

Dear clients of the Income Tax Unit,

I am pleased to share with you the attached overview of the results of the **2021 HQCSS Client Satisfaction Survey for the Income Tax Unit (ITU)**.

As one of the components of the Headquarters Client Support Service (HQCSS) in the Department of Operational Support (DOS), the Income Tax Unit processes income tax reimbursement for US citizens and US residents for the entire UN Secretariat and several Agencies, Funds and Programmes.

AREAS OF STRENGTH

Overall, the satisfaction levels were higher in terms of the quality of the services provided (68%) compared to the timeliness (61%), seeing a 3% increase in satisfaction in both areas compared to 2020.

I am pleased to note that the satisfaction levels for the individual services provided by the Income Tax Unit were higher than the overall results, with 4 out of the 7 services scoring higher than 70% overall satisfaction. Some of the **main areas of strength** included “**Statement of Taxable Earnings**” and “**Estimated Tax Advances**” in alignment with the results of 2020. I am also happy to highlight that various clients recognized the support received and provided personal thanks to colleagues.

I take the opportunity to share that ITU was able to process 100% of the requests received by the IRS deadline in 2021.

AREAS OF DISSATISFACTION

Some of the **main areas of dissatisfaction** included “Penalty and Interest” and “any other tax related advice”. I also note that many respondents took the time to provide feedback highlighting the complexity and lengthiness of the process as well as the slow response time.

In reference to the areas of dissatisfaction, I am working with the Chief of the Income Tax Unit and acknowledge that improvements continue to be required in the areas of the timeliness of responses to clients and enhancement to the portal and internet site. ITU will continue to work on the automation and improvement of its processes including working on the revamping of the internet site to improve access to information for clients.

I wish to also emphasise that the Income Tax Unit is a very small team serving over 7000 staff members globally and that top priority is given to the timely settlement of tax reimbursement claims to ensure that all requests that are submitted by the deadline are processed on time before the IRS deadline, which may impact other areas of work due to the limited staffing capacity. Additionally, in regard to the high levels of dissatisfaction in the area of “any other tax related advice”, I take the opportunity to highlight that as per its mandate, ITU is **not permitted** to provide advice to staff members or to assist in the preparation of tax returns.

RESULTS OVER TIME:

The overall satisfaction rates increased for the Income Tax Unit compared to 2020 and 2019. The positive results are the result of a number of factors, including but not limited to the continuous dedication and hard work of HQCSS staff as well as the improvements to ITU systems.

I thank you for your participation in the 2021 Survey and look forward to continue working with you throughout 2022.

Best regards

Ale

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DEPARTMENT OF
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HQCSS 2021 - ITU

CLIENT SATISFACTION SURVEY

Client feedback on the services provided by the Income Tax Unit during 2021

DOS/DOA/HQCSS/ITU

Introduction

At the end of 2021, 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 in the third year of the Department of Operational support (DOS) and of HQCSS. The results help the Income Tax Unit in its efforts to continuously improve the services provided to our clients.

Key Findings

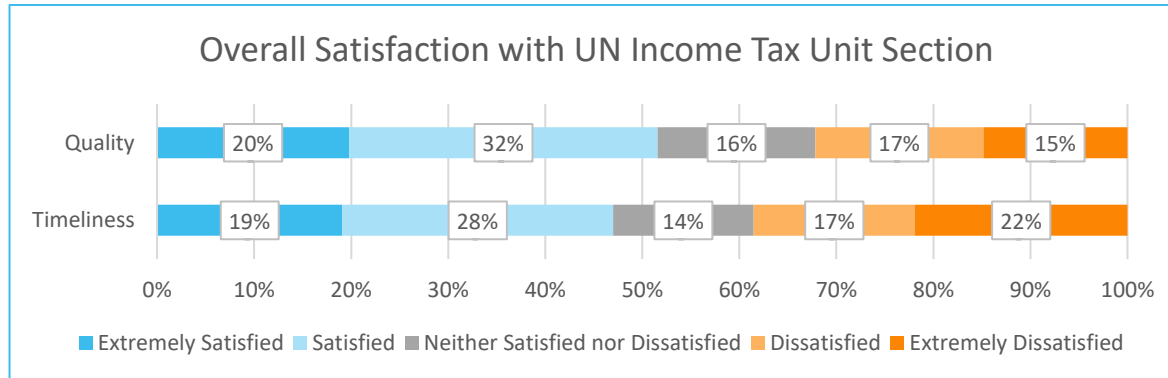
- **UN Income Tax Unit:** 68% satisfaction with the quality and 61% satisfaction with the timeliness of services.

