

**FORBA****Draft Questionnaire Quantitative Survey PLUS, Version of 16 October 2020****Introduction**

In recent years, websites and smartphone-based apps like airbnb, Uber or deliveroo have quickly gained notoriety. Such tools enable new ways of providing and making use of services like food delivery, taxi and transportation, short term rental or household services. The following questions invite you to indicate your experience with both using and providing services through these new channels. As urban life has been thoroughly affected by the coronavirus and the resulting lockdowns in recent months, you will be asked for your experience both prior and after the (first) corona lockdown. We are also interested in your estimations of potential consequences of some online platforms on urban life. Furthermore, you will be asked for a few aspects of your further occupational activities and other things you regularly do online. The questionnaire will take you about 13 minutes to fill in. Thank you very much in advance for participating!

**CUSTOMER ROLE ON PLATFORMS**

- 1. Since the loosening of the (first) Corona lockdown, how often did you make use of the following services through a website or app or in a more conventional matter (no matter if privately or in the context of your work)?**

**ROWS**

1. Get a taxi through [platform according to the city] or a similar website or app
2. Get a regular taxi without using [platform according to the city] or a similar website or app
3. Find somebody to carry out a household service for you (e.g. cleaning, moving, repair works or DIY tasks) on [platform according to the city] or a similar website or app
4. Find somebody to carry out a household service for (e.g. cleaning, moving, repair works or DIY tasks) without using [platform according to the city] or a similar website or app
5. Have meals or other food delivered to your home through [platform according to the city] or a similar website or app
6. Have meals delivered to your home without using [platform according to the city] or a similar website or app
7. Find somewhere to stay in a private home on Airbnb or a similar website or app
8. Book a hotel or BnB (no matter if online or offline, but not on Airbnb or a similar website or app)

**COLUMNS**

1. Three times a week or more
2. About once or twice a week
3. About once or twice a month
4. About once in three months
7. Less than once in three months
8. Never
9. Don't know

2. **Now please think back to the time before the Coronavirus: Before the (first) Corona lockdown, how often did you make use of the following services through a website or app (no matter if privately or in the context of your work)?**

#### ROWS

1. Get a taxi through [platform according to the city] or a similar website or app
3. Find somebody to carry out a household service for you (e.g. cleaning, moving, repair works or DIY tasks) on [platform according to the city] or a similar website or app
5. Have meals or other food delivered to your home through [platform according to the city] or a similar website or app
7. Find somewhere to stay in a private home on Airbnb or a similar website or app

#### COLUMNS

1. More often than now
2. Same as now
3. Less often than now
4. Never
5. Don't know

3. **[If taxi service through [platform according to the city] more often than never before or after the onset of the Coronavirus crisis]**

**How likely is it that you will increasingly use [platform according to the city] or a similar website or app in the near future to get a taxi?**

[scale 1 very likely to 5 very unlikely]

4. **[If taxi service through Uber never]**

**How likely is it that you will use [platform according to the city] or a similar website or app in the near future to get a taxi?**

[scale 1 very likely to 5 very unlikely]

5. **[If service carried out through [platform according to the city] more often than never before or after the onset of the Coronavirus crisis]**

**How likely is it that you will increasingly use [platform according to the city] or a similar website or app in the near future to get a household service carried out for you?**

[scale 1 very likely to 5 very unlikely]

6. **[If service carried out through [platform according to the city] never]**

**How likely is it that you will use [platform according to the city] or a similar website or app in the near future to get a household service carried out for you?**

[scale 1 very likely to 5 very unlikely]

7. [If meal delivered through [platform according to the city] more often than never before or after the onset of the Coronavirus crisis]  
How likely is it that you will increasingly use [platform according to the city] or a similar website or app in the near future to get meals delivered?

[scale 1 very likely to 5 very unlikely]

8. [If meal delivered through [platform according to the city] never]  
How likely is it that you will use [platform according to the city] or a similar website or app in the near future to get meals delivered?

[scale 1 very likely to 5 very unlikely]

9. [If accommodation through airbnb more often than never before or after the onset of the Coronavirus crisis]  
How likely is it that you will increasingly use airbnb or a similar website or app in the near future to find accommodation while traveling?

[scale 1 very likely to 5 very unlikely]

10. [If accommodation through airbnb never]  
How likely is it that you will use airbnb or a similar website or app in the near future to find accommodation while traveling?

[scale 1 very likely to 5 very unlikely]

## IMPACT OF PLATFORMS ON URBAN LIFE

11. Do you agree that [platform according to the city/taxi service] and similar websites or apps providing taxi and transportation services have the following effects on life in your city?

