

Supporting Statement
Approval Request to Conduct Customer Satisfaction Research
(OMB #1545-1432)

TAS: Video Conferencing Survey

A. JUSTIFICATION

1. Circumstances Making the Collection of Information Necessary

Executive Order 12862 requires all government agencies to survey their customers, and incorporate customer preferences in their process improvement efforts.¹

The Taxpayer Advocate Service (TAS) will survey taxpayers who use our new Virtual Conferencing service. TAS will use the information collected to determine taxpayers' satisfaction with this new form of service. The use of Virtual Conferencing to serve taxpayers is a relatively new development. As such, TAS has very little data on how taxpayers will react to this new service. TAS is also interested in determining if the use of Virtual Conferencing is an effective means of communicating with taxpayers.

2. Purpose and Use of the Information Collection

It is through this process that the Taxpayer Advocate Service is able to establish and maintain an awareness of customer expectations, to identify gaps between customer expectations and organizational performance, and to better calibrate its services to meet customer expectations. Data collected will help TAS measure taxpayers' comfort with using a new technology. If successful, TAS will have an additional tool for reaching taxpayers in geographic area that may not be locally near a TAS Local Office. It is the intent of TAS to leverage new technologies to ensure taxpayers have an efficient means of reaching us.

TAS will collect, analyze, and interpret information gathered to identify strengths and weaknesses of using Virtual Conferencing. The solicitation of feedback will target areas such as: effectiveness of using the equipment; taxpayers' comfort with the new technology; and the taxpayers' ability to discuss their concerns and or problems.

3. Consideration Given to Information Technology

TAS will use a "scanable" survey to facilitate the processing of the survey responses. The survey itself will be in a paper format. This will allow the respondents to take the survey home with them if they do not have time to complete it at the IRS site. Taxpayers will be provided with self addressed stamped envelopes.

4. Duplication of Information

No similar data are gathered or maintained by TAS or are available from other sources known to TAS.

¹ Reference: <http://govinfo.library.unt.edu/npr/library/direct/orders/2222.html>

5. Reducing the Burden on Small Entities

Small business or other small entities will only be involved if they decide to use the Virtual Conferencing option. TAS will minimize the burden on them by offering them a choice of using the Virtual Conferencing.

6. Consequences of Not Conducting Collection

Without this type of feedback, TAS will not have timely information to evaluate the use of Virtual Conferencing as a means of communicating with taxpayers.

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 TAS.

Not applicable.

9. Payment or Gift

TAS will not provide payment or other forms of remuneration to respondents of its customer satisfaction survey.

10. Confidentiality

TAS will not ask for any information that could be used to identify the taxpayers on the survey. For example, TAS will use self addressed stamped envelopes that do not require a taxpayer's address. TAS has designed the survey to ensure that no personally identifiable information (PII) is captured on the survey.

11. Sensitive Nature

No questions will be asked that are of a personal or sensitive nature. We do ask questions about age and income, however, these questions are routinely asked as part of other customer satisfaction surveys.

12. Burden of Information Collection

We will collect our information via written survey responses. We expect to invite just 80 people to participate, and we expect that one of every three will take the survey. This yields an annual burden of 5.33 hrs.

Estimated Annual Reporting Burden

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Individuals who are invited to participate	80	--	1 minute or less	1.33 hrs.
Individuals who complete the survey	24	--	10 minutes	4 hrs.
Totals				5.33 hrs

13. Costs to Respondents

No costs are anticipated.

14. Costs to Federal Government

The anticipated cost to the Federal Government is approximately \$70.00. This figure comprises printing and postage costs.

15. Reason for Change

NA.

16. Tabulation of Results, Schedule, Analysis Plans

Feedback collected provides useful information, but it does not yield data that can be generalized to the overall population. Findings will be used for general service improvement, but are not for publication or other public release.

17. Display of OMB Approval Date

We are requesting no exemption.

18. Exceptions to Certification for Paperwork Reduction Act Submissions

These activities comply with the requirements in 5 CFR 1320.9.

19. Dates collection will begin and end

Dec 2011 - Aug 2012

B. STATISTICAL METHODS

1. Universe and Respondent Selection

TAS will take a convenience sample.

2. Procedures for Collecting Information

TAS will use a written survey for purposes of responding to the survey.

3. Methods to Maximize Response

TAS will use a bulletin board to announce the survey and encourage respondents to participate in the survey.

4. Testing of Procedures

TAS has internally reviewed the survey to ensure it's completeness and accuracy. It is not expected that the procedures will require testing.

5. Contacts for Statistical Aspects and Data Collection

TAS Research will assist in consolidating the data and analyzing the responses.