

# HIOSH Enforcement Survey Procedures

FY 2021-2025 (REV. 10/2022)

HIOSH – INTERNAL PROCEDURE MEMO

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## A. BACKGROUND

The Hawaii Occupational Safety & Health Division (HIOSH) is committed to making its operations as efficient and effective as possible to create optimum safe and healthy workplaces for Hawaii's workers. Employing feedback from clients is one recognized way for entities to receive inputs from its clients on what is working, what is not working and what can be improved. The HIOSH Consultation and Training Branch (C&T) for several years has been employing Customer Satisfaction Surveys for feedback. This effort is to develop a procedure to deploy an Enforcement Customer Survey for the Safety and Health branches.

Enforcement Customer Surveys were included in the 5-year grant goals for Federal fiscal years (FY) 2021 to 2025, which were approved by the U.S. Occupational Safety & Health Administration (OSHA) National Office (NO) in FY 2020. HIOSH strategic goal #2 was created to increase, develop, and maintain public awareness and confidence through various resources, programs, and outreach. Goal 2.2 is designed specifically to increase, develop, and maintain public satisfaction through the availability of resources and awareness using various media, languages, and accessibility as evidence by survey ratings. The feedback received will be used to improve the efficiency and effectiveness of our enforcement Safety and Health branches.

This procedure outlines the creation of survey questions, as well as the selection criteria of those being surveyed to ensure results are able to be analyzed as a tool to increase public knowledge and satisfaction with HIOSH enforcement inspections. The results will also be used to assess training and retraining needs for HIOSH employees.

## B. CHANGES

The following changes were initiated based on survey's sent out in FY 2021 and FY 2022:

1. Surveys will be sent out every month, instead of on a quarterly basis as a result of response comments indicating the ability to not recall inspection details three to four months following an inspection.
2. The address list will be created from all inspections within the opening conference date period of the survey.

## C. RESPONSIBILITIES

### 1. HIOSH Administrator

The HIOSH Administrator will give final approval for quarterly questions and address lists. They will also have the responsibility to ensure that Branches are completing their responsibilities as listed and to approve the revision or cancellation of these instructions.

### 2. Administration & Technical Support Branch (ATS)

#### a. ATS MANAGER

The Administration & Technical Support (ATS) Manager will oversee the work done by the HIOSH Research Statistician. The ATS Manager will be responsible for the initial training on how to run the OSHA Information System (OIS) reports to get data, software used for this project and to communicate needs of the branch in terms of this project.

The ATS Manager will review the Research Statisticians final results and will communicate them to the HIOSH Administrator and HIOSH Branch Managers. This position will also filter and relay questions from the HIOSH Administrator and HIOSH Branch Managers about the survey results for appropriate response.

The ATS Manager will ensure that survey records are properly retained in accordance with the HIOSH retention program. The position is also responsible for the maintenance, revision, and cancellation processing of these procedures.

b. RESEARCH STATISTICIAN

The HIOSH Research Statistician is responsible for the creation of the survey address list in accordance with these procedures.

The HIOSH Research Statistician is also responsible for the processing of survey response data, the processing of the results into reports, and communicating those reports to the appropriate parties.

c. PROGRAM SPECIALIST/OFFICE ASSISTANT STAFF

ATS Program Specialists and Office Assistant Staff are responsible for processing surveys for print, mailing, and purging as assigned.

3. Occupational Health (OH) & Safety (OS) Branch Manager

The OH & OS Branch Managers will work with the ATS Branch Manager on the creation of the survey questions to present to the HIOSH Administrator.

The OH and OS Branch Managers will create training for their staff using the survey questions and their results to increase public satisfaction in alignment with HIOSH's strategic grant goals.

