

## 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.	<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"/>

**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?	<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.**

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

OVERALL SATISFACTION

Table with 7 columns: Question, Strongly Agree 1, Agree 2, Neutral 3, Disagree 4, Strongly Disagree 5, Don't Know/Not Applicable. Rows 28-30.

INITIAL MEETING For this section please respond based on your interaction with the ITG Specialist at the initial meeting.

Table with 7 columns: Question, Strongly Agree 1, Agree 2, Neutral 3, Disagree 4, Strongly Disagree 5, Don't Know/Not Applicable. Rows 31-34.

SUBSEQUENT INTERACTIONS For this section please complete only if the ITG Specialist asked you to provide additional information after the initial meeting.

Table with 7 columns: Question, Strongly Agree 1, Agree 2, Neutral 3, Disagree 4, Strongly Disagree 5, Don't Know/Not Applicable. Rows 35-38.

FINAL RESOLUTION

Table with 7 columns: Question, Strongly Agree 1, Agree 2, Neutral 3, Disagree 4, Strongly Disagree 5, Don't Know/Not Applicable. Rows 39-41.

COMMENTS

Please add any comments you wish to make, including examples/ideas of how ITG could better assist you:

42. [Horizontal lines for writing comments]