Cloudwork Survey

Start of Block: Consent

Info **PROJECT INFORMATION AND CONSENT**  
   
 *You have been asked to participate because of your knowledge about working conditions on digital labour platforms.*   
 ***The project is divided into two tasks:******1. We would like to invite you to complete an online survey*** ***2. We would like you to provide us with some general feedback about this topic and your experience***  *Our intention in this survey is to understand how to assign ‘fair work’ scores to your platform. In providing these scores, our goal is to improve the working conditions on platforms.* ***Your participation is confidential.*** *All names and details of people interviewed for this study will be changed. Data will only be seen by the project team and, potentially, by select members of the University of Oxford’s Research Data Team and the Oxford Internet Institute’s IT Team. All data will be stored in a secure drive. Data may be stored for up to ten years, in an anonymized format. All data will be held in accordance with* [GDPR](https://gdpr-info.eu/)*.   
   
 Fully anonymised data may result in academic publications and educational materials. All participants can request a summary of the research findings should they wish to, by contacting the researcher. Some findings may be presented at academic conferences/workshops/printed press before publication.    
   
 Participation in this project is voluntary. If participants no longer want to participate, they can withdraw at any stage of the project without giving a reason. Payment, however, is provided only to those who complete the survey and who provide high quality responses.   
    
 The project has been reviewed by, and received ethics clearance through, the University of Oxford Central University Research Ethics Committee (Reference: SSH\_OII\_CIA\_20\_050). If participants have questions or a concern about any aspect of this project, they should contact lead researcher, Prof Graham (mark.graham@oii.ox.ac.uk); inquiries will be addressed in a timely manner. Should participants remain unhappy or wish to make a formal complaint, they may contact the chair of the Research Ethics Committee at the University of Oxford (ethics@socsci.ox.ac.uk).*

Consent   
    
 *Please note that you may only participate in this survey if you are 18 years of age or over and have worked on [Platform] for at least one month.*    
 *If you have read the information above and agree to participate with the understanding that the data (including any personal data) you submit will be processed accordingly, please check the relevant box below to get started.*   *By selecting 'I consent to participate' you are confirming your eligibility and willingness to proceed.*

* I CONSENT TO PARTICIPATE (1)
* I do not consent (3)

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End of Block: Consent

Start of Block: Screening\_Age

Q130 Are you a robot?

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Q129 Please enter your worker ID:

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Age How old are you?

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End of Block: Screening\_Age

Start of Block: Screening\_Tenure

Platform\_tenure How long have you worked on [Platform]?

* Less than 1 month (1)
* 2 - 3 months (2)
* 4 - 6 months (3)
* 7 months - 1 year (4)
* 1 - 2 years (5)
* 3 - 4 years (6)
* 5 years or more (7)

End of Block: Screening\_Tenure

Start of Block: Demographic

Demographic\_text We would like to begin by asking you a few questions about yourself.

Gender What is your gender?

* Male (1)
* Female (2)
* Non-binary (3)
* Not listed (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Prefer not to say (5)

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What is your country of birth?

▼ Afghanistan (1) ... Other (1358)

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In which country do you currently reside?

▼ Afghanistan (1) ... Stateless (1358)

End of Block: Demographic

Start of Block: Demographic2

Display This Question:

If BirthCountry != ${q://QID7/ChoiceGroup/SelectedChoices}

Migration\_Hist When did you move to ${QID7/ChoiceGroup/SelectedChoices}?

* Month (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Year (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Town\_reside What is the name of the city/town/village where you currently live?

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Minority\_status   
Do you consider yourself to be a member of a group that experiences discrimination or is otherwise disadvantaged in your local labour market?   
   
    
*Select the basis of this discrimination or disadvantage.*  
  
*Select all that apply.*

* Ethnic Background (1)
* Political Opinion (2)
* Religion (3)
* Sexual Orientation (4)
* Gender Presentation (8)
* Racial Background (5)
* Disability (6)
* Other (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Yes, but prefer not to specify (10)
* ⊗None (9)

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Education   
What is your highest level of completed education?  
   
