

# IRS In-Person Direct Hiring (DH) Event 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. 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 8 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.

**Thank you** for participating in the IRS In-Person Direct Hiring (DH) Event Survey!

The IRS wants to improve event processes for job seekers and appreciates you sharing your opinions and experiences. We value your honest feedback – it will make a difference.

1. How did you *first* hear about the IRS in-person DH event you attended? (Mark only one)

- ☐ Friend or family member
- ☐ At my IRS job
- ☐ Social media (Facebook, LinkedIn, Instagram, YouTube, etc.)
- ☐ Jobs.irs.gov – IRS job specific website
- ☐ USAJobs.gov Events – Federal job website's events page
- ☐ Non-government job website (i.e., Handshake, AllEvents.in, Indeed.com, Glassdoor.com, etc.)
- ☐ Postcard in the mail
- ☐ School career or job center
- ☐ Local career or job center
- ☐ Visual advertisement (i.e., poster, banner, billboard, marquee, on a bus, etc.)
- ☐ Media advertisement (i.e., TV, newspaper, radio, internet)
- ☐ Other \_\_\_\_\_ (Please tell us)

2. Did you access any of the following resources to learn more about the in-person DH event? (Mark all that apply)

- ☐ Social media (Facebook, LinkedIn, Instagram, YouTube, etc.)
- ☐ Jobs.irs.gov – IRS job specific website
- ☐ USAJobs.gov Events – Federal job website's events page
- ☐ Non-government job website (i.e., Handshake, AllEvents.in, Indeed.com, Glassdoor.com, etc.)
- ☐ No, I didn't use any of these to learn more
- ☐ Not sure/don't know

3. Did you register for the DH event online?

- ☐ Yes
- ☐ No
- ☐ Not sure *Skip to question 4*

If question 3=Yes,

3a. Did you receive an email confirming your registration? (i.e., from Eventbrite.com)

- ☐ Yes
- ☐ No
- ☐ Not sure

If question 3=Yes

3b. Did contents of event emails *adequately prepare* you for the DH event? (i.e., from Eventbrite.com)

- ☐ Yes
- ☐ Mostly
- ☐ Somewhat

## IRS In-Person Direct Hiring (DH) Event Survey

- ☐ No
- ☐ Didn't get or can't recall content of email

If question 3b= Mostly, Somewhat, or No,

3c. What information *should* we have included in in-person DH event email to *better prepare* you for the event? \_\_\_\_\_ (Please tell us)

If question 3=No

3d. Please choose the reason(s) you didn't register for the DH event online. (Mark all that apply)

- ☐ Didn't know I could register online
- ☐ I couldn't find online registration
- ☐ The link to online registration didn't work
- ☐ The instructions weren't clear
- ☐ I wasn't sure I could attend
- ☐ I didn't want to commit to a certain time
- ☐ I was already an IRS employee
- ☐ Other \_\_\_\_\_ (Please tell us)

4. What items or tasks did you understand you'd need for the in-person DH event? (Mark all that apply)

- ☐ Resume
- ☐ Two forms of identification
- ☐ USAJobs.gov account
- ☐ Test access to USAJobs account from my smart phone/other personal electronic device (PED)
- ☐ College transcripts (if 4-year college graduate)

5. Did you have a USAJobs.gov account *before* arriving at the event?

- ☐ Yes
- ☐ No
- ☐ Not sure

If question 5=No,

5a. When did you set-up your USAJobs.gov account?

- ☐ While I waited for the "intake" step (i.e., when an IRS employee first began entering your information into a computer)
- ☐ During the "intake" step
- ☐ During the job "qualification" step
- ☐ I left the DH event without setting-up a USAJobs.gov account.

If question 5a=I left the DH event without setting-up a USAJobs.gov account,

5b. Did you set-up a USAJobs.gov account sometime after the DH event?

- ☐ Yes
- ☐ No

If question 5b is No,

Will you tell us why you didn't set-up a USAJobs.gov account? \_\_\_\_\_

*Skip to question 16*

If question 5=Yes, 5a=Any of the first three responses, or 5b=Yes,

5c. Did you have any difficulties setting up your USAJobs account?

- ☐ Yes
- ☐ No

If question 5c=Yes,

5d. Will you please tell us how it was difficult? \_\_\_\_\_

## IRS In-Person Direct Hiring (DH) Event Survey

6. Did you use your smart phone or other personal electronic device (PED) to perform job application or hiring tasks during the DH event?

