

Supporting Statement for Paperwork Reduction Act Generic Information Collection
Submissions for
“Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”

B. STATISTICAL METHODS

Data collection methods and procedures will vary; however, the primary purpose of these collections will be for internal management purpose; there are no plans to publish or otherwise release the information.

1. Universe and Respondent Selection

The respondent universe will be comprised of anyone that enters the USAID.gov and participates in the surveys. Since this will be an opportunity for USAID to assess customer satisfaction with the website, we are unable to determine the entities that will take part in the surveys and how many of each entity might participate. No one entity has been targeted for this survey. It has been determined that a response of 500 interviews is necessary to attain a good sample and variety of participants.

Qualitative surveys are tools used by program managers to change or improve program, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purpose.

The sample associated with this collection are not subjected to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public.

2. Procedures for Collecting Information

Data collection methods and procedures will vary and the specifics of these will be provided with each collection request. For example, the Agency has created a HTL Form that will be created on USAID.gov. The information is collected and entered into the database, and the results will be emailed to a specified email account within USAID. We are interested in identifying changes that should be made to the site and the areas where we are providing quality information.

3. Methods to Maximize Response

Information collected under this generic clearance will not yield generalizable quantitative findings; it can provide useful customer input, but it does not yield data about customer opinions that can be generalized. We are asking for qualitative judgments on how useful the website is, there is no accurate or not accurate information.

4. Testing Procedures

No pretesting is planned if pretesting is done it will be with internal staff, a limited number of external colleagues, and /or customers who are familiar with the programs and products. If the number of the pretest respondents exceeds nine members of the public, then the Agency will submit the pretest instrument for review under this generic clearance.

5. Contacts for Statistical Aspects and Data Collection with

The survey information will be collected through the USAID.gov website. The information will be sent to the USAID Program Specialist and Statistical Specialist, who will analyze the information and provide a report back to the project manager/stakeholders. Names of the contacts will be provided per collection.