

FINNISH TAX ADMINISTRATION CORPORATE TAXPAYERS 11/2019

MENESTYSTÄ TIEDOSSA





1. What was done and how

Tutkimuksen toteutus





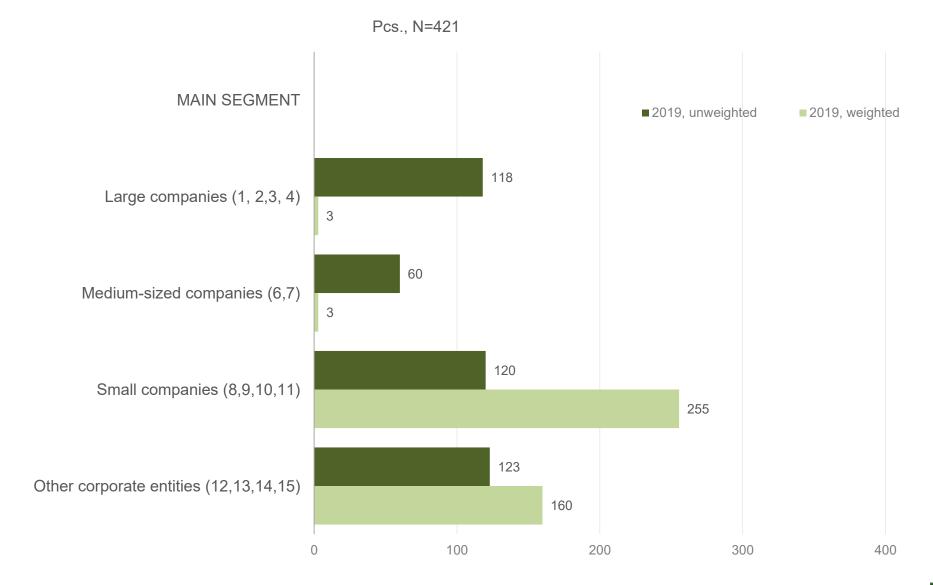




2. Backround variables

Backround variables







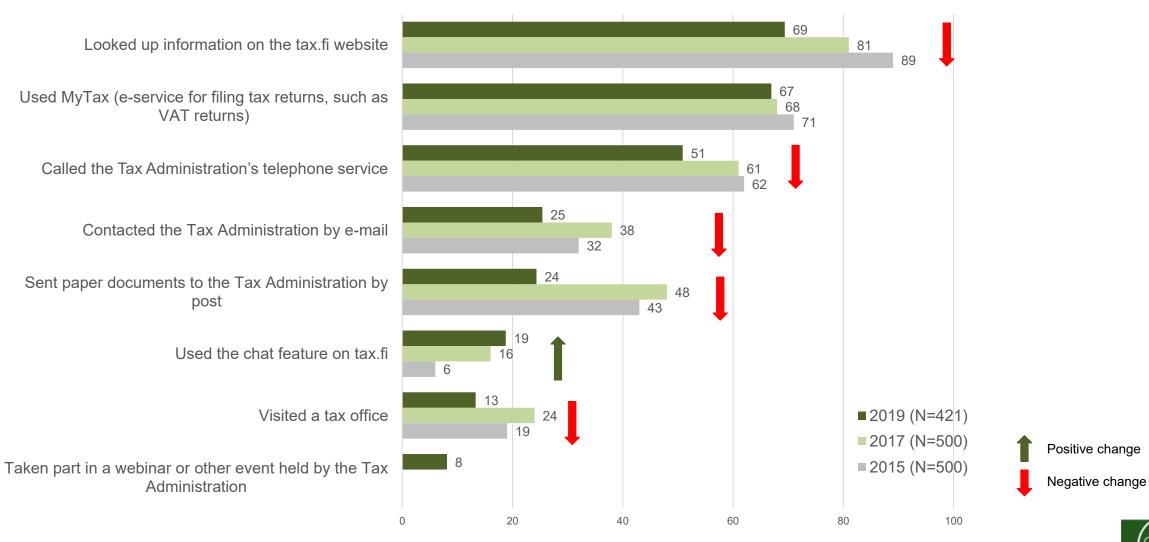


3. Customership

Customership

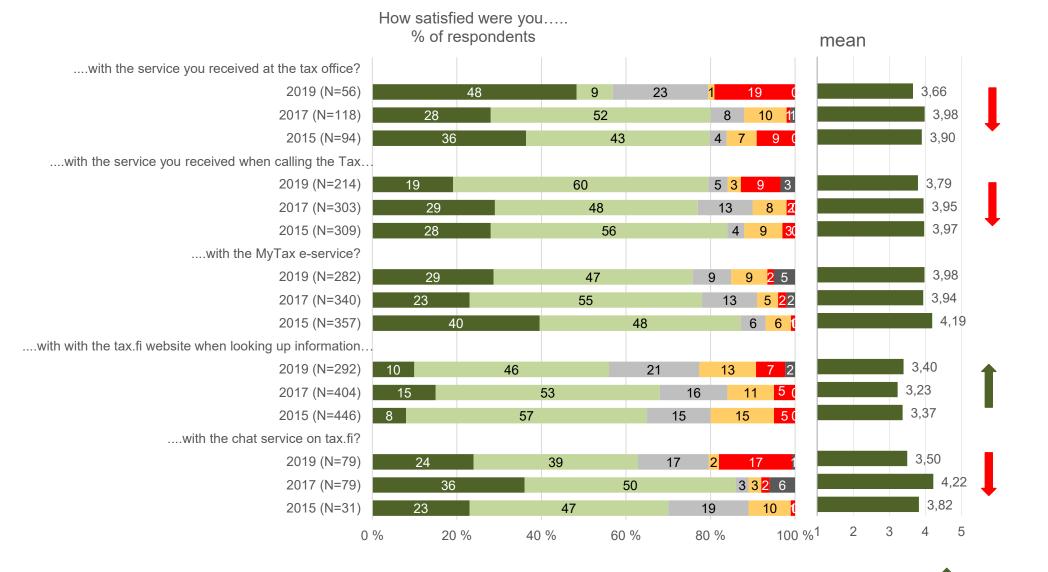


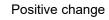
When conducting the tax matters as a representative of your company or organisation, have you done some of the following in the past 1–2 years....? % of respondents



FEEL BA CK

Customership







Customership



Mean 2019

	All	Main segment							
Tax office Service us How satisfied were you with the service you received at the tax office? mean Telephone service Service us Iow satisfied were you with the service you received at the service? mean MyTax e-service Service us How satisfied were you with the MyTax e-service? mean MyTax e-service Service us How satisfied were you with the MyTax e-service? mean						Other			
