

## Topline questionnaire

**2021 PEW RESEARCH CENTER'S AMERICAN TRENDS PANEL  
WAVE 94 AUGUST 2021  
FINAL TOPLINE  
AUGUST 23-29, 2021  
N=10,348**

**THE QUESTIONS PRESENTED BELOW ARE PART OF A LARGER SURVEY CONDUCTED ON THE AMERICAN TRENDS PANEL. OTHER QUESTIONS ON THIS SURVEY HAVE BEEN PREVIOUSLY RELEASED.**

**NOTE: ALL NUMBERS ARE PERCENTAGES UNLESS OTHERWISE NOTED. THE PERCENTAGES LESS THAN 0.5% ARE REPLACED BY AN ASTERISK (\*). ROWS/COLUMNS MAY NOT TOTAL 100% DUE TO ROUNDING.**

	<b>Sample size</b>	<b>Margin of error at 95% confidence level</b>
U.S. adults	10,348	+/- 1.6 percentage points

**ASK ALL:**

FINSELFCOV Is your personal financial situation now... **[RANDOMIZE RESPONSE OPTIONS 1 AND 2, WITH OPTION 3 ALWAYS LAST]**

Aug 23-29,  
2021

18	Better than it was before the coronavirus outbreak
22	Worse than it was before the coronavirus outbreak
60	About the same
*	No answer

**ASK ALL:**

GIGUSE In the past 12 months, have you used any of the following mobile apps? **[RANDOMIZE ITEMS]**

	Yes, I have used this in the past <u>12 months</u>	No, I have not used this in the <u>past 12 months</u>	<u>No answer</u>
a. Ride-hailing apps to request rides (such as Uber or Lyft) Aug 23-29, 2021	22	77	*
b. Delivery apps to order from a restaurant or store (such as DoorDash or UberEats) Aug 23-29, 2021	37	63	*
c. Delivery apps to order groceries or household items (such as Instacart or Peapod) Aug 23-29, 2021	24	75	*

**ASK ALL:**

GIGREG

Do you think the government should regulate companies that offer ride-hailing apps like Uber or Lyft... **[RANDOMIZE RESPONSE OPTIONS 1 AND 2, WITH OPTION 3 ALWAYS LAST]**

Aug 23-29,  
2021

28	More than they are now
15	Less than they are now
53	The same as they are now
3	No answer

**ASK ALL:**

GIGAWARE

How much, if anything, have you heard about the debates on whether or not drivers for companies that offer ride-hailing apps like Uber or Lyft should be classified as employees or independent contractors?

Aug 23-29,  
2021

13	A lot
44	A little
43	Nothing at all
1	No answer

**ASK ALL:**

GIGEMPCON1

In your view, what is the most appropriate way to describe drivers for companies that offer ride-hailing apps like Uber or Lyft? **[RANDOMIZE RESPONSE OPTIONS]**

Aug 23-29,  
2021

35	Employees who work directly for the apps or websites
62	Independent contractors providing a service on behalf of the apps or websites
4	No answer

**ASK ALL:**

GIGPRTCT

Which comes closer to your view, even if neither is exactly right?

Drivers for companies that offer ride-hailing apps like Uber or Lyft... **[RANDOMIZE RESPONSE OPTIONS]**

Aug 23-29,  
2021

38	Have enough legal protections to ensure these companies treat them fairly
57	Should have more legal protections from being mistreated by these companies
5	No answer

**ASK ALL:**

GIGWKSCRN1 Some people find paid jobs by connecting directly with people who want to hire them using certain types of mobile apps or websites. These platforms help people find assignments and coordinate payment for the jobs.

Have you ever earned money by taking on the following jobs in this way? **[RANDOMIZE ITEMS a-d, WITH ITEM e ALWAYS LAST]**

	Yes, I have earned money in <u>this way</u>	No, I have not earned money in <u>this way</u>	<u>No answer</u>
a. Driving for a ride-hailing app (such as Uber or Lyft) Aug 23-29, 2021	5	95	1
b. Shopping for or delivering groceries or household items (such as Instacart or Peapod) Aug 23-29, 2021	4	96	1
c. Performing household tasks like cleaning someone's home or assembling furniture or running errands like picking up dry cleaning (such as TaskRabbit or Angi) Aug 23-29, 2021	6	94	1
d. Making deliveries from a restaurant or store for a delivery app (such as DoorDash or UberEats) Aug 23-29, 2021	7	93	*
e. Something else <b>[OPEN-END TEXT BOX]</b> Aug 23-29, 2021	4	90	6

**OPEN-ENDED RESPONSES, GIGWKSCRN1\_e [N=342]:**

GIGWKSCRN1\_e\_OTHER      Something else [OPEN-END RESPONSE, CODED ANSWERS SHOWN BELOW]

Aug 23-29,

2021

14	Surveys, online tasks or other research
9	Lawn care, construction, handyman or repair work
8	Caregiving or babysitting
5	Online selling
5	Pet sitting
5	Consulting, freelancing, side job or self-employment
5	Other or general delivery
4	Tutoring or teaching
1	Mystery or secret shopping
1	Homesharing
14	Other
30	No answer

