

Health Resources and Services Administration
SUPPORTING STATEMENT
HRSA Office of Acquisition Management and Policy (OAMP)
Customer Satisfaction Survey

A. Justification

1. Circumstances of Information Collection

The Health Resources and Services Administration (HRSA) currently has approval under the generic clearance, Office of Management and Budget (OMB) Control No. 0915-0212, to conduct customer satisfaction surveys and focus groups. This collection of information helps fulfill the requirements of:

- a. Executive Order 12862, "Setting Customer Service Standards," which directs Agencies to continually reform their management practices and operations to provide service to the public that matches or exceeds the best service available in the private sector.

This is a request for OMB approval of a qualitative voluntary customer satisfaction survey under HRSA's generic clearance. HRSA's Office of Acquisition Management and Policy will obtain feedback from HRSA employees, private sector, and other customers.

Executive Order 12862 directs agencies that "provide significant services directly to the public" to "survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services". The objective of surveying federal employees and private sector community is to provide insight regarding organizations' opinions, experiences, and perceptions of OAMP in providing contracting services.

2. Purpose and Use of the Information

The purpose of the information/feedback received will provide OAMP with areas in which to improve customer service and areas where OAMP is excelling.

The primary use for feedback/information gathered through the surveys is to identify strengths and weaknesses in providing acquisition support to HRSA Program Offices and the vendor community (businesses). HRSA will only use the feedback/information gathered for internal purposes.

Survey respondents will include HRSA employees that interact with OAMP staff and businesses that have dealings with HRSA/OAMP staff. The survey will include questions regarding professionalism of the staff; knowledge of the staff; responsive of the staff; overall satisfaction; and if the OAMP staff met or did not meet service expectations. Please see attached for a copy of the survey.

The OAMP/Division of Procurement Management (DPM) will use the survey script and inform each respondent that participation in the survey is voluntary. However, if a respondent completes a survey they will be required to provide their name and contact information. The feedback/information received will only be shared internally with the DPM team members and OAMP senior management. Since OAMP is a contracting office, the feedback/information provided from the survey will be important regarding our customers' satisfaction and suggestions for improvement in OAMP's service delivery.

3. Use of Improved Information Technology

The surveys will employ information technology by means of using an existing Survey Monkey subscription and will include a hyperlink in OAMP staff Microsoft Outlook signature lines. This is the most appropriate methodology to obtain feedback from respondents that would like to voluntarily provide feedback on their service experience.

4. Efforts to Avoid Duplication

The proposed survey is unique to OAMP and the information is not available elsewhere. The survey has been reviewed carefully to avoid potential duplication.

5. Involvement of Small Entities

The survey will not have a significant impact on small businesses or other small entities.

6. Consequences if Information Collected Less Frequently

This survey is voluntary for those individuals that wish to provide feedback/information on the services received by OAMP.

7. Consistency With the Guidelines in 5 CFR 1320.5(d)(2)

The survey will be implemented in a manner fully consistent with 5 CFR 1320.5(d)(2).

8. Consultation Outside the Agency

The notice required in 5 CFR 1320.8(d) was published in the *Federal Register* on February 21, 2017 (Vol. 82, No. 33, pages 11230-11231). No public comments were received.

9. Remuneration of Respondents

Not Applicable.

10. Assurance of Confidentiality

To date, the HRSA customer satisfaction surveys have not collected personally identifiable information from respondents. This collection of information will involve names of respondents; organization; phone number and email address to be able to follow-up if they received poor customer service. OAMP will fully comply with all aspects of the Privacy Act. Participation is fully voluntary.

11. Questions of a Sensitive Nature

The surveys do not contain questions of a sensitive nature.

12. Estimates of Annualized Hour Burden

Respondents

It is difficult to estimate annualized hour burden for respondents as it will vary depending upon how frequently the respondent(s) interacts with OAMP and if they choose to select the link to complete the survey. Each time a respondent completes the survey, it is estimated to take up to 3 minutes.

Annual burden estimates

The total respondent burden for the customer service survey is estimated to be 246.25 hours. We estimate 197 respondents to participate in the voluntary survey and estimate each respondent will submit 5 responses annually.

Type of Collection	Number of Respondents	Responses per Respondent	Total Responses	Hours per Respondent	Total Burden Hours	Wage Rate	Total Hour Cost
OAMP Customer Satisfaction Survey	197	5	985	0.25	246.25	\$42/hr	\$10342.50

Planned frequency of information collection

This customer satisfaction survey is ongoing and is voluntary for respondents that would like to provide feedback on their service experience.

13. Estimates of Annualized Cost Burden to Respondents

The only associated cost to respondents is minimal time to provide the requested feedback/information.

14. Estimates of Annualized Cost to the Government

The survey link in OAMP staff signature lines in Outlook will be accomplished via Survey Monkey under an existing purchase order. The results of the survey will be analyzed by OAMP/DPM staff. The estimated annual cost to the government is approximately 2% of GS-13 \$123,000.

15. Change in Burden

Not Applicable. This is a new activity under HRSA's generic clearance and will be included in the total burden currently approved by OMB under OMB Control No. 0915-0212.

16. Plans for Analysis and Timetable of Key Activities

The survey will be ongoing under the OAMP staff signature lines in Outlook for those that would like to rate the customer service received by a staff member. The OAMP/DPM staff will prepare, organize and consolidate findings from the surveys submitted on a quarterly basis. Narrative information from the survey will be summarized and examined using descriptive analysis and provided to OAMP Management. Findings will only be used for internal service improvement and will not be generalized to the public. There are no plans for publication of any survey results.

17. Exemption for Display of Expiration Date

No exemption is being requested. The expiration date will be displayed.

18. Certifications

This information collection activity will comply with the requirements in 5 CFR 1320.9.