## D. SURVEY QUESTIONS

### 1. Steps for Creation of the Annual Survey Questions

- a. At the end of HIOSH's second quarter (March), the ATS, OH, & OS Manager will initiate the proposal of survey questions for the current fiscal year. This time allows for the gathering of information on areas of improvement HIOSH needs for strategic goal #2. This could include discussion with inspectors, consultation, stakeholders, etc.
- b. By May, the proposed survey questions shall be sent to the HIOSH Administrator for revision and approval.
- c. The HIOSH Administrator will approve the fiscal year's survey questions before the last week of May.
- d. When finalized, the survey questions for the fiscal year will be shared with HIOSH staff.
- e. ATS Program Specialists/Office Assistants will get the address list from the Research Statistician at least 1 week before the mailout date.
- f. The finalized survey will be mailed out the first Monday of the month following the survey opening conference date period (open business day before if the date falls on a holiday).

## 2. Question Criteria

- a. The questions shall align with the needs of HIOSH's strategic goal #2.
- b. The questions should be 4 multiple choice questions and one open-ended question.
- c. At least one question will ask the employer to verify if they were inspected within the quarter of interest.
- d. Quarter 1 questions will act as the baseline ratings for the following three mailed out surveys.
- e. The survey will be printed on a postcard with pre-paid postage and no identifying information to motivate employers to submit responses.

## E. SURVEY ADDRESS LIST

### 1. Steps for Creation of the Survey Address List

- a. The Research Statistician will run the Inspection Address OIS report (Audit and Data Reports) the first business day one month after the final closing date (e.g. December 1<sup>st</sup> for October 1 to October 31 opening conference inspections). Parameters:
  - i. RID: 0951510
  - ii. Opening Conf. Date(s) of Month
  - iii. Insp Scope: Comprehensive, Partial, & Records Only
- b. The Research Statistician will export the data into an excel spreadsheet where they will remove any currently open inspections (saved in separate worksheet for data reference).
- c. 75% of the remaining inspections will be randomly selected using the excel randomization program in Microsoft Excel.
- d. The Research Statistician will remove any unnecessary data from the worksheet and send the list to the ATS Manager for review. The ATS Manager will send the list the HIOSH Administrator for approval.
- e. Once approved the list will be assigned to ATS staff [Program Specialist(s)/Office Assistant(s)] for mail processing.

### 2. Address List Criteria

- a. Only inspections whose opening conference fall between the first and last day of the month for surveys will be included.
- b. The address list will be kept confidential between the Research Statistician, ATS Manager, HIOSH Administrator, and assigned ATS staff until the survey due date has passed (at minimum).
- c. The address list data will be saved on the ATS Share Drive for retention purposes.

## F. SURVEY PROCESSING

### 1. Survey Processing

- a. Surveys will be mailed out on the first calendar day of the month following the last opening conference date of the survey period (or previous open business day if the date falls on a weekend or holiday).
- b. The surveys will be clearly marked with a due date but no employer identifying features.

- c. Only surveys received within the marked due day on the mailout will be used. If the last day of the month falls on a weekend or holiday, the surveys received on the following open business day will be included.
- d. Surveys received after the date will be retained but not processed.

## G. RESULTS

### 1. Result Processing

- a. The Research Statistician will process the survey results as they come in and finalize within the first week of the month following the due date of the surveys.
- b. The final information will be sent to the ATS Manager for review. Once approved, the final information will be shared with the HIOSH Administrator.

### 2. Result Use

- a. Within 1 month of receiving the results, the OH & OS Manager will use the results to train their staff in order to improve or change procedures in accordance with strategic goal #2. This could be individual, group or division training.
- b. The ATS Branch Manager will include the survey results in the Federal Quarterly Meetings.
- c. The results of the survey will be shared in the State OSHA Annual Report (SOAR) for Hawaii.
- d. The results will be included on the HIOSH website for public knowledge and easier accessibility.

## H. MISCELLANEOUS

### 1. Retention

- a. Survey records will be retained until 3 years after FY 2025. This includes address lists (both open/closed) and surveys (both received on time and late).
- b. Records will be maintained by the Research Statistician.

### 2. Procedure Revision & Cancellation

- a. The ATS Manager will process revisions or cancellations for final approval by the HIOSH Administrator.
- b. Questions about these procedures from staff will be directed to their manager.