

CARTAC/Inland Revenue Department of St. Lucia

TAX ADMINISTRATION SEMINAR

Castries, St. Lucia

June 24-27, 2002

COURSE EVALUATION FORM

For items 1–9, please circle a number on the scale of 1 to 5. For 10–13, please provide written answers.

1. This seminar has increased my understanding of the general concepts of tax administration.

Fully agree 5 4 3 2 1 Strongly disagree

2. This seminar has helped me understand how other tax administration of work.

Fully agree 5 4 3 2 1 Strongly disagree

3. The seminar has involved the right mix of lectures, group work, and student participation.

Fully agree 5 4 3 2 1 Strongly disagree

4. The documents distributed during the course will be useful reference material for later.

Fully agree 5 4 3 2 1 Strongly disagree

5. The course will help me in my professional work.

Fully agree 5 4 3 2 1 Strongly disagree

6. Overall, the course has met my expectations.

Fully agree 5 4 3 2 1 Strongly disagree

7. The quality of the lectures was high.

Fully agree 5 4 3 2 1 Strongly disagree

8. The speaker did a good job of making the subject matter interesting.

Fully agree 5 4 3 2 1 Strongly disagree

9. Please evaluate each of the following topics/sessions of the course (5=excellent, 1=poor):

A. Overview of Tax Administrations

Excellent 5 4 3 2 1 Poor

B. Organizational Issues in Tax Administrations

Excellent 5 4 3 2 1 Poor

C. Taxpayer Registration

Excellent 5 4 3 2 1 Poor

D. The Collection Function

Excellent 5 4 3 2 1 Poor

E. Electronic Filing and Payment

Excellent 5 4 3 2 1 Poor

F. Control of Stopfiling and Delinquent Accounts

Excellent 5 4 3 2 1 Poor

G. Control of Large Taxpayers

Excellent 5 4 3 2 1 Poor

H. Methods to Improve Administration of Small Taxpayers

Excellent 5 4 3 2 1 Poor

I. Overview of the Audit Function

Excellent 5 4 3 2 1 Poor

J. Overview of the Appeal System

Excellent 5 4 3 2 1 Poor

K. Taxpayer Services

Excellent 5 4 3 2 1 Poor

L. Measures to Address Corruption in Tax and Customs Administrations

Excellent 5 4 3 2 1 Poor

M. Performance Indicators

Excellent 5 4 3 2 1 Poor

N. IT Systems for Tax Administrations

Excellent 5 4 3 2 1 Poor

10. What was your favorite part of the course?

11. What was your least favorite part of the course?

12. How can this course be improved?

13. Give your general impression of the course.