



Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2012

Survey Period: July 1, 2011-Dec. 31, 2011

Information Management Division

Department of Consumer & Business Services

June 2012

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 2011 through December 2011.

Of the total 1,164 questionnaires mailed out, 928 were returned (a response rate of 79.7 percent). Of these, 898 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?

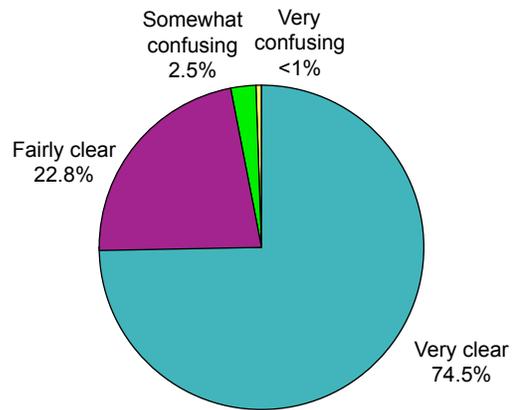
1. Inspection reason explained

	Number of responses	Percent
Yes	859	96.6
No	18	2.0
By phone only	12	1.3
Total responses	889	100%
No answer	9	
Total surveys	898	

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

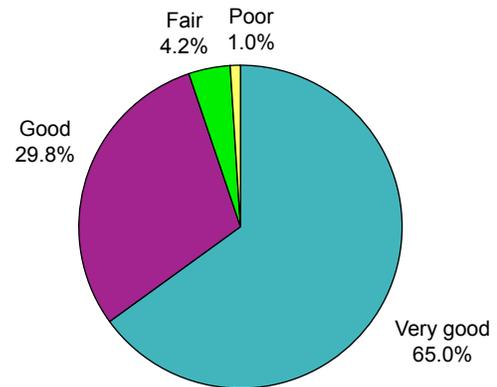
	Number of responses	Percent
Very clear	644	74.5
Fairly clear	197	22.8
Somewhat confusing	22	2.5
Very confusing	2	0.2
Total responses	865	100%
No explanation	27	
No answer	6	
Total surveys	898	



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

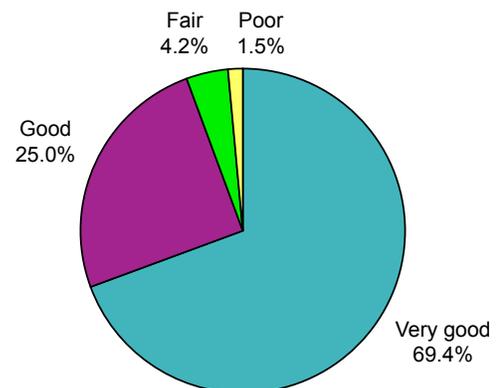
2a. Level of familiarity with potential hazards in your workplace

	Number of responses	Percent
Very good	578	65.0
Good	265	29.8
Fair	37	4.2
Poor	9	1.0
Total responses	889	100%
No answer	9	
Total surveys	898	



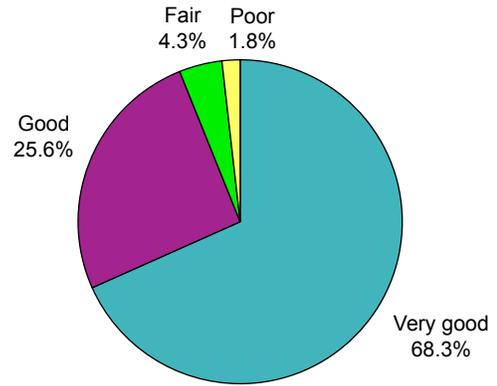
2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	616	69.4
Good	222	25.0
Fair	37	4.2
Poor	13	1.5
Total responses	888	100%
No answer	10	
Total surveys	898	