 *Please choose the option that most closely matches your experience.*

* No formal education (1)
* Primary education (2)
* Lower secondary education (3)
* Upper secondary education (high school or equivalent) (4)
* Post-secondary education (college or equivalent) (5)
* Bachelor's degree or equivalent (6)
* Master's degree or equivalent (7)
* Doctorate degree or equivalent (8)

Display This Question:

If What is your highest level of completed education?Please choose the option that most closely matc... = Post-secondary education (college or equivalent)

Or What is your highest level of completed education?Please choose the option that most closely matc... = Bachelor's degree or equivalent

Or What is your highest level of completed education?Please choose the option that most closely matc... = Master's degree or equivalent

Or What is your highest level of completed education?Please choose the option that most closely matc... = Doctorate degree or equivalent

Education\_detail   
Please give the name of your most advanced qualification. For example, 'Diploma in Midwifery'

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Education\_qualif Do you have any of the following qualifications?  
   
 *Select all that apply.*

* Product-specific certificate (e.g. Microsoft, Oracle, etc.) (1)
* Professional certificate (e.g. accountant) (2)
* Qualification awarded by an online work platform (3)
* Qualification from a Massive Online Open Course (4)
* ⊗None of the above (5)

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Dependents **Not** including yourself, how many people are financially dependent on you in some way?  
   
 *Please consider people within and outside of your immediate household*

* 0 (1)
* 1 (2)
* 2 (3)
* 3 (4)
* 4 (5)
* 5 or more (6)

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Emp\_status   
Which of the following best represents your current work status? Are you:   
    
*Select all that apply.*

* An employee working for a monthly, annual, hourly, or daily wage (1)
* A freelancer, independent worker, or self-employed (2)
* An owner or partner in a business (with or without paid employees) (3)
* An unpaid worker in a family business (4)
* Unemployed - looking for work (5)
* Unemployed - not actively looking for work (6)
* Student (7)
* Retired (8)
* Homemaker (unpaid work at home including housework, caring for children, etc.) (9)
* Other (10) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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In what month and year did you first sign up with [Platform]?

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| Month (1) | ▼ January (1) ...   (30) |
| Year (3) | ▼ January (1) ...   (30) |

Platforms\_worked Other than [Platform] do you work on any other online platforms?

* Yes (1)
* No (5)

Display This Question:

If Other than [Platform] do you work on any other online platforms? = Yes

Platform\_work\_detail Which other platforms do you work on?  
   
 *Select all that apply and indicate the name of the platform.*

* 1. (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* 2. (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* 3. (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* 4. (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* 5. (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Platform\_motivation   
Why did you choose to begin working on online platforms?   
    
*Select all that apply.*

* I wanted job flexibility (1)
* I wanted to be my own boss (2)
* I wanted to develop new skills (3)
* I wanted to supplement my income (4)
* I couldn't find any other employment (5)
* Other (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Display This Question:

If Why did you choose to begin working on online platforms?   Select all that apply. = I wanted job flexibility

Motivation\_flex   
Why is job flexibility important to you?   
    
*Please select the relevant responses and place them in your order of preference.*

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| --- |
| Place in order of preference here |
| \_\_\_\_\_\_ To combine education with paid work (1) |
| \_\_\_\_\_\_ To look after children or other family members (2) |
| \_\_\_\_\_\_ Due to sickness (3) |
| \_\_\_\_\_\_ Due to disability (7) |
| \_\_\_\_\_\_ Due to other family or personal reasons (4) |
| \_\_\_\_\_\_ Other (5) |

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End of Block: Demographic2

Start of Block: Working\_Time

Working\_time\_text   
We now have questions about your work on [Platform].   
    
**Please consider your experience working on [Platform] during the past month:**

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Hours\_week   
On average, how many hours per week do you work on [Platform]?   
    
