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Working Paper

Finding jobs in private households online: A comparative analysis of digitally-mediated care and domestic service work in Australia, Germany, Denmark, Spain and the United Kingdom

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and domestic service work in Australia, Germany,
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Discussion Paper

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Friederike Molitor, Stefan Munnes, Piotr Wójcik, Lena Hipp

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Abstract

Finding jobs in private households online

A comparative analysis of digitally-mediated care and domestic service work in Australia, Germany, Denmark, Spain and the United Kingdom

by Friederike Molitor, Stefan Munnes, Piotr Wójcik, Lena Hipp

We study the working conditions of care and domestic workers who offer their services on digital platforms in Australia, Germany, Denmark, Spain and the United Kingdom. By drawing on survey data collected on a digital platform in 2019, we examine workers' demographics and their experiences with the online platform and with their clients.

Keywords: Care and domestic service work, platform economy, gender

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Abbreviations

Country codes

AU – Australia

DE – Germany

DK – Denmark

ES – Spain

UK – United Kingdom

Executive Summary

The present study examines the working realities of care and domestic workers who use a large, international internet platform for care and household services to find work. At the intersection of the platform economy and care work, it is the first study based on a standardized survey that exclusively focuses on platform workers who offer care and domestic services online in five different countries. To explore the working realities and experiences of these workers, service providers who use a large carework platform in Australia, Denmark, Germany, Spain and the UK were invited to participate in the online survey in summer 2019. The present study provides insights into the experiences of the survey respondents (unweighted results). The unweighted results are supplemented with weighted results, which are generalizable to the active provider population on the platform in terms of selected characteristics including gender, membership status and the job most commonly offered.

Key findings

Who are the workers?

A heterogeneous group of workers uses the digital platform to find work. Across all countries, the majority are, unsurprisingly, female (up to 92.4% in the UK, weighted) and more than one in five are foreign-born workers (20.6% in Germany, weighted). Care providers are oldest in the UK and Germany with an average age of 41 years (weighted). A large proportion of care providers are single (up to 51.6% in Denmark, weighted) and do not have any children (up to 64.4% in Denmark, weighted). They mostly live in cities or towns while less than one in five live in villages (up to 18% in Germany, weighted). Most service providers have attended further or even higher education (up to 76.5% in Germany, weighted).

Why do care workers use digital platforms?

The most common reasons to use the digital platform include the opportunity to earn money, to be able to decide autonomously and independently which jobs to do, and the flexibility associated with these jobs.

How do the working arrangements look like?

While the clear majority of workers did not work for any client they found via the platform during the last four weeks (up to 69.9% in Australia, weighted), the remaining ones reported rather informal working arrangements: their working volume and hourly pay are comparatively low and their income through their platform work is mostly a source of an additional (up to 73% in Denmark, weighted) rather than a main income. Less than one in three have formal contracts with their clients (up to 31.9% in Denmark, weighted). Furthermore,

their working relationship is characterized by flexibility in terms of volatile working hours (up to 77.1% in Denmark, weighted) and other irregular shifts: service providers commonly have worked on weekends at least once a month (up to 44.1% in Australia, weighted), worked evenings or nights (up to 60% in Australia, weighted), worked overtime at short notice (up to 33.6% in Germany, weighted), and experienced cancellations at short notice (up to 29.6% in Germany, weighted). Our findings further indicate that long-term working relationships built on trust are the most sought after: nearly three in four of the workers in Germany never have accepted a spontaneous job without getting to know the other person first and as many as 70.2% in Germany had been working for a specific client for more than two or three months (weighted).

What do the workers think about their work?

Subjective indicators that measure care providers' evaluations of their work situation are quite positive overall. In terms of job quality, most respondents reported that they have work autonomy (up to 83.7% in Australia, weighted). Many workers described their working relationship with the client in the last four weeks as amicable (up to 72.7% in Germany, weighted) and respectful (up to 60.5% in the UK, weighted), and less than 10% described it in more negative terms, such as demanding or distant. They further show relatively high levels of satisfaction with clients overall and with their job for their last client, whereas their evaluations of online reputation mechanisms are comparatively low.

Introduction

Care work and household services have traditionally been provided by women. Today, much of the formerly unpaid care and domestic work has been shifted to the market or is publicly provided. For instance, children and the elderly are looked after in public child care facilities or elderly care homes. At the same time, more informal and privately organized care arrangements exist. Babysitters come in the evenings, elderly caretakers keep their clients company during the day, while housekeepers help with any kind of domestic work. Such privately organized care arrangements can be found in different ways: care takers might be recommended by friends or be hired via specialized agencies, for instance. Alternatively, they can also be found online. In the context of the platform economy, the organisation of private care and domestic work has partly shifted online: care and domestic workers use internet platforms to offer their services and care seekers search for care providers or place job ads on such platforms.

Until today, relatively little is known about care and domestic work that is organised on digital labour platforms. To learn more about who the workers are that offer their services online and what their working conditions look like, a survey with care and domestic service providers was conducted in 2019 to explore this new and emerging market. Throughout this paper we focus on service providers who offer a broad range of care and household-related services on a large digital platform. The services provided include personal care, such as child care or elderly care, and also non-personal tasks such as cleaning, housekeeping or pet sitting. For simplicity, we use the terms 'care workers' or 'care providers' and 'service providers' synonymously.

Data collection

To learn more about the individuals who use digital platforms to offer their services, the authors conducted an online survey with service providers in cooperation with a large online platform for care and domestic services. The standardized online survey included questions to find out *who* the workers are (sociodemographic characteristics), *what* their working conditions and specific working arrangements look like, and *how* the service providers evaluate the platform work.

In 2019, active service providers from Australia, Germany, Denmark, Spain, and the United Kingdom were invited to participate in the online survey. The platform operator sent out emails to the active care workers

in the five countries. Upon completion of the fielding period, 1,542 service providers whose country of residence is known had started the survey (Table i). The overall response rate for the survey was fairly low. The country-specific case numbers are particularly low in Australia, Denmark and Spain and have to be interpreted very cautiously. They only serve to provide first and very tentative insights.

Table i: Overview of number of respondents

	AU	DE	DK	ES	UK	Total
Total number	82	1,064	65	40	291	1,542

In the following, we present descriptive statistics for our survey questions. We present the distributions or relative frequencies of the respective answer categories for each variable by country. The presentation of each variable's outcome is ordered by country codes followed by an overall "total" result for all countries combined. All available observations for each variable in the data set are used to maximize the information available and results in varying case numbers across variables (due to missing observations or drop-outs).

In addition to these unweighted estimates, the present manuscript includes weighted descriptive analyses. These are given in additional short descriptions and are shown in additional figures right below the respective unweighted figures and analyses. All additional graphs show the respective weighted estimates and their 95% confidence intervals¹. As can be seen in these figures, the confidence intervals are particularly large in the smaller countries including Australia, Denmark and Spain due to the very low case numbers. Again, the results for these smaller countries should be interpreted cautiously due to the relatively large degree of (statistical) uncertainty.

Population data that was provided by the platform operator was used to construct poststratification weights. To construct the weights, we generated a fully crossed variable based on gender, membership status and the type of job most commonly offered (see Valliant and Dever (2018) for the construction of poststratification weights). Child care was the job most commonly provided. In the UK, however, pet care was used for poststratification because of empty cells when crossing child care. For the smaller countries Australia, Denmark and Spain only childcare and membership status were crossed. Furthermore, the analytical sample used to create our survey weights was restricted to observations that had

¹ For the weighted proportions (i.e., for all categorical variables) logit-type confidence intervals are given.

completed most of the survey, including the item measuring respondent's gender (or beyond). The analytical sample used for the weighted results is thus different from the one used for the unweighted analyses, where all available observations were used. Table ii shows the sample sizes of the analytical sample.

Table ii: Sample sizes by country for weighted analyses

	AU	DE	DK	ES	UK	Total
Total number	58	771	46	30	214	1119

The remainder of the report is organized as follows: We start off by presenting respondents' sociodemographic characteristics (section 1) and continue with why workers use an internet platform to offer their services (section 2). We will then proceed to describe specific working arrangements in terms of objective indicators. In section 4, we explore respondents' subjective evaluations of the working relationships and platform work in general. The paper concludes with a summary and discussion of our findings.

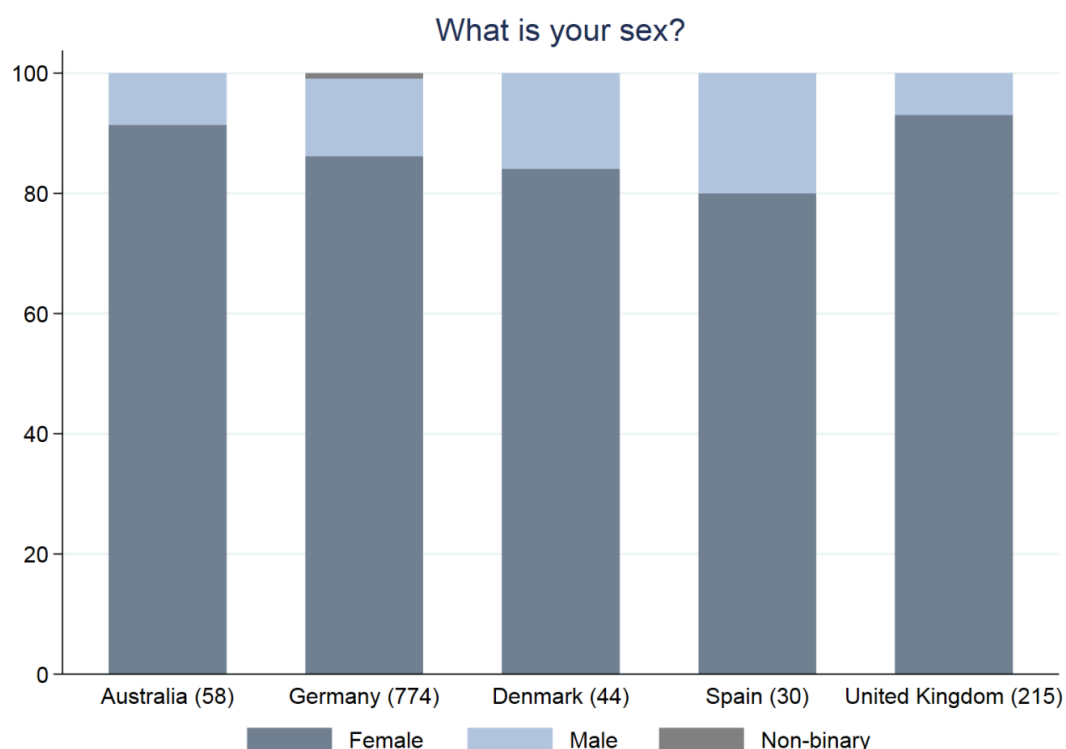
1 Who are the workers?

Who are the care and domestic workers that offer their services on the platform? The following section explores key socio-demographic characteristics of the care providers, their family and household-constellations as well as their socio-economic background.

Sex (Q29)

How does the sex distribution among the survey respondents look like? Figure 1.1 and Table 1 show that a significant majority of the respondents were women (87.5%). By country, Spain had the lowest percentage of female respondents (80%), followed by Denmark (84.1%), Germany (86.2%), Australia (91.4%) and the UK (93%). The German version of the survey was the only one where respondents could also select a non-binary option to indicate their sex. Here, nearly 1% of the respondents indicated to be of diverse gender.

Figure 1.1: Sex

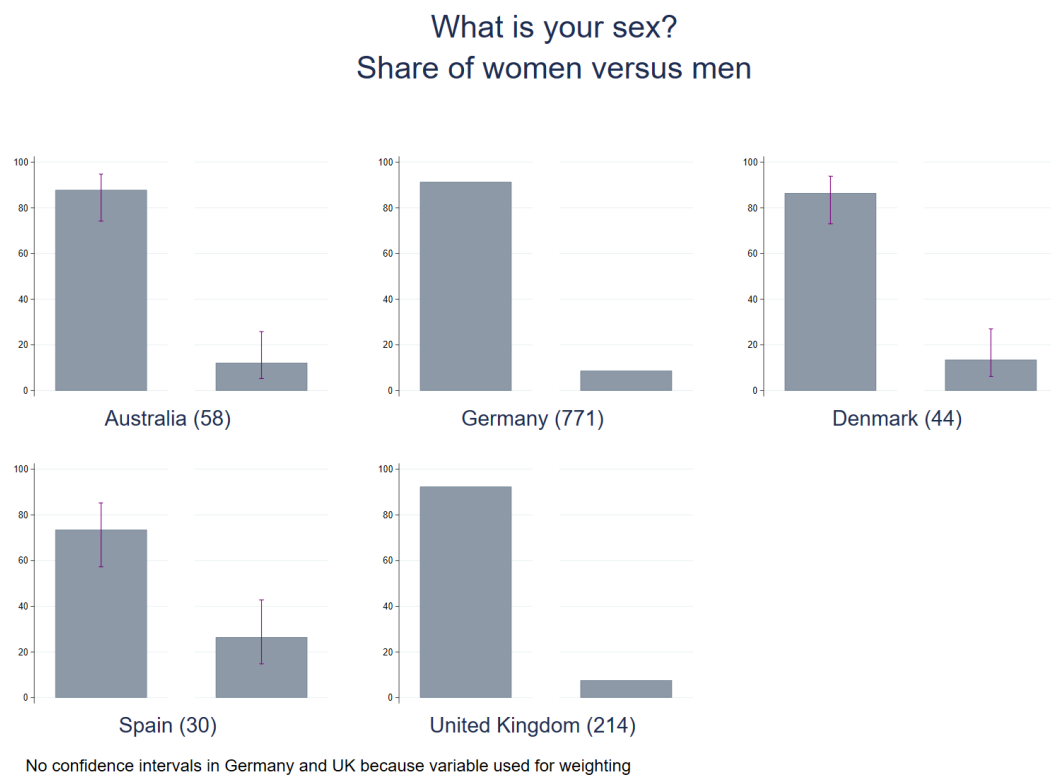


Note: Y-axis in percent; X-axis: countries with respective case numbers (absolute)

Table 1: Sex

Sex	AU	DE	DK	ES	UK	Total
% women	91.40%	86.20%	84.10%	80.0%	93.0%	87.51%
% men	8.60%	12.90%	15.90%	20.0%	6.98%	11.86%
% diverse/ non-binary	n/a	0.90%	n/a	n/a	n/a	0.62%
N	58	774	44	30	215	1,121

Figure 1.2 shows the weighted distribution of female versus male providers. For methodological reasons, the “diverse” category was assigned to the female sex. The proportion of female providers varies from 73.5% in Spain to 92.4% in the UK.

Figure 1.2: Sex (weighted)

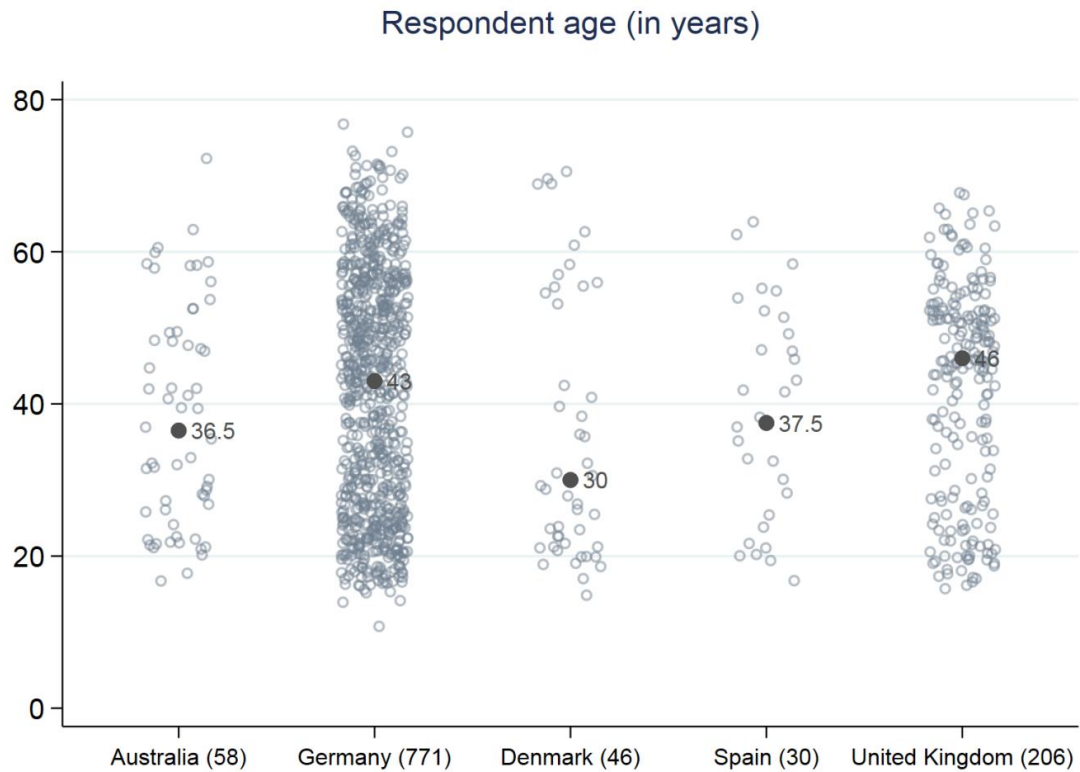
Note: Weighted results with 95% confidence intervals

Age (Q30)

How old are the respondents? Figure 2.1 and Table 2 show that the average age of the respondents was 41.3 years, and that half of the respondents were 43 years old or younger. On average, the youngest respondents were in Denmark (35.6 years old on average; median of 30), while the oldest

were in the UK (42.2 years old on average; median of 46). Compared to the general population in Germany, the sample statistics do not differ greatly: the average age of the German population was 44 years in 2018 (Datenreport 2021: 25), and is thus only 2 years higher than in the sample.

Figure 2.1: Age



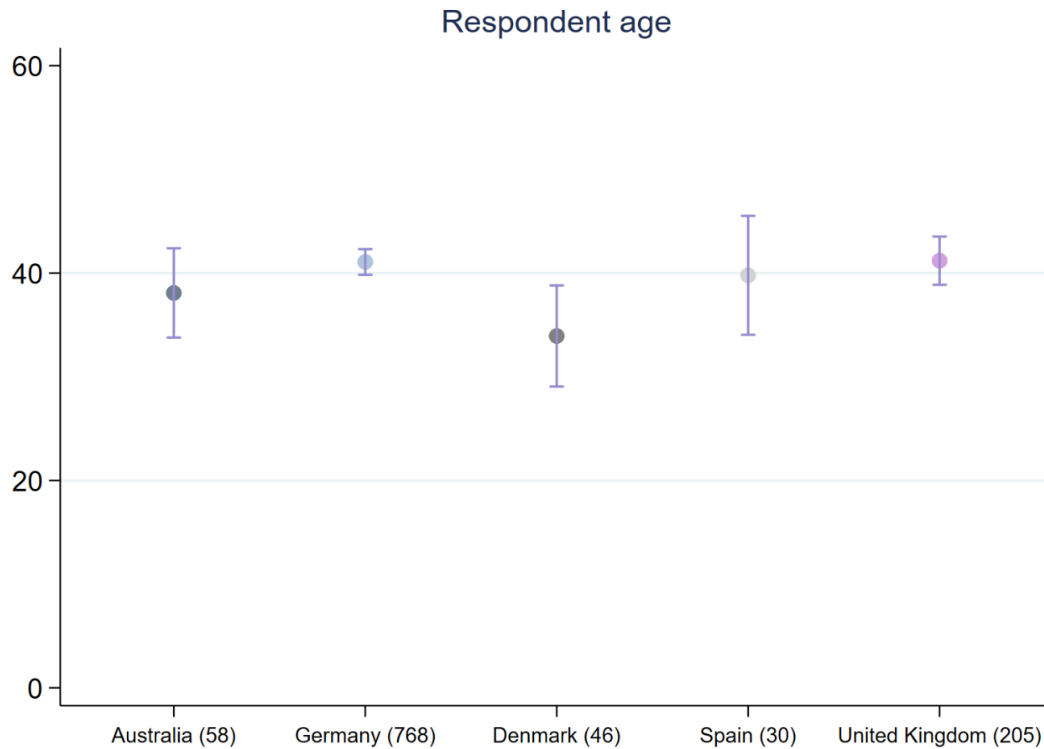
Note: Y-axis in years; X-axis: countries with respective case numbers (absolute)

Table 2: Age

Age	AU	DE	DK	ES	UK	Total
Min.	18	14	18	18	18	14
Max.	72	78	72	63	67	78
Mean	37.86	41.77	35.61	39.43	42.19	41.33
Median	36.5	43	30	37.5	46	43
N	58	771	46	30	206	1,111

Figure 2.2 shows the weighted average age of the workers by country. The weighted average age varies from 33.9 years in Denmark to 41.2 years in the UK.

Figure 2.2: Age (weighted)



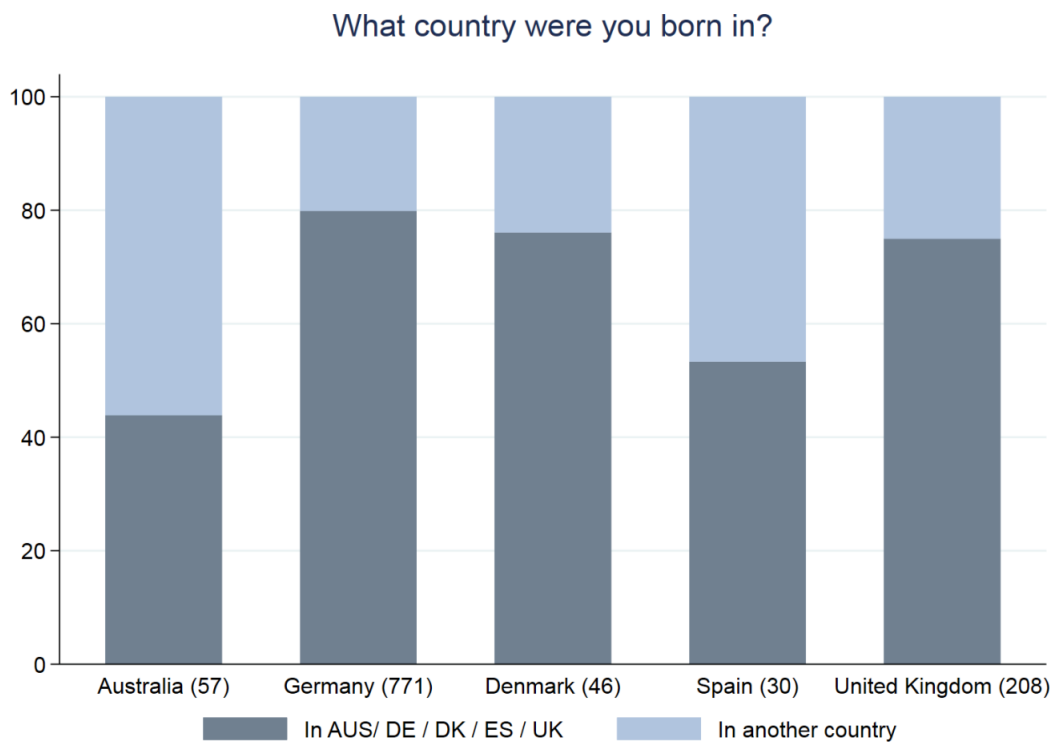
Note: Y-axis in years; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals.

Country born in (Q31)

Where were the respondents born? Discussions surrounding the organization of care and domestic work in private homes often focus on migrant workers that are hired for care services. In order to assess how many foreign-born workers use the platform to find work, respondents were asked to indicate where they were born. Figure 3.1 and Table 3 show that around three-quarters of the respondents indicated that they were born in the same country they lived in (i.e., in Australia, Germany, Denmark, Spain or the UK, respectively): This percentage was highest in Germany (79.9%), Denmark (76.1%), and the UK (75%). Meanwhile the percentage of the respondents that were born in the same country was substantially lower in Australia (43.9%) and Spain (53.3%).

The share of foreign-born workers in the German sample is higher than in the German population: In 2018, 12.1% of the German population were foreigners and another 13.1% had a migrant background (Destatis 2019) compared to 21.1% foreign-born respondents in the sample. The higher share of foreign-born workers in the sample can have different reasons. First, this might be the result of a selective sample. Secondly, and more likely, it is also possible that more foreign-born workers select into care and domestic work generally and are thus overrepresented compared to the general population (just like more women select into these jobs).

Figure 3.1: Country born in



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 3: Country born in

Country born in	AU	DE	DK	ES	UK	Total
Born in the same country	43.86%	79.90%	76.09%	53.33%	75.00%	76.26%
N	57	771	46	30	208	1,112

The weighted shares of respondents that were born in a foreign country as opposed to the country in which they offer their services are presented in Figure 3.2. The weighted proportion of foreign-born providers varies from 20.6% in Germany to 56.4% in Australia while the share of those born in the same country where they offer the services ranges from 43.6% in Australia to 79.4% in Germany.

