

**Supporting Statement for Paperwork Reduction Act Generic Information Collection
Submissions for
“Generic Clearance for the Collection of Qualitative and Quantitative Feedback on Agency
Service Delivery”**

B. STATISTICAL METHODS

Data collection methods and procedures will vary. The primary purpose of these collections will be for internal management purposes. With the exception of telephone surveys of retirees, participant callers, and premium filers there are no plans to publish or otherwise release this information. The results of surveys will be used as official performance measures in PBGC’s annual performance report. Findings from other information collections will be used for general service improvement but are not for publication or other public release.

1. Universe and Respondent Selection

The activities under this clearance may involve samples of self-selected respondents, as well as convenience samples, and quota samples, with respondents selected either to include a broad range of respondents or to include respondents with specific characteristics related to certain products or services. Results, other than those using the American Customer Satisfaction Index, will not be used to make statements generalizable to the population of interest, to produce descriptive statistics (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 change or improve programs, products, or services. The accuracy, reliability, and applicability of the results of these surveys are adequate for their purposes. However, because the samples associated with this collection are not selected based on statistical principles, the results cannot be used to generalize from the samples to conclusions about the population of interest as a whole.

2. Procedures for Collecting Information

Data collection methods and procedures will vary and the specifics of these will be provided with each collection request. PBGC expects to use a variety of methodologies for these collections. For example, PBGC 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 PBGC’s web site. Telephone scripts and personal interviews developed with professional guidance and focus groups moderated by professionals may also be used.

3. Methods to Maximize Response

Information collected under this generic clearance will include qualitative and quantitative feedback on PBGC's service delivery. By "qualitative feedback" we mean information that provides useful insights on the public's perceptions and opinions. By "quantitative feedback" we mean numeric scores evaluating PBGC services and customer satisfaction using the American Customer Satisfaction Index (ACSI) methodology.

4. Testing of Procedures

Pretesting may be done with PBGC staff, external professionals, or respondents who are familiar with PBGC's programs and products. If the number of pretest respondents exceeds nine members of the public, PBGC will submit the pretest instruments for review under this generic clearance.

5. Guidance on Statistical and Data Collection Aspects of Each Program

Each program will use information from statisticians, researchers, and content specialists in the development, design, conduct, and analysis of customer/partner service surveys, as appropriate. This expertise will be obtained from PBGC staff or contractors, or from the professional research literature on surveys. PBGC will include the names and contact information of persons consulted in the specific information collection requests submitted under this generic clearance.