*Please enter a number.*   
    
*Include time spent looking for work and time spend doing jobs.*

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Hours\_enough   
In considering the work that you do on [Platform], do you feel that you work:

* Too few hours (1)
* Enough hours (2)
* Too many hours (3)

Display This Question:

If In considering the work that you do on [Platform], do you feel that you work: = Too few hours

Hours\_enough\_detial   
Why are you **NOT** currently doing more work on [Platform]?   
    
*Select all that apply.*

* I am not qualified for the work available on the platform (1)
* There isn't enough available work on the platform (2)
* The pay is not good enough (3)
* I do not have time to do more work (4)
* Other (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hours\_schedule   
The work that you do on [Platform], please indicate how much you agree with the following statements:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never (1) | Rarely (2) | Half of the time (3) | Frequently (4) | Always (5) |
| I decide my own working schedule (1) |  |  |  |  |  |
| My working schedule is determined by the client (2) |  |  |  |  |  |
| My working schedule is determined by the platform (3) |  |  |  |  |  |

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Display This Question:

If Other than [Platform] do you work on any other online platforms? = Yes

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Platform\_hours You previously indicated that you also work on other platforms. On average how many **total** hours per week do you work on ${Platform\_work\_detail/ChoiceGroup/SelectedChoicesTextEntry}?  
   
 *Please enter a number.*

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Other\_jobs Do you have any jobs or do any paid work that is not on an online labour platform?

* Yes (1)
* No (2)

Display This Question:

If Do you have any jobs or do any paid work that is not on an online labour platform? = Yes

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Non-plat\_hours On average, how many hours per week do you spend working at these non-platform jobs?  
   
 *Please enter a number.*

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Income\_text   
We now have some questions about your income.   
  
  
**When answering these questions, please consider your experience working on [Platform] during the past month:**

Payment\_type In the work that you do on [Platform] are you paid in:  
   
 *Select all that apply*

* A nationally recognized currency (e.g. US Dollars, Euros, SA Rand) (1)
* Gift cards (2)
* Bonus points (3)
* Other (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pay\_currency   
We are going to ask you some questions about your income.   
  
  
  
What currency are you most comfortable reporting in?

* United States Dollars (USD $) (1)
* Euro (€) (2)
* Pound Sterling (£ GBP) (3)
* Other (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Earnings\_plat In an average week, how much do you earn on [Platform]?

* ${Pay\_currency/ChoiceGroup/SelectedChoicesTextEntry} (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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earn\_percent\_plat In an average week, what percentage of your income do you earn from the following sources?  
     
*Please enter a number.*  
  
*Must total 100.*

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|  | Percent of income (1) |
| [Platform] (4) |  |
| ${Platform\_work\_detail/ChoiceGroup/SelectedChoicesTextEntry} (5) |  |
| Non-platform jobs, disability, retirement, unemployment, investments, other, etc. (6) |  |
| Total |  |

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Pay\_structure   
For the majority of the work that you do on [Platform], how is your pay structured?   
 

* I am paid a fixed amount for the tasks I complete, regardless of how long they take (1)
* My pay is based on an hourly rate (2)
* Other (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Display This Question:

If For the majority of the work that you do on [Platform], how is your pay structured?   = I am paid a fixed amount for the tasks I complete, regardless of how long they take

And For the majority of the work that you do on [Platform], how is your pay structured?   != My pay is based on an hourly rate

And For the majority of the work that you do on [Platform], how is your pay structured?   != Other

Tasks\_week How many tasks do you complete in a typical week?  
   
 *Please enter a number.*

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Wage\_determined   
Do you set your own payment rate for the tasks and jobs that you do on [Platform]?   
    
*Please consider the majority of work that you do.*

* Yes (1)
* No (3)

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Account\_deposit   
Which of the following schedules most closely represents how often you are paid.   
  