Figure 3.2: Country born in



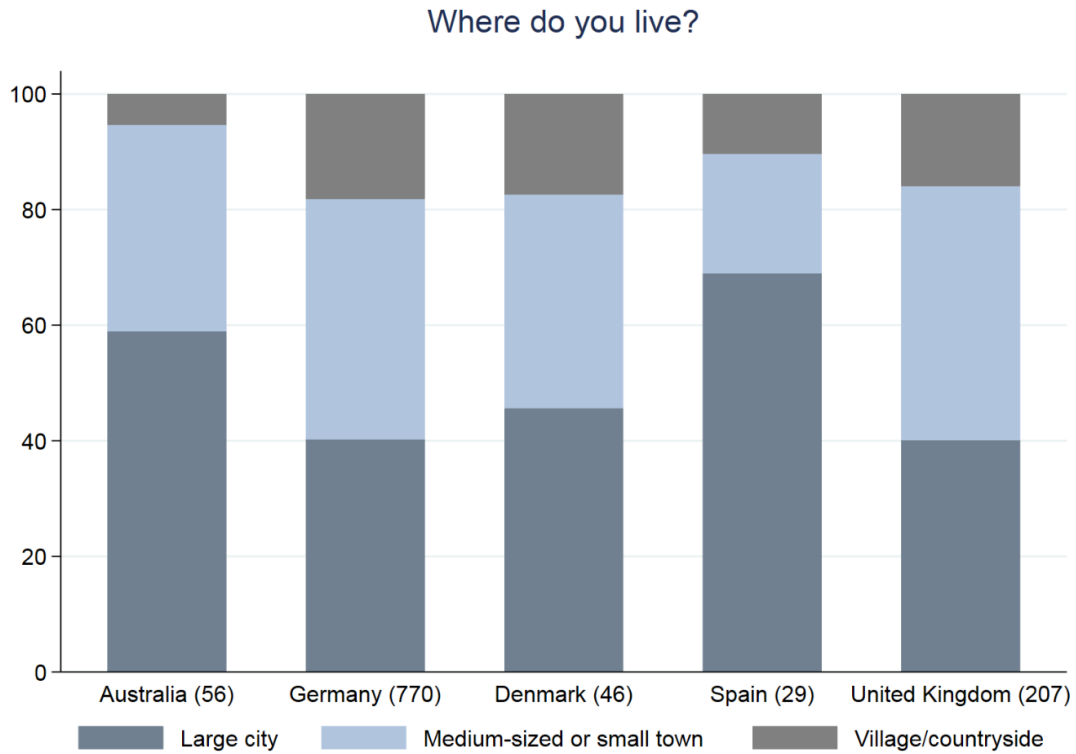
Note: Y-axis: in percent. Weighted results with 95% confidence intervals

Place of residence (Q32)

Where do platform workers live? Respondents were asked to indicate whether they live in the countryside or in a city or town. This information also helps to assess whether the platform market is – as could be assumed – bigger in urban settings than in the countryside. Figure 4.1 and Table 4 show that only 16.9% of the respondents live in a village or in the countryside overall. The remaining 83.1% are fairly evenly spread out between living in or close to a large city (42.2%) and in or close to a medium-sized town or small town (41%). A relatively much higher percentage of the respondents in Spain and Australia live in or close to a large city (69% and 58.9%, respectively), and relatively few respondents

who live in Australia live in a village or in the countryside (slightly more than 5.4%). These results tend to support the assumption that the digital platform is more often used by respondents living in cities or towns, rather than in villages.

Figure 4.1: Place of residence



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 4: Place of residence

Place of residence	AU	DE	DK	ES	UK	Total
In or close to a large city	58.93%	40.26 %	45.65%	68.97 %	40.10 %	42.15%
In or close to a medium-sized town or small town	35.71%	41.56 %	36.96%	20.69 %	43.96 %	40.97%
In a village/in the countryside	5.36%	18.18 %	17.39%	10.34 %	15.94 %	16.88%
N	56	770	46	29	207	1,108

The weighted values presented in Figure 4.2 show that the highest proportion of large-city residents is found in Spain with 64.8%. The highest proportion of village and countryside residents can be seen in Germany with 18.1%, while the highest share of medium-sized-town residents are in the UK at 46.7%.

Table 4.2: Place of residence (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals

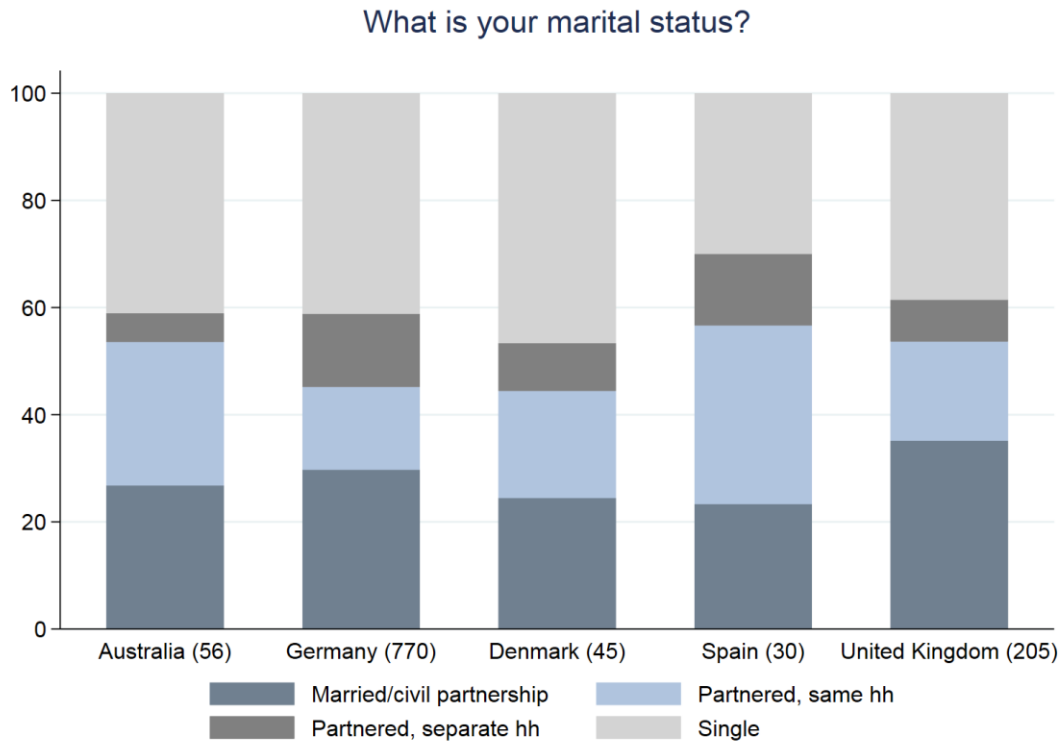
Family and household-constellation (Q33-35)

Marital status (Q33)

How do respondents' family situations look like? To learn more about the family and household situation of survey respondents, participants were asked whether they were married, partnered or single. Figure 5.1 and Table 5 show that more than 40% of the respondents to this question are single. The percentage of single respondents is lowest in Spain (30%) and the highest in Denmark (46.7%). Most of the respondents are married/in a civil partnership, or partnered otherwise (59.4%). Out of this group, more

than 30.2% are married or in a civil partnership, 17.3% live with their partner, and 11.9% do not live with their partner.

Figure 5.1: Marital status



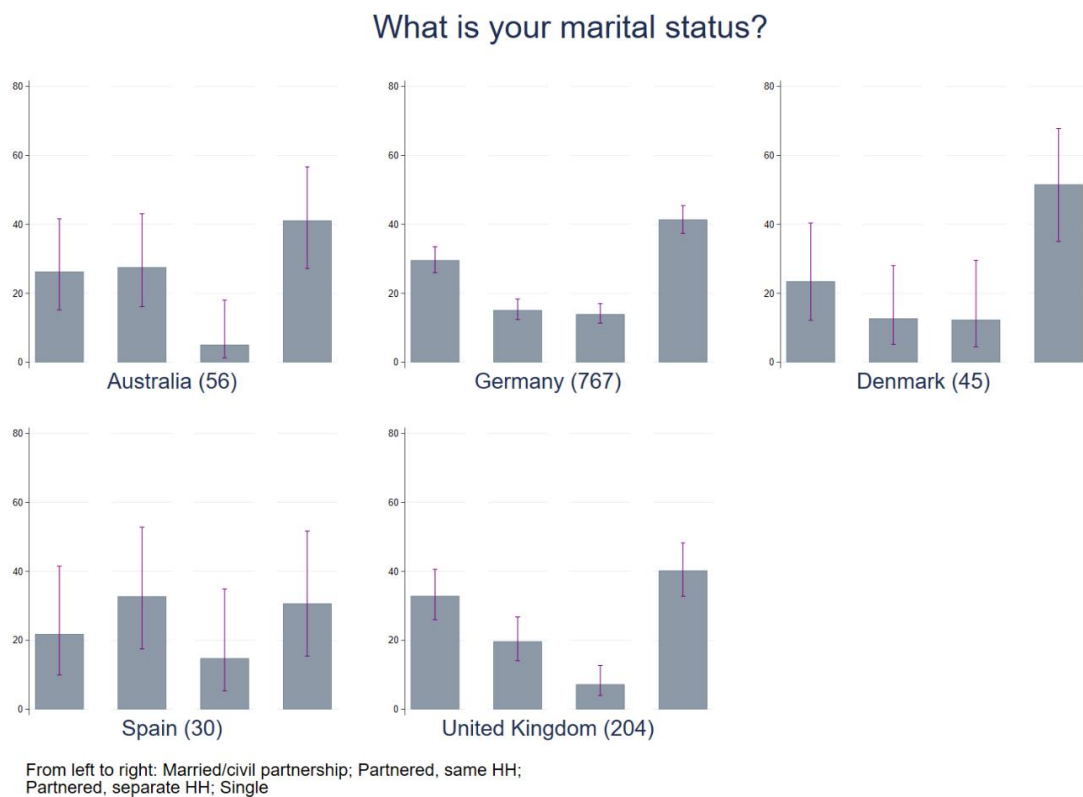
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 5: Marital status

Marital status	AU	DE	DK	ES	UK	Total
Married/registered civil partnership	26.79%	29.74%	24.44%	23.33%	35.12%	30.20%
Partnered, living in the same household	26.79%	15.45%	20.00%	33.33%	18.54%	17.27%
Partnered, living in separate households	5.36%	13.64%	8.89%	13.33%	7.80%	11.93%
Single	41.07%	41.17%	46.67%	30.0%	38.54%	40.60%
N	56	770	45	30	205	1,106

Figure 5.2 displays the weighted distributions of care providers by marital status and country they provide services in. For all countries apart from Spain, the greatest share of care providers are single (over 40% for the four countries, with the highest percentage in Denmark at 51.6%). The share of those who are married or in a civil partnership varies from 21.8% in Spain to 32.9% in the UK. Interestingly, the weighted results for Denmark show similar shares of those in a relationship that live in the same household and those who do not live with their partners (12.7% vs. 12.3%).

Figure 5.2: Marital status (weighted)



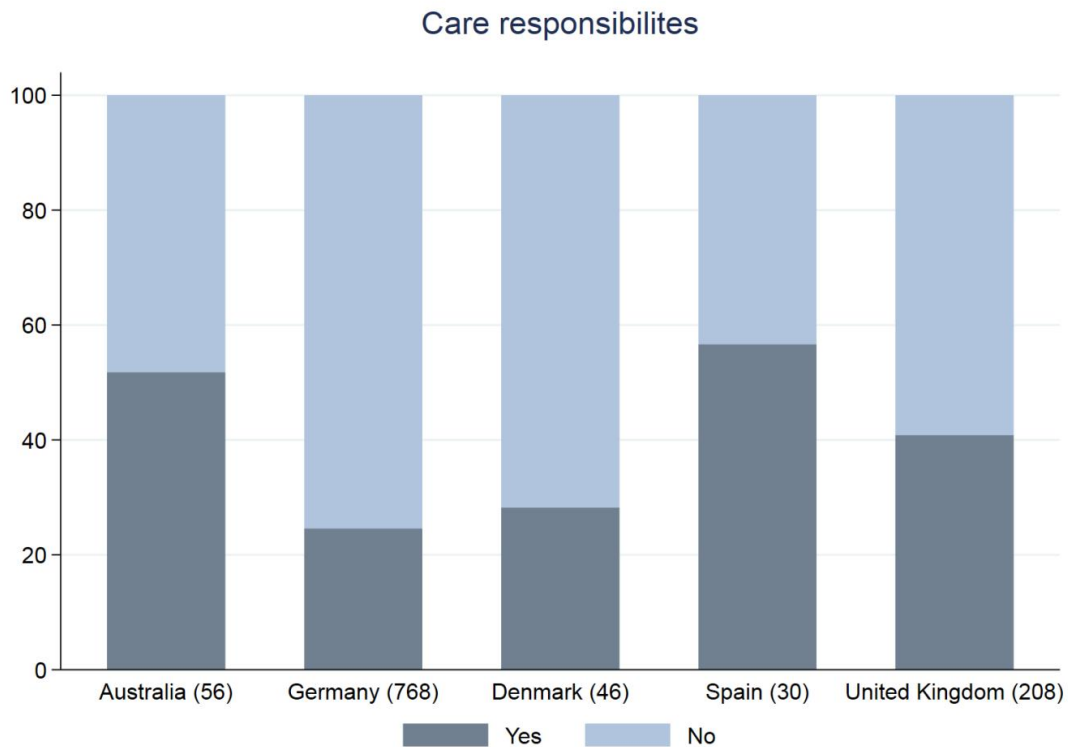
Note: Y-axis: in percent. Weighted results with 95% confidence intervals

Care responsibilities (Q34)

Do the service providers have additional care responsibilities for friends or family members? Since working as a care and domestic worker can also be a way to facilitate work and private care responsibilities, we asked respondents whether they regularly provide care to a friend or family member who is in need of care or assistance. Both Figure 6.1 and Table 6 show that around 30% of the respondents indicated that they regularly provide care to a friend or family member who is in need of care or

assistance. This percentage is the highest in Spain (56.7%), followed by Australia (51.8%), the UK (40.9%), Denmark (28.3%), and Germany (24.6%). The differences between the UK and Germany – the countries with the highest case numbers – are substantial: Respondents in the UK reported to have care responsibilities much more often than did respondents in Germany.

Figure 6.1: Care responsibilities



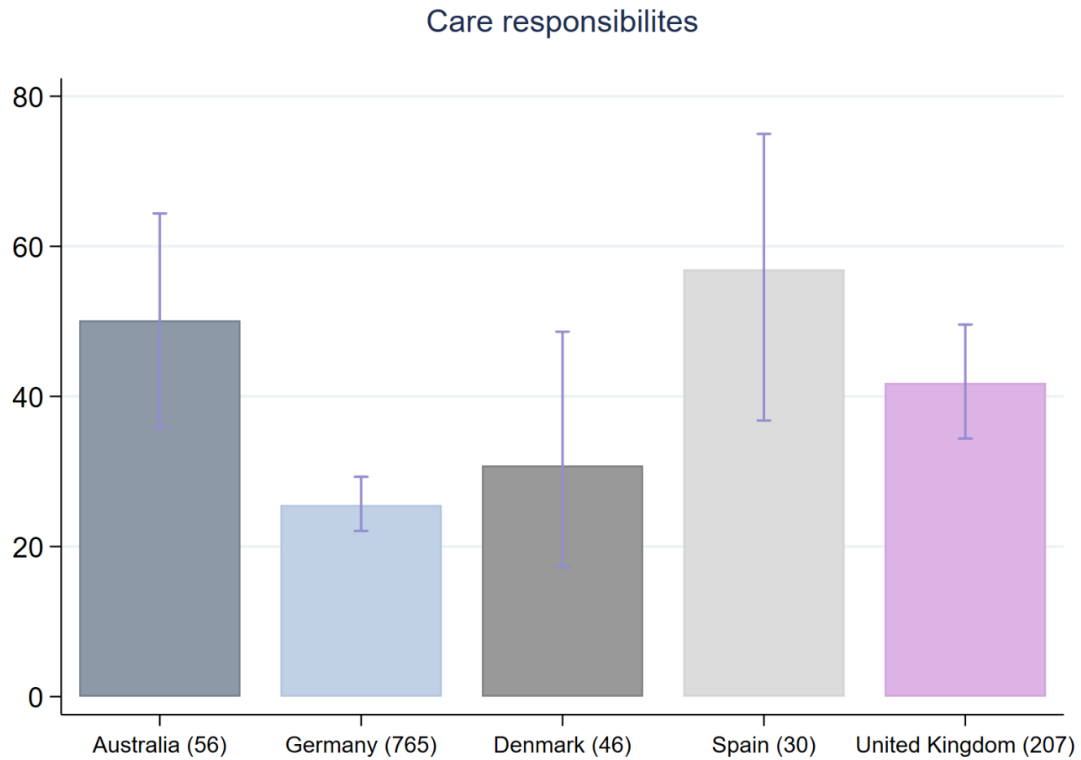
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 6: Care responsibilities

Care responsibilities	AU	DE	DK	ES	UK	Total
I regularly provide care to a friend or family member who is in need of care or assistance (=Yes)	51.79%	24.61%	28.26%	56.67%	40.87%	30.05%
N	56	768	46	30	208	1,108

The weighted results show that the highest proportion of those who regularly provide care to a friend or family member is found in Spain with 56.9% and the lowest in Germany at 25.5%, as depicted in Figure 6.2.

Figure 6.2: Care responsibilities (weighted)

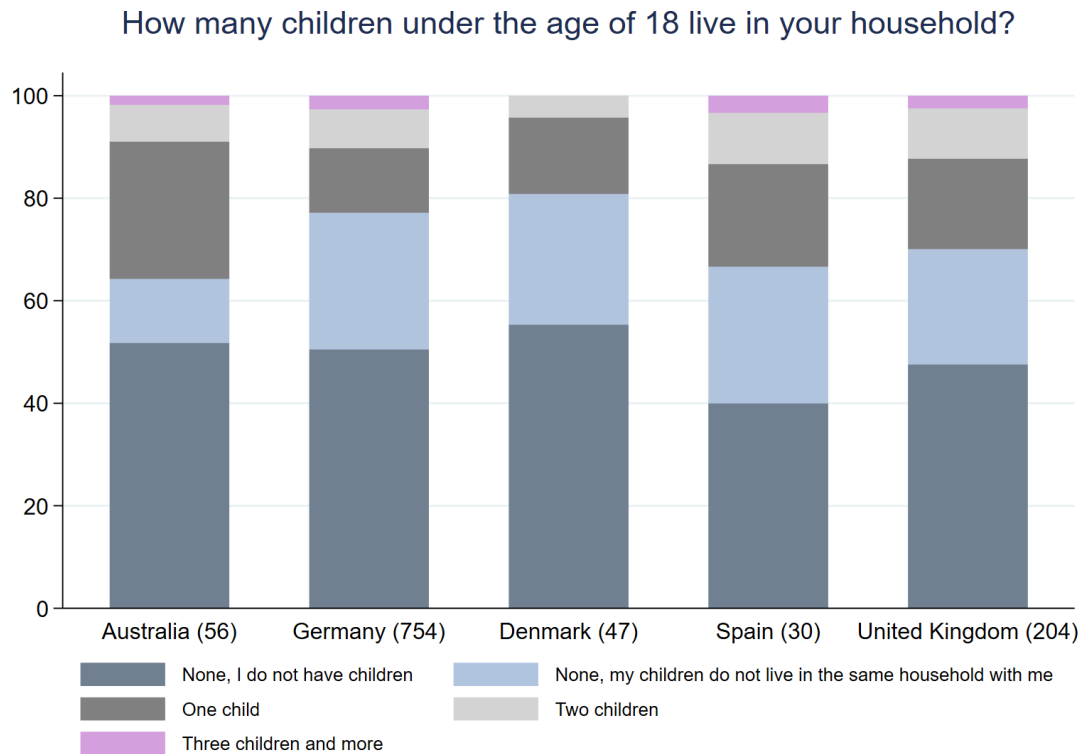


Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute).
Weighted results with 95% confidence intervals.

Number of children (Q35)

How many children under the age of 18 live in the respondents' households? Apart from care responsibilities for dependents, respondents were additionally asked whether they lived with children under the age of 18 in the same household. Figure 7.1 and Table 7 show that the majority of respondents reported to either not have any children under the age of 18 at all, or none that were living in the same household (about 75% overall). Approximately 14.6% live in the same household with one child under the age of 18, almost 8% with two children and only 2.6% with three or more children under 18. In Australia and Spain, a relatively high percentage of the respondents (35.7% and 33.3%) have children living in their household.

Figure 7.1: Number of children in household



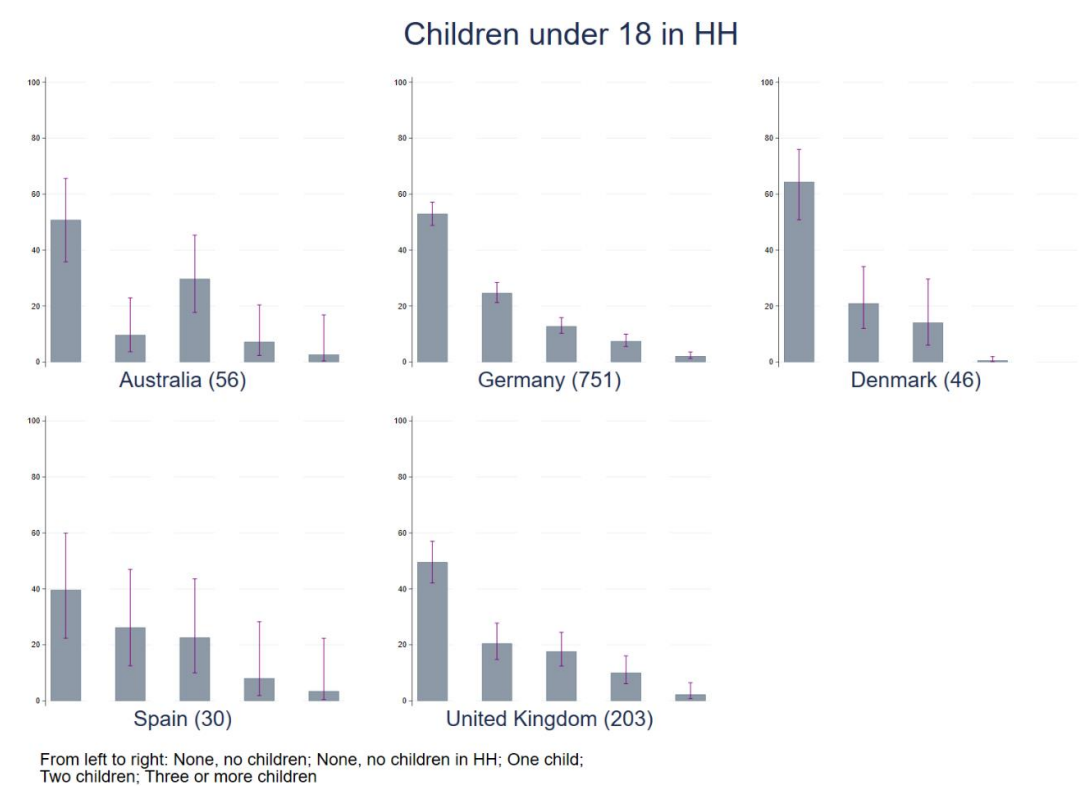
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 7: Number of children in household

No. of children <18 years	AU	DE	DK	ES	UK	Total
None, I do not have children	51.79%	50.53%	55.32%	40.00%	47.55%	49.95 %
None, my child/ren do not live in the same household with me	12.50%	26.66 %	25.53%	26.67%	22.55%	25.11 %
One child	26.79%	12.60 %	14.89%	20.00%	17.65%	14.57 %
Two children	7.14%	7.56 %	4.26%	10.00%	9.80%	7.88 %
Three children and more	1.79%	2.65 %	0%	3.33%	2.45%	2.47 %
N	56	754	47	30	204	1,091

As shown in Figure 7.2, the weighted results for this variable are quite substantially different from the unweighted results. The proportion of those without any children ranges from 39.6% in Spain to 64.4% in Denmark. Between 9.6% in Australia and 26.2% in Spain do not have children under the age of 18 in their households. The proportion of care providers with one child vary from 12.8% in Germany to 29.7% in Australia, for those with two children vary from 0.5% in Denmark to 10% in the UK, while the proportion of care providers with at least three children are still very low, varying from 0% in Denmark over 2.1% in Germany to 3.4% in Spain.

Figure 7.2: Number of children in household (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals

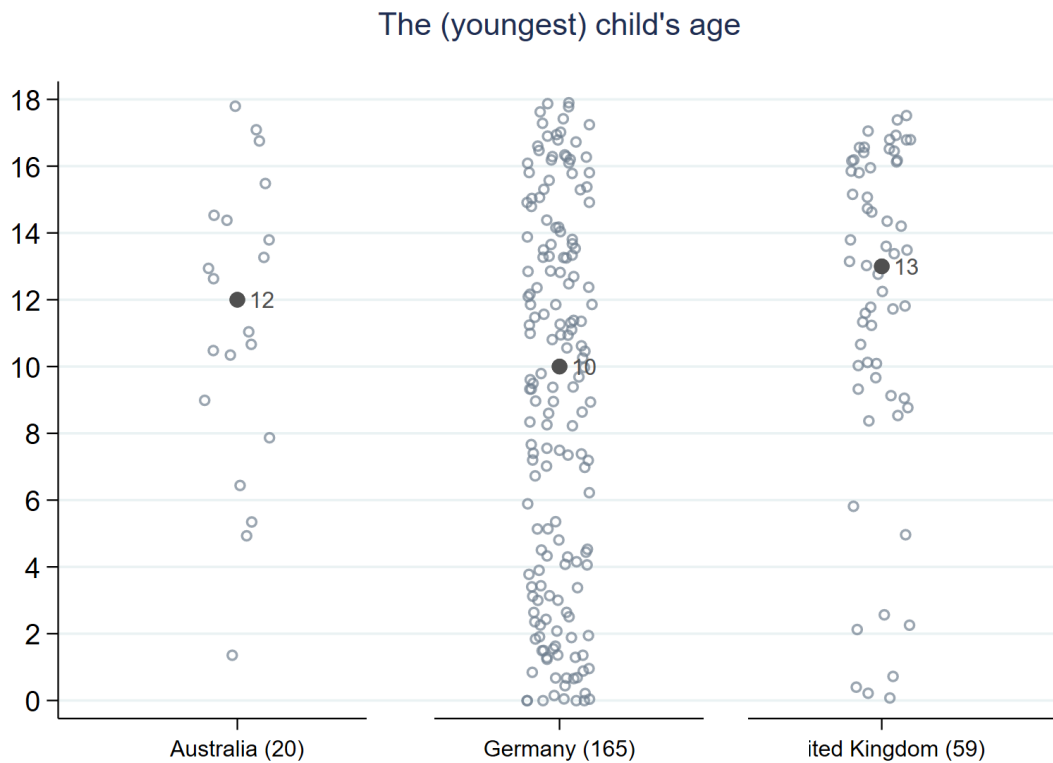
Age of the [youngest] child² (Q35a)

How old are the children? Those who said that at least one child under the age of 18 lived in the same household were asked about their child/ren's age. Figure 7.1a and Table 7a show that the average age of the (youngest) child that the respondents reported to be living with is 9.8 years and the

² If respondents said they live with several children only the youngest child's age was included.

median age is 11 years. With nearly 12 years on average, children are oldest in the UK and youngest in Germany with 8.9 years on average (median values of 13 years versus 10 years, respectively).

