



## Fiscal Service Survey

Hello,

You are invited to participate in our survey "Fiscal Service Survey". The survey will take approximately 15-20 minutes to complete.

Your participation in this study is completely voluntary. There are no foreseeable risks associated with this study. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point by closing your browser window. It is very important for us to learn your opinions.

As a thank you for participating and completing the survey in its entirety, we would like to invite you to enter an optional prize drawing to win one of ten Amazon gift cards ranging from \$25-\$150. You will have the opportunity to enter the drawing at the conclusion of the survey.

Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential.

If you have questions about the survey or procedures, you may contact Media Barn Inc. at [survey@mediabarninc.com](mailto:survey@mediabarninc.com).

Thank you for your time. You may start the survey now by clicking on the Next button below.



## Fiscal Service Survey

\* 1. Which of the following best describes your employment status? Select all options that apply.

Note: If you are currently out of work due to the COVID-19 pandemic, select the employment status you had prior to COVID-19.

- ☐ Employed, working full-time/part-time as a salaried employee or contractor
- ☐ Employed, working full-time/part-time as an owner or partner
- ☐ Not employed or retired

2. Do you earn income working, selling services, goods or renting property through a mobile app or website? (e.g., Airbnb, Lyft, Uber, DoorDash, Postmates, Instacart, etc.)

- ☐ Yes
- ☐ No

\* 3. Do you currently work for or have a direct affiliation to any of the following organizations or occupations?

- ☐ Arts, Marketing, Public Relations, or Advertising
- ☐ Consultation organization that offers services or products related to computers, the Internet, and/or websites
- ☐ U.S Government Financial Agencies (e.g., Bureau of the Fiscal Service, Internal Revenue Service, Department of the Treasury)
- ☐ Education, Training, or Library Services
- ☐ Healthcare Support Occupations
- ☐ Legal Occupations
- ☐ None of the above

\* 4. In the past 12 months, which of the following activities have you done online? Select all that apply.

- ☐ Purchased airline tickets online
- ☐ Made a tax payment online
- ☐ Read news articles online
- ☐ Applied to a new job online
- ☐ Conducted a banking transaction online
- ☐ Participated in a work-related meeting online
- ☐ None of the above



## Fiscal Service Survey

\* 5. How do you pay your Federal individual or business taxes? Select all that apply.

- ☐ Pay through a Certified Public Accountant (CPA) or IRS Enrolled Agent, payroll services provider, or other third-party provider
- ☐ Pay via a mail-in voucher or check
- ☐ Pay through EFTPS.gov website
- ☐ Pay in-person or online through a tax service provider (e.g., TurboTax, TaxSlayer, TaxAct, H&R Block, Jackson Hewitt, etc.)
- ☐ Pay through an accounting/management software such as QuickBooks
- ☐ Pay using the Direct Pay feature on the IRS.gov website
- ☐ I do not pay Federal taxes
- ☐ Other Tax Payment Method (please specify)



## Fiscal Service Survey

\* 6. In what capacity do you primarily use EFTPS.gov?

- ☐ As an Individual: 1099 contractor (using my personal SSN)
- ☐ As an Individual: W-2 employee
- ☐ As a Business: For a company I work for as an employee
- ☐ As a Business: For a company that I own or am a partner of
- ☐ As a Business: 1099 contractor (using an EIN/TIN)
- ☐ As a Third-Party Professional, assisting individual taxpayers or business clients (i.e., as an Accountant, Payroll Service, or Other Tax Professional)
- ☐ Other (please specify)



## Fiscal Service Survey

\* 7. What is the structure of your business?

- ☐ Sole proprietor
- ☐ Partnership
- ☐ LLP
- ☐ LLC
- ☐ S-Corp
- ☐ C-Corp
- ☐ Other (please specify)

\* 8. Approximately how many full-time employees does your business currently have?

- ☐ 1 – self only
- ☐ 2-10
- ☐ 11-25
- ☐ 26-50
- ☐ Greater than 50



## Fiscal Service Survey

### Background

\* 9. Based on a previous response, you indicated that you use EFTPS.gov to pay taxes. How frequently do you log into your Electronic Federal Tax Payment System (EFTPS) account online?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Annually
- ☐ Infrequently, as needed

\* 10. In the past 12 months, which of the following tasks have you completed on EFTPS.gov? Select all that apply.

