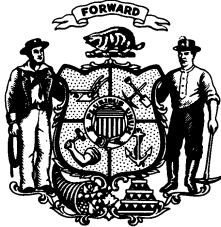


Wisconsin Department of Commerce

1999-2000 Survey Summaries



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Consultation Survey Report and Appendices



1999-2000 CONSULTATION SURVEY
Wisconsin Department of Commerce

Research Methods

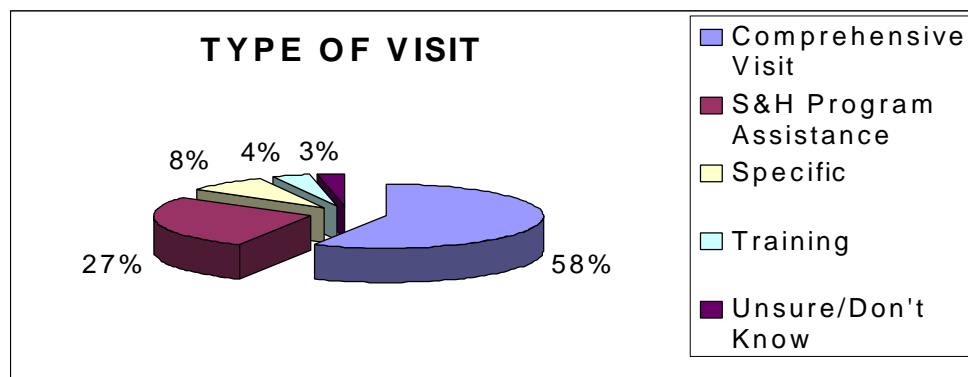
A random sample of Wisconsin businesses was drawn from the WiSCon Safety Program mailing list. The list included business that had received a consultation survey during the past two years. A total of 259 were solicited either by a mailed survey or, a phone survey. A copy of the survey is provided in Appendix A.

Responses were received from 93 companies, representing a response rate of 36.2%.

Different types of consultation visits were included, namely 61 Comprehensive visits (58%), 29 Safety/Health Program Assistance visits (27%), 9 Specific visits (8%), 4 Training visits (4%). Three respondents indicated that they were unsure or did not know what specific type of visit they received. Respondents gave multiple answers to this question for a total of 103 reasons.

Summary of Findings

Question-by-question results are provided below. The first part of this survey were directed to the perceptions of the consultation program prior to the request or actual visit. The answers to the second portion of the survey deal with the opinions of the actual visit itself and the last portion of the survey examines the closing impression and affects of the consultation visit on the company or client.

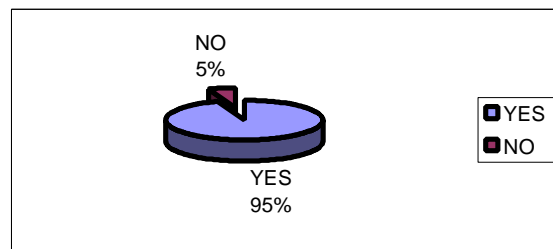


I. Pre-Visit Responses

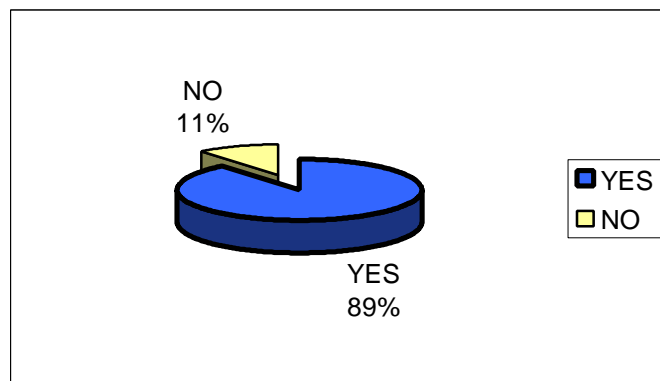
Respondents were asked what motivated their request for a consultation visit. Five categories were provided for a response. Some responded with more than one answer.

