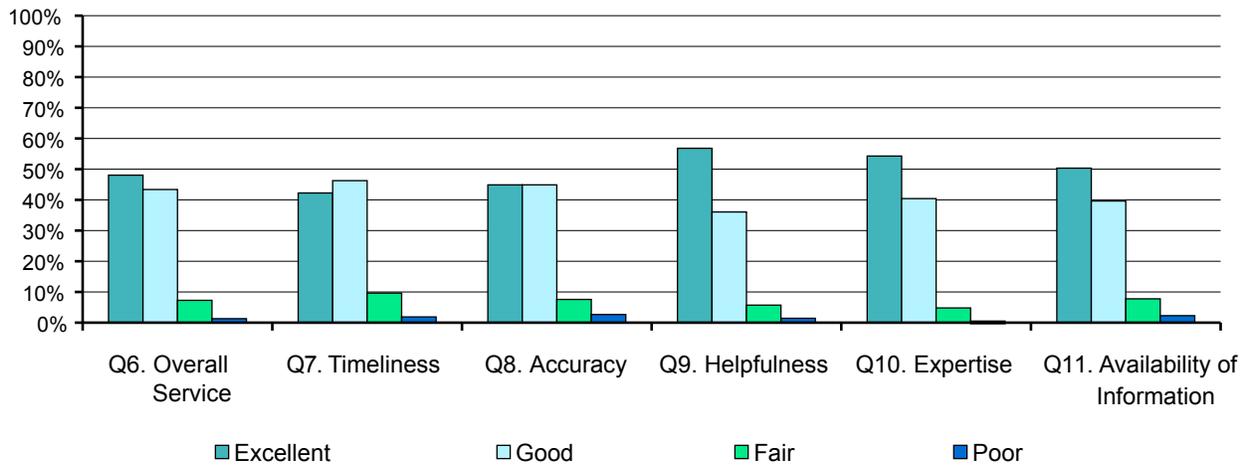
	Number of responses	Percent
Very good	628	75.8
Good	146	17.6
Fair	37	4.5
Poor	18	2.2
<b>Total responses</b>	<b>829</b>	<b>100%</b>
No answer	17	
<b>Total surveys</b>	<b>846</b>	

**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	686	85.4
No	117	14.6
<b>Total responses</b>	<b>803</b>	<b>100%</b>
No answer	43	
<b>Total surveys</b>	<b>846</b>	

**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	370	48.1
Good	334	43.4
Fair	56	7.3
Poor	10	1.3
<b>Total responses</b>	<b>770</b>	<b>100%</b>
Dont Know/No response	76	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Excellent	316	42.2
Good	346	46.3
Fair	72	9.6
Poor	14	1.9
<b>Total responses</b>	<b>748</b>	<b>100%</b>
Dont Know/No response	98	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Excellent	338	44.9
Good	338	44.9
Fair	57	7.6
Poor	20	2.7
<b>Total responses</b>	<b>753</b>	<b>100%</b>
Dont Know/No response	93	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Excellent	438	56.8
Good	278	36.1
Fair	44	5.7
Poor	11	1.4
<b>Total responses</b>	<b>771</b>	<b>100%</b>
Dont Know/No response	75	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Excellent	419	54.3
Good	312	40.4
Fair	37	4.8
Poor	4	0.5
<b>Total responses</b>	<b>772</b>	<b>100%</b>
Dont Know/No response	74	
<b>Total surveys</b>	<b>846</b>	

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

	Number of responses	Percent
Excellent	376	50.3
Good	296	39.6
Fair	58	7.8
Poor	17	2.3
<b>Total responses</b>	<b>747</b>	<b>100%</b>
Dont Know/No response	99	
<b>Total surveys</b>	<b>846</b>	

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