TaxAct – National Admin Night

National Consumer Survey — Data Readout

DATES FIELDED	March 14–16, 2026
SAMPLE SIZE	N = 2,000 U.S. adults (ages 18–64)
PANEL / DATA PROVIDER	Dynata
SURVEY LENGTH	6–8 minutes
SAMPLING METHOD	Nationally representative by gender, race/ethnicity, and household income. 18–34 age cohort over-indexed to reflect target audience.
ELIGIBILITY	Primary or shared household decision-maker for tax filing; federal tax filer (or filing on behalf of household).
ROUNDING NOTE	All figures rounded to the nearest whole percentage point. Figures may not sum to 100% due to rounding or multiple-response questions.

TOP-LINE FINDINGS

Admin Procrastination

- 56% of filers sometimes or often delay personal administrative tasks.
- Top avoided tasks: sorting mail/email/paperwork (44%) and scheduling appointments (39%).
- 29% bundle tasks to complete at a set time or day.

Taxes Specifically

- 30% say filing taxes or handling tax documents is one of their most-avoided tasks.
- The most common filing approach: 1–2 months before the deadline (24%).
- Top reasons for delay: feels overwhelming (31%), disorganized documents (24%), fear of mistakes (22%).

Emotional Response to Filing

- Stressed or anxious (21%) is the single most common emotion respondents associate with filing taxes.
- Men skew confident (23%); women skew stressed/anxious (24%).
- Compared to taxes: 21% would rather sit through a meal with someone who chews with their mouth open.

Social Motivation Works

- 76% agree they're more likely to start a dreaded task if they block off time to do it.
- 46% say knowing someone else is counting on them is their top motivator.
- 41% say having music or TV on in the background helps them get things done.

One Big Beautiful Bill Act (OBBBA)

- 35% are following the OBBBA somewhat closely; 33% have heard of it but aren't following closely.
- 54% say the OBBBA has made no difference in their confidence to file their taxes.

Refund Expectations

- 25% expect their tax outcome to be about the same as last year.
- Of those expecting a refund, 25% plan to invest or save the money — the top intended use.

SCREENER QUESTIONS

S1

What is your age?

18–24	11%
25–34	**28%**
35–44	23%
45–54	20%
55–64	17%

S2

Are you the primary or shared decision-maker for filing taxes in your household?

100% Yes (screener qualification — respondents who answered No were not included in survey results).

S3

How do you typically file your taxes? (Select one)

I file myself using online tax preparation software	**51%**
I go to an in-person tax preparation service	16%
I file myself using IRS Free File	16%
I use a certified tax preparer or accountant	10%
A family member or relative does my taxes for me	4%
I file myself by mailing in paper forms	3%
Other	0%

SURVEY QUESTIONS – ADMINISTRATIVE TASKS

Q1

Which best describes how you typically handle administrative tasks in your personal life (e.g., paying bills, scheduling appointments, organizing paperwork, budgeting, responding to emails)? (Select one)

I complete tasks as soon as possible	**57%**
I bundle tasks together and complete them at a set time or on a specific day	29%
I don't have a consistent system	13%
Other	0%

Q2

How often do you delay or put off these types of administrative tasks? (Select one)

Rarely – usually get to things quickly	36%
Sometimes (about half the time)	25%

Often – more than half the time	19%
Almost always – regularly delay things I should do	12%
Never – take care of things right away	7%

^ Combined "Almost always" + "Often" + "Sometimes" = 56% admit to sometimes or often delaying admin tasks.

Q3

Which of the following tasks do you most often delay or avoid? (Select all that apply)

Sorting through mail, email, or paperwork	**44%**
Scheduling appointments (medical, home, auto, personal)	39%
Organizing digital files or photos	35%
Updating personal records or passwords	32%
Filing taxes or handling tax documents	30%
Renewing licenses, registrations, or subscriptions	27%
Paying bills or managing finances	25%
Filing insurance claims or completing forms	17%
Other	3%

Q4

Which of the following would make you more likely to complete tasks you typically avoid? (Select all that apply)

Knowing someone else is counting on me	**46%**
Having music or TV on in the background	40%
Having snacks, drinks, or something enjoyable nearby	36%
Setting a reward for finishing	36%
Doing the task alongside a friend or partner	31%
Blocking a specific date/time on my calendar	30%
Hanging out in a different environment (e.g., coffee shop, library)	24%
Completing it in a social setting	16%
Other	2%

SURVEY QUESTIONS – TAX FILING BEHAVIOR

Q5

Which best describes your typical approach to filing your taxes? (Select one)

I file one to two months before the deadline	24%
I file more than two months before the deadline	20%
I file within a month of the deadline	20%
I intend to file early but end up filing within a month of the deadline	15%
I start early but don't finish until later	10%
I file at the last minute (within two weeks of the deadline)	8%
I typically miss the deadline and/or file for an extension	2%
Other	1%

