

# Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2011 Survey Period: July 1, 2010-Dec. 31, 2010

Information Management Division

Department of Consumer & Business Services

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By [Tasha Chapman](#)

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 2010 through December 2010.

Of the total 1,471 questionnaires mailed out, 970 were returned (a response rate of 65.9 percent). Of these, 956 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?

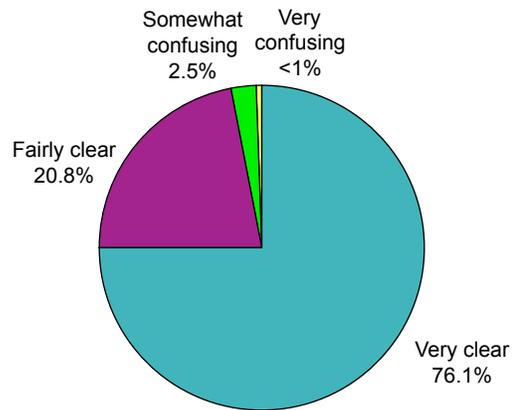
### 1. Inspection reason explained

	Number of responses	Percent
Yes	917	96.5
No	23	2.4
By phone only	10	1.1
<b>Total responses</b>	<b>950</b>	<b>100%</b>
No answer	6	
<b>Total surveys</b>	<b>956</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**

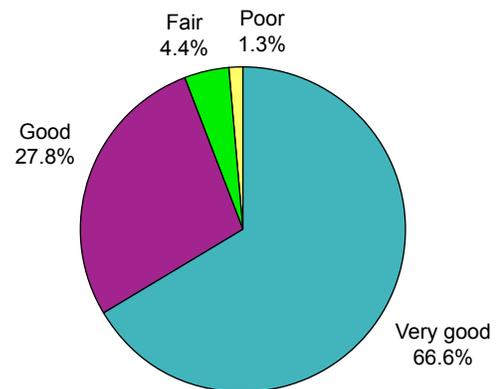
	Number of responses	Percent
Very clear	701	76.1
Fairly clear	192	20.8
Somewhat confusing	23	2.5
Very confusing	5	0.5
<b>Total responses</b>	<b>921</b>	<b>100%</b>
No explanation	29	
No answer	6	
<b>Total surveys</b>	<b>956</b>	



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

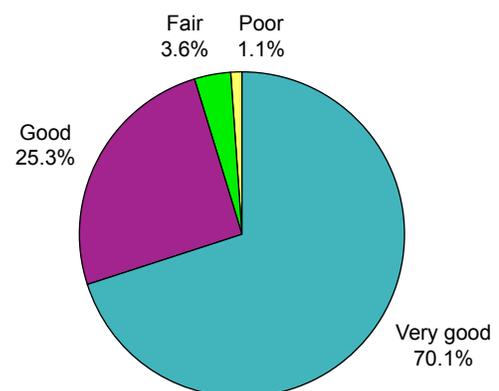
**2a. Level of familiarity with potential hazards in your workplace**

	Number of responses	Percent
Very good	627	66.6
Good	262	27.8
Fair	41	4.4
Poor	12	1.3
<b>Total responses</b>	<b>942</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>956</b>	



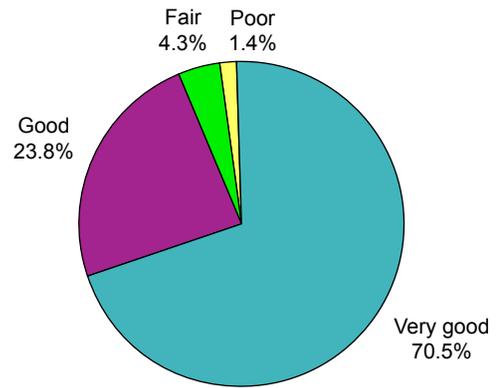
**2b. Knowledge of applicable regulations**

	Number of responses	Percent
Very good	660	70.1
Good	238	25.3
Fair	34	3.6
Poor	10	1.1
<b>Total responses</b>	<b>942</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>956</b>	