**GIGWKSCRN2 BASED ON ALL ADULTS:**

GIGWKSCRN2 How recently have you earned money by taking on the following jobs via these types of mobile apps or websites? **[DISPLAY IN THE SAME ORDER AS GIGWKSCRN1]**

		I am currently doing this	I am not currently doing this, but have done this in the past 12 months	I have not done this in the past 12 months	No answer	Has never earned money in this way	No answer to GIGWKSCRN1
a.	Driving for a ride-hailing app (such as Uber or Lyft) Aug 23-29, 2021	1	1	2	*	95	1
b.	Shopping for or delivering groceries or household items (such as Instacart or Peapod) Aug 23-29, 2021	1	2	1	*	96	1
c.	Performing household tasks like cleaning someone's home or assembling furniture or running errands like picking up dry cleaning (such as TaskRabbit or Angi) Aug 23-29, 2021	1	2	3	*	94	1
d.	Making deliveries from a restaurant or store for a delivery app (such as DoorDash or UberEats) Aug 23-29, 2021	1	3	3	*	93	*
e.	Something else Aug 23-29, 2021	1	1	2	*	90	6

**ASK ALL:**

GIGWKSCRN3 Have you ever earned money by using a PERSONAL VEHICLE to deliver packages to others via a mobile app or website such as Amazon Flex?

Aug 23-29,

2021

3	Yes, I have earned money in this way
97	No, I have not earned money in this way
1	No answer

**GIGWKSCRN4 BASED ON ALL ADULTS:**

GIGWKSCRN4 How recently have you earned money by using a personal vehicle to deliver packages to others via a mobile app or website such as Amazon Flex?

Aug 23-29,

2021

1	I am currently doing this
1	I am not currently doing this, but have done this in the past 12 months
1	I have not done this in the past 12 months
*	No answer
97	Has never earned money in this way
1	No answer to GIGWKSCRN3

**ASK ALL:**

GIGVIEWS Based on what you know, do you think these types of jobs are generally a good way for other people to... **[RANDOMIZE ITEMS]**

		<u>A good way</u>	<u>Not a good way</u>	<u>No answer</u>
a.	Earn extra money as a side job Aug 23-29, 2021	94	5	1
b.	Make a living Aug 23-29, 2021	50	49	2
c.	Work a flexible schedule Aug 23-29, 2021	94	5	1
d.	Build a career Aug 23-29, 2021	31	68	1
e.	Be their own boss Aug 23-29, 2021	80	19	1

**DISPLAY IF HAS EVER EARNED MONEY ON THESE ONLINE (GIGWKSCRN1a-e=1) OR DELIVERY (GIGWKSCRN3=1) PLATFORMS [N=1,301]:**

The next set of questions will focus on the work you personally have done performing jobs from these apps or websites.

**ASK IF HAS EVER EARNED MONEY ON THESE ONLINE (GIGWKSCRN1a-e=1) OR DELIVERY (GIGWKSCRN3=1) PLATFORMS [N=1,301]:**

GIGPOSNEG Overall, would you say your own personal experiences with taking on these jobs have been...

Aug 23-29,

2021

24	Very positive
55	Somewhat positive
13	Somewhat negative
4	Very negative
4	No answer

**ASK IF HAS EARNED MONEY ON THESE ONLINE (GIGWKSCRN2a-e=1,2) OR DELIVERY (GIGWKSCRN4=1,2) PLATFORMS IN PAST 12 MONTHS [N=682]:**

GIGJOB Over the past 12 months, has this type of work generally been...

Aug 23-29,

2021

31	Your main job
68	A side job
1	No answer

**ASK IF HAS EARNED MONEY ON THESE ONLINE (GIGWKSCRN2a-e=1,2) OR DELIVERY (GIGWKSCRN4=1,2) PLATFORMS IN PAST 12 MONTHS [N=682]:**

GIGHOURS Over the past 12 months, how many hours did you spend doing these jobs in a typical week, including the time you spent waiting for assignments?

Aug 23-29,

2021

23	I don't do these jobs most weeks
41	Less than 10 hours
29	10-30 hours
8	More than 30 hours
*	No answer

**ASK IF HAS EARNED MONEY ON THESE ONLINE (GIGWKSCRN2a-e=1,2) OR DELIVERY (GIGWKSCRN4=1,2) PLATFORMS IN PAST 12 MONTHS [N=682]:**

GIGREASONS Please indicate if each of the following is a reason why you have taken on these jobs over the past 12 months. **[RANDOMIZE ITEMS]**

	<u>Major reason</u>	<u>Minor reason</u>	<u>Not a reason</u>	<u>No answer</u>
a. Being able to control my own schedule Aug 23-29, 2021	49	26	24	1
b. Needing to cover gaps or changes in my income Aug 23-29, 2021	52	27	21	*
c. For fun, or to do something with my spare time Aug 23-29, 2021	32	29	38	1
d. Not having many other job opportunities in my area Aug 23-29, 2021	28	30	40	2
e. Wanting to be my own boss Aug 23-29, 2021	35	29	36	1
f. Wanting to save up extra money Aug 23-29, 2021	56	26	18	1

**ASK IF HAS EVER EARNED MONEY ON THESE ONLINE (GIGWKSCRN1a-e=1) OR DELIVERY (GIGWKSCRN3=1) PLATFORMS [N=1,301]:**

GIGEMPCON2 Which statement best describes how you view your relationship with these apps or websites on which you find jobs?

