



# IPWS Internet and Platform Work Survey

## IPWS Questionnaire

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

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### SOCIO-DEMOGRAPHIC QUESTIONS (part 1)

Base: all respondents

**D1** Can you please tell me your age?

Base: all respondents

**D2** What is your gender?

**Interviewer instruction:** *Do not read out.*

1. Male
2. Female
3. Other
99. Prefer not to answer

### MAIN QUESTIONNAIRE

#### A. EMPLOYMENT MODULE

Base: all respondents

**Q1** Do you currently have a job or business?

This includes a job you are temporarily absent from, but expect to return to.

**Interviewer instruction:** *Temporary absence includes maternity, parental, sick leave, holidays, or government scheme related to the Covid pandemic. This also includes unpaid work in a family business, or a job you are about to start.*

1. Yes

2. No

Base: IF Q1=1

**Q2** Do you have one or more paid activities?

**Interviewer instruction:** *This includes all paid jobs or businesses (including occasional or seasonal work).*

1. One
2. More than one

99. Refusal **Interviewer instruction:** *Do not read out*

Base: IF Q2=2

The next questions are about your main paid job, that is where you usually spend most hours.

**Interviewer instruction:** *If in doubt because currently on leave: the hours refer to hours worked before leave.*

Base: IF Q1=1

**Q3** Do you work as an employee or are you self-employed?

1. Employee
2. Self-employed

88. Don't know **Interviewer instruction:** *Do not read out*

99. Refusal **Interviewer instruction:** *Do not read out*

Base: IF Q3=88 | Q3=99 (Don't know or refusal)

**Q4** Are you paid a wage/salary by an employer?

1. Yes
2. No

99. Refusal **Interviewer instruction:** *Do not read out*

Base: IF Q3=1 or Q4=1

**Q5** What type of employment contract do you have?

1. Open-ended contract
2. Temporary contract
3. No formal contract
4. Other

88. Don't know **Interviewer instruction:** *Do not read out*

99. Refusal **Interviewer instruction:** *Do not read out*

Base: IF Q3=1 or Q4=1

**Q6** How many years have you worked with your current employer or organisation?

88. Don't know **Interviewer instruction:** *Do not read out*

99. Refusal **Interviewer instruction:** *Do not read out*

Base: IF Q3=2 or Q4=2

**Q7** In performing your work or services, are you able to determine the prices or your pay rates yourself?

1. Yes
2. No

88. Don't know **Interviewer instruction:** *Do not read out*

99. Refusal Interviewer instruction: Do not read out

Base: IF Q3=2 or Q4=2

**Q8** Considering last year, did you make the majority of your revenue from just one organisation or client?

Interviewer instruction: If unclear, clarify we mean more than half of total yearly revenue (so not accounting for costs).

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

99. Refusal Interviewer instruction: Do not read out

Base: IF Q3=2 or Q4=2

**Q9** Do you have employees working for you?

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

99. Refusal Interviewer instruction: Do not read out

Base: IF Q1=1

**Q10** What is the **name/title** of your **main paid job**?

Interviewer instruction: If in doubt, clarify that we mean what they do at work, looking for **occupation**.

777. Other, please specify

999. Refusal Interviewer instruction: Do not read out

Base: IF Q1=1

**Q11** What is the **main activity of the company** or organisation where you work?

Interviewer instruction: If in doubt, clarify that we mean the **sector**.

777. Other, please specify

999. Refusal Interviewer instruction: Do not read out

Base: IF Q1=1

**Q12** How many hours do you currently work per week in this job?

Interviewer instruction: Exclude lunch break and travel. If there are variations in time (think seasonal work), ask about last week. If long absence from work, e.g. maternity leave, put 0 hours.

777. Varies too much to give a clear answer Interviewer instruction: Do not read out

999. Refusal Interviewer instruction: Do not read out

Base: IF Q1=1

**Q13** The Covid crisis has affected work of many people. Has your main paid job changed in any of the following ways due to the Covid crisis?

