



English ▼

Default Question Block

Information and Consent (you can download a copy of the information and consent form [here](#))

Thank you for completing this survey, which asks about your experience of getting work via an app or platform. The survey is being undertaken by researchers at the Universities of Bristol, Cambridge and Oxford.

What if I change my mind, or have concerns or complaints? Participation in this project is voluntary. If you do no longer want to participate, you can withdraw at any stage of the project without being penalised or disadvantaged. Just inform project leader, Dr Alex Wood via email (alex.wood@bristol.ac.uk) . The project has been reviewed by, and received ethics clearance through, the University of Bristol School of Management Ethics Committee. If you have a concern about any aspect of this project, please get in contact with Dr Alex Wood (alex.wood@bristol.ac.uk). Should you remain unhappy or wish to make a formal complaint, you may contact the University of Bristol School of Management Ethics Committee directly (management-ethicscommittee@bristol.ac.uk).

What do I have to do for the chance to win an iPad? Every respondent who completes the survey which may take more than 10 minutes and provides their email address will be entered into a prize draw for an iPad. If you don't want to provide your email that's fine but we will be unable to enter you in the prize draw without a means to contact you if you win.

☐ Agree to continue to the survey

Provide your email if you wish to be entered into the prize draw (doing so is optional)

Block 24

Thinking about the past month, which, if any, of the following have you done in order to make money using a website, platform or app? (tick all that apply):

- ☐ Carried passengers in your vehicle (e.g. taxi rides)
- ☐ Delivered food and drink from restaurants and food outlets to people
- ☐ Provided courier services (e.g. package and postal deliveries, messenger services, etc.)
- ☐ Performed manual tasks (e.g. cleaning, decorating, building, home fixtures and repairs, pet-sitting, etc.)
- ☐ Performed non-manual tasks (e.g. web and software development, writing and translation, accounting, legal and admin services, marketing and media, audio and visual services, etc.)
- ☐ None of these

Block 23

For these services or tasks, are the payments made to you through the website, online platform or digital app that you use to find work?

- ☐ Yes
- ☐ No

Block 1

How many hours do you usually spend undertaking paid tasks on these platforms per week?

How many unpaid hours do you spend waiting or looking for work on these platforms per week?

Before tax and other deductions, how much do you usually earn from doing this (please provide an estimate in £)?

What period does that cover? [a year; a month; a week; a day]

- ☐ Day

- ☐ Week
- ☐ Month
- ☐ Year

Block 2

Please indicate the percentage (%) of your personal total earnings that come from providing work via platforms or apps

0 10 20 30 40 50 60 70 80 90 100

Proportion of total
earnings

Block 3

On which of the types of service that you provide through online platforms or apps do you spend most of your time?

- ☐ Online software development and technology work
- ☐ Online creative and multimedia work
- ☐ Online sales and marketing
- ☐ Online clerical tasks
- ☐ Online data entry task
- ☐ Online writing and translation work
- ☐ Online professional services
- ☐ Interactive online lessons
- ☐ Online content moderation
- ☐ Taxi and people transportation services
- ☐ Food delivery services
- ☐ Other goods delivery services
- ☐ In-person services
- ☐ Other [please specify]

Block 4

What is the name of the main platform or app that you use to provide this service?

Since when have you been working on your current main platform?

Month

Year

Since when have you been working on platforms in general?

Month

Year

When the Covid-19 pandemic is finally over will you

- ☐ Do more platform work
- ☐ Do the same amount of platform work
- ☐ Do less platform work
- ☐ Stop platform work completely
- ☐ Don't know

Thinking about your main platform work, how would you describe your employment status

- ☐ Employee
- ☐ Worker (dependent contractor)
- ☐ Self-employed (freelancer, independent contractor)
- ☐ Employer
- ☐ Don't know

Block 5

Do you think there is any chance at all of you losing your ability to make a living on your main platform and becoming unemployed in the next twelve months?

- ☐ No
- ☐ Yes

How much do you agree or disagree with the statement "I can decide the time I start and finish work"?