- 24% stated they wanted help in developing a comprehensive management system.
- 22% stated OSHA enforcement suggested they call in the State consultation to resolve safety and health concerns.
- 5% called because they had difficulty understanding some OSHA standards that applied to their operations.
- 3% believed their worker's compensation costs were too high.
- 40% simply thought it would be a good idea.
- 3% gave various other reasons for requesting the consultation service.

Respondents were asked if they clearly understood that their company would be obligated to either eliminate the hazard(s) or correct - within an agreed-to-timeframe - all the serious hazards identified by the consultant when they requested on-site consultation service. The majority (almost 95%) indicated that they understood this obligation.



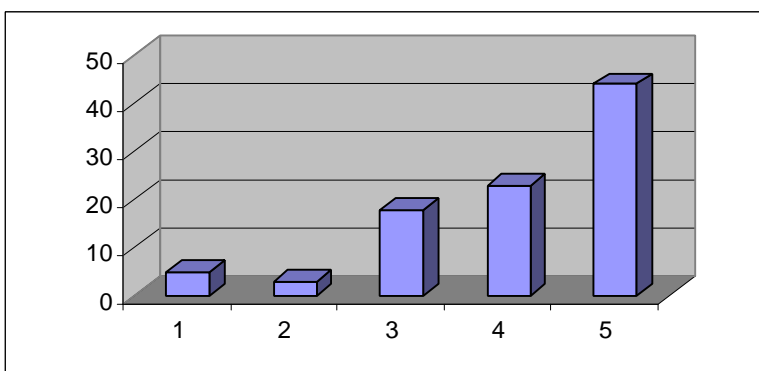
Respondents were also asked if the employees at their place of business were aware of the on-site consultation visit. Again, the majority (89%), said yes.



Next, respondents were asked a series of questions with a rating response of 1 (strongly agree) through 5 (strongly disagree). Questions and responses are as follows:

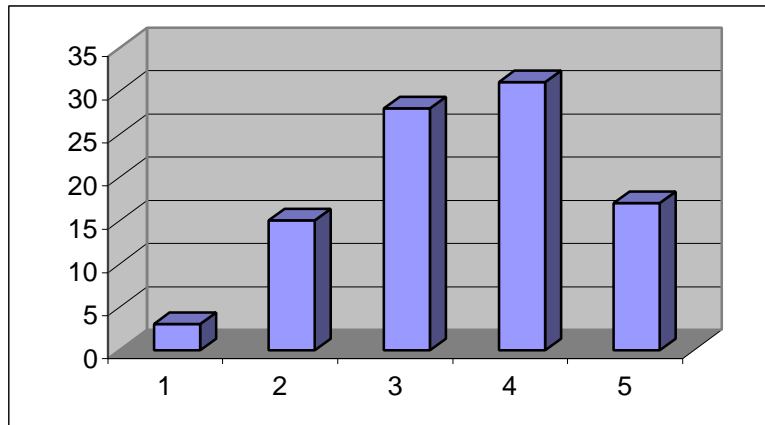
Initially we were reluctant to request the consultation service because we thought it might lead to an enforcement inspection: **MEAN = 4.05**

5 Strongly agreed



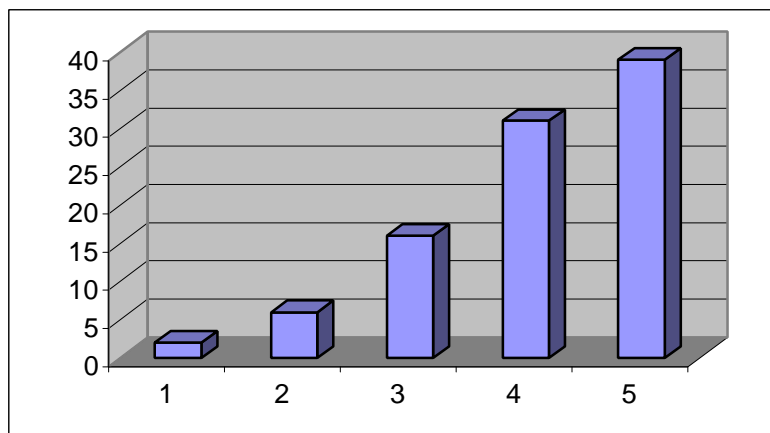
3 Somewhat agreed
18 Agreed
23 Somewhat disagreed
44 Strongly disagreed
1 did not answer the question.