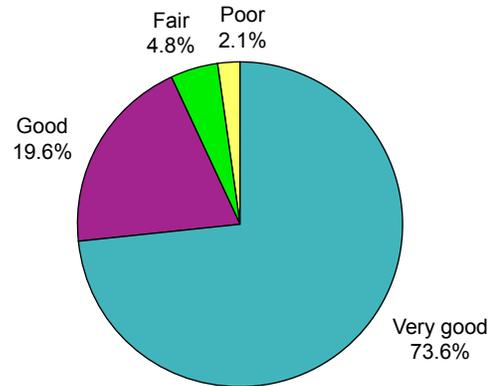
### 2c. Ability to explain rules

	Number of responses	Percent
Very good	666	70.5
Good	225	23.8
Fair	41	4.3
Poor	13	1.4
<b>Total responses</b>	<b>945</b>	<b>100%</b>
No answer	11	
<b>Total surveys</b>	<b>956</b>	



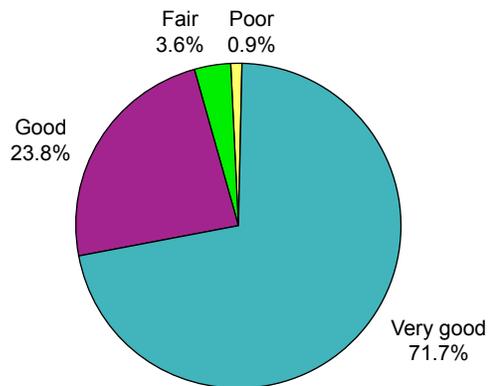
### 2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	696	73.6
Good	185	19.6
Fair	45	4.8
Poor	20	2.1
<b>Total responses</b>	<b>946</b>	<b>100%</b>
No answer	10	
<b>Total surveys</b>	<b>956</b>	



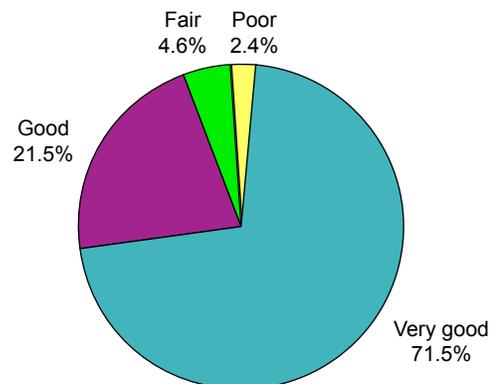
### 2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	675	71.7
Good	224	23.8
Fair	34	3.6
Poor	8	0.9
<b>Total responses</b>	<b>941</b>	<b>100%</b>
No answer	15	
<b>Total surveys</b>	<b>956</b>	



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

	Number of responses	Percent
Very good	671	71.5
Good	202	21.5
Fair	43	4.6
Poor	23	2.4
<b>Total responses</b>	<b>939</b>	<b>100%</b>
No answer	17	
<b>Total surveys</b>	<b>956</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?

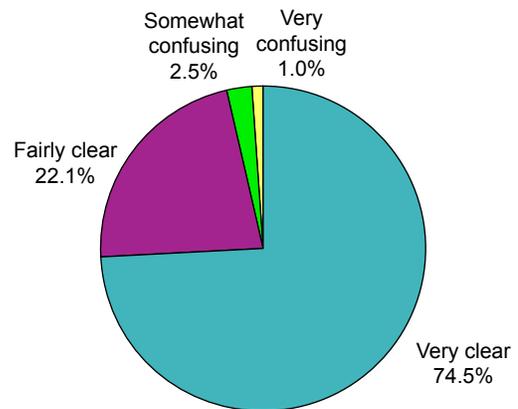
**3. Results and rights explained**

	Number of responses	Percent
Yes	903	95.4
No	9	1.0
By phone only	35	3.7
<b>Total responses</b>	<b>947</b>	<b>100%</b>
No answer	9	
<b>Total surveys</b>	<b>956</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**

