

**SUPPORTING STATEMENT for Paperwork Reduction Act Generic Information
Approval Request to Conduct Customer Satisfaction Research
IRS**

**IRS SPEC Partner Over-the Phone Interpreter Customer Satisfaction Survey
October 18, 2011**

A. JUSTIFICATION

1. Circumstances Making the Collection of Information Necessary

The Media and Publication (M&P) Division of the IRS in partnership with the Stakeholder, Partnership, Education and Communication (SPEC) is conducting a customer survey to measure customer satisfaction with their use of over-the phone interpreter (OPI) translation service. OPI is used IRS SPEC Volunteer Income Tax Assistance (VITA) sites to assist limited English proficient taxpayers who cannot communicate effectively in English to resolve their tax issues. Feedback from customers is important in order to assess OPI and to take improvement actions if necessary.

The survey instruments will be used to determine the customer satisfaction of SPEC VITA partners and taxpayers.

2. Purpose and Use of the Information Collection

- The primary goals of the survey are to survey SPEC VITA partners and external customers who use OPI to determine how satisfied they are with the service and if the service improved their visit at the SPEC/VITA site.

3. Consideration Given to Information Technology Sample Design

The questionnaire will be administered in person when taxpayers visit SPEC/VITA sites. . In addition, SPEC partners who assisted the taxpayers that used the service will be asked to take the survey as well so IRS can gather information from each type of user.

4. Efforts Not to Duplicate Research

This is the only study conducted by the IRS to measure the satisfaction of SPEC partners and taxpayer that use the OPI service at the SPEC/VITA sites.

5. Reducing the Burden on Small Entities Expected Response Rate

The SPEC Partner OPI Customer Satisfaction Survey has been designed to minimize burden. The time that a respondent takes to complete the survey has been carefully considered and only the most important areas are being surveyed. The average time of survey completion for the survey is expected to be 5 minutes. We have made every attempt in designing this survey to maximize response rate. Burden estimates are based on a 30% response rate.

6. Consequences of Not Conducting Collection

Wage & Investment's SPEC Division of the IRS will not be able to measure external customer satisfaction with OPI. Feedback from customers is important in order to assess perceptions of the OPI service to help develop service improvement actions. If the survey is not conducted, the

primary goals of the M&P organization to survey external customers who use the OPI service to improve the service will not be achieved.

7. Special Circumstances

There are no special circumstances. The information collected will be voluntary and will not be used for statistical purposes

8. Consultations with Persons Outside

N/A

9. Payment of Gift

N/A

10. Confidentiality

All participants will be subject to the provisions of the Taxpayer Bill of Rights II during this study and the M&P will ensure that all participants are treated fairly and appropriately.

The security of the data used in this project and the privacy of taxpayers will be carefully safeguarded at all times. Security requirements are based on the Computer Security Act of 1987 and Office of Management and Budget Circular A-130, Appendices A & B. Physical security measures include a locked, secure office. Notes are stored in locked cabinets or shredded. Data security at the C-2 level is accomplished via the Windows NT operating system. Systems are password protected, users profiled for authorized use, and individual audit trails generated and reviewed periodically.

The IRS will apply and meet fair information and record-keeping practices to ensure privacy protection of all taxpayers. This includes criteria for disclosure—laid out in the Privacy Act of 1974, the Freedom of Information Act, and Section 6103 of the Internal Revenue Code—all of which provide for the protection of taxpayer information as well as its release to authorized recipients.

The survey will not contain tax return or taxpayer information. Survey participants will not be identified in any of the documents or files used for this project. We will limit and control the amount of information we collect to those items that are necessary to accomplish the research questions. We will carefully safeguard the security of data utilized as well as the privacy of the survey respondents. We will apply the fair information and record-keeping practices to ensure protection of all survey respondents. The criterion for disclosure laid out in the Privacy Act, the Freedom of Information Act, and section 6103 of the Internal Revenue Code provides for the protection of information as well as its releases to authorized recipients.

11. Sensitive Nature

No questions will be asked that are of personal or sensitive nature.

12. Burden of Information Collection

The SPEC OPI Customer Satisfaction Survey has been designed to minimize burden. The time that a respondent takes to complete the survey has been carefully considered and only the most important areas are being surveyed.

Customer Survey

Survey: 500 x 3 min = 25 hrs

SPEC Partner Survey

Survey: 500 x 3 min = 25 hrs

TOTAL BURDEN = 50 hours

Total Estimated Response Rate: 30%

13. Costs to Respondents

N/A

14. Costs to Federal Government \$2,000 to print and mail the surveys to each SPEC site in the study.

15. Reason for Change

N/A

16. Tabulation of Results, Schedule, and Analysis Plans

SPEC taxpayers that use the OPI service will be asked to take the survey at a SPEC partner VITA location. In addition, SPEC partners who assisted the taxpayers that used the service will be asked to take the survey as well so IRS can gather information from each type of user.

With regard to the low response rate, the IRS will assume that all data collected from this survey is **qualitative in nature**, and that no critical decisions will be made by this office solely from the analysis of data from this survey. The results from this survey are simply one piece of a larger set of information needed to assess the needs related to services provided by the IRS. IRS will hold the identities of respondents private to the extent permitted by law.

17. Display of OMB Approval Date

N/A

18. Exceptions to Certification for Paperwork Reduction Act Submissions

These activities will comply with the requirement in 5 CFR 1320.9.

19. Dates collection will begin and end

January 17, 2012 – April 30, 2012

B. STATISTICAL METHODS

Data collection methods and procedures will vary; however, the primary purpose of these collections will be for internal management purposes; there are no plans to publish or otherwise release this information. The SPEC OPI Partner satisfaction survey is attached. The survey asks respondents to evaluate various aspects of the OPI service. The results should facilitate more effective OPI services of by providing insight from the customer's perspective about possible improvements. The surveys include several rating questions evaluating the OPI

service. Satisfaction questions will utilize a 5-point rating scale, with 1 being very dissatisfied and 5 being very satisfied.

1. Universe and Respondent Selection

SPEC partners and the taxpayers they serve will be asked to take the survey after using the OPI service.

2. Procedures for Collecting Information

IRS M&P Division will be responsible for collecting the data and conducting data analysis. The SPEC sites will mail the completed surveys to M&P for this input and analysis.

3. Methods to Maximize Response

IRS will attempt to achieve an overall 30% response rate in the surveys. We have enhanced protocols to maximize the response rate. We plan to hold training for the SPEC partners on survey administrations and the purpose of the survey. In addition, we plan to send OPI posters and information cards to each site for additional information and support. M&P and SPEC employees will also be available to offer assistance.

4. Testing of Procedures

Pretesting will not be conducted.

5. Contacts for Statistical Aspects and Data Collection

For questions regarding the study, questionnaire design or statistical methodology, contact:

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