Interviewer instruction: By 'online' we mean using a device such as a computer, laptop, or smartphone, that is connected to the Internet.

**Rows:**

1. Some of the tasks you were doing in person or on paper, you now do online
2. You do new tasks online
3. You now look for clients online more often than before

4. You now work fewer hours than before the Covid crisis
5. **Interviewer instruction:** *Only ask if previous answer = '2 No' You now work more hours than before the Covid crisis*
6. Your salary, including bonuses, has declined because of the Covid crisis
7. **Interviewer instruction:** *Only ask if previous answer = '2 No' Your salary, including bonuses, has increased*

**Columns:**

1. Yes
2. No
3. **Interviewer instruction:** *Only possible for row 3. It is not part of my job*
88. Don't know **Interviewer instruction:** *Do not read out*

**Base: IF Q1=1**

**Q14** And in your main paid job, did you do any telework (work from home) before the Covid pandemic?

1. Yes
2. No
  
88. Don't know **Interviewer instruction:** *Do not read out*
99. Refusal **Interviewer instruction:** *Do not read out*

**Base: IF Q14 not equal to 1**

**Q15** Did you start working from home as a result of the Covid pandemic?

**Interviewer instruction:** *In doubt, please clarify that this is about main paid job.*

1. Yes
2. No
  
88. Don't know **Interviewer instruction:** *Do not read out*
99. Refusal **Interviewer instruction:** *Do not read out*

**Base: IF Q14=1**

**Q16** Do you now work more from home than before as a result of the Covid pandemic?

**Interviewer instruction:** *In doubt, please clarify that this is about the main paid job.*

1. Yes
2. No
  
88. Don't know **Interviewer instruction:** *Do not read out*
99. Refusal **Interviewer instruction:** *Do not read out*

**Base: IF Q1=2**

**Q17** What best describes your situation then?

1. You are unemployed
2. You are retired
3. You are a student
4. You are not working due to care obligations
5. You are not working for another reason

Base: IF Q1=2

**Q18** Did you work in the past?

1. Yes
2. No

99. Refusal Interviewer instruction: *Do not read out*

Base: IF Q17=1 and [Q18=2 or Q18=99]

**Q19** For how long have you been unemployed now? Please give the duration of unemployment in years and months.

88. Don't know Interviewer instruction: *Do not read out*

99. Refusal Interviewer instruction: *Do not read out*

Base: IF Q18=1

**Q20** How long ago have you stopped working? Please indicate the time since your last paid job in years and months.

88. Don't know Interviewer instruction: *Do not read out*

99. Refusal Interviewer instruction: *Do not read out*

Base: IF Q18=1

**Q21** What was the **name/title** of your **last main paid job**?

Interviewer instruction: *If in doubt, clarify that we mean what they did at work, looking for **occupation**.*

777. Other, please specify

888. Don't know Interviewer instruction: *Do not read out*

999. Refusal Interviewer instruction: *Do not read out*

Base: IF Q18=1

**Q22** What was the **main activity of the company** or organisation where you worked?

Interviewer instruction: *If in doubt, clarify that we mean the **sector**.*

777. Other, please specify

888. Don't know Interviewer instruction: *Do not read out*

999. Refusal Interviewer instruction: *Do not read out*

## B. TRADE UNION MODULE

Base: all respondents

**Q23** Do you think trade unions help to improve working conditions?

Interviewer instruction: *If the respondent does not know what trade unions are/needs an explanation, read out: 'Trade unions are organizations that represent workers, and protect their rights and interests.'*

1. Yes, considerably
2. Yes, somewhat
3. No

88. Don't know Interviewer instruction: *Do not read out*

99. Refusal Interviewer instruction: *Do not read out*

Base: all respondents

**Q24** Are many of your colleagues or friends in a trade union or similar organisation?

1. Yes
  2. No
88. Don't know Interviewer instruction: *Do not read out*  
99. Refusal Interviewer instruction: *Do not read out*

