

# Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2021

Survey period: July 1, 2020-Dec. 31, 2020

## December 2021

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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 is 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 2020 through December 2020. Due to the circumstances introduced by the COVID-19 pandemic, fewer businesses were open during the survey period, resulting in fewer inspections being done and fewer employers available to take part in the survey. Consequently, fewer questionnaires were mailed out than in previous years, and the response rate was slightly lower than we are accustomed to seeing.

Of the 274 questionnaires mailed out, 86 were returned (a response rate of 31.4 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

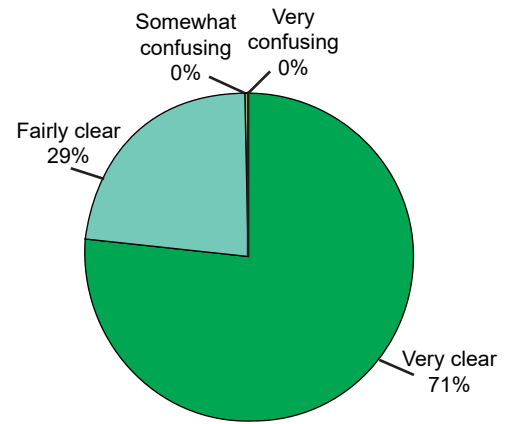
	Number of responses	Percent
Yes	79	94.0
No	3	3.6
By phone only	2	2.4
<b>TOTAL RESPONSES</b>	<b>84</b>	<b>100%</b>
No answer	2	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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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	57	71.3
Fairly clear	23	28.8
Somewhat confusing	0	0
Very confusing	0	0
<b>TOTAL RESPONSES</b>	<b>80</b>	<b>100%</b>
No explanation	5	
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</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	62	73.8
Good	17	20.2
Fair	2	2.4
Poor	3	3.6
<b>TOTAL RESPONSES</b>	<b>84</b>	<b>100%</b>
No answer	2	
<b>TOTAL SURVEYS</b>	<b>86</b>	

**2b. Knowledge of applicable regulations**

	Number of responses	Percent
Very good	67	79.8
Good	11	13.1
Fair	4	4.8
Poor	2	2.4
<b>TOTAL RESPONSES</b>	<b>84</b>	<b>100%</b>
No answer	2	
<b>TOTAL SURVEYS</b>	<b>86</b>	

**2c. Ability to explain rules**

	Number of responses	Percent
Very good	68	80
Good	10	11.8
Fair	6	7.1
Poor	1	1.2
<b>TOTAL RESPONSES</b>	<b>85</b>	<b>100%</b>
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Very good	71	83.5
Good	11	12.9
Fair	0	0
Poor	3	3.5
<b>TOTAL RESPONSES</b>	<b>85</b>	<b>100%</b>
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Very good	64	76.2
Good	15	17.9
Fair	2	2.4
Poor	3	3.6
<b>TOTAL RESPONSES</b>	<b>84</b>	<b>100%</b>
No answer	2	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Very good	69	81.2
Good	11	12.9
Fair	3	3.5
Poor	2	2.4
<b>TOTAL RESPONSES</b>	<b>85</b>	<b>100%</b>
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</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

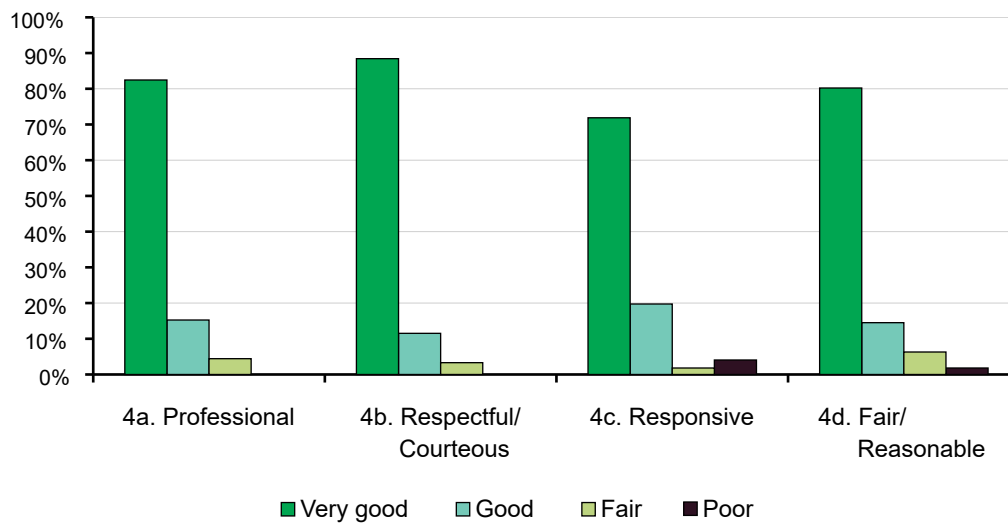
	Number of responses	Percent
Yes	69	81.2
No	5	5.9
By phone only	11	12.9
<b>TOTAL RESPONSES</b>	<b>85</b>	<b>100%</b>
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</b>	

