

# Media & Publications - External Customer Satisfaction Survey (ECSS)

## 2024 Business Taxpayer Survey

### Privacy Act and Paperwork Reduction Act Notice

Our authority for requesting information with this survey is 5 U.S.C Section 301, and 26 U.S.C Sections 7801, 7803 and 7805. This information will help the IRS improve services to taxpayers and tax professionals.

We estimate that it will take 15 minutes to complete this survey, including time for reviewing instructions. Providing the information is voluntary; not providing all or part of the information requested will have no impact on you but may reduce our ability to address concerns regarding taxpayer and tax professional experience.

Paperwork Reduction Act Notice: The Paperwork Reduction Act requires that the IRS display an OMB Control Number on all public information requests. The OMB Control Number for this study is 1545-1432. If you have any comments regarding the time estimate associated with completing the survey or suggestions for making this process simpler, please write to the: Internal Revenue Service, Special Services Section, C:DC:TS:CAR:MP:T:M:S – Room 6526, 1111 Constitution Ave. NW, Washington, DC 20224.

1. Overall, how would you rate your satisfaction with the IRS on federal tax forms, instructions and publications?
  - ☐ Very Dissatisfied
  - ☐ Dissatisfied
  - ☐ Neither Satisfied nor Dissatisfied
  - ☐ Satisfied
  - ☐ Very Satisfied
  
2. Did you or someone else in your business prepare your business's 2023 federal income tax return?
  - ☐ Yes Continue the survey.
  - ☐ No Please answer only this item and return the survey in the envelope provided.
  
3. Please rate your satisfaction with each of the following federal tax forms that you used for your business's 2023 federal income tax return. If you didn't use a form, please select "Not Applicable/Didn't Use."

|  | Very<br>Dissatisfi<br>ed | Dissatisfi<br>ed | Neither<br>Satisfied<br>nor<br>Dissatisfi<br>ed | Satisfied | Very<br>Satisfied | Not<br>applicable/Didn't<br>Use |
|--|--------------------------|------------------|---|-----------|-------------------|---------------------------------|
|  |                          |                  |   |           |                   |                                 |

|  | (1) | (2) | (3) | (4) | (5) | (N/A) |
|--|-----|-----|-----|-----|-----|-------|
| A. Form 1120, U.S. Corporation Income Tax Return                             | (1) | (2) | (3) | (4) | (5) | (N/A) |
| B. Form 1120-S, U.S. Income Tax Return for an S Corporation                  | (1) | (2) | (3) | (4) | (5) | (N/A) |
| C. Form 1065, U.S. Return of Partnership Income                              | (1) | (2) | (3) | (4) | (5) | (N/A) |
| D. Form 1040, Schedule C, Profit or Loss from Business (Sole Proprietorship) | (1) | (2) | (3) | (4) | (5) | (N/A) |
| E. Form 1040, Schedule E, Supplemental Income and Loss                       | (1) | (2) | (3) | (4) | (5) | (N/A) |
| F. Form 1040, Schedule F, Profit or Loss from Farming                        | (1) | (2) | (3) | (4) | (5) | (N/A) |
| G. Other (please specify):   |     |     |     |     |     |       |

4. Please tell us how we can improve the federal tax forms and schedules you rated as “Very Dissatisfied” or “Dissatisfied.”

5. How would you prefer to receive communications about changes to federal tax forms, instructions and publications from the IRS?

- ☐ IRS.gov
- ☐ Social media
- ☐ Email
- ☐ Other (Please specify):

6. Did you use the electronic version of any federal tax forms at IRS.gov to complete your business’s 2023 federal income tax return?

- ☐ Yes. I filled out an electronic federal tax form at IRS.gov.
- ☐ Yes. I printed a federal tax form from IRS.gov and filled it out.
- ☐ No. I didn’t use an electronic version of any federal tax form from IRS.gov.

7. What format of the instructions and publications found at IRS.gov are most beneficial?
- ☐ HTML (online)
  - ☐ PDF (online)
  - ☐ eBook
  - ☐ I didn't use an electronic version of any federal tax product at IRS.gov.
8. Are you aware that eBook versions of many IRS publications and instructions are available for mobile devices?
- ☐ Yes - I used one or more to help prepare my business's 2023 federal income tax return.
  - ☐ Yes - I am aware of the eBooks but didn't use them.
  - ☐ No

9. Which mobile device or tablet did you use, if any, to access any of the following IRS tax products? (Select all that apply):

|              | Smartphone<br>(1) | Tablet<br>(2) | Did not use either a mobile device or tablet to access tax products.<br>(3) |
|--------------|-------------------|---------------|---|
| Tax Forms    | (1)               | (2)           | (3)   |
| Instructions | (1)               | (2)           | (3)   |
| Publications | (1)               | (2)           | (3)   |

10. If the IRS produced an updated electronic version of tax forms that makes it easier to fill out a form and submit it on a mobile device (cell phone or tablet), how likely are you to use this method to submit a tax form on your mobile device?

|               |          |                             |        |             |
|---------------|----------|-----------------------------|--------|-------------|
| Very Unlikely | Unlikely | Neither Likely nor Unlikely | Likely | Very Likely |
|---------------|----------|-----------------------------|--------|-------------|

|     |     |     |     |     |
|-----|-----|-----|-----|-----|
| (1) | (2) | (3) | (4) | (5) |
| (1) | (2) | (3) | (4) | (5) |