Survey Background

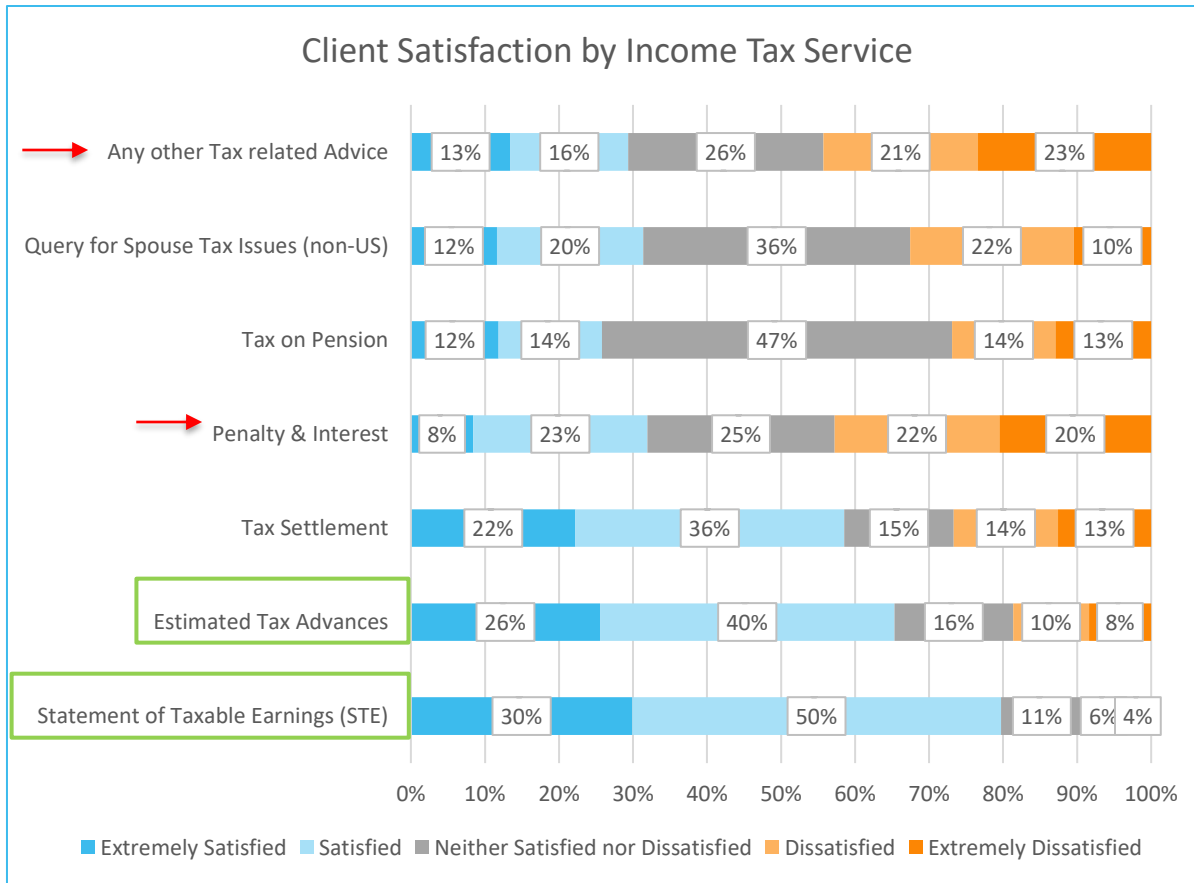
- The survey was open from Thursday, 2 December through Thursday, 23 December 2021.
- The **Income Tax Unit survey** was shared with all clients through the STAR distribution list. The survey was filled out by a total of **285 respondents** (99% of respondents were from the UN Secretariat).
- The results were gathered through the survey platform “Microsoft forms” and are presented both as overall satisfaction levels by component, 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, 68% of clients were satisfied with the quality and 61% with the timeliness of services of the UN Income Tax Unit.



Satisfaction by Income Tax Unit service



Services with the highest satisfaction rates included:

- Statement of taxable earnings (30% extremely satisfied, 50% satisfied, and 11% neither satisfied nor dissatisfied);
- Estimated tax advances (26% extremely satisfied, 40% satisfied, 16% neither satisfied nor dissatisfied).

Services with the lowest satisfaction rates included:

- Any other tax related advice (21% dissatisfied, 23% extremely dissatisfied);
- Services on penalty and interest (22% dissatisfied, 20% extremely dissatisfied).

The breakdown of services changes compared to the overall satisfaction with 4 out of 7 services scoring higher than 70%.

