

Taxpayer Attitudes and Service Channel Preferences

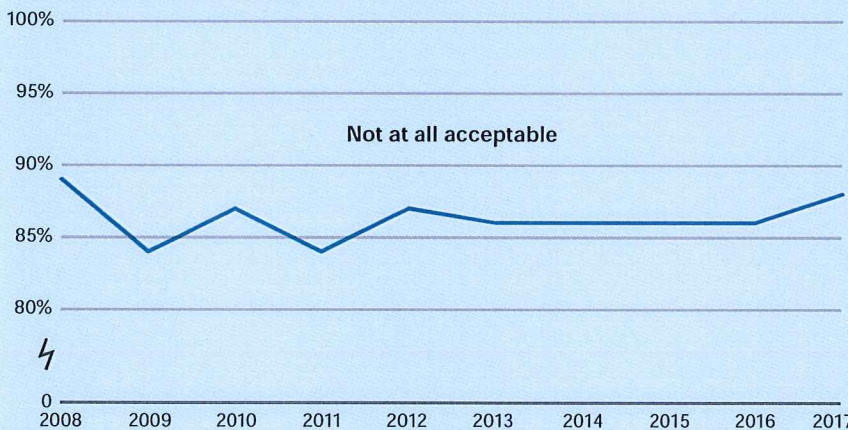
The Comprehensive Taxpayer Attitude Survey (CTAS) began in 1999 and continues to provide important information about taxpayers' attitudes and service channel preferences. In 2017, more than 2,000 taxpayers told IRS what they think via cell phone, landline phone, or online surveys. Their opinions will inform IRS' efforts to improve taxpayer service.

Highlights of the Data

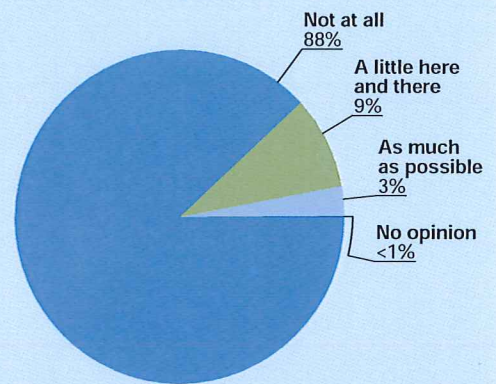
What Is an Acceptable Amount to Cheat on Income Taxes?

- In 2017, most taxpayers continued to view cheating on their income taxes as not at all acceptable. This belief has remained stable, within a five-point range, since 2008.

Phone Responses Only



2017 All Responses

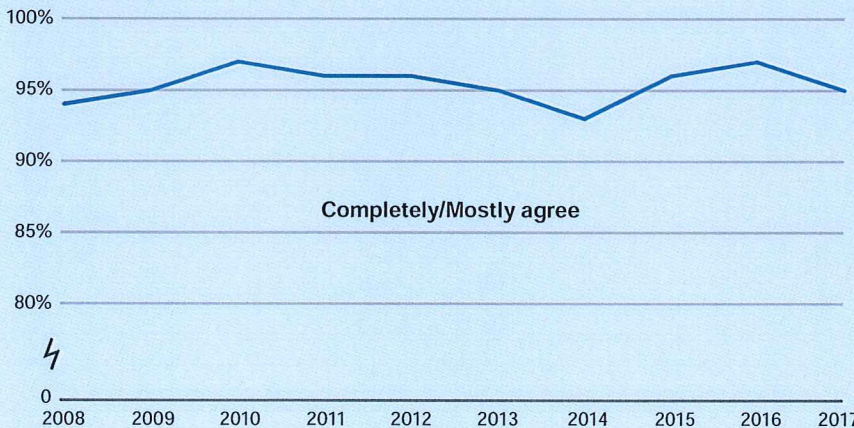


NOTES: All Responses include both phone and online survey responses. Blended phone and online responses are not available prior to 2017. No opinion includes: Don't know/Not applicable/No response. Pie charts do not total 100% due to rounding.

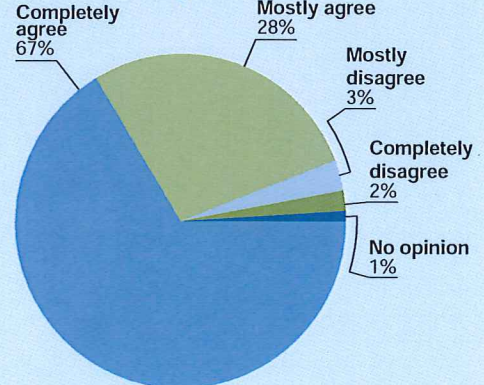
It Is Every American's Civic Duty to Pay Taxes

- Nearly all taxpayers say it's their civic duty to pay their fair share of taxes, and this attitude has remained stable, within a four-point range, since 2008.

Phone Responses Only



2017 All Responses



NOTES: All Responses include both phone and online survey responses. Blended phone and online responses are not available prior to 2017. No opinion includes: Don't know/Not applicable/No response. Pie charts do not total 100% due to rounding.