

# Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2009

Survey Period: July 1, 2008-December 31, 2008

Information Management Division

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 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). The employer or employer's representative during the inspection is asked 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 2008 through December 2008.

Of the total 1,646 questionnaires mailed out, 1,046 were returned (a response rate of 63.5 percent). Of these, 1,045 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?

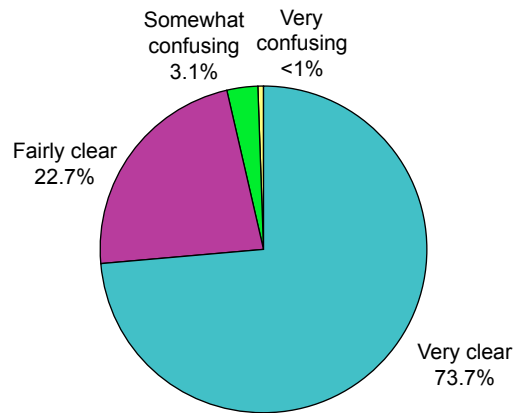
### 1. Inspection reason explained

	Number of responses	Percent
Yes	997	96.7
No	21	2.0
By phone only	13	1.3
<b>Total responses</b>	<b>1,031</b>	<b>100%</b>
No answer	14	
<b>Total surveys</b>	<b>1,045</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**

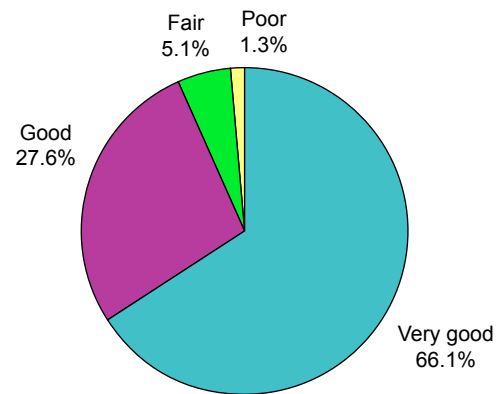
	Number of responses	Percent
Very clear	738	73.7
Fairly clear	227	22.7
Somewhat confusing	31	3.1
Very confusing	5	0.5
<b>Total responses</b>	<b>1,001</b>	<b>100%</b>
No explanation	35	
No answer	9	
<b>Total surveys</b>	<b>1,045</b>	



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

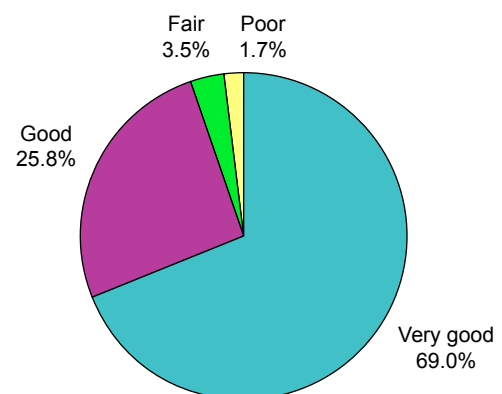
**2a. Level of familiarity with potential hazards in your workplace**

	Number of responses	Percent
Very good	676	66.1
Good	282	27.6
Fair	52	5.1
Poor	13	1.3
<b>Total responses</b>	<b>1,023</b>	<b>100%</b>
No answer	22	
<b>Total surveys</b>	<b>1,045</b>	



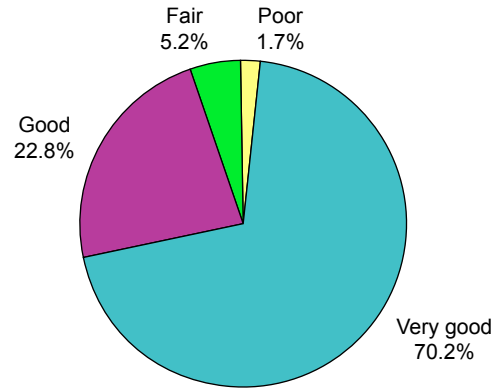
**2b. Knowledge of applicable regulations**

	Number of responses	Percent
Very good	708	69.0
Good	265	25.8
Fair	36	3.5
Poor	17	1.7
<b>Total responses</b>	<b>1,026</b>	<b>100%</b>
No answer	19	
<b>Total surveys</b>	<b>1,045</b>	



