

Dear clients of the Income Tax Unit,

I am pleased to share with you the attached overview of the results of the **2020 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 (65%) compared to the timeliness (58%).

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 5 out of the 7 services scoring higher than 70% overall satisfaction. Some of the **main areas of strength** included “**Statement of Taxable Earnings**” (83%) and “**Estimated Tax Advances**” (73%) in alignment with the results of 2019. 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 2020.

### **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 wish to emphasize 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.

Despite the staffing constraints, I acknowledge that improvements continue to be required in the areas of the timeliness of responses to clients as emphasized in the comment section of the survey. HQCSS is working to propose an enhancement of capacity as to further launch innovation projects that will improve service delivery and continue to ensure the timely processing of requests.

### **RESULTS OVER TIME:**

The overall satisfaction rates increased for the Income Tax Unit compared to 2019, both overall as well as by process. 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.

I thank you for your participation in the 2020 Survey and look forward to continue working with you throughout 2021.

Best regards

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