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## Laboratory customer satisfaction survey report

This page provides a list of current and recent IRS-sponsored customer satisfaction surveys and IRS taxpayer compliance burden investigations. The IRS, as with all federal departments and executive agencies and their public websites, must comply with the Red Tape Reduction Act (44 U.S.C. Chapter 35) to ensure that information collected from the public minimizes the burden and maximizes public utility. One of the main requirements of the PRA is that organizations must have the approval of the Office of Management and Budget before collecting information from the public (such as forms, general questionnaires, surveys, instructions and other types of information collections), and that they must display the OMB's current control number on the collection format. IRS surveys conducted by mail, telephone and online provide the name of an IRS contact person and/or a helpline contact telephone number. If you question the authenticity of the survey in any collection format, please see the phishing report and online scams. Summary Information N - National NC - National, Campus NT - National Territories NS - National, Spanish IRS Office Activity End date Method Area Frequency Vendor Appeals Appeals contacts, cases closed during fiscal year survey period Ongoing Web, Phone (Call-out) N Quarterly ICF Macro, Inc. Large Business and Int'l LB-I Exams 3/31/2021 Phone N Annual PCG Enterprises, Inc. - Mr. Davis - Company LB-I Campaign Survey 3/31/2021 Web Annual PCG Enterprises, Inc. LB-I Compliance Reviews of Foreign Residents 3/31/2021 Mailed, Paper Survey N Semi-Annual PCG Enterprises, Inc. LB-I - RAAS American Customer Satisfaction Index - Large Corporate Deposit Process 10/31/2020 Phone (call to call) N Annual FCG, CFI Group, Dynata Online Services, IRS.gov online survey of the ongoing taxpayer and customer experience (IRS.gov) Web N Annual Verint ForeE Research, Applied Analytics and Statistics (RAAS) Individual Taxpayer Burden Survey (ITB) 7/31/2020 (2018 Study) Mail, NS Annual Taxpayer Burden Survey (from May 2020) 5/30/2022 (study 2019) Mail, Mail, Online N Triennial Fors Marsh Group RAAS Taxpayer Compliance Burden Survey (from May 2020) 8/31/2020 Mail, Online NS-Triennial Westat, Inc. RAAS Business Compliance Burden Survey (from May 2020) 6/30/2020 Online N Triennial Westat, Inc. RAAS Individual Taxpayer Burden Survey (ITB) (starts June 2020) 7/31/2021 (2019 Study) Mail, Online NS Annual Westat, Inc. RAAS Information Return Burden Survey (IRB) (from October 2020) 1/31/2021 Online N Triennial No Vendor RAAS Comprehensive Taxpayer Attitude Survey 10/31/2020 Phone (Call-out) and Online N Annual MAXimum Research Small Business/Self-Employed Private Collection Agency (PCA) 9/30/2020 IVR Phone N Annual ICF SB/SE Automated Collection System 9/30/2020 IVR Phone NC Annual PCG Enterprises, Inc. SB/SE ACS Support 9/30/2020 Mailed, enquête papier N Annual PCG Enterprises, Inc. SB/SE Automated Under Reporter 9/30/2020 Mailed, enquête papier NC Annual Fors Marsh Marsh LLC SB/SE Correspondance Center Examen 9/30/2020 Envoyé par la poste, enquête papier NC Annual Fors Marsh Group, LLC SB/SE Innocent Spouse 9/30/2020 Mailed, enquête papier N Quarterly, annuelle Fors Marsh Group, LLC SB/SE Compliance Services Collection Operation 9/30/2020 Mailed, enquête papier N Annual PCG Enterprises, Inc. SB/SE Field Collection 9/30/2020 Mailed, enquête papier N Annual Fors LLC SB/SE Examen de terrain 9/30/2020 Mailed, enquête papier N Annual Fors Marsh Group, LLC SB/SE Examen de la taxe d'emploi 9/30/2020 Mailed, enquête papier NT Annual Fors Marsh Group, LLC SB/SE Examen de la taxe d'accise 9/30/2020 Mailed, enquête papier NT Annual Fors Marsh Group, LLC SB/SE Estate Tax Examination 9/30/2020 Mailed, enquête papier NT Annual Fors Marsh Group, LLC SB/SE Customer Satisfaction Evaluation for Data Services Customer Customers 2019 Survey 11/15/2019 Online N Once SB/SE Research SB/SE Customer Satisfaction Evaluation for Primary Agency Liaisons 2019 Survey 11/15/2019 Online N Once SB/SE Research SB/SE Research SB/SE Evaluation de la satisfaction pour les utilisateurs de l'IRS GLDS Produits et services 2019 Sondage 11/15/2019 En ligne N Une fois SB/SE Research SB/SE Federal Employee Tax Compliance Outreach Customer Satisfaction Survey 10/31/2022 Online N Annual SB/SE Research SB/SE - RAAS American Customer Satisfaction Index -- Small Corporate Filing Process 10/31/2020 Téléphone (appel) N Annual FCG, CFI Group, Dynata Taxpayer Advocate Service TAS fermé les dossiers 31/01/2017 Envoyés par la poste, enquête papier N Annual TAS Research Tax Exempt/Government Entities Exempt Organizations Determinations 3/31/2021 Mailed, enquête papier N Bi-annual Fors Marsh Group, LLC TE/GE Exempt Organizations Examinations 3/31/2021 Mailed, enquête papier N Bi-annual Fors Marsh Group, LLC TE/GE Employee Plans Determinations 3/31/2021 Mailed, enquête papier N Bi-annual Fors Marsh Group, LLC TE/GE Employee Plans Examinations 3/31/2021 Mailed, enquête papier N Bi-annual Fors Marsh Exam, LLC TE/GE Federal, State - Local Governments Examination 3/31/2021 Mailed, paper survey N Bi-annual Fors Marsh Group, LLC TE/GE Toll-free 3/31/2017 Téléphone, (Call-in) N Annual ICF Macro, Inc. TE/GE Tax Exempt Bonds Exam 9/30/2018 Mailed, enquête papier N Bi-annual Fors Marsh Group, LLC TE/GE Indian