



**JUSTIFICATION FOR SUBMISSION UNDER THE
 "DOI PROGRAMMATIC CLEARANCE FOR
 CUSTOMER SATISFACTION SURVEYS"**

See Page 5 for Instructions on Completing This Form

1. Bureau/Office		2. Date Submitted	
3. Survey Title			
4. Abstract <i>(Not to exceed 150 words)</i>			
5. Bureau/Office Point-of-Contact Information			
First Name		Last Name	
Title		Bureau/Office	
Mailing Address		City	State Zip Code
Phone <input type="checkbox"/> Work <input type="checkbox"/> Cell	Fax	Email	
6. Principal Investigation (PI) Point-of-Contact Information			
First Name		Last Name	
Title		Bureau/Office	
Mailing Address		City	State Zip Code
Phone <input type="checkbox"/> Work <input type="checkbox"/> Cell	Fax	Email	

7. Name of Program or Office Conducting Survey					
8. Description of Customers and Services Provided					
9. Survey Dates					
(mm/dd/yyyy)		(mm/dd/yyyy)			
		to			
10. Type of Information Collection Instrument <i>(Check ALL that Apply)</i>					
<input type="checkbox"/> Intercept	<input type="checkbox"/> Telephone	<input type="checkbox"/> Mail	<input type="checkbox"/> Web-based	<input type="checkbox"/> Comment Cards	
<input type="checkbox"/> Focus Groups	<input type="checkbox"/> Other: <i>(Explain)</i>				
11. Survey Development <i>(Who assisted in survey content development statistics? Was the survey pretested? How did you integrate improvements? Which of the six topic areas did you address?)</i>					
12. Survey Methodology <i>(Use as much space as needed; if necessary, include additional explanation on separate page.)</i>					
12A. Respondent Universe					
12B. Sampling Plan/Procedure					
12C. Instrument Administration					
12D. Expected Response Rate and Confidence Levels					
12E. Strategies for dealing with potential non-response bias					
12F. Description of any pre-testing and peer review of the methods and/or instrument (recommended)					
13. Burden Hours Calculations					
<i>Category of Respondent</i>	<i>Number of Annual Respondents</i>	<i>Number of Responses Each</i>	<i>Total Annual Responses</i>	<i>Time per Response</i>	<i>Total Burden Hours</i>
Initial Contact					
Completion of Survey Instrument					
Totals:					

14. Federal Enterprise Architecture (FEA) Business Reference Model (Check only one "Line of Business" and one "Subfunction." Refer to OMB guidance " FEA Consolidated Reference Model Document Version 2.3 ")			
Line of Business	Subfunction	Line of Business	Subfunction
<input type="checkbox"/> Community and Social Services		<input type="checkbox"/> Correctional Activities	
<input type="checkbox"/> Defense and National Security		<input type="checkbox"/> Disaster Management	
<input type="checkbox"/> Economic Development		<input type="checkbox"/> Education	
<input type="checkbox"/> Energy		<input type="checkbox"/> Environmental Management	
<input type="checkbox"/> General Science and Innovation		<input type="checkbox"/> Health	
<input type="checkbox"/> Homeland Security		<input type="checkbox"/> Income Security	
<input type="checkbox"/> Intelligence Operations		<input type="checkbox"/> International Affairs and Commerce	
<input type="checkbox"/> Law Enforcement		<input type="checkbox"/> Litigation and Judicial Activities	
<input type="checkbox"/> Natural Resources		<input type="checkbox"/> Transportation	
<input type="checkbox"/> Workforce Management			
15. Reporting Plan			
16. Justification, Purpose, and Use			
16A. Survey Justification and Purpose			
16B. Survey Goals			
16C. Utility to Managers			
16D. How will the results of the survey be analyzed and used?			
16E. How will the data be tabulated? How What Statistical Techniques will be used to generalize the results to the entire customer population? How will limitations on use of data be handled? If the survey results in a lower than anticipated response rate, how will you address this when reporting the results? (Use as much space as needed; if necessary, include additional explanation on separate page.)			
16F. Is this survey intended to measure a Government Performance and Results Act (GPRA) performance measure? If yes, please include an excerpt from the appropriate document. (Use as much space as needed; if necessary, include additional explanation on separate page.)			

