Skatteverket

Swedish Tax Agency

Capacity building that takes account of the local context

What we do

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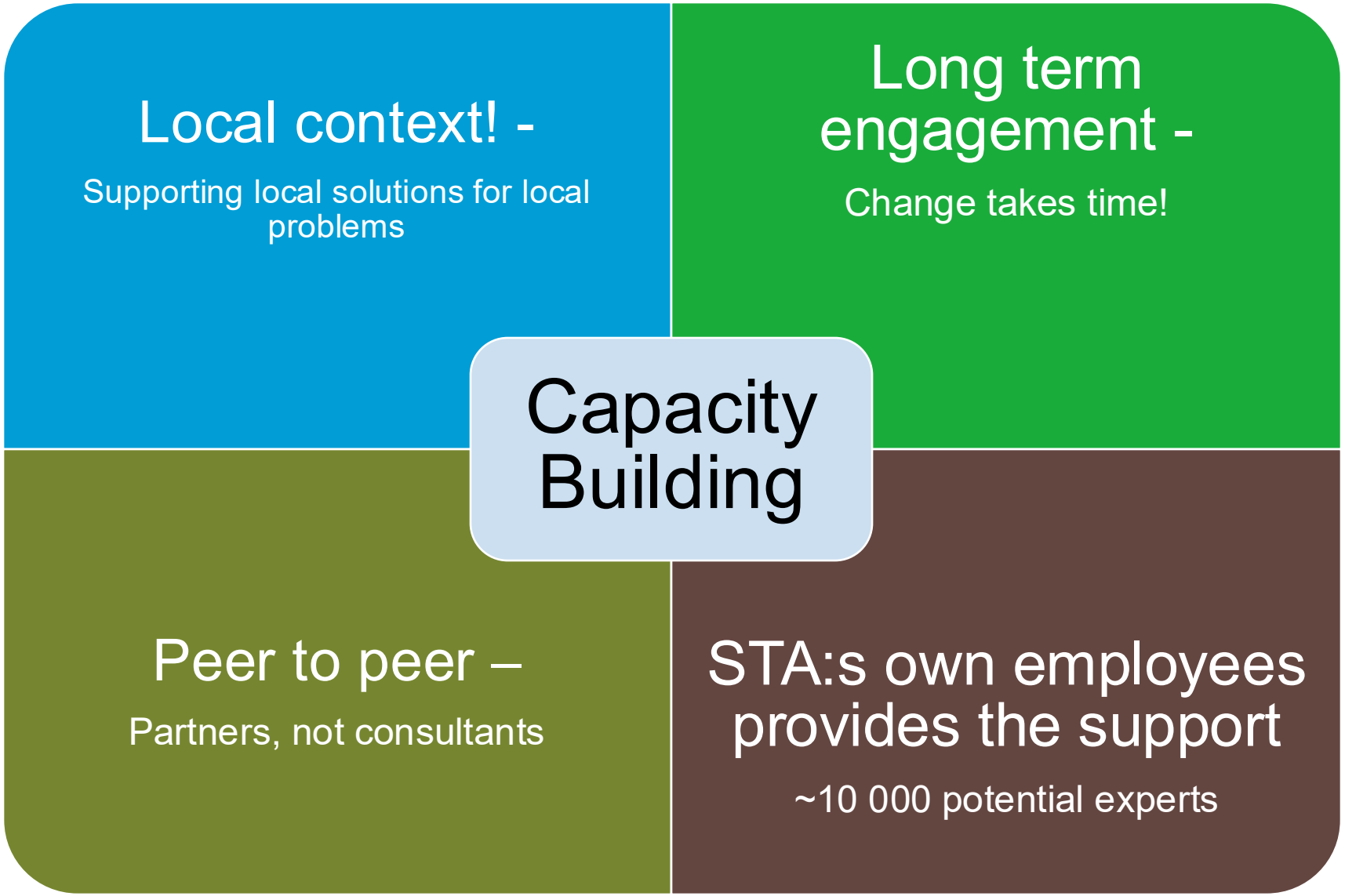
Our concept



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The ICBP in short

- Theme - Trust and Voluntary Compliance as a strategy for DRM.
- Four participating counties. Four program rounds. Four years.
- Each year - Officials from Tax Agencies and Ministry of Finance form a country team of six participants
- A coach from STA assigned to each team.
- The coach and the team meets digitally every second week, in addition to coach visits, workshops and study visits.

