

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2023

Survey period: July 1, 2022-Dec. 31, 2022

August 2024

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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 Oregon Legislature and help guide the training of compliance officers to improve the effectiveness of Oregon OSHA inspections.

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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 2022 through December 2022. In 2021, due to the circumstances introduced by the coronavirus 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 CSD was accustomed to seeing. In the 2022 survey period, the response rate trended back toward the usual norm, but the number of surveys mailed out was still well below the usual pre-pandemic level.

Of the 222 questionnaires mailed out, 217 were returned (a response rate of 97 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 85 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 such as 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?

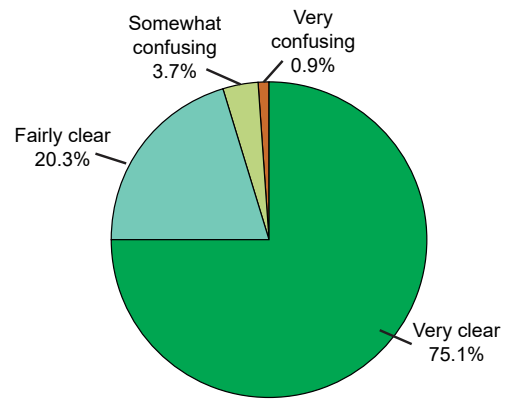
1. Inspection reason explained

	Number of responses	Percent
Yes	213	96.8
No	2	0.9
By phone only	5	2.3
TOTAL RESPONSES	220	100%
No answer	2	
TOTAL SURVEYS	222	

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	163	75.1
Fairly clear	44	20.3
Somewhat confusing	8	3.7
Very confusing	2	0.9
TOTAL RESPONSES	217	100%
No explanation	1	
No answer	4	
TOTAL SURVEYS	222	



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	145	66.2
Good	58	26.5
Fair	12	5.5
Poor	4	1.8
TOTAL RESPONSES	219	100%
No answer	3	
TOTAL SURVEYS	222	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	149	68.0
Good	57	26.0
Fair	9	4.1
Poor	4	1.8
TOTAL RESPONSES	219	100%
No answer	3	
TOTAL SURVEYS	222	

2c. Ability to explain rules

	Number of responses	Percent
Very good	156	71.2
Good	45	20.5
Fair	13	5.9
Poor	5	2.3
TOTAL RESPONSES	219	100%
No answer	3	
TOTAL SURVEYS	222	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	160	73.4
Good	40	18.3
Fair	14	6.4
Poor	4	1.8
TOTAL RESPONSES	218	100%
No answer	4	
TOTAL SURVEYS	222	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	156	71.6
Good	45	20.6
Fair	11	5.0
Poor	6	2.8
TOTAL RESPONSES	218	100%
No answer	4	
TOTAL SURVEYS	222	

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

	Number of responses	Percent
Very good	155	71.4
Good	41	18.9
Fair	12	5.5
Poor	9	4.1
TOTAL RESPONSES	217	100%
No answer	5	
TOTAL SURVEYS	222	

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

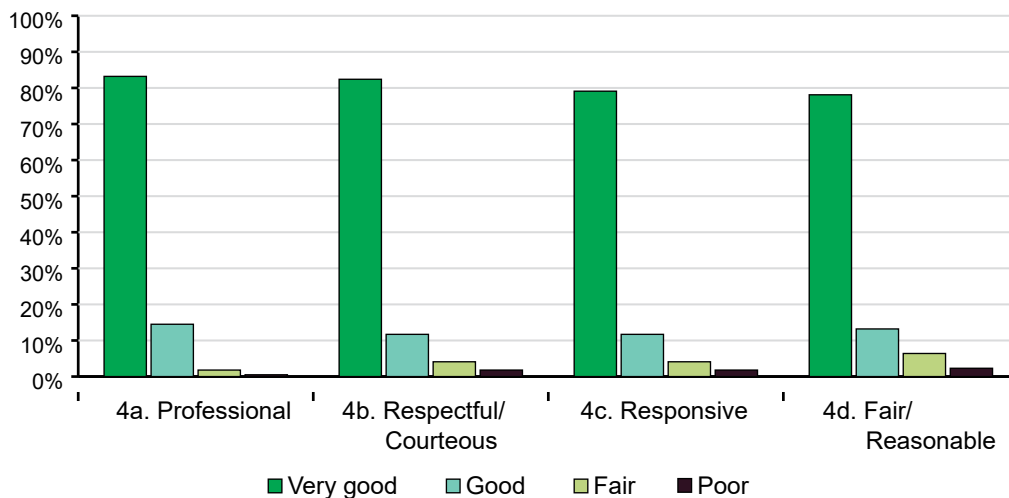
	Number of responses	Percent
Yes	201	92.2
No	4	1.8
By phone only	13	6.0
TOTAL RESPONSES	218	100%
No answer	4	
TOTAL SURVEYS	222	