		A 11	Large	Medium-sized	Small	corporate			
		All	companies	companies	companies	entities			
Tax office	Service users N=	41	13	3	18	7			
How satisfied were you with the service you received at the tax office?	mean	3,66	4,35	5,00	3,81	2,21			
Telephone service	Service users N=	233	74	36	70	53			
How satisfied were you with the service you received when calling the Tax Administration's telephone service?	mean	3,79	3,72	3,82	3,68	4,04			
MyTax e-service	Service users N=	321	96	54	87	84			
How satisfied were you with the MyTax e-service?	mean	3,98	4,09	4,14	3,79	4,29			
tax.fi website	Service users N=	352	112	55	98	87			
How satisfied were you with with the tax.fi website when looking up information relevant to your company?	mean	3,40	3,76	3,76	3,24	3,69			
Chat service	Service users N=	124	40	24	36	24			
How satisfied were you with the chat service on tax.fi?	mean	3,50	3,65	4,05	3,05	4,38			

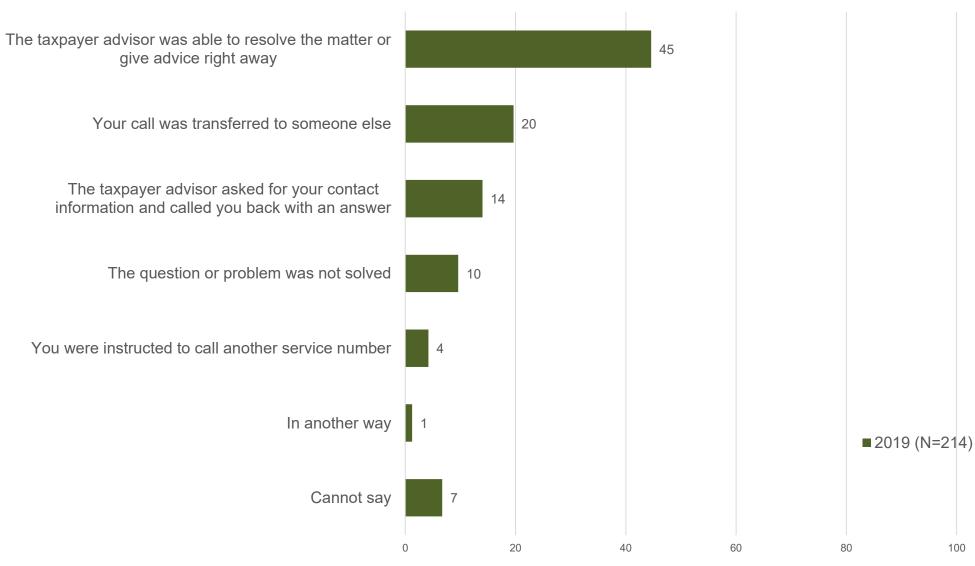




Customership



How was your question or problem usually resolved? (TELEPHONE SERVICE) % of respondents