  
  
In other words, how often is money is deposited into your account on [Platform]?   
*Select all that apply*

* My account is credited after the work is completed and accepted by the client (1)
* My account is credited after the work is completed and a specified amount of time has passed (2)
* My account is credited on a routine weekly schedule (3)
* My account is credited on a routine monthly schedule (4)
* My account is credited in periodic installments as the work is completed (5)
* Other (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Account\_depos\_sched Is this schedule determined by:  
   
 *Select all that apply*

* By the platform (1)
* By the client (2)
* According to a schedule that is agreed upon by me and the client (3)
* Other (4)
* ⊗I don't know/I am paid randomly (5)

Paid\_tardy While working on [Platform], have you ever not been paid on time?

* Yes (1)
* No (2)

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Non\_payment   
Have you ever completed a job on [Platform] that you were not paid for?

* Yes (1)
* No (2)

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Display This Question:

If Have you ever completed a job on [Platform] that you were not paid for? = Yes

Non-pay\_justfited We would be interested in learning more about this experience. In your opinion, was the reason for your non-payment justified?

* Yes (4)
* No (5)

Display This Question:

If Have you ever completed a job on [Platform] that you were not paid for? = Yes

Q105 Why or why not?

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Withdraw\_freq   
How often can you transfer or withdraw money that you have earned on [Platform] to your personal PayPal, Payoneer, bank account, etc?

* Daily (1)
* Weekly (2)
* Every other week (3)
* Once a month (4)
* Whenever I want (5)
* Other (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Withdraw\_minimum   
How much money must you have in your [Platform] account to withdraw your earnings?

* No limit (1)
* ${Pay\_currency/ChoiceGroup/SelectedChoicesTextEntry} (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Ends\_meet   
How often do you worry about making enough money to cover your living costs?

* Never (1)
* Sometimes (6)
* About half the time (3)
* Most of the time (4)
* Always (5)

Fairly\_paid   
Do you think that you are paid fairly for the value of your work on [Platform]?

* Yes (4)
* No (5)

Q106 Why or why not?

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End of Block: Working\_Time

Start of Block: Working conditions

WorkingCond\_text We now have some general questions about the working conditions on [Platform].

Hazards   
Does working on [Platform] expose you to any physical or mental health hazards or risks?

* Yes (1)
* No (2)

Display This Question:

If Does working on [Platform] expose you to any physical or mental health hazards or risks? = Yes

Hazard\_detail What are the hazards or risks?

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Display This Question:

If Does working on [Platform] expose you to any physical or mental health hazards or risks? = Yes

Hazards\_notice Are you advised of these hazards or risks before you accept a job or task?

* Yes (1)
* Sometimes (2)
* No (3)

Display This Question:

If Does working on [Platform] expose you to any physical or mental health hazards or risks? = Yes

Q107 Has [Platform] provided you with any resources to reduce the risks or hazards your face while working?

* Yes (1)
* No (2)

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Display This Question:

If Has [Platform] provided you with any resources to reduce the risks or hazards your face while w... = Yes

Hazard\_reduction   
Has [Platform] provided you with any of the following resources to reduce your work-related risks or hazards?   
    
*Select all that apply.*

* Training (1)
* Equipment (2)
* Health referrals (3)
* Counseling services (4)
* Other (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Q57 Please reflect on your entire experience working on [Platform].

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Search\_time   
You previously told us that you spend ${Hours\_week/ChoiceTextEntryValue} total hours per week working on [Platform].   
    
In an average week, how many of these hours are **unpaid?**    
    
*Consider time you spend looking for jobs and identifying potential clients.*  *Please enter a number.*

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Job\_availability\_chg   
Since you began working on [Platform], has the level of competition for jobs and tasks:

* Increased a lot (1)
* Increased somewhat (2)
* Stayed the same (3)
* Decreased somewhat (4)
* Decreased a lot (5)

Display This Question:

If Since you began working on [Platform], has the level of competition for jobs and tasks: = Increased a lot

Or Since you began working on [Platform], has the level of competition for jobs and tasks: = Increased somewhat

Job\_avail\_impact   
How has this change impacted your ability to get work?  
  