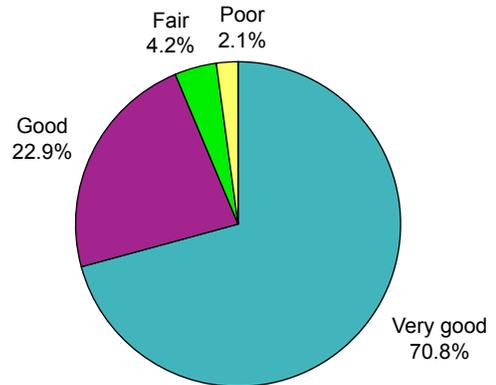
2c. Ability to explain rules

	Number of responses	Percent
Very good	606	68.3
Good	227	25.6
Fair	38	4.3
Poor	16	1.8
Total responses	887	100%
No answer	11	
Total surveys	898	



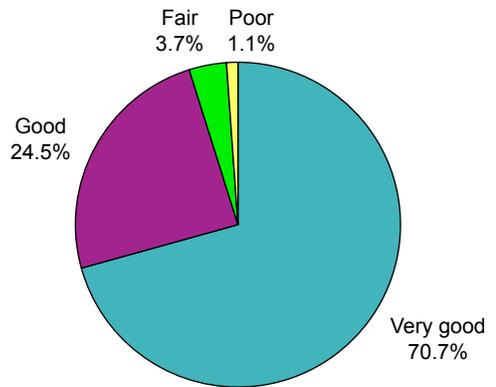
2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	627	70.8
Good	203	22.9
Fair	37	4.2
Poor	19	2.1
Total responses	886	100%
No answer	12	
Total surveys	898	



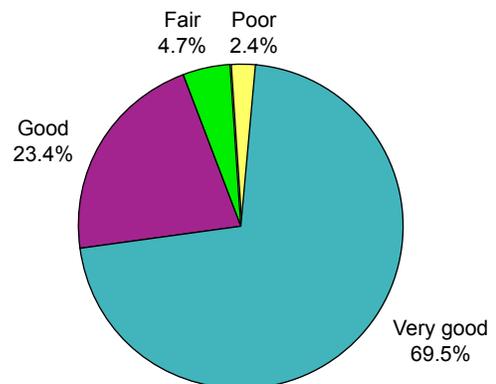
2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	627	70.7
Good	217	24.5
Fair	33	3.7
Poor	10	1.1
Total responses	887	100%
No answer	11	
Total surveys	898	



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

	Number of responses	Percent
Very good	612	69.5
Good	206	23.4
Fair	41	4.7
Poor	21	2.4
Total responses	880	100%
No answer	18	
Total surveys	898	



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?

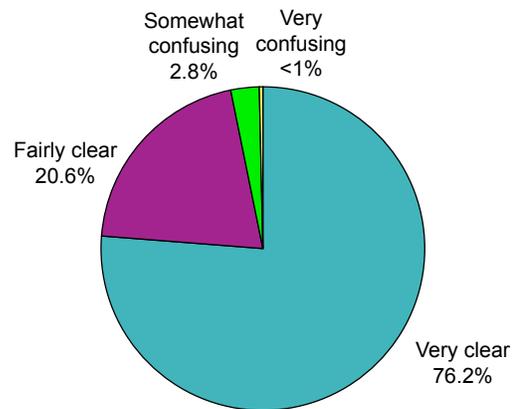
3. Results and rights explained

	Number of responses	Percent
Yes	830	92.9
No	25	2.8
By phone only	38	4.3
Total responses	893	100%
No answer	5	
Total surveys	898	