Figure 7.1a: Age of (youngest) child



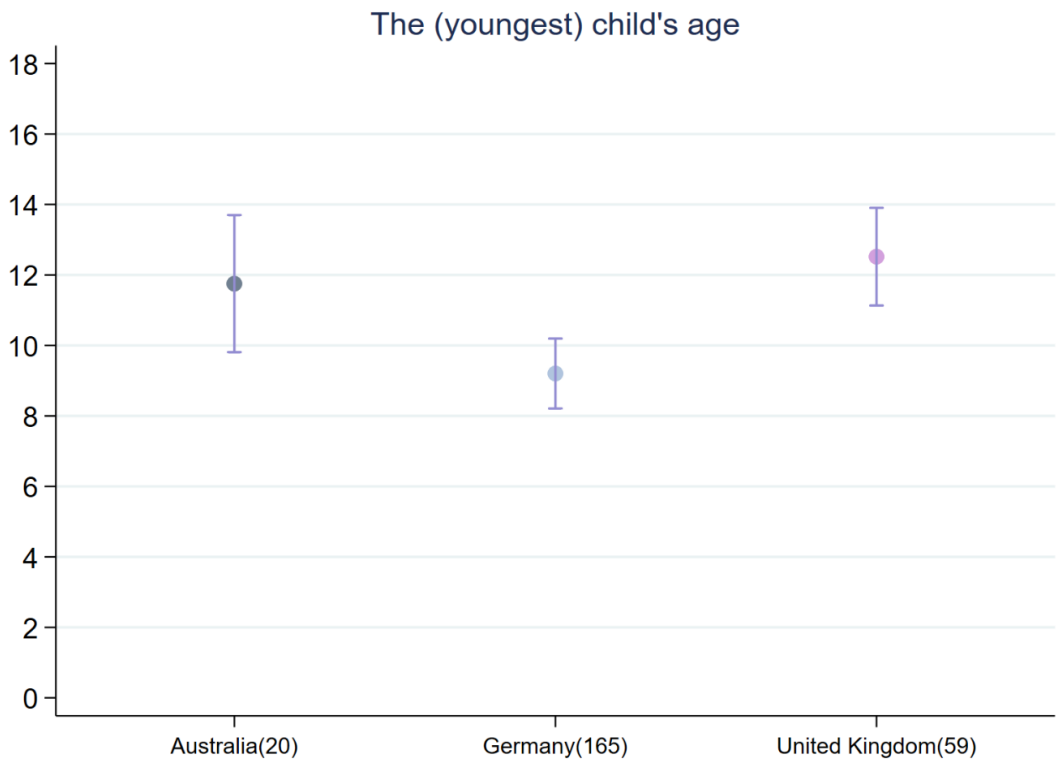
Note: Y-axis: in years. X-axis: countries with respective case numbers (absolute). Due to low case numbers, Denmark and Spain are excluded from analysis.

Table 7a: Age of (youngest) child

Age of (youngest) child	AU	DE	UK	Total
Mean	11.40	8.83	11.95	9.8
Median	12	10	13	11
N	20	165	59	244

Meanwhile, the weighted average ages of the (youngest) children of the service providers vary from 9.2 years in Germany over 11.8 years in Australia to 12.5 years in the UK (Figure 7.2a).

Figure 7.2a: Age of (youngest) child (weighted)



Note: Y-axis: in years; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Denmark and Spain are excluded from analysis.

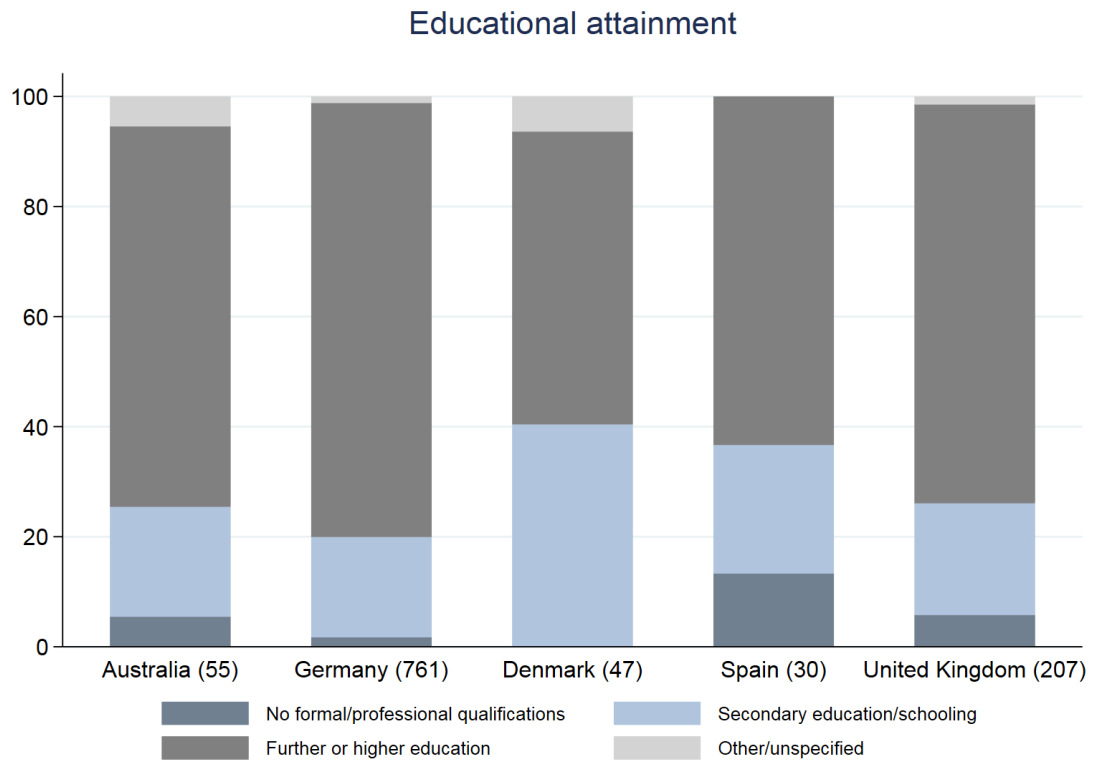
Socio-economic background (Q36–40)

Educational attainment (Q36/Q37) ³

What is the educational background of platform workers? Figure 8.1 and Table 8 show that three in four of the respondents to this question reported that their highest educational qualification obtained is further or higher education. This includes post-secondary courses (such as certificates etc.), vocational training (e.g., apprenticeship) as well as university degrees. This fairly broad category suggests that a clear majority of the respondents have completed school and have also gained some sort of post-secondary or tertiary qualification. The share of people having attended further or higher education varies from 53.2% in Denmark to 78.8% in Germany. Nearly 20% reported that their highest educational degree is secondary education/schooling. The share of respondents with secondary education is lowest in Germany (18.3%) and highest in Denmark (more than 40.4%). Less than three percent of the respondents reported to not have any formal educational or professional qualifications at all.

³ Educational attainment distinguishes between no formal or professional qualification, secondary education/schooling, and further or higher education. As educational systems vary greatly across countries, survey participants received two different questions on their educational and professional degrees. We subsumed their answers into one single variable for all countries to compare educational attainment across countries. To construct this variable, we cleaned the fill-in option ("other: ") of variable Q36 (educational qualifications) and Q37 (professional qualifications) and reassigned the answers to the above-mentioned categories. Educational attainment was constructed based on the cleaned variable Q37 and then supplemented with information of the recoded variable Q36 where necessary.

Figure 8.1: Educational attainment



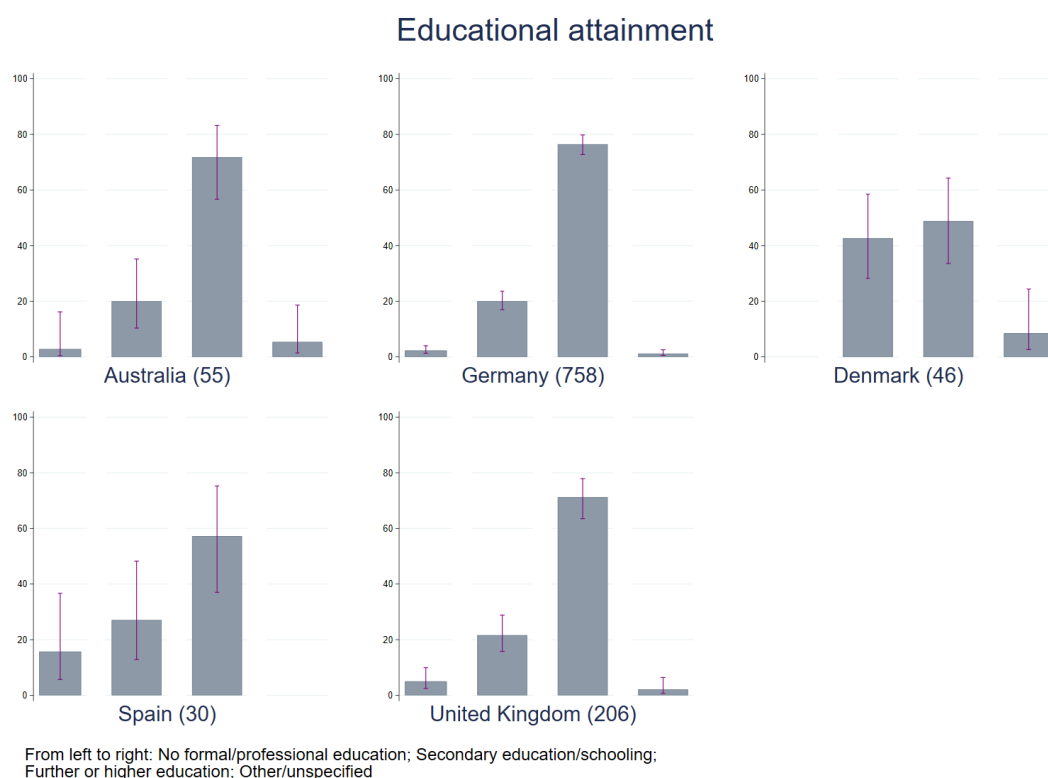
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 8: Educational attainment

Level of educational attainment	AU	DE	DK	ES	UK	Total
No formal/professional qualification	5.45%	1.71%	0%	13.33%	5.80%	2.91 %
Secondary education (schooling)	20.0%	18.27%	40.43%	23.33%	20.29%	19.82%
Further or higher education	69.09%	78.84%	53.19%	63.33%	72.46%	75.64%
Other/not specified	5.45%	1.18%	6.38%	3.33%	1.45%	1.64%
N	55	761	47	30	207	1100

There are no stark differences between the unweighted and weighted results for this variable. As demonstrated in Figure 8.2, the estimated proportion of service providers with further or higher education is relatively high, ranging from 48.8% in Denmark to 76.5% in Germany. This is followed by care providers with secondary education, whose share is estimated to range from 20% in Australia to 42.7% in Denmark. The share of care providers without any formal education is again relatively high in Spain at 15.7% and negligible in other countries.

Figure 8.2: Educational attainment (weighted)



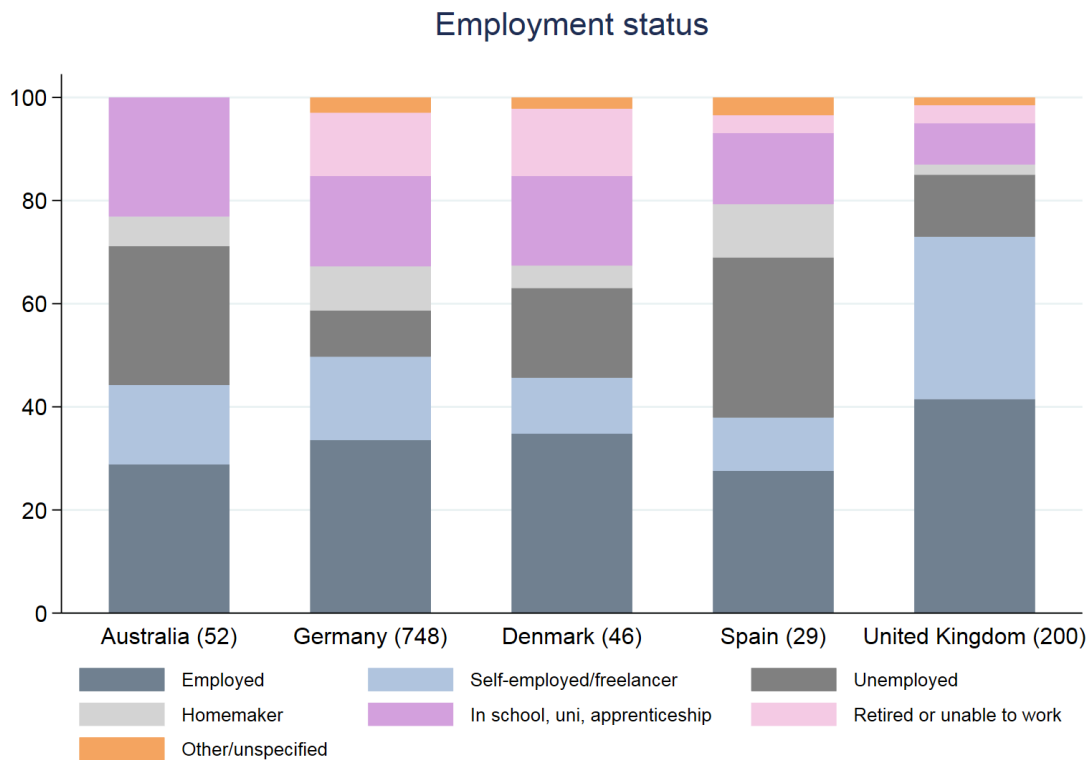
Note: Y-axis: in percent. Weighted results with 95% confidence intervals

Employment status (Q38)

What do the respondents mainly do? To gain more insights into the employment status of care and domestic workers that use internet platforms, survey participants were asked what they currently mainly do. Overall, the respondents were markedly spread across different employment status groups. Figure 9.1 and Table 9 show that the greatest number of respondents indicated that they are employed (34.7%). Of those, 15.8% work full-time and 18.9% are employed part-time. The second

highest employment status group were self-employed/freelancer with 18.6%, followed by nearly 16% who reported to be still in education (i.e., in school, university, or doing an apprenticeship). More than 11% of the respondents were unemployed (about 9% in Germany, 12% in the UK, 17% in Denmark, 27% in Australia, and 31% in Spain). Meanwhile, pensioners or respondents who are unable to work represented nearly 10% of the respondents, homemakers constituted about 7% of the respondents.

Figure 9.1: Employment status



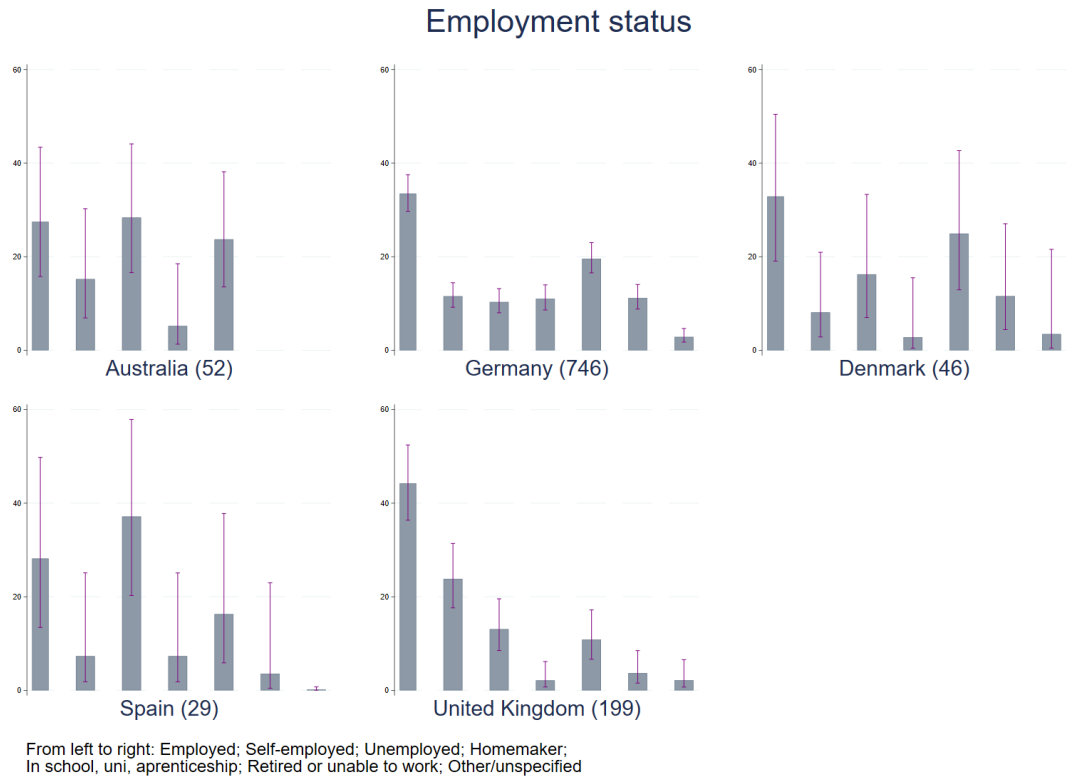
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 9: Employment status

Employment status	AU	DE	DK	ES	UK	Total
Employed	28.85%	33.56%	34.78%	27.59%	41.50%	34.70%
Self-employed/freelancer	15.38%	16.18%	10.87%	10.34%	31.50%	18.60%
Unemployed	26.92%	8.96%	17.39%	31.03%	12.0%	11.35%
Homemaker	5.77%	8.56%	4.35%	10.34%	2.0%	7.07%
In school, uni, apprenticeship	23.08%	17.51%	17.39%	13.79%	8.0%	15.91%
Retired or unable to work	0%	12.30%	13.04%	3.45%	3.50%	9.86%
Other/unspecified	0%	2.94%	2.17%	3.45%	1.50%	2.51%
N	52	748	46	29	200	1075

As depicted in Figure 9.2, the weighted distributions of care providers by employment status is not very different from the unweighted distributions, with a couple of notable exceptions. The proportion of self-employed workers ranges from 7.3% in Spain to 23.8% in the UK. Moreover, the proportion of pupils, students, and apprentices among the care providers ranges from 10.8% in the UK to 24.9% in Denmark.

Figure 9.2: Employment status (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals

Personal and household income⁴ (Q39/Q40)

The last two questions of this section capture respondents' personal and household incomes. Due to different currencies and purchasing power parity in the countries as well as country-specific differences in measuring income (gross or net; weekly, monthly or annual income), results are presented separately by country. Due to low case numbers, findings in Australia, Denmark and Spain are excluded.

⁴ For the UK, gross monthly income figures are reported; for Germany, net monthly income figures are reported.

In Germany⁵, income categories were presented to respondents for measuring both their personal and household income. Respondents in Germany are typically more reluctant to provide income information and drop-out rates are likely to increase when presenting respondents with an open fill-in box. Figure 10.1a and Table 10a show that in Germany, around 59% of the respondents reported to have a net monthly income of EUR 1000 or less. Of those, more than one in ten indicated to not have any personal income at all. Another 30.2% said they earned more than EUR 1000 but less than EUR 2000 a month and 10% said their net monthly income was EUR 2000 or more.

As can be seen in Figure 10.1b and Table 10b, nearly 40% of the respondents to this question indicated that their net monthly household income was EUR 1000 or less, including 8.3% who said that they do not have any household income at all. For more than 27% the net monthly household income is between EUR 1000 and EUR 2000, one in five reported to have a household income between EUR 2000 and EUR 3000, and 13.5% have a net monthly household income of EUR 3000 or more.

Several reasons might account for the surprisingly high share of respondents in Germany that report a fairly low net household income. First, the share of single respondents in the sample is quite high with 41.2% and nearly 14% who reported to have a partner with whom they do not live in the same household. Furthermore, about 77% reported that they do not have children under the age of 18 at all or that children under 18 do not live in the same household with them. Lastly, nearly 18% indicated that they are still in school, going to university or doing an apprenticeship, while 9% said to be unemployed and 12.3% to already have retired or to be unable to work.

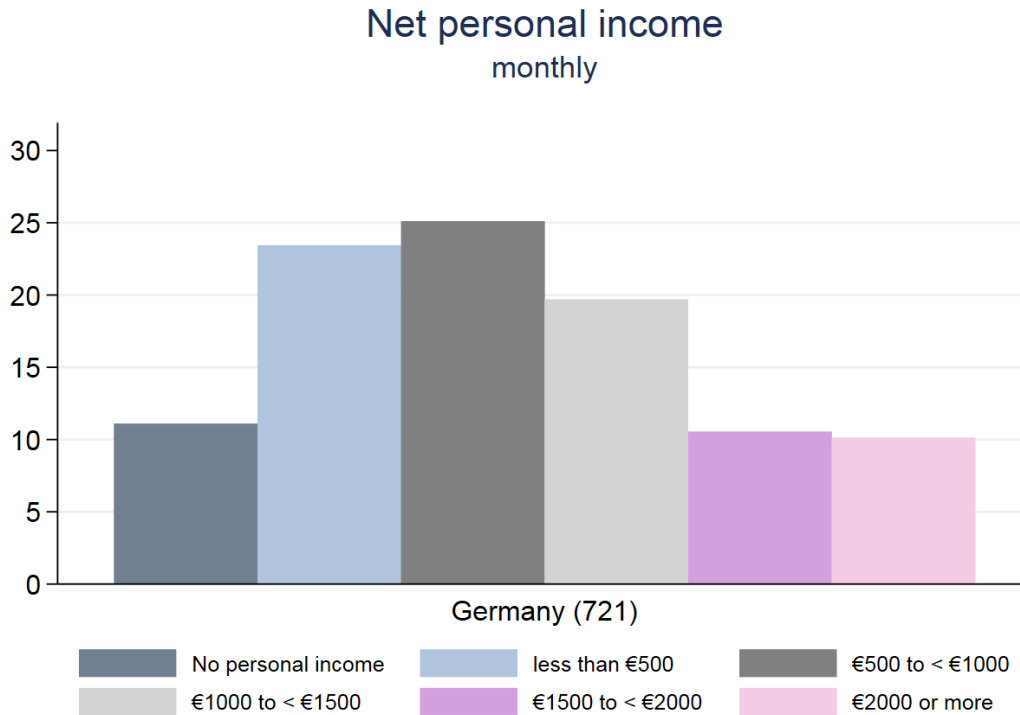
Of those reporting to have a net household income of less than EUR 1000, most said they still go to school, university or do an apprenticeship (28.5%), more than 20% are employed (with 13% working part time and 7% full time), 14.4% are unemployed, and 14% are already retired or unable to work.

When additionally considering household size, we find that among those reporting a net monthly household income lower than EUR 1000, the clear majority of 64.6% are one-person households (i.e., respondents without a partner or children under the age of 18 in the household). Another 20.1%

⁵ Those who reported to be dissatisfied with the income questions were recoded as missing because some also said they provided false information.

live with a partner but without any children and 8.4% live without a partner but with (a) child/ren under the age of 18 in the same household. Only 6.9% share a household with both partner and (a) child/ren.

