

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2019

Survey period: July 1, 2019–Dec. 31, 2019

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The effectiveness of Oregon OSHA's enforcement program in reducing occupational injuries and illnesses largely depends 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 annual 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 staff 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. Employers are sent a cover letter and questionnaire following the issuance of a citation (or closure of the case, if no citation). The employer or employer's representative are asked 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 2019 through December 2019.

Of the 848 questionnaires mailed out, 373 were returned (a response rate of 44.1 percent) and usable. Overall, responses to questions about compliance officer skills, knowledge, and attitude 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	324	95.0
No	7	2.1
By phone only	10	2.9
TOTAL RESPONSES	341	100%
No answer	32	
TOTAL SURVEYS	373	

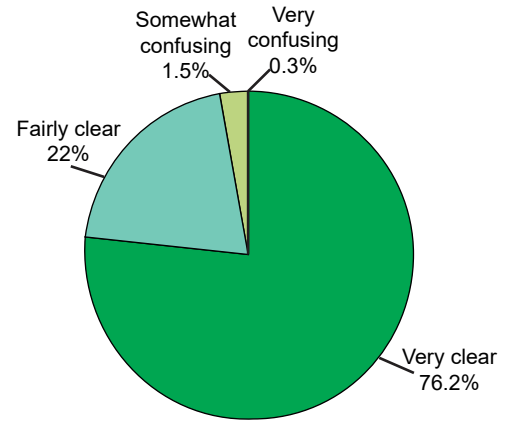
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QUESTION 1a. If yes to Question 1, was the explanation very clear, fairly clear, somewhat confusing, or very confusing to you?

1a. Explanation of inspection

	Number of responses	Percent
Very clear	253	76.2
Fairly clear	73	22.0
Somewhat confusing	5	1.5
Very confusing	1	0.3
TOTAL RESPONSES	332	100%
No explanation	39	
No answer	2	
TOTAL SURVEYS	373	



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	243	71.7
Good	84	24.8
Fair	9	2.7
Poor	3	0.9
TOTAL RESPONSES	339	100%
No answer	34	
TOTAL SURVEYS	373	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	255	74.8
Good	71	20.8
Fair	8	2.3
Poor	7	2.1
TOTAL RESPONSES	341	100%
No answer	32	
TOTAL SURVEYS	373	

2c. Ability to explain rules

	Number of responses	Percent
Very good	262	76.8
Good	67	19.6
Fair	9	2.6
Poor	3	0.9
TOTAL RESPONSES	341	100%
No answer	32	
TOTAL SURVEYS	373	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	263	77.4
Good	58	17.1
Fair	14	4.1
Poor	5	1.5
TOTAL RESPONSES	340	100%
No answer	33	
TOTAL SURVEYS	373	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	261	76.8
Good	68	20.0
Fair	9	2.6
Poor	2	0.6
TOTAL RESPONSES	340	100%
No answer	33	
TOTAL SURVEYS	373	

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

	Number of responses	Percent
Very good	252	74.3
Good	67	19.8
Fair	14	4.1
Poor	6	1.8
TOTAL RESPONSES	339	100%
No answer	34	
TOTAL SURVEYS	373	

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

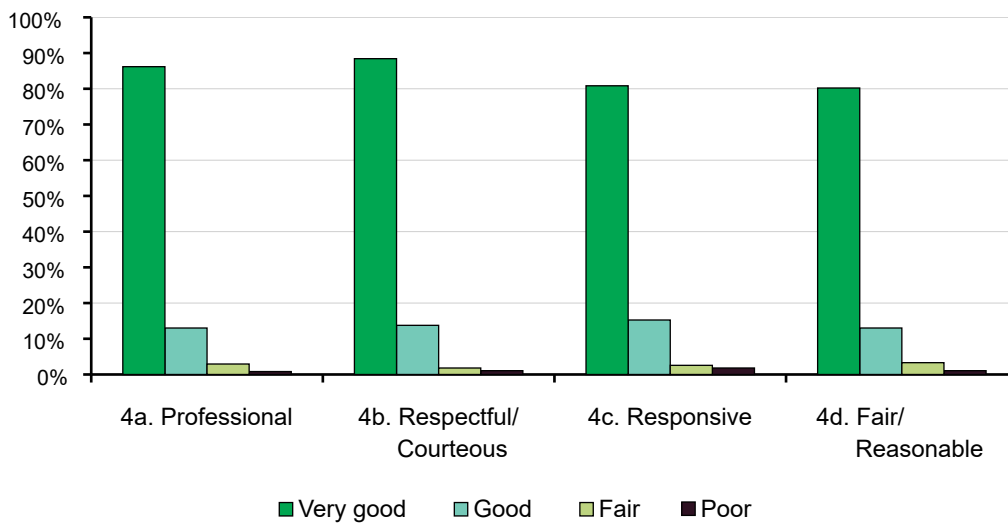
	Number of responses	Percent
Yes	303	89.1
No	8	2.4
By phone only	29	8.5
TOTAL RESPONSES	340	100%
No answer	33	
TOTAL SURVEYS	373	

