



*Independent Statistics & Analysis*

U.S. Energy Information  
Administration

---

# Supporting Statement for Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

## **Part B: Statistical Methods**

---

**OMB No. 1905-0210**

---

May 2022





## Part B: Statistical Methods

Data collection methods and procedures for this Information Collection Request (ICR) will vary; however, the primary purpose of these collections are for internal management purposes; there are no plans to publish or otherwise release the information gathered.

### B.1. Universe and Respondent Selection

The activities under this clearance may involve samples of self-selected customers, as well as convenience samples, and quota samples, with respondents selected either to cover a broad range of customers or to include specific characteristics related to certain products or services. Results will not be used to make statements representative of the universe of study, to produce statistical descriptions (careful, repeatable measurements), or to generalize the data beyond the scope of the sample. The specific sample planned for each individual collection and the method for soliciting participation will be fully described in each collection request submitted to OMB under this generic clearance.

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

The samples 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.

### B.2. Procedures for Collecting Information

Data collection methods and procedures vary and the specifics of these will be provided with each collection request submitted under this generic clearance. EIA uses a variety of methodologies tailored to the specific objectives of these collections. For example, EIA or its contractors may use commercial survey-specific software to automate its collection and analysis of feedback. In addition to physical copies, information collection instruments may be electronically disseminated and/or posted on target pages of EIA's web site. Telephone scripts, personal interviews, and focus groups with professional guidance and moderation are tools EIA also employs to reach specific information collection objectives.

### B.3. Methods to Maximize Response

To maximize response, EIA either places a pop-up survey in a targeted portion of the EIA website or emails survey invitations to entire frames customers relevant to the information EIA seeks.

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.

### B.4. Testing of Procedures

Pretesting may be done with internal staff, a limited number of external colleagues, and/or customers who are familiar with the programs and products. If the number of pretest respondents exceeds nine members of the public, EIA will submit the pretest instruments for review under this generic clearance.

### B.5. Contacts for Statistical Aspects and Data Collection

Staff from EIA's program offices have primary responsibility for information gathering efforts; they are assisted by staff from the Office of Survey Development and Administration Team (SDAT). Questions

concerning the overall effort should be directed to Kenneth Pick (SDAT) at 202-586-5562 or by email [Kenneth.Pick@eia.gov](mailto:Kenneth.Pick@eia.gov).