- ☐ Made a payment for myself
- ☐ Made a payment for my company/business
- ☐ Checked payment history
- ☐ Cancelled a tax payment
- ☐ Edited enrollment information (e.g., name, address)
- ☐ Modified financial bank account information (e.g., bank routing number)
- ☐ Made a same-day tax payment
- ☐ Other (please specify)

\* 11. Which of the following taxes do you currently pay on EFTPS.gov? Select all that apply.

- ☐ Quarterly Estimated Taxes (personal)
- ☐ Quarterly Estimated Taxes (business)
- ☐ Employer's Annual Federal Unemployment Tax (FUTA) Return
- ☐ Federal Payroll Taxes
- ☐ Quarterly Federal Excise Taxes
- ☐ Fiduciary Income Tax Return
- ☐ U.S. Corporation Income Tax Return
- ☐ Other (please specify)





## Fiscal Service Survey

\* 12. On which devices do you currently access EFTPS.gov, or would like use to access EFTPS.gov in the future?

	Currently use	Would like to use
SmartPhone	<input type="radio"/>	<input type="radio"/>
Desktop or laptop	<input type="radio"/>	<input type="radio"/>
Tablet	<input type="radio"/>	<input type="radio"/>



## Fiscal Service Survey

\* 13. Have you ever used IRS Direct Pay (located on IRS.gov), rather than using the EFTPS website, to make a tax payment?

Note: IRS Direct Pay is a secure service to pay your taxes for Form 1040 series, estimated taxes or other associated forms directly from your checking or savings account at no cost to you.

- ☐ Yes, I have used IRS Direct pay to make a tax payment
- ☐ No, I have not used IRS Direct Pay to make a tax payment

14. Compared to IRS Direct Pay, are there any features or functionalities you would have liked to see in the EFTPS website?



# Fiscal Service Survey

\* 15. On a scale of 1 to 10, how do you perceive EFTPS currently?

[illegible]

16. Why do you have this perception about EFTPS? Please provide as much detail as possible.

\* 17. How would you rate your affinity to the EFTPS brand?

- ☐ I have a strong attachment to the EFTPS brand
- ☐ I have some attachment to the EFTPS brand
- ☐ I am neutral to the EFTPS brand
- ☐ I am indifferent to the EFTPS brand

## Fiscal Service Survey

### Current Perceptions of EFTPS.gov

\* 18. How important are each of these factors to you when using a site like EFTPS.gov? Rate the importance of each of these factors from 1 to 5 where 1 = Not at All Important and 5 = Very Important

	1 (Not at All Important)	2	3 (Neutral)	4	5 (Very Important)
Visual Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simplicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 19. On a scale of 1 to 5, where 1 = Does Not Perform and 5 = Performs Very Well, how well does the current EFTPS.gov website site perform in the following categories?

	1 (Does Not Perform)	2	3 (Neutral)	4	5 (Performs Very Well)
Visual Design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simplicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Fiscal Service Survey

\* 20. Of the following features, which would you most like to see implemented on EFTPS.gov in the future? Select your top 3 choices.

- ☐ Real-time notifications via SMS text (payment pending, system down, payment confirmation, etc.)
- ☐ Multiple uploads (ability to make multiple payments at once)
- ☐ Detailed error messages for rejected payment (specific error messaging if there was an issue with a payment)
- ☐ Instant access/retrieval of password (if forgotten or lost)
- ☐ Same-day access to register (and make a payment)
- ☐ Guest checkout (ability to make a payment without registering)
- ☐ Online support (e.g., chat, videos, tutorials, documentation)
- ☐ Ability to make payments for multiple tax accounts (business, individual and payroll)
- ☐ Expansion of payment methods to include payment services (Venmo, PayPal, Apple Pay, etc.)
- ☐ Ability to have multiple bank accounts to pay from (checking, savings, business, personal, etc.)
- ☐ Addition of a Payment Estimation Calculator
- ☐ Real-time notifications via email

\* 21. What is the minimum account information (by SSN/EIN/TIN) that you require from the EFTPS.gov website?

