



# IPWS Internet and Platform Work Survey

Technical report for the second (Spring 2021) and third (Autumn 2021) waves of the ETUI Internet and Platform Work Survey (IPWS):

## Fieldwork

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### Introduction

The ETUI IPWS is a cross-national survey on the extent of the online labour markets and the platform economy. The core objectives of the survey are firstly to provide reliable cross-nationally comparable data on the extent to which working age adults (aged 18-64) use the internet – and platforms more specifically – as work and to generate income. Secondly, it focusses on the characteristics of these workers, their work patterns, and collective involvement.

The main fieldwork of the second (Spring 2021) wave of the IPWS took place in 14 European countries (Austria, Bulgaria, Czechia, Estonia, France, Germany, Greece, Hungary, Ireland, Italy, Poland, Romania, Slovakia and Spain), between 5 March and 9 May 2021. The minimum required sample size was set at 1750 valid cases per country.

The main fieldwork for the third (Autumn 2021) wave of the IPWS took place in 8 European countries (Bulgaria, Czechia, Estonia, France, Germany, Italy, Slovakia and Spain), between 20

September and 20 December 2021. The minimum required sample size was set at 1250 valid cases per country in France, Germany, Italy and Spain, and at 1750 cases per country in Czechia, Slovakia, Bulgaria and Estonia.

The second and third waves of the survey were carried out via computer-assisted telephone interviewing (CATI). An identical methodology was implemented across all countries and both these waves. Fieldwork in all countries was harmonised and coordinated by Ipsos EPA.

### **Data collection**

Fieldwork rules aimed to ensure that all sampled numbers are given a fair chance to participate in the survey.

In each country, the minimum of five contact attempts were conducted before a sample record was closed as a non-contact (one initial call and four call-backs). Moreover, additional call-backs, up to minimally five total attempts, were carried out if the last interim call outcome was a break-off (with further participation not refused), soft refusal (busy/currently unavailable/bad timing, etc.) or scheduling the interview for a different time.

### **Strategies to increase response rate and reduce nonresponse bias**

In order to maximise response rates, both contact rates and cooperation rates were addressed.

To minimise non-contact a strategy of making multiple contacts (up to five attempts) to each mobile phone number was deployed, with carefully structured call patterns with attempts made at different times of the day and on different days, including weekends and evenings.

Across all countries, at least 30% of the first contact attempts was made during weekends or after 4.30 PM, and at least 5% of first contact attempts was made on a Saturday. A minimum number of contact attempts (at least 5%) was also completed on Sunday, except in Poland. In this country, no fieldwork is being conducted on Sundays.

To maximise cooperation rates (and minimise refusals), a number of measures were implemented with respect to interviewer performance: full interviewer briefing, training sessions, and monitoring interviewer performance.

### **Quality control**

At least two completed interviews by each of the CATI interviewers were validated by a supervisor amongst the first ten fully completed interviews.

During the fieldwork itself, automated data checks at interviewer level were implemented. Moreover, there was a continuous monitoring of interviewer quality via listening in to live interviews by a supervisor.

### **Survey instrument**

The survey instrument, containing substantive and sociodemographic questions, has been developed by the ETUI researchers and further refined in partnership with Ipsos (question wordings, response options, routing rules, valid value ranges, etc.).

The questionnaire was translated from English into national languages following a two-step procedure: 1) double translation by two translators working independently from one another, 2) reconciliation carried out by a third translator. All translators translated into their mother tongue.

The Table 1 below offers a view of the different language versions for each country.

Table 1. Survey languages

<b>Country</b>	<b>Languages</b>
<b>Austria</b>	German
<b>Bulgaria</b>	Bulgarian
<b>Czechia</b>	Czech
<b>Estonia</b>	Estonian, Russian
<b>France</b>	French
<b>Germany</b>	German
<b>Greece</b>	Greek
<b>Hungary</b>	Hungarian
<b>Ireland</b>	English
<b>Italy</b>	Italian
<b>Poland</b>	Polish
<b>Romania</b>	Romanian
<b>Slovakia</b>	Slovak
<b>Spain</b>	Spanish