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	150	71.4
Fairly clear	50	23.8
Somewhat confusing	9	4.3
Very confusing	1	0.5
TOTAL RESPONSES	210	100%
No explanation	4	
No answer	8	
TOTAL SURVEYS	222	

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



4a. Professionalism

	Number of responses	Percent
Very good	183	83.2
Good	32	14.5
Fair	4	1.8
Poor	1	0.5
TOTAL RESPONSES	220	100%
No answer	2	
TOTAL SURVEYS	222	

4b. Respectful/courteous

	Number of responses	Percent
Very good	183	82.4
Good	26	11.7
Fair	9	4.1
Poor	4	1.8
TOTAL RESPONSES	222	100%
No answer	3	
TOTAL SURVEYS	225	

4c. Responsive

	Number of responses	Percent
Very good	174	79.1
Good	34	11.7
Fair	9	4.1
Poor	3	1.8
TOTAL RESPONSES	220	100%
No answer	2	
TOTAL SURVEYS	222	

4d. Fair/reasonable

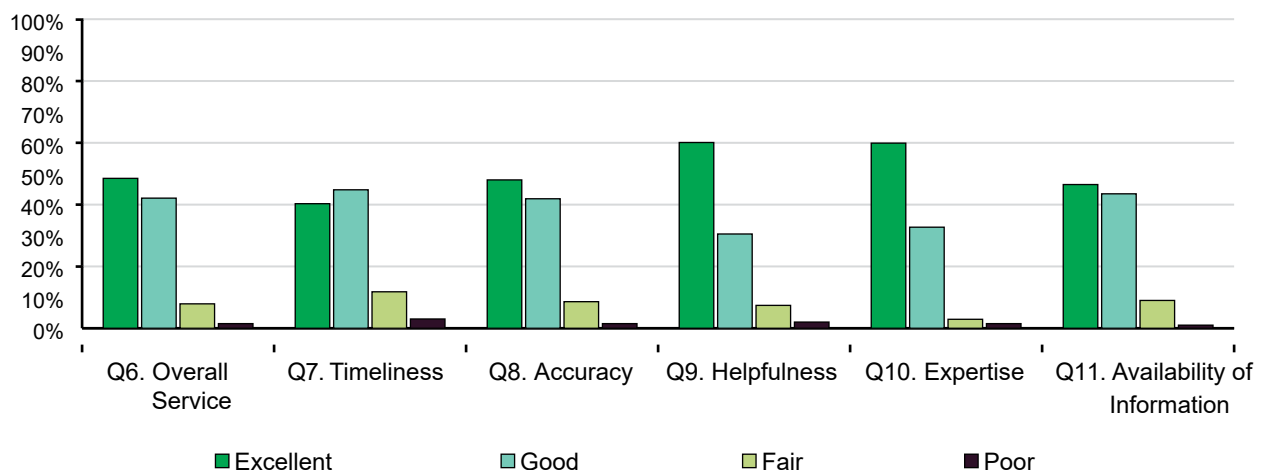
	Number of responses	Percent
Very good	171	78.1
Good	29	13.2
Fair	14	6.4
Poor	5	2.3
TOTAL RESPONSES	219	100%
No answer	3	
TOTAL SURVEYS	222	

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	186	86.5
No	29	13.5
TOTAL RESPONSES	215	100%
No answer	7	
TOTAL SURVEYS	222	

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	98	48.5
Good	85	42.1
Fair	16	7.9
Poor	3	1.5
TOTAL RESPONSES	202	100%
Don't know/no response	20	
TOTAL SURVEYS	222	

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

	Number of responses	Percent
Excellent	81	40.3
Good	90	44.8
Fair	24	11.8
Poor	6	3.0
TOTAL RESPONSES	201	100%
Don't know/no response	21	
TOTAL SURVEYS	222	

QUESTION 8. Accuracy: How do you rate the ability of Oregon OSHA to provide services correctly the first time?

	Number of responses	Percent
Excellent	95	48.0
Good	83	41.9
Fair	17	8.6
Poor	3	1.5
TOTAL RESPONSES	198	100%
Don't know/no response	24	
TOTAL SURVEYS	222	

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

	Number of responses	Percent
Excellent	122	60.1
Good	62	30.5
Fair	15	7.4
Poor	4	2.0
TOTAL RESPONSES	203	100%
Don't know/no response	19	
TOTAL SURVEYS	222	

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

	Number of responses	Percent
Excellent	121	59.9
Good	66	32.7
Fair	12	2.9
Poor	3	1.5
TOTAL RESPONSES	202	100%
Don't know/no response	20	
TOTAL SURVEYS	222	

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

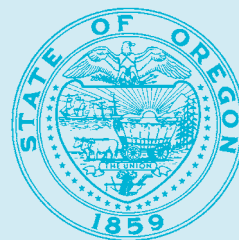
	Number of responses	Percent
Excellent	93	46.5
Good	87	43.5
Fair	18	9.0
Poor	2	1.0
TOTAL RESPONSES	200	100%
Don't know/no response	22	
TOTAL SURVEYS	222	

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