We expected the on-site consultation to be difficult and/or time-consuming: **MEAN = 3.50**



3 Strongly agreed
15 Agreed
28 Somewhat agreed
31 Somewhat Disagreed
17 Strongly disagreed

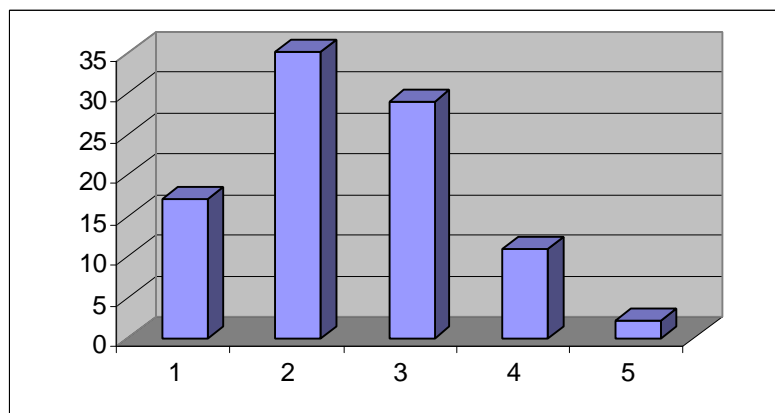
We did not expect the consultant to be well informed about our specific situation: **MEAN = 4.10**



2 Strongly agreed
6 Agreed
16 Somewhat agreed
31 Somewhat disagreed
39 Strongly disagreed

Part II - Responses Based on the Actual Consultation Visit

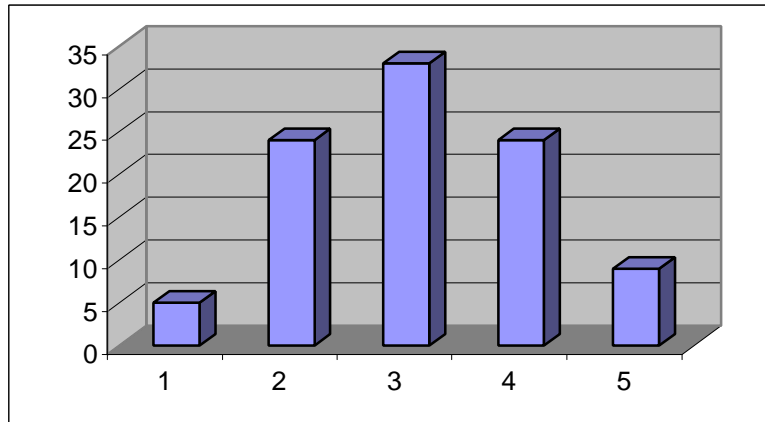
The consultation was easier than expected: **MEAN = 2.45**



17 Strongly agreed
35 Agreed
29 Somewhat agreed
11 Somewhat disagreed
2 Strongly disagreed

In general, it is easy to comply with OSHA standards:

