

## SWIFT Customer Satisfaction Survey – Federal Aviation Administration

2120-0699

### A. Justification

**1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.**

The Government Performance and Results Act of 1993 (GPRA) Section 2(b)(3) requires agencies to “improve Federal program effectiveness and public accountability by promoting a new focus on results, service quality, and customer satisfaction”. In addition, as stated in the White House “Memorandum for Heads of Executive Departments and Agencies” regarding Executive Order No. 12862, “the actions the order prescribes, such as surveying customers, surveying employees, and benchmarking, shall be continuing agency activities”. The purpose of these actions will remain as indicated in Executive Order No. 12862 – continuing to survey customers to obtain benchmarking and feedback to, in turn, ensure quality service and products.

The Federal Aviation Administration’s, Office of Human Resource Management has as one of its strategic goals to “Make decisions based on reliable data to improve our overall performance and customer satisfaction”. The only way we’re going to know if we’re making improvement is to survey our customers and get their feedback. This collection supports the DOT strategic goal of Organizational Excellence.

**2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.**

The information is collected via an online form. It is part of an automated staffing tool. The data collected will be analyzed by Information Systems Division, AHP-100 to determine the quality of our service to our users and customers, to address any problems or issues found as a result of the data analysis.

**3. 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, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.**

In compliance with the Government Paperwork Elimination Act (GPEA), all of our data collection will be 100% electronic using an online form. The survey will be utilized in a number of automated staffing tools and will be collected when an applicant applies for a job.

Applicants will be asked to complete the survey just before they exit the system. This survey is designed to identify potential problems with FAA's automated staffing solutions, as well as to evaluate customer satisfaction with the on-line application process.

**4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.**

The information is not gathered by any other collection.

**5. If the collection of information impacts small businesses or other small entities (Item of OMB Form 83-1), describe any methods used to minimize burden.**

There is no impact burden on small business or other small entities.

**6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.**

If we are not able to initiate our survey, we will not be able to determine customer satisfaction with our system. It will be difficult, if not impossible to improve our overall performance and customer satisfaction.

Applicants will be asked to complete a survey each time they apply for a vacancy announcement.

**7. Explain any special circumstances that would cause an information collection to be conducted in a manner inconsistent with the general information collection guidelines.**

There are no circumstances that would cause this information to be conducted in a manner inconsistent with 5 CFR 1320.5(d)(2)(i)-(viii).

**8. If applicable, provide a copy and identify the date and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB.**

Published in the Federal Register on March 28 2011, vol. 76, no. 59, page 17181. No comments were received in response to the 60-day notice in the Federal Register.

**9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.**

No payment or gifts will be provided to respondents.

**10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.**

The information to be collected by the FAA will not be of a sensitive nature and will not contain any business propriety and/or trade information. Therefore it will not require assurances of confidentiality.

**11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.**

No questions of a sensitive or private nature are asked.

**12. Provide estimates of the hour burden of the collection of information including the number of respondents, frequency of response, annual hour burden and how the burden was estimated.**

We estimate that it will take each of our 175,000 (estimated average) external applicants three minutes to complete one survey for a total of 8,750 hours if all external applicants choose to complete the survey. Statistics show that an average of 30% of the applicants (approximately 52,500) complete a survey resulting in an estimate of 2,625 total hours.

Applicants are asked ‘Is this the first time that you have applied for a Vacancy Announcement using the \_\_\_\_\_ system?’ and will be provided the options of ‘Yes’ or ‘No’.

Applicants will then see the set of statements below. They will be asked to give their level of agreement with each statement by selecting one of the following six choices: strongly disagree, disagree, neither, agree, strongly agree, no basis to judge. For each question, the applicant may include additional information in a text area.

Applicant Statements:

- 1) I was able to navigate around the web site with no difficulty.
- 2) I was able to successfully complete and submit my application with no difficulty.
- 3) I found it easier to enter my employment information on-line compared to completing a paper form.
- 4) I like being able to apply on-line.
- 5) Overall, my experience using this automated staffing solution was positive.

Applicants will also be given the opportunity to add additional comments.

Cost of the time burden for respondents: 52,500 responses X 0.05 hours X \$21.35/hour\* = \$56,043.75

(Source: BLS Mean Hourly Wage for All Occupations, [http://www.bls.gov/oes/current/oes\\_nat.htm#00-0000](http://www.bls.gov/oes/current/oes_nat.htm#00-0000))

**13. Provide an estimate for the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14).**

There are no startup costs for the respondents.

**14. Provide estimates of annualized costs to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification.**

The survey is in place and will require no start up costs. No additional capital investment is needed to continue with the survey collection.

Annualized cost includes data analysis to determine customer satisfaction and requirements development, if problems are identified. Estimated cost is based upon 1 Government FTE (at the FV-I, or equivalent rate of approximately \$49.50 per hour), times 40 hours per year. Estimate - \$1,980 per year.

The total cost to the government for the 3-year extension is \$5,940. Any other expenses would be considered customary and usual.

**15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I.**

Changes reflect adjusted annual costs based on the past 5 years experience in analyzing the data and the current average salary for 1 government FTE at the FV-I level.

**16. For collections of information whose results will be published, outline plans for tabulation and publication.**

There will be no publication of data.

**17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.**

No request to display expiration date.

**18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submissions," of OMB Form 83-I.**

There are no exceptions.