

## **Justification for change under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1545-2274)**

### **PURPOSE:**

To assist the Agency in accomplishing the goal outlined in the Strategic Plan, the Wage and Investment Division continuously maintains a "customer-first" focus through routinely soliciting information concerning the needs and characteristics of its customers and implementing programs based on the information received. W&I Strategies and Solutions (WISS) is developing the implementation of a Behavioral Laboratory to identify, plan and deliver business improvement processes that support fulfillment of the IRS strategic goals.

The collection of information through the Behavioral Laboratory is necessary to enable the Agency to garner customer and stakeholder feedback in an efficient, timely manner, in accordance with the commitment to improving taxpayer service delivery. The information collected from customers and partners will help ensure that users have an effective, efficient, and satisfying experience while engaging with the Agency's programs. Additionally, this feedback will provide insights into customer or partner 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 products or services. The proposed studies will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow WISS to contribute directly to the improvement of program management and services offered to taxpayers. Information obtained through these research approaches is essential, as findings from such studies will be used for program evaluation, process improvement, and to identify taxpayer needs, preferences and behavior.

**CHANGE IN BURDEN:** IRS previously requested a ceiling of 22,050 hours under this generic ICR, however due to a data entry error in the original request, the entire approved burden was inadvertently used up in the initial submission, leaving none available for future Generic ICs. Additionally, since this was a new generic ICR, actual future usage was uncertain. As a result, IRS is requesting that the ceiling for total respondent burden during this three-year approval period be raised to 150,000 (50,000 annually) hours. This will allow sufficient ceiling for planned and future surveys to be submitted as Generic ICs.

This would result the approved ceiling being increased by 124,800 responses and 127,950 burden hours.

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