17. Federal Cost: <i>(Consult your Bureau/Office Information Collection Clearance Officer for assistance, if necessary)</i>			
The estimated annual cost to the Federal government is \$ _____, based on: <i>(provide details below)</i>			
Sample Response: "If we receive 20 submissions and it takes 30 minutes to process and implement each one, then the total burden is \$322.40 assuming a GS-7 step 5 is processing the submissions. This custom form is a tool meant to accept submissions in a standard format rather than through the freeform submissions that would otherwise come in by personal email. The existence of this form actually saves the government money by standardizing submissions and decreasing the workload of processing each one."			
18. The survey methodology presented in form DI-4010 includes a specific description of:			
<input type="checkbox"/> The respondent universe, <input type="checkbox"/> The sampling plan and all sampling procedures, including how respondents will be selected, <input type="checkbox"/> How the instrument will be administered, <input type="checkbox"/> Expected response rate and confidence levels, <input type="checkbox"/> Strategies for dealing with potential non-response bias, <input type="checkbox"/> A description of any pre-testing and peer review of the methods and/or the instrument is highly recommended, <input type="checkbox"/> The burden hours reported in the Justification include the number of burden hours associated with the initial contact of all individuals in the sample (i.e., including refusals), if applicable, and the number of burden hours associated with individuals expected to complete the survey instrument, and <input type="checkbox"/> The package is properly formatted (using MS Word) and submitted to the Office of Policy Analysis (through the Bureau/Office Information Collection Clearance Officer).			
19. The approval package includes:			
<input type="checkbox"/> A completed and signed Form DI-4010, Generic Clearance for Customer Satisfaction Surveys. <input type="checkbox"/> A copy of the survey instrument. <input type="checkbox"/> Other supporting materials, such as: <ul style="list-style-type: none"> • Cover letters to accompany mail-back questionnaires, • Introductory scripts for initial contact of respondents, • Necessary Paperwork Reduction Act and Estimated Burden compliance language, and/or • Follow-up letters/reminders sent to respondents. 			
20. Checklist for Submitting a Request to Use DOI Programmatic Clearance for Customer Satisfaction Surveys			
<input type="checkbox"/> All questions in the survey instrument are within the scope of one of the DOI Programmatic Clearance for Customer Satisfaction Surveys topic areas. <input type="checkbox"/> A qualified statistician has reviewed and approved your request (see question 21A). <input type="checkbox"/> Your Bureau/Office Information Collection Clearance Officer receives your package for review/approval at least 75 days prior to the first day the PI wishes to administer the survey to the public.			
21. Required Certifications for Submission Under OMB Control Number 1040-0001			
Certification is required to submit a collection of information for approval under the DOI Programmatic Clearance for Customer Satisfaction Surveys. <i>If the collection does not satisfy the requirements of the Programmatic Clearance, you should follow the regular PRA clearance procedures described in 5 CFR 1320.</i>			
21A. Bureau/Office Statistician	Signature	Date	
<input type="checkbox"/> Recommend <input type="checkbox"/> Not Recommended			
21B. Bureau/Office Program or Subgroup	Bureau/Office Point-of-Contact		
Title <i>(Please be specific)</i>	Signature	Date	
FOR PROGRAM USE ONLY			
<i>Required certifications: The information collection requested by this submission meets the requirements of OMB Control No. 1040-0001</i>			
Bureau/Office ICCO	Signature	Date	
<input type="checkbox"/> Recommend <input type="checkbox"/> Not Recommended			
DOI Office of Policy Analysis	Signature	Date	
<input type="checkbox"/> Recommend <input type="checkbox"/> Not Recommended			
DOI PRA Program Lead	DOI Tracking No.	Signature	Date
<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved			

**Instructions for Completing Form DI-4010,
Justification for Submission Under the
“DOI Programmatic Clearance for Customer Satisfaction Surveys”
OMB Control Number 1040-0001**