Q6

What are the main reasons you delay filing your taxes? (Select all that apply)

It feels overwhelming	**31%**
I don't delay filing my taxes	25%
I don't have all my documents organized	24%
I'm afraid of making a mistake	22%
It takes too much time	21%
I'm worried about how much I might owe	18%
It feels boring	17%
I forget to do it	11%
I don't know where to start	10%
Other	2%

Q7

Which emotion best describes how you feel about filing your taxes? (Select one)

Stressed or anxious	**21%**
Relieved	19%
Confident	18%
Accomplished or proud	16%
Overwhelmed	13%
Avoidance	5%
Resentful	4%

Confused	3%

Q8

Which of the following would you much rather do than file your taxes? (Select one)

Have your phone die at 1% with no charger	20%
Sit through a meal with someone who chews with their mouth open	19%
Do mental math out loud in public	16%
Let someone scroll through your camera roll unsupervised	13%
Accidentally hit "reply all" on an email meant for one person	8%
Have your search history shown at a family gathering	8%
Send a mean text to the wrong person and explain it	8%
Go off mute accidentally during a meeting rant	6%

SURVEY QUESTIONS – ATTITUDES & MOTIVATION

Q9

How much do you agree or disagree with the following statements? (Select one per row)

"Agree (Net)" = Somewhat Agree + Strongly Agree combined.

Statement	Strongly Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Strongly Agree	Agree (Net)
I'm more likely to start a task I've been avoiding if I block off time to do it	3%	7%	14%	49%	28%	**75%**
Pairing a task I dread with something enjoyable (food, drinks, music) makes it easier to complete	3%	8%	16%	47%	25%	**72%**
Seeing others be productive motivates me to get things done	4%	7%	16%	45%	28%	**74%**
I'm more likely to follow through if I have an accountability partner	5%	7%	19%	43%	24%	**68%**
I'd be more likely to file my taxes earlier if a friend were filing with me at the same time	10%	13%	26%	32%	18%	**50%**
Knowing my friends also delay taxes makes me feel less alone	11%	12%	28%	35%	14%	**49%**
I need external motivation to get my taxes done	10%	13%	28%	34%	14%	**48%**

SURVEY QUESTIONS – ONE BIG BEAUTIFUL BILL ACT (OBBBA)

Q10

How closely have you been following news about the One Big Beautiful Bill Act? (Select one)

Following somewhat closely	35%
Heard about it, but not following closely	34%
Following very closely	18%
Not aware of it	14%

Q11

How familiar are you with tax changes related to the One Big Beautiful Bill Act? (Select one)

Somewhat familiar – I know a little about what changes affect me	36%
Not very familiar – I've heard of it but don't know the details	28%
Very familiar – I've followed the bill closely	14%
Not at all familiar – I didn't realize it affected my taxes	11%
I have not heard of the One Big Beautiful Bill	11%

Q12

Has the One Big Beautiful Bill made you feel confident about filing your taxes? (Select one)

No change	54%
Somewhat more confident	17%
Much more confident	12%
Somewhat less confident	9%
Much less confident	8%

Q13

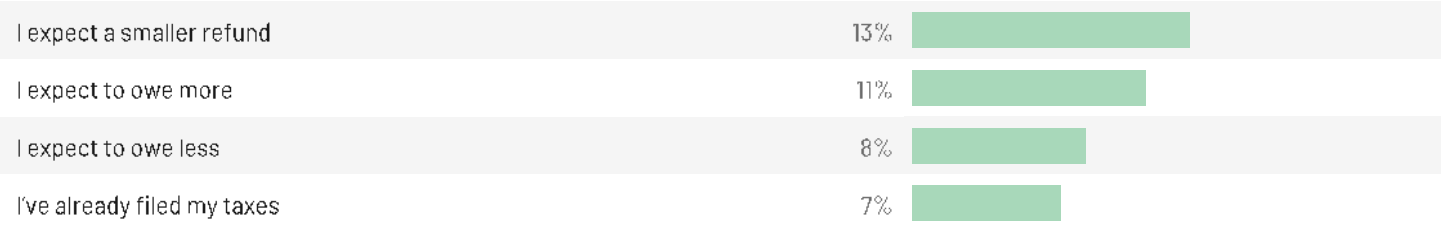
Overall, do you feel federal tax policy is moving in the right direction? (Select one)

Not sure	34%
Probably right direction	24%
Probably wrong direction	16%
Definitely wrong direction	13%
Definitely right direction	13%

Q14

Compared to last year, how do you expect your tax outcome to change this year? (Select one)

I expect it to be about the same	25%
I'm not sure	19%
I expect a larger refund	16%

