

# Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2016

## Survey Period: July 1, 2015-Dec. 31, 2015

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 2015 through December 2015.

Of the total 759 questionnaires mailed out, 385 were returned (a response rate of 50.7 percent). Of these, 384 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?

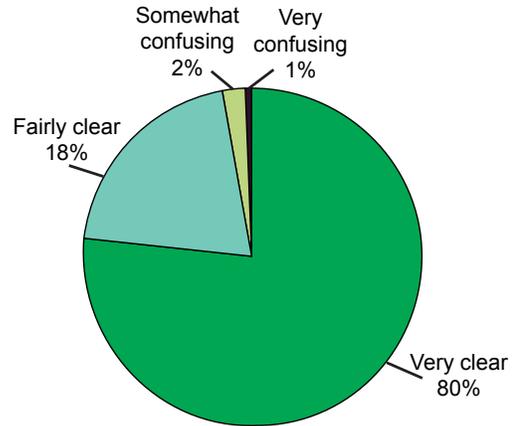
#### 1. Inspection reason explained

	Number of responses	Percent
Yes	370	96.6
No	9	2.3
By phone only	4	1.0
<b>Total responses</b>	<b>383</b>	<b>100%</b>
No answer	1	
<b>Total surveys</b>	<b>384</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	295	79.5
Fairly clear	68	18.3
Somewhat confusing	6	1.6
Very confusing	2	0.5
<b>Total responses</b>	<b>371</b>	<b>100%</b>
No explanation	10	
No answer	3	
<b>Total surveys</b>	<b>384</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	261	68.9
Good	102	26.9
Fair	11	2.9
Poor	5	1.3
<b>Total responses</b>	<b>379</b>	<b>100%</b>
No answer	5	
<b>Total surveys</b>	<b>384</b>	

**2b. Knowledge of applicable regulations**

	Number of responses	Percent
Very good	276	72.8
Good	91	24.0
Fair	9	2.4
Poor	3	0.8
<b>Total responses</b>	<b>379</b>	<b>100%</b>
No answer	5	
<b>Total surveys</b>	<b>384</b>	

**2c. Ability to explain rules**

	Number of responses	Percent
Very good	280	74.1
Good	81	21.4
Fair	14	3.7
Poor	3	0.8
<b>Total responses</b>	<b>378</b>	<b>100%</b>
No answer	6	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Very good	288	75.6
Good	73	19.2
Fair	12	3.1
Poor	8	2.1
<b>Total responses</b>	<b>381</b>	<b>100%</b>
No answer	3	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Very good	289	76.3
Good	74	19.5
Fair	11	2.9
Poor	5	1.3
<b>Total responses</b>	<b>379</b>	<b>100%</b>
No answer	5	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Very good	285	75.6
Good	76	20.2
Fair	9	2.4
Poor	7	1.9
<b>Total responses</b>	<b>377</b>	<b>100%</b>
No answer	7	
<b>Total surveys</b>	<b>384</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**

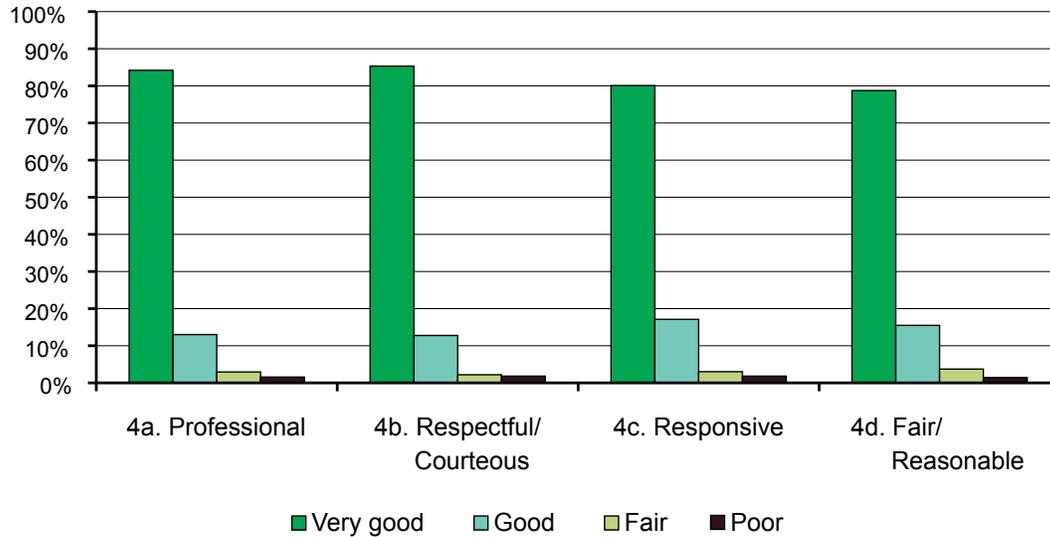
	Number of responses	Percent
Yes	364	95.3
No	9	2.4
By phone only	9	2.4
<b>Total responses</b>	<b>382</b>	<b>100%</b>
No answer	2	
<b>Total surveys</b>	<b>384</b>	

