



NRC NEWS

U.S. NUCLEAR REGULATORY COMMISSION

Office of Public Affairs Telephone: 301/415-8200

Washington, D.C. 20555-0001

E-mail: opa.resource@nrc.gov

Site: <http://www.nrc.gov>

No. 10-124

July 9, 2010

NRC TO USE WEB SURVEY TO MEASURE PUBLIC PERCEPTIONS OF AGENCY TRANSPARENCY

As part of its Open Government initiative, the Nuclear Regulatory Commission is adopting a new web survey model to help measure and assess the public's perception of the agency's transparency. The survey, from ForeSee Results, will pop up at random on the NRC's website and ask a brief series of questions about the user's experience with and perceptions of various aspects of the website, including transparency. Other federal government agencies are using the same survey questions to provide metrics on transparency.

The new survey model provides an accurate and precise way to measure how citizens view government transparency and quantify the relationships between online transparency, trust, and the likelihood to participate and collaborate with government agencies. Studies have found that satisfaction with federal websites, in turn, drives increased trust in government, as well as future participation and collaboration.

The NRC encourages visitors to the website to participate in the survey if it appears on their screen to help the agency better serve the public and promote participation in the regulatory process.

###

News releases are available through a free *listserv* subscription at the following Web address: <http://www.nrc.gov/public-involve/listserver.html>. The NRC homepage at www.nrc.gov also offers a SUBSCRIBE link. E-mail notifications are sent to subscribers when news releases are posted to NRC's Web site.