  
Compared to when I started working on [Platform], I get:

* Many more jobs (1)
* More jobs (4)
* The same amount of jobs (5)
* Fewer jobs (6)
* Far fewer jobs (8)

|  |  |
| --- | --- |
| Page Break |  |

Job\_pay\_change Since you began working on [Platform], has your average rate of pay:

* Increased a lot (1)
* Increased somewhat (2)
* Stayed the same (3)
* Decreased somewhat (4)
* Decreased a lot (5)

Display This Question:

If Since you began working on [Platform], has your average rate of pay: = Decreased somewhat

Or Since you began working on [Platform], has your average rate of pay: = Decreased a lot

Job\_pay\_impact Has this negatively impacted your ability to meet your financial obligations?

* Yes (1)
* No (2)

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| Page Break |  |

Unpaid\_client\_work In order to get a good rating from a client, have you ever done more work than what you were paid for?

* Yes (1)
* No (2)

Display This Question:

If In order to get a good rating from a client, have you ever done more work than what you were paid... = Yes

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Unpaid\_client\_hours In an average week, how many hours do you spend working without pay in order to get a good rating from a client?  
   
 *Please enter a number.*

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End of Block: Working conditions

Start of Block: Contracts

Contract\_text In order to sign up to work on a platform, workers typically have to agree to a set of contractual terms. These are commonly referred to as a platform's **terms and conditions** or **terms of service**. These questions are about your contractual terms on [Platform].

Contract\_matrix Please indicate how much you agree with the following statements about [Platform]:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Disagree (1) | Somewhat disagree (2) | Neither agree nor disagree (3) | Somewhat agree (4) | Agree (5) |
| I am familiar with the content of my terms and conditions (1) |  |  |  |  |  |
| I find my terms and conditions are easy to understand (2) |  |  |  |  |  |
| I think that my terms and conditions are fair (5) |  |  |  |  |  |

Display This Question:

If Please indicate how much you agree with the following statements about [Platform]: = I think that my terms and conditions are fair [ Disagree ]

Or Please indicate how much you agree with the following statements about [Platform]: = I think that my terms and conditions are fair [ Somewhat disagree ]

Contract\_unfair   
We would like to better understand your experience. Why do you feel your contract with [Platform] is unfair?

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Terms\_access I can access my terms and conditions whenever I want.

* True (1)
* False (2)
* I don't know (4)

Adv\_notify The platform notifies me in advance of changes to my terms and conditions

* True (1)
* False (2)
* I don't know (4)

Display This Question:

If The platform notifies me in advance of changes to my terms and conditions = True

Contract\_chg\_time How far in advance does [Platform] notify you before making changes to your terms and conditions?

* Less than 4 days (1)
* 1 - 2 weeks (2)
* 3 - 4 weeks (3)
* 4 - 8 weeks (4)
* More than 8 weeks (5)
* I don't know (6)

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| Page Break |  |

Client\_agreement Have you ever entered into a non-disclosure agreement with a client you were working with on [Platform]?  
   
 *Sometimes people refer to non-disclosure agreements as confidentiality agreements.*

* Yes (1)
* No (2)

Display This Question:

If Have you ever entered into a non-disclosure agreement with a client you were working with on Micr... = Yes

Client\_agmt\_fair Did you feel that the terms of this non-disclosure agreement were fair?

* Yes (1)
* No (2)

Display This Question:

If Have you ever entered into a non-disclosure agreement with a client you were working with on Micr... = Yes

Client\_agmt\_detial Why did you feel that the terms of the non-disclosure agreement were or were not fair?

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Work\_time\_control Consider all of the work that you do on [Platform]:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | None (1) | Some (2) | 50% (3) | A lot (4) | Complete (5) |
| How much control do you have over your working time (1) |  |  |  |  |  |
| How much freedom do you have in deciding what tasks or jobs to accept? (2) |  |  |  |  |  |

Task\_refusal If you choose not to accept a job or a task, does this negatively impact your rating, platform reputation, or your ability to get future jobs on [Platform]?