- ☐ All EFTPS payment history relating to your account (currently available)
- ☐ All IRS payment history relating to your account
- ☐ Full IRS transcript relating to your account
- ☐ Analytic reporting of EFTPS account activity (i.e. payment totals by calendar year, by tax type, scheduled payments totals, etc.)
- ☐ Full IRS outstanding balance for my account

## Fiscal Service Survey

\* 22. How would you best describe EFTPS?

- ☐ EFTPS is a service
- ☐ EFTPS is a brand
- ☐ EFTPS is a system
- ☐ EFTPS is an organization
- ☐ Other (please specify)

\* 23. Are you aware of who owns/manages the EFTPS website?

- ☐ The Bureau of the Fiscal Service
- ☐ The Internal Revenue Service (IRS)
- ☐ The U.S Department of Treasury
- ☐ The Federal Reserve Bank
- ☐ The Federal Deposit Insurance Corporation (FDIC)
- ☐ The Office of the Comptroller of the Currency
- ☐ The Consumer Financial Protection Bureau (CFPB)
- ☐ A third party on behalf of the US Government
- ☐ Other (please specify)

\* 24. How important is it to you who owns and operates the EFTPS site?

- ☐ Extremely important
- ☐ Very important
- ☐ Somewhat important
- ☐ Not so important
- ☐ Not at all important

## Fiscal Service Survey

\* 25. To what degree do you have concerns with security when providing personal information on the EFTPS.gov website?

- ☐ Extremely concerned
- ☐ Very concerned
- ☐ Somewhat concerned
- ☐ Relatively unconcerned
- ☐ Not at all concerned

## Fiscal Service Survey

### Demographics

**The following demographical questions are optional. You may choose to answer all, some, or none of these questions.**

26. What is the highest level of school you have completed or the highest degree you have received?

- ☐ Less than high school degree
- ☐ High school degree or equivalent (e.g., GED)
- ☐ Some college but no degree
- ☐ Associate degree
- ☐ Bachelor degree
- ☐ Graduate degree
- ☐ Doctorate degree

27. What is your age?

- ☐ Less than 18 years of age
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 years of age or older



28. Which race/ethnicity best describes you? Please choose only one.

- ☐ American Indian or Alaskan Native
- ☐ Asian / Pacific Islander
- ☐ Black or African American
- ☐ Hispanic
- ☐ White / Caucasian
- ☐ Multiple ethnicity / Other (please specify)

29. What state do you reside in?



## Fiscal Service Survey

Thank you!

**We sincerely appreciate your time and participation in our survey.**

**As a thank you, we would like to invite you to enter an optional prize drawing. If you would like to be entered into our random drawing to win one of ten \$25.00 Amazon gift cards, enter your name and email below. This is optional, and completely confidential and your information will never be shared or used for future contact.**

30. What is your name?

31. At what email address would you like to be contacted?

32. Would you like to be contacted for future research study opportunities?

Note: Opting into the Mediabarn Research database will allow you the opportunity to partake in upcoming market research studies, as well as exclusive research panels and professional groups. If you select Yes, please be sure your name and email address are entered correctly in the fields above.

☐ Yes

☐ No



## Fiscal Service Survey

Thank you for participating.

**We're sorry, you do not qualify for our survey. However, we sincerely appreciate your time and participation. Although you do not qualify, we would like to invite you to enter an optional prize drawing. If you would like to be entered into our random prize drawing for a \$150 Amazon gift card, enter your name and email below. This is optional, and completely confidential and your information will never be shared or used for future contact.**

33. What is your name?

34. At what email address would you like to be contacted?

35. Would you like to be contacted for future research study opportunities?

Note: Opting into the Mediabarn Research database will allow you the opportunity to partake in upcoming market research studies, as well as exclusive research panels and professional groups. If you select Yes, please be sure your name and email address are entered correctly in the fields above.

☐ Yes

☐ No