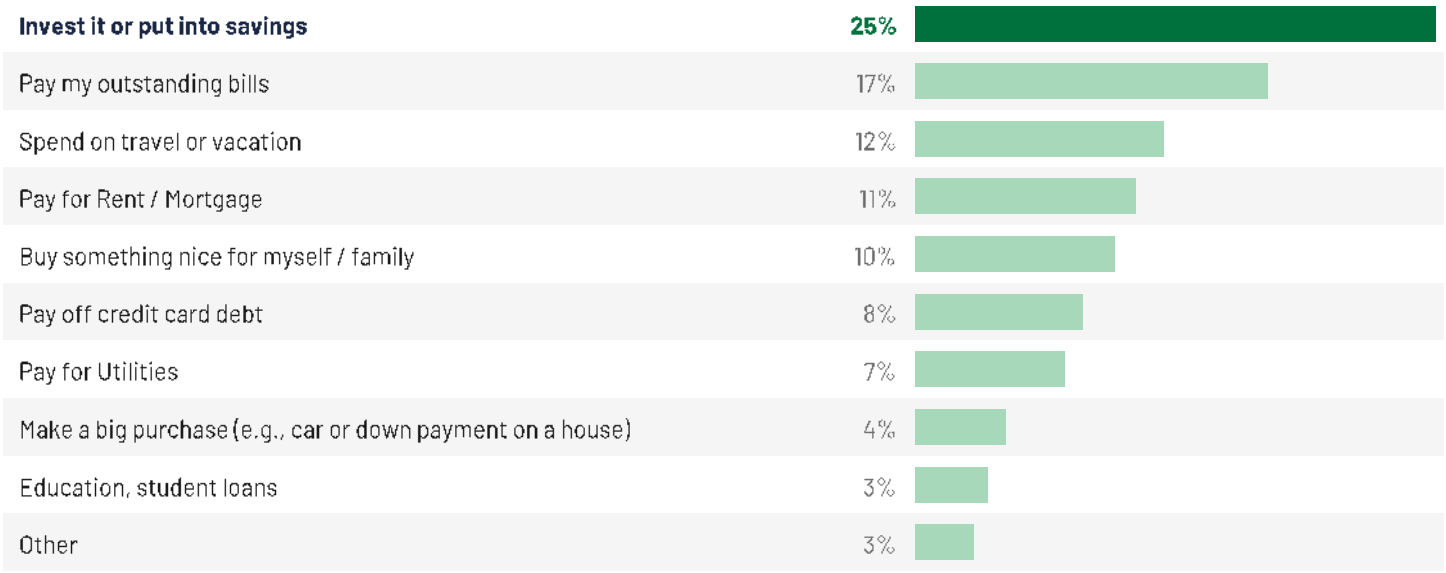

I expect a smaller refund
13%
I expect to owe more
11%
I expect to owe less
8%
I've already filed my taxes
7%

PRIOR RESEARCH: TAX REFUND INTENTIONS

The following data is sourced from a separate study. Methodology differs from the TaxAct Admin Night survey above.

SOURCE: GP Market Pulse Survey, February 2026

You mentioned you plan to receive a tax refund this year. How do you plan on using it? (Select one)



RESPONDENT DEMOGRAPHICS

D1
What is your gender? (Select one)

Female	50%
Male	49%
Non-binary or gender non-conforming	1%
Prefer not to say	0%

D2
What is your race or ethnicity? (Select one)

White or Caucasian	64%
Black or African American	19%
Hispanic or Latino	9%
Asian, Asian American or Pacific Islander	5%
Multi-racial	1%
Native American or Alaska Native	1%
Prefer not to say	1%

D3
What is your current annual household income? (Select one)

Less than $40,000	28%
$40,000–$74,999	28%
$75,000–$99,999	18%
$100,000–$149,999	16%
$150,000 or more	9%
Prefer not to say	1%

D4
What best describes your current household status? (Select one)

I am married and living with my spouse	34%
I am single, living alone	27%
I am single, living with family or roommates	19%
I am unmarried and living with a partner/significant other	12%
I am separated, divorced or widowed, living with family or roommates	4%
I am separated, divorced or widowed, living alone	4%

Prefer not to say	1%

D5

Do you have any children? (Select one)

No, I do not have any children	48%
Yes, I have children who I can claim as dependents	34%
Yes, I have children, but I cannot claim them as dependents	17%
Prefer not to say	1%

FULL SOURCE ATTRIBUTION

- Primary Survey: TaxAct National Consumer Survey (TY25 Admin Night), fielded March 14–16, 2026.
- Panel Provider: Dynata
- Sample: N = 2,000 U.S. adults, ages 18–64; nationally representative by gender, race/ethnicity, and household income; 18–34 cohort over-indexed.
- Qualification Criteria: Respondents must be the primary or shared decision-maker for household tax filing and a federal tax filer. Ages 65+ and non-filers were screened out.
- Survey Length: 6–8 minutes. No incentive offered.
- Secondary Data (Refund Intentions): GP Market Pulse Survey, February 2026.
- Rounding: All percentages rounded to the nearest whole number. Figures in multi-select questions will not sum to 100%.