

Oregon OSHA Compliance Officer Performance Survey for State Fiscal Year 2024

Survey period: July 1, 2023-Dec. 31, 2023

November 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 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 2023 through December 2023. In the 2023 survey period, the response rate trended back towards the norm, but the number of surveys mailed out was still below the typical pre-pandemic level.

Of the 378 questionnaires mailed out, 315 were returned (a response rate of 83 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 93 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?

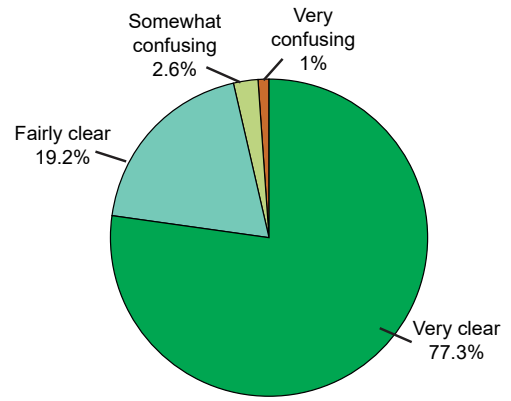
1. Inspection reason explained

	Number of responses	Percent
Yes	305	97.1
No	5	1.6
By phone only	4	1.3
TOTAL RESPONSES	314	100%
No answer	1	
TOTAL SURVEYS	315	

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	238	77.3
Fairly clear	59	19.2
Somewhat confusing	8	2.6
Very confusing	3	1.0
TOTAL RESPONSES	308	100%
No explanation	1	
No answer	6	
TOTAL SURVEYS	315	



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	220	70.5
Good	73	23.4
Fair	15	4.8
Poor	4	1.3
TOTAL RESPONSES	312	100%
No answer	3	
TOTAL SURVEYS	315	

2b. Knowledge of applicable regulations

	Number of responses	Percent
Very good	234	74.5
Good	59	18.8
Fair	16	5.1
Poor	5	1.6
TOTAL RESPONSES	314	100%
No answer	1	
TOTAL SURVEYS	315	

2c. Ability to explain rules

	Number of responses	Percent
Very good	234	74.8
Good	58	18.5
Fair	13	4.2
Poor	8	2.6
TOTAL RESPONSES	313	100%
No answer	2	
TOTAL SURVEYS	315	

2d. Willingness to listen to and consider your concerns

	Number of responses	Percent
Very good	248	79.2
Good	51	16.3
Fair	11	3.5
Poor	3	1.0
TOTAL RESPONSES	313	100%
No answer	2	
TOTAL SURVEYS	315	

2e. Ability to explain any violations or potential hazards

	Number of responses	Percent
Very good	241	77.0
Good	57	18.2
Fair	9	2.9
Poor	6	1.9
TOTAL RESPONSES	313	100%
No answer	2	
TOTAL SURVEYS	315	

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

	Number of responses	Percent
Very good	235	75.8
Good	52	16.8
Fair	12	3.9
Poor	11	3.5
TOTAL RESPONSES	310	100%
No answer	5	
TOTAL SURVEYS	315	

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	292	93.6
No	3	1.0
By phone only	17	5.4
TOTAL RESPONSES	312	100%
No answer	3	
TOTAL SURVEYS	315	

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	233	76.6
Fairly clear	58	19.1
Somewhat confusing	10	3.3
Very confusing	3	1.0
TOTAL RESPONSES	304	100%
No explanation	5	
No answer	6	
TOTAL SURVEYS	315	

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



4a. Professionalism

	Number of responses	Percent
Very good	269	85.7
Good	38	12.1
Fair	3	1.0
Poor	4	1.3
TOTAL RESPONSES	314	100%
No answer	1	
TOTAL SURVEYS	315	

4b. Respectful/courteous

	Number of responses	Percent
Very good	274	87.3
Good	25	8.0
Fair	11	3.5
Poor	4	1.3
TOTAL RESPONSES	314	100%
No answer	1	
TOTAL SURVEYS	315	