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	247	76.0
Fairly clear	66	20.3
Somewhat confusing	11	3.4
Very confusing	1	0.3
TOTAL RESPONSES	325	100%
No explanation	7	
No answer	41	
TOTAL SURVEYS	373	

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



4a. Professionalism

	Number of responses	Percent
Very good	293	85.4
Good	44	12.8
Fair	6	1.7
Poor	0	0.0
TOTAL RESPONSES	343	100%
No answer	30	
TOTAL SURVEYS	373	

4b. Respectful/courteous

	Number of responses	Percent
Very good	298	87.1
Good	38	11.1
Fair	6	1.8
Poor	0	0.0
TOTAL RESPONSES	342	100%
No answer	31	
TOTAL SURVEYS	373	

4c. Responsive

	Number of responses	Percent
Very good	279	81.8
Good	51	15.0
Fair	5	1.5
Poor	6	1.8
TOTAL RESPONSES	341	100%
No answer	32	
TOTAL SURVEYS	373	

4d. Fair/reasonable

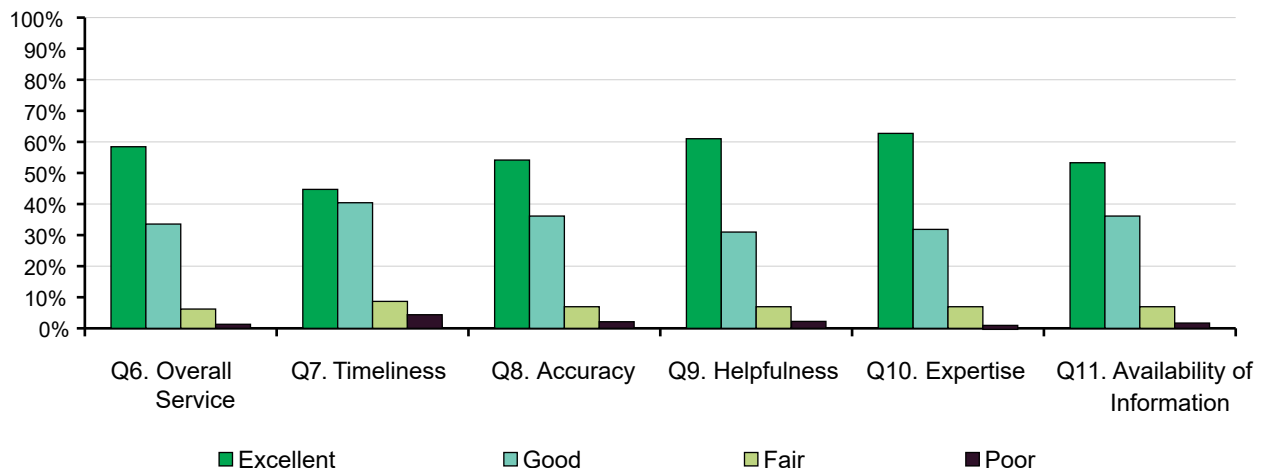
	Number of responses	Percent
Very good	280	82.1
Good	46	13.5
Fair	10	2.9
Poor	5	1.5
TOTAL RESPONSES	341	100%
No answer	32	
TOTAL SURVEYS	373	

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	296	88.9
No	37	11.1
TOTAL RESPONSES	333	100%
No answer	40	
TOTAL SURVEYS	373	

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	181	57.8
Good	108	34.5
Fair	20	6.4
Poor	4	1.3
TOTAL RESPONSES	313	100%
Don't know/no response	60	
TOTAL SURVEYS	373	

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

	Number of responses	Percent
Excellent	149	48.5
Good	124	40.4
Fair	26	8.5
Poor	8	2.6
TOTAL RESPONSES	307	100%
Don't know/no response	66	
TOTAL SURVEYS	373	

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	55.0
Good	113	36.6
Fair	20	6.5
Poor	6	1.9
TOTAL RESPONSES	309	100%
Don't know/no response	64	
TOTAL SURVEYS	373	

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

	Number of responses	Percent
Excellent	194	62.2
Good	96	30.8
Fair	19	6.1
Poor	3	1.0
TOTAL RESPONSES	312	100%
Don't know/no response	61	
TOTAL SURVEYS	373	

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

	Number of responses	Percent
Excellent	198	63.5
Good	93	29.8
Fair	17	5.4
Poor	4	1.3
TOTAL RESPONSES	312	100%
Don't know/no response	61	
TOTAL SURVEYS	373	

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

	Number of responses	Percent
Excellent	174	56.5
Good	115	37.3
Fair	17	5.5
Poor	2	0.6
TOTAL RESPONSES	308	100%
Don't know/no response	65	
TOTAL SURVEYS	373	

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