### ROWS

1. [platform according to the city/taxi service] and similar apps have become an important part of the urban transportation network
2. [platform according to the city/taxi service] and similar apps are mostly used by tourists
3. [platform according to the city/taxi service] and similar apps are increasing the amount of tourism in [city name]
4. [platform according to the city/taxi service] and similar apps are making it difficult for taxi drivers and companies in [city name] to attract enough customers
5. [platform according to the city/taxi service] and similar apps are cheaper than regular taxis in [city name]

6. [platform according to the city/taxi service] and similar apps are offering a better service than regular taxis in [city name]
7. [platform according to the city/taxi service] and similar apps have become more important since the onset of the Coronavirus crisis

## COLUMNS

1. fully agree
2. tend to agree
3. neither agree nor disagree
4. tend to disagree
5. strongly disagree
6. don't know

**12. Do you agree that [platform according to the city/household services] and similar websites or apps providing household services have the following effects on life in your city?**

## ROWS

1. [platform according to the city/household services] and similar apps make it easier to get a domestic service carried out short-term in [city name]
2. [platform according to the city/household services] and similar apps make it easier to find a properly registered domestic worker in [city name]
3. [platform according to the city/household services] and similar apps are cheaper than other providers in [city name]
4. [platform according to the city/household services] and similar apps are making it difficult for professional or other service providers in [city name] to attract enough customers in [city name]
5. [platform according to the city/household services] and similar apps have become more important since the onset of the Coronavirus crisis

## COLUMNS

1. fully agree
2. tend to agree
3. neither agree nor disagree
4. tend to disagree
5. strongly disagree
6. don't know

**13. Do you agree that [platform according to the city /food delivery] and similar websites or apps providing food delivery have the following effects on life in your city?**

## ROWS

1. [platform according to the city /food delivery] and similar apps make it easier to have a meal delivered home or to work
2. [platform according to the city /food delivery] and similar apps are faster than regular food delivery in [city name]

3. [platform according to the city /food delivery] and similar apps increase waiting times when eating at a restaurant in [city name]
4. [platform according to the city /food delivery] and similar apps have become more important since the onset of the Coronavirus crisis

## COLUMNS

1. fully agree
2. tend to agree
3. neither agree nor disagree
4. tend to disagree
5. strongly disagree
6. don't know

**14. Do you agree that airbnb and similar websites or apps providing short-term rental have the following effects on life in your city?**

## ROWS

1. Airbnb and similar apps are increasing the amount of tourism in [city name]
2. Because of Airbnb and similar apps, residential areas become more and more touristic
3. Airbnb and similar apps are making it difficult for the existing hotels and Bnbs in [city name] to attract guests
4. Airbnb and similar apps lead to higher rents for the inhabitants of [city name]
5. Airbnb and similar apps offer [city name]'s inhabitants an opportunity to earn extra money through renting out living space
6. Airbnb and similar apps have become less relevant since the onset of the Coronavirus crisis

## COLUMNS

1. fully agree
2. tend to agree
3. neither agree nor disagree
4. tend to disagree
5. strongly disagree

## ACTIVE ROLE ON PLATFORMS

- 15. Apart from being a customer on the apps or websites mentioned so far, an increasing amount of people is also using these and other platforms to earn money. Since the loosening of the (first) Corona lockdown in ~~early May~~, how often, if at all, did you make use of the following ways to earn income using a website or app? This may be done using any device connected to the internet, including a PC or laptop, smartphone, tablet computer, etc.**

## ROWS

1. Providing a taxi service for a fee by finding passengers through [platform according to the city] or a similar website or app
2. Providing household services, such as cleaning, moving, repair works or DIY tasks, through [platform according to the city] or a similar website or app
3. Providing delivery of meals or courier services through [platform according to the city] or a similar website or app
4. Renting out or sharing your living space through Airbnb or a similar website or app
5. Helping someone organising the sharing of living space through Airbnb or a similar website or app
6. Providing professional work (consultancy, legal advice, accounting...) or creative work (writing, graphic design, web development...) through UpWork or a similar website or app
7. Providing administrative work, such as data entry or 'click work', through Clickworker, PeoplePerHour, Freelancer or a similar website or app
8. Selling or trading your possessions on a website such as *[country-specific examples]* or
9. Selling products you have personally made yourself on a website such as *[country-specific examples]* or on a personal website

#### COLUMNS

1. Three times a week or more
2. About once or twice a week
3. About once or twice a month
4. About once in three months
7. Less than once in three months
8. Never
9. Don't know