Figure 10.1a: Personal income Germany

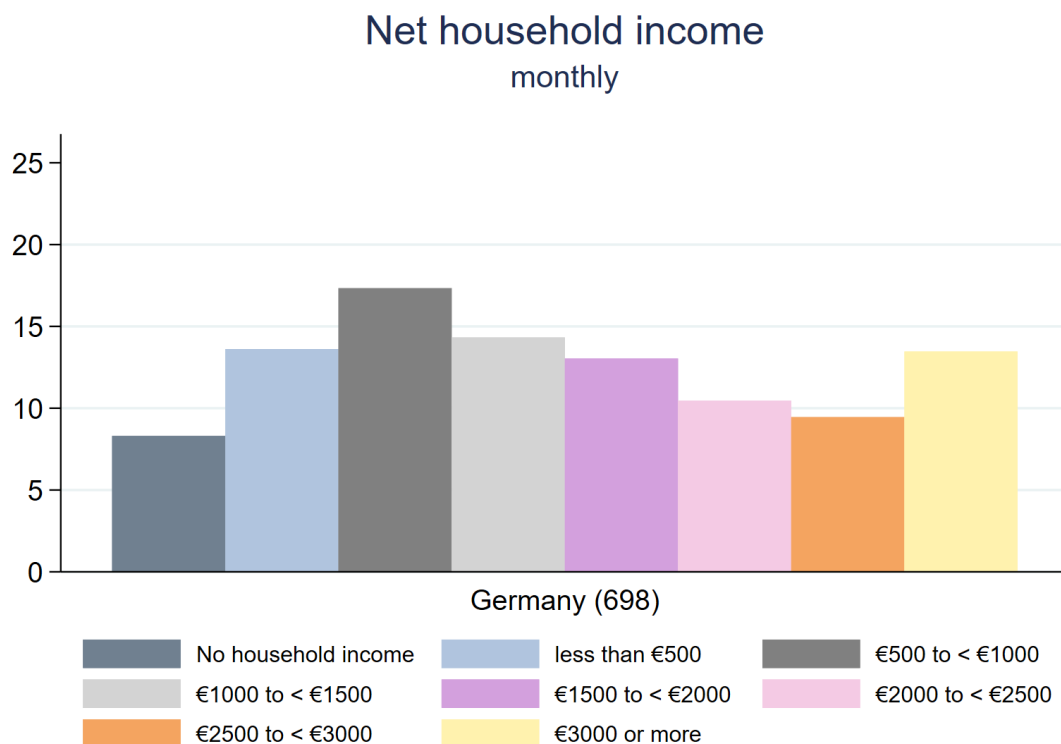


Note: Y-axis: in percent

Table 10a: Personal income Germany

No personal income	11.10%
less than EUR 500	23.44%
EUR 500 to < EUR 1000	25.10%
EUR 1000 to <EUR 1500	19.69%
EUR 1500 to < EUR 2000	10.54%
EUR 2000 or more	10.12%
N	721

Figure 10.1b: Household income Germany



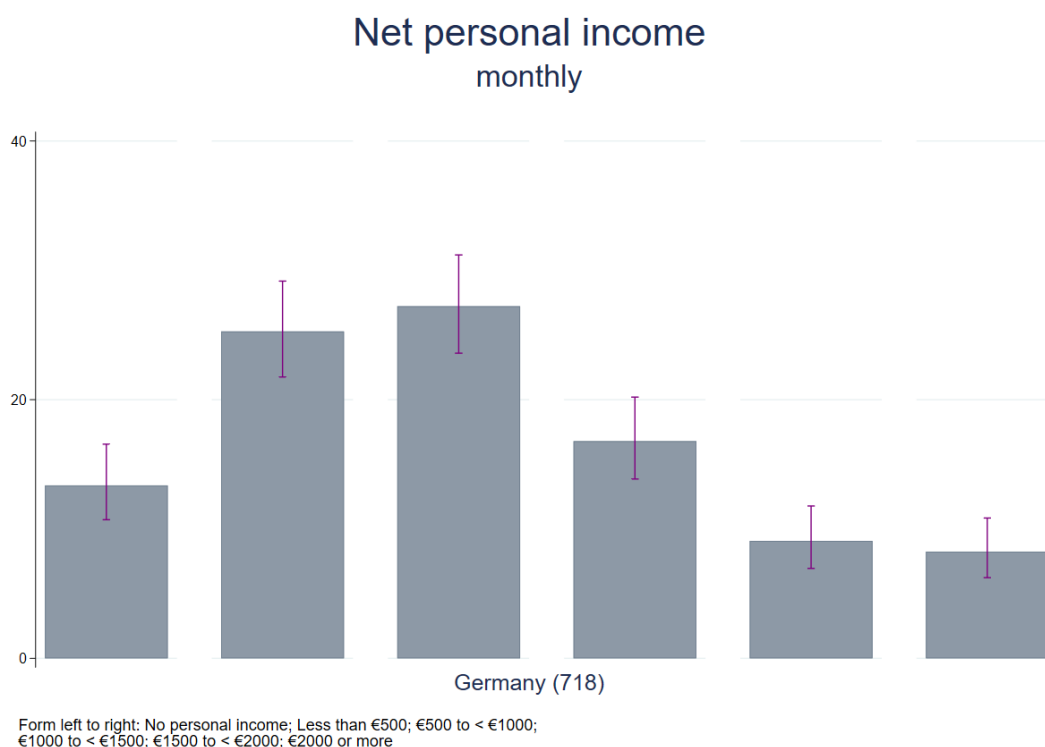
Note: Y-axis: in percent

Table 10b: Household income Germany

No household income	8.31 %
less than EUR 500	13.61 %
EUR 500 to < EUR 1000	17.34 %
EUR 1000 to <EUR 1500	14.33 %
EUR 1500 to < EUR 2000	13.04 %
EUR 2000 to < EUR 2500	10.46 %
EUR 2500 to < EUR 3000	9.46 %
EUR 3000 or more	13.47 %
N	698

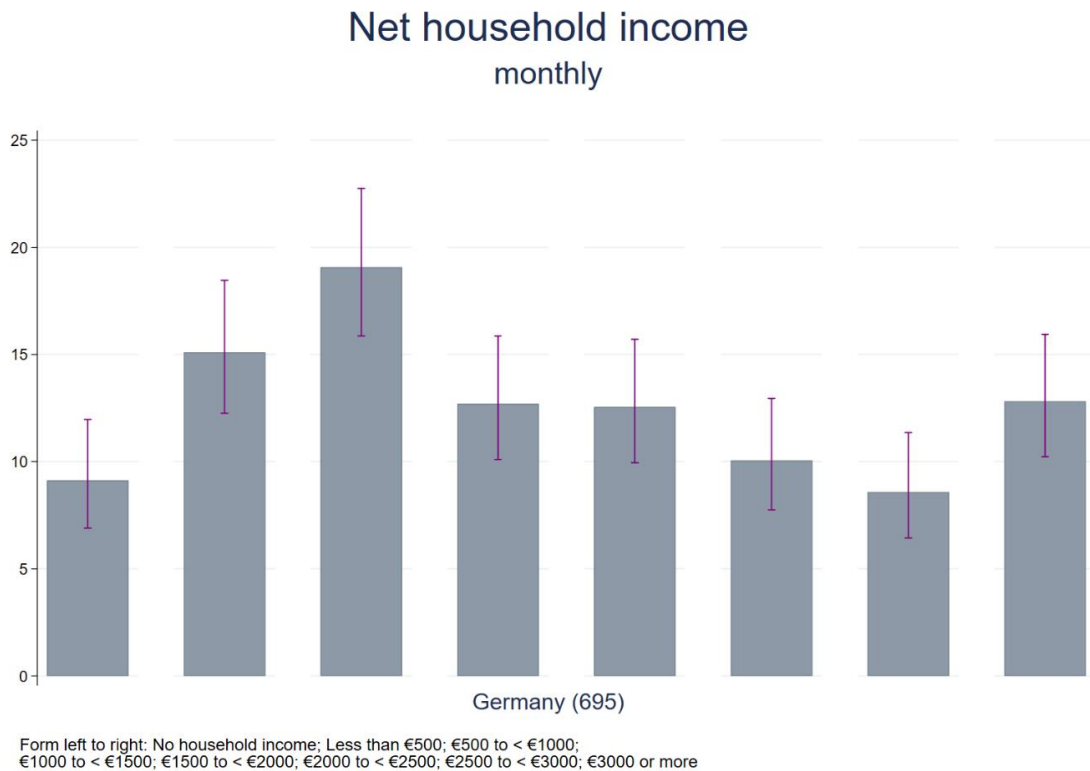
As shown in Figures 10.2a and 10.2b, the weighted personal and household income distributions in Germany are very similar to the unweighted distributions. Once again, over 50% of care providers are reported to earn either less than €500 or between €500 and €1000 a month (personal income). With the point estimate of 19.1%, the highest share of service providers in Germany can be placed in the €500 to €1000 a month household income bracket.

Figure 10.2a: Personal income Germany (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals.

Figure 10.2b: Household income Germany (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals.

In the UK, respondents could choose whether to report their weekly, monthly or annual personal earnings or household income using deciles. *Earnings* were measured when referring to respondents' personal situations and *income* was measured when asking about their household situations. For the present report, all responses were converted back to monthly figures by assigning the respective weekly and annual earnings/income deciles to monthly deciles. The weekly and annual deciles do not *fully* correspond to the monthly numbers but each decile was assigned to its respective counterpart in the monthly variable. We do report aggregated categories (quintiles) based on monthly deciles here. Please refer to the appendix for more information on the earnings/income deciles in the UK.

After translating the participants' responses back to monthly personal earnings, around 57% of the respondents earn GBP 1300 or less before taxes and 11.1% do not have any personal earnings (see Figure 10.1c and Table 10c). Over 25% earn between GBP 1301 and GBP 2700 per month (gross) and only 6.9% report that their gross personal earnings are equal to or exceed GBP 2701.

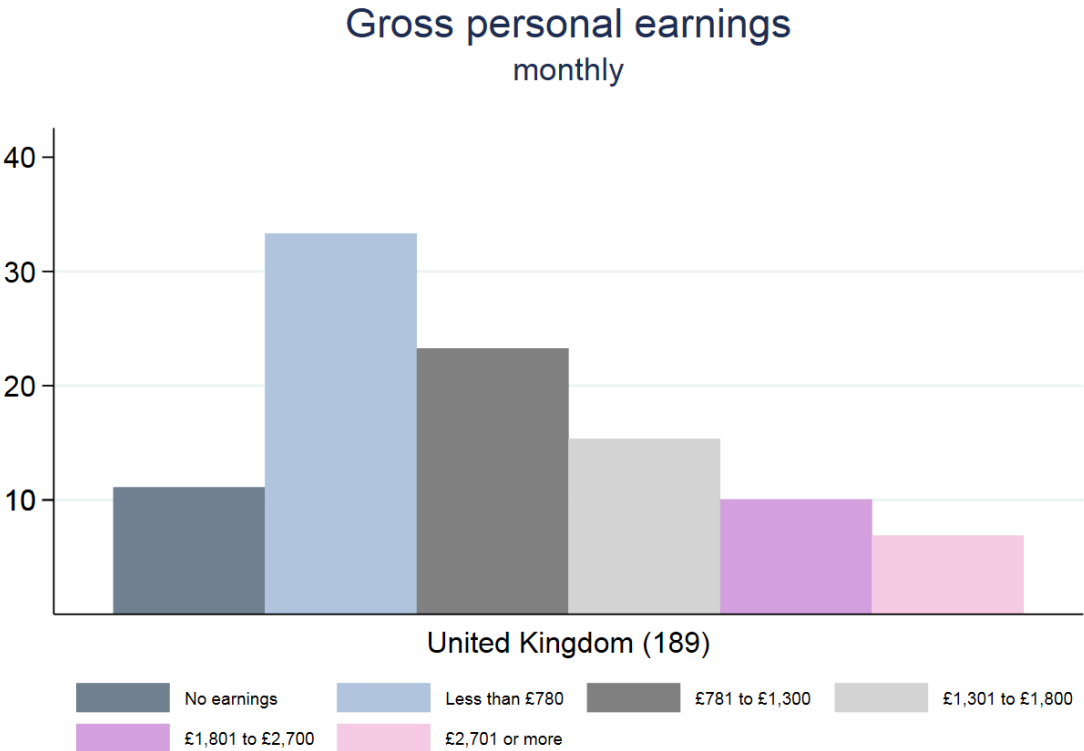
Most of the nearly 200 respondents in the UK indicated that their gross monthly household income was GBP 1000 or less (42.3%), including 7.2% who do not have any household income at all (see Figure 10.1d and Table 10d). A similar proportion of the respondents indicated that it is between GBP 1001 and GBP 2700 GBP per month, and as much as 16% reported a monthly household income of GBP 2701 or higher.

The striking number of respondents who report a fairly low gross household income might be explained by similar factors like the ones discussed for Germany earlier. In the UK sample, nearly 39% report to be single and 8% to be partnered but living in separate households. More than 70% do not have any children under the age of 18 at all, or they do not live with them in the same household. With respect to employment status, most respondents report to be employed (42%). Of those, 25% work part-time and 17% full-time. Another 32% said to be self-employed or working as freelancers and 12% reported to be unemployed. Only 8% still go to school, university or do an apprenticeship.

When only looking at those who reported a gross household income of less than GBP 1000 per month, 26% said they are employed (of whom 23.5% are employed part-time), 32% are self-employed or working as a freelancer, and 18.5% are unemployed. About 12% are still in education. Here, the picture looks quite different to Germany where a lot more respondents with low household income are still in education and substantially less respondents report to be self-employed or freelancers.

When additionally considering household size, we find that among those reporting a household income below GBP 1000, a substantial number of 47% of the respondents live on their own (i.e., they live without a partner or child/ren in the same household). 29% report to be living with a partner but without (a) child/ren and 9% do not live with a partner but with (a) child/ren. Surprisingly, 16% in this group also report to be living with a partner and (a) child/ren in the same household.

Figure 10.1c: Personal earnings (UK)

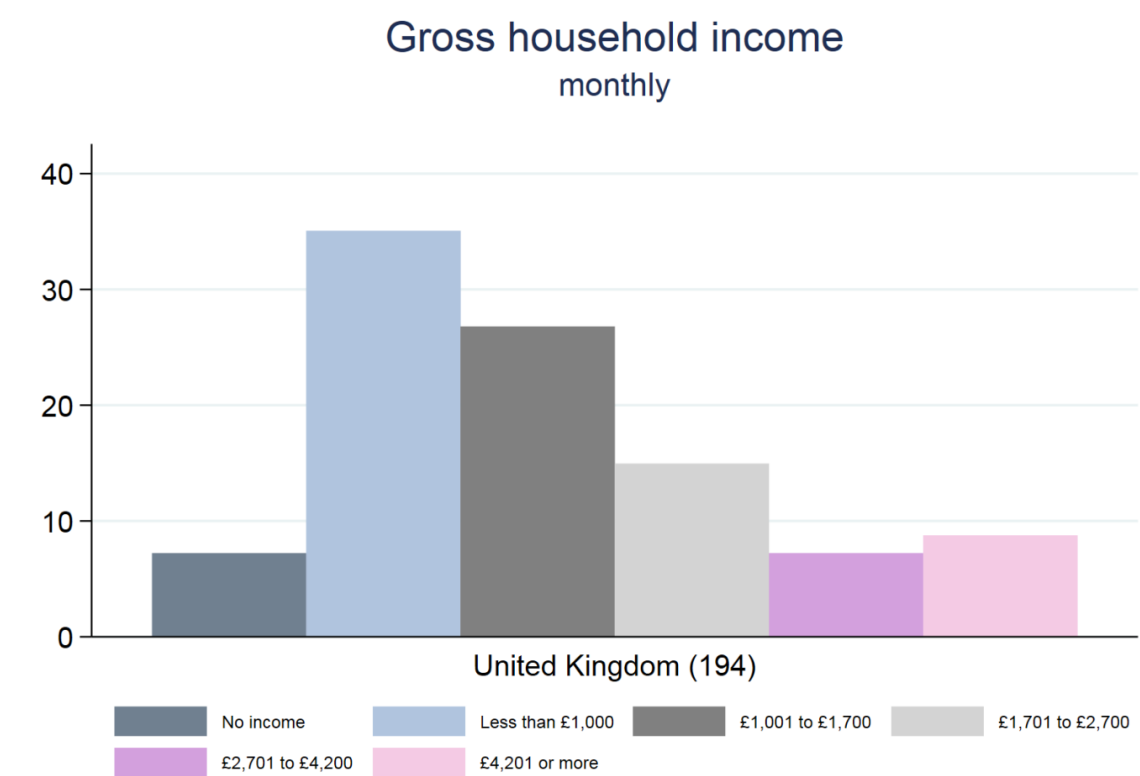


Note: Y-axis: in percent

Table 10c: Personal income UK

No earnings	11.11%
Less than £780	33.33%
£781 - 1,300	23.28%
£1,301 - 1,800	15.34%
£1,801 - 2,700	10.05%
£2,701 or more	6.88%
N	189

Figure 10.1d: Household income UK



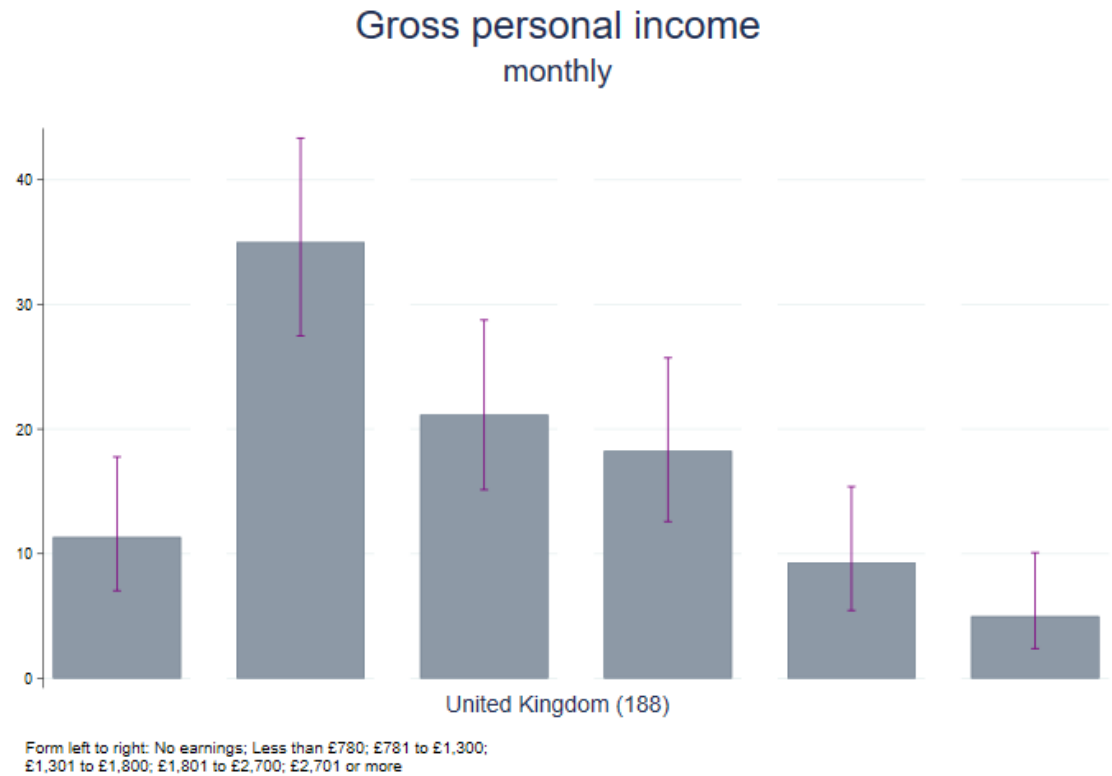
Note: Y-axis: in percent

Table 10d: Household income UK

No income	7.22%
Less than £1,000	35.05%
£1,001 - 1,700	26.80%
£1,701 - 2,700	14.95%
£2,701 - 4,200	7.22%
£4,201 or more	8.76%
N	194

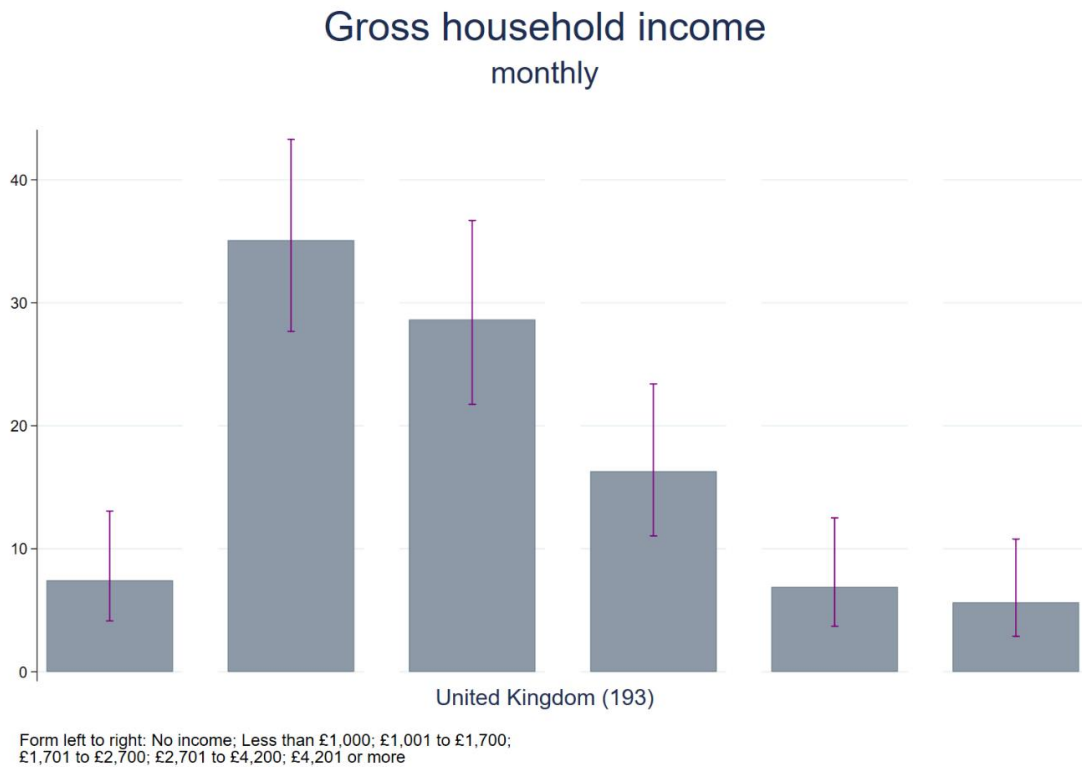
With regards to the weighted earnings in the UK, the results once again are not much different from the unweighted results. As demonstrated in Figures 10.2c and 10.2d, around two-thirds of care providers earn GBP 1300 per month or less, and more than 70% have household monthly earnings of GBP 1700 or less.

Table 10.2c: Personal earnings UK (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals.

Figure 10.2d: Household income UK (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals.

All in all, personal and household income seems to be comparatively low among the respondents. The findings from Australia, Denmark and Spain were not presented due to too low case numbers. For Germany and the UK, the analyses reveal that low household income is accompanied by employment statuses that do not generate much income (such as being employed part-time, self-employed or still being in education) and that many low-earner households actually are one-person/single households.

Summary

This first section sought to describe the platform workers in care and domestic work. As expected, we do find a high share of female workers in the sample, as well as a substantial share of foreign-born workers. The sample reveals a heterogeneous age structure and different family/household constellations among the workers. The educational level of the respondents in our survey is fairly high: the majority has reported to have attended further or even higher education. Yet, their reported personal and household incomes are comparably low.

2 Why do care workers use digital platforms?

After having learned more about *who* the respondents are, we will now go on to explore *why* they use an internet platform to offer their services.

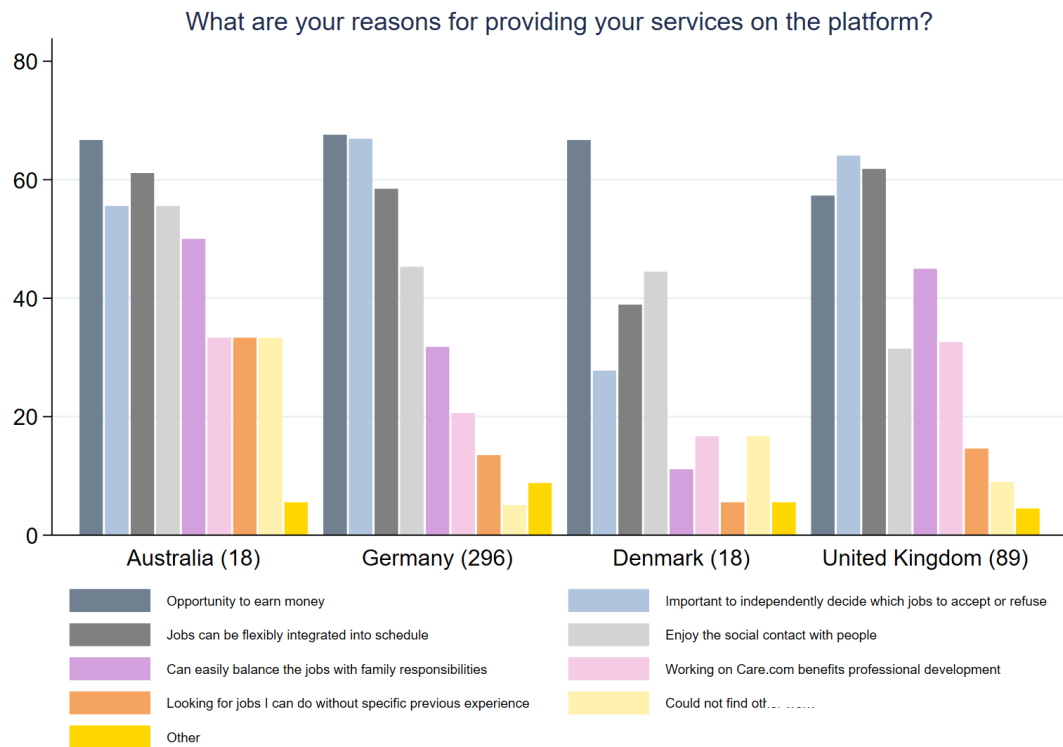
Reasons for platform work (Q19)⁶

Why do service providers use digital platforms to find work? To answer this question, respondents were presented with a list of different possible reasons for providing work via an online platform. They also had the chance to provide other reasons. As can be seen in Figure 11 and Table 11, the most common reason for providing services via the platform for the participants is that it constitutes an opportunity to earn money (applied to 65.3% of the respondents overall; ranging from 57.3% in the UK to 67.6% in Germany). Most of the respondents also indicated that they provide services via the digital platform because it is important to them to be able to decide independently which jobs to accept or refuse (64.1% overall; between 27.8% in Denmark and two-thirds of the respondents in Germany), and that the jobs can be flexibly integrated into their schedule (58.4% overall, ranging from 38.9% in Denmark to 61.8% in the UK).

Slightly less common reasons for providing services on the platform were the social aspect of the jobs (42.8% overall; ranging from 31.5% of the respondents in the UK to 55.6% in Australia), being able to easily balance the workload with family responsibilities (34.4% overall; between 11.1% in Denmark and 50% in Australia), and professional development (nearly a quarter of the respondents overall; ranging from 16.7% in Denmark to 33.3% in Australia). Being able to do jobs without specific previous experience was only ticked by 14.3% respondents overall, while not being able to find other work was selected by less than 8% (although this is mainly because it was picked by a relatively small proportion of respondents in Germany, i.e. around 5%; meanwhile, this proportion was as high as 33.3% in Australia).

⁶ The case numbers are lower than before because only those that had worked in the last four (eight) weeks were asked this question. See also footnote 7.