Tribal Government Exam 9/30/2018 Mailed, enquête papier N Bi-annual Fors Marsh Group, LLC Wage and Investment, Customer Assistance, Relationships and Education : Field Assistance TAC Office 3/31/2021 Commentaire carte N Annual Fors Marsh Group, LLC W-I:CARE: Médias - Publications Contribuable individuel 9/30/2021 Mail/Online N Annual Fors Marsh Group, LLC W-I:CARE:M&P Business Taxpayers 9/30/2021 Mail/Online N Annual Fors Marsh Group, LLC W-I:CARE:Préparateurs fiscaux 30/09/2021 Mail/Online N Annual Fors Marsh Group, LLC W-I:CAS E-Help 3/31/2021 IVR Phone N Annual ICF Incorporated W-amp;I: CAS Injured Spouse 3/31/2021 Mailed, paper survey N Annual Fors Marsh Group, LLC W-I:CAS Online Account Usability Testing Interviews 2/28/2021 Invitation letter and usability test Interviews N Once Fors Marsh Group, LLC W-amp;I: CAS Practitioner Priority Service 3/31/2021 IVR Phone N Annual ICF Macro, Inc. W-I: CAS Toll-Free 3/31/2021 IVR Phone N Annual ICF Macro, Inc. W-I: CAS TE/GE Toll-Free 3/31/2021 IVR Phone N ICF Macro, Inc. W-I: CAS Toll-Free TAC Appointment Line Survey and Tracking Survey 09/30/2021 IVR Phone/Web and Phone N ICF Annual Incorporated W-I: Return Integrity and Compliance Services (RICS) Refundable Credit Review Operations (RCEO) 9/30/2021 Mail/Online N Bi-annual Fors Marsh Group, LLC W-I: Return Integrity - Compliance Services (RICS) Refundable Credits Examination Operations (RCEO) Toll-Free 9/30/2021 IVR N Phone Bi-annual Fors Marsh Group, LLC W-I: R-A Taxpayer Experience Survey (formerly Market Segment Survey) 12/31/2021 Web NS Annual ICF Incorporated W4 and Research, Applied Analytics and Statistics (RAAS) American Customer Satisfaction Index — Individual Paper Filing Process 10/31/2021 Telephone (call) and N online Annual FCG, CFI Group, Dynata W-I - RAAS American Customer Satisfaction Index — Individual Electronic Deposit Process 10/31/2021 Phone (call-out) and N Online Annual FCG, CFI Group, Dynata W-amp;I Free File Study 09/30/2021 Mail and Internet N Annual Federally Funded Research and Development Center/MITRE Many years ago, I gave a 90-minute speech to 400 non-military researchers from the U.S. Air Force. These scientists are creating planes and weapons for our military. The first 45 minutes of the presentation seemed to be going very well. The audience was full of energy, laughing when I wanted them, and fully engaged. And then something happened. In the middle, the energy seemed to drop. For 45 minutes, there was no laughter, only serious faces in the room. When my speech was made, I left the stage feeling deflated. Then I was talking to a number of participants who had nothing but stellar things to say. Certainly, I was a little surprised. This prompted me to ask, What happened in the second half of my speech? I thought I had lost everyone. The answer was a powerful lesson for me. He said: A first half was fun and interesting. But the second half was where you provided the real value. That's when you addressed the issues that are critical to our long-term success. It wasn't necessarily fun, but it was powerful. As a speaker, it is easy to confuse the public reaction with the actual impact. Each person packs differently. Trying to body language can often give misleading information. Therefore, feedback after the event may be more helpful if it is the right type of feedback. Several years ago, I gave a speech in Las Vegas to a group of people in the insurance industry. Afterwards, the participants came and told me how I was Although it was nice for the ego, it didn't really give me any indication of value. This was not useful feedback. Later, while sitting at the casino bar, a member of the public spotted me and asked if he could buy me a drink. I graciously agreed and we spoke. The first words of his mouth were, It was a great speech. This is where most conversations end. But for us, it was the beginning. Over the next hour, he replayed almost every minute of my speech. Every example. Every point I've made. He then started telling me how the speech touched him and how he would change his business based on what I said. He also asked some major survey questions that allowed us to go even further, helping me identify some potential additions to my presentation. No matter what company you are in, there is a lesson about it. Every day I get surveys from companies that want to know my opinion. How did I enjoy my flight? Was the customer service agent helpful? Did the product work as intended? The answers to these questions often do not come at true value. The numbers are only on the surface. If I received a 9 out of 10 for my speech, it provides very little useful information. Stories are a better way to learn about a customer's true experience, and the value they have received. Of course, you can ask for examples on your surveys. But nothing replaces a conversation where you can go deep. Probe through dialogue. Gather real ideas rather than platitudes. I learned more about the impact of my presentation in this conversation than I would never have received from a written survey. And I encourage you to do the same. What do you do to gather real information about your products or services? Don't just collect testimonials about how great you are. Capture stories that help you learn more about the impact you're making and how you can improve. Improve.

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