



HQCSS 2019 – INCOME TAX UNIT CLIENT SATISFACTION SURVEY

Client feedback on the services provided by the Income Tax Unit during 2019.

DOS/DOA/HQCSS/ITU

Introduction

At the end of 2019, the Headquarters Client Support Service (HQCSS) launched a survey to gather client feedback on the services provided by the Income Tax Unit (ITU). The survey aimed to gather information on the quality and timeliness of services provided since the establishment in January 2019 of the Department of Operational support (DOS) and of HQCSS. The results will help the Income Tax Unit in its efforts to continuously improve the services provided to our clients.

Key Findings

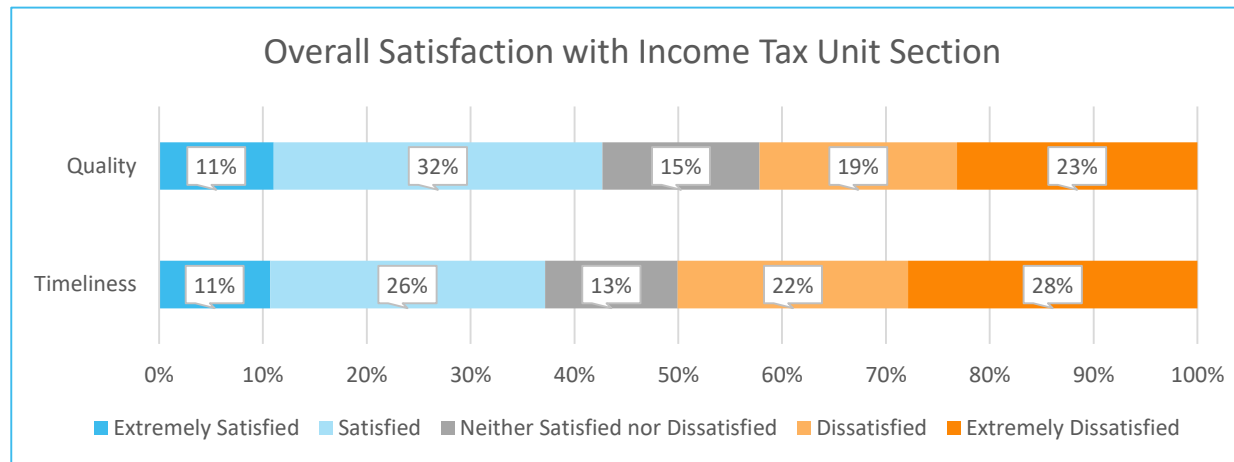
- **UN Income Tax Unit:** 58% satisfaction with the quality and 50% satisfaction with the timeliness of services;

Survey Background:

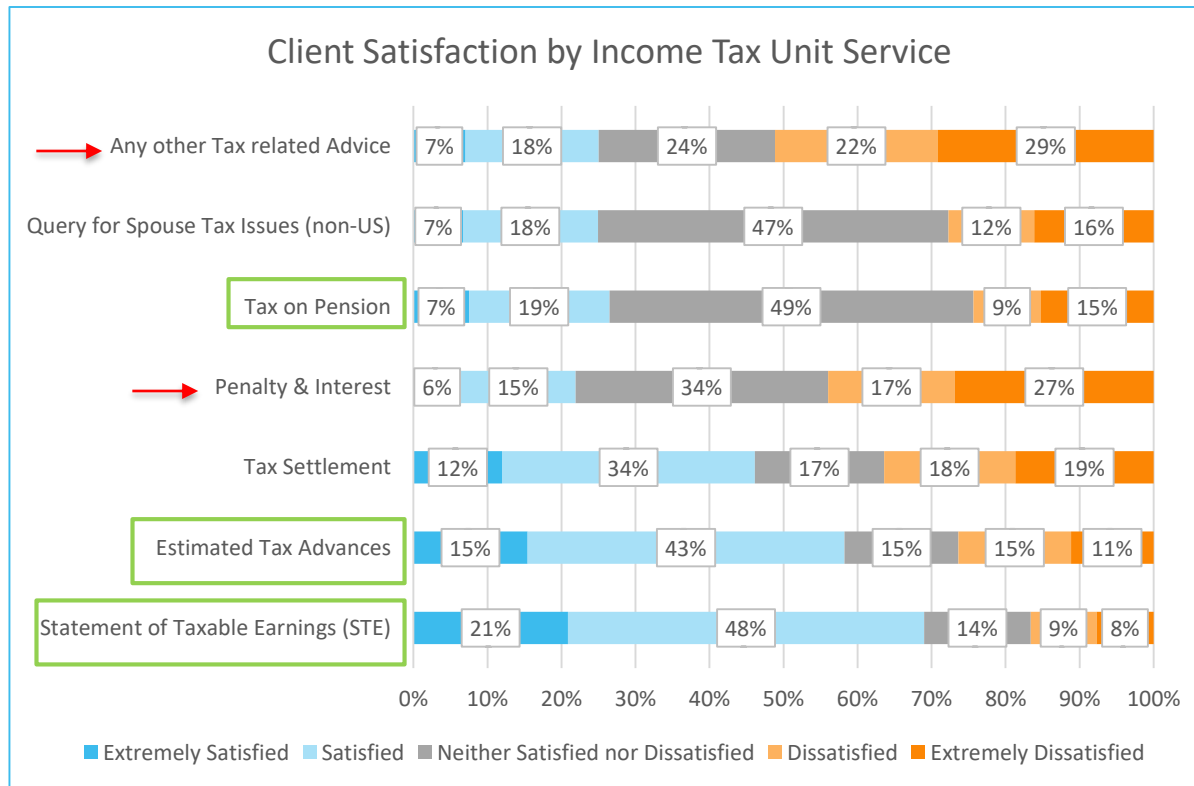
- The survey was open from Monday, 9 December 2019 for two weeks.
- The survey was shared with all clients through the STAR distribution list. The survey was filled out by a total of 1011 respondents (59% of respondents were from the UN Secretariat).
- The results were gathered through the survey platform “Microsoft forms” and are presented both as overall satisfaction levels, as well as satisfaction levels by service.
- The results present satisfaction levels only for those clients who have engaged with the specific service:
 - Overall satisfaction rates include “Extremely Satisfied”, “Satisfied”, and “Neither Satisfied nor Dissatisfied”.
 - Responses that were “Not Applicable” were not included.