- ☐ Yes
- ☐ No
- ☐ Not sure

If question 6=Yes

6a. Did you have any issues using your smart phone or PED at the event? (Mark all that apply)

- ☐ Yes, internet connection was poor
- ☐ Yes, I ran out of power
- ☐ Yes, I needed an electrical outlet in the waiting area
- ☐ Yes, something else \_\_\_\_\_ (Please tell us)
- ☐ No issues

7. Were there any documents you needed but didn't bring to the event?

- ☐ Yes, a second form of identification
- ☐ Yes, a resume
- ☐ Yes, college transcripts
- ☐ No, I brought what I needed

8. During the DH event, did you get help updating or creating your resume?

- ☐ Yes, got help *creating* my resume
- ☐ Yes, got help *updating* my resume
- ☐ No, my resume was okay

9. When you arrived at the event, how did you learn what the *process* would be? (Mark all that apply)

- ☐ An IRS employee greeted and told me
- ☐ There were instructions on paper for attendees to take
- ☐ A large diagram in the waiting area showed the steps
- ☐ I asked someone how it worked
- ☐ I watched and figured it out
- ☐ Some other way \_\_\_\_\_ (Please tell us)

10. What could we have done to make the process clearer for event attendees?

\_\_\_\_\_

11. About *how long* did you *wait* to speak with the IRS staff member who first began entering your information into a computer? (i.e., the "intake" step)

- ☐ Less 15 minutes
- ☐ 15 to 30 minutes
- ☐ 30 to 60 minutes
- ☐ 1 to 2 hours
- ☐ 2 to 3 hours
- ☐ Over 3 hours

12. Please mark your level of agreement about your experiences during the "intake" step.

The IRS staff member(s) at intake was:

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	Not Sure
a. Friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If respondent says *disagree* or *strongly disagree* to 12a, 12b, 12c or 12d, or 12e,

## IRS In-Person Direct Hiring (DH) Event Survey

12f. You said the IRS staff member at intake *wasn't* [applicable words from 12a-e separated by commas], will you please tell us more about that? \_\_\_\_\_

13. Did you qualify for an IRS position?

- ☐ Yes
- ☐ No *skip to question 16*

If 13=Yes

13a. What position did you qualify for?

- ☐ Clerk
- ☐ Tax Examiner
- ☐ Not sure

14. Did you receive a tentative job offer (TJO) on-the-spot?

- ☐ Yes
- ☐ No

If question 14=No,

14a. Did you receive a TJO sometime after the DH event?

- ☐ Yes
- ☐ No *Skip to question 16*

If question 14=Yes or question 14a=Yes,

14b. Did you accept the tentative job offer (TJO)?

- ☐ Yes
- ☐ No

If question 14=Yes, 14a=Yes

14c Did you have your fingerprints taken at the DH event?

- ☐ Yes
- ☐ No

If question 14b=No

14d Will you please tell us why you didn't accept the TJO? \_\_\_\_\_

*Skip to question 16*

15. Please share the *top three* reasons you accepted TJO. (Select only three)

- ☐ Heard IRS is a good place to work
- ☐ Benefits this job has/offers
- ☐ Stability of a federal job
- ☐ Future growth and success
- ☐ Veteran friendly
- ☐ Disability friendly
- ☐ Wanted seasonal work
- ☐ Current IRS employee
- ☐ Former government employee
- ☐ Pathways internship program
- ☐ Just needed a job

16. What job benefits or employee programs were you aware of *before* you attended the DH event? (Mark all that apply)

- ☐ Health insurance benefits
- ☐ Childcare subsidy
- ☐ On-site daycare
- ☐ Subsidy for public transit
- ☐ Retirement savings plan
- ☐ Night differential pay
- ☐ Flexible work schedules
- ☐ Paid leave, paid holidays

## IRS In-Person Direct Hiring (DH) Event Survey

- ☐ Career advancement opportunities
- ☐ Other \_\_\_\_\_ (Please tell us)
- ☐ None of these

17. In total, about *how long* did you spend at the in-person DH event including wait time?

- ☐ Less than 30 minutes
- ☐ 30 to 60 minutes
- ☐ 1 to 2 hours
- ☐ 2 to 3 hours
- ☐ Over 3 hours

## IRS In-Person Direct Hiring (DH) Event Survey

18. Please mark your level of agreement with the following statements.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree	Don't Know
a. The IRS DH event met my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I would recommend IRS DH events to friends or family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If respondent says *disagree* or *strongly disagree* to 18a or 18b insert appropriate language, 20c. You said [the DH event did *not* meet your expectations] and/or [you would *not* recommend IRS in-person DH events to friends or family]. Will you please tell us why you feel that way?

---

**We have just a few questions about you and the survey is complete. Hang in there!**

19. What is your age group?

- ☐ 25 and under
- ☐ 26-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60 or over

20. What is the highest degree or level of education you have completed

- ☐ Less than High School
- ☐ High School Diploma/GED or equivalent
- ☐ Trade or Technical Certificate
- ☐ Some College (no degree)
- ☐ Associate's Degree (e.g., AA, AS)
- ☐ Bachelor's Degree (e.g., BA, BS)
- ☐ Advanced Degree (e.g., MA, MS, MBA, Ph.D, MD, JD)

21. [Pasted from US Bureau of the Census' proposed race and ethnicity data collection categories and method (marking all that apply. Public hearings scheduled April 2023.)]

**What is your race or ethnicity?**

**Select all that apply.**

- ☐ White
- ☐ Hispanic or Latino
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or Pacific Islander

## IRS In-Person Direct Hiring (DH) Event Survey

22. Are you a United States (US) citizen?

- ☐ Yes
- ☐ No
- ☐ Not sure

23. Please feel free to use this space for additional feedback about the DH event and/or to suggest areas for improvement.

---

---

---

---

**Thank you for your taking the time to provide us with feedback about the DH event!**  
**We wish you the best in your job-seeking endeavors.**