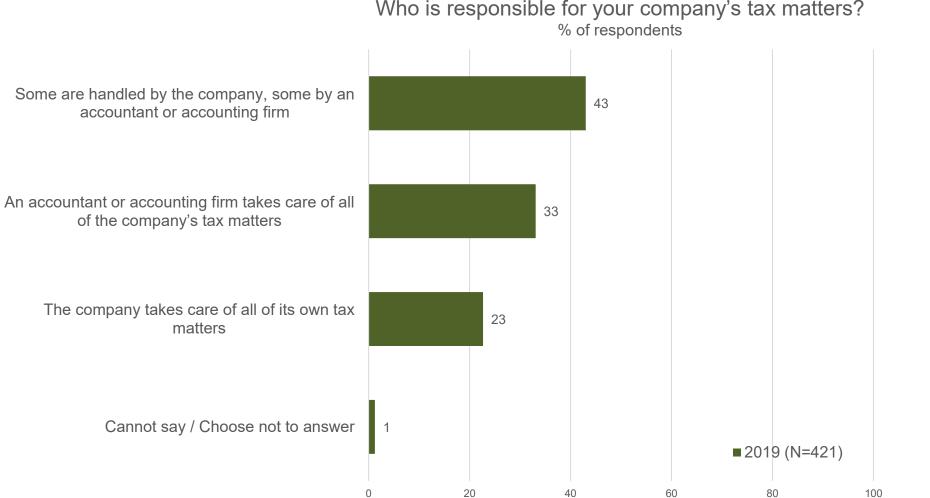






4. Taking care of tax matters

Taking care of tax matters



Who is responsible for your company's tax matters?



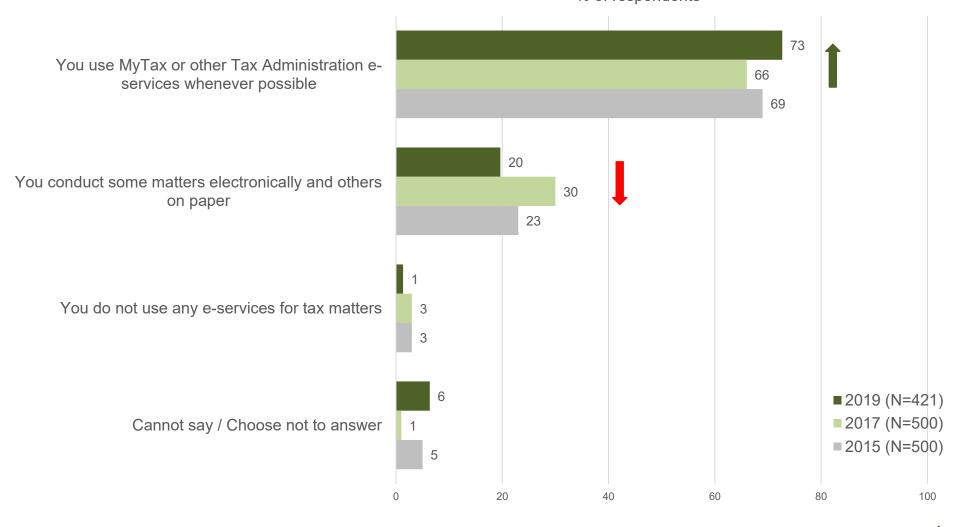


Taking care of tax matters

Think more about how your company or the organisation you represent conducts its tax matters with the Tax Administration.







