

**SUPPORTING STATEMENT FOR
Department of Labor Generic Clearance for the Collection of Qualitative Feedback on
Agency Service Delivery**

OMB CONTROL NO. 1225-0088

B. STATISTICAL METHODS

Data collection methods and procedures will vary. However, the primary purpose of these collections will be for internal management purposes. There are no plans to publish or publicly disseminate this information.

1. Universe and Respondent Selection

The activities under this clearance may involve samples of self-selected customers in addition to convenience samples, quota samples. Respondents selected will either cover a broad range of customers or 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 (i.e. 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 described fully in each collection request.

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

The samples associated with this collection are not subjected to the same scrutiny as scientifically collected samples where estimates are published or otherwise released to the public.

2. Procedures for Collecting Information

Data collection methods and procedures will vary and the specifics of these will be provided with each information collection request. The Agency expects to use a variety of methodologies for these information collections. For example, the Agency or its contractors may use commercial survey-specific software to automate its information collection and any analyses of feedback. In addition to physical copies, information collection instruments may be electronically disseminated and/or posted on target pages of the Agency's web site. Telephone scripts, personal interviews, and focus groups with professional guidance and moderation may also be used.

3. Methods to Maximize Response

Information collected under this generic clearance will not yield generalizable quantitative findings. The data garnered under this clearance can provide useful customer input, but it does not yield data about customer opinions that can or should be generalized.

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, the Agency will submit the pretest instruments for review under this generic clearance.

5. Contacts for Statistical Aspects and Data Collection

Each program will obtain information from statisticians in the development, design, conduct, and analysis of customer/partner service surveys, when necessary. This statistical expertise will be available from agency statisticians and/or from contractors. The Agency will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.