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What the Program aims to achieve and how

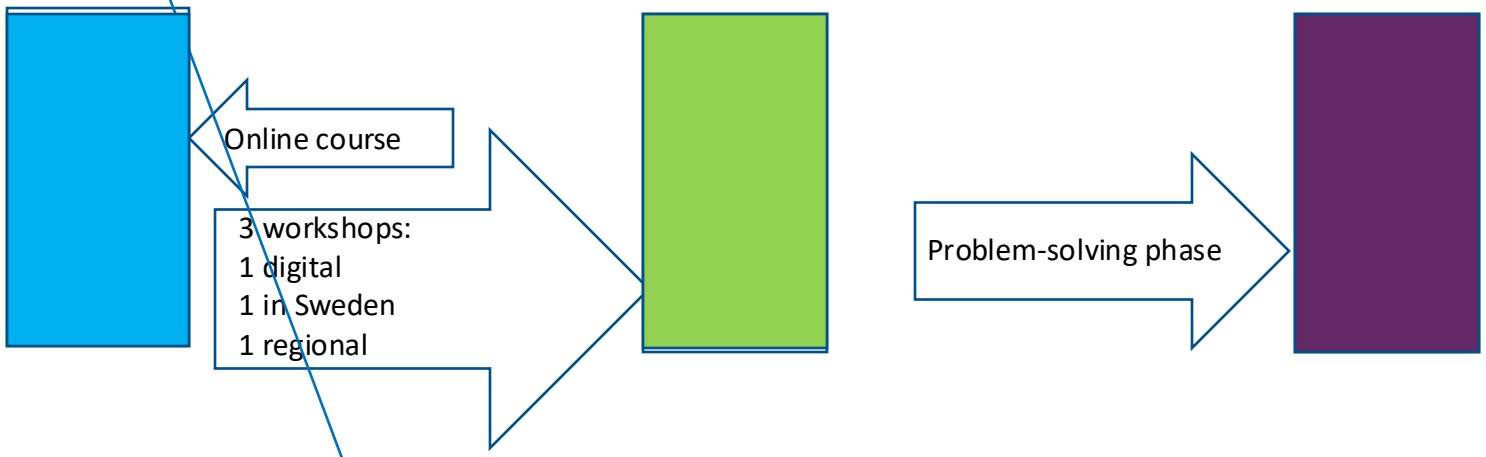
What we aim for

Provide a tool for solving complex Problems - the PDIA -approach

Provide Insights and knowledge of areas that are significant for **increasing Trust** in the Tax system and thus **Voluntary Compliance**

Support in solving an actual problems while learning a method for Problem-solving

How? The design and activities



Problem Driven Iterative Adaptation –
(method for problem-solving developed by Harvard University)

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Theory of Change

Assumption:

The increased Voluntary Compliance to pay taxes contributes to increased domestic resource mobilization.

Assumption:

The increased knowledge, capability and implemented measures will contribute to increasing citizens and companies trust in the tax administration and the tax system, and thus Voluntary Compliance.

Long Term - expected results

"Contribute to **Domestic Revenue Mobilisation** in the participating countries"

Medium Term - expected results

- "Contribute **to increased Voluntary Compliance** in the participating countries"

Short term – expected results

"-The participants **develop capability to address problems** that hinder Voluntary Compliance and,
- **Progress in solving at least one** such problem"

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