Positive change





5. Information

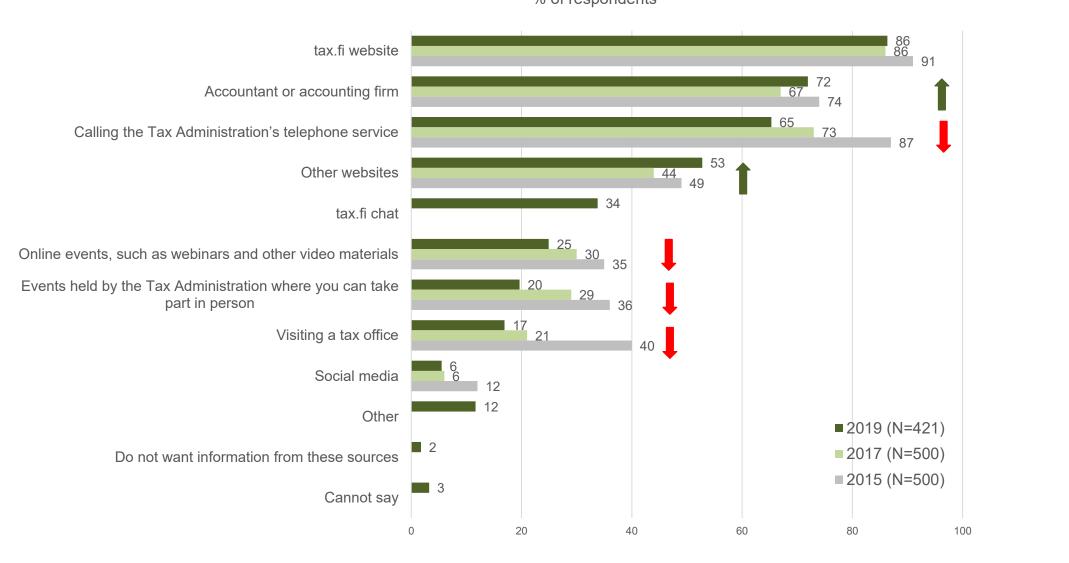
Information



Positive change

Negative change

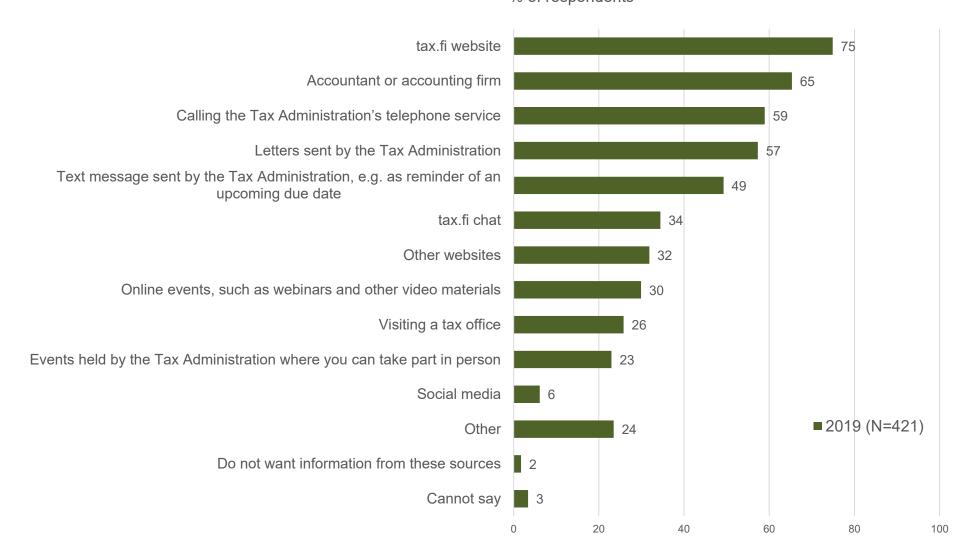
Which of the following information sources do you feel are your best options when you wish to seek out information on corporate tax matters?



Information



Which of the following information sources do you feel are your best options when you wish to receive information on corporate tax matters?

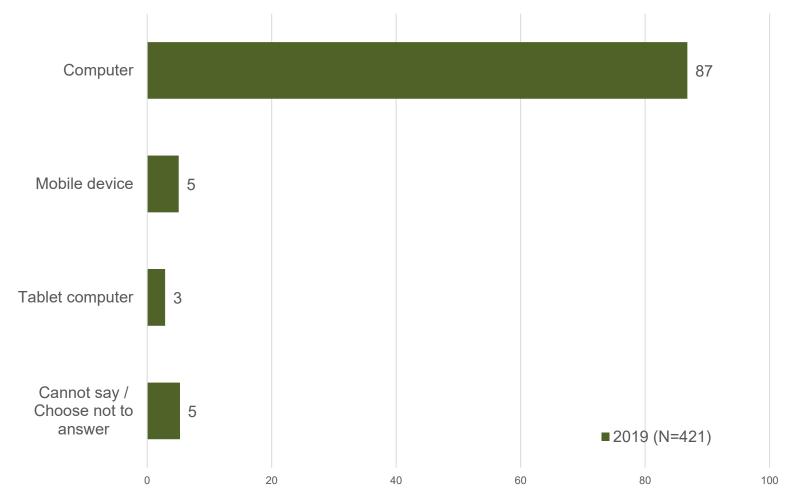




Information



Which device do you prefer to access Tax Administration e-services? % of respondents



