

## IRS CUSTOMER EXPERIENCE SURVEY

### Employment Tax

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than 5 minutes to complete. If you have any questions about this survey, you may contact the Survey Helpdesk at [SBSE.CXSurvey@irs.gov](mailto:SBSE.CXSurvey@irs.gov).

#### Privacy and Paperwork Reduction Act Notice

Our authority for requesting information with this survey is U.S.C. Section 301, and 26 U.S.C. Sections 7801, 7803, and 7805. The information you provide allows the IRS to analyze interactions between the IRS and taxpayers. This information will also help us to improve taxpayer service. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes. The information that you provide will be protected as required by law. We estimate that it will take less than 5 minutes to complete this survey, including the time for reviewing instructions and completing the collection of information. 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 taxpayer concerns regarding taxpayer service. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB number for this survey is 1545-1432. Send comments regarding this burden estimate for completing the survey or any other aspect of this collection of information, including suggestions for reducing this burden to: IRS, Special Services Section, SE:W:CAR:MP:T:M:SP, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

#### Employment Tax Customer Experience

The following questions ask your opinion about how the IRS handled your recent Employment Tax examination. For each question, **regardless of whether you agree or disagree with the final outcome**, please indicate your answer by checking the box that best represents your opinion. If a question does not apply to you, please mark "Don't Know Not Applicable."

1. First, think about your experiences **throughout the examination process**. Please rate your satisfaction with the following (*choose one response for each question*):
  - a. Length of the examination process from start to finish
    - Very Dissatisfied
    - Somewhat Dissatisfied
    - Neither Dissatisfied nor Satisfied
    - Somewhat Satisfied
    - Very Satisfied

- £ Don't Know/Not Applicable
  - b. Amount of time you had to spend on the examination process
    - £ Very Dissatisfied
    - £ Somewhat Dissatisfied
    - £ Neither Dissatisfied nor Satisfied
    - £ Somewhat Satisfied
    - £ Very Satisfied
    - £ Don't Know/Not Applicable
  - c. Fairness of treatment during the examination
    - £ Very Dissatisfied
    - £ Somewhat Dissatisfied
    - £ Neither Dissatisfied nor Satisfied
    - £ Somewhat Satisfied
    - £ Very Satisfied
    - £ Don't Know/Not Applicable
  - d. How well the IRS kept you informed of the status of your case
    - £ Very Dissatisfied
    - £ Somewhat Dissatisfied
    - £ Neither Dissatisfied nor Satisfied
    - £ Somewhat Satisfied
    - £ Very Satisfied
    - £ Don't Know/Not Applicable
2. Next, consider **your interactions with the auditor and other IRS employees**. Please rate your satisfaction with the following (*choose one response for each question*):
- a. Auditor's tax knowledge
    - £ Very Dissatisfied
    - £ Somewhat Dissatisfied
    - £ Neither Dissatisfied nor Satisfied
    - £ Somewhat Satisfied
    - £ Very Satisfied
    - £ Don't Know/Not Applicable
  - b. Time your auditor took to respond to your questions
    - £ Very Dissatisfied
    - £ Somewhat Dissatisfied
    - £ Neither Dissatisfied nor Satisfied
    - £ Somewhat Satisfied
    - £ Very Satisfied
    - £ Don't Know/Not Applicable
  - c. Flexibility of your auditor in scheduling meetings
    - £ Very Dissatisfied

- £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- d. Manager's effect on your examination, if you communicated with the manager
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
3. How many IRS employees did you interact with about your case? (*Choose one*)
- £ One
  - £ Two
  - £ Three
  - £ Four or more
4. Now, please think about **the information that the IRS provided to you** about the examination. Please rate your satisfaction with the following (*choose one response for each question*):
- a. Explanation of the reasons(s) for the examination
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- b. Explanation of the examination process
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- c. Explanation of how long the examination process would take from start to finish
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied

- £ Very Satisfied
  - £ Don't Know/Not Applicable
- d. Explanation of why adjustments were made
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- e. Explanation of your payment options
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
5. Now, please think about **the information that you provided** for this examination. During this examination, did you do any of the following? (*Select all that apply*)
- £ Received documents from the IRS electronically
  - £ Sent documents to the IRS electronically
  - £ None of the Above
6. Please rate your satisfaction with the following (*choose one response for each question*):
- a. Sending documents to the IRS electronically
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- b. Reasonableness of information you were asked to provide
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- c. Amount of time you had to provide requested information to the IRS
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied

- £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
- d. Consideration given to the information you provided
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
  - £ Don't Know/Not Applicable
7. Regardless of whether you agree or disagree with the final outcome, **how would you rate your overall satisfaction** with the way your Employment Tax examination was handled? (*Choose one*)
- £ Very Dissatisfied
  - £ Somewhat Dissatisfied
  - £ Neither Dissatisfied nor Satisfied
  - £ Somewhat Satisfied
  - £ Very Satisfied
8. Rate your level of agreement with: This interaction increased my trust in the IRS. (*Choose one*)
- £ Strongly Disagree
  - £ Somewhat Disagree
  - £ Neither Disagree nor Agree
  - £ Somewhat Agree
  - £ Strongly Agree
9. With regard to this examination, are you... (*Choose one*)
- £ The taxpayer
  - £ A tax professional who represented the taxpayer
  - £ Someone else who represented the taxpayer
10. Please provide any comments or suggestions for improvement. (*Open-ended*)

Occasionally, we conduct additional in-depth research. If you are interested in participating in future research, please provide us with your name, telephone number and

email address (if available). This information will not be shared outside of IRS Research and will only be used for the purpose of survey research.

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels or now face a significant hardship due to the application of tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

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Thank you for completing the survey.