I think of myself as an... **[RANDOMIZE RESPONSE OPTIONS]**

Aug 23-29, <u>2021</u>	
28	Employee who works directly for the apps or websites
65	Independent contractor who provides a service on behalf of the apps or websites
7	No answer



**ASK IF HAS EARNED MONEY ON THESE ONLINE (GIGWKSCRN2a-e=1,2) OR DELIVERY (GIGWKSCRN4=1,2) PLATFORMS IN PAST 12 MONTHS [N=682]:**

GIGINCESS Which of the following statements best describes the money you have earned from taking on these jobs over the past 12 months? **[REVERSE SCALE FOR RANDOM HALF OF RESPONDENTS]**

Aug 23-29,  
2021

23	Essential for meeting my basic needs
35	Important for meeting my basic needs, but not essential
39	Nice to have, but not needed for meeting my basic needs
3	No answer

**ASK IF HAS EVER EARNED MONEY ON THESE ONLINE (GIGWKSCRN1a-e=1) OR DELIVERY (GIGWKSCRN3=1) PLATFORMS [N=1,301]:**

GIGPAY How well, if at all, do you understand how the companies that run these apps or websites have determined how much you get paid?

Aug 23-29,  
2021

10	Very well
35	Somewhat well
34	Not too well
18	Not well at all
4	No answer

**ASK IF HAS EVER EARNED MONEY ON THESE ONLINE (GIGWKSCRN1a-e=1) OR DELIVERY (GIGWKSCRN3=1) PLATFORMS [N=1,301]:**

GIGFAIR How fair to you do you feel the companies that run these apps or websites have been when it comes to each of the following? **[RANDOMIZE ITEMS]**

		Very <u>fair</u>	Somewhat <u>fair</u>	Somewhat <u>unfair</u>	Very <u>unfair</u>	No <u>answer</u>
a.	Your pay Aug 23-29, 2021	13	47	25	11	4
b.	How your jobs are assigned Aug 23-29, 2021	18	52	18	7	5
c.	Your benefits Aug 23-29, 2021	12	36	30	17	5

**ASK IF HAS EARNED MONEY ON THESE ONLINE (GIGWKSCRN2a-e=1,2) OR DELIVERY (GIGWKSCRN4=1,2) PLATFORMS IN PAST 12 MONTHS [N=682]:**

GIGSATISF Over the past 12 months, how satisfied, if at all, have you generally been with each of the following on these apps or websites? **[RANDOMIZE ITEMS]**

		<u>Very satisfied</u>	<u>Somewhat satisfied</u>	<u>Not too satisfied</u>	<u>Not at all satisfied</u>	<u>No answer</u>
a.	The amount of money you've earned					
	Aug 23-29, 2021	20	44	26	8	3
b.	The number of jobs available to you					
	Aug 23-29, 2021	22	46	22	8	2
c.	How quickly you are able to find jobs once you start looking for them on a typical day					
	Aug 23-29, 2021	19	47	24	7	3

**ASK IF HAS EARNED MONEY ON THESE ONLINE (GIGWKSCRN2a-e=1,2) OR DELIVERY (GIGWKSCRN4=1,2) PLATFORMS IN PAST 12 MONTHS [N=682]:**

GIGCOV How concerned, if at all, have you been about getting the coronavirus while completing jobs via these apps or websites over the past 12 months?

Aug 23-29,  
2021

15	Very concerned
36	Somewhat concerned
28	Not too concerned
19	Not concerned at all
2	No answer

**ASK IF HAS EVER EARNED MONEY ON THESE ONLINE (GIGWKSCRN1a-e=1) OR DELIVERY (GIGWKSCRN3=1) PLATFORMS [N=1,301]:**

HARASSGIG1 Since you first started taking on these kinds of jobs, how often, if ever, have you experienced each of the following while completing jobs via these apps or websites? **[RANDOMIZE ITEMS]**

		<u>Often</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>	<u>No answer</u>
a.	Felt unsafe					
	Aug 23-29, 2021	12	23	29	31	5
b.	Been treated rudely					
	Aug 23-29, 2021	13	24	29	29	5
c.	Experienced an unwanted sexual advance					
	Aug 23-29, 2021	7	12	14	62	5

**ASK ALL:**

PARTY In politics today, do you consider yourself a:

**ASK IF INDEP/SOMETHING ELSE (PARTY=3 or 4) OR MISSING:**PARTYLN As of today do you lean more to...<sup>10</sup>

<u>Republican</u>	<u>Democrat</u>	<u>Independent</u>	<u>Something else</u>	<u>No answer</u>	<u>Lean Rep</u>	<u>Lean Dem</u>
27	31	27	13	2	17	20

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<sup>10</sup> PARTY and PARTYLN asked in a prior survey.