

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3206-0252)

TITLE OF INFORMATION COLLECTION:

Human Resources Strategy and Evaluation Solutions (HRSES) within the U.S. Office of Personnel Management performs reimbursable assessment work for Federal Agencies. Much of this work includes measuring agency performance, which HRSES does using organizational surveys. This reinstatement was requested by OMB to become a Generic Collection of Program Services Evaluation Surveys includes surveys we currently use and plan to use during the next three years to measure agency performance, climate, engagement, and leadership effectiveness (e.g., Organizational Assessment Survey, Supplemental OPM Federal Employee Viewpoint Survey, New Employee Survey, Exit Survey, New Leaders Onboarding Assessment, Training Needs Assessment Survey and custom Program Evaluation surveys). Each of these surveys measures various key organizational attributes that contribute to or assess performance and Agencies use these surveys to assess effectiveness of specific programs, offices, or entire departments.

PURPOSE:

HRSES has been administering Program Services Evaluation Surveys for several decades. The Organizational Assessment Survey has been administered since 1999. The other surveys were developed more recently. In each case, survey development began with a literature review of academic, practitioner, and relevant regulatory information. A team of OPM research psychologists developed items pools and reviewed the items for clarity, redundancy, and nomological validity. The draft surveys were then pilot tested with agencies and refined based on statistical analyses and client feedback. The original Organizational Assessment Survey was revised using these procedures in 2009. The surveys include standard, benchmarkable items (i.e., items that are identical across administrations) that ensure broad coverage of core dimensions, and custom items that assess specific areas of need and interest. Agencies use the surveys to obtain feedback on organizational performance that is otherwise unavailable. Agencies use the results to target improvement efforts.

HRSES is authorized to collect information by Sections 4702 and 4703 of Title 5, U.S.C.; Section 1128 of the National Defense Authorization Act for Fiscal Year 2004, Public Law 108-136; 5 U.S.C. 1101 note, 1103(a)(5), 1104, 1302, 3301, 3302, 4702, 7701 note; E.O. 13197, 66 FR 7853, 3 CFR 748 (2002); E.O. 10577, 12 FR 1259, 3 CFR, 1954-1958 Comp., p. 218.

DESCRIPTION OF RESPONDENTS:

HRSES does not collect respondent names, Social Security Numbers, IP addresses, or similar identifying information. The surveys are voluntary and there are neither rewards for participating nor sanctions for not participating. HRSES only reports the results to agencies in aggregate, so that no individual can be tied to his or her particular responses. When HRSES uses email addresses to send survey notices, the email addresses are not recorded with the survey responses.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group
- Customer Satisfaction Survey
- Small Discussion 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: _ Bernard J. Nickels, Ph.D.

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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 OPM GOVT-6, Personnel Research and Test Validation Records, [OPM GOVT-6](#).

Gifts or Payments:

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

BURDEN HOURS

Form Name	Form No.	No. of Respondents per year	No. of Responses per Survey	Avg. Burden per Survey (in hours)	Total Annual Burden (in hours)
Organizational Assessment Survey	PSES1	10,000	100	0.25	2,500
Exit Survey	PSES2	150	60	0.17	25.5
Supplemental OPM Federal Employee	PSES3	10,000	100	0.17	1,700

Viewpoint Survey					
New Leaders Onboarding Assessment	PSES4	10	100	0.25	2.5
New Employee Survey	PSES5	100	100	0.17	17
Program Evaluation	PSES6	1,000	100	.25	250
Training Needs Assessment Survey	PSES7	5,000	100	.17	850
Total	n/a	26,260	n/a	n/a	5,345

FEDERAL COST: The estimated annual cost to the Federal government is \$30,000.00

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

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?

The populations surveyed generally consist of Federal employees, but could include employees soon to be onboarded, former employees, Federal contractors, and State and local government employees. In certain program evaluations, the population may consist of students and other non-government recipients of agency services and support. Most surveys use a census methodology; when sampling is needed, simple-random sampling methods are typically used.

The average response rate to these surveys is 50%.

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 Routine Customer Feedback”

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.