

**SUPPORTING STATEMENT
ANNUAL CUSTOMER SATISFACTION SURVEYS
DEFENSE FINANCE AND ACCOUNTING SERVICE (DFAS)
REQUEST FOR GENERIC CLEARANCE RENEWAL (OMB 0730-0003)**

The following activities are a list of Defense Finance and Accounting Service's (DFAS) plans to collect customer satisfaction feedback on the agency's products and services, reflecting 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 focus in a specific area. Also, resource constraints or data requirements could require deletion or substitution of any listed item. The cadence of information collected will depend on the data requirements and strategic need; customer feedback will be sought under this request for generic clearance and includes annual, quarterly, and time-of-service surveys. If DFAS needs to add a new activity that falls under the umbrella of this generic approval, DMDC and the Office of Management and Budget (OMB) will be notified through Washington Headquarter Service, Executive Services Directorate. DFAS will provide a copy of the survey instruments, a description of the activity, and the estimated cost of the requirement.

1. Need for the Information Collection

The Defense Finance and Accounting Service has inculcated a customer-focused culture within the fiber of the Agency. To achieve and maintain our goal of first-class customer service in all areas, we must measure our service delivery to ensure our clients are satisfied with their level of service. To that end, we have refocused our survey program and moved oversight to our Strategic Business Management organization to ensure alignment with our strategic vision. Our centralized survey program, with improved procedures, allows for prudent and streamlined management while complying with the requirements of DoD I 1100.13, "Surveys of DoD Personnel," and DoD 8910.1-M, "Department of Defense Procedures for Management of Information Requirements." DFAS will continue to conduct a variety of surveys to measure the perceptions of our clients' satisfaction with their level of service received.

2. Use of the Information

The principal purpose in collecting this information is to gather input from customers about the quality of service provided by DFAS. The survey results will be used to identify customer service strengths and challenges, to identify strategies that will help improve the quality of service DFAS provides, and to assess the overall quality of service provided by DFAS.

3. Use of Information Technology

DFAS will continue to use the latest technologies when possible to reduce the burden upon the public.

4. Non-duplication

DFAS staff will be reviewing, coordinating, and securing the appropriate licensing for our survey instruments. Centralized review of each survey will prevent internal duplication of effort of information collected. Address lists for the various surveys are crossed to ensure that no DFAS customer receives more than one survey.

5. Burden on Small Business

The collection of information by DFAS will not have a significant impact on small business 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. Less Frequent Collection

This information, if collected less frequently than previously stated, would not provide the same cost effective nor strategic benefit to the Agency, and ultimately our customers. To add ease for the survey respondents, DFAS will incorporate new technologies as indicated above.

7. Paperwork Reduction Act Guidelines

There are no special circumstances that require the collection to be conducted in a manner inconsistent with the guidelines.

8. Consultation and Public Comments

The 60-Day Federal Register notice was published on July 1, 2010 (75 FR 38088), and no comments were received.

9. Gifts or Payment

No gifts and/or payments will be given to our respondents.

10. Confidentiality

Individuals and entities surveyed will be assured of the confidentiality of their responses under 41 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. Sensitive Questions

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. Respondent Burden and its Labor Costs

a. Estimation of Respondent Burden

The number of questions on the surveys will be the minimum required, ranging from 5-70. Surveys will be routinely administered yearly 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. Additional surveys are offered after transactions with My Pay and DFAS representatives in an on-line format and Interactive Voice Response (IVR) survey format respectively.

Number of Respondents: 230,000

Frequency of Response: 1

Burden per Response: average of 2 minutes

Total Burden Hours: 8,000

b. Labor Cost of Respondent Burden

No costs are anticipated.

13. Respondent Costs other than Burden Hour Costs

There are no capital or start-up costs associated with this information collection.

14. Cost to the Federal Government

We estimate the total cost to the Federal Government, if all potential activities are undertaken, could be up to \$200,000.

15. Reasons for Change in Burden

The hourly burden has increased due to the increase in the number of customers electing to participate in the MyPay Surveys and the IVR surveys. MyPay and IVR surveys receive over 200,000 responses yearly from the digital feedback tools of DFAS customers.

16. Publication of Results

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. Non-Display of OMB Expiration Date

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. Exceptions to “Certification for Paperwork Reduction Submissions”

No exceptions to the certification statement are being sought.

19. Collection of Information Employing Statistical Methods

a. The Contractor Pay and Vendor Pay samples consist of the top 7,500 contractors in total contract value. The Retired and Annuitant sample consists of 5,000 retirees and 5,000 annuitants randomly selected.

b. Target sample sizes are determined by calculating the number of surveys that must be sent, given a specified response rate and non-deliverable rate, to achieve the desired margin of error calculated using the standard binary formula, the Finite Population Correction, and the 95% confidence level.

c. The target margin of error is at most ± 2.5 percentage points.