1. **Bureau/Office:** Insert the name of the bureau/office conducting the survey.
 2. **Date Submitted:** Date you submit the package to the Bureau/Office Information Collection Clearance Officer (ICCO) for review.
 3. **Survey Title:** Insert title for the proposed survey.
 4. **Abstract:** Summarize the proposed study with an abstract not to exceed 150 words.
 5. **Bureau/Office Point of Contact Information:** Complete the bureau/office contact information. PPA will communicate with the point of contact listed here throughout the entire approval process.
 6. **Principal Investigator (PI) Conducting the Survey:** Complete information about the PI who will be conducting the survey, if different from Point of Contact listed in #4. Otherwise note: Same as #4.
 7. **Name of Program Office Conducting Survey:** Provide the name of the bureau program, office, or organizational unit conducting the survey.
 8. **Description of Customers and Services Provided:** Provide a brief description of the customers you will survey, the services provided by the program conducting the survey, and customers receive these services.
 9. **Survey Dates:** List the time-period in which you will conduct the survey, including specific starting and ending dates. The starting date should be at least 75 days after the date you submit the package to your bureau/office [Information Collection Clearance Officer](#) (ICCO).
 10. **Type of Information Collection Instrument:** Check the type(s) of information collection instrument(s) you will use. If other, please explain.
 11. **Survey Development:** Explain how the survey was developed. With whom did you consult during the development of the survey on content? On statistics? Did you pretest the survey? What actions did you take to improve the survey? What suggestions did you receive for improving the survey? Which of the six topic areas will the collection address? (Note: A description of any pre-testing and peer review of the methods and/or instrument is highly recommended.)
 12. **Survey Methodology:** Explain how you will conduct the survey. Provide a description of the survey methodology including:
 - Question 12A – The respondent universe,
 - Question 12B – The sampling plan and all sampling procedures;
 - Question 12C – How the instrument will be administered;
 - Question 12D – Expected response rate and confidence levels;
 - Question 12E – Strategies for dealing with potential non-response bias; and,
 - Question 12A – Description of any pre-testing and peer review of the methods and/or instrument (recommended, but not required).
- Note:** Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by the web site.
13. **Burden Hours Calculations:** Provide an estimated total of the following for each category – initial contact and completion of survey instrument:
 - Number of annual respondents – Enter the number of unique respondents who will complete the information collection;
 - Number of responses per respondent – Enter the total number of responses per unique respondent;
 - Total annual responses – Enter the number of unique respondents multiplied by the total number of responses each;
 - Time per response – Estimate the time to complete the initial contact and the time to complete the survey instrument (in minutes), and
 - Total burden hours –The total burden hours should account for the amount of time required to instruct the respondents in completing the survey, and the amount of time required for the respondent to complete the survey.
 14. **Federal Enterprise Architecture (FEA) Business Reference Model:** Using the drop-down menus provided, select ONE “Line of Business” and ONE corresponding Subfunction that most accurately describes your information collection.
 15. **Reporting Plan:** Provide a brief description of the reporting plan for the data you will collect.

- 16. Justification, Purpose and Use:** For questions 16A through 16F, provide a brief justification for the survey, its purpose, goals, and utility to managers. Specifically, describe how you will tabulate the data and what the statistical techniques you will use to generalize the results to the entire customer population. Describe how you will use the data from the survey. Describe how you will acknowledge any limitations related to the data, particularly in cases where we obtain a lower than anticipated response rate. Note whether you intend the survey to measure a Government Performance and Results Act (GPRA) performance measure.
- 17. Federal Cost:** Provide the cost estimate for the Federal government to administer the information collection, along with a description of how you calculated the cost estimate (sample response provided). Contact your bureau/office [ICCO](#) for more information or for assistance.
- 18. Survey Methodology Checklist:** Carefully review each item and check each box to indicate your submission provides the required description of each item.
- 19. Checklist for Submitting a Request to Use DOI Programmatic Clearance for Customer Satisfaction Surveys:** Carefully review each item and check each box to indicate your understanding and concurrence of each requirement.
- 20. Approval Package Content:** Carefully review each item and check each box to indicate your package contains each of the requirement elements listed.