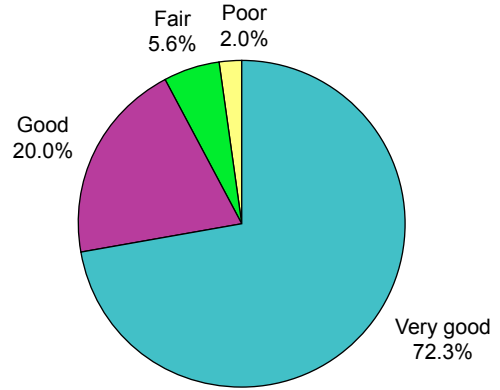
**2c. Ability to explain rules**

	Number of responses	Percent
Very good	723	70.2
Good	235	22.8
Fair	54	5.2
Poor	18	1.7
<b>Total responses</b>	<b>1,030</b>	<b>100%</b>
No answer	15	
<b>Total surveys</b>	<b>1,045</b>	



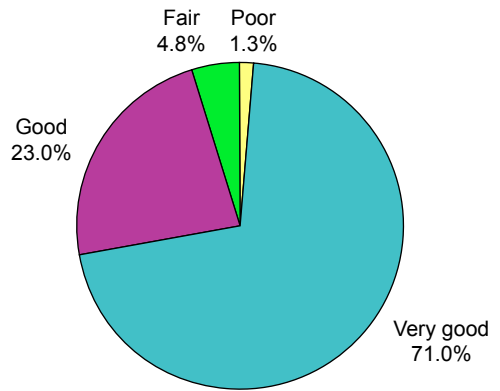
**2d. Willingness to listen to and consider your concerns**

	Number of responses	Percent
Very good	743	72.3
Good	206	20.0
Fair	58	5.6
Poor	21	2.0
<b>Total responses</b>	<b>1,028</b>	<b>100%</b>
No answer	17	
<b>Total surveys</b>	<b>1,045</b>	



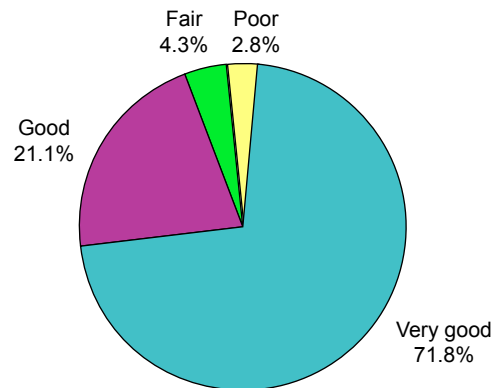
**2e. Ability to explain any violations or potential hazards**

	Number of responses	Percent
Very good	728	71.0
Good	236	23.0
Fair	49	4.8
Poor	13	1.3
<b>Total responses</b>	<b>1,026</b>	<b>100%</b>
No answer	19	
<b>Total surveys</b>	<b>1,045</b>	



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

	Number of responses	Percent
Very good	731	71.8
Good	215	21.1
Fair	44	4.3
Poor	28	2.8
<b>Total responses</b>	<b>1,018</b>	<b>100%</b>
No answer	27	
<b>Total surveys</b>	<b>1,045</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?

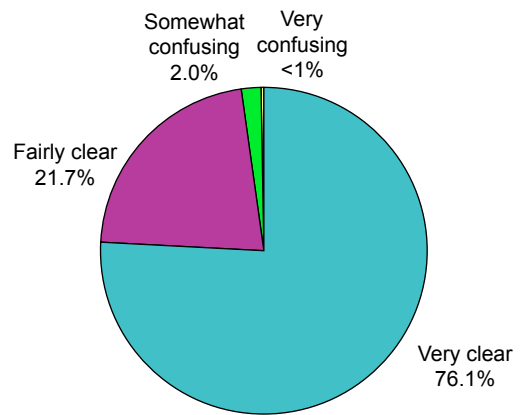
**3. Results and rights explained**

	Number of responses	Percent
Yes	982	95.7
No	18	1.8
By phone only	26	2.5
<b>Total responses</b>	<b>1,026</b>	<b>100%</b>
No answer	19	
<b>Total surveys</b>	<b>1,045</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**

