

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. This survey is voluntary. We estimate it will take you 10 minutes to complete the survey. 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	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
28. The Tribe was satisfied with the way ITG handled this case overall.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. The Tribe was satisfied with the length of the examination process, from first notice through resolution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. The Tribe was satisfied with the way ITG communicated with them throughout the examination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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/Not Applicable
31. The ITG Specialist was courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. The ITG Specialist was knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. The ITG Specialist clearly explained the Examination or Compliance Check process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. The ITG Specialist listened to the Tribe's concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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/Not Applicable
35. The ITG Specialist considered the information provided previously by the Tribe (e.g. during the initial meeting).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. The ITG Specialist explained why additional information was needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. The ITG Specialist adequately communicated about the status of the examination or compliance check after the Tribe provided the requested information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. The ITG Specialist responded timely to the Tribe's inquiries.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FINAL RESOLUTION	Strongly Agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5	Don't Know/Not Applicable
39. The Examination Report or Compliance Check Closing Letter clearly explained the outcome, including the reason for any adjustments or recommendations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. The closing letter or closing conference addressed steps that could minimize future problems.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

42. _____



TAX EXEMPT AND
GOVERNMENT ENTITIES DIVISION

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
Office of Indian Tribal Governments
55 North Robinson
S:T:GE:ITG:7271
Oklahoma City, OK 73102-9226

April 15, 2010

Dear

The Office of Indian Tribal Governments 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: June 30, 2013

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 along with a list of opportunities for improvement that we identify during the analysis of the survey results. This survey is voluntary, but we hope you will participate. 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

The ITG Customer Satisfaction Survey is coming this April!

The IRS established the Office of Indian Tribal Governments 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.

As part of this ongoing process, we are asking each tribe to complete a survey about their experiences with the ITG in the past year. We will mail the survey to the designated tribal leader in early April, with responses due by June 30, 2013. All responses remain anonymous.

The survey results will post to our [website](#). This survey is voluntary, but we hope you will participate. 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 concerns about the survey, please contact your designated [ITG Specialist](#).

Have you completed your 2013 ITG Customer Satisfaction Survey?

We sent the 2013 ITG Customer Satisfaction Survey to each designated trial leader in mid April. With a due date of 6/30/2013, there is still time to submit your survey. This survey is part of our ongoing process to partnership with tribes to help us meet the needs of both tribal governments and the federal government. All responses remain anonymous.

The survey results will post to our [website](#). Although the survey is voluntary, 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. Some examples of these are:

- New publications developed specifically for tribal customers
- Changes to the ITG Website
- Special compliance processes for smaller entities such as Alaska villages and Navajo chapters

If you have any questions or concerns about the survey, please contact your designated [ITG Specialist](#).