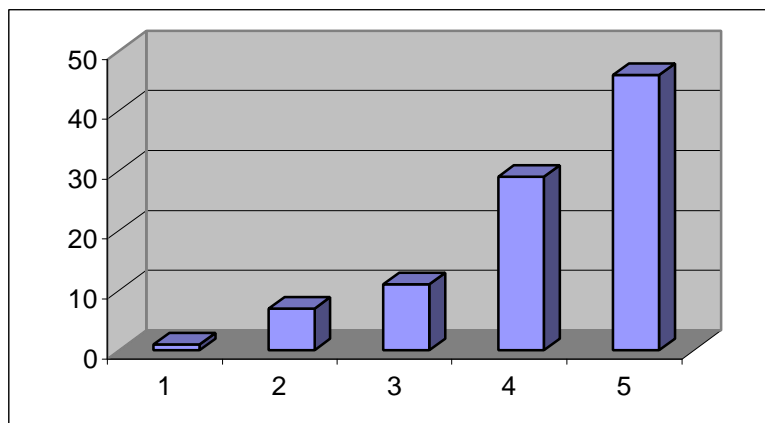
MEAN = 3.15



5 Strongly agreed
24 Agreed
33 Somewhat agreed
24 Somewhat disagreed
9 Strongly disagreed

The consultation took too much time to complete:

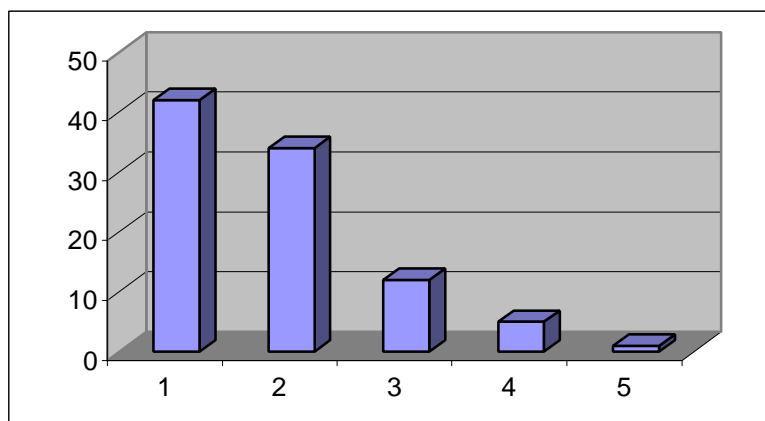
MEAN = 4.24



1 Strongly agreed
7 Agreed
11 Somewhat agreed
29 Somewhat disagreed
46 Strongly disagreed

The consultant was knowledgeable about our industry:

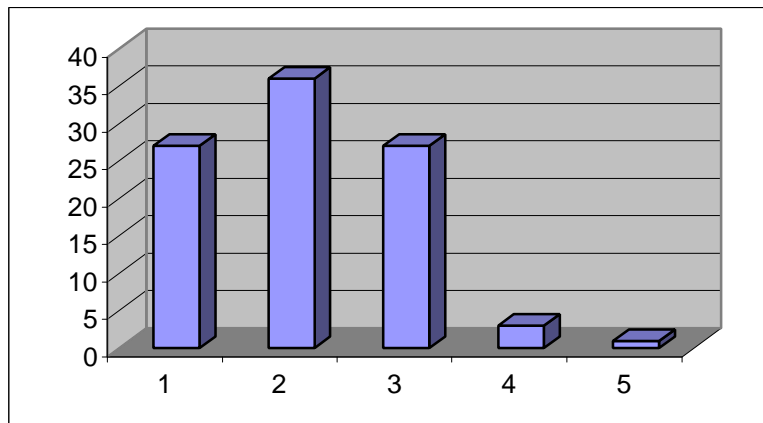
MEAN = 1.84



42 Strongly agreed
34 Agreed
12 Somewhat agreed
5 Somewhat disagreed
1 Strongly disagreed *

* One employer noted he had two consultation visits. One consultant was very knowledgeable, the other one not very knowledgeable at all.

