

SUPPORTING STATEMENT B

COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Description of the potential respondent universe and any sampling selection methods to be used.

The survey of appellants will use a stratified random sampling of the universe of adverse action or other types of appeals received during a given year. Typically there are about 8000 appeals received by the Board each year. In general, we survey the appellant, the appellant's representative (if the appellant had one), and the agency representative associated with the same appeal. Thus, the unit of analysis is the appeal, not randomly chosen parties. The sample may be stratified by factors such as the appeal outcome (i.e., settle, appellant won, appellant lost) and by type of appellant representation (i.e., self-representation, private attorney, union attorney or other). Appeals will be randomly selected from each of the stratified groups.

The survey of readers of MSPB reports on studies of Federal merit systems will be sent to a sample of readers randomly selected from our distribution lists. These lists contain several thousand readers grouped by their background. Separate lists are maintained for Federal agencies, members of Congress, representatives of state and local governments, academics, and the general public. We will use stratified random sampling procedures to select target respondents from each of these groups.

Surveys of those interested or involved in our OPM oversight functions will be sent to a random (or stratified random) sample of adjudication participants (as described above) and recipients of merit system studies.

Based upon our previous customer satisfaction surveys of we expect a return rate of about 50-60 percent.

2. Description of procedures for collection of information.

The sample sizes discussed in the response to question 1 above were determined based on our historical response, so that the overall accuracy of our results would be + or - 3 percent (95 percent confidence interval) for each survey. The results were designed to be within + or - 5 percent (95 percent confidence interval) for each of the stratified groupings.

3. Description of methods to maximize response rates.

We will send each person receiving one of our customer satisfaction surveys a follow-up notice by mail or email reminding them to complete and return our survey and providing them with a web site they can use to receive a new copy of the survey. Our primary way of dealing with non-response issues is by looking at the response rates for each of the stratified groups and, when

needed, undertaking additional follow-up efforts to encourage greater participation.

4. Description of test procedures.

Since the customer satisfaction survey has been used successfully in the past, no further tests of the procedures will be undertaken.

5. Name and telephone number of individuals.

Person consulted on statistical design:
DeeAnn Batten (202) 254-4495

Persons who will conduct and/or analyze the information:
Office of Policy and Evaluation. U.S. Merit Systems Protection Board
John Ford (202) 254-4499
James Tsugawa (202) 254-4506
Cynthia Ferentinos (202) 254-4498
Julie Osowski (202) 254-4502