

Notices

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This section of the FEDERAL REGISTER contains documents other than rules or proposed rules that are applicable to the public. Notices of hearings and investigations, committee meetings, agency decisions and rulings, delegations of authority, filing of petitions and applications and agency statements of organization and functions are examples of documents appearing in this section.

AGENCY FOR INTERNATIONAL DEVELOPMENT

Agency Information Collection Activities; Submission to the Office of Management and Budget for Review and Approval; Comment Request; Information Collection Generic Clearance Request for USAID Workforce and Organizational Surveys

AGENCY: Bureau for Management, Office of the Director, (M/MPBP/OD), Agency for International Development (USAID).

ACTION: Notice of information collection; request for comment.

SUMMARY: USAID proposes a generic clearance to collect workforce feedback through surveys, interviews, and focus groups to optimize operations, strengthen organizational health and workforce culture, and improve workforce retention. USAID has a diverse workforce that consists of U.S. direct hires (foreign and civil service) and multiple contract mechanisms with the majority of the workforce belonging to multiple contract mechanisms, including Coordinating Country Nationals, Personal Services Contractors, and Institutional Support Contractors.

DATES: Interested persons are invited to submit comments within 60 days of this notice.

ADDRESSES: You may send comments by email to:

- Email: oscholbe@usaid.gov.

FOR FURTHER INFORMATION CONTACT: Owain Scholbe, Junior Management and Program Analyst, Management Bureau, Office of the Director (M/MPBP/OD), telephone 202-921-5070, or via email at oscholbe@usaid.gov.

SUPPLEMENTARY INFORMATION: In accordance with the Paperwork Reduction Act of 1995 (PRA) (44 U.S.C. 3506(c)(2)(A)), USAID is providing the general public and Federal agencies with an opportunity to comment on the

proposed collection of information. USAID is requesting a general clearance to provide and conduct workforce surveys, interviews, and focus groups with a diverse workforce consisting of numerous hiring mechanisms, including, but not limited to, U.S. direct hires, fellows, interns, Personal Services Contractors, Institutional Support Contractors, Coordinating Country Nationals, and Third Country Nationals. The goal of data collection under this generic clearance is to collect workforce feedback on organizational health, operations, workforce culture, and work environment necessary to strengthen mission readiness and better achieve its development objectives. USAID will only collect data from the approximately 11,000 members of the USAID workforce with minimal collection of personally identifiable information. The total estimated number of annual burden hours for these workforce population surveys is 41,250 hours. USAID will limit analysis and reporting to summary level statistics that will only be available to the internal workforce.

OMB Control Number: TBD.

Dated: October 25, 2023.

Erin Brown,
Deputy Director, M/MPBP.

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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: U.S. Agency for International Development (USAID).

ACTION: Notice of information collection; request for comment.

SUMMARY: In accordance with the Information Collection Review procedures of the Paperwork Reduction Act of 1995 (PRA), the United States Agency for International Development (USAID), is seeking comment on the proposed Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery. The Agency will use surveys and forms to collect, analyze, and interpret information gathered through this generic clearance

to identify strengths and weakness of the current services, information, and to make improvements in customer service.

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

ADDRESSES: Comments submitted in response to this notice should be submitted to the icrteam@usaid.gov.

FOR FURTHER INFORMATION CONTACT: Requests for additional information should be directed to Kelly Hamilton at 202-921-5016, icrteam@usaid.gov.

SUPPLEMENTARY INFORMATION: The proposed information collection activity provides a means to garner qualitative customer and stakeholder feedback in an efficient, timely manner. 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 Agency will collect, analyze, and interpret information gathered through this generic clearance to identify strengths and weaknesses of the current services, information, and make improvements in service delivery based on feedback. 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.

The Agency will only submit a collection for approval under this generic clearance if it meets the following conditions:

- Information gathered will be used only internally for general service improvement and program management