* Yes (1)
* No (2)
* Not sure (4)

|  |  |
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| Page Break |  |

Display This Question:

If If you choose not to accept a job or a task, does this negatively impact your rating, platform re... = Yes

Task\_refusal\_detail Please describe the negative impact on your rating, reputation, or ability to get work if you do not accept a task or job.

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Consider the work that you do on [Platform]. Which of the following best represents your current work status? Are you:

* An employee working for a monthly, annual, hourly, or daily wage (1)
* A freelancer, independent worker, or self-employed (2)
* An owner or partner in a business (with or without paid employees) (3)
* Other (10) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q115 Are you satisfied with this employment status?

* Yes (1)
* No (2)

Q116 Why or why not?

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Display This Question:

If Are you satisfied with this employment status? = No

Q117 What employment status would you prefer to have?

* Employee, working for a monthly, annual, hourly, or daily wage (1)
* A freelancer, independent worker, or self-employed (11)
* An owner or partner in a business (with or without employees) (12)
* Other (13) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Use\_work Consider the work that you have completed on [Platform] over the past month. How often have clients or the platform provided you with information about how your work will be used?

* All of the time (1)
* Some of the time (2)
* Half of the time (3)
* Rarely (4)
* Never (5)

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| Page Break |  |

End of Block: Contracts

Start of Block: Fair Management

Communication Are you able to communicate with a **human** representative of [Platform] if you need to?

* Yes (1)
* No (2)

Display This Question:

If Are you able to communicate with a human representative of [Platform] if you need to? = Yes

Private\_communicatio If you wish, can you communicate with a human representative of [Platform] **confidentially**?

* Yes (1)
* No (2)
* Not sure (4)

Display This Question:

If Are you able to communicate with a human representative of [Platform] if you need to? = Yes

Commun\_method   
How do you communicate with [Platform]?   
    
*Select all that apply.*

* A channel or form on a website administered by the platform (1)
* A forum, blog, or posting site (2)
* Email (3)
* SMS or text message (4)
* Phone (5)
* Video call (6)
* Other (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Appeal\_process If you experienced an unfair action on [Platform] (such as a low rating, penalty, or deactivation), is there a process you can follow to appeal the action?

* Yes (1)
* No (2)
* Not sure (4)

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Display This Question:

If If you experienced an unfair action on [Platform] (such as a low rating, penalty, or deactivati... = Yes

Appeal\_detail What does this appeal process involve?

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Unfair\_action Have you ever experienced an unfair disciplinary action while working on [Platform] such as a penalty or deactivation?

* Yes (1)
* No (2)

Display This Question:

If Have you ever experienced an unfair disciplinary action while working on [Platform] such as a p... = Yes

Unfair\_act\_detail Please describe the situation.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Display This Question:

If Have you ever experienced an unfair disciplinary action while working on [Platform] such as a p... = Yes

Unfair\_act\_inform Were you informed of the reason for this disciplinary action?

* Yes (1)
* No (2)

|  |  |
| --- | --- |
| Page Break |  |

Display This Question:

If Have you ever experienced an unfair disciplinary action while working on [Platform] such as a p... = Yes

Unfair\_act\_appeal Were you informed of the process for appeal?

* Yes (1)
* No (2)
* Not Applicable (3)

|  |  |
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| Page Break |  |

Algorithm\_mgmt Do you understand why some workers on [Platform] get jobs and others do not?

* Yes (1)
* No (2)

|  |  |
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Discrimination While working on [Platform], have you ever been discriminated against on the basis of your race, ethnicity, social or minority background, caste, religion or belief, political or any other opinion, language, gender, gender identify, sex, sexual orientation, disability, age, or any other characteristic not related to your ability to complete the work task? 

