

Questions for Hertfordshire Business School Crowd Work Survey

Questions are shown below in English but were translated into local languages for the individual surveys.

As well as the questions detailed below, Ipsos MORI were able to provide information on some/all of the following for respondents.

- GENDER
- AGE
- REGION
- WHETHER MAIN EARNER
- EMPLOYMENT STATUS
- MARITAL STATUS
- EDUCATIONAL LEVEL
- WORKING STATUS
- HOUSEHOLD INCOME
- HOW MUCH OF YOUR HOUSEHOLD'S GROCERY SHOPPING DO YOU, YOURSELF DO?
- HOW MANY CHILDREN UNDER THE AGE OF 18 ARE LIVING WITH YOU IN YOUR HOUSEHOLD?

STATUS1

Which, if any, of the following apply to you personally?

1. I am employed on a temporary contract
2. I have more than one paid job
3. I receive an income from a pension or state benefits
4. I receive an income from rent or other investments
5. I am an independent contractor *[only surveys from 2017 onwards]*
6. None of these
7. Prefer not to say

CQ01

Which, if any, of the following devices do you own or have use of in your household?

1. Standard mobile phone (feature phone)
2. Smartphone (including iPhones, Samsung Galaxy, Sony Xperia etc.)
3. Tablet computer (including iPads, Samsung Galaxy Tab, Amazon Kindle Fire etc.)
4. Laptop computer
5. Desktop computer or PC
6. eReader or eBook (e.g. Amazon Kindle, Kobo, Nook etc.)
7. None of these
8. Don't know

CQ02

Which of these best describes what you do for a living?

If you have more than one job, please tick all that apply

1. Manager
2. Administrative, secretarial or clerical worker
3. Sales or customer service worker
4. Professional worker – health professions
5. Professional worker – education
6. Professional worker - other (e.g. lawyer, scientist)
7. Creative worker (e.g. designer, photographer, writer, illustrator, editor, film-maker, translator)
8. Engineer or technician (e.g. software developer, maintenance engineer)
9. Skilled trades (e.g. plumber, carpenter, electrician)
10. Personal care worker (e.g. care assistant, childcare worker, hairdresser)
11. Service worker for private clients (e.g. cleaner, gardener, window-cleaner)
12. Service worker for company (e.g. café, bar, hotel)
13. Transport worker (e.g. driver)
14. Production worker (e.g. in a factory or workshop)
15. General labouring work
16. Work in agriculture or fishing
17. Other
18. None of these

CQ03

How often, if at all, do you do each of the following online?

This may be done using any device connected to the internet, including a PC or laptop, Smartphone, Tablet Computer or Smart TV, etc.

ROWS

1. Sell your possessions or belongings on a website such as *[country-specific examples]*
2. Re-sell products on a website such as *[country-specific examples]* for a profit
3. Sell products you have personally made yourself on a website such as *[country-specific examples]*
4. Sell products online on your own personal website
5. Find a paying guest for accommodation in your home on a website such as *[country-specific examples]*
6. Look for a job on a job search website such as *[country-specific examples]*
7. Look for work you can carry out **from your own home** on a website such as *[country-specific examples]*
8. Look for work you can carry out for different customers somewhere **outside your home** on a website such as *[country-specific examples]*
9. Offer to drive someone to a location for a fee using an app or website such as *[country-specific examples]*
10. Use an 'app' provided by your employer or client to notify you when there is work available
11. Use a specialised 'app' or website to log your work (e.g. report where you are or when you start or finish a job, or record the hours you have worked)
12. Send or receive emails from your employer or client while at home
13. Send or receive texts or instant messages from your employer or client while at home
14. Allow customers, clients or users to rate your work *[only surveys from 2018 onwards]*

COLUMNS

1. Every day
2. Most days
3. About once or twice per week
4. About once or twice per month
5. About once every three months
6. About once every six months
7. About once every year
8. Less often than once a year
9. Never
10. Don't know

CQ04 *[surveys in 2016]*

How often, if at all, do you personally tend to find **new paid jobs**, using any of these platforms?

COLUMNS

1. Every day
2. Most days
3. About once or twice per week
4. About once or twice per month
5. About once every three months
6. About once every six months
7. About once every year
8. Less often than once a year
9. Never
10. Don't know
11. Prefer not to say

CQ04 *[surveys from 2017 onwards]*

How often, if at all, do you personally tend to find **new paid jobs**, using any of these platforms?

ROWS

1. New jobs that you can carry out **from your own home** on a website such as *[country-specific examples]*
2. New jobs that you can carry out for different customers somewhere **outside your home** on a website such as *[country-specific examples]*
3. New passengers that you drive to a location for a fee using an app or website such as *[country-specific examples]*

COLUMNS

1. Every day
2. Most days
3. About once or twice per week
4. About once or twice per month
5. About once every three months
6. About once every six months
7. About once every year
8. Less often than once a year
9. Never
10. Don't know
11. Prefer not to say

CQ05

How often, if at all, do you do each of the following types of work using any of these online platforms?

