

**ZA6937**

**Flash Eurobarometer 467  
(The Use of the Collaborative Economy)**

**Country Questionnaire  
United Kingdom**

TRANSLATION

**FL467 Collaborative platforms UK**

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male	1
Female	2

(READ OUT) Collaborative platforms are specialist internet-based websites or apps that provide an open marketplace where consumers can connect with people offering services. Consumers can use services ranging from renting accommodation or car sharing to household jobs. People offering services can be private individuals providing occasional services or professionals.

ASK ALL

D8 Have you ever used a service offered via a collaborative platform?

(READ OUT - ONE ANSWER ONLY - IF NEEDED, CLARIFY: "AS A CONSUMER")

No, never	1
Yes, once or a few times	2
Yes, occasionally (i.e. once every few months)	3
Yes, regularly (i.e. once a month or more often)	4
DK/NA (DO NOT READ OUT)	5

NEW BASED ON FL438 Q1

D9 Have you ever offered a service via a collaborative platform?

(READ OUT - ONE ANSWER ONLY - IF NEEDED CLARIFY: "YOU AS A SERVICE PROVIDER")

No, never	1
Yes, once or a few times	2
Yes, occasionally (i.e. once every few months)	3
Yes, regularly (i.e. once a month or more often)	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK Q1 IF D8=1, OTHERS GO TO Q2

Q1: ROTATE ANSWERS 2 TO 6

Q1: CODES 1 AND 8 ARE EXCLUSIVE

TRANSLATION

Q1 For which of the following reasons have you never used a service offered via a collaborative platform?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- |  |    |
|--|----|
| You don't know what collaborative platforms are  | 1, |
| Poor Internet access   | 2, |
| Lack of technical knowledge about how to use collaborative platforms                         | 3, |
| Lack of trust in the services offered via collaborative platforms                            | 4, |
| Preference for services offered via traditional channels (e.g. with direct personal contact) | 5, |
| Concerns about sharing personal data on the platform or the Internet                         | 6, |
| Other (DO NOT READ OUT)  | 7, |
| DK/NA (DO NOT READ OUT)  | 8, |

NEW

ASK Q2, Q3, Q4, Q5, Q6 ONLY IF D8=2 TO 4, OTHERS GO TO Q7

Q2: ROTATE ANSWERS 1 TO 6

Q2 In which of the following sectors have you used a service offered via a collaborative platform?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- |  |    |
|--|----|
| Transport (e.g. car sharing)                                       | 1, |
| Accommodation (e.g. renting an apartment)                          | 2, |
| Food-related services (e.g. home delivery, food sharing)           | 3, |
| Household services (e.g. gardening, repairs, child care)           | 4, |
| Professional services (e.g. IT services, accounting)               | 5, |
| Collaborative finance (e.g. peer-to-peer lending or crowd-funding) | 6, |
| Other (DO NOT READ OUT)  | 7, |
| DK/NA (DO NOT READ OUT)  | 8, |

NEW

Q3 Thinking about your overall experience with services offered via collaborative platforms in the last 12 months, which of the following statements best describes your experience?

(READ OUT - ONE ANSWER ONLY)

- |   |   |
|---|---|
| You have to some extent replaced the services you used via traditional channels with services offered via collaborative platforms | 1 |
|---|---|

TRANSLATION

You have completely replaced some types of services you used via traditional channels with services offered via collaborative platforms	2
You use services offered via traditional channels to approximately the same extent, but you now also use these same services via collaborative platforms	3
You only started using the services when they became available via collaborative platforms	4
None (DO NOT READ OUT)	5
DK/NA (DO NOT READ OUT)	6

NEW

Q4: ROTATE ANSWERS 1 TO 6

Q4: CODES 8 AND 9 ARE EXCLUSIVE

Q4 In your personal experience, what are the advantages of using collaborative platforms compared with traditional channels, if any?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Cheaper or free services offered via collaborative platforms	1,
A wider choice of services unavailable via traditional channels	2,
A more convenient access to services	3,
The availability of ratings and reviews by users	4,
The opportunities they offer to interact with interesting people	5,
Possibility of exchanging services instead of paying for them	6,
Other (DO NOT READ OUT)	7,
None, there are no advantages (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