**16. Now please think back to the time before the Coronavirus: Before the (first) Corona lockdown, how often, if at all, did you make use of the following ways to earn income using a website or app? This may be done using any device connected to the internet, including a PC or laptop, smartphone, tablet computer, etc.**

#### ROWS

1. Providing a taxi service for a fee by finding passengers through [platform according to the city] or a similar website or app
2. Providing household services, such as cleaning, moving, repair works or DIY tasks, through [platform according to the city] or a similar website or app
3. Providing delivery of meals or courier services through [platform according to the city] or a similar website or app
4. Renting out or sharing your living space through Airbnb or a similar website or app
5. Helping someone organising the sharing of living space through Airbnb or a similar website or app
6. Providing professional work (consultancy, legal advice, accounting...) or creative work (writing, graphic design, web development...) through UpWork or a similar website or app
7. Providing administrative work, such as data entry or 'click work', through Clickworker, PeoplePerHour, Freelancer or a similar website or app
8. Selling or trading your possessions a website such as *[country-specific examples]* or
9. Selling products you have personally made yourself on a website such as *[country-specific examples]* or on a personal website

**COLUMNS**

1. More often than now
2. Same as now
3. Less often than now
4. Never
5. Don't know

**17. [If respondent indicates activity through at least one platform or app more often than never before or after the onset of the Coronavirus crisis]**

**How likely is it that you will be more active earning income on [platform(s) indicated] or a similar website or app in the near future?**

[scale 1 very likely to 5 very unlikely]

**18. [If respondent indicates no activity through the platforms or apps mentioned]**

**How likely is it that you will be earning income on one of the platforms or apps just mentioned in the near future?**

[scale 1 very likely to 5 very unlikely]

**19. [If once or twice per week or more frequently for the respective kind of app before or after the onset of the Coronavirus crisis] You have indicated that you are active through [insert app] [insert frequency]. How many hours do you usually spend per week with work, transactions or other activities through this kind of app?**

indicate hours

**20. [If once or twice per week or more frequently for the respective kind of app before or after the onset of the Coronavirus crisis] And at what times are you typically active through [insert app]?**

1. whole days during the week
2. in between other tasks/assignments
3. mornings, evenings, nights
4. weekends
5. holidays

**21. [If once or twice per week or more frequently for the respective kind of app before or after the onset of the Coronavirus crisis] How much do you typically earn through [insert app] per month?**

Indicate gross earning per month

**22. [If the respondent has indicated work/activity through at least one website or app before or after the onset of the Coronavirus crisis]**

**Which of the following statements applies best to your current employment situation?**

1. The work I do through [insert websites/apps indicated by respondent] is my main source of income
2. I combine work assignments through [insert websites/apps indicated by respondent] with other kinds of paid work without having one main paid job
3. I have a main paid job and regularly use [insert websites/apps indicated by respondent] to earn additional income
4. I have a main paid job and occasionally use [insert websites/apps indicated by respondent] to earn additional income
5. **show this item only, if code 5 or 6 at occupation:** I am currently in education/on parental leave/looking for a main paid job and use [insert websites/apps indicated by respondent] to earn additional income and gain work experience

**23. [If the respondent has indicated no work/activity through websites or apps]**

**Which of the following statements applies best to your current employment situation?**

1. I have a main paid job and don't use the internet to earn additional income
2. I combine work assignments (none of which are mediated through a website or app) without having one main paid job
3. **show this item only if code 5 or 6 at occupation:** I am currently in education/on parental leave/looking for a main paid job and don't use the internet to earn additional income

**24. Has your employment situation changed since the onset the Corona crisis, and if so, in which of the following ways?**

1. My employment situation has not changed since the onset of the Corona crisis
2. I lost my main paid job
3. I reduced the working time in my main paid job
4. I found a new main paid job
5. The frequency of my work assignments through [...] decreased
6. The frequency of my work assignments through [...] increased
7. I earn more additional income through [...] than before
8. I earn less additional income through [...] than before

## LABOUR PROCESS

**25. [If respondent indicated main paid job or a combination of work assignments] In your main occupational activity, are you able to choose...**

1. the order of your tasks
2. your methods of work
3. your speed or rate of work

**26. [If respondent indicated main paid job or a combination of work assignments] Which of the following statements applies to your main occupational activity?**

