

## Customer Satisfaction Survey (Advance Letter)

Internal Revenue Service  
SE:T:GE:ITG  
P.O. Box 27063  
McPherson Station  
Washington, DC 20038

Dear [insert tribe's name]

The Office of Indian Tribal Governments, within the Internal Revenue Service, has been established to provide all of the services you need in order to fully administer federal tax laws. In addition, we seek to provide tribes with information to further their economic development without risk of federal tax concerns. It is very important that the Office of Indian Tribal Governments understand your opinion of our operations. To get your opinions, we will soon send you a questionnaire to ask you about how well we are doing our job. In the next few weeks, your survey will arrive in the mail.

We hope you will cooperate with us and complete the survey, as your responses will help us better serve your needs in area of federal tax administration. We guarantee that all responses will remain anonymous. We would appreciate it if you would base your responses on your experiences with the Office of Indian Tribal Governments within the past year. Your participation is voluntary and it should take approximately 12 minutes to complete the survey

If you have any questions or comments about this survey please contact us at [Provide Phone Number] or you may write to us at the following address [Insert Address]. You can also contact us if you would like a copy of the survey results. Thank you in advance for spending your valuable time to help the Office of Indian Tribal Governments better serve your needs.

Sincerely,

XXXXXXX  
XXXXXX

Enclosure



TAX EXEMPT AND  
GOVERNMENT ENTITIES DIVISION

**Internal Revenue Service  
SE:T:GE:ITG  
P.O. Box 27063  
McPherson Station  
Washington, DC 20038**

August 1, 2010

Dear

The Office of Indian Tribal Governments at the Internal Revenue Service was established to help Indian tribes address their federal tax matters. During the planning and creation of this office, we received valuable input from Indian tribal governments and tribal associations so we would be better able to understand and meet your specialized needs.

The overall goal of this office is to use partnership opportunities with Indian tribal governments to respectfully and cooperatively meet the needs of both the tribal governments and the federal government and to simplify the tax administration process.

**What are we asking you to do? Complete a survey.**

As part of an ongoing process, we are asking each tribe to complete the attached survey. We would like your responses to be based on experiences your tribe has had with the Office of Indian Tribal Governments within the past year.

We have identified you as the recipient of the survey for your tribe, but ask that you include input from all those who have involvement in federal tax issues and/or have interacted with our office. This would most likely include financial officers, tribal administrators and accountants, payroll officials, casino managers, and similar positions. While several individuals may provide input, only one survey form should be completed. All responses will remain anonymous.

**Response deadline: August 31, 2010**

Please mail us the completed survey by the above response date. A self-addressed stamped envelope is enclosed for your convenience. The survey results will post to our web site at [www.irs.gov/tribes](http://www.irs.gov/tribes) along with a list of opportunities for improvement that we identify during the analysis of the survey results. Surveys conducted in prior years have led to the development of new products and processes to better serve tribal tax needs, so your input is both valued and important.

If you have any questions or comments about this survey please feel free to contact me at (202) 283-9800, or you may write to us at the address shown above. Thank you for your valuable time to help the office of Indian Tribal Governments better serve your needs.

Sincerely,

Christie Jacobs  
Director

Enclosures:

Survey  
Envelope

### Indian Tribal Governments Customer Satisfaction Survey

The Office of Indian Tribal Governments (ITG) within the IRS is asking for your input to help us evaluate how well we are serving your needs. Your responses will help us identify the areas where we can improve our products/services. No identifying information is required, and your response will be kept confidential. Thank you for your input.