Figure 11.1: Reasons for platform work



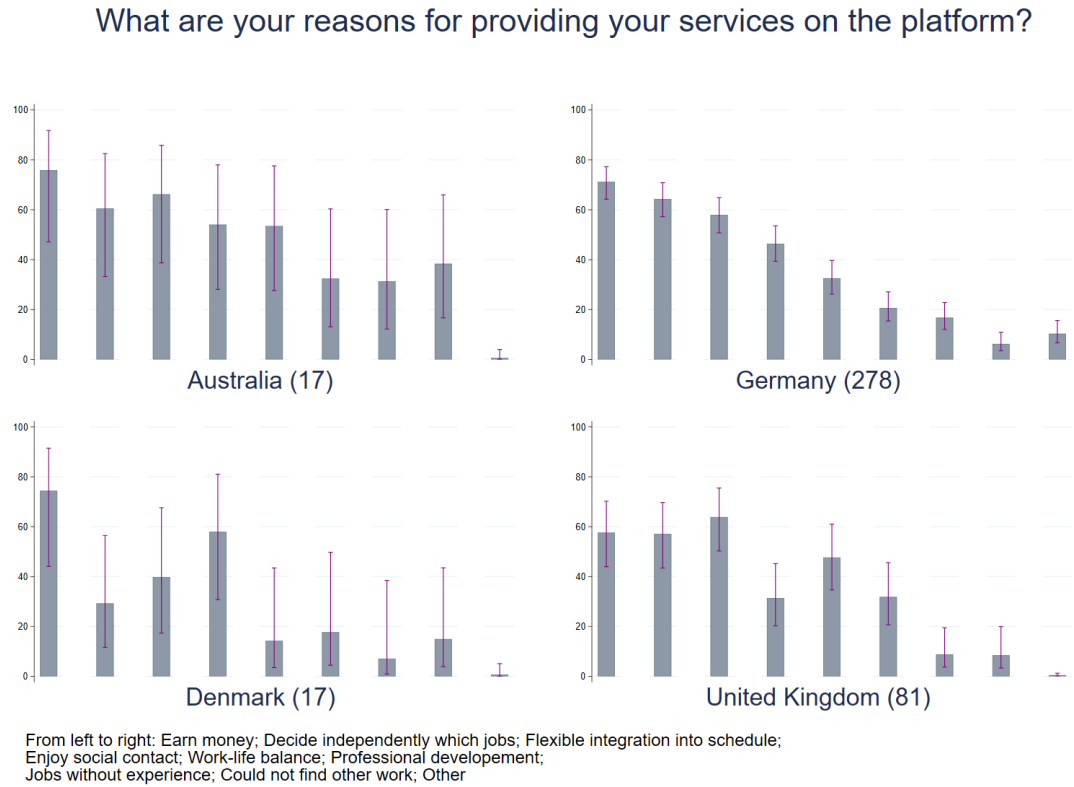
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Due to low case numbers, Spain is excluded from analysis.

Table 11: Reasons for platform work

Reasons	AU	DE	DK	UK	Total
This is an opportunity to earn money.	66.67%	67.57 %	66.67 %	57.30 %	65.32%
It is important to me to be able to decide independently which jobs to accept or refuse.	55.56%	66.89 %	27.78 %	64.04 %	64.13%
The jobs can be flexibly integrated into my schedule.	61.11%	58.45 %	38.89 %	61.80 %	58.43%
I enjoy the social contact with people whom I get to know using the platform.	55.56%	45.27 %	44.44 %	31.46 %	42.76%
I can easily balance the jobs with my family responsibilities.	50.00%	31.76 %	11.11 %	44.94%	34.44%
It benefits my professional development.	33.33%	20.61 %	16.67 %	32.58%	23.52%
I am looking for jobs that I can do without specific previous experience.	33.33%	13.51 %	5.26%	14.61%	14.25%
I could not find other work.	33.33%	5.07 %	16.67 %	8.99 %	7.60%
Other	5.56%	8.78 %	5.56 %	4.49 %	7.60%
N	18	296	18	89	421

With regards to the weighted values for this variable, in all the countries except for the UK, the opportunity to earn money remains the most popular reason for providing services on the platform, ranging from 71.2% in Germany to 75.9% in Australia. In the UK, the most common reason was that the jobs can be flexibly integrated into the schedule (63.8%).

Figure 11.2: Reasons for platform work (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

3 What are the jobs like?

We now look at more specific working arrangements that platform workers have. What do the working arrangements and working conditions look like that service providers have? Are working arrangements rather formally or informally organized? To answer these questions, the following section focusses on specific work arrangements that service providers had with a client they worked for in the last four (or eight) weeks. The survey participants were asked about a specific working arrangement they had in the last four weeks with a client they found on the platform.⁷

Number of clients (Q3)

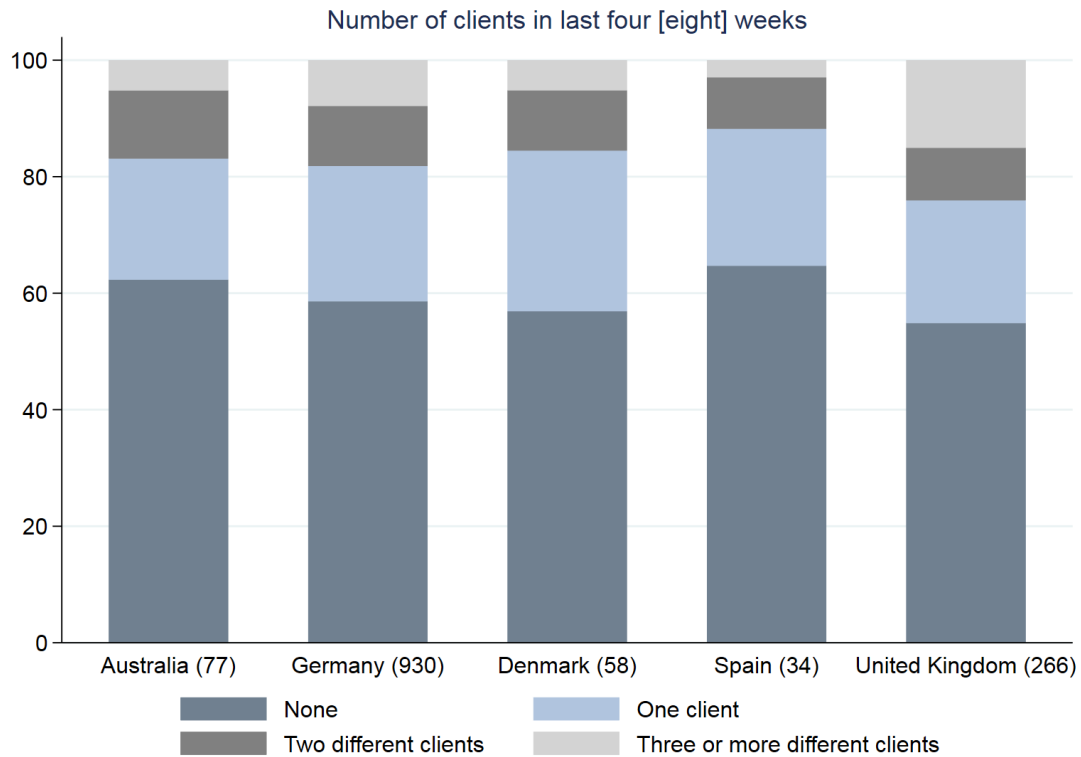
For how many clients do the respondents work? This filter question measures the share of respondents who said they had worked for one or more clients during the last four (eight) weeks and those that did not work for any clients during that time.⁸ With nearly 60% (between 54.9% in the UK and 64.7% in Spain) the majority of the respondents did not work for a specific client they found on the platform in the last four or eight weeks. Over 20% (between 20.8% in Australia and 27.6% in Denmark) indicated that they have worked for one client, around 10% (between 8.8% in Spain and 11.7% in Australia) reported that they have worked for two different clients, and around 9% overall (between 2.9% in Spain and 15% in the UK) reported that they have worked for three or more clients within this timespan (see Figure 12.1 and Table 12). There are several possible explanations for the high share of workers without a client: Individuals registered on the platform may not use the platform regularly; only a low

⁷ We deactivated the survey for one day in the last week of fielding to add direct incentives in order to increase response rates. We furthermore added a follow-up question: Those who said they had not worked for anyone in the last four weeks were asked whether they had worked for someone in the last eight weeks. If so, the subsequent questions in this module referred to the last eight weeks. If not, the respondents skipped this module on specific working arrangements. Whenever possible, the questions referring to the past four or eight weeks were combined for data analyses.

⁸ The variable “client” includes respondents in wave 1 and wave 2 that were asked for how many different clients they had worked during the last four weeks. Respondents in wave 2 who indicated they had not worked for any client in the last four weeks were then asked for how many clients they had worked during the last eight weeks. The two variables were combined. Of those, only 119 people in total responded to the question on how many customers they had worked for during the last eight weeks (with 91.6% saying they had worked for no-one).

number of providers and clients of care work may have a paid subscription which facilitates the contact with one another; having used the platform for only a short time might be another explanation. However, not a very plausible one based on our analyses of the time the respondents have been using the website on average (not included in this paper).

Figure 12.1: Number of clients



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 12: Number of clients

No. of clients	AU	DE	DK	ES	UK	Total
None	62.34%	58.60%	56.90%	64.71%	54.89%	58.17%
One	20.78%	23.23%	27.59%	23.53%	21.05%	22.86%
Two	11.69%	10.32%	10.34%	8.82%	9.02%	10.11%
Three or more	5.19%	7.85%	5.17%	2.94%	15.04%	8.86%
N	77	930	58	34	266	1,365

As demonstrated in Figure 12.2, the weighted values for the number of clients that the care providers have worked for in the last four (eight) weeks differ: As many as 64.6% in Denmark over 67.7% in Germany to 69.9% in Australia have not worked for a single client in that time, between 15.7% in Australia and 24.8% in Denmark have worked for one, and less than 10% for two in all countries. The estimated percentage of care providers that have worked for three clients or more varies from 0% in Spain to 8.9% in the UK.

Figure 12.2: Number of clients (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals

The following items in this section were only answered by those that reported to have worked for a client via the platform in the last four (eight) weeks.

Written contract (Q5)

What is the contractual situation between service providers and clients? We tried to assess the formal or informal nature of the working relationship by asking whether respondents had a contract with their client and how they were paid. As shown in Figure 13.1 and Table 13, the majority of respondents indicated they did not have a written contact with

their client, suggesting that service providers are self-employed or that working arrangements are organized informally between service providers and their clients. The highest share of written contracts is found in working arrangements in Germany (35.2%), followed by the UK (30.8%), and Denmark (26.1%). Only 14.8% of the respondents in Australia and 9.1% of the respondents in Spain indicated that they have a written contract with their client.

Figure 13.1: Written contract



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 13: Written contract

Contract	AU	DE	DK	ES	UK	Total
Yes, written contract	14.81%	35.15%	26.09%	9.09%	30.77%	32.29%
No, no written contract	85.19%	64.85%	73.91%	90.91%	69.23%	67.71%
N	27	367	23	11	117	545

Taking into account weighted distributions, the highest share of care providers who have signed a written contract with their most recent client is in Denmark (31.9%), followed by the UK (29.6%) and Germany (29.1%). In Australia only 7% of the service providers have a written contract.

Figure 13.2: Written contract (weighted)

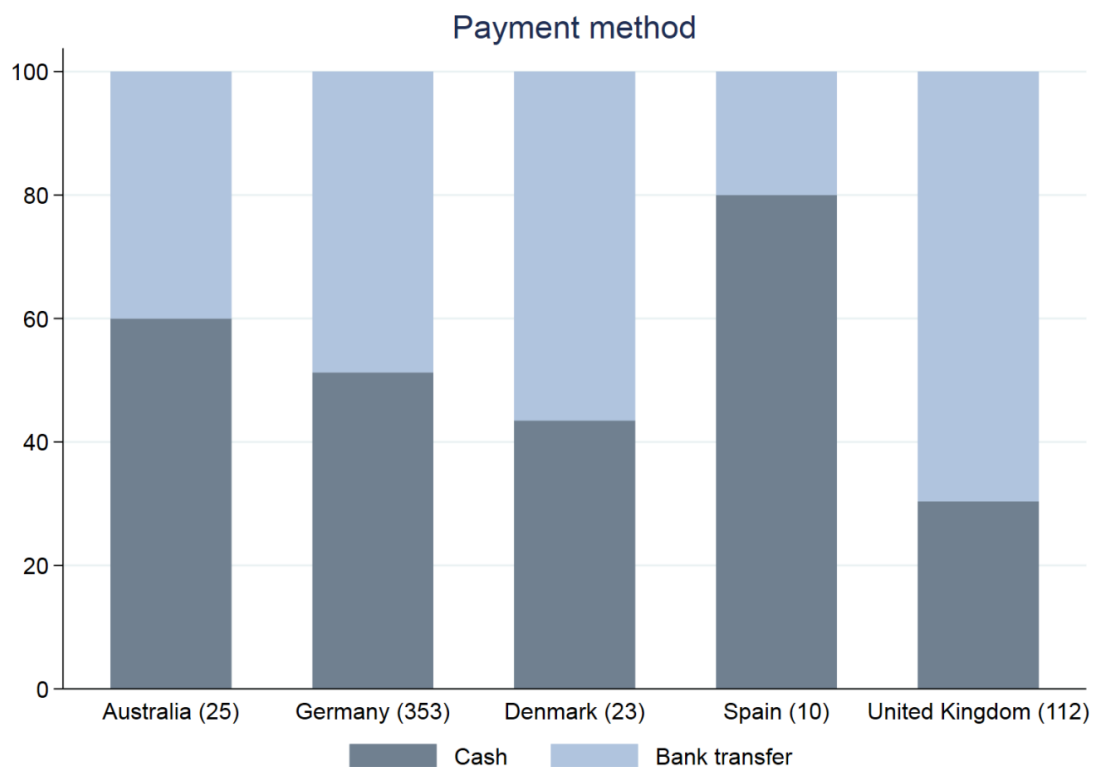


Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Payment method (Q6)

How are respondents paid for their work? Figure 14.1 and Table 14 show that overall, being paid in cash and being paid through a bank transfer are nearly equally common, with a slight minority of the participants (47.4%) reporting that they receive their payment in cash. Cash payments are the most frequent among respondents in Spain (80%), followed by Australia (60%), Germany (51.3%), Denmark (43.5%), and the UK (30.4%). Cash payments might also reflect the informal nature of working arrangements. However, the numbers presented here do not tell anything about the reasons for cash payment nor the negotiation processes between provider and client regarding the payment method.

Figure 14.1: Payment method



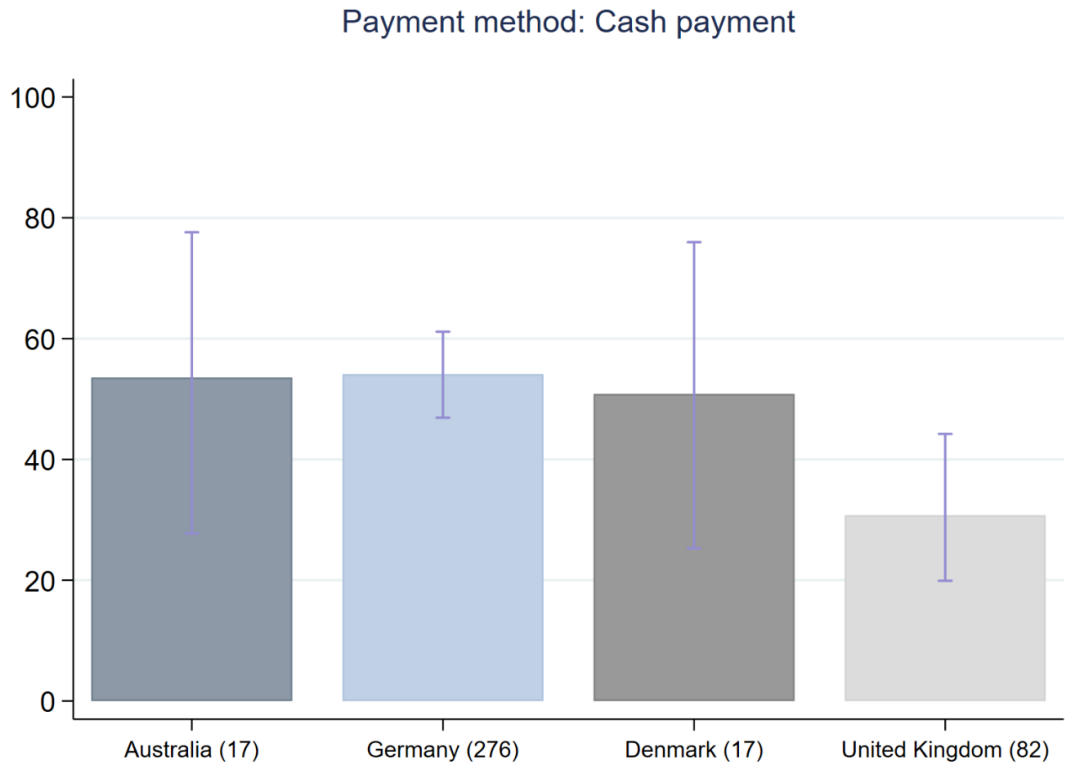
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 14: Payment method

Payment method	AU	DE	DK	ES	UK	Total
Paid in cash	60.0%	51.27%	43.48%	80.0%	30.36%	47.42%
Bank transfer	40.0%	48.73%	56.52%	20.0%	69.64%	52.58%
N	25	353	23	10	112	523

The weighted results reveal little differences between Australia, Germany and Denmark. In Denmark, 50.8% report being paid in cash, followed by Australia with 53.6% being paid cash and Germany with 54.1% (see Figure 14.2). The UK boasts a significantly lower share of workers being paid in cash, at 30.7%.

Figure 14.2: Payment method (weighted)



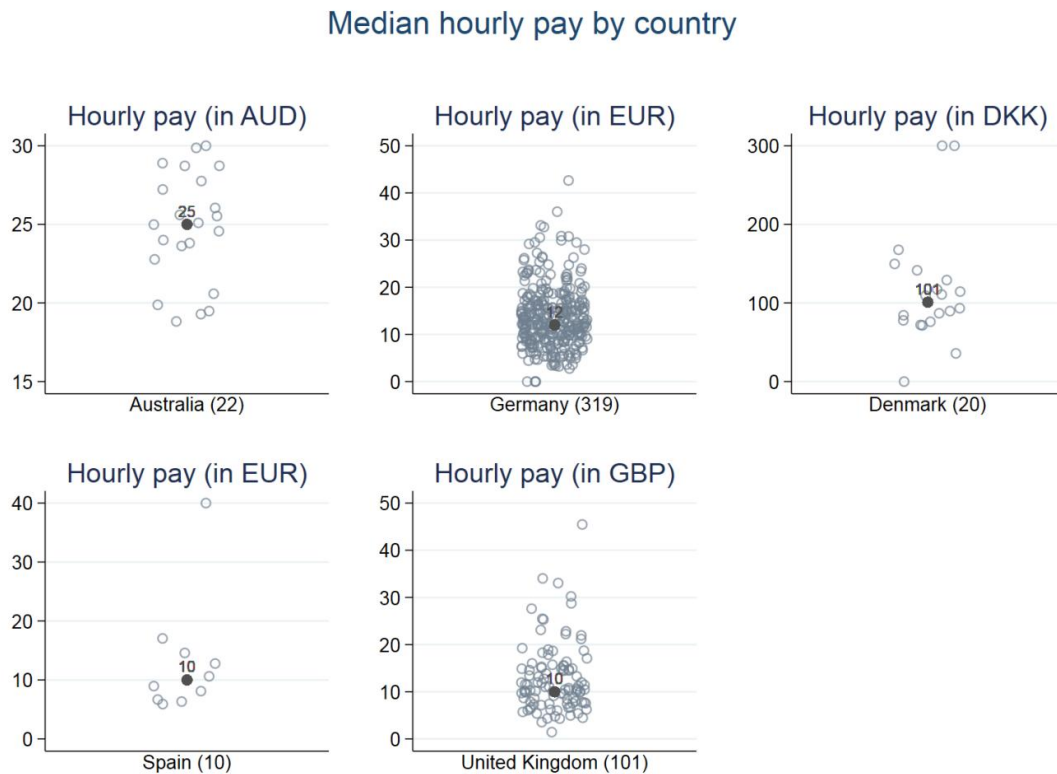
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Hourly pay (Q7)

How much do the respondents earn? All respondents who had worked in the last four (eight) weeks were then asked to indicate the hourly pay they received from that specific client. Hourly pay was measured using country-specific currencies and thresholds. The results are reported in Figure 15.1 and Table 15. In Australia, 22 respondents reported to this question in a valid manner. The median hourly pay reported there is AUD 25 while the mean hourly pay is AUD 24.95 with a standard deviation of AUD 3.5. In Germany, the median hourly pay is EUR 12 while the 319 respondents earn on average EUR 13.8 per hour, with a standard deviation of EUR 5.6. The median pay per hour is DKK 101 in Denmark and on

average DKK 120.6, with a standard deviation of DKK 72.4; the numbers are based on 20 valid cases. Only 10 respondents answered this question in Spain. The median pay per hour is EUR 10 and EUR 13.6 on average (while the standard deviation is EUR 9.9). Lastly, 101 respondents in the UK reported, overall, a median pay of GBP 10 and mean earnings of GBP 12.4 (standard deviation of GBP 6.4).

Figure 15.1: Hourly pay by country



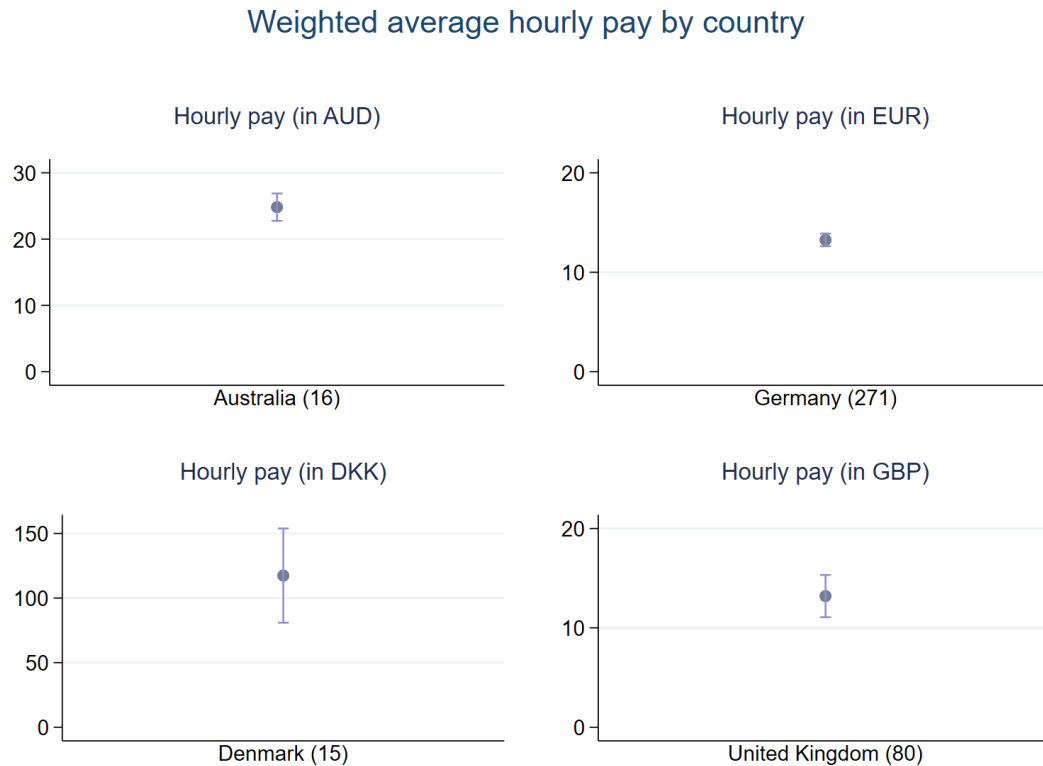
Note: Y-axis: Country-specific currency.

Table 15: Hourly pay

Hourly Pay	AU (in AUD)	DE (in EUR)	DK (in DKK)	ES (in EUR)	UK (in GBP)
Mean	24.95	13.78	120.60	13.60	12.36
Median	25	12	101	10	10
N	22	319	20	10	101

The weighted average hourly pay is similar to the unweighted average in all the countries that have been included in the analysis. As shown in Figure 15.2, weighted average hourly wage is estimated at AUD 24.8 in Australia, EUR 13.3 in Germany, DKK 117.4 in Denmark and GBP 13.2 in the UK.

Figure 15.2: Hourly pay (weighted)



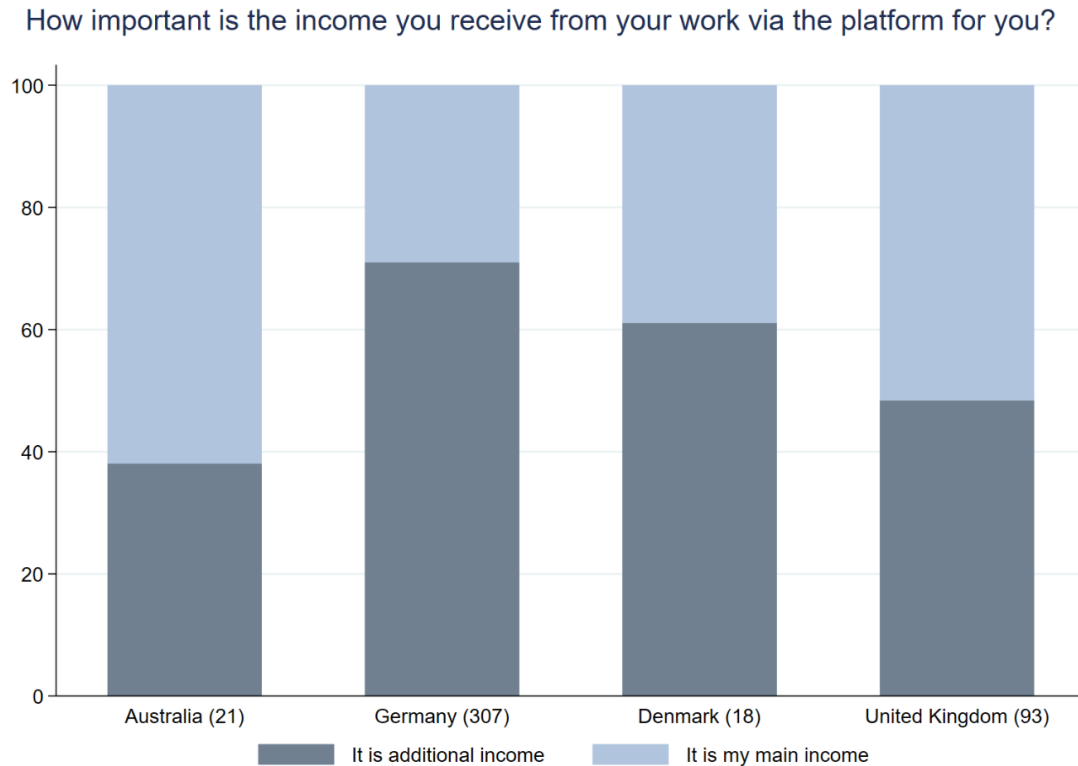
Note: Y-axis: Country-specific currency Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Importance of income from platform work (Q15)

Do the platform workers depend on their income they generated through working via the platform? Having assessed earlier that respondents' hourly pay is comparatively low, we now seek to find out whether their income from working via the platform is the main income they rely on or whether it is money they earn in addition to some other source of income. As it can be seen in Figure 16.1 and Table 16, for the majority of the respondents the income from the work they found using the platform is an additional income (64.2%), while more than one in three (35.8%) report that the services they advertise on the website constitute their main source of income. Regarding country-specific numbers, work via the platform constitutes the main source of income for as many as 61.9% of

the respondents in Australia and 51.6% of the respondents in the UK. This is also the case for 38.9% of the respondents in Denmark and ‘only’ 29% of the respondents in Germany. For more than 70% of the respondents in Germany, the work found on the digital platform is an additional income; contrary to the findings in Australia.