4c. Responsive

	Number of responses	Percent
Very good	261	83.1
Good	41	13.0
Fair	7	2.3
Poor	5	1.6
TOTAL RESPONSES	314	100%
No answer	1	
TOTAL SURVEYS	315	

4d. Fair/reasonable

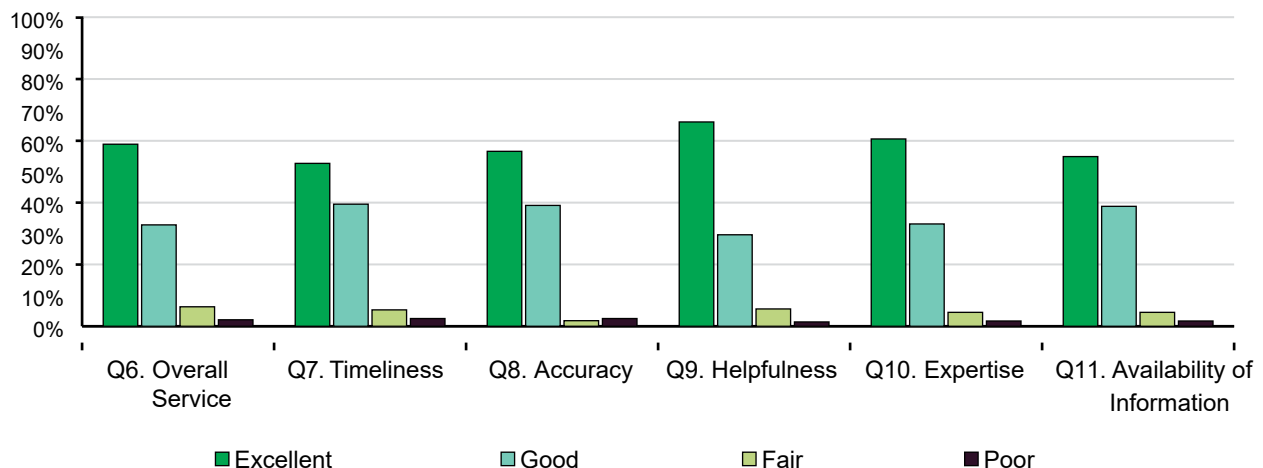
	Number of responses	Percent
Very good	252	80.5
Good	44	14.1
Fair	9	2.9
Poor	8	2.6
TOTAL RESPONSES	313	100%
No answer	2	
TOTAL SURVEYS	315	

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	276	89.0
No	34	11.0
TOTAL RESPONSES	310	100%
No answer	5	
TOTAL SURVEYS	315	

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	169	58.9
Good	94	32.8
Fair	18	6.3
Poor	6	2.1
TOTAL RESPONSES	287	100%
Don't know/no response	28	
TOTAL SURVEYS	315	

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

	Number of responses	Percent
Excellent	148	52.7
Good	111	39.5
Fair	15	5.3
Poor	7	2.5
TOTAL RESPONSES	281	100%
Don't know/no response	34	
TOTAL SURVEYS	315	

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

	Number of responses	Percent
Excellent	159	56.6
Good	110	39.1
Fair	5	1.8
Poor	7	2.5
TOTAL RESPONSES	281	100%
Don't know/no response	34	
TOTAL SURVEYS	315	

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

	Number of responses	Percent
Excellent	189	66.1
Good	77	29.6
Fair	16	5.6
Poor	4	1.4
TOTAL RESPONSES	286	100%
Don't know/no response	29	
TOTAL SURVEYS	315	

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

	Number of responses	Percent
Excellent	174	60.6
Good	95	33.1
Fair	13	4.5
Poor	5	1.7
TOTAL RESPONSES	287	100%
Don't know/no response	28	
TOTAL SURVEYS	315	

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

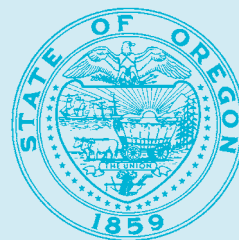
	Number of responses	Percent
Excellent	157	54.9
Good	111	38.8
Fair	13	4.5
Poor	5	1.7
TOTAL RESPONSES	286	100%
Don't know/no response	29	
TOTAL SURVEYS	315	

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