Income Tax Unit

- Overall, 58% of clients were satisfied with the quality and 50% with the timeliness of services of the UN Income Tax Unit. 42% of clients dissatisfied with the quality of the services and 50% with the timeliness.



Satisfaction by Income Tax Unit service



The breakdown of services changes slightly compared to the overall satisfaction with 5 out of 7 services scoring higher than 58%.

Services with the highest satisfaction rates included:

- statement of taxable earnings (21% extremely satisfied, 48% satisfied, and 14% neither satisfied nor dissatisfied);
- tax on pension (7% extremely satisfied, 19% satisfied, 49% neither satisfied nor dissatisfied);
- estimated tax advances (15% extremely satisfied, 43% satisfied, 16% neither satisfied nor dissatisfied);

Services with the lowest satisfaction rates included:

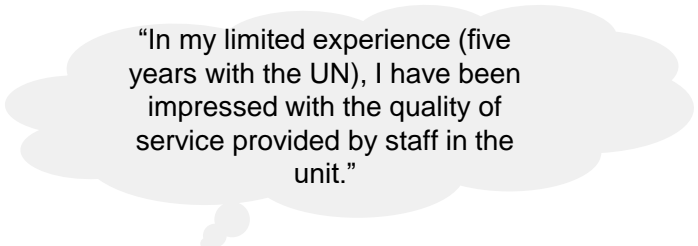
- general tax related advice (22% dissatisfied, 29% extremely dissatisfied);
- services on penalty and interest (17% dissatisfied, 27% extremely dissatisfied);

Comments and Feedback

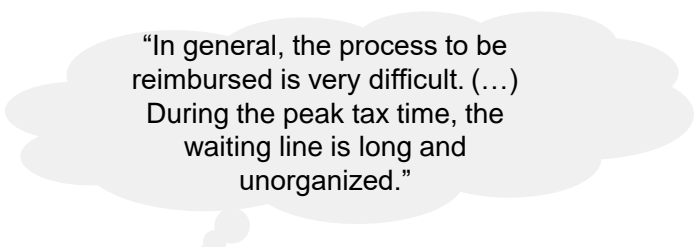
Overview

- Out of 1011 respondents, 680 provided additional comments and feedback.
- A number of clients recognized the support received and provided personal thanks to colleagues for their support.
- The main areas of concern focused on the following:
 - Slow turnaround time with need to escalate in order to receive a response;
 - Lack of clarity on processes;
 - Limited open hours;
 - Criticism with the UN/US tax system;

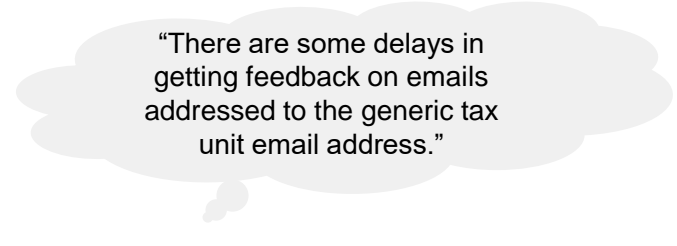
Comments



“In my limited experience (five years with the UN), I have been impressed with the quality of service provided by staff in the unit.”



“In general, the process to be reimbursed is very difficult. (...) During the peak tax time, the waiting line is long and unorganized.”



“There are some delays in getting feedback on emails addressed to the generic tax unit email address.”



THANK YOU