Figure 16.1: Importance of income from work via the platform



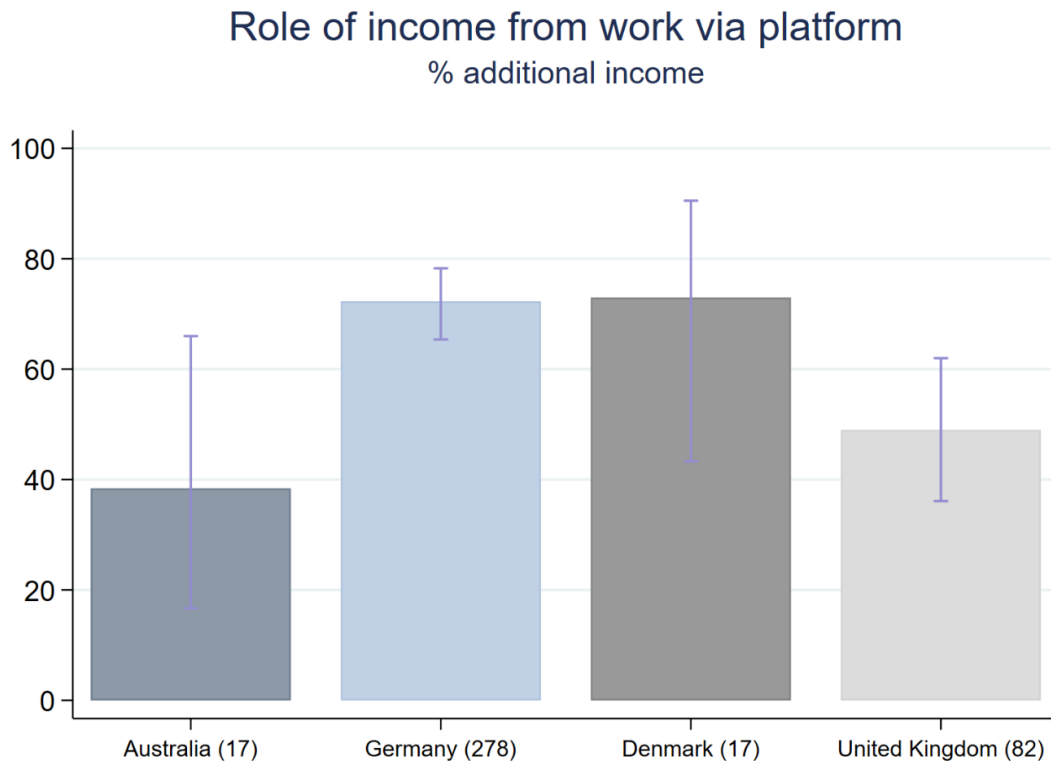
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Due to low case numbers, Spain is excluded from analysis

Table 16: Importance of income from work via the platform

Importance of income	AU	DE	DK	UK	Total
It is additional income	38.10%	71.01%	61.11%	48.39%	64.24%
It is my main income	61.90%	28.99%	38.89%	51.61%	35.76%
N	21	307	18	93	439

The weighted results (Figure 16.2) show that the percentage of care providers for whom the income they earn via the internet platform is only an additional source of income varies from 73% in Denmark to 38.4% in Australia.

Figure 16.2: Importance of income from work via the platform (weighted)



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

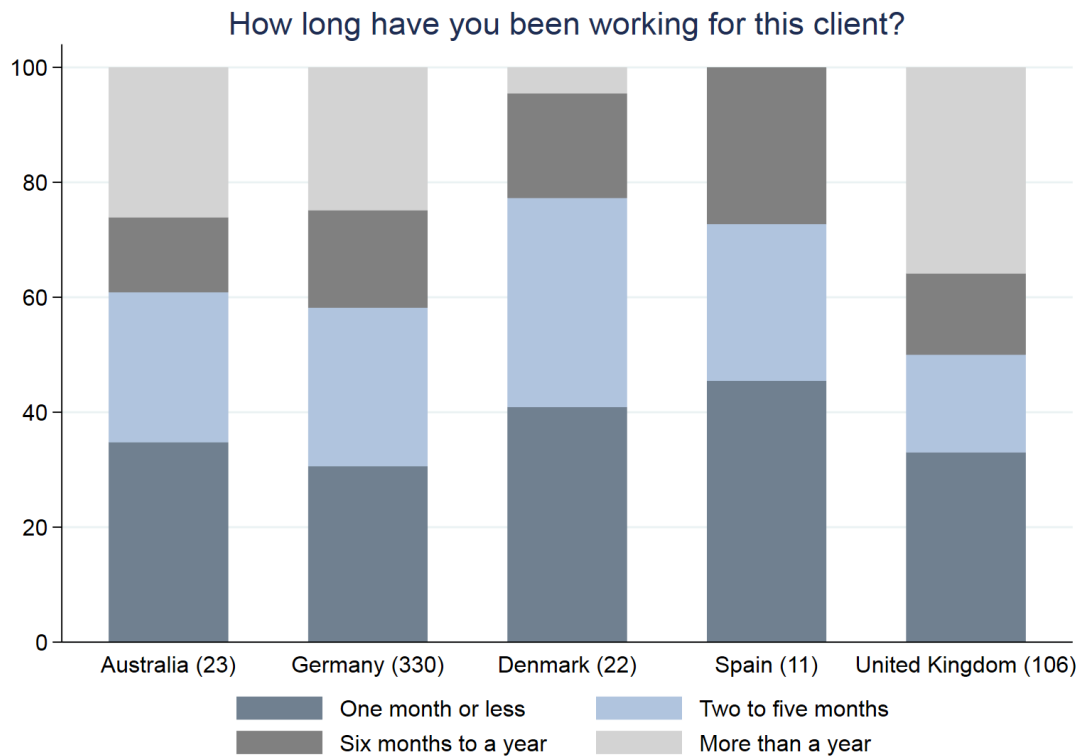
Time since working for specific client (Q8)⁹

How long have the respondents been working for their clients? To further examine the nature of the employment relationship, we asked respondents since when they had been working for that client. Care work relationships are based on mutual trust, which is why it should be in both parties' interest to not engage in fleeting relationships but to commit long-term. With regards to how long the respondents have been working

⁹ For seven of the 492 observations reported in the graph below, the first two answer options were different, i.e. "Two months or less" and "Three to five months". For simplicity, the former response has been subsumed under "One month or less" and the latter in "Two to five months".

for their most recent client, the answers were quite evenly spread out. As can be seen in Figure 17.1 and Table 17, around 32% have worked for their most recent client for a month or less, more than 25.6% for two to five months, 16% for six months to a year and another 26% for more than a year. These numbers clearly show that the clear majority of respondents have been working for that client for two months or more (67.9%), suggesting that longer-term working relationships are indeed sought after. Only 32.1% of the respondents said they had been working for that client for less than a month and this number might also include those who have found that particular client only very recently. (Please keep in mind that answer categories 1 and 2 were different for those having worked in the last eight weeks. In total, only 7 respondents answered to the question referring to the last eight weeks. Of those, 3 said they had worked less than two months for that particular client and another person reported to have been working for the client between three to five months.)

Figure 17.1: Time since working for specific client



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 17: Time since working for specific client¹⁰

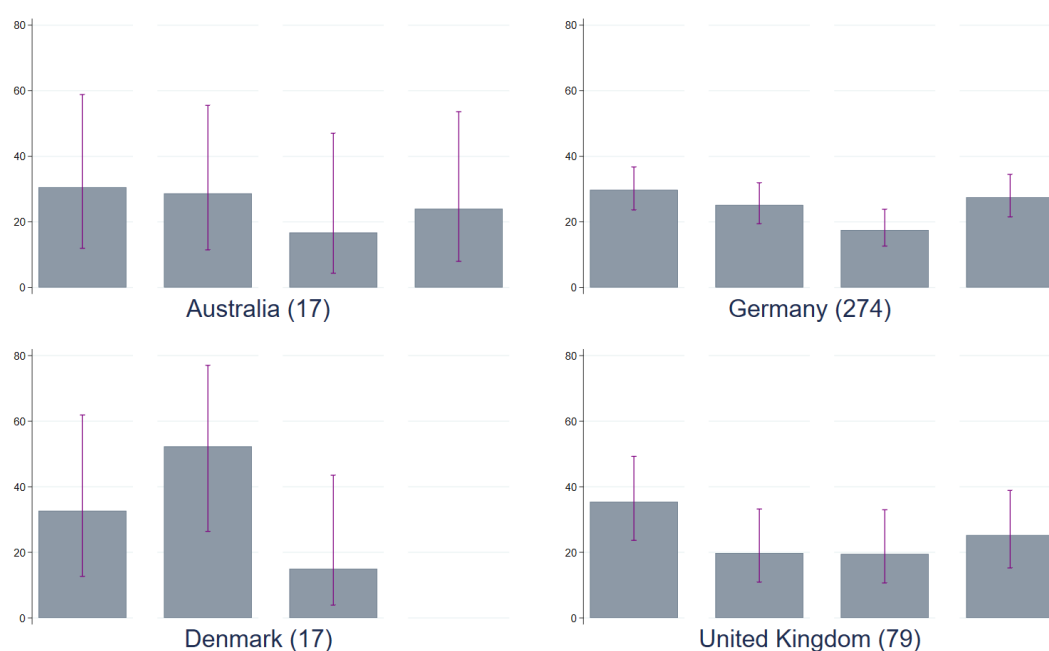
¹⁰ Relative frequencies of both variables from wave 1 and wave 2 combined.

Working for client for...	AU	DE	DK	ES	UK	Total
One [two] month or less	34.78%	30.61%	40.91%	45.45%	33.02%	32.11%
Two [three] to five months	26.09%	27.58%	36.36%	27.27%	16.98%	25.61%
Six months to a year	13.04%	16.97%	18.18%	27.27%	14.15%	16.46%
More than a year	26.09%	24.85%	4.55%	0%	5.85%	25.81%
N	23	330	22	11	106	492

The weighted results presented in Figure 17.2 reveal that the length of the working relationship with a client is fairly evenly distributed between the pre-chosen brackets for Australia, Germany, and the UK. Among these three countries, the UK has the highest percentage (35.4%) of care providers who have only worked for their most recent client for a month or less, while the highest share of the platform users who have worked for their client for at least a year is in Germany at 27.5%. In Denmark, over 50% have worked for their client for two to five months, over 32% for one month or less, 15% for six months to a year and none for a year or longer.

Figure 17.2: Time since working for specific client (weighted)

How long have you been working for this client?



From left to right: One month or less; Two to five months; Six months to a year; More than a year

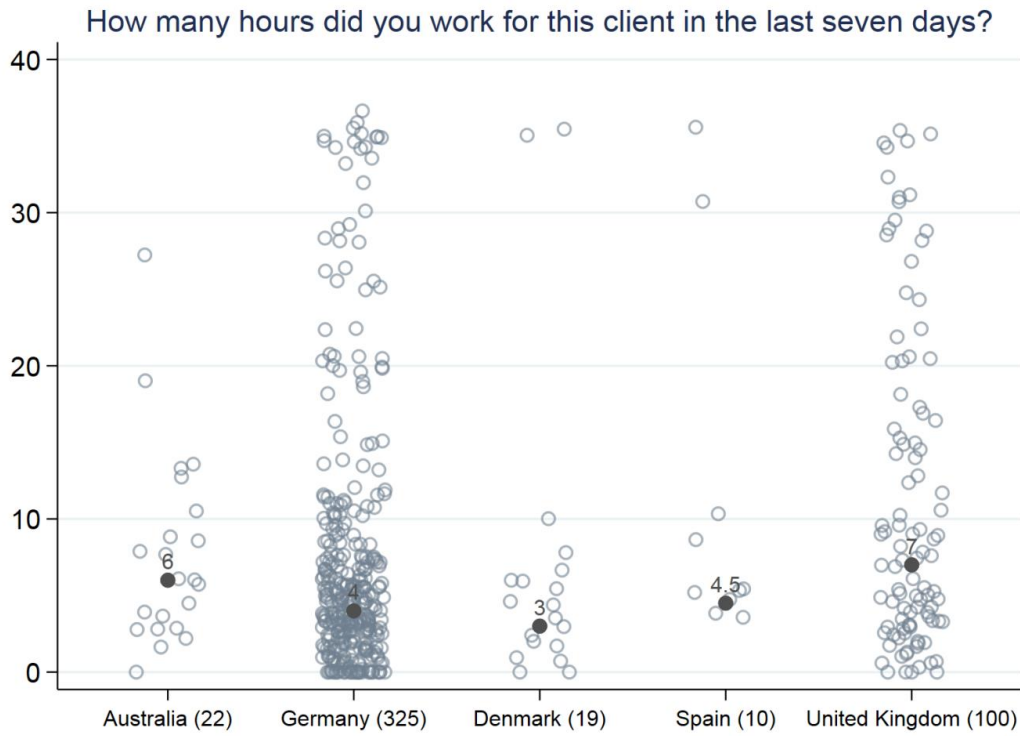
Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Working time (Q9)

How much do the service providers work for their clients? Another important indicator to describe and evaluate the nature of working arrangements is working volume. Therefore, respondents were asked to indicate the amount of time they had worked for their client in the last four weeks.¹¹ Figure 18.1 and Table 18 show that the median amount of hours worked by the respondents in the week prior to completing the survey was 5 hours. The largest median hours worked in that week were reported in the UK (7 hours), followed by Australia (6 hours), Spain (4.5 hours), Germany (4 hours) and Denmark (3 hours). Nearly 12% of all the respondents did not work at all in that week, and over 15% had worked 20 hours or more. Nearly three in four participants had worked at least one and less than 19 hours in that week. The average working hours are higher because they are influenced by outliers. These numbers suggest a low working volume overall. Yet, the hours might also vary from week to week, respondents might have other clients they work for, or this job might only be a side job for them, for instance.

¹¹ Respondents who said they had not worked for a client in the last four but in the last eight weeks were asked how many hours they had worked for that client on the last occasion. We do not display the number of hours worked of these respondents because there were only 7 valid responses. Across all seven respondents the median hours worked was 3 hours.

Figure 18.1: Hours worked in the last week¹²



Not

e: Y-axis: absolute working hours; X-axis: countries with respective case numbers (absolute)

Table 18: Hours worked in the last week

Hours worked	AU	DE	DK	ES	UK	Total
Mean	7.95	7.54	6.95	10.80	11.36	8.41
Median	6	4	3	4.5	7	5
N	22	325	19	10	100	476

As presented in Figure 18.2, the weighted average hours in the last seven days vary from 6.9 hours in Germany to 11.1 hours in the United Kingdom.

¹² Respondents were able to choose between 0 hours and 35 hours or more using a drop-down menu. The last option said “35 hours or more” and is treated here as 35 hours.

Figure 18.2: Hours worked in the last week (weighted)

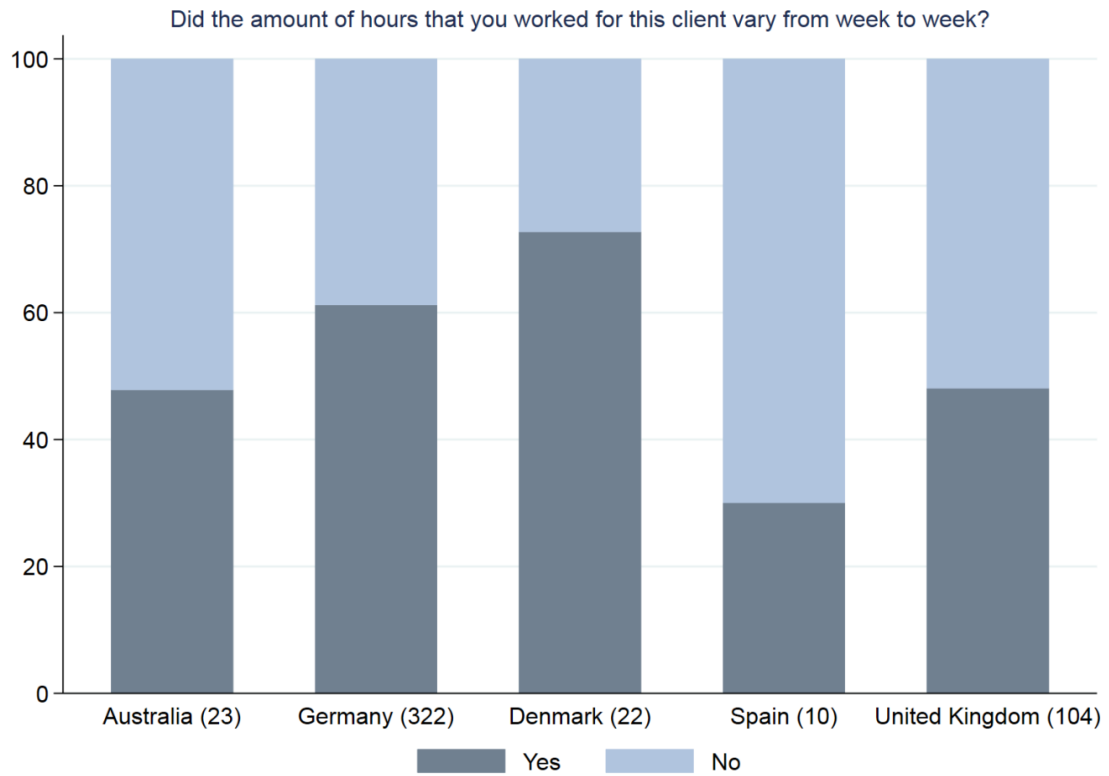


Note: Y-axis: absolute working hours; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Working time volatility (Q10)

Do participants' working hours vary from week to week or are they rather regular? To get an idea whether the hours they worked in the last week are what respondents typically work for that client per week, they were asked about working time volatility: did their working hours for this client vary from week to week? As Figure 19.1 and Table 19 show, most participants indicated that their working hours for their specific client are volatile (57.6%), i.e., their working hours varied from week to week. By country, the greatest proportion of participants that report to have volatile hours is in Denmark (72.7%), followed by Germany (61.2%), Australia (47.8%), the UK (48.1%), and Spain (30%). These numbers do not contain information about whether the hours worked in the last week are higher or lower than usual.

Figure 19.1: Working time volatility



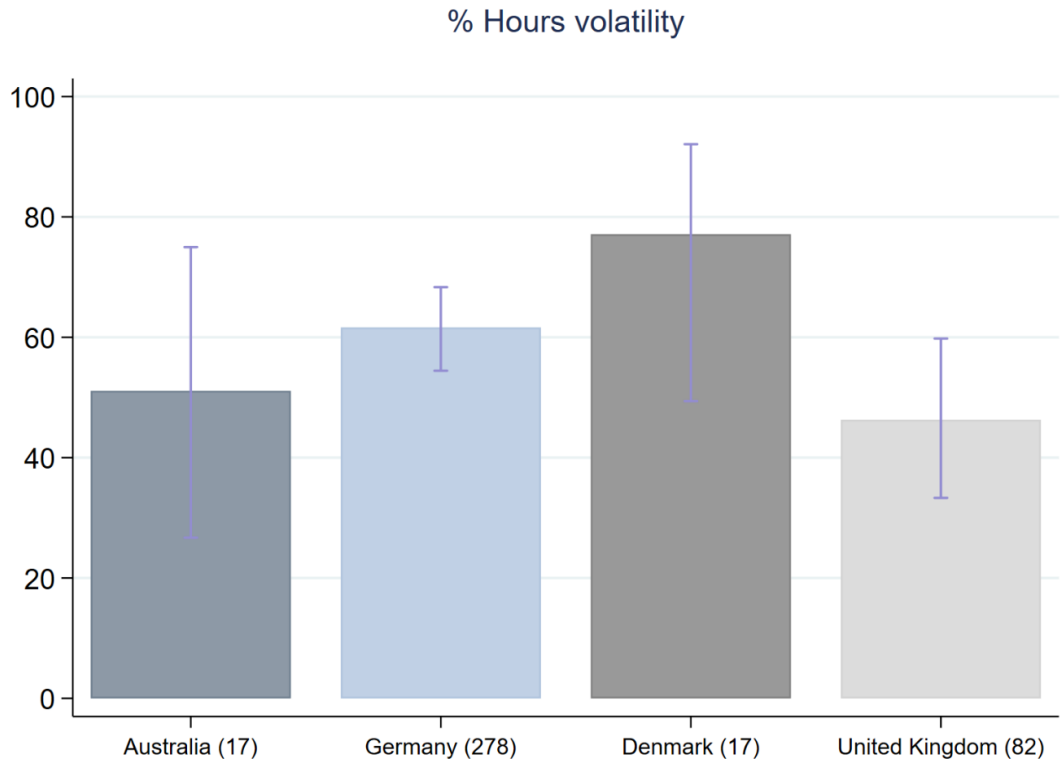
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute)

Table 19: Working time volatility

Hours volatility	AU	DE	DK	ES	UK	Total
Yes	47.83%	61.18%	72.73%	30.00%	48.08%	57.59%
No	52.17%	38.82%	27.27%	70.00%	51.92%	42.41%
N	23	322	22	10	104	481

As Figure 19.2 shows, working time varies from week to week for as many as 77.1% in Denmark, followed by 61.6% in Germany, 51.1% in Australia and 46.3% in the UK.

Figure 19.2: Working time volatility (weighted)



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Irregular shifts (Q11)¹³

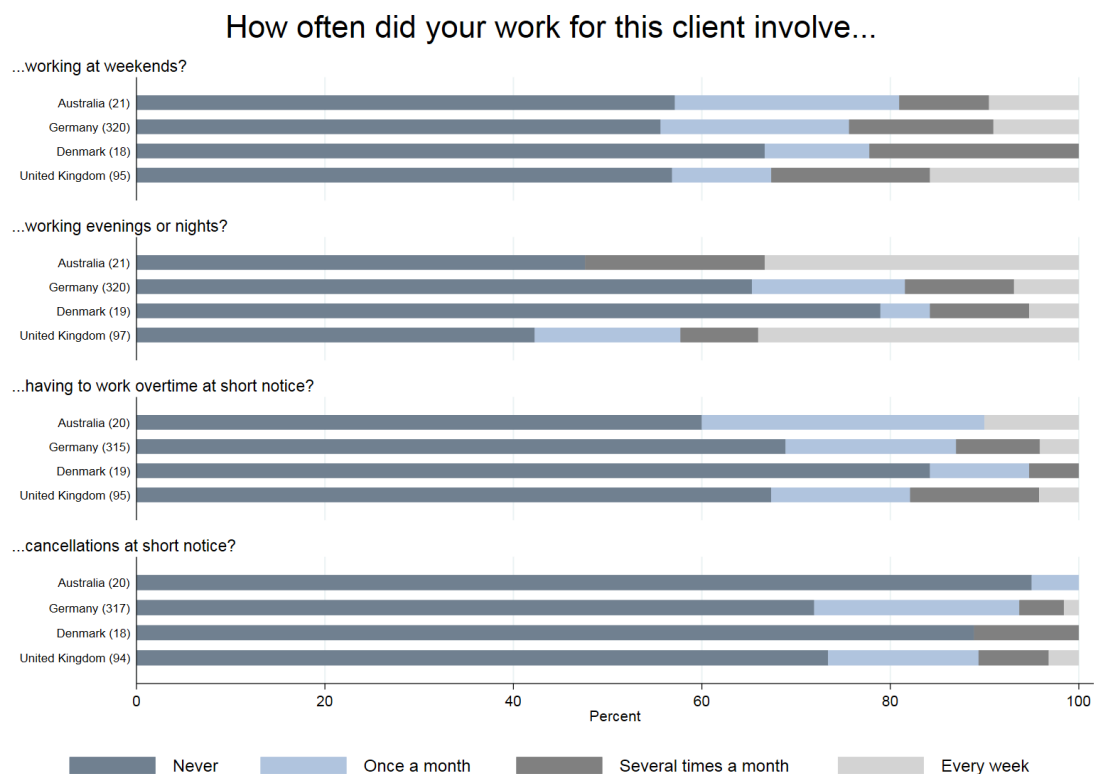
Does their work entail irregular shifts such as working at nights or at weekends? To answer this question, we also asked participants about the (ir)regularity of the shifts for their client in order to further characterize the working relationship (using items from the European Social Survey (ESS)). Respondents were asked to indicate how often their work for the specific client involved working at weekends, working evenings or nights, having to work overtime at short notice, or cancellations at short notice

¹³ The country-specific case numbers vary by statement. Each statement is treated as a separate variable that respondents could choose to evaluate or not. This is the same for questions Q14, Q18, Q20, Q27, and Q28.

(Figure 20a and Tables 20a-d).¹⁴ Figure 20a and Table 20a show that with 56.4%, the majority of respondents reported to never have worked at weekends for their client, while 43.6% said they had at least worked at one weekend or more during the last four weeks. Concretely, 17.8% reported to have done it once, 15.6% several times a month, and 10% every week. It was the least common occurrence for the respondents in Denmark (0% had done it on a weekly basis, 22.2% several times a month, 11.1% once a month, and 66.7% never) and the most common in Germany (9.1% on a weekly basis, 15.3% several times a month, 20% once a month, and 55.6% never).

Table 21b reveals that more than 60% reported that they had never worked evenings or nights, about 15% said they had done it once, 11% several times, and nearly 14% every week. The highest share of respondents who worked evenings or nights is found in the UK, where 57.7% said they had done it at least once a month.

