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 anonymous. 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.						
2.	The Tribe rarely needs to talk to more than one employee to get an answer to a question.						
3.	It is easy to access the IRS internet site.						
4.	It is hard to get tax information by calling the ITG Specialist.						
5.	Forms, Publications & other written materials are available on the IRS internet site.						
6.	ITG has specific tax publications that meet tribal information needs.						
7.	Specialist(s) provide explanations the Tribe can understand.						
8.	The IRS internet site is <u>not</u> user friendly.						
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.						
10.	The Office of ITG explains how tax law changes affect the Tribe.						
11.	The Office of ITG works with the Tribe to help resolve any tax issues.						
12.	Assistance given by the Office of ITG interferes with Tribal sovereignty.						
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.						
14.	The Office of ITG wants to work with the Tribe to administer the tax law.						
15.	The Office of ITG does <u>not</u> clarify tax issues that are unique to the Tribe.						
16.	The Office of ITG helps the Tribe comply with the tax law.						
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.						
	The Office of ITG is courteous in its contacts with the Tribe.						
19.	The Tribe will contact the Office of ITG when it has a problem and/or question.						
	The Office of ITG works with the Tribe on a government-to-government basis.						
	ITG always explains the reason for their compliance contact.						
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.						
23.	The Office of ITG provides a timely response to the Tribe's questions.						
24.	The Office of ITG does not keep the Tribe informed of its actions to resolve an issue.						
25.	The Office of ITG fairly applies the tax law to the Tribe.						
	Overall, the Tribe is satisfied with the products and services provided by the Office of ITG.						
Please answer YES or NO to the following question:		YES ▼	NO ▼				
27.	Within the past year has your tribe had its books and/or records reviewed in a compliance check or examination by ITG?	П	П				

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

The following questions ask your opinion regarding your most recent completed ITG examination or compliance check. For each question, <u>regardless of whether you agree or disagree with the final outcome</u>, please mark the appropriate response.

OVERALL SATISFACTION		Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/No Applicab
28.	The Tribe was satisfied with the way ITG handled this case overall.						
29.	The Tribe was satisfied with the length of the examination process, from first notice through resolution.						
30.	The Tribe was satisfied with the way ITG communicated with them throughout the examination.						
INITIAL MEETING For this section please respond based on your interaction with the ITG Specialist at the initial meeting.		Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/No Applicab
31.	The ITG Specialist was courteous.						
32.	The ITG Specialist was knowledgeable.						
33.	The ITG Specialist clearly explained the Examination or Compliance Check process.						
34.	The ITG Specialist listened to the Tribe's concerns.						
SUBSEQUENT INTERACTIONS For this section please complete only if the ITG Specialist asked you to provide additional information after the initial meeting.		Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/No Applicab
35.	The ITG Specialist considered the information provided previously by the Tribe (e.g. during the initial meeting).						
36.	The ITG Specialist explained why additional information was needed.						
37.	The ITG Specialist adequately communicated about the status of the examination or compliance check after the Tribe provided the requested information.						
38.	The ITG Specialist responded timely to the Tribe's inquiries.						
FINAL RESOLUTION		Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/No Applicab
39.	The Examination Report or Compliance Check Closing Letter clearly explained the outcome, including the reason for any adjustments or recommendations.						
40.	The closing letter or closing conference addressed steps that could minimize future problems.						
41.	The method of the Examination of Compliance Check (correspondence, telephone, or in person interview) was conducive to the timely and accurate completion of the task.						
	IMENTS se add any comments you wish to make, including examples/ideas of how ITG could	l better ass	sist you	:			
42.							

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.