**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	303	81.2
Fairly clear	61	16.4
Somewhat confusing	5	1.3
Very confusing	4	1.1
<b>Total responses</b>	<b>373</b>	<b>100%</b>
No explanation	11	
<b>Total surveys</b>	<b>384</b>	

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



**4a. Professionalism**

	Number of responses	Percent
Very good	318	83.0
Good	55	14.4
Fair	7	1.8
Poor	3	0.8
<b>Total responses</b>	<b>383</b>	<b>100%</b>
No answer	1	
<b>Total surveys</b>	<b>384</b>	

**4b. Respectful/courteous**

	Number of responses	Percent
Very good	325	85.1
Good	48	12.6
Fair	5	1.3
Poor	4	1.0
<b>Total responses</b>	<b>382</b>	<b>100%</b>
No answer	2	
<b>Total surveys</b>	<b>384</b>	

**4c. Responsive**

	Number of responses	Percent
Very good	305	80.1
Good	62	16.3
Fair	8	2.1
Poor	6	1.6
<b>Total responses</b>	<b>381</b>	<b>100%</b>
No answer	3	
<b>Total surveys</b>	<b>384</b>	

**4d. Fair/reasonable**

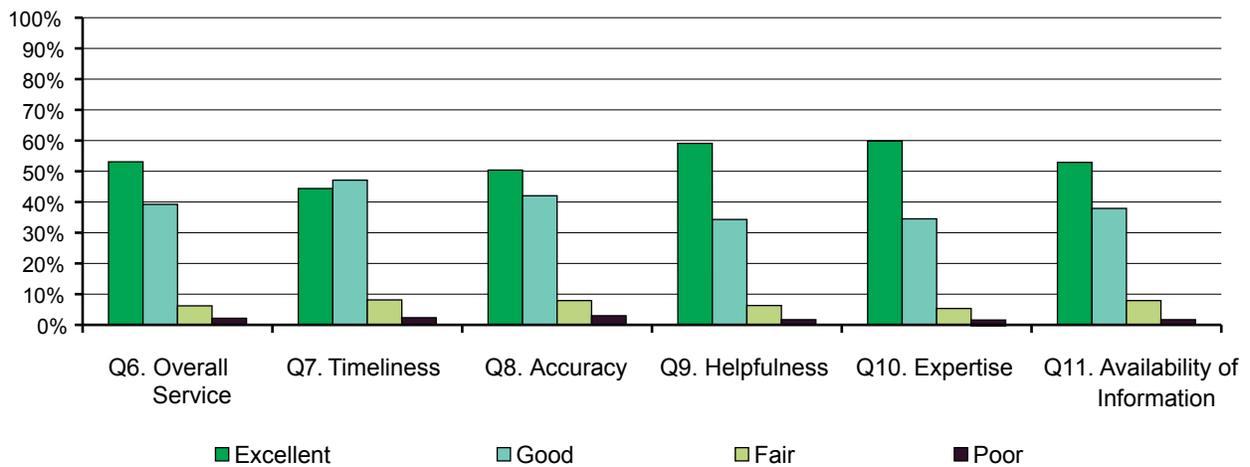
	Number of responses	Percent
Very good	299	78.9
Good	60	15.8
Fair	14	3.7
Poor	6	1.6
<b>Total responses</b>	<b>379</b>	<b>100%</b>
No answer	5	
<b>Total surveys</b>	<b>384</b>	

**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	322	86.6
No	50	13.4
<b>Total responses</b>	<b>372</b>	<b>100%</b>
No answer	12	
<b>Total surveys</b>	<b>384</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	187	53.3
Good	137	39.0
Fair	20	5.7
Poor	7	2.0
<b>Total responses</b>	<b>351</b>	<b>100%</b>
Dont Know/No response	33	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Excellent	149	44.0
Good	157	46.3
Fair	26	7.7
Poor	7	2.1
<b>Total responses</b>	<b>339</b>	<b>100%</b>
Dont Know/No response	45	
<b>Total surveys</b>	<b>384</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	170	50.1
Good	139	41.0
Fair	25	7.4
Poor	5	1.5
<b>Total responses</b>	<b>339</b>	<b>100%</b>
Dont Know/No response	45	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Excellent	208	59.3
Good	123	35.0
Fair	16	4.6
Poor	4	1.1
<b>Total responses</b>	<b>351</b>	<b>100%</b>
Dont Know/No response	33	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Excellent	209	59.9
Good	123	35.2
Fair	16	4.6
Poor	1	0.3
<b>Total responses</b>	<b>349</b>	<b>100%</b>
Dont Know/No response	35	
<b>Total surveys</b>	<b>384</b>	

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

	Number of responses	Percent
Excellent	179	52.3
Good	132	38.6
Fair	28	8.2
Poor	3	0.9
<b>Total responses</b>	<b>342</b>	<b>100%</b>
Dont Know/No response	42	
<b>Total surveys</b>	<b>384</b>	

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