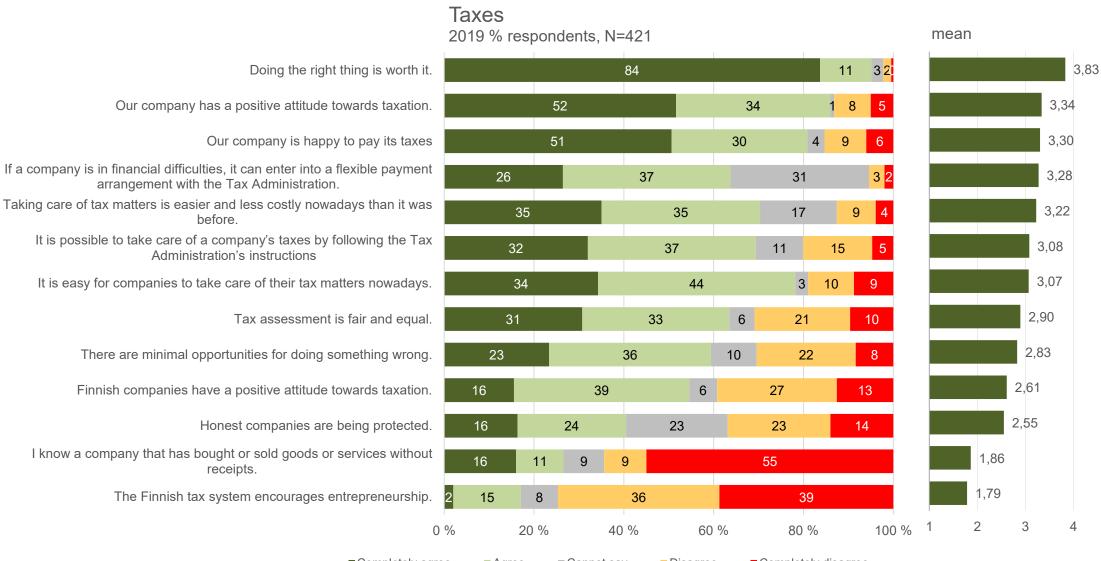




6. Taxes

before.







Completely agree

Agree

Disagree Cannot say

Completely disagree

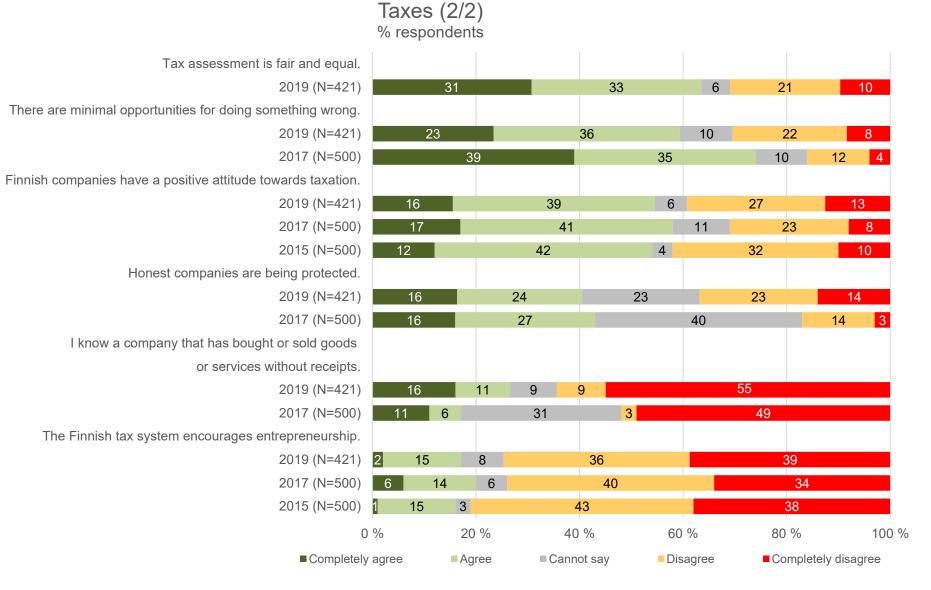


	Taxes (1/2 % responder							
Doing the right thing is worth it.								
2019 (N=421)			84				11	3 2
2017 (N=500)			77			11	9	3
Our company has a positive attitude towards taxation.								
2019 (N=421)		52			34		1 8	5
2017 (N=500)	3	6		35		10	12	4
Our company is happy to pay its taxes								
2019 (N=421)		51			30	4	v	6
2017 (N=500)	32			40	ç)	13	6
If a company is in financial difficulties, it can enter into								
a flexible payment arrangement with the Tax Administration.								
2019 (N=421)	26		37			31		3 2
2017 (N=500)	18	17			i9			5 1
2015 (N=500)	3	39		30		19	9	3
2013 (N=300)	31		25		35			8
Taking care of tax matters is easier and less costly nowadays than it was before.								
2019 (N=421)	35			35		17	9	4
2017 (N=500)	34			38		12	11	5
It is possible to take care of a company's taxes by following								
the Tax Administration's instructions								
2019 (N=421)	32			37	11		15	5
2017 (N=500)	28			50		6	13	3
2015 (N=500)	17		55		6		16	6
2013 (N=300)	3	7		36	2		19	6
It is easy for companies to take care of their tax matters nowadays. *								
2019 (N=421)	34			44		3	10	9
2017 (N=500)	24			56		3	13	4
2015 (N=500)	25			54		2	12	7
2013 (N=300)		48			41		1	8 2
0 %	2	0 %	40 %	60 %		80 %		100
■ Completely	y agree	Agree	■Cannot say	Disagree	e Co	mplete	ly disagre	e