Figure 20.1a: Irregular shifts



Note: Due to low case numbers, Spain is excluded from analysis

¹⁴ All those who reported to have worked for a client in the last eight weeks are not reported here because they were given an additional answer category of “less than once a month”. Because only 7 respondents answered this question, it is not graphically displayed either.

Table 20a: Working at weekends

Frequency of working at weekends	AU	DE	DK	UK	Total
Never	57.14%	55.63%	66.67%	56.84%	56.39%
Once a month	23.81%	20.00%	11.11%	10.53%	17.84%
Several times a month	9.52%	15.31%	22.22%	16.84%	15.64%
Every week	9.52%	9.06%	0%	15.79%	10.13%
N	21	320	18	95	454

Table 20b: Working evening or nights

Frequency of working evenings/nights	AU	DE	DK	UK	Total
Never	47.62%	65.31%	78.95%	42.27%	60.18%
Once a month	0%	16.25%	5.26%	15.46%	14.88%
Several times a month	19.05%	11.56%	10.53%	8.25%	11.16%
Every week	33.33%	6.88%	5.26%	34.02%	13.79%
N	21	320	19	97	457

Table 20c shows that with regards to working overtime at short notice for the most recent client, the most commonly selected option was again 'never' (68.8%). This was followed by 'once a month' (17.6%), several times a month (9.4%), and every week (4.2%). This time, the differences between different countries were not as stark, with at least six in ten people (from the lowest 60% in Australia to the highest 84.2% in Denmark) in every country reporting to have never worked overtime at short notice for that client; the options 'every week' and 'several times a month' were the least common in all countries.

The respondents experienced cancellations at short notice the least often (Table 20d). Looking at all countries simultaneously, about one if four had experienced such cancellations.

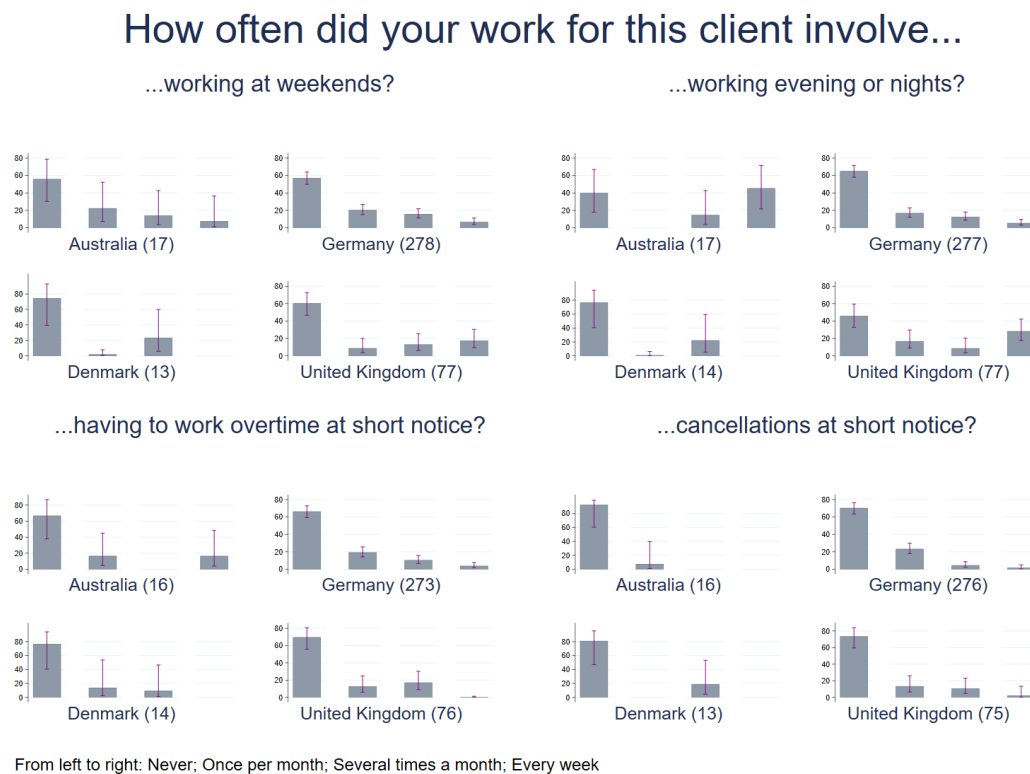
Table 20c: Having to work overtime at short notice

Frequency of working overtime at short notice	AU	DE	DK	UK	Total
Never	60.0%	68.89%	84.21%	67.37%	68.82%
Once a month	30.0%	18.10%	10.53%	14.74%	17.59%
Several times a month	0%	8.89%	5.26%	13.68%	9.35%
Every week	10%	4.13%	0%	4.21%	4.23%
N	20	315	19	95	449

Table 20d: Cancellations at short notice

Frequency of short-notice cancellations	AU	DE	DK	UK	Total
Never	95%	71.92%	88.89%	73.40%	73.94%
Once a month	5.0%	21.77%	0%	15.96%	18.93%
Several times a month	0%	4.73%	11.11%	7.45%	5.35%
Every week	0%	1.58%	0%	3.19%	1.78%
N	20	317	18	94	449

Turning to the weighted results, the share of care providers who work at weekends on a weekly basis varies from 17.6% in the UK to 0% in Denmark. The percentage of care providers who work evening/night shifts on a weekly basis varies from 45.4% in Australia to 0% in Denmark. Most care providers have never had to work overtime at short notice, with the exact country-specific proportions ranging from 66.4% of all the workers in Germany to 76.7% of the care providers in Denmark. Most care providers in all countries have never experienced a short-notice cancellation, with the estimated proportions ranging from 70.4% in Germany to 92.4% in Australia.

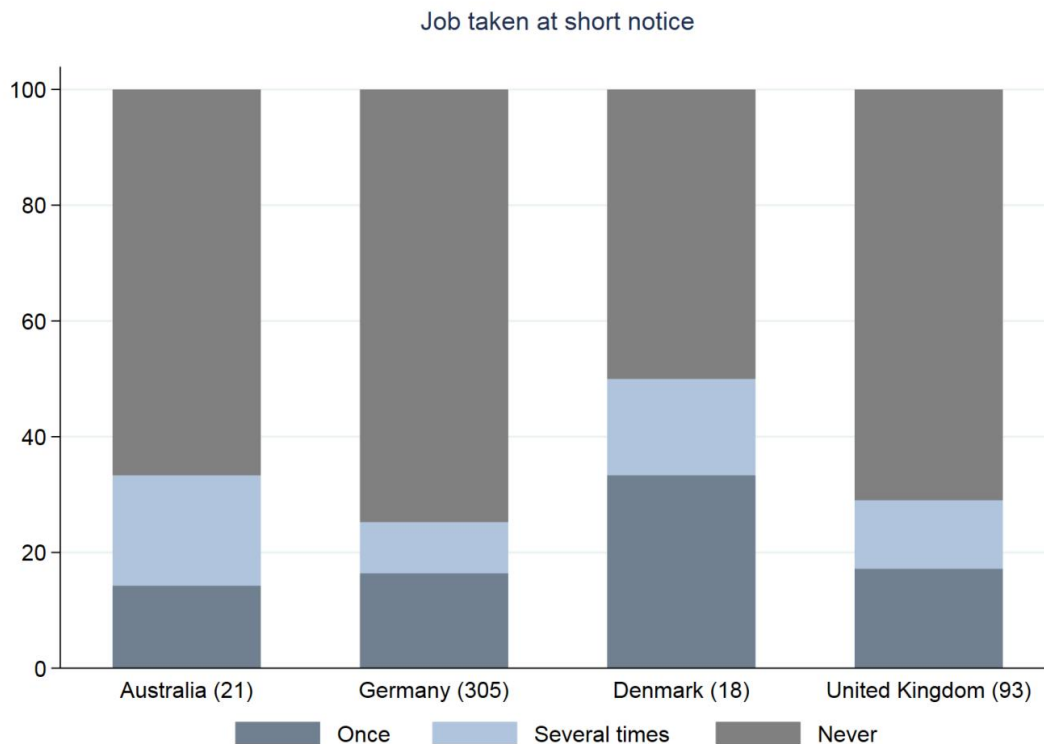
Figure 20.2a: Irregular shifts (weighted)

Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Spontaneous job (Q16)

Have respondents accepted jobs without getting to know the client before? Our findings relating to the specific working arrangements suggest that working relationships in the private realm are rather characterized by a long-term nature of the relationship. To further explore this question, we also asked participants whether they had – generally when using the platform– ever taken a job at short notice without getting to know each other first. Overall, as can be seen in Figure 21.1 and Table 21, over 72% of the respondents (ranging from 50% in Denmark to nearly 75% in Germany) indicated that they have never taken a job at short notice on the platform without getting to know the client in advance. This trend suggests that trust plays an important role in care relationships so that people try to get to know each other first before entering a working relationship. Around 17.5% indicated that they have done that only once (between 14.3% in Australia and 33.3% in Denmark), while approximately one in ten (ranging from 8.9% in Denmark to nearly 20% of the respondents in Australia) have done that on multiple occasions.

Figure 21.1: Spontaneous job

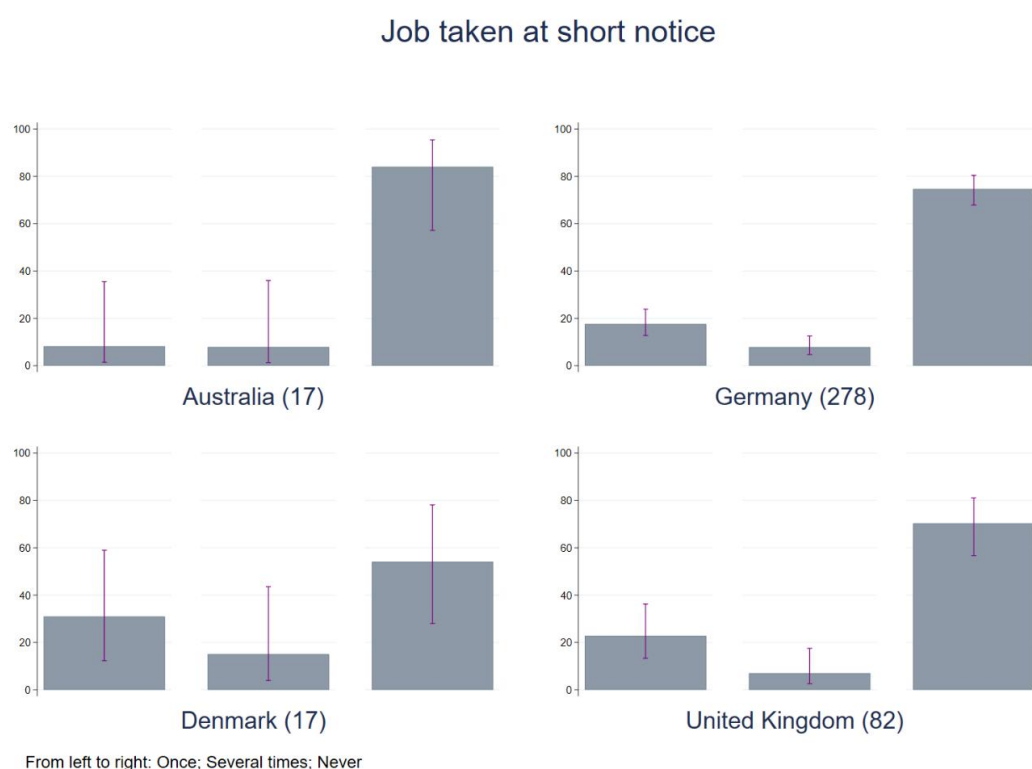


Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Due to low case numbers, Spain is excluded from analysis

Table 21: Spontaneous job

Spontaneous jobs taken	AU	DE	DK	UK	Total
Yes, once	14.29%	16.39%	33.33%	17.20%	17.16%
Yes, several times	19.05%	8.85%	16.67%	11.83%	10.30%
No, never	66.67%	74.75%	50%	70.97%	72.54%
N	21	305	18	93	437

With regards to the weighted results, the percentage of providers that have never accepted a job at short notice varies from 54.1% in Denmark to 84% in Australia (see Figure 21.2).

Figure 21.2: Spontaneous job (weighted)

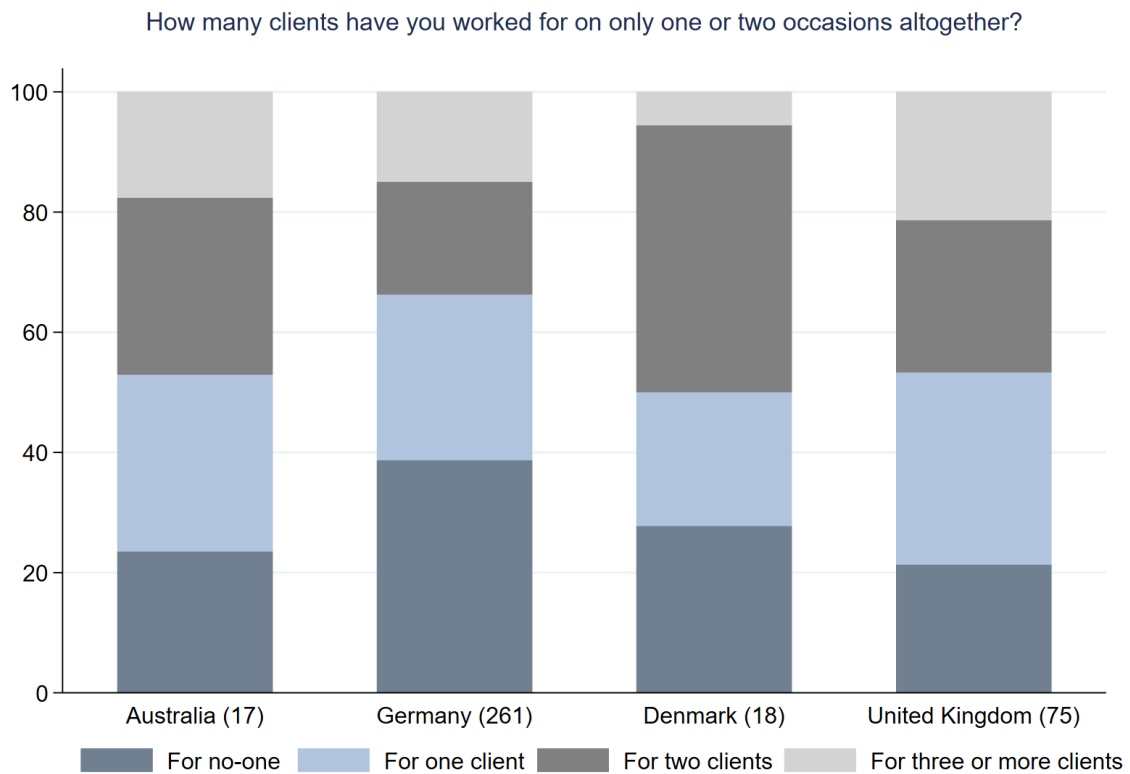
Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Non-repeat clients (Q17)

For how many clients did the workers only work on one or two occasions altogether in the past? In a similar vein, the next item addresses the question of whether long-term or short-term care relationships are sought and provided. Respondents were therefore asked whether they had worked for a client via the platform on only one or two occasions altogether. Figure 22.1 and Table 22a show that about two in three of the

respondents (between 61.3% in Germany and 78.7% in the UK) worked for at least one client on just one or two occasions altogether. Less than 30% (ranging from 22.2% in Denmark to 32% in the UK) had just one client whom they had worked for on only one or two occasions, slightly over 20% (between 18.8% of the respondents in Germany and 44.4% in Denmark) did that for two clients, while around 16% (between 5.6% of respondents in Denmark and 21.3% in the UK) worked on only one or two occasions altogether for at least three clients. The graph and respective table only report relative frequencies of those that chose one of the answers (for no-one, for one, two, or three clients).

Figure 22.1: Non-repeat clients



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Due to low case numbers, Spain is excluded from analysis.

Table 22a: Non-repeat clients

Worked only one or two times for client	AU	DE	DK	UK	Total
For no-one	23.53%	38.70%	27.78%	21.33%	33.96%
For one client	29.41%	27.59%	22.22%	32.0%	28.30%
For two clients	29.41%	18.77%	44.44%	25.33%	21.83%
For three or more clients	17.65%	14.94%	5.56%	21.33%	15.90%
N	17	261	18	75	371

As shown in Figure 22.2, Germany has the highest weighted share of providers who have never worked for a client on only a single occasion (37.1%). Meanwhile, Denmark is the only country in which that has happened with two for 49.6% of the care providers.

Figure 22.2: Non-repeat clients (weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis

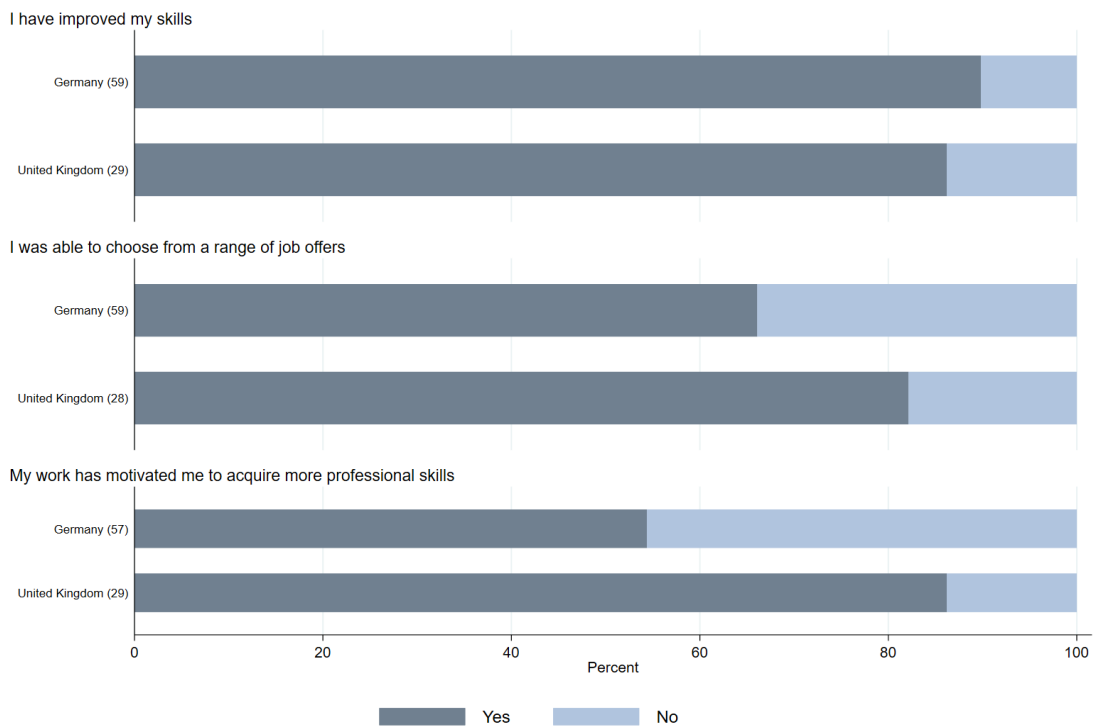
Professional development (Q20)

How do workers benefit professionally from the work they offer via the platform? All respondents, who earlier indicated that working via the platform constitutes a way for them to develop professionally (Q19), were subsequently asked in what ways they had developed professionally by doing so. Figures 23.1a+b and Table 23 show that less than 80 participants overall responded to this question. With respect to those who had indicated that working through the internet platform constitutes a way for them to develop professionally, a significant majority (nearly 90%) stated that it was by helping them improve their skills. More than 70% indicated that they were able to choose from a range of job offers, 65.1% that their work has motivated them to acquire more professional skills, and 57% that it helped them become self-employed. Meanwhile, nearly

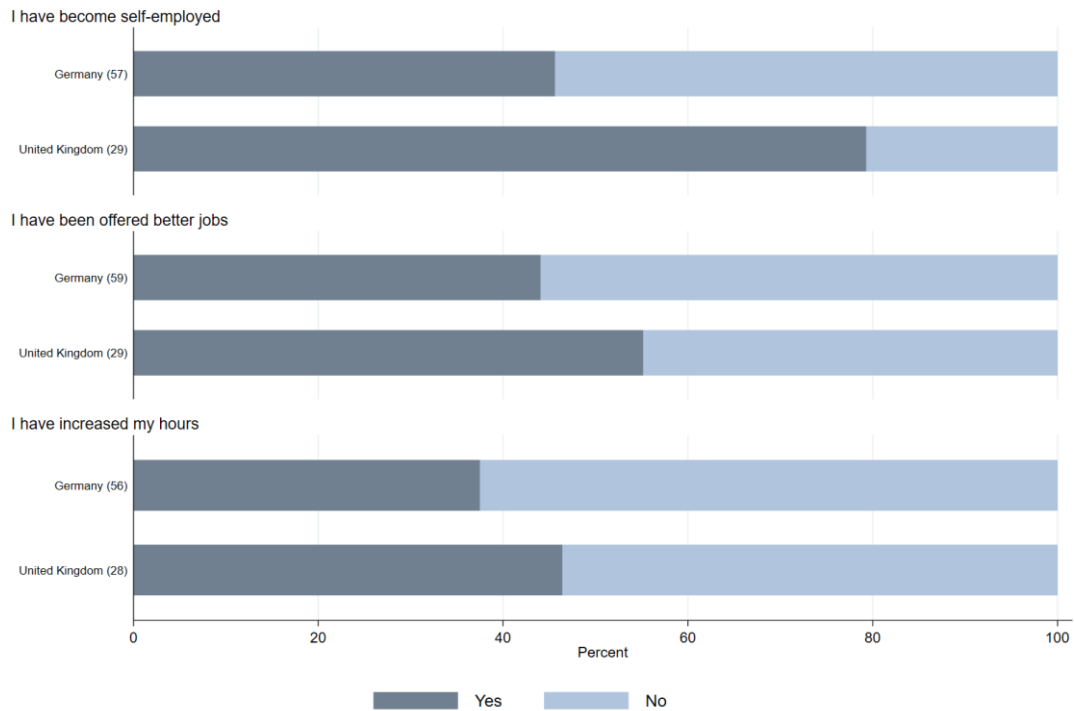
half of the respondents to this question indicated that they have been offered better jobs thanks to work via the platform (47.7%) and 40.5% have been able to increase their working hours.

Figures 23.1a+b: Professional development

How have you been able to develop professionally by working via the platform?



How have you been able to develop professionally by working via the platform?



N

ote: Due to low case numbers, Australia, Denmark and Spain are excluded from analysis

Table 23: Professional development

Professional development	DE	UK	Total
I have improved my skills.	89.83%	86.21%	88.64%
I was able to choose from a range of job offers.	66.10%	82.14%	71.26%
My work has motivated me to acquire more professional skills.	54.39%	86.21%	65.12%
I have become self-employed.	45.61%	79.31%	56.98%
I have been offered better jobs (e.g., with higher pay).	44.07%	55.17%	47.73%
I have increased my hours (e.g. from part time to full time).	37.5%	46.43%	40.48%

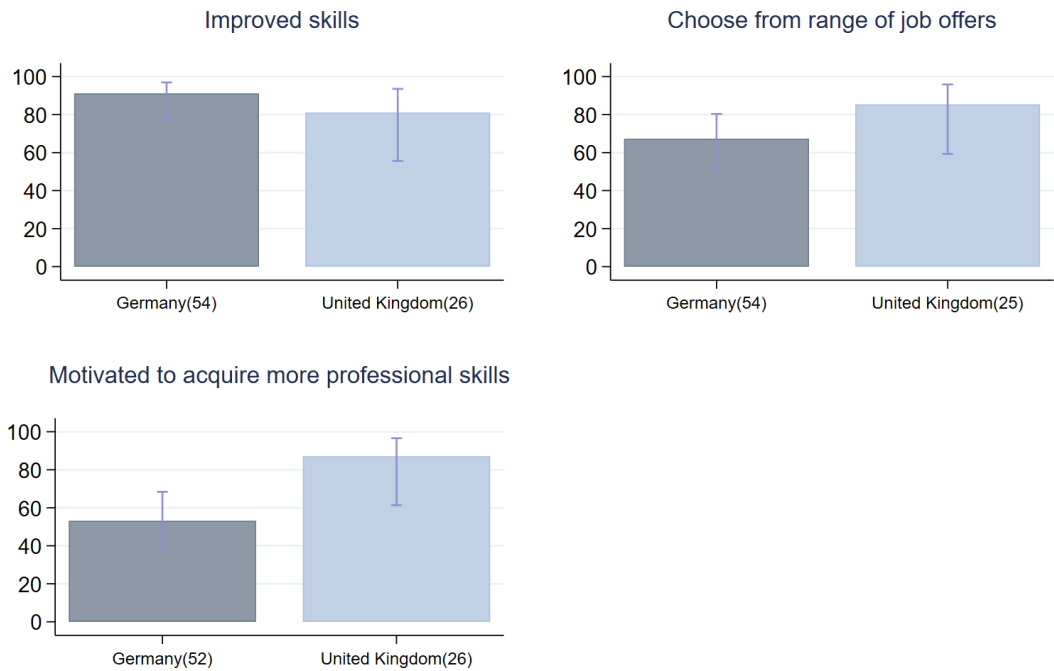
Ns as specified in graphs

Weighted results that are presented in Figures 23.2a+b show that, thanks to their work via the platform, a majority of care providers in both Germany and the UK have improved their skills (91.2% and 81%, respectively), have been able to choose from a range of job offers (67.3% and 85.4%, respectively), and have been motivated to acquire more professional skills (53.2% and 87%, respectively). As many as 74.3% in the UK have become self-employed compared to only 34.9% in Germany. Around half of care providers have received better job offers (46.3% in

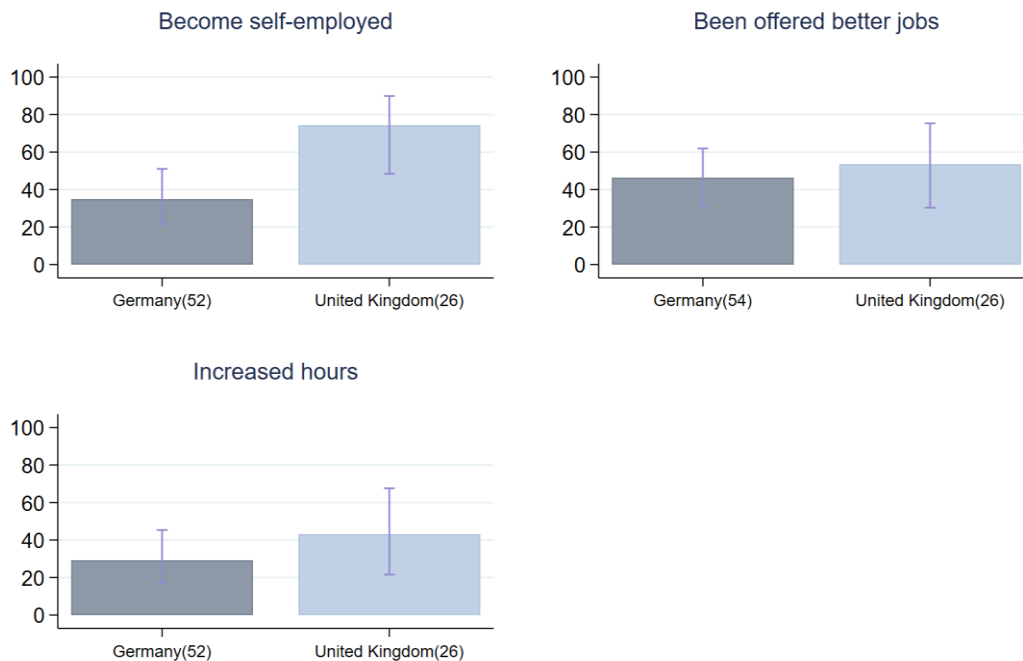
Germany and 53.6% in the UK), and a minority of workers have been able to increase their working hours (29.1% in Germany and 43% in the UK).