**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	55	71.4
Fairly clear	21	27.3
Somewhat confusing	1	1.3
Very confusing	0	0.0
<b>TOTAL RESPONSES</b>	<b>77</b>	<b>100%</b>
No explanation	3	
No answer	6	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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



#### 4a. Professionalism

	Number of responses	Percent
Very good	71	82.6
Good	12	14
Fair	3	3.5
Poor	0	0.0
<b>TOTAL RESPONSES</b>	<b>86</b>	<b>100%</b>
No answer	0	
<b>TOTAL SURVEYS</b>	<b>86</b>	

#### 4b. Respectful/courteous

	Number of responses	Percent
Very good	73	85.9
Good	10	11.8
Fair	2	2.4
Poor	0	0.0
<b>TOTAL RESPONSES</b>	<b>85</b>	<b>100%</b>
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</b>	

#### 4c. Responsive

	Number of responses	Percent
Very good	65	76.5
Good	17	20
Fair	1	1.2
Poor	2	2.4
<b>TOTAL RESPONSES</b>	<b>85</b>	<b>100%</b>
No answer	1	
<b>TOTAL SURVEYS</b>	<b>86</b>	

#### 4d. Fair/reasonable

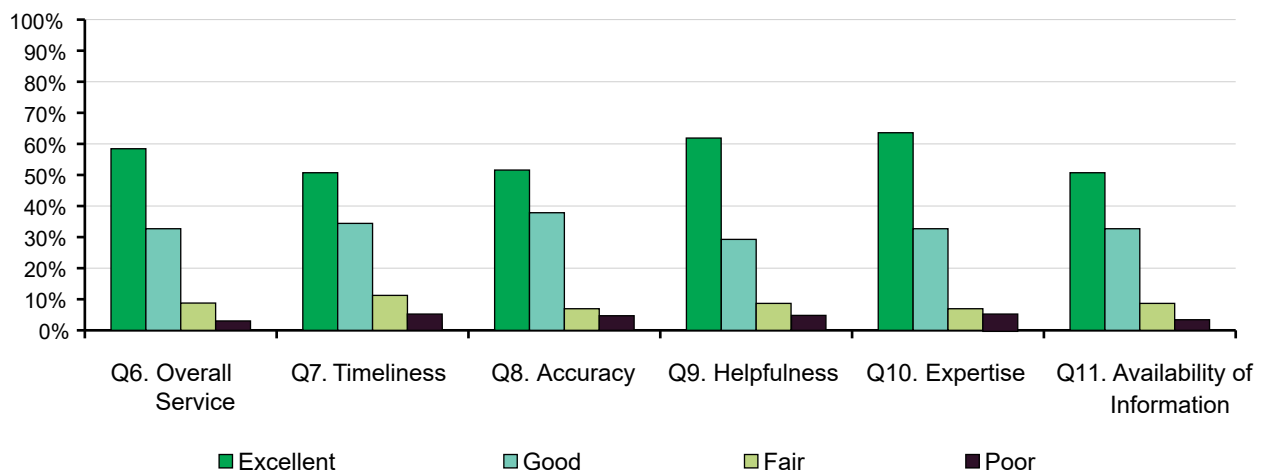
	Number of responses	Percent
Very good	67	79.8
Good	12	14.3
Fair	4	4.8
Poor	1	1.2
<b>TOTAL RESPONSES</b>	<b>84</b>	<b>100%</b>
No answer	2	
<b>TOTAL SURVEYS</b>	<b>86</b>	

**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	75	89.3
No	9	10.7
<b>TOTAL RESPONSES</b>	<b>84</b>	<b>100%</b>
No answer	2	
<b>TOTAL SURVEYS</b>	<b>86</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	45	58.4
Good	24	31.2
Fair	6	7.8
Poor	2	2.6
<b>TOTAL RESPONSES</b>	<b>77</b>	<b>100%</b>
Don't know/no response	9	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Excellent	36	49.3
Good	26	35.6
Fair	8	11
Poor	3	4.1
<b>TOTAL RESPONSES</b>	<b>73</b>	<b>100%</b>
Don't know/no response	13	
<b>TOTAL SURVEYS</b>	<b>86</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	39	52.7
Good	28	37.8
Fair	4	5.4
Poor	3	4.1
<b>TOTAL RESPONSES</b>	<b>74</b>	<b>100%</b>
Don't know/no response	12	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Excellent	47	61
Good	20	26
Fair	7	9.1
Poor	3	3.9
<b>TOTAL RESPONSES</b>	<b>77</b>	<b>100%</b>
Don't know/no response	9	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Excellent	48	63.2
Good	21	27.6
Fair	4	5.3
Poor	3	3.9
<b>TOTAL RESPONSES</b>	<b>76</b>	<b>100%</b>
Don't know/no response	10	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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

	Number of responses	Percent
Excellent	41	52.6
Good	28	35.9
Fair	7	9
Poor	2	2.6
<b>TOTAL RESPONSES</b>	<b>78</b>	<b>100%</b>
Don't know/no response	8	
<b>TOTAL SURVEYS</b>	<b>86</b>	

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