



Treasury Inspector General for Tax Administration

THE INDIAN TRIBAL GOVERNMENTS OFFICE HAS DEVELOPED AN EFFECTIVE CUSTOMER SATISFACTION SURVEY PROCESS

Issued on August 24, 2007

Highlights

Highlights of Report Number: 2007-10-135 to the Internal Revenue Service Commissioner for the Tax Exempt and Government Entities Division.

IMPACT ON TAXPAYERS

Customer satisfaction is an integral part of the Internal Revenue Service's (IRS) mission of providing American taxpayers with top-quality service. Indian Tribal Governments office management accurately captured, analyzed, and interpreted customer feedback and took appropriate actions to improve customer service in response to the survey responses. More importantly, based on the responses to the customer satisfaction survey, Indian Tribal Governments office customers have indicated an overall increase in satisfaction with the products and services provided by the office.

WHY TIGTA DID THE AUDIT

This audit was initiated at the request of Tax Exempt and Government Entities Division management. The Indian Tribal Governments office administers Federal tax laws for the 562 Federally recognized Indian tribes and their approximately 2,500 related entities. Instead of using an outside vendor, employees and managers of the Indian Tribal Governments office began developing a customer satisfaction measurement and improvement process in Fiscal Year 2001, performed the first customer satisfaction survey in Fiscal Year 2003, and has conducted surveys each fiscal year thereafter. The survey is part of the IRS' Balanced Measurement System and is used to ensure customer satisfaction issues and needs are considered and addressed in organizational planning, budgeting, and review activities.

The overall objectives of this audit were to determine whether the Indian Tribal Governments office customer satisfaction survey process produced valid and useful results to measure customer satisfaction and whether Indian Tribal Governments office management used the survey data effectively to respond to customer concerns.

WHAT TIGTA FOUND

The Indian Tribal Governments office's customer satisfaction survey process is consistent with applicable guidelines. In addition, the IRS obtained the required approvals from the Office of Management and Budget before soliciting customer satisfaction information from taxpayers.

The customer satisfaction survey results are valid and useful. For example, survey questions are consistent with the services provided, and survey results are accurately transcribed by the Indian Tribal Governments office. In addition, management responds to customer satisfaction feedback data. Indian Tribal Governments office management ranks the customer satisfaction survey results to prioritize customer concerns and to identify actions needed to address these concerns. Examples of actions taken to address customer satisfaction concerns include redesigning the Indian Tribal Governments office Internet site and developing publications. As a result, customer satisfaction scores are rising as office management collects and acts upon valuable survey information.

WHAT TIGTA RECOMMENDED

No recommendations were made in this report. However, key IRS management officials reviewed it prior to issuance and agreed with the facts and conclusions presented.

READ THE FULL REPORT

To view the report, including the scope and methodology, go to:

<http://www.treas.gov/tigta/auditreports/2007reports/200710135fr.pdf>.

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