

Satisfaction with Enforcement Process

This measure gauges the extent to which taxpayers contacted as part of IRS enforcement efforts, such as an examination or collection action, feel that the process they experienced was satisfactory. To meet its mission, the IRS must enforce the tax laws in a fair manner. This measure captures data on the vast majority of enforcement program interactions with taxpayers. It attempts to measure taxpayer satisfaction independent of the ultimate outcome of the enforcement activity, although it is likely that the final outcome of an IRS compliance contact impacts the rating some taxpayers provide under this measure. The IRS target value is 75 percent by the year 2017.

