

**SUPPORTING STATEMENT – B
REQUEST FOR APPROVAL UNDER
THE PAPERWORK REDUCTION ACT AND 5 CFR 1320**

Collection Title: Customer Service Survey (CSS)

PART B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Describe the potential respondent universe and any sampling or other respondent selection methods to be used. Data on the number of entities in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

The respondent universe are all USAID staff – approximately 10,000. In CY 2022, 4,006 people responded to the surveys (a 34 percent decrease from 2021) with over 20,000 written comments (52 percent increase). USAID anticipates a similar or slightly larger response in 2023.

2. Describe the procedures for the collection of information, including:

USAID does not use sampling for the CSS, but issues the CSS to all Agency staff to highlight the importance of hearing from all staff voices.

3. Describe methods to maximize response rates and to deal with issues of nonresponse. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

The number one driver for response rate is leadership engagement. The PIO team provides communication materials for leadership to use to drive participation. These “asks” range from sending out a calendar invite to all Agency/Bureau/Office staff or using creative techniques – for example, the leadership for one office sang acapella during a team meeting once their office reached a certain participation rate. USAID also issues the “Race to 100” to spur friendly competition among operating units -- where participation rates are updated daily and shared with operating unit leadership.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of test may be submitted for approval separately or in combination with the main collection of information.

NA

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractors, grantees, or other person(s) who will actually collect or analyze the information for the agency.

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