- ☐ Strongly disagree
- ☐ Disagree

- ☐ Agree
- ☐ Strongly agree
- ☐ Don't know

How much do you agree or disagree with the statement "I can decide the time I start and be reasonably confident of having work to undertake"?

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Agree
- ☐ Strongly agree
- ☐ Don't know

Would you say that for you arranging to take an hour or two off during working hours to take care of personal or family matters is....?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Not too difficult
- ☐ Not difficult at all

How often does your work involve working to tight deadlines?

- ☐ All the time
- ☐ Almost all the time
- ☐ Around three quarters of the time
- ☐ Around half the time
- ☐ Around a quarter of the time
- ☐ Almost never
- ☐ Never

How much influence do you personally have on deciding what tasks you are to do?

- ☐ A great deal
- ☐ A fair amount
- ☐ Not much
- ☐ None at all

How much influence do you personally have on deciding on how you are to do the task?

- ☐ A great deal
- ☐ A fair amount
- ☐ Not much
- ☐ None at all

Suppose there was going to be some decision made at the main platform you work on that changed the way you go about your work. Do you think that you personally would have any say in the decision about the change or not?

- ☐ Yes
- ☐ No
- ☐ It depends

Block 6

How anxious are you about these situations affecting you at work

	Very anxious	Fairly anxious	Not very anxious	Not anxious at all	Don't know
Future changes that may reduce my pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future changes to my job that may give me less say over how it is done	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Future changes to my job that may make it more difficult to use my skills and abilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unexpected changes to my hours of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 7

To what extent do you agree with the following statements

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
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	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
I have the feeling of doing useful work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think my health or safety is at risk because of the work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I experience pain as a result of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I worry about clients giving me unfair feedback which impacts on my future income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am interested in improving wages collaboratively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If there were a trade union for workers on the main platform where I perform work I would join it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to to join with colleagues to assist in setting up a trade union for the main platform where I perform work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If there were a professional association for workers on the main platform where I perform work I would join it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would like to to join with colleagues to assist in setting up a professional association for the main platform where I perform work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 9

Please indicate for each of the five statements which is the closest to how you have been feeling over the last two weeks

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time
I have felt cheerful and in good spirits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have felt calm and relaxed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have felt active and vigorous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I woke up feeling fresh and rested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My daily life has been filled with things that interest me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 10

If you have a problem at work, is there an effective formal process for filing a complaint and seeking resolution to the problem?

- ☐ Yes
- ☐ No
- ☐ Don't know

Thinking about your main platform work, if you were to lose this work, how easy or difficult do you think it would be for you to find work as good?

- ☐ Very difficult
- ☐ Quite difficult
- ☐ Quite easy
- ☐ Very easy
- ☐ Don't know

Block 11

To what extent do you agree with the following statements

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
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	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
For the most part, the main platform that I work on treats its workers fairly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that the fees that platforms charge are too high	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Platforms should do more to limit competition on the platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount that most jobs on the platform pay is too low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workers on the platform earn much less income than they deserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 12

Thinking about your main platform work, how often do you do the following activities?

	Several times a day	Once a day	Several times a week	Once a week	Rarely	Never
Communicate with other online workers face-to-face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate with other online workers via online social networks, instant messaging, SMS or email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participate in an online forum related to online work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 13

Please tick one box for each statement to show how much you agree or disagree with it.

Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
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	Agree strongly	Agree	Neither agree or disagree	Disagree	Disagree strongly
Government should redistribute income from the better-off to those who are less well off	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Big business benefits owners at the expense of workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ordinary working people do not get their fair share of the nation's wealth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is one law for the rich and one for the poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Management will always try to get the better of employees if it gets the chance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 14

How often do you do the following activities?

