

CUSTOMER SATISFACTION SURVEY AND CONFERENCE EVALUATION CLEARANCE FORM

A. SUPPLEMENTAL SUPPORTING STATEMENT

A.1. Title: The Family and Medical Leave Act 2010 Customer Satisfaction Survey

A.2. Compliance with 5 CFR 1320.5: Yes No

A.3. Assurances of confidentiality: WHD provides assurance of confidentiality to the maximum extent provided by the law.

A.4. Federal cost: \$16,659.61

A.5. Requested expiration date (Month/Year): 11.30.2012

A.6. Burden Hour estimates:

a. Number of Respondents: Approximately 700 respondents

a.1. % Received Electronically: 0.

b. Frequency: Once

c. Average Response Time: 10 minutes

d. Total Annual Burden Hours:
117 annual burden hours

A.7. Does the collection of information employ statistical methods?

No

Yes (Complete Section B)

A.8. Abstract:

The Wage and Hour Division (WHD) administers Title I of the Family and Medical Leave Act (FMLA). 29 U.S.C. § 2601 et. seq. As part of its enforcement actions, the WHD conducts investigations into employee complaints of potential FMLA violations. 29 U.S.C. § 2606. The WHD conducts periodic customer satisfaction surveys in order to make improvements in how the WHD performs its investigations with respect to timely service, communication, and performance in protecting employee job protected leave under the FMLA. The FMLA Customer Satisfaction Survey is to be completed voluntarily by individuals whose FMLA cases were closed in FY 2010. The information collection will be used to evaluate WHD's customer service and to make improvements in how WHD performs its investigations with respect to timely service, communication, and performance in protecting employee job protected leave under the FMLA. The returned responses will be analyzed and interpreted and the findings will be shared with the WHD regional administrators.

Program Official: Robert Waterman
Date: 04-28-2011

Departmental Clearance Officer: Michel Smyth
Date: May 2, 2011

B. SURVEYS AND EVALUATIONS EMPLOYING STATISTICAL METHODS

B.1. Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

The potential respondents for the FMLA Customer Satisfaction Survey will be selected from the WHD's case tracking database (WHISARD). The potential respondent universe will consist of approximately 1,750 individuals who had an FMLA complaint closed in FY 2010. The entire universe will be surveyed. Information will be stratified to the District Office level, in order to provide results to those offices. WHD will not employ any additional statistical methods. All data collection will be based on a 100 percent sample of the inference population. In all reports and other publications and statements resulting from this work, no attempt will be made to draw inferences to any population other than the set of units that responded to the data collection effort.

Based on agency experience with customer satisfaction surveys, the expected response rate for the information collection is 40 percent or 700 individuals. The FMLA Customer Satisfaction Survey was last conducted in 1999 by telephone. The universe consisted of FMLA closed cases for the Fourth Quarter of FY 1998. The survey polled 175 individuals and 96 individuals participated, approximately a 54.86 percent response rate.

B.2. Describe the procedures for the collection of information including:

- **Statistical methodology for stratification and sample selection,**
- **Estimation procedure,**
- **Degree of accuracy needed for the purpose described in the justification,**
- **Unusual problems requiring specialized sampling procedures, and**
- **Any use of periodic (less frequently than annual) data collection cycles to reduce burden.**

The entire potential respondent universe will be surveyed, thereby eliminating the need for stratification and sample selections. The potential respondents will be culled from the WHD's case tracking database (WHISARD). The potential respondent universe will consist of approximately 1,750 individuals who had an FMLA complaint closed in FY 2010. This number was determined from a query conducted in WHD's case tracking database. In order to learn how the WHD performs its investigations with respect to timely service, communication, and performance in protecting employee job protected leave under the FMLA, there does not have to be a high degree of accuracy in collecting the data. The surveys will be distributed to all individuals who had an FMLA complaint closed in FY 2010, and the survey responses that are completed and returned will aid the WHD in improving its customer service. There are no unusual problems that require specialized sampling procedures because the entire universe will be surveyed. This is a one time survey, and there is no use of periodic data collection cycles to reduce burden.

B.3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

The entire universe of approximately 1,750 individuals will be surveyed. Based on its experience in conducting customer satisfaction surveys, WHD expects a high response rate to this survey. Individuals who file FMLA complaints tend to be invested in their complaints, and are more willing to provide feedback (in this case in the form of a survey response) on how they believe their complaint was handled. Additionally, the survey cover letter includes a WHD contact name and phone number. In past surveys, potential respondents have contacted WHD with questions and concerns regarding the survey. WHD uses these contacts to answer questions, and to encourage potential respondents to complete and return the survey.

The surveys are mailed to the last known address that WHD has on file for FMLA complainants. Those surveys that cannot be delivered are returned to WHD by the U.S. Post Office, and based on agency experience, many surveys are returned as undeliverable. The non-response bias is expected to have a minimal impact on the ultimate use of the data. WHD will not draw inferences to any population other than the set of units that responded to the data collection effort.

B.4. Describe any tests of procedures or methods to be undertaken.

No tests were taken.

B.5. Provide the name, affiliation (company, agency, or organization) and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

Name	Agency/Company/Organization	Number	Telephone
Lemiel Pierre	WHD	202.693.0732	
Terry Higgins	University of Tennessee	865.974.4955	