



## **AGENCY FOR INTERNATIONAL DEVELOPMENT**

### **Agency Information Collection Activities: Proposed Collection; Comment Request;**

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

**AGENCY:** US Agency for International Development (USAID)

**ACTION:** Notice of a request for comments regarding a renewal information collection.

**SUMMARY:** As part of a Federal Government-wide effort to streamline the process to seek feedback from the public on service delivery, we are seeking comment on the development of the following proposed Generic Information Collection Request (Generic ICR): “Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” for approval under the Paperwork Reduction Act (PRA). This notice announces our intent to submit this collection to OMB for approval and solicits comments on specific aspects for the proposed information collection. This option is a fast track for approval to streamline the timing to implement certain types of surveys and related collection of information. USAID uses the approval to cover the instruments of collection (such as a survey, a window pop-up survey, a focus group, or a comment card), which are designed to get customer feedback on USAID service delivery for various programs. This request for approval broadly addresses USAID’s need for information about what our customers think of our services so that we can improve service delivery; specific information collection activities will be incorporated into the approval as the need for the information is identified. For example, when we implement a new program and provide information about the services for the program on our Web site, we may provide a voluntary customer service questionnaire about how well the program is working for our customers, specifically within the area of customer service. USAID is requesting to increase the number of respondents in the fast track approval due to an anticipated increase in the number of

customer respondents responding to customer service surveys that will be sent to a broader scope and greater number of USAID customers.

**DATES:** All comments should be submitted within 60 calendar days from the date of this publication.

**ADDRESSES:** Submit comments by one of the following methods:

Web Site: [www.regulations.gov](http://www.regulations.gov)

Mail comments to: Bureau for Management, Office of Management Services, Information and Records Division M/MS/IRD, by mail to US Agency for International Development, Ronald Reagan Building, Room 2.7 C, 1300 Pennsylvania Ave NW., Washington, DC 20523-2701, or by email to [recordsinquiry@usaid.gov](mailto:recordsinquiry@usaid.gov)

Comments submitted in response to this notice may be made available to the public through [www.regulations.gov](http://www.regulations.gov). For this reason, please do not include in your comments information of a confidential nature, such as sensitive personal information or proprietary information. Please note that responses to this public comment request containing any routine notice about the confidentiality of the communication will be treated as public comments that may be made available to the public notwithstanding the inclusion of the routine notice

**FOR FURTHER INFORMATION CONTACT:**

Sylvia Joyner, Bureau for Management, Office of Management Services, Information and Records Division, U.S. Agency for International Development, Washington DC 20523-2701: Tel 202-712-5007 or via email [sjoyner@usaid.gov](mailto:sjoyner@usaid.gov)

**SUPPLEMENTARY INFORMATION:**

Title and OMB Number: Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

Needs and Uses: The proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner, in accordance with the Administration's commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management. The solicitation of feedback will target areas such as: Timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on the Agency's services will be unavailable. The Agency will only submit a collection for approval under this generic clearance if it meets the following conditions:

- The collections are voluntary
- The collections are low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government
- The collections are noncontroversial and do not raise issues of concern to other Federal agencies

- Any 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 near future
- Personally identifiable information (PII) is collected only to the extent necessary and is not retained
- Information gathered will be used only internally for general service improvement and program management purposes and is not intended for release outside of the agency
- Information gathered will not be used for the purpose of substantially informing influential policy decisions
- Information gathered will yield qualitative information; the collections will not be designed or expected to yield statistically reliable results or used as though the results are generalizable to the population of study

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: The target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential nonresponse bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

Current Actions: Processing Information Collection as Fast Track Generic.

Type of Review: Renewal

Affected Public: Individuals or Households; Business or Other For - Profit; Not-For-Profit Institutions; Farms; Federal Government; State, Local, or Tribal Government

Estimated Annual Number of Respondents: 10,000

Below we provide projected average burden estimates for the next three years: Average

Expected Annual Number of Activities: 100

Average Number of Respondents per Activity: 1,000

Responses per Respondent: 1

Annual Responses: 10,000

Average Minutes per Response: 10 minutes

Annual Burden Hours: 10,000 hours

Frequency: On occasion

Request for Comments: Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or

other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information. All written comments will be available for public inspection on regulations.gov. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget Control Number.

Dated: October 16, 2017

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