

## CUSTOMER SATISFACTION SURVEY AND CONFERENCE EVALUATION CLEARANCE FORM

### A. SUPPLEMENTAL SUPPORTING STATEMENT

<b>A.1. Title:</b> <b>JOLTS Survey Stakeholder Survey</b>	
<b>A.2. Compliance with 5 CFR 1320.5:</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>A.3. Assurances of confidentiality:</b> Yes
<b>A.4. Federal cost:</b> \$3,000 Includes cost of : staff time to develop and administer survey paper to record initial phone interview electronic storage and processing	<b>A.5. Requested expiration date (Month/Year):</b> 12/2010
<b>A.6. Burden Hour estimates:</b>  a. Number of Respondents: <u>627</u> a.1. % Received Electronically <u>100%</u> b. Frequency: <u>Once</u> c. Average Response Time: <u>5 Minutes</u> d. Total Annual Burden Hours: <b><u>52 hours</u></b>	<b>A7. Does the collection of information employ statistical methods?</b>  <input checked="" type="checkbox"/> No  <input type="checkbox"/> Yes (Complete Section B and attach BLS review sheet).

**A.8. Abstract:**

The Job Openings and Labor Turnover Survey (JOLTS) is a relatively new program at BLS. This monthly measure of current labor demand extends from December 2000 to the present. While we are aware of a certain user group, we assume there are additional users not yet known to us. This set of unknown users is also of unknown size. Given this likelihood, JOLTS plans to survey stakeholders two sets of stakeholders in one operation. The survey with questions for known and unknown users is attached.

The data will be used only internally for BLS planning purposes in an effort to ensure that the JOLTS data are meeting data user needs.

- 1) JOLTS will contact “known” users (see attached list) by telephone and/or e-mail and request their participation in a short online survey designed to assess our effectiveness in meeting their needs at present. We expect the known users to say “yes” to item one and then complete the additional 14 questions.
- 2) JOLTS will also attempt to survey currently “unknown” users through several approaches, including:
  - a. A notice on the JOLTS web page, requesting that users agree to participate in an online survey designed to assess our effectiveness in meeting their needs. A notice will be placed in a prominent position on the JOLTS home page, asking users of JOLTS data to follow a link to an automated online survey.
  - b. Responses to email requests will also include a link to our website asking requestors to complete the online questionnaire.
  - c. A verbal request will be made to each telephone caller requesting JOLTS data, asking them to access the website and complete the online survey.

We expect the unknown users to say “no” to item one and then complete six additional questions.

**Burden Statement:** For the 27 Known respondents, we estimate 5 minutes per respondent. The burden for the known users is 27 users times 5 minutes = 135 minutes, or 2.25 hours.

For Unknown respondents answering via the internet questionnaire, we estimate 100 potential contacts per month (1,200 annually) and hope to have a 50% response to our request for information. To calculate the burden, multiply 600 annual participants by 5 minutes to complete the survey form = 3,000 minutes; 3,000 minutes/60 minutes = 50 hours total for Unknown for respondents.

Our total burden estimate is Unknown + Known, rounded up to the next whole hour. Therefore, 50 hours for Unknown + 2.25 for Known = 52.25, which rounds to 52 hours.

Program Official	Date	Departmental Clearance Officer	Date

# INSTRUCTIONS FOR COMPLETING CUSTOMER SATISFACTION SURVEY AND CONFERENCE EVALUATION CLEARANCE FORM

**A.1. Title:** Provide the title for the customer satisfaction or conference evaluation. This should be consistent with what appears on the collection instrument.

**A.2. Compliance with 5 CFR 1320.5:** If the survey or evaluation complies with 5 CFR 1320.5 (see below), mark an “X” next to “YES.” If the survey or conference evaluation does not comply with 5 CFR 1320.5, mark an “X” next to “No” and explain any special circumstances that would cause an information collection to be conducted in a manner:

- requiring respondents to report information to the agency more often than quarterly;
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it;
- requiring respondents to submit more than an original and two copies of any document;
- requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years;
- in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study;
- requiring the use of a statistical data classification that has not been reviewed and approved by OMB;
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

**A.3. Assurances of confidentiality:** Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy (if applicable, otherwise omit).

**A.4. Federal costs:** Provide estimates of annualized cost to the Federal government. For example, this could include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. These estimates should only include expenses that would *not* have been incurred without this collection of information.

**A.5. Requested expiration date:** Enter the date thru which you would like approval to conduct your customer satisfaction survey and/or conference evaluation. The date entered here should be consistent with the time you need to conduct the survey/evaluation. (Please note that this date cannot extend beyond the expiration date currently assigned to OMB No. 1225-0059.)

## **A.6. Burden Hour and burden costs estimates:**

a. Enter the number of respondents (i.e., number of those to which the survey or conference evaluation is addressed).

a.1. Enter the estimated percentage of responses that will be submitted electronically. This item does not apply to conference evaluations.

b. Enter the frequency for which the survey and/or conference evaluation will be conducted. For example, if the collection is conducted on an annual basis, enter “annually.” If the collection will only be conducted once then retired, enter “one-time.” If the collection is triggered by an event (such as a customer’s experience with a product or service), enter “on occasion.” Other frequencies could include: Monthly, Bi-monthly, Semi-annually, or Bi-annually.

c. Enter the average time it would reasonably take to complete the survey or conference evaluation. Average response time includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

d. Enter the total estimated annual burden hours for the collection of information. Generally, for the purposes of customer satisfaction and conference evaluations submitted under 1225-0059, this is obtained by multiplying the average response time by the number of respondents.

**A.7. Does the collection of information employ statistical methods?** If the collection of information does not employ statistical methods, enter an “X” next to “NO.” If statistical methods are employed, enter an “X” next to “YES” and complete Section B - SURVEYS AND EVALUATIONS EMPLOYING STATISTICAL METHODS and attach a BLS concurrent sheet signed by the BLS reviewer.

Statistical methodology involves drawing a sample from a defined population and inferring the results obtained to the population from which the sample was drawn. The important point here is inference to the population. If inferences are not being made and the results are used only internally for planning purposes, statistical methodology is not being used. However, if the results will be made public and inferences are likely to be made, proper statistical methodology is required.

*Please note, BLS review should be conducted prior to submitting for Departmental review.*

**A.8. Abstract:** Provide a statement covering the agency’s need for the information, uses to which it will be put, and a brief description of the respondents. Other than for 1-time surveys and conference evaluations, describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology (e.g., permitting electronic submission of responses).