	Daily	Several times a week	Several times a month	Less often	Never	Not applicable	Don't know
In general, how often are you involved in political activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, how often are you involved in trade union activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Block 15

Who did you vote for in the last election

- ☐ Conservative
- ☐ Labour
- ☐ Liberal Democrat
- ☐ Scottish National Party
- ☐ Green
- ☐ Democratic Unionist Party

- ☐ Sinn Féin
- ☐ Plaid Cymru
- ☐ Social Democratic and Labour Party
- ☐ Alliance Party of Northern Ireland
- ☐ Brexit Party
- ☐ Did not vote
- ☐ Not eligible to vote
- ☐ Other (please write the name of the party):
- ☐ Prefer not to say

How would you vote in an election today

- ☐ Conservative
- ☐ Labour
- ☐ Liberal Democrat
- ☐ Scottish National Party
- ☐ Green
- ☐ Democratic Unionist Party
- ☐ Sinn Féin
- ☐ Plaid Cymru
- ☐ Social Democratic and Labour Party
- ☐ Alliance Party of Northern Ireland
- ☐ Reform UK (formally Brexit Party)
- ☐ Would not vote
- ☐ Not eligible to vote
- ☐ Other (please write the name of the party):
- ☐ Prefer not to say

Block 16

While working as a platform worker, have you ever participated in a coordinated group action such as a protest, memorial, demonstration, strike or logging out of the app?

- ☐ Yes
- ☐ No

Are you a member of a:

	Yes	No
Professional or trade organisations (e.g. association for photographers, designers or taxi drivers)	<input type="radio"/>	<input type="radio"/>
Trade union (e.g. GMB, Unite, Community, IWGB (Independent Workers of Great Britain), ADCU (App Drivers & Couriers Union))	<input type="radio"/>	<input type="radio"/>
Solo self-employment (freelancers) organisations (such as IPSE (The Association of Independent Professionals and the Self-Employed))	<input type="radio"/>	<input type="radio"/>
Co-working space	<input type="radio"/>	<input type="radio"/>

Please provide the name(s) of the organisation(s)

Block 17

Rate on a scale from 0 ('not at all') to 10 ('very') how likely you are to become a member of each type of organization within the next two years (or stay a member if you're already a member)

	Not at all	Slightly	Somewhat	Very								
	0	1	2	3	4	5	6	7	8	9	10	
Professional or trade organisations (e.g. association for photographers, designers or taxi drivers)												<div></div>
Trade unions (e.g. GMB, Unite, Community, IWGB (Independent Workers of Great Britain), ADCU (App Drivers & Couriers Union))												<div></div>

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	Not at all			Slightly		Somewhat			Very		
	0	1	2	3	4	5	6	7	8	9	10
Solo self-employment (freelancers) organisations (such as IPSE (The Association of Independent Professionals and the Self-Employed))											<input type="text"/>
Co-working spaces											<input type="text"/>

Block 18

Rate on a scale from 0 ('not at all') to 10 ('very') how important you think each type of organisation is for improving the working conditions of your platform work

	Not at all			Slightly		Somewhat			Very		
	0	1	2	3	4	5	6	7	8	9	10
Professional or trade organisations (e.g. association for photographers, designers or taxi drivers)											<input type="text"/>
Trade unions (e.g. GMB, Unite, Community, IWGB (Independent Workers of Great Britain), ADCU (App Drivers & Couriers Union))											<input type="text"/>
Solo self-employment (freelancers) organisations (such as IPSE (The Association of Independent Professionals and the Self-Employed))											<input type="text"/>
Co-working spaces											<input type="text"/>

Block 19

Rate on a scale from 0 ('not at all') to 10 ('very') how focused on achieving positive changes for your platform work each type of organisation is:

	Extremely unlikely			Somewhat unlikely		Somewhat likely		Extremely likely			
	0	1	2	3	4	5	6	7	8	9	10
Professional or trade organisations (e.g. association for photographers, designers or taxi drivers)											<input type="text"/>
Trade unions (e.g. GMB, Unite, Community, IWGB (Independent Workers of Great Britain), ADCU (App Drivers & Couriers Union))											<input type="text"/>
Solo self-employment (freelancers) organisations (such as IPSE (The Association of Independent Professionals and the Self-Employed))											<input type="text"/>
Co-working spaces											<input type="text"/>

Block 20

Where would you go to find advice/assistance or guidance related to your working conditions? Please select all that apply.