Income Tax Unit Results: 2021 compared to 2020 and 2019

- The **Income Tax Unit** received less responses in 2021 compared to 2020 and 2019 (285 compared to 737 and 1011 responses from the previous years). The percentage of internal Secretariat staff respondents increased from 51% in 2020 to 99% in 2021.
- The overall satisfaction rates for the Income Tax Unit were higher than in 2020 with a 3% increase in reference to both the quality and timeliness of services (following an increase of 7% and 8% from 2019 to 2020).
- The processes identified in the Survey remained unchanged to those assessed in 2020.
- It is worth noting that while the Income Tax Unit overall satisfaction stood at 68% for quality and 61% for timeliness, the satisfaction rates per process stand higher with 4 processes out of 7 scoring above 70% satisfaction.

Satisfaction

- In 2021 the services with the highest satisfaction remained “**Statement on taxable earnings (STE)**” as well as “**Estimated tax advances**”.

Dissatisfaction

- The services with the highest dissatisfaction rates remained “**Any other tax related advice**” and “**Penalty and interest**”.

Income Tax Unit Results: Reflections

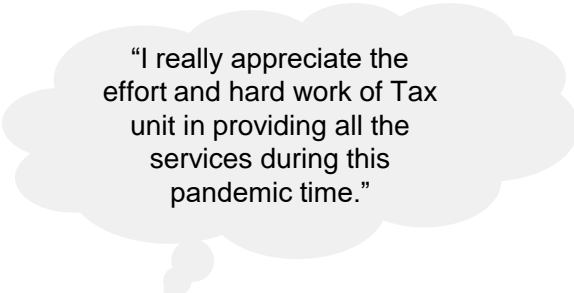
- Overall, the continued improvements seen in the area of the Income Tax Unit are the result of the ongoing **dedication and hard work** of the ITU team that played a **key factor in processing 100% of the requests** received by the IRS deadline in 2021.
- It is important to note that the satisfaction levels in the individual areas were above the overall average for the unit, with 4 out of 7 levels achieving over **70% satisfaction**.
- In reference to the areas of dissatisfaction, it is important to highlight that the Income Tax Unit is a **very small team serving over 7000 staff member globally** which requires **prioritization** of the areas of work accordingly. Given the **limited staffing capacity**, top priority is given to the timely settlement of tax reimbursement claims, timely payments of estimated tax advances, and issuing of the statement of taxable earnings to clients submitting earnings report.
- Additionally, regarding the high dissatisfaction levels in the area of “Any other tax related advice”, it is important to emphasise that as per its mandate, ITU is **not permitted** to provide advice to staff members or to assist in the preparation of tax returns.
- Given the **staffing constraints** mentioned and the **prioritization required** to deliver the essential services, improvements continue to be required in the area of the timeliness of responses to clients and improved communication as emerged in the comment section of the survey.
- ITU will continue to work on the automation and improvement of various processes such as the **enhancement of the tax portal** that will enable clients to upload their claims directly in the portal. This will allow clients to check the status of their claims through the portal by logging into their accounts. ITU will also be working in 2022 to **revamp the internet site** to improve access to information for clients.

Comments and Feedback

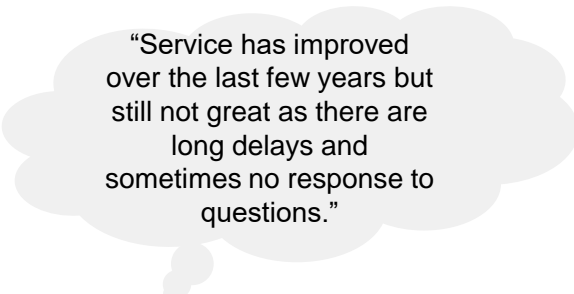
Overview

- Out of 285 respondents, 150 provided additional comments and feedback.
- Several clients recognized again the support received and provided thanks to colleagues for their support especially given the small size of the team.
- The main areas of concern focused on the following:
 - Slow turnaround time;
 - Request to improve service for staff away from NY;
 - Suggestions to streamline and digitize the process including updating the website;
 - Lack of clarity on processes;
 - Criticism with the UN/US tax system.

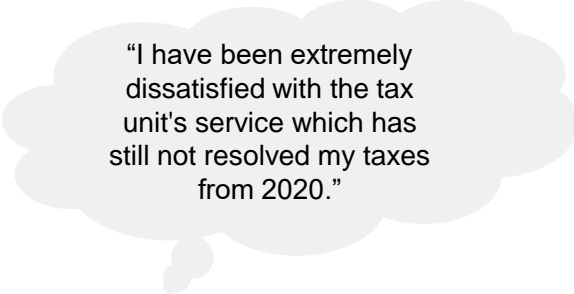
Comments



“I really appreciate the effort and hard work of Tax unit in providing all the services during this pandemic time.”



“Service has improved over the last few years but still not great as there are long delays and sometimes no response to questions.”



“I have been extremely dissatisfied with the tax unit's service which has still not resolved my taxes from 2020.”



THANK YOU