NEW BASED ON FL438 Q3

Q5: ROTATE ANSWERS 1 TO 6

Q5: CODES 8 AND 9 ARE EXCLUSIVE

Q5 In your personal experience, what are the disadvantages of using collaborative platforms compared with traditional channels, if any?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Problems with the online booking process or payments	1,
Less trust in the providers of services offered via collaborative platforms	2,
Services offered via collaborative platforms are not as expected	3,
Misleading ratings and reviews from users	4,

TRANSLATION

Lack of clarity about who is responsible in the event of a problem	5,
Misuse of your personal data	6,
Other (DO NOT READ OUT)	7,
None, there are no significant issues (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

NEW BASED ON FL438 Q4

Q6 Overall, would you recommend services offered via collaborative platforms or not?

(READ OUT - ONE ANSWER ONLY)

Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
You would recommend some types of services, but not all (DO NOT READ OUT)	5
DK/NA (DO NOT READ OUT)	6

NEW

ASK Q7, Q8 AND Q9 IF D9=1, OTHERS GO TO Q10

Q7 Would you consider offering services occasionally as a private individual via collaborative platforms?

(READ OUT - ONE ANSWER ONLY)

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

NEW

Q8: ROTATE ANSWERS 1 TO 8

Q8 For which of the following reasons have you never offered a service via a collaborative platform?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

No time or interest	1,
Poor Internet access	2,
Lack of technical knowledge about how to use collaborative platforms	3,

TRANSLATION

Lack of trust in the online booking process or payments	4,
Lack of trust in consumers using your services	5,
Unclear or complicated to provide the service legally	6,
Complicated system for paying tax	7,
Unclear impact on your employment status	8,
Other (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

NEW

Q9 Have you ever offered services occasionally as a private individual via traditional channels?

(READ OUT - ONE ANSWER ONLY)

No, never	1
Yes, once or a few times	2
Yes, occasionally (i.e. once every few months)	3
Yes, regularly (i.e. once a month or more often)	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK Q10, Q11 AND Q12 IF D9=2 TO 4

Q10: ROTATE ANSWERS 1 TO 6

Q10: CODES 8 AND 9 ARE EXCLUSIVE

Q10 In which of the following sectors have you provided a service via a collaborative platform?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Transport (e.g. car sharing)	1,
Accommodation (e.g. renting an apartment)	2,
Food-related services (e.g. home delivery, food sharing)	3,
Household services (e.g. gardening, repairs, child care)	4,
Professional services (e.g. IT services, accounting)	5,
Collaborative finance (e.g. peer-to-peer lending or crowd-funding)	6,
Other (DO NOT READ OUT)	7,
None (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

NEW

TRANSLATION

Q11: ROTATE ANSWERS 1 TO 8

Q11: CODES 10 AND 11 ARE EXCLUSIVE

Q11 For which of the following reasons do you offer services via collaborative platforms?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Main source of income	1,
An additional source of income	2,
Flexible working hours	3,
An easy opportunity to become a services provider	4,
An opportunity to offer additional or more innovative services	5,
Access to more consumers	6,
An easy way to interact with consumers	7,
More sustainable and efficient use of available assets	8,
Other (DO NOT READ OUT)	9,
None (DO NOT READ OUT)	10,
DK/NA (DO NOT READ OUT)	11,

NEW

Q12: ROTATE ANSWERS 1 TO 5

Q12: CODES 7 AND 8 ARE EXCLUSIVE

Q12 What are the main problems you encountered when providing services via a collaborative platform, if any?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Lack of clarity about how to provide the service legally	1,
Complicated or difficult to provide the service legally	2,
Complicated system for paying tax	3,
Unclear impact on your employment status	4,
Difficulties with consumers using your services	5,
Other (DO NOT READ OUT)	6,
None (DO NOT READ OUT)	7,
DK/NA (DO NOT READ OUT)	8,

NEW

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

TRANSLATION

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D5a	As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?
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(ONE ANSWER ONLY)
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Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a
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D5b	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)
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Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a
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D5c	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)
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Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a
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D5d	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)
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Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a
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D5e	Would you say you are...?
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TRANSLATION

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

	Number of people aged 15 or more in the household
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