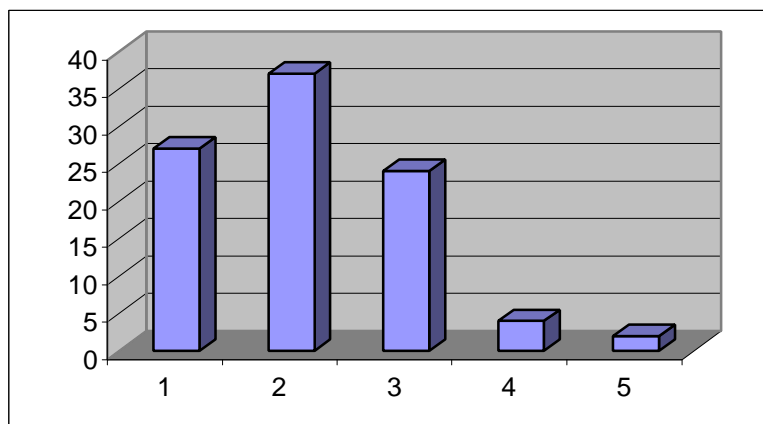
The consultant knew of our company's specific needs: **MEAN = 2.12**



27 Strongly agreed
36 Agreed
27 Somewhat agreed
3 Somewhat disagreed
1 Strongly disagreed *

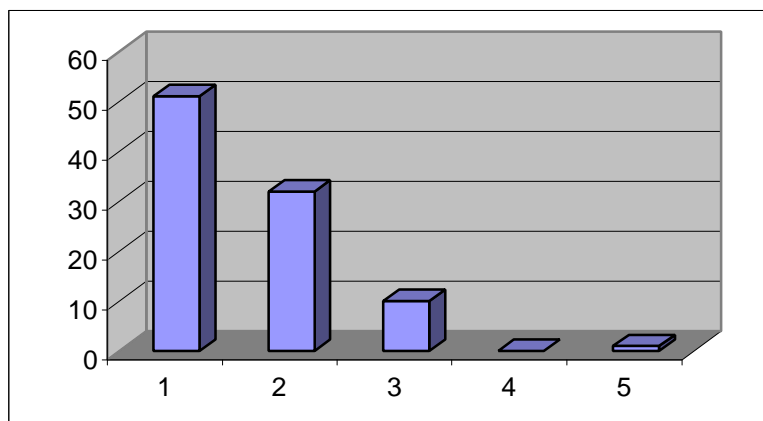
* Same employer noted that two consultants visited his facility, one very knowledgeable one not very knowledgeable.

The consultant was knowledgeable about our operations: **MEAN = 2.14**



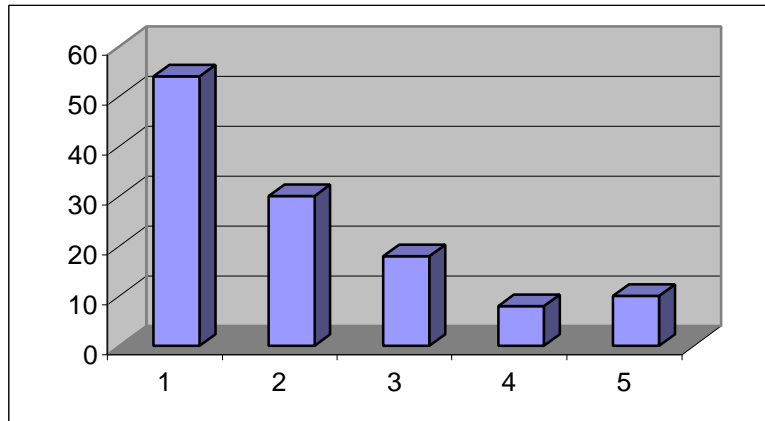
27 Strongly agreed
37 Agreed
24 Somewhat agreed
4 Somewhat disagreed
2 Strongly disagreed

The information provided by the consultant was useful in minimizing hazards at our place of business: **MEAN = 1.61**



