

Is HMRC well managed?

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This is [from the 2015 HMRC staff survey](#) (click on the image for a bigger version):

Overall HMRC only managed a 30% positive rating on competence from its staff (well over half of whom took part, and they are, presumably the motivated ones). I would rate this as dire.

I [keep saying that HMRC's management needs to be fundamentally reformed](#), from the top down. It seems like its staff agree with me.