*changed form of question

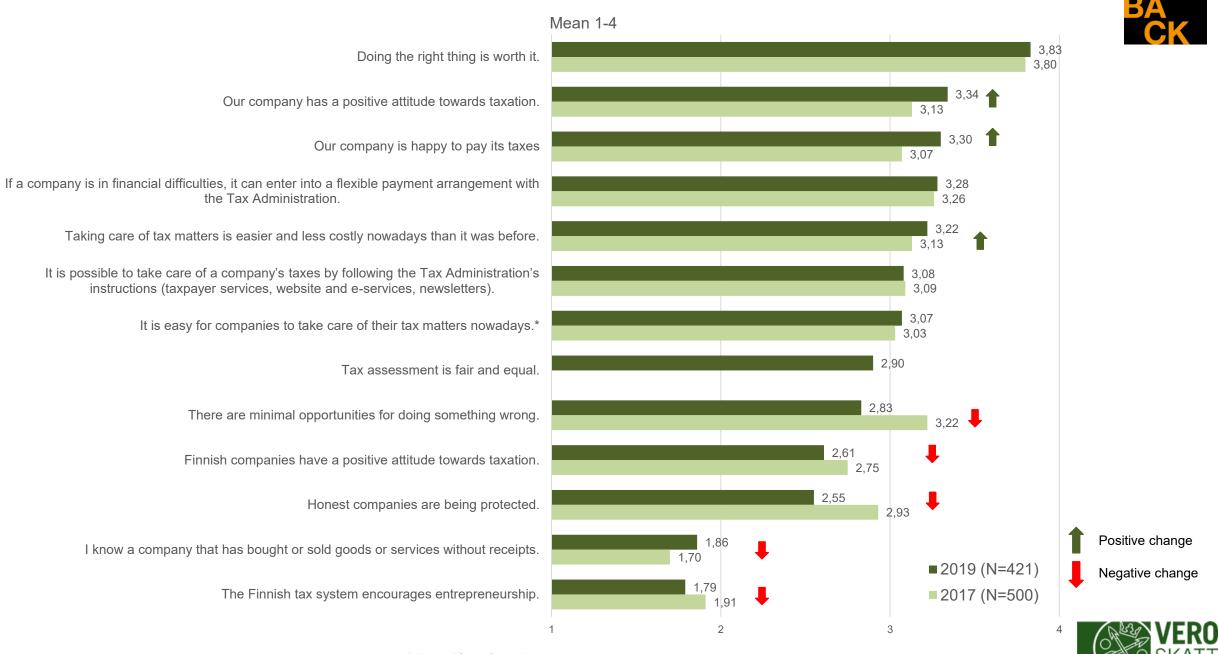








Agree or disagree?



* changed form of question





Tax Administration 2019 % respondents, N=421

The Tax Administration's services are up-to-date.

The Tax Administration develops its services to ensure that taking care of taxes is as easy as possible.

The Tax Administration offers expert service.

The Tax Administration trusts that taxpayers act correctly and acts in a way that taxpayers can trust.

The Tax Administration's operations are transparent.

The Tax Administration's services are reliable.

The Tax Administration makes decisions pre-emptively.

The Tax Administration is capable of cooperation. The Tax Administration has a constructive and positive attitude, and operates flexibly, reliably, and...

The Tax Administration acts consistently in all tax matters.

The Tax Administration's services have been designed to fit their users' needs.

The Tax Administration's decisions are well-reasoned, justified and reliable.

The Tax Administration develops its services in cooperation with taxpayers and stakeholders by listening to taxpayers, anticipating their needs, and...

		47				43			1	9 (3,3
	3	34			50)			6	4			3,	,21
	32	2			45			8	13	2			3,	15
	31	1			49			4	10	7			3,0)8
	25			37		1	7		17	5			2,98	8
	24			47			5		20	5			2,94	1
	14		44			2	3		15	3			2,92)
	16		47	7		1:	3		20	4			2,87	
	21		37	7		14		20)	7			2,84	
	11		e	60			8		15	5			2,84	
	14		45			13		23	3	5			2,78	
	10		40			26			19	5			2,74	
) %	/ 0	20 %	40	%	60	%	80	0 %		100 %	5 1	2	3	

mean



Completely agree Agree

Cannot say Disagree

e Completely disagree



2

2

% respondents The Tax Administration's services are up-to-date. 2019 (N=421) 47 43 9 1 2017 (N=500) 43 45 3 8 2019 (N=421) 34 50 6 7 4 7 7 2 2017 (N=500) 33 51 2019 (N=421) 32 45 8 13 2017 (N=500) 47 5 5 2 41 2019 (N=421) 31 49 4 10 2017 (N=500) 28 2 55 13 2019 (N=421) 25 37 17 17 5 2017 (N=500) 26 13 5 43 13 2019 (N=421) 24 47 5 20 5 3 2017 (N=500) 27 52 4 14 0 % 20 % 40 % 60 % 80 % 100 % Completely agree Completely disagree Cannot say Agree Disagree