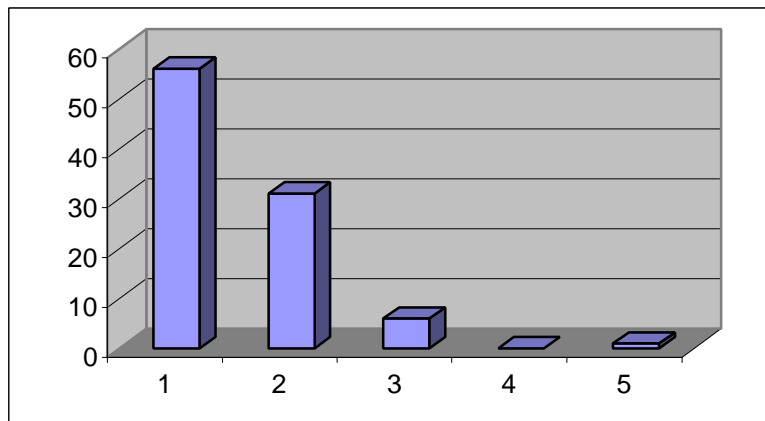
51 Strongly agreed
32 Agreed
10 Somewhat agreed
0 Somewhat disagreed
1 Strongly disagreed

The consultant's report was presented in a format that was easy to understand: **MEAN = 1.61**



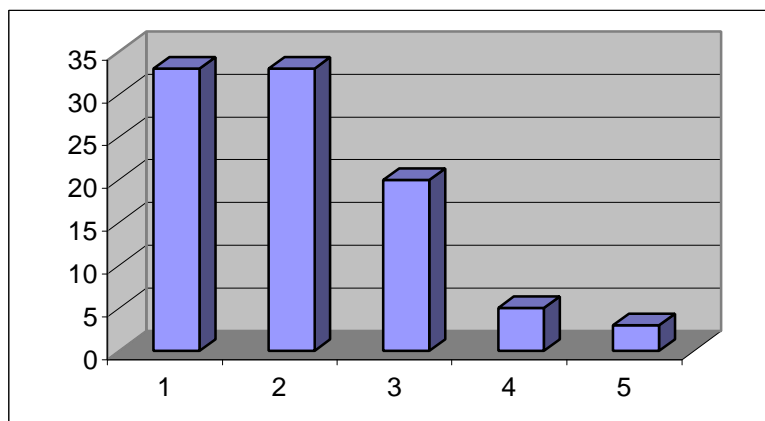
54 Strongly agreed
30 Agreed
18 Somewhat agreed
8 Somewhat disagreed
10 Strongly disagreed

The information covered in the consultants report was useful: **MEAN = 1.52**



56 Strongly agreed
31 Agreed
6 Somewhat agreed
0 Somewhat disagreed
1 Strongly disagreed

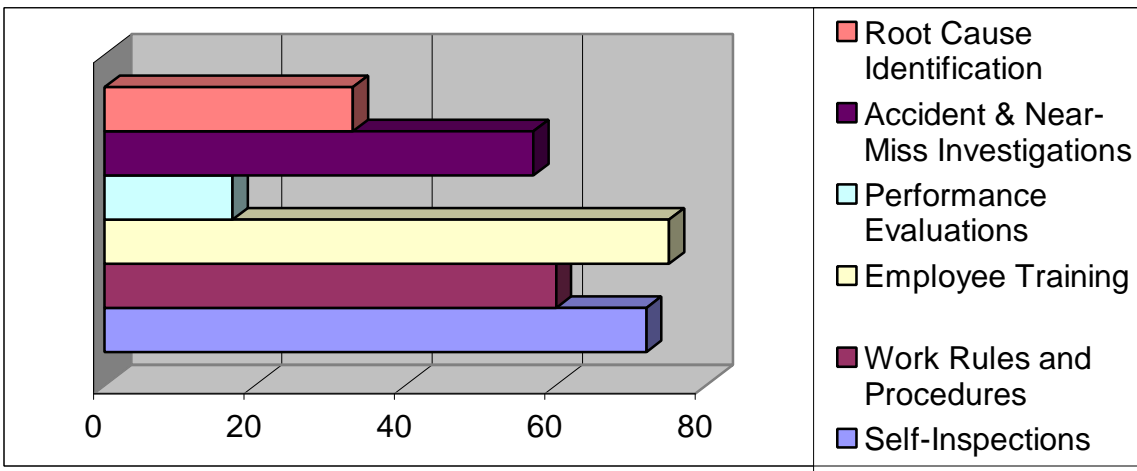
The actions taken as a result of the consultation will lower the injury rates at our place of business: **MEAN = 2.09**



33 Strongly agreed
33 Agreed
20 Somewhat agreed
5 Somewhat disagreed
3 Strongly disagreed

Part III. Post Consultation Visit Responses

Below is a listing of areas which the employer has implemented or revised their safety programs as a result of the consultation visit.