Base: all respondents

**Q25** Are you a member of a trade union or similar organisation?

Interviewer instruction: *Use the response 'Not applicable' if the respondent is an employer or a business owner and spontaneously indicates that trade union membership is not applicable to his/her situation.*

1. Yes
  2. No
77. Not applicable Interviewer instruction: *Do not read out*  
99. Prefer not to answer Interviewer instruction: **Do read out this option.**

Base: IF Q25=1

**Q26** Would you be willing to take on some small tasks within your trade union?

1. Yes
  2. No
77. Already do Interviewer instruction: *Do not read out*  
88. Don't know Interviewer instruction: *Do not read out*

Base: IF Q25=1

**Q27** How many years have you been a trade union member?

88. Don't know Interviewer instruction: *Do not read out*  
99. Refusal Interviewer instruction: *Do not read out*

Base: IF Q25=2

**Q28** Were you a member in the past?

1. Yes
  2. No
99. Prefer not to answer Interviewer instruction: **Do read out this option.**

Base: IF Q25=2

**Q29** What is the main reason why you are currently not a trade union member? (1-3 randomised)

1. You don't like trade unions
  2. You don't know much about trade unions
  3. There is no trade union where you work
  4. Another reason. Please specify
99. Refusal Interviewer instruction: *Do not read out*

Base: IF Q25=2 OR Q25=99

**Q30** Would you be willing to become a trade union member in the near future?

1. Yes
2. No

88. Don't know **Interviewer instruction:** *Do not read out*

99. Prefer not to answer **Interviewer instruction:** *Do not read out*

Base: IF Q1=1

**Q31** Do you discuss online with other workers any issues related to your working conditions? This refers to all your jobs.

**Interviewer instruction:** *By online we mean through online chats, forum discussions, or via apps like WhatsApp or Messenger. By other workers we mean people doing the same type of work, not necessarily with the same employer. This relates to all types of work you do.*

1. Yes
2. No

88. Don't know **Interviewer instruction:** *Do not read out*

99. Prefer not to answer **Interviewer instruction:** *Do not read out*

Base: IF Q1=1

**Q32** At your workplace, is there a trade union?

1. Yes
2. No

88. Don't know **Interviewer instruction:** *Do not read out*

99. Prefer not to answer **Interviewer instruction:** *Do not read out*

## C. INTERNET MODULE

Base: all respondents

Some people earn money by using online platforms, websites, or mobile applications. I will ask you about some of these.

This time, I am not referring to websites or programmes that some employees use as part of their job. Instead, we are asking about finding work or connecting with clients through platforms or websites. It can be a way just to earn some extra money, but also a full-time activity.

Please tell me if you have ever tried to earn money by finding work or connecting with clients through online platforms, apps or websites in any of the following ways:

Base: all respondents

**Q33A** Doing short tasks on your computer or other online device on a freelance basis – for instance 'clickwork', data entry or sorting, transcriptions, paid on-line surveys?

1. Yes
2. No

88. Don't know **Interviewer instruction:** *Do not read out*

Base: all respondents

**Q33B** Have you ever done creative, IT or professional work on a freelance basis through an online platform, app or website?

1. Yes
2. No

88. Don't know Interviewer instruction: *Do not read out*

Base: IF Q33B=1

**Q33B2** Could you tell us if that included any of the following?

Rows:

1. Graphic design and multimedia
2. Software and web development
3. Sales and marketing support
4. Writing and translation
5. Another activity

Columns:

1. Yes
  2. No
88. Don't know Interviewer instruction: *Do not read out*

Base: all respondents

**Q33C** Have you ever found through an online platform, app or website any work that you did at a client's home or another location away from your home; for instance handyman work, cleaning, beauty treatment or childminding?

