

Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” (OMB Control Number: 1905-0210

TITLE OF INFORMATION COLLECTION:
2017 *Country Analysis Briefs* Customer Survey

PURPOSE: The purpose of this survey is to collect feedback from users of EIA’s *Country Analysis Briefs* reports (CABs) released on EIA’s website. The feedback will help EIA make decisions about modifying the existing web product. We are specifically interested in receiving feedback on the user’s familiarity with CABs, how they use this product, and their specific data and information needs. The research is designed to assess whether there are any differences in data needs and use between international users and data users in the U.S.

DESCRIPTION OF RESPONDENTS:

Respondents will be data users of U.S. Energy Information Administration’s *Country Analysis Briefs*.

Website and URL Address
Country Analysis Briefs web page - https://www.eia.gov/beta/international/analysis.cfm

TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint Form Customer Satisfaction Survey
 Usability Testing (e.g., Website or Software) Small Discussion Group
 Focus Group Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Thomas Leckey, Assistant Administrator for Energy Statistics,
U.S. Energy Information Administration

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No

2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time (minutes)	Burden Hours
Totals	2,500	5.0	208

ESTIMATE OF RESPONDENT BURDEN HOURS AND COST – The burden to participants is 208 hours and the cost to the participants in this research is estimated to be $(\$73.66 * 208) = \$15,321.28$.

FEDERAL COST: The estimated annual cost to the Federal government: \$ 221.00

- Creating the survey - 0 hours (\$0)
- Uploading it to the website - 1 hour (\$73.66)
- Sending the email notifications - 0 hour (\$0)
- Compiling the results - 2 hours (\$147.32)

There are no additional costs to the federal government anticipated. Expenses (equipment, overhead, printing, and support staff) will be incurred by EIA components as part of their normal operating budgets.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

Yes No

The frame will be the 37,754 users that are currently subscribe to the email distribution list to receive the Country Analysis Briefs. EIA will send an email invitation notice to those 37,754 subscribers asking them to participate in the survey. EIA plans to have the survey on its website until 2,500 responses are received. The number of returns will be monitored daily to prevent going over the 2,500 response limit. The CABs are available at <https://www.eia.gov/beta/international/>

This web page received the following activity from users:

- Page views in year 2016: 645,567
- Page views in Feb 2017: 32,444
- *Country Analysis Briefs* file downloads in 2016: 43,920

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.