- 1a. Taxi service or other driving work that you do in person *[surveys in 2016 and 2017]*
- 1b. Use a car to provide taxi services *[surveys from 2018 onwards]*
9. Use a car or van to deliver meals from a restaurant or takeaway to customers *[surveys from 2018 onwards]*
10. Use a car or van to deliver other items *[surveys from 2018 onwards]*
11. Use a bicycle, moped or scooter to deliver meals directly from a restaurant or takeaway to customers *[surveys from 2018 onwards]*
12. Use a bicycle, moped or scooter to deliver other items *[surveys from 2018 onwards]*
2. Occasional, unscheduled work in other people's homes (e.g. plumbing, repair of appliances, electrical work, carpentry)
3. Regular, scheduled, work in somebody else's home (e.g. daily or weekly cleaning, babysitting, gardening).
4. Personal service work (e.g. hairdressing, massage, manicure)
5. Running errands or office-type work that you do on the customer's premises
6. Office work, short tasks or 'click work' that you do on your computer or other online device.
7. Creative or IT work that you do on your computer or other online device (e.g. design, editing, software development or translation, etc.)
8. Professional work (e.g. legal services, accounting)

COLUMNS

1. Every day
2. Most days
3. About once or twice per week
4. About once or twice per month
5. About once every three months
6. About once every six months
7. About once every year
8. Less often than once a year
9. Never
10. Don't know

CQ06

Thinking now about the paid work that you find using these online platforms, approximately how much of your **total personal income** do you think comes from this sort of work?

1. Up to 10% (up to *[country-specific currency]* in every *[country-specific currency]* you earn)
2. From 10% up to 25% (between *[country-specific currency]* and *[country-specific currency]* in every *[country-specific currency]* you earn)
3. From 25% up to 50% (between *[country-specific currency]* and *[country-specific currency]* in every *[country-specific currency]* you earn)
4. From 50% up to 75% (between *[country-specific currency]* and *[country-specific currency]* in every *[country-specific currency]* you earn)
5. From 75% up to 99% (between *[country-specific currency]* and *[country-specific currency]* in every *[country-specific currency]* you earn)
6. All of my income comes from this type of work (*[country-specific currency]* in every *[country-specific currency]* you earn)
7. Don't know
8. Prefer not to say

CQ07

How many different online platforms have you ever registered with to find work?

By register we mean that you have created an account using that platform when trying to find work, this work may be a part-time or full time job or for paid freelance work directly for clients

1. Number
2. Don't know
3. Prefer not to say

CQ08

How often, if at all, do you do each of the following online?

This may be done using any device connected to the internet, including a PC or laptop, smartphone, tablet computer or Smart TV, etc.

ROWS

1. Shop for non-grocery products on a website such as *[country-specific examples]*
2. Find somebody to carry out a service for you **in your home** (e.g. cleaner, handyman, plumber, electrician, office assistant) on a website such as *[country-specific examples]*
3. Find somebody to carry out a service for you **outside of your home** (e.g. administrative assistant, accountant, lawyer) on a website such as *[country-specific examples]*
4. Find a taxi or delivery service using an app or website such as *[country-specific examples]*
5. Find somewhere to stay in a private home on a website such as *[country-specific examples]*

COLUMNS

1. Every day
2. Most days
3. About once or twice per week
4. About once or twice per month
5. About once every three months
6. About once every six months
7. About once every year
8. Less often than once a year
9. Never
10. Don't know

CQ09

You told us that you have used an online platform to find somebody to carry out a service for you.

Thinking about the service you found online, which, if any, of the following services were provided for you?

1. Driver or taxi service *[surveys in 2016 and 2017]*
1. Taxi service *[surveys from 2018 onwards]*
15. Delivery of meals directly from a restaurant or takeaway *[surveys from 2018 onwards]*
16. Delivery of other items *[surveys from 2018 onwards]*
2. Cleaner
3. Gardener
4. Cook
5. Plumber
6. Electrician
7. Carpenter
8. Someone to run errands
9. Babysitter
10. Personal care (e.g. hairdressing, massage, manicure)
11. Office-type work (e.g. filing)
12. Prefer not to say
13. Other, (please specify)
14. Don't know

CQ10A

Which, if any, online platforms for providing work or services had you heard of **before today**?

1. *[a varying number of country-specific examples]*
2. *[a varying number of country-specific examples]*
3. *[a varying number of country-specific examples]*
- ...
- X. *[a varying number of country-specific examples]*
- X. *[a varying number of country-specific examples]*
- X. *[a varying number of country-specific examples]*
- X. Other (please specify)
- X. None of these
- X. Don't Know

CQ10B

And which, if any, of the following services have you ever **used as a customer**?

By this we mean that you have bought goods or services through the online platform.

1. to X. as CQ10A

CQ10C

And which, if any, of the following services have you ever **used as a worker or supplier**?

By this we mean that you have used the online platform to sell your goods or services or do paid work for money.

1. to X. as CQ10A

PINC

What is your total combined **personal** annual income **before tax** and other deductions?

Please include all your income sources including: salaries, scholarships, pension and Social Security benefits, dividends from shares, income from rental properties, child support and alimony etc. We are not interested in the type of income source, only in the total annual income that you **personally** earn.

1. 0 – XXX *[in country-specific currency]*
2. XXX – XXX *[in country-specific currency]*
3. XXX – XXX *[in country-specific currency]*
- ...
- X. XXX – XXX *[in country-specific currency]*
- X. XXX – XXX *[in country-specific currency]*
- X. XXX + *[in country-specific currency]*
- X. Prefer not to say