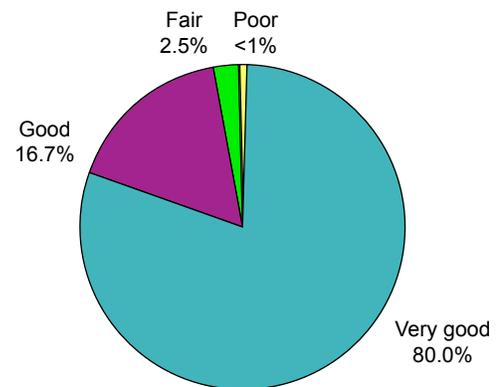
	Number of responses	Percent
Very clear	688	74.5
Fairly clear	204	22.1
Somewhat confusing	23	2.5
Very confusing	9	1.0
<b>Total responses</b>	<b>924</b>	<b>100%</b>
No explanation	18	
No answer	14	
<b>Total surveys</b>	<b>956</b>	



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

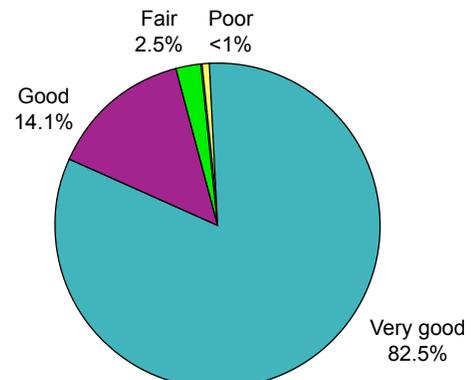
**4a. Professionalism**

	Number of responses	Percent
Very good	758	80.0
Good	158	16.7
Fair	24	2.5
Poor	8	0.8
<b>Total responses</b>	<b>948</b>	<b>100%</b>
No answer	8	
<b>Total surveys</b>	<b>956</b>	



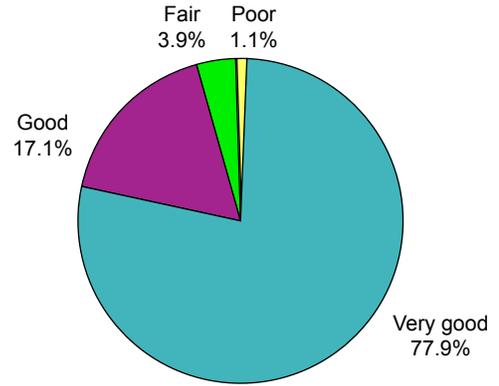
**4b. Respectful/courteous**

	Number of responses	Percent
Very good	781	82.5
Good	134	14.1
Fair	24	2.5
Poor	8	0.8
<b>Total responses</b>	<b>947</b>	<b>100%</b>
No answer	9	
<b>Total surveys</b>	<b>956</b>	



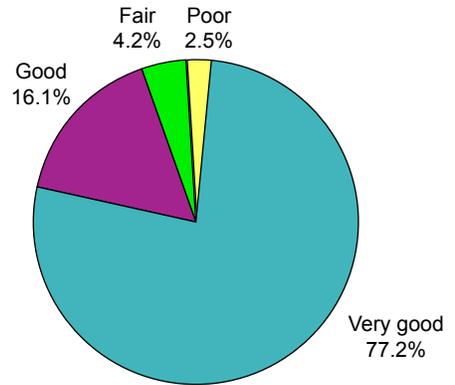
**4c. Responsive**

	Number of responses	Percent
Very good	738	77.9
Good	162	17.1
Fair	37	3.9
Poor	10	1.1
<b>Total responses</b>	<b>947</b>	<b>100%</b>
No answer	9	
<b>Total surveys</b>	<b>956</b>	



**4d. Fair/reasonable**

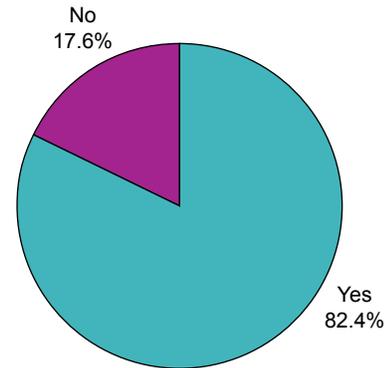
	Number of responses	Percent
Very good	730	77.2
Good	152	16.1
Fair	40	4.2
Poor	24	2.5
<b>Total responses</b>	<b>946</b>	<b>100%</b>
No answer	10	
<b>Total surveys</b>	<b>956</b>	



**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	765	82.4
No	163	17.6
<b>Total responses</b>	<b>928</b>	<b>100%</b>
No answer	28	
<b>Total surveys</b>	<b>956</b>	



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