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RareBooksClub. Paperback. Book Condition: New. This item is printed on demand. Paperback. 28 pages. Original publisher: Washington, D. C. : The Office, 2001 OCLC Number: (OCoLC)47202113 Subject: Electronic filing systems -- United States. Excerpt: . . . As we discuss in a report to be issued to the Subcommittee later this month, the productivity of telephone assistors declined during the 1999 and 2000 filing seasons. According to IRS officials, although some of the decline in 2000 was caused by assistors handling more of the types of calls that take longer to answer, four policy changes that had the unintended effect of lowering productivity in the 1999 filing season continued to adversely affect productivity in the 2000 filing season. Specifically, in 1999, IRS ( 1 ) discontinued automatically routing another call to an assistor immediately upon completion of a call; ( 2 ) increased restrictions on using productivity data when evaluating assistors performance; ( 3 ) disproportionately diverted staff from peak demand shifts to other shifts when it implemented 24-hour-a-day, 7-day-a-week assistance; and ( 4 ) discontinued measuring the productivity of individual call sites. According to IRS officials, these factors have continued to negatively affect productivity in the 2001 filing season. The officials said that although some of the decline can be explained by assistors answering more complex calls, assistors clearly are not using their time efficiently. In that regard, according to IRS, site visits it made earlier this year indicated that assistors who were directly monitored ( i. e. , someone sitting with them ) spent about half as much time wrapping up a call after the taxpayer had hung up than assistors who were remotely monitored. IRS, in conjunction with the National Treasury Employees Union, has taken steps intended to improve productivity. For example, IRS has conducted a series...

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