* Yes (1)
* No (2)
* Prefer not to say (3)

Display This Question:

If While working on [Platform], have you ever been discriminated against on the basis of your race... = Yes

Discrimination\_detai We would like to hear more about this experience of discrimination. Would you be willing to tell us more about what happened?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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End of Block: Fair Management

Start of Block: Fair representation

Collective\_groups Are you familiar with any of the following representational groups for workers on [Platform]?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes, I am a member (1) | Yes, but I am not a member (2) | No, I am not aware (3) |
| Trade unions (1) |  |  |  |
| Workers' associations (2) |  |  |  |
| Workers' groups on social media (3) |  |  |  |

Display This Question:

If Are you familiar with any of the following representational groups for workers on [Platform]? = Yes, I am a member

Or Are you familiar with any of the following representational groups for workers on [Platform]? = Yes, but I am not a member

Group\_names If applicable, what are the names of these groups?

* Trade unions (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Workers' associations (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Social media groups (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Display This Question:

If Are you familiar with any of the following representational groups for workers on [Platform]? = Trade unions [ Yes, I am a member ]

Union\_CB Does ${Group\_names/ChoiceTextEntryValue/1} engage in collective bargaining with [Platform]?

* Yes (1)
* No (2)
* Not sure (3)

Display This Question:

If Are you familiar with any of the following representational groups for workers on [Platform]? = Workers' associations [ Yes, I am a member ]

WorkersAssn\_CB   
Does ${Group\_names/ChoiceTextEntryValue/2} engage in collective bargaining with [Platform]?

* Yes (1)
* No (2)
* Not sure (3)

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| Page Break |  |

Management\_dialogue Does [Platform] provide a way for workers to collectively raise issues or concerns with management?

* Yes (1)
* No (2)
* Not sure (4)

Display This Question:

If Does [Platform] provide a way for workers to collectively raise issues or concerns with managem... = Yes

Mgmt\_dialogue\_proces What is the process to raise concerns or issues with management?

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Action\_discourage To the best of your knowledge, have you or anyone you know of ever been discouraged by [Platform] from collectively organizing with other [Platform] workers?

* Yes (1)
* No (2)

Dialogue\_discourage To the best of your knowledge, have you or anyone you know of ever been discouraged by [Platform] from communicating concerns, demands, or wishes to [Platform]?

* Yes (1)
* No (2)

|  |  |
| --- | --- |
| Page Break |  |

Display This Question:

If To the best of your knowledge, have you or anyone you know of ever been discouraged by Microworke... = Yes

Or To the best of your knowledge, have you or anyone you know of ever been discouraged by Microworke... = Yes

Discourage\_detail Please describe this situation in which [Platform] has discouraged you or someone you know from voicing your concerns, demands, or organizing with other workers.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Union\_opinion Would you be interested in joining an organization that would provide [Platform] workers with collective representation for the purpose of improving wages and working conditions?

* Yes (1)
* No (2)
* Other (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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End of Block: Fair representation

Start of Block: Final Q

Q111 Is there anything else you would like to tell us about your experience working on [Platform]?

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Future\_interview Would you be interested in being contacted by a Fairwork researcher for an interview?  
   
 *You will be compensated for your time and participation.*

* Yes. Contact info (email or microworker ID): (1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No (2)

End of Block: Final Q

Start of Block: Feedback Block

Q118 Great! You’ve finished the survey (Part 1)!   Now on to Part 2:   This page has some additional information on our project and some open ended questions for you to provide feedback. **Questions are optional** so please feel free to include as much or as little information as you would like, but you must advance to the next page to ensure that the survey is properly submitted.   As we mentioned in the job ad, we will be scoring platforms out of ten, based on whether they meet standards of fair work. If you are interested in learning more about the Fairwork Foundation or reviewing ratings of other platforms that we have scored, please visit our website: <https://fair.work/>   Once we have collected information on cloudwork platforms, we will issue a report with with scores we have assigned to the platforms.   **YOU MUST PROCEED TO RECEIVE YOUR COMPLETION CODE.**

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|  |

Q123 If you are interested in receiving a copy of our report, please fill in your email address below:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q120 Was anything related to the survey unclear?

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Q121 Do you experience any issues or conditions that were not addressed in the survey? If so, what?

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Q122 If you could ask that the platform change three things that would improve your working conditions, what would they be?

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