

BEHAVIORAL INTERVENTIONS HELPED MORE EMPLOYERS RESOLVE OSHA CITATIONS

The Occupational Safety and Health Administration (OSHA) was concerned that 20 percent of employers weren't successfully resolving safety and health citations by fixing hazards and paying penalties. So the agency commissioned a nationwide pilot study to test whether a modified citation process that drew on behavioral science could lead to more resolutions.



1 in 5

employers who received a citation from OSHA with penalties for safety and health violations were referred to debt collection after failing to resolve their case.

In 2014

3 million

Americans suffered work-related injuries and illnesses.

STUDY OF PILOT PROCESS SHOWED IMPROVED RESPONSES



New inspection handouts, strategically redesigned cover letters, and checklists, paired with reminder postcards, led to a

4.4%

percentage point reduction in the number of employers referred to debt collection for failing to resolve their case.

STUDY SNAPSHOT

Quick **experiments** drawing on **administrative data** tested the impacts of a new citation process on

34 OSHA offices

randomly selected (out of 69) to implement the new process in

2 phases

in 2015 and 2016. The study team measured progress in resolving citations in over

12,000 inspection cases.

PILOT CHANGES ADDRESSED BEHAVIORAL BARRIERS

The study team identified possible barriers for employers resolving OSHA citations and designed new citation materials to address them:



Complexity. Used simpler, less technical language to make the citation package easier for employers to quickly digest.



Limited attention. Concisely described response options in the citation cover letter and previewed the citation process in the inspection handout.



Procrastination. Emphasized key deadlines and sent a reminder.

Learn more about this study and others at <http://www.dol.gov/asp/evaluation/BIStudy/>