

## **SUPPORTING STATEMENT FOR REQUEST FOR GENERIC CLEARANCE RENEWAL (OMB 0730-0003)**

The following activities are a list of our plans to collect customer satisfaction feedback; it reflects the maximum that may be undertaken during the three-year period covered by the generic approval. The actual conduct of any particular activity listed could be affected by such circumstances as a change in, or refinement of our focus in a specific area. Also, resource constraints could require deletion or substitution of any listed item. If the Defense Finance and Accounting Service (DFAS) needs to substitute or add a new activity that falls under the umbrella of this generic approval, Office of Management (OMB) will be notified through Washington Headquarter Services (WHS/DIOR). DFAS will provide a copy of the survey instrument, a description of the activity, and the number of burden hours involved.

### **A. Justification**

1. In October 2000, the survey program oversight moved into the Resource Management (RM) community. The survey program shift gave a new perspective upon the activity. We have given our surveys a centralized focus and coordination with new procedures and processes to maintain quality control of our surveys. Our centralized survey program with improved procedures allows for prudent and streamlined management while complying with the requirements of DoDI 1100.13, "Surveys of DoD Personnel," and DoD 8910.1-M, "Department of Defense Procedures for Management of Information Requirements." Authority for collection is EO 12862.
2. DFAS plans to conduct a variety of surveys to measure the perceptions of our clients satisfaction with their level of service received. The overall results of these surveys will be compiled into a survey report for our business line executives to create action plans for follow-up and improved customer satisfaction.
3. DFAS will use the latest technologies when possible to reduce the burden upon the public.
4. The DFAS staff will be reviewing, coordinating, and securing the appropriate licensing for our survey instruments. Their centralized review of each survey will prevent internal duplication of effort of information collected.
5. The collection of information by DFAS will not have a significant impact on small businesses or other entities. Small businesses or other entities may be involved with our survey efforts, but our surveys will be short, randomly disseminated, and sent with a voluntary return understanding.
6. This information, if collected less frequently would not provide the same cost effective benefit to the Agency, and ultimately our customers. To add ease for the survey respondents, DFAS will incorporate new technologies as indicated above.

7. There are no special circumstances. The collection of information will be conducted in a manner consistent with the guidelines in 5CFR 1320.5(d)(2).
8. The 60-Day Federal Register notice was published on July 20, 2007 (72 FR 39799), and no comments were received.
9. No payments and/or gifts will be given to our respondents.
10. Individuals and entities surveyed will be assured of the confidentiality of their responses under 42 U.S.C. 1306, 20 CFR 401 and 422, 5 U.S.C. 552 (Freedom of Information Act), 5 U.S.C. 552a (Privacy Act of 1974) and OMB Circular No. A-130. No personal identification information will be collected.
11. There are no questions of a sensitive nature, such as those pertaining to sexual behavior and attitudes, religious beliefs, and other matters usually considered private.
12. The number of questions on the surveys will be the minimum required, ranging from 5-55. Surveys will be routinely administered to measure customer satisfaction and perceptions. The surveys will also be administered after major changes in programs with follow-up surveys anticipated not more frequently than 12 – 24 months.

Number of Respondents:	166,000
Frequency of Response:	1
Burden per Response:	Average of 2 minutes.
Total Burden Hours:	6,000

13. There are no capital or start-up costs associated with this information collection.
14. We estimate the total cost to the Federal Government, if all potential activities are undertaken, could be up to \$200,000.
15. The hourly burden has increased due to the addition of the MyPay Survey. Over 150,000 respondents are received yearly from this on-line survey of DFAS customers.
16. The results for collection of this information will not be published for the public. The survey results may be published, communicated, and shared with management within DFAS and the DoD domain.
17. Approval not to display the expiration date is not being sought. DFAS will display the expiration date on all survey instruments to the general public.
18. No exceptions to the certification statement are being sought.

B. Collection of Information Employing Statistical Methods

1. The collection of information does not employ statistical methods.