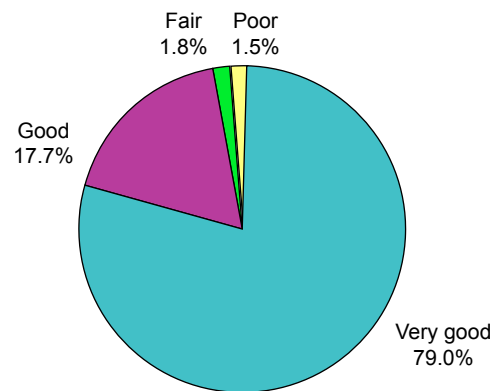
	Number of responses	Percent
Very clear	754	76.1
Fairly clear	215	21.7
Somewhat confusing	20	2.0
Very confusing	2	0.2
<b>Total responses</b>	<b>991</b>	<b>100%</b>
No explanation	37	
No answer	17	
<b>Total surveys</b>	<b>1,045</b>	



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

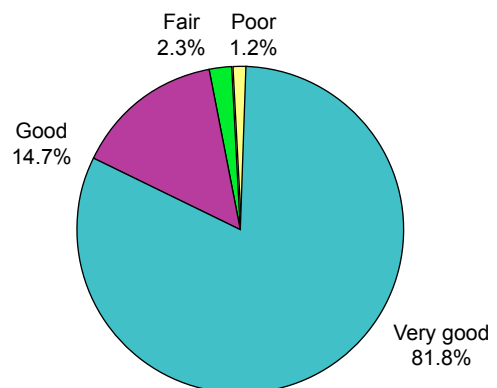
**4a. Professionalism**

	Number of responses	Percent
Very good	816	79.0
Good	183	17.7
Fair	19	1.8
Poor	15	1.5
<b>Total responses</b>	<b>1,033</b>	<b>100%</b>
No answer	12	
<b>Total surveys</b>	<b>1,045</b>	



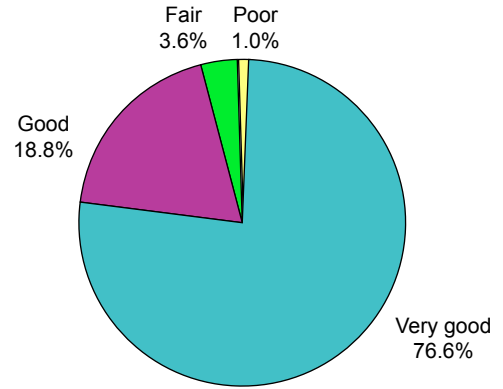
**4b. Respectful/courteous**

	Number of responses	Percent
Very good	843	81.8
Good	151	14.7
Fair	24	2.3
Poor	12	1.2
<b>Total responses</b>	<b>1,030</b>	<b>100%</b>
No answer	15	
<b>Total surveys</b>	<b>1,045</b>	



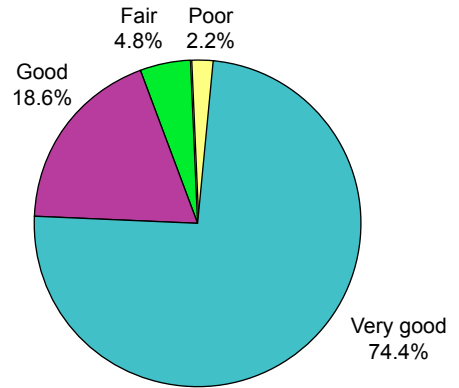
**4c. Responsive**

	Number of responses	Percent
Very good	791	76.6
Good	194	18.8
Fair	37	3.6
Poor	10	1.0
<b>Total responses</b>	<b>1,032</b>	<b>100%</b>
No answer	13	
<b>Total surveys</b>	<b>1,045</b>	



**4d. Fair/reasonable**

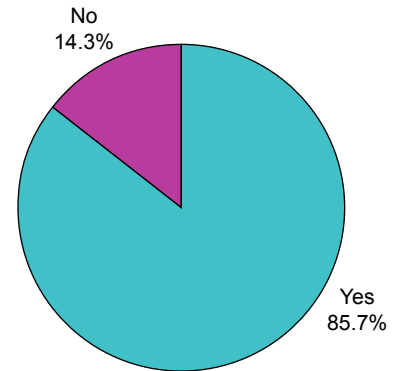
	Number of responses	Percent
Very good	764	74.4
Good	191	18.6
Fair	49	4.8
Poor	23	2.2
<b>Total responses</b>	<b>1,027</b>	<b>100%</b>
No answer	18	
<b>Total surveys</b>	<b>1,045</b>	



**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	871	85.7
No	145	14.3
<b>Total responses</b>	<b>1,016</b>	<b>100%</b>
No answer	29	
<b>Total surveys</b>	<b>1,045</b>	



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