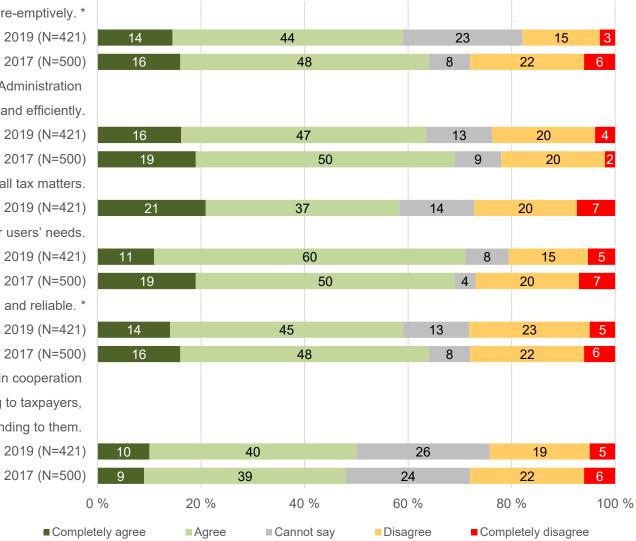
Tax Administration (1/2)







Tax Administration (2/2) % respondents



- The Tax Administration makes decisions pre-emptively. *
- The Tax Administration is capable of cooperation. The Tax Administration
- has a constructive and positive attitude, and operates flexibly, reliably, and efficiently.
 - The Tax Administration acts consistently in all tax matters.
 - The Tax Administration's services have been designed to fit their users' needs.
 - 2019 (N=421)
 - The Tax Administration's decisions are well-reasoned, justified and reliable. *
 - 2017 (N=500)
 - The Tax Administration develops its services in cooperation with taxpayers and stakeholders by listening to taxpayers, anticipating their needs, and responding to them.



Agree or disagree?





The Tax Administration develops its services to ensure that taking care of taxes is as easy as possible.

The Tax Administration offers expert service.

The Tax Administration trusts that taxpayers act correctly and acts in a way that taxpayers can trust.

The Tax Administration's operations are transparent.

The Tax Administration's services are reliable.

The Tax Administration makes decisions pre-emptively.*

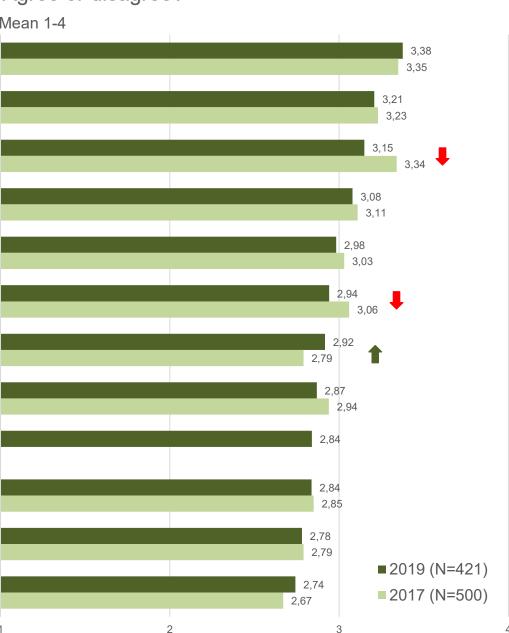
The Tax Administration is capable of cooperation. The Tax Administration has a constructive and positive attitude, and operates flexibly, reliably, and efficiently.

The Tax Administration acts consistently in all tax matters.

The Tax Administration's services have been designed to fit their users' needs.

The Tax Administration's decisions are well-reasoned, justified and reliable.*

The Tax Administration develops its services in cooperation with taxpayers and stakeholders by listening to taxpayers, anticipating their needs, and responding to them.





