

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION: NPPD Office of Human Capital (OHC) Customer Service Survey

PURPOSE:

The purpose of the NPPD Office of Human Capital (OHC) Customer Service survey is to gauge the level of satisfaction that customers have regarding the quality and effectiveness of the products, programs, or services of OHC. Customer service is about delivering a quality product, effective communication, accountability, portraying a positive attitude, and responding in a timely manner. OHC will make it a priority to provide quality customer service in a timely manner, anticipate customer needs, and continue to be a value-added consultant while inspiring the highest level of customer trust.

DESCRIPTION OF RESPONDENTS:

Respondents may include but are not limited to: employees, managers, leadership, and other DHS or Federal Government agency staff (either internal or external).

Customers are a key source of valuable information for assessing the extent to which OHC is providing efficient, effective and high quality services. This information can be very useful for assessing and improving programs and services. Although many different methods have to be used to appropriately reach our diverse customer base and to ensure reliable, valid results, OHC has developed a web-based survey tool in Survey Monkey as one method that can be used to collect timely information regarding customer satisfaction with services.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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: Erik Hovda, Office of Human Capital, Planning, Analytics, and Systems Division (PASD)

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 n/a
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [] Yes [] No n/a

Gifts or Payments:

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

BURDEN HOURS

Category of Respondent	No. of Respondents	No. of Response per Respondent	No. of Responses	Participation Time	Burden estimate	Annual Burden Cost
Individuals	460	1	460	.05 Hours (3 Minutes)	23 Hours	\$ 768.20
Private sector	40	1	40	.05 Hours (3 Minutes)	2 Hours	\$ 66.80
Totals	500	1	500		25 Hours	\$ 835.00

The above Average Hourly Wage Rate is the [May 2016 Bureau of Labor Statistics](#) average wage for “All Occupations” of \$23.86 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$33.40. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: The annual cost to the Federal government is **\$1,844.75 /year**

It is estimated that 1 manager at a GS level 15, Step 1 will spending approximately 1% of their time (2080 annual working hours x 1% = 20.8 hours) annually to review, analyze, and assimilate survey responses.

Using the FY17 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS15, Step 1 is \$ 88.69 (\$ 131,767 annual salary/2080 = \$63.35 base wage rate x 1.4 benefit multiplier = \$ 88.69 fully-loaded wage rate).

The annual government cost is estimated to be \$ 1,844.75 (20.8 hours annually x \$88.69 = \$1,844.75).

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 X No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Office of Human Capital will use a web-based survey method (Survey Monkey) to assess customer service. An open link to the survey with standard messaging will be included at the bottom of each OHC staff person's email signature block. All customers (internal or external) will be able to access the survey tool online via the link to assess the service received. The standard email survey message will be as follows: *Please tell us how we are doing in our Customer Service Survey. {The words "Customer Service Survey" are displayed as and acts as a hyperlink to the survey on Survey Monkey.}*

OHC's Planning, Analytics, and Systems Division (PASD) will conduct qualitative trend analysis of the aggregate data only and develop a summary report of findings every quarter. The quarterly report will be provided to Human Capital managers and leadership and to the NPPD Director of Management upon request to assist in finding opportunities for **recognition** or **improvement**.

Administration of the Instrument

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

X Web-based or other forms of Social Media

[] Telephone

[] In-person

[] Mail

[] Other, Explain

2. Will interviewers or facilitators be used? [] Yes X No

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