Other additional comments included:

- Update program and training
- New illness report
- Specific OSHA program updates
- Guarding
- Use of Target Organ HMIS labels
- Training of new and the retraining of established employees
- MSDS
- Lockout/Tagout
- Safety committees
- All were in place before the consultation

Comments on most useful part of the consultation:

- Knowledge sharing - Expertise of the consultants - training
- Identifying what we overlook daily - and ways to improve/correct hazardous situations
- Self improvement ideas for both management and personnel
- Showing us that the physical plant and equipment were not the problem; we needed to change the mind set of the employees on the floor.
- Pointing out hazards and their consequences that we were not aware of
- Helping to understand/clarify OSHA standards and their applications and what OSHA expects
- Knowing the consultant was there to help us, he was easy to get along with and non-threatening
- Establishing where we are in regards to safety and health in our facility as compare to others
- Helped us to recognize our changing work processes and 'readjusting' our safety policies
- Clear, precise approach - no gray areas
- The opportunity to get tough, specific questions answered
- Better understanding of the written programs
- It's free!

- Least useful aspect of the consultation:

Only one responder had answered negatively. He felt the cost of making the changes/corrections in such a short amount of time was the least useful part of the consultation.

Was the Consultation beneficial?

YES	NO	UNSURE
93	0	0

Would you use the service again?

The no response was because the employer hired a full time safety consultant for the business.

YES	NO	UNSURE
90	1	2

Would you recommend our service?

YES	NO	UNSURE	ALREADY HAVE	NO RESPONSE
92	0	1	16	1

Information about the WiSCon Program was received in various forms. These responses are:

Web site	7	Previous Client	3
Brochure	24	Insurance Companies	4
News Articles	8	Wis. Council of Safety	1
Letter from OSHA	27	J.J. Keller	1
Business Associates	11	OSHA Enforcement	2
Seminar	6	Health Consultation	1
Unsure	5	Gov. Tommy Thompson	1

When asked if required to pay a fee for consultation services the following price ranges were selected:

29	Less than \$100.00
51	Between \$100 and \$500
13	Between \$500 and \$1000
1	More than \$1000
2	No opinion
2	Would never pay for consultation

Employers were asked if, in their opinion, their employees were adequately trained in regard to OSHA standards.

70 responded YES

10 responded NO

4 were unsure

9 responded YES, EXCEPT...

...when situations vary

...in new situations

...when budgeting issues are present

...in fork lift training (cost factor)

...in production demands

...where new hazards exist

...where there are new OSHA standards which do not become available to the general public until it is too late

...machine guarding

...finding time to train is difficult

If the consultation program were able to provide training for a nominal fee (\$30 to \$50), the areas of training desired are:

54 requests for Conducting Workplace Inspections

52 requests for Managing Safety and Health in the Workplace

49 requests for Ergonomics

42 requests for OSHA 10 Hour Course

40 requests for Accident Investigation

35 requests for Recordkeeping

26 requests for OSHA 30 Hour Course

In regard to training for Standard Specification:

54 requests for Lockout/Tagout

45 requests for Hazard Communication

44 requests for Machine Guarding

22 requests for Fall Protection

19 requests for Ladder Safety

15 request for Scaffold Safety

Other categories:

2 requests for Bloodborne Pathogen training

1 request for Confined Space

1 request for a Less Than 10 Hour OSHA Course

Reasons for not responding to the survey:

- moved with no forwarding address
- phone number changed with no new number
- out of business
- person who participated in the consultation was no longer with the firm and no one else was familiar with the service
- no response to several phone calls