* changed form of question

Negative change

Positive change



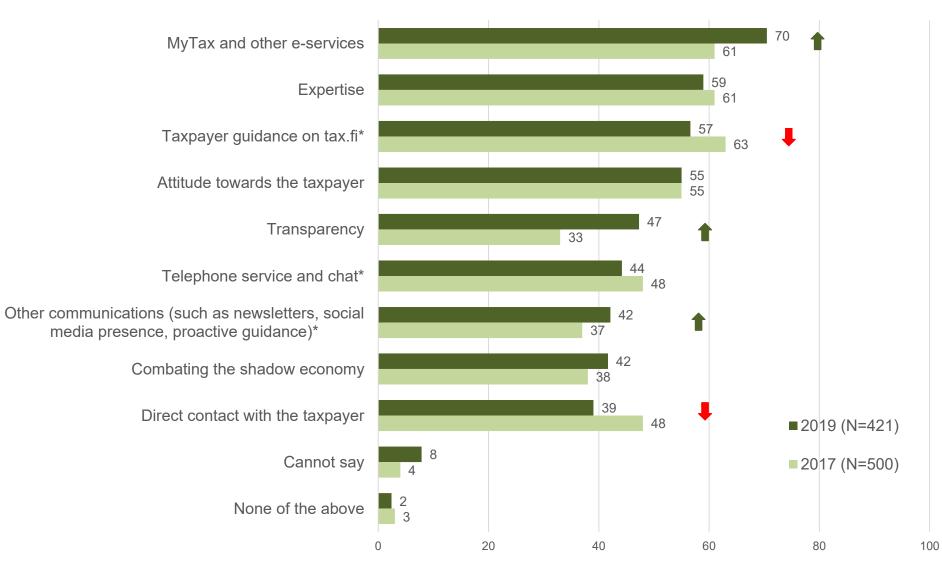


7. Tax Administration success

Tax Administration success



Which of the following areas do you think the Tax Administration has been especially successful in lately? % of respondents



Positive change Negative change

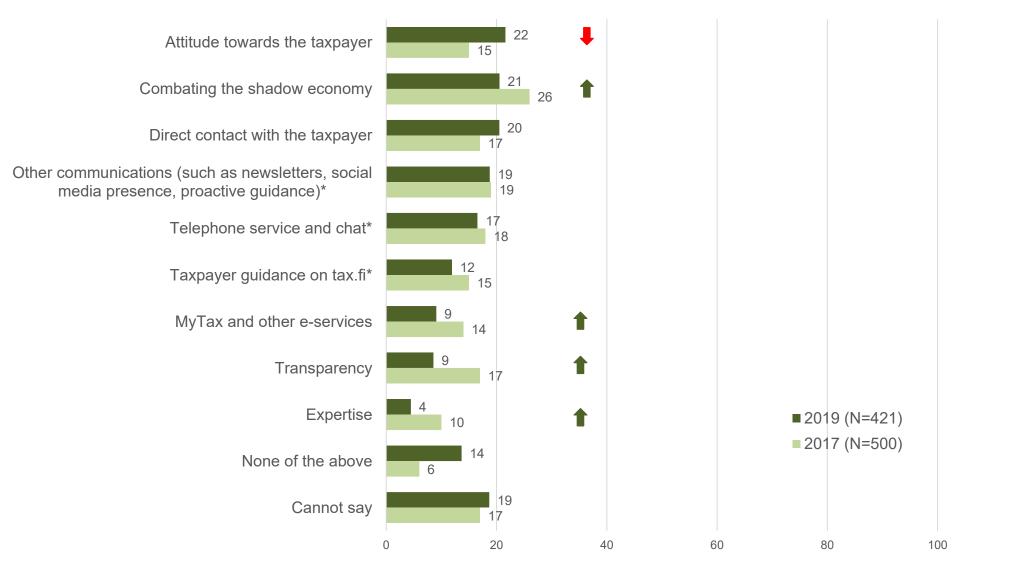


* changed form of question

Tax Administration success



Which of the following areas do you think the Tax Administration should especially improve in? % of respondents



Positive change Negative change

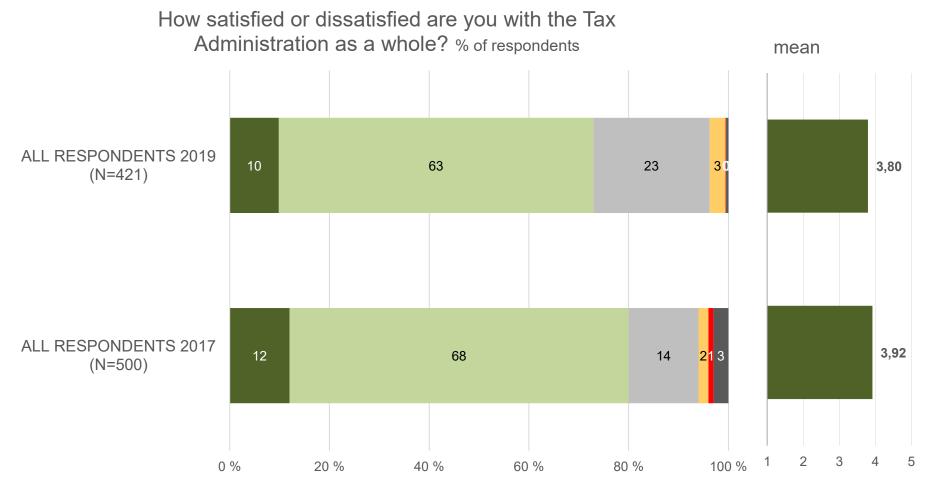


* changed form of question



8. How satisfied or dissatisfied

How satisfied or dissatisfied



Very satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied Cannot say







KIITOS!

MENESTYSTÄ TIEDOSSA | FEELBACKgroup

Helsinki | Tampere | Lappeenranta | Kuopio