**Please read each question carefully, and then mark the appropriate box from the scale (where 1 means "Strongly Agree" and 5 means "Strongly Disagree") to show how much you agree or disagree with each statement.**

The first eight questions will consider how ITG reduces TAXPAYER BURDEN and controls DELIVERY OF INFORMATION to the Tribes.	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
1. It is hard to call and reach the Tribe's assigned Specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The Tribe rarely needs to talk to more than one employee to get an answer to a question.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. It is easy to access the IRS internet site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. It is hard to get tax information by calling the ITG Specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Forms, Publications & other written materials are available on the IRS internet site.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. ITG has specific tax publications that meet tribal information needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Specialist(s) provide explanations the Tribe can understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The IRS internet site is <u>not</u> user friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The following four questions look at the COLLABORATION between ITG and the Tribe.	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
9. The Office of ITG does <u>not</u> assist the Tribe in avoiding penalties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The Office of ITG explains how tax law changes affect the Tribe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The Office of ITG works with the Tribe to help resolve any tax issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Assistance given by the Office of ITG interferes with Tribal sovereignty.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The following four questions measure how ITG manages the RECOGNITION OF GOVERNMENT-TO-GOVERNMENT RELATIONSHIP.	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
13. The Office of ITG seeks to build a respectful relationship.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. The Office of ITG wants to work with the Tribe to administer the tax law.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. The Office of ITG does <u>not</u> clarify tax issues that are unique to the Tribe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. The Office of ITG helps the Tribe comply with the tax law.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The following five questions will consider the HORIZONTAL EQUITY and PROTOCOL of the services provided by ITG.	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
17. The Office of ITG is respectful of Tribal culture.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. The Office of ITG is courteous in its contacts with the Tribe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. The Tribe will contact the Office of ITG when it has a problem and/or question.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. The Office of ITG works with the Tribe on a government-to-government basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. ITG always explains the reason for their compliance contact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The following five questions will measure the ACCURACY, TIMELINESS, and HONESTY of the services provided by ITG.	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
22. The Office of ITG works with the Tribe to explain filing requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. The Office of ITG provides a timely response to the Tribe's questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. The Office of ITG does <u>not</u> keep the Tribe informed of its actions to resolve an issue.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. The Office of ITG fairly applies the tax law to the Tribe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Overall, the Tribe is satisfied with the products and services provided by the Office of ITG.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Please answer YES or NO to the following question:</b>	<b>YES</b> ▼	<b>NO</b> ▼				
27. Within the past year has your tribe had its books and/or records reviewed in a compliance check or examination by ITG?	<input type="checkbox"/>	<input type="checkbox"/>				

If you answered "Yes" to question 27, continue to question 28. If you answered "No", proceed to Comments, question 42.



## **Proposed Script for follow-up phone calls with Tribes**

Survey administrator (places call to Accounting/Finance Department within Tribe). A master sheet of contacts will be maintained to ensure that each non-respondent is contacted only once.

**READ.** Hi, my name is \_\_\_\_\_, and I work for the Office of Indian Tribal Governments within the IRS. *[Verify that you are speaking with a representative from the Accounting/Finance Department. If not, ask the individual to transfer you to this office and/or ask for a contact person/phone number. If the Tribal leadership prefers to designate someone else, you must work with that individual].*

My office recently mailed you a customer satisfaction questionnaire to get your feedback on how well we are serving your needs in the area of federal tax administration.

*[You may need to remind them of who we are and what we have mailed, i.e., we are an office within the IRS that is responsible for helping federally recognized tribes meet their federal tax obligations. Our office recently mailed a questionnaire to their tribe. We want them to let us know how well we are doing our job. This feedback will help us improve the products/services we provide.]*

**READ.** Have you returned the questionnaire to us?

=>**Yes**, thank them for their cooperation and mention the results will be posted on our web site (provide website address). DISCONTINUE CALL.

=>**No**, ask them if they would be willing to take a few minutes to answer the questions over the telephone. It should take no more than 10 minutes.

=>**Yes**, proceed to the questionnaire and read the directions/questions. Periodically remind the respondent of the scale. At the conclusion of the questionnaire, thank the respondent for their time and remind them the survey results will be posted on our web site (provide web site address).

=>**No**, ask them if there would be a better time to call back. If they refuse to cooperate over the phone, you should encourage them to complete the questionnaire that was mailed to them. Thank them for their time. DISCONTINUE THE CALL.