**ROWS**

1. My colleagues help and support me
2. My superior helps and supports me
3. I am consulted before objectives are set for my work
4. I am involved in improving the work organisation or work processes of my department or organisation
6. I can take a break when I wish
8. My job gives me the feeling of work well done
9. I am able to apply my own ideas in my work
10. I have the feeling of doing useful work
11. I know what is expected of me at work
13. I experience stress in my work
14. I can influence decisions that are important for my work
15. My job requires that I hide my feelings
15. There is a clear-cut boundary between my working hours and my free time
16. The work I do depends on one or more digital devices/apps/programs
17. My superior has the possibility to know where I am and what I am working at in real-time (digital supervision)
18. Customers/clients can rate the quality of my work
19. Ratings by customers/clients affect my chances to acquire new customers/clients/jobs
20. I can object to an unjustified rating by a customer/client

**COLUMNS**

1. Always
2. Most of the time
3. Sometimes
4. Rarely
5. Never
6. Don't know/prefer not to say
7. Not applicable to my work

**27. [If the respondent has indicated work/activity through at least one website or app]  
In the work you do through [insert websites/apps indicated by respondent], are you able to choose or change...**

1. your order of tasks
2. your methods of work

3. your speed or rate of work

**28. [If the respondent has indicated work/activity through at least one website or app]  
Which of the following statements applies to the work you do through [insert websites/apps indicated by respondent]?**

#### **ROWS**

1. My colleagues help and support me
2. My superior helps and supports me
3. I am consulted before objectives are set for my work
4. I am involved in improving the work organisation or work processes of my department or organisation
6. I can take a break when I wish
8. My job gives me the feeling of work well done
9. I am able to apply my own ideas in my work
10. I have the feeling of doing useful work
11. I know what is expected of me at work
13. I experience stress in my work
14. My job requires that I hide my feelings
15. There is a clear-cut boundary between my working hours and my free time
16. The work I do depends on one or more digital devices/apps/programs
17. My superior has the possibility to know where I am and what I am working at in real-time (digital supervision)
18. Customers/clients can rate the quality of my work
19. Ratings by customers/clients affect my chances to acquire new customers/clients/jobs
20. I can object to an unjustified rating by a customer/client

#### **COLUMNS**

1. Always
2. Most of the time
3. Sometimes
4. Rarely
5. Never
6. Don't know/prefer not to say
7. Not applicable to my work

## GENERAL ONLINE BEHAVIOUR

29. Since the loosening of the Corona lockdown in early May, how often, if at all, did you do the following things online? This may be done using any device connected to the internet, including a PC or laptop, smartphone, tablet computer, etc.

### ROWS

1. Do remote work from home (including online meetings)
2. Order grocery products through websites or apps
2. Shop for non-grocery products through websites or apps
3. Rate the quality of recently purchased goods or services online
4. Look for online ratings of goods and services before purchasing them
- 5.
6. Spend time on social media

### 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. Less than once every three months
7. Never
8. Don't know

## Background variables

Which of the platforms asked were you already familiar with before today's survey?  
List of platforms (different for each city)

- 1 airbnb
- 2 Uber
- 3 deliveroo
- 4 .....

Are you....

- 1 male
- 2 female

What is your exact age?

\_\_\_ years  
No answer

If no answer: May I kindly ask you to put yourself in one of the following categories?

- 1 16-17 years
- 2 18-24 years
- 3 25-34 years
- 4 35-44 years
- 5 45-54 years
- 6 55-64 years

**What is your highest attained education?**

- No education/only basic education ..... 1  
 Completed primary ..... 2  
 Completed secondary school ..... 3  
 Completed High level education (University) ..... 4  
 Completed Higher level of education (Masters, PHD, etc.) ..... 5

**In which of these occupational groups would you classify yourself?**

- Liberal profession, self-employed, executive employee/chief officer ..... 1  
 non-executive employee, civil servant..... 2  
 manual worker ..... 3  
 farmer ..... 4  
 student/ pupil..... 5  
 currently not working (e.g. maternity/parental leave, managing the household) ..... 6  
 Retired..... 7

Falls Code 1-4 bei Frage nach Beruf:

To which of the following fields would you assign your main occupational activity?

A	Agriculture, Forestry and Fishing
B	Mining and Quarrying
C	Manufacturing
D	Electricity, Gas, Steam and Air Conditioning Supply
E	Water Supply; Sewerage, Waste Management and Remediation Activities
F	Construction
G	Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
H	Transportation and Storage
I	Accommodation and Food Service Activities
J	Information and Communication
K	Financial and Insurance Activities
L	Real Estate Activities
M	Professional, Scientific and Technical Activities

N	Administrative and Support Service Activities
O	Public Administration and Defence; Compulsory Social Security
P	Education
Q	Human Health and Social Work Activities
R	Arts, Entertainment and Recreation
S	Other Service Activities
T	Activities of Households as Employers; Undifferentiate Goods and Services Producing Activities of Households for Own Use
U	Activities of Extraterritorial Organisations and Bodies