NOTE: Your survey instrument document must show the OMB Control Number 1040-0001 and Expiration Date ####/####, and it **MUST** include the following Statements somewhere on the instrument document (preferably at the bottom of page 1 or at the end of the document):

Paperwork Reduction Act Statement: We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) to **[insert brief justification for collection of information]**. Your response is voluntary and results we will not share them publicly. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. OMB has reviewed and approved this survey and assigned OMB Control Number 1040-0001, which expires **####/####**.

Estimated Burden Statement: We estimate the **[insert type of instrument]** will take you **## minutes** to complete, including time to read instructions, gather information, and complete and submit your response. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, **[Insert Bureau/Office]**, **[Insert mailing address]**.

- 21. Required Certifications:** Completion of all information in this section is required before forwarding your approval package to your bureau/office [ICCO](#) for review and processing.

Question 21A – Ensure the bureau/office statistician reviewing your information collection certifies the request satisfies the requirements of the DOI Programmatic Clearance for Customer Satisfaction Surveys under OMB Control No. 1040-0001.

Question 21B – Ensure the requestor provides the requested contact information needed by the bureau/office and/or Departmental ICCO to resolve questions or concerns.

**JUSTIFICATION FOR SUBMISSION UNDER THE
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ADDITIONAL EXPLANATION

8. Description of customers and services provided

The Partners Program delivers fish and wildlife conservation by supporting voluntary habitat restoration through financial and technical assistance to private landowners.

The survey population for this project includes private landowners who have participated in the Partners Program since January 2000 with Partners projects occurring in one of the 10 states in the southeast region (Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee). To be eligible, individuals must own property where a Partners project was completed in one of the 10 states identified above, but the individual may reside in any other U.S. state.

11. Survey development (Who assisted in survey content development statistics? Was the survey pretested? How did you integrate improvements? Which of the six topic areas did you address?)

Survey development included individuals from Virginia Tech and U.S. Fish and Wildlife Service.

The survey will be pretested with nine individuals from within the survey population to establish the reliability of the survey instrument. Based on the pilot testing data, we will make needed changes to establish the reliability of the questionnaire.

Topic areas addressed in the survey are: Delivery, quality, and value of products, information, and services; and General demographics.

12A. Survey methodology: Respondent universe

The potential respondent universe for this survey includes private landowners or managers who have participated in the Partners Program since January 2000 with Partners projects occurring in one of the 10 states in the southeast region (Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, and Tennessee). Private landowners are considered in this study to be individuals, and do not include non-profit organizations, local governments, or other public-serving entities (e.g. The Nature Conservancy, Montgomery County, Woodford County Elementary School, Boy Scouts of America).

To be eligible, individuals must be the obligated party to fulfil the Partners Program landowner agreement where a Partners project was completed in one of the 10 states identified above, but the individual may reside in any other U.S. state. All participants will be over the age of 18, and there are no exclusion criteria with regard to race, gender, ethnicity, or health status.

12B. Survey methodology: Sampling plan/procedure

The survey will be distributed to the total sample of eligible participants in the survey population, excluding those who participated in pretesting. To determine eligibility, landowner agreement information will be provided by Partners Program field offices within the 10 states in the survey region. These offices will also provide the mailing address information of the survey population.

12C. Survey methodology: Instrument administration

Survey distribution will follow an adapted Tailored Design Method (Dillman, Smyth, & Christian, 2014) for mailed surveys, which includes multiple reminders to best consider the wellbeing of respondents and ensure favorable response rates. These data (the questionnaire responses) will be collected one time and will not be periodic.

All eligible participants will first be contacted using an introductory letter describing the purpose of the study, that future contact will be made, and inviting their voluntary participation.

One to two weeks following the introductory letter, all potential subjects will receive a research packet containing a cover letter including information about informed consent and how to opt out of participation or future contact regarding the study, the questionnaire, and a pre-paid return envelope to return the questionnaire.