1. Yes
2. No

88. Don't know Interviewer instruction: *Do not read out*

Base: all respondents

**Q33D** Have you ever transported people - as a taxi or other driving service - where you find the passenger through an app, online platform or website?

1. Yes
2. No

88. Don't know Interviewer instruction: *Do not read out*

Base: all respondents

**Q33E** Have you ever delivered food or other goods where you get the order through an app, online platform or website?

1. Yes
2. No

88. Don't know Interviewer instruction: *Do not read out*



Base: all respondents

**Q33F** Have you ever generated income through your blogs or social media accounts - for instance a youtube channel, instagram, tiktok,... ?

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

Base: all respondents

**Q33G** Have you ever rented out accommodation that you own, using an online platform, app, or website?

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

Base: IF Q33G=1

**Q33G2** Do you use a website or platform where guests can make a reservation directly online – such as Airbnb or booking.com?

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

Base: all respondents

**Q33H** Have you ever used websites or mobile apps to sell your belongings?

Interviewer instruction: If unsure, clarify that we mean second-hand items that the respondent might have owned. This can include selling cars and property, but not as part of a business selling second hand cars or real estate.

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

Base: all respondents

**Q33I** Have you ever sold other products online, for instance products you made yourself or products you resell?

Interviewer instruction: By 'products you resell' we mean buying and selling (trading) of goods over the internet, for instance having an online shop or e-commerce. Such goods are bought with the aim of reselling them for a profit and not for a personal use by the respondent.

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

Base: IF Q33I=1

**Q33I2** Were these...

1. Products you made yourself
2. Other products you resell
3. Both

99. Refusal Interviewer instruction: Do not read out

Base: all respondents

**Q33J** And have you ever done any other types of freelance work that we did not mention, through an online platform, app, or website?

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

Base: IF Q33J=1

**Q33J2** Please specify what work this was?

Base: if Q33t=1 where 't' is replaced by A, B, C, D, E, F, G, I, J

**Q34t** Have you done this activity in the past 12 months?

1. Yes
2. No

88. Don't know Interviewer instruction: Do not read out

99. Refusal Interviewer instruction: Do not read out

Base: if Q34t=2 | Q34t=88 | Q34t=99

**Q35t** And did you do it...?

1. Once or twice
2. More often

88. Don't know Interviewer instruction: Do not read out

99. Refusal Interviewer instruction: Do not read out

Base: if Q34t=1

**Q36t** Would you say you do this activity ...?

1. On a weekly basis
2. On a monthly basis
3. Less often

88. Don't know Interviewer instruction: Do not read out

99. Refusal Interviewer instruction: Do not read out

Base: if Q34t=1

**Q37t** When did you start this activity?

1. In the last 12 months
2. In the last 2 years
3. Earlier than that

88. Don't know Interviewer instruction: *Do not read out*

Base: if Q34t=1

**Q38t** Please give the name of the online platform, app, or website you **mainly** use for this activity. *pre-coded list*

777. Other, please specify

888. Don't know Interviewer instruction: *Do not read out*

Base: if Q38t is NOT 888 Don't know

**Q39t** Did you use any **other** online platforms, apps, or websites for this activity? Please tell us which ones. *pre-coded list*

777. Other, please specify

888. Yes, but don't remember the name

666. No other platform Interviewer instruction: *Do not read out*

Base: if Q38t=88 Don't know (but do NOT show for F, G, I)

**Q40t** Could you tell us in what way you used the internet for this activity, did you?

1. Put an ad online or responded to an online ad
2. Work through an online platform, that matches you with clients and co-ordinates payment (think for instance of Fiverr, Upwork, Uber...)

99. Refusal Interviewer instruction: *Do not read out*

Base: if Q34t=1 (but do NOT show for F, G)

**Q41t** Thinking back of the last time you did this activity, could you tell us how many hours **per week** you spent on this activity - approximately?