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

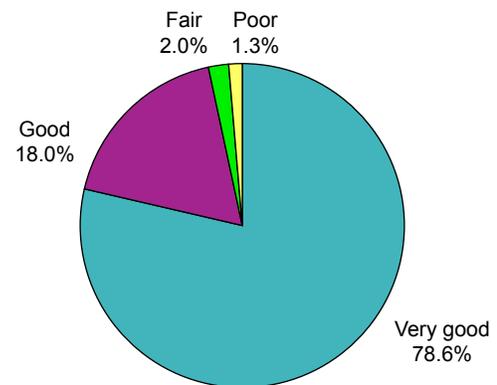
	Number of responses	Percent
Very clear	645	76.2
Fairly clear	174	20.6
Somewhat confusing	24	2.8
Very confusing	3	0.4
Total responses	846	100%
No explanation	30	
No answer	22	
Total surveys	898	



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

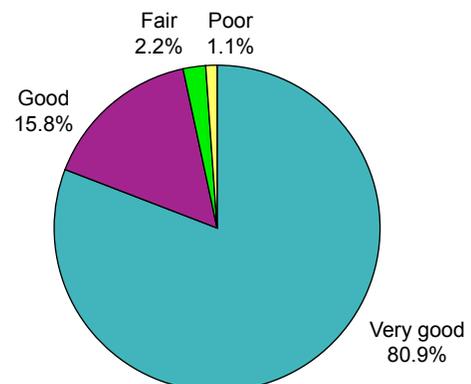
4a. Professionalism

	Number of responses	Percent
Very good	703	78.6
Good	161	18.0
Fair	18	2.0
Poor	12	1.3
Total responses	894	100%
No answer	4	
Total surveys	898	



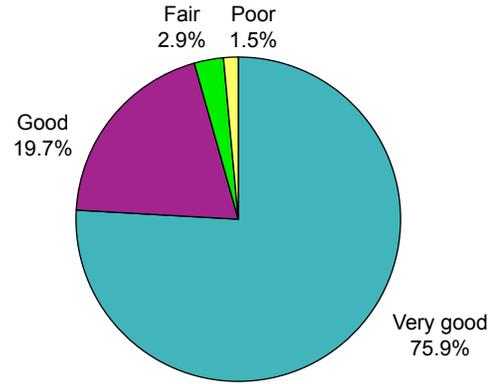
4b. Respectful/courteous

	Number of responses	Percent
Very good	722	80.9
Good	141	15.8
Fair	20	2.2
Poor	10	1.1
Total responses	893	100%
No answer	5	
Total surveys	898	



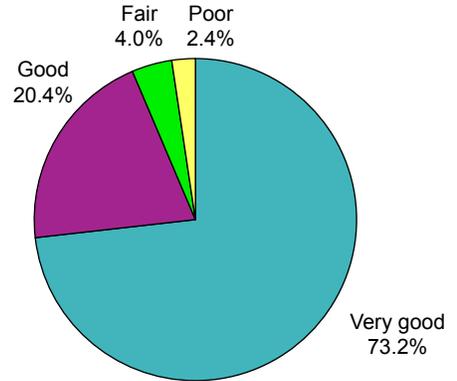
4c. Responsive

	Number of responses	Percent
Very good	677	75.9
Good	176	19.7
Fair	26	2.9
Poor	13	1.5
Total responses	892	100%
No answer	6	
Total surveys	898	



4d. Fair/reasonable

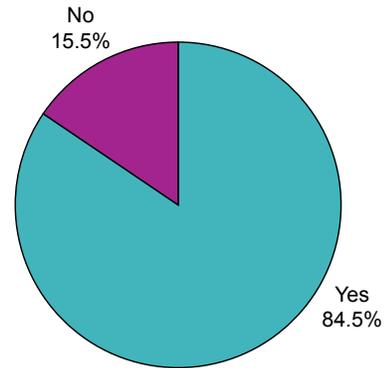
	Number of responses	Percent
Very good	653	73.2
Good	182	20.4
Fair	36	4.0
Poor	21	2.4
Total responses	892	100%
No answer	6	
Total surveys	898	



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	734	84.5
No	135	15.5
Total responses	869	100%
No answer	29	
Total surveys	898	



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