Approximately two weeks after the research packet is mailed, a reminder postcard will be sent to all potential subjects.

Approximately two weeks after the reminder postcard, a final reminder and a replacement survey will be distributed to those who have not yet returned a completed questionnaire or indicated they would like to opt out of participation and further contact.

Following survey data collection, ground truthing will occur to assess participants' continuing stewardship behaviors to maintain or further project outcomes. These assessments will be conducted by Partners Program biologists at a small sample of the Partners project sites in each of the 10 states included in the study region, and does not include the involvement of survey participants.

For a number of reasons, we intend to focus on distribution via mail rather than online for this study. First, according to Dillman et al., (2014) mail surveys garner a higher response rate compared to online surveys. Further, Dillman et al. note that it is preferable to reduce variation in distribution methods if possible (Dillman et al., 2014). More specific to our population of interest, the average age of landowner participants in the Partners Program is 60, and this demographic of relatively older rural landowners does not tend to respond to web-based surveys (Dillman et al., 2014). Supporting this assertion, the USFWS Partners Program revised their efforts to enroll landowners from a focus on online enrollment to the use of third parties. These third parties manage the electronic submission of paperwork while interacting with landowners using only hardcopies of the agreement materials. A final consideration of not including a web-based version of the survey at this point is to allow for a distribution schedule to take advantage of a short window of opportunity to reach landowners during a time when they would not be busy operating their land.

Dillman, D.A., Smyth, J.D., and Christian, L.M. (2014). *Surveys: The Tailored Design Method*. Wiley: Hoboken, NJ.

12D. Survey methodology: Expected response rate and confidence levels

Our respondent universe is private landowners and managers who have participated in the Partners Program since January 2000, with Partners projects occurring in one of the 10 states in the southeast region, and for whom we have mailing addresses. This respondent universe provides a study sample size of 1,606. Based on previous research by Milley et al. and Sorice and colleagues, we expect a response rate of about 40%. Given this, the expected sample will be 642 landowners. This sample size will provide a 95% confidence level with 3% margin of error for true population values of closed ended survey questions, assuming maximum heterogeneity in response. This is not ideal, but still considered acceptable in survey research (Dillman et al., 2014).

Dillman, D.A., Smyth, J.D., and Christian, L.M. (2014). *Surveys: The Tailored Design Method*. Wiley: Hoboken, NJ.

12E. Survey methodology: Strategies for dealing with potential non-response bias

To reduce non-response bias, survey distribution will follow an adapted Tailored Design Method (Dillman et al., 2014) for mailed surveys, which includes multiple reminders to best consider the wellbeing of respondents and ensure favorable response rates. Reminders included in this survey are one postcard and one replacement cover letter and questionnaire.

The most significant factors contributing to the response rate is length of the questionnaire and the salience of the questions. The questionnaire was limited to 35 questions. Nearly all questions are close ended with response options customized to the specific population for this study. The survey was formatted for clarity and designed to improve the applicability of each question to the range of potential respondents.

Given that our response rate is expected to be less than 80%, we will conduct an analysis of nonresponse bias as described in Section 3.2 (Nonresponse Analysis and Response Rate Calculation) of the OMB Standards and Guidelines for Statistical Surveys (2006).

Dillman, D.A., Smyth, J.D., and Christian, L.M. (2014). *Surveys: The Tailored Design Method*. Wiley: Hoboken, NJ.

12F. Survey methodology: Description of any pretesting and peer review of the methods and/or instrument

The survey will be pretested with nine participants from within the survey population to establish the reliability of the survey instrument. Pretesting respondents will be contacted by phone or email to give consent to completing the pretest. The questionnaire will then be mailed to the participant for them to complete and return by pre-paid envelope. A follow-up interview will then take place to review the participants' experiences with completing the questionnaire. Based on the pilot testing of data, we will make needed changes to establish the reliability of the questionnaire.

15. Reporting plan

Aggregated results of the survey will be provided to the core team of the study via a peer reviewed project report. Subsequent publications will include peer reviewed journal articles and presentations. A copy of all survey reports will be provided to the Regional Director in the southeast region.

