

Office of Management and Budget (1545-2250)  
Customer Satisfaction Research for Continuous (Annual) Surveys

## DESCRIPTIONS

**Control #:** BU-12-368

**Purpose:** The objectives of this study were to identify what CCE staff and managers can do to improve customer service, and track taxpayer's satisfaction with components of CCE service over time. The key goals of the CCE Customer Satisfaction Mail Survey are to gauge customer expectations and perceptions about the Compliance Center Examination (CC Exam) process.

**Control #:** BU-12-376

**Purpose:** This research is being conducted as part of the IRS agency-wide initiative to monitor and improve taxpayer satisfaction with its services provided. The objectives of this study are to—1. Identify what Appeals staff and managers can do to improve customer service; 2. Track customer satisfaction with the Appeals' process over time.

**Control #:** BU-13-391

**Purpose:** The objective of this study was to guide LB&I on how to achieve audit process goals and improve the taxpayer experience. To identify improvement priorities in key attributes of the audit experience that aligns with LB&I's strategic goals: Collaboration/Fairness, Transparency, Certainty and Administrative Burden. Also to understand the taxpayer experience in more depth through Voice of Taxpayer analysis of text commentary

**Control #:** BU-13-392

**Purpose:** To obtain detailed insights from LB&I taxpayers of their pre-filing, filing and post-filing experiences with the IRS. This study includes a previously un-surveyed group of taxpayers – those that have not undergone audits with the IRS.

**Control #:** BU-13-395

**Purpose:** The overall objective of this task is to administer the English and Spanish versions of the Taxpayer Experience Survey to survey customers regarding their pre-filing, filing, and post-filing experiences, needs, and preferences. The key goals of this research are to determine pre-filing, filing, and post-filing experiences, needs, and preferences, and to identify service needs of W&I taxpayers.

**Control #:** BU-13-400

**Purpose:** To measure the satisfaction of taxpayers who received assistance from TAS in resolving their tax issues.

**Control #:** BU-13-402

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what Field Collection staff and managers can do to improve customer service, and to track customer satisfaction with Field Collection's progress over time.

**Control #:** BU-13-403

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what Field Exam staff and managers can do to improve customer service, and to track customer satisfaction with Field Exam's progress over time.

**Control #:** BU-13-404

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what Excise Tax staff and managers can do to improve customer service, and to track customer satisfaction with Excise Tax's progress over time.

**Control #:** BU-13-405

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what Estate and Gift Tax staff and managers can do to improve customer service, and to track customer satisfaction with Estate and Gift Tax's progress over time.

**Control #:** BU-13-406

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what Employment staff managers can do to improve customer service, and to track customer satisfaction with Employment's progress over time.

**Control #:** BU-13-407

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what CSCO staff and managers can do to improve customer service, and to track customer satisfaction with CSCO's progress over time.

**Control #:** BU-13-408

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what ACS staff and managers can do to improve customer service, and to track customer satisfaction with ACS's progress over time.

**Control #:** BU-13-409

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what CCE staff and managers can do to improve customer service, and to track customer satisfaction with CCE's progress over time.

**Control #:** BU-13-410

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what CCE staff and managers can do to improve customer service, and to track customer satisfaction with CCE's progress over time.

**Control #:** BU-13-411

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what AUR staff and managers can do to improve customer service, and to track customer satisfaction with AUR's progress over time.

**Control #:** BU-13-412

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what AUR staff and managers can do to improve customer service, and to track customer satisfaction with AUR's progress over time.

**Control #:** BU-13-414

**Purpose:** The objective of this research is to track ongoing satisfaction among CAP customers and to identify top improvement priorities. Taxpayer feedback on the expanding CAP program will assist the Large Business and International (LB&I) Division in refining the service elements of the program.

**Control #:** BU-13-418

**Purpose:** This research is being conducted as part of the IRS agency-wide initiative to monitor and improve customer satisfaction with the service provided. In addition, this effort seeks to assess SPEC Partner Groups' satisfaction and dissatisfaction with the support, products, and services that SPEC provides. And finally, this research provides customized feedback to SPEC on key drivers of partner satisfaction and high-leverage areas that provide the greatest improvement potential.

**Control #:** BU-13-420

**Purpose:** This research is being conducted as part of the IRS agency-wide initiative to monitor and improve taxpayer satisfaction with the service provided. The objectives of this study are: Customer satisfaction with help desk services (including call handle/hold times, accuracy of assistor responses, etc.); Customer needs (including preferred method of contact); and work processes that need improvement

**Control #:** BU-13-421

**Purpose:** The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public.

**Control #:** BU-13-422

**Purpose:** This research is being conducted as part of the IRS agency-wide initiative to monitor and improve customer satisfaction with the service provided. Improving agency programs requires ongoing assessment of service delivery, by which we mean systematic review of the operation of a program compared to a set of explicit or implicit standards, as a means of contributing to the continuous improvement of the program. W&I will employ a contractor to collect, analyze, and interpret information gathered to identify strengths and weaknesses of current Injured Spouse services and make improvements in service delivery based on feedback. The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of service offered to the public. If this information is not collected, vital feedback from customers and stakeholders on Injured Spouse services will be unavailable.

**Control #:** BU-13-423

**Purpose:** The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of phone services offered to the public.

**Control #:** BU-13-424

**Purpose:** The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, efficiency of service delivery, and resolution of issues with service delivery. Responses will be assessed to plan and inform efforts to improve or maintain the quality of phone services offered to the public.

**Control #:** BU-13-425

**Purpose:** This feedback will provide insights into customer perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of services.

**Control #:** BU-13-426

**Purpose:** The purpose of the Field Assistance customer satisfaction survey is to survey external customers on an on-going basis regarding their expectations of the TAC offices; to track customer satisfaction at all TAC offices nationwide; and to identify customer satisfaction improvement opportunities.

**Control #:** BU-13-430

**Purpose:** The objectives of this study were to identify what CCE staff and managers can do to improve customer service, and track taxpayer's satisfaction with components of CCE service over time. The key goals of the CCE IVR Customer Satisfaction Survey are to investigate what specific actions IRS can take to improve customer satisfaction with the current CCE-IVR W&I service and to gauge the effectiveness of changes to the CCE Toll-free W&I service.

**Control #:** BU-13-433

**Purpose:** The purpose of this study was to identify what Innocent Spouse staff and managers can do to improve customer service and to track taxpayers' satisfaction.

**Control #:** BU-13-434

**Purpose:** To identify what Innocent Spouse staff and managers can do to improve customer service and track Innocent Spouse taxpayers' satisfaction.

**Control #:** BU-13-437

**Purpose:** This research was conducted as part of the IRS agency-wide initiative to monitor taxpayer satisfaction with the service provided. The objectives of this study were to identify what ACSS staff and managers can do to improve customer service, and to track customer satisfaction with ACSS's progress over time.

**Control #:** BU-13-438

**Purpose:** The primary goals of the survey are to survey external customers who use the documents and services provided by M&P (i.e., individual taxpayers, business taxpayers, tax preparers and forms distributors). More specifically to assess the level of customer satisfaction with M&P's products and services; provide M&P with suggestions for product and service improvements; produce actionable results that can be used to improve specific products and business processes; and generate an understanding of customer satisfaction with all aspects of a document (e.g., ease of use, readability, clarity of language) or service (forms distribution).

**Control #:** BU-13-439

**Purpose:** TE/GE collects feedback from the surveys to track customer satisfaction over time and identify improvement opportunities.