- ☐ The platform (e.g. a manager or HR representative)
- ☐ Citizens Advice
- ☐ Solicitor
- ☐ Trade Union/other professional body
- ☐ The Advisory, Conciliation and Arbitration Service (ACAS)
- ☐ Family and friends
- ☐ Gov.uk (The Government's information website)
- ☐ General internet search
- ☐ Colleagues at work

- ☐ Unofficial community forum or social media group (including WhatsApp etc.) related to the platform
- ☐ Other (specify)
- ☐ Don't know

Block 21

Please choose the three labour rights which would most benefit your working life if applied to your platform work:

- ☐ 'The national minimum wage'
- ☐ 'Payment whenever logged on to the platform/app and looking for work'
- ☐ 'Flexibility to log on to the platform whenever you want, even if you are only paid when providing a service to client/customer'
- ☐ 'Sick Pay'
- ☐ 'Paid holiday time'
- ☐ 'Paid family leave, e.g. maternity, paternity, adoption'
- ☐ 'Collective negotiation of pay and conditions'
- ☐ 'Access to a trade union representative'
- ☐ '48-hour limit to the working week'
- ☐ 'Platform health and safety committee'
- ☐ 'Employer contributions to your pension or retirement savings'
- ☐ 'Guaranteed predictable weekly hours'
- ☐ 'Protection against unfair dismissal (including platform deactivation)'
- ☐ Other please specify:

Block 22

Thinking about your platform work, please choose the three policies that would most benefit your working life:

- ☐ 'Your platform to hold regular meetings at which workers can express their views about what is happening'
- ☐ 'All major changes to the platform that impact employment and working conditions being approved by an elected body of worker representatives'
- ☐ 'Trade unions to have a right to contact workers to discuss their role'
- ☐ 'Consultation with workers on major changes to working practices and pay'
- ☐ 'A pay system where irregular earnings are evened out to provide a pay cheque that is similar each month'

- ☐ 'Companies legally having to consult their workforce when introducing new technologies'
- ☐ 'Government provided life-long skills training to help you transition to another type of work'
- ☐ 'Human reviews of all major automated decisions that affect your ability to make a living (such as ratings and deactivations)'
- ☐ 'Protection against the discriminatory or inaccurate use of data'
- ☐ 'The right to disconnect from work to create 'communication-free' time'
- ☐ 'Ready access to information about how the platform uses AI and algorithms and a right to request a personal and understandable explanation'
- ☐ 'Affordable co-working spaces where you could meet people doing similar work to yourself'
- ☐ 'The right to appeal platform deactivations or restrictions of work'

Block 22

What is your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary / third gender
- ☐ Prefer not to say

What is your age?

What is your ethnicity

- ☐ White
- ☐ Gypsy / Traveller
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Black – African
- ☐ Black – Caribbean
- ☐ Black – Other
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi

- ☐ Chinese
- ☐ Arab
- ☐ Other
- ☐ Prefer not to say

Were you born in Britain/United Kingdom?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If you were born outside Britain/United Kingdom, are you?

- ☐ British citizen
- ☐ A national of another country with settled status
- ☐ A national of another country with pre-settled status
- ☐ A national of another country with a working visa
- ☐ A refugee
- ☐ A student
- ☐ Other
- ☐ Prefer not to say

How many people are there in your household including yourself?

- ☐ Children 4 years and under
- ☐ Children 5 to 16
- ☐ Adults 17-64
- ☐ Adults over 65

What was your most recent previous job?

If not platform work what is your main current employment profession (leave blank if platform work)

What is your highest level of education

- ☐ No formal education
- ☐ Primary school education
- ☐ Secondary school education
- ☐ Post-secondary school education (e.g. Sixth Form or FE College)
- ☐ Higher Education Graduate (e.g. University)
- ☐ Post Graduate (e.g. Masters)
- ☐ Doctoral or equivalent (e.g. PhD)

How well can you speak English

- ☐ Very well
- ☐ Well
- ☐ Not well
- ☐ Not at all well

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