16A. Justification, purpose, and use: Survey justification and purpose

The purpose of this project is to identify attitudinal and situational factors that lead to private landowner participation in the Partners Program, as well as those factors impacting private landowner stewardship behavior during and after the landowner agreement term.

16C. Justification, purpose, and use: Utility to managers

Findings from this study will improve managers' understanding of why wildlife stewardship behaviors cease or continue. Understanding these stewardship behaviors is essential in evaluating the outcomes of the Program's work, as these landowner behaviors promote the habitat conservation contribution of the Partners Program. The results will inform managers of the effectiveness of the Partners Program, allow for comparisons across states and across habitat improvement project types, and help managers make strategic decisions regarding habitat improvement in the southeast region.

16D. Justification, purpose, and use: How will the results of the survey be analyzed and used?

Results of the survey will be used to determine where greater efforts should be given to increase effectiveness of the program, and what land stewardship practices are most likely to be sustained long term. These results will ultimately improve the customer service provided by the Partners Program and will also improve conservation efforts for listed and at-risk species.

16E. Justification, purpose, and use: How will the data be tabulated? What statistical techniques will be used to generalize the results to the entire customer population? How will limitations on use of data be handled? If the survey results in a lower than anticipated response rate, how will you address this when reporting the results?

Questionnaire data will be tabulated and analyzed using Stata data analysis and statistical software. The methods used to analyze the data include regression (logistic, ordinal, or OLS as appropriate) and necessary conditions analysis (Dul, 2016).

Sections A & E (Your property and Demographics) will be used to characteristically identify landowner characteristics to create a typology of landowners using cluster analysis. The items in Section B (Your decision to participate) are informed by self-determination theory, specifically organismic integration theory (Ryan & Deci, 2000). We will use factor analysis to analyze the data and descriptively characterize motivations and deterrents to participation. Additionally, we will use the motivations and deterrents as independent variables, relating them to dependent variables such as: willingness to re-enroll (Section C, Question 19), likelihood of continued conservation work on property (Section C, Question 22), satisfaction with project outcomes (Section D, Question 24), reported stewardship behavior persistence (Section D, Question 27), and intended length of time of continuing stewardship behavior persistence (Section D, Question 30). Section C (Your overall experience with the Program) broadly addresses satisfaction with project outcomes, and items will be used as dependent variables. Section D (Management activities to support your project outcomes) also broadly addresses satisfaction with project outcomes as well as items that represent factors related to stewardship behavior persistence. These items include predictors (e.g. Q24-26) for our dependent variables of reported stewardship behavior persistence and intended length of time of continuing stewardship behavior persistence.

This survey will be approved by Virginia Tech's Institutional Review Board (IRB), which is an administrative body established to protect the rights and welfare of human research subjects recruited to participate in research activities. Researchers on this project will follow all IRB guidelines, including the protection of respondent confidentiality. Identifiable information will be replaced with a numerical code

on the questionnaire and will not be associated with any responses. The file containing the key for names, addresses, and numerical codes, will be encrypted, password protected, and stored on one computer in a locked location that can only be accessed by authorized personnel. Once research is completed, the file containing the names and addresses of the participants will be deleted in order to ensure future confidentiality. Reports and publications that use findings from these data will be carefully reviewed before dissemination to prevent potential release of identifiable information.

Given that our response rate is expected to be less than 80%, we will conduct an analysis of nonresponse bias as described in Section 3.2 (Nonresponse Analysis and Response Rate Calculation) of the OMB Standards and Guidelines for Statistical Surveys (2006). Any limitations of survey findings resulting from a lower than anticipated response rate will be appropriately identified in any reporting of the findings.

Dul, J. (2016). Necessary condition analysis (NCA): Logic and methodology of “necessary but not sufficient causality. *Organizational Research Methods*, 19(1), 10-52.

Ryan, M.R. and Deci, E.L. (2000). Self-determination theory and the facilitation of intrinsic motivation, social development, and well-being. *American Psychologist*, 55(1), 68-78.