

ZA6776

**Flash Eurobarometer 438
(The Use of Collaborative Platforms)**

**Country Questionnaire
United Kingdom**

A collaborative platform is an internet based tool that enables transactions between people providing and using a service. They can be used for a wide range of services, from renting accommodation and car sharing to small household jobs.

Q1 Which of the following matches your experience regarding this type of platform?

(READ OUT – ONE ANSWER ONLY)

	(2001)
You have never heard of these platforms	1
You have heard of these platforms but you have never visited them	2
You have been on one or more of these platforms and paid for a service once	3
You use the services of these platforms occasionally (once every few months)	4
You use the services of these platforms regularly (at least every month)	5
Other (DO NOT READ OUT)	6
None (DO NOT READ OUT)	7
DK/NA (DO NOT READ OUT)	8

NEW

FILTER: ASK Q2 IF CODES 3,4 OR 5 IN Q1

Q2 Have you ever provided services on these platforms?

(READ OUT – ONE ANSWER ONLY)

	(2002)
No, you haven't.	1
You have offered a service on one or more of these platforms once	2
You offer services via these platforms occasionally (once every few months)	3
You offer services via these platforms regularly (every month)	4
Other (DO NOT READ OUT)	5
None (DO NOT READ OUT)	6
DK/NA (DO NOT READ OUT)	7

NEW

FILTER: ASK Q3 AND Q4 IF CODES 2, 3, 4, OR 5 IN Q1

PROG: ROTATE CODES 1 TO 4

PROG: CODES 6 AND 7 ARE SINGLE

Q3 Compared to the traditional commerce of goods and services, what do you think are the main benefits of this type of platform for its users?

(READ OUT – MAXIMUM TWO ANSWERS)

	(2003-2009)
It is cheaper or free	1,
It offers new or different services	2,
The access to services is organized in a more convenient way	3,
The ability to exchange products or services instead of paying with money	4,
Other (DO NOT READ OUT)	5,
None (DO NOT READ OUT)	6,
DK/NA (DO NOT READ OUT)	7,

NEW

PROG: ROTATE CODES 1 TO 5

PROG: CODES 7 AND 8 ARE SINGLE

Q4 Compared to the traditional commerce of goods and services, what do you think are the main problems for the people using the services offered on these platforms?

(READ OUT – MAXIMUM TWO ANSWERS)

	(2010-2017)
Not knowing who is responsible in case a problem arises	1,
Being disappointed because the services and goods do not meet expectations	2,
Not having enough information on the service provided	3,
Not trusting the provider or seller	4,
Not trusting the internet transactions in general	5,
Other (DO NOT READ OUT)	6,
None (DO NOT READ OUT)	7,
DK/NA (DO NOT READ OUT)	8,

NEW