**if t=A or B:** Please add all time, including searching for and performing the tasks, and communication with the client

**if t=C or J:** Please add all time, including preparation, waiting, or travel if applicable

**if t=D:** Please add all time, including waiting for the client or travel if applicable

**if t=E:** Please add all time, including waiting for the delivery, searching for the address, or travel if applicable

**if t=I:** Please add all time, including preparation, packaging, posting, if applicable

Interviewer instruction: *If less than one hour per week, then indicate '00'.*

888. Don't know Interviewer instruction: *Do not read out*

999. Refusal Interviewer instruction: *Do not read out*

Base: if Q34t=1

**Q42t** Thinking back of the **last 12 months**, what share of your total income came from this activity?

1. Almost none
2. Around 10%
3. Around 25%
4. Around 50%
5. Around 75%
6. Almost all or all income
88. Don't know Interviewer instruction: Do not read out
99. Refusal Interviewer instruction: Do not read out

Base: if Q34t=1

**Q43t** Thinking back of the last time you did this activity, could you tell us how much you earned **in that month** from this activity, before taxes? If you don't know the exact figure, please give an estimate. The information that you provide will remain confidential.

Interviewer instruction: We mean payment received, without deducting expenses or investments. If the respondent would rather not answer, indicate 'Refusal'.

888. Don't know Interviewer instruction: Do not read out
999. Refusal Interviewer instruction: Do not read out

Base: if Q43t=888 (Don't know) or 999 (Refusal)

**Q44t** In that case I will read you several income bands. Would you mind telling me which of them best captures your **monthly earnings** from this activity? *country specific list*

Interviewer instruction: Read out the answer options, and ask the respondent to stop you when it matches their situation. If the amount is on the overlap, classify it in the lower category.

888. Don't know Interviewer instruction: Do not read out
999. Refusal Interviewer instruction: Do not read out

## VII. FINAL SOCIO-DEMOGRAPHIC QUESTIONS

Base: all respondents

**Q45** What is the highest level of education you have successfully completed (usually by obtaining a certificate or diploma)? *country specific list*

777. Completed education abroad Interviewer instruction: Do not read out
888. Don't know Interviewer instruction: Do not read out
999. Refusal Interviewer instruction: Do not read out

Base: all respondents

**Q46** Are you currently in formal education?

Interviewer instruction: By formal education we mean that you currently follow classes that will lead to a certificate or diploma.

1. Yes
2. No
88. Don't know Interviewer instruction: Do not read out

Base: all respondents

**Q47A** Were you born in [COUNTRY]?

1. Yes
2. No

99. Refusal Interviewer instruction: Do not read out

Base: IF Q47A=2

**Q47B** In which country were you born?

999. Refusal Interviewer instruction: Do not read out

Base: all respondents

**Q48** Are there any children aged 12 or younger living with you in your household?

1. Yes
2. No

99. Refusal Interviewer instruction: Do not read out

Base: all respondents

**Q49** Keeping your total household income in mind, how easy is it for you to manage financially?

1. Difficult
2. Fairly difficult
3. Fairly easy
4. Easy

99. Prefer not to answer Interviewer instruction: Do not read out

Base: all respondents

**Q50** Do you live in...

1. A big city
2. The suburbs or outskirts of a big city
3. A town or a small city
4. A rural area or village

99. Refusal Interviewer instruction: Do not read out

Base: all respondents

**Q51** In which region do you currently live? *country specific drop-down list*

888. Don't know Interviewer instruction: Do not read out.

999. Refusal Interviewer instruction: Do not read out.

Base: all respondents

### **Interviewer observations (NOT TO BE READ OUT)**

#### Interviewer instruction:

Note down the following observations **after** the interview with the respondent.

- INT\_GEN Gender observation: 1. Male 2. Female 3. Other
- INT\_UND According to you, was the interview well understood? 1. Yes 2. No
- INT\_LANG Where there language problems? 1. Yes 2. No