Figures 23.2a+b: Professional development (weighted)

How have you been able to develop professionally by working via the platform?



How have you been able to develop professionally by working via the platform?

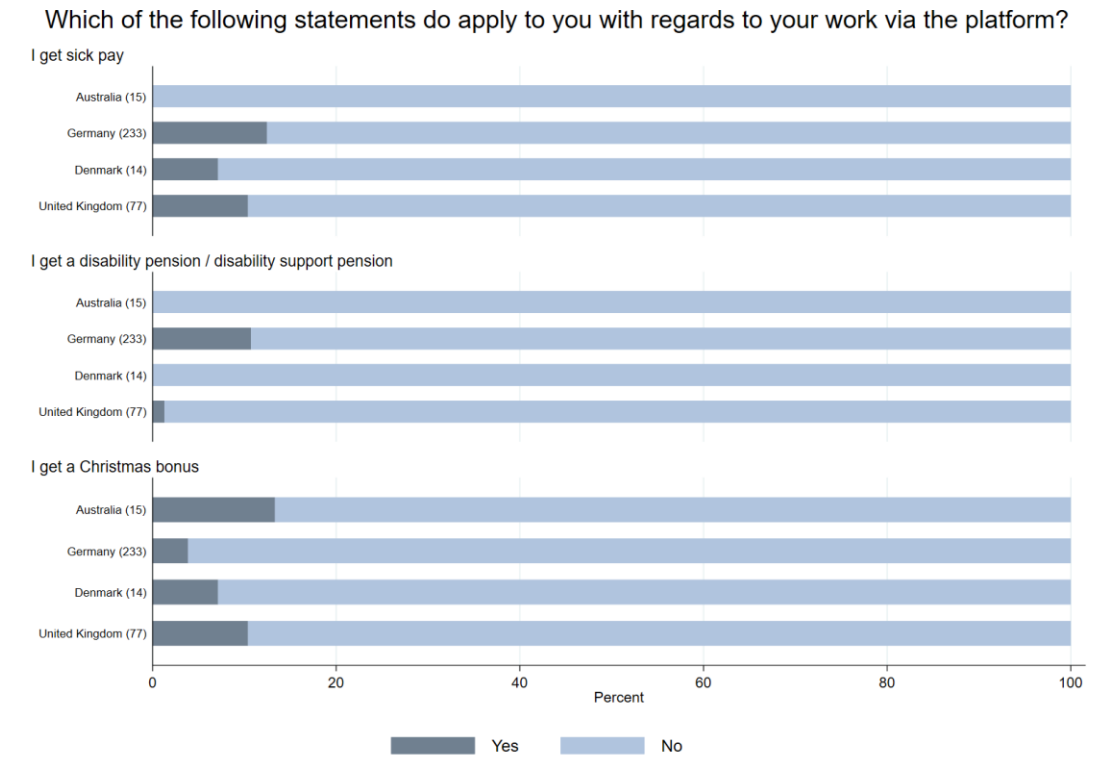
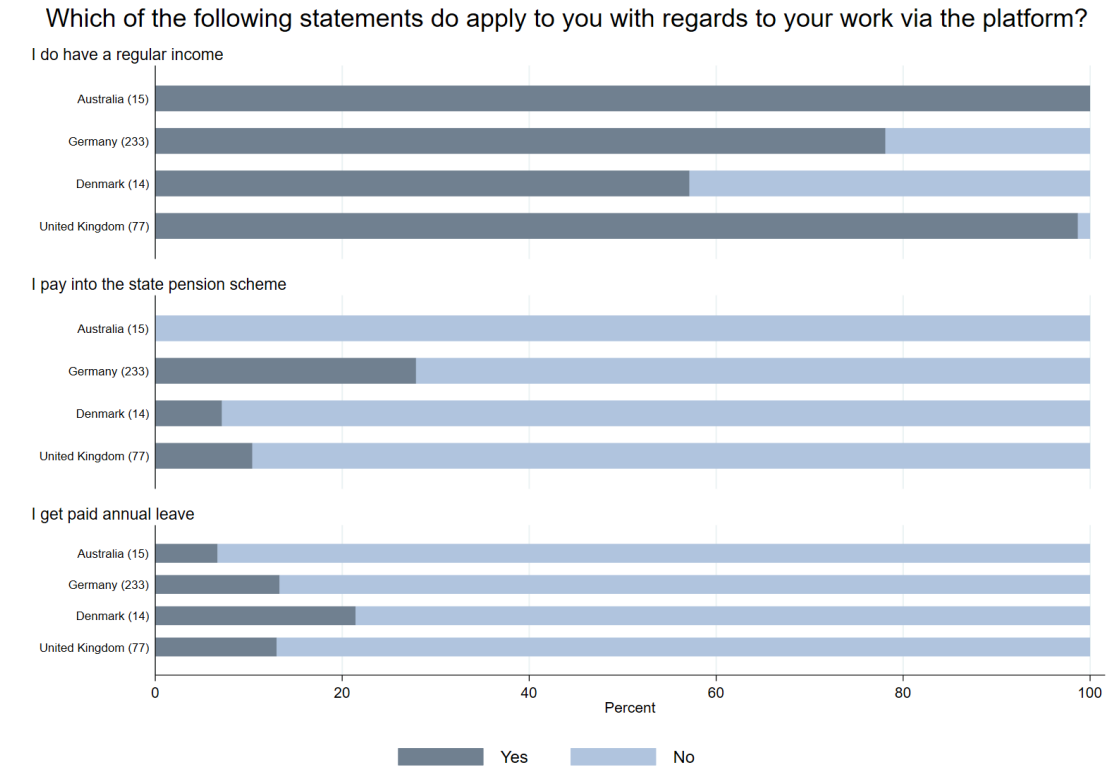


Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Australia, Denmark and Spain are excluded from analysis

Work-related benefits (Q21)

Which employment benefits are the workers entitled to due to the work they offer via the internet platform? Since current discussions on the platform economy often focus on the employment status of workers and (lacking) social security, the survey respondents were asked which benefits they profited from thanks to their platform work. Figures 24.1a+b and Table 24 show that among the participants who reported to profit from at least one of the listed benefits connected to work via the platform, 'regular income' was decidedly the most popular option in all countries (82.9% of the respondents ticked this statement overall, ranging from 57.1% in Denmark to 100% in Australia). Only 21.8% of the respondents indicated that they pay into the state pension scheme, although this number was mainly high due to a relatively high proportion of participants in Germany indicating that this applied to them (27.9% compared to between 0% and 12.5% in other countries). About 13% of the respondents get paid annual leave, 11.2% receive sick pay, around 8% get a disability pension, and about 6% receive a Christmas bonus.

Figures 24.1a+b: Work-related benefits



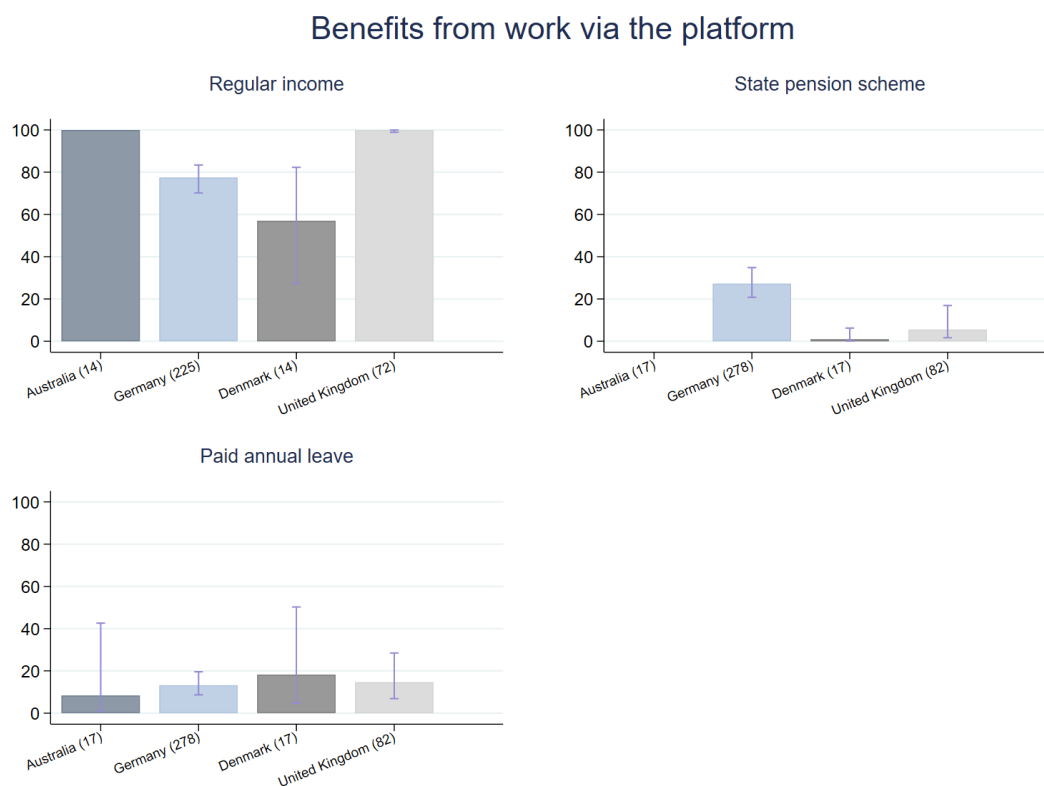
ote: Due to low case numbers, Spain is excluded from analysis

Table 24: Work-related benefits

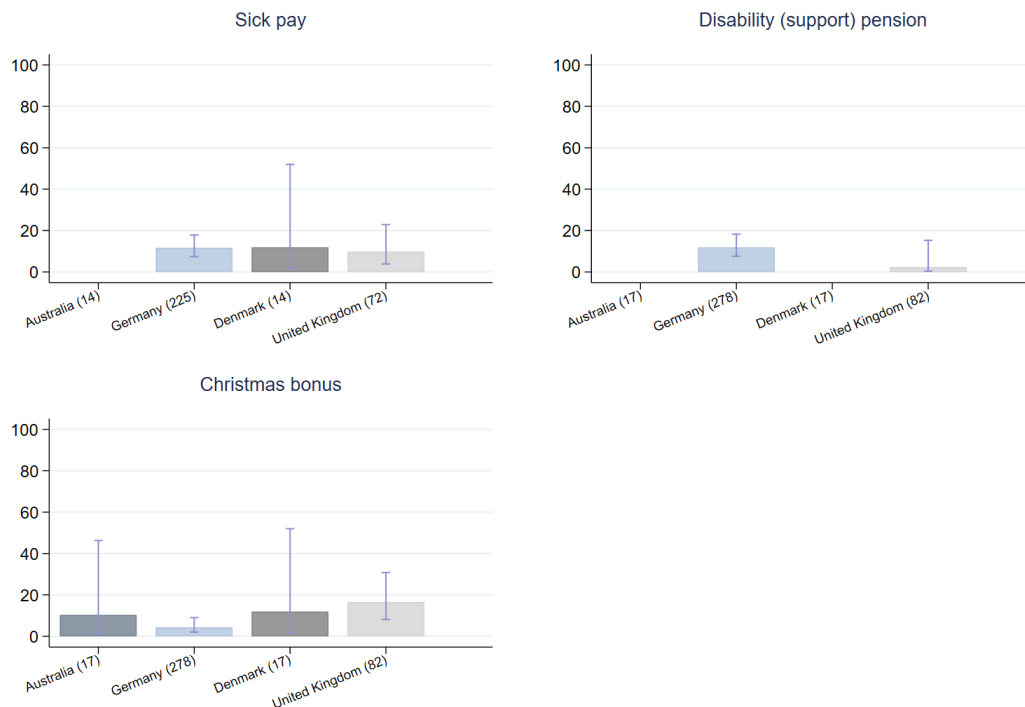
Benefits	AU	DE	DK	UK	Total
I do have a regular income.	100%	78.11%	57.14%	98.70%	82.89%
I pay into the state pension scheme.	0%	27.90%	7.14%	10.39%	21.83%
I get paid annual leave.	6.67%	13.30%	21.43%	12.99%	13.27%
I get sick pay.	0%	12.45%	7.14%	10.39%	11.21%
I get a disability pension / disability support pension.	0%	10.73%	0%	1.30%	7.67%
I get a Christmas bonus.	13.33%	3.86%	7.14%	10.39%	5.90%
N	15	233	14	77	339

The weighted results presented in Figures 24.2a+b show that regular income is by far the most common benefit from work via the platform that the care providers get (between 57% in Denmark and 100% in Australia). The share of care providers that receive state pension is negligible in all countries apart from Germany, where this applies to 27.2% of the service providers. Paid annual leave, sick pay, disability pension, and Christmas bonuses apply to less than 20% of the respondents in all countries.

Figures 24.2a+b: Work-related benefits (weighted)



Benefits from work via the platform



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Summary

The preceding section described the nature of working relationships that respondents have with their client.

The objective indicators including hourly pay, contracting, payment methods, and working volume, etc., suggest that their work is rather informally organized and characterized by flexibility. For many, the income from their platform work more often than not is an additional income, and we find that most workers do not receive benefits from social protection through the work they find online. Furthermore, our findings suggest that trust seems to play a role when finding, accepting, and keeping jobs, as the indicators regarding the duration of the working relationship and whether spontaneous jobs were accepted without prior meeting show.

4 What do the workers think about their work?

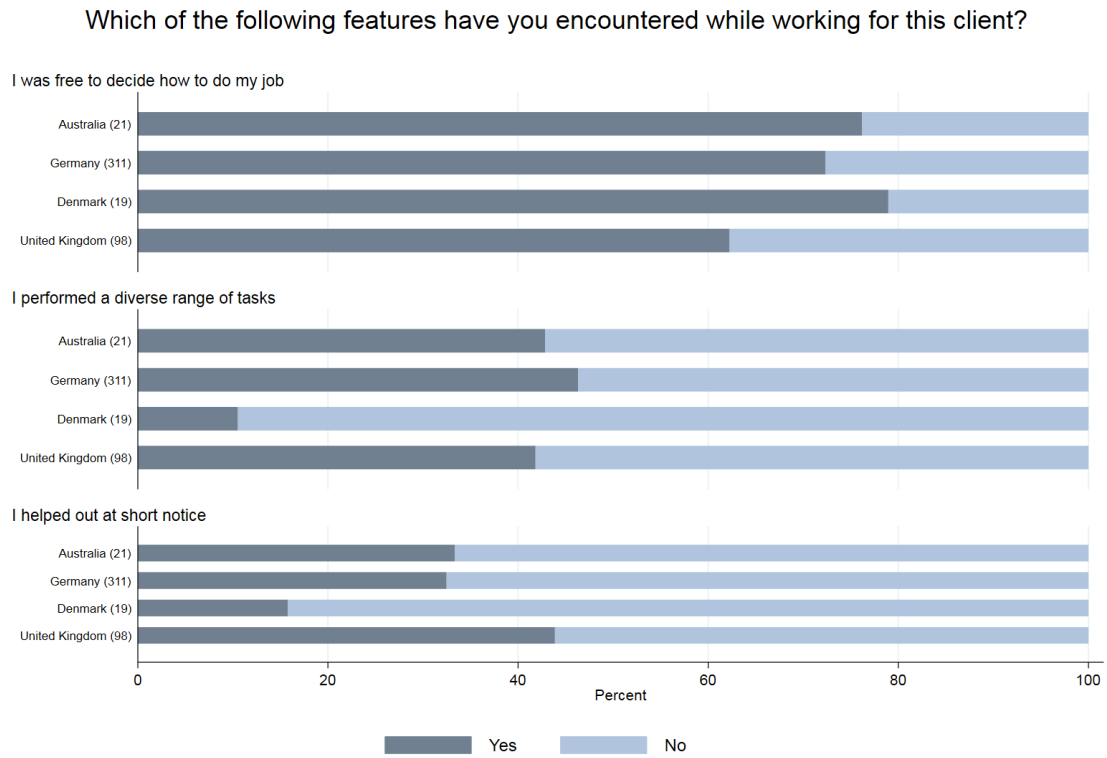
To learn more about how the service providers evaluate the work with their most recent client and their work via the platform generally, we asked a series of additional questions. How do the platform workers evaluate their work relationships, their personal well-being, and the platform work generally?

Job quality (Q12)

How do workers perceive their job quality? To answer this question, positive, negative and neutral aspects of job quality were surveyed next. Respondents were asked to indicate which of the aspects applied with respect to the job for their most recent client (multiple answers allowed). The results of this question, which asks for the subjective evaluations of the working relationship, should be interpreted cautiously. Answers might be biased due to selection at an earlier stage: those who were quite dissatisfied with the working relationship they had with a specific client might not be working for that client anymore. Only those that are relatively satisfied keep on working with and for the client. In the following, three positive or neutral aspects are shown first, followed by three statements that carry a negative connotation.

Figure 25.1a and Table 25a show that with regards to the statements that referred to the job quality of the respondents, the ones that the highest proportion of participants agreed with were the two positive statements listed. In this vein, 70.6% of the respondents who selected at least one of the responses agreed that they were free to decide how to do their job, while 43.7% (although just 10.5% in Denmark) had performed a diverse range of tasks. Another 34% of the respondents (and as many as 44% of the respondents in the UK) helped out at short notice.

Figure 25.1a: Job quality (positive/neutral aspects)



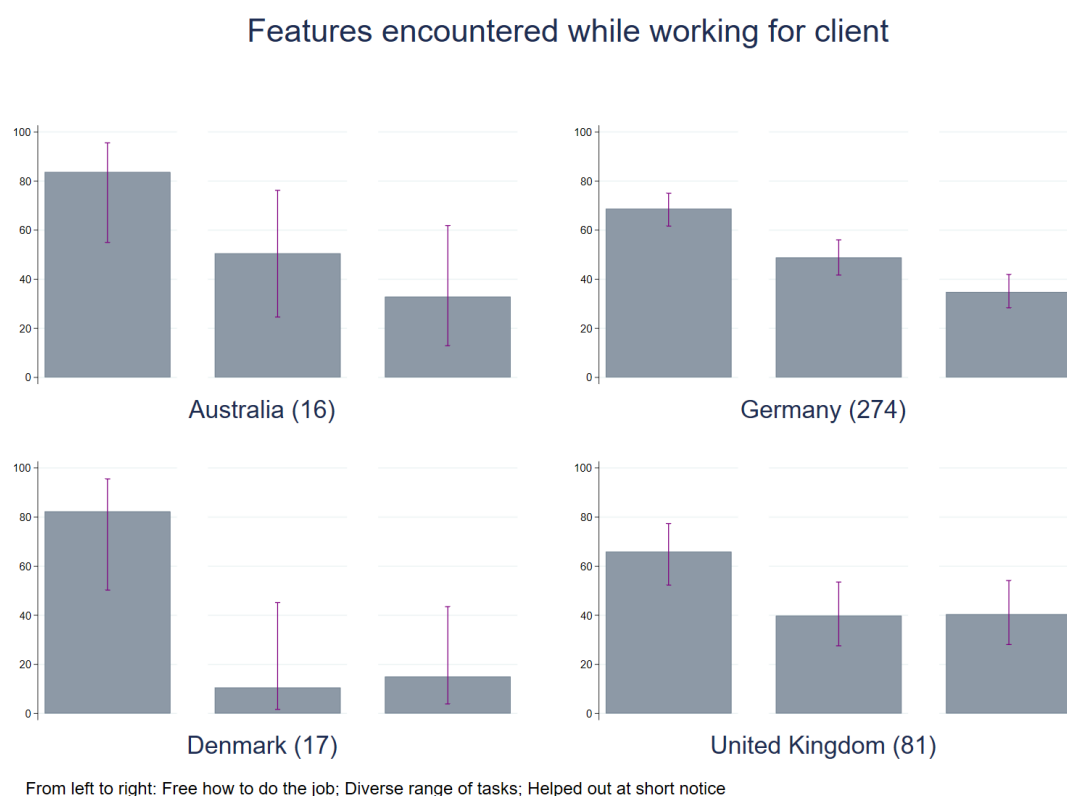
Note: Due to low case numbers, Spain is excluded from analysis

Table 25a: Job quality (positive/neutral aspects)

Statements	AU	DE	DK	UK	Total
I was free to decide <i>how</i> to do my job.	76.19%	72.35%	78.95%	62.24%	70.60%
I performed a diverse range of tasks.	42.86%	46.30%	10.53%	41.84%	43.65%
I helped out at short notice.	33.33%	32.48%	15.79%	43.88%	34.30%
N	21	311	19	98	449

The weighted results show that the percentage of care providers that agree with the statement that they were free to decide how to do their job vary from 65.9% in the UK to 83.7% in Australia (see Figure 26.2a). A relatively low share of care providers in Denmark performs a diverse range of tasks (10.5% compared to between 39.8% in the UK and 50.6% in Australia). The percentage of care providers that help out at short notice varies from 15% in Denmark to 40.4% in the UK.

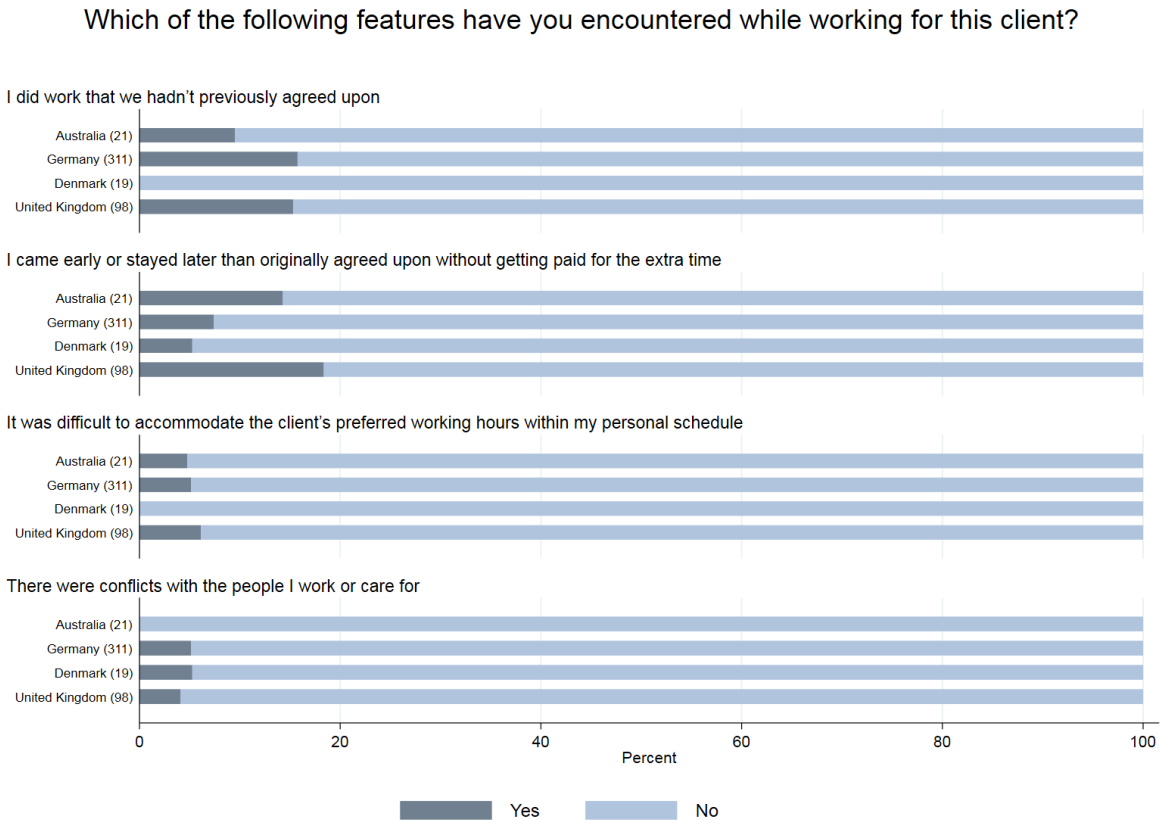
Figure 25.2a: Job quality (positive/neutral aspects, weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

When looking at the more negative aspects, 14.7% reported to have done work for their client that they had not previously agreed upon (Figure 25.1b and Table 25b). One in ten said they came early or stayed later than originally agreed upon without getting paid for the extra time. One in twenty of the respondents agreed with the statement that it was difficult to accommodate the client's preferred working hours within their personal schedule (5.12% overall) or that there were conflicts with the people they worked or cared for (4.7% overall).

Figure 25.1b: Job quality (negative aspects)



Note: Due to low case numbers, Spain is excluded from analysis

Table 25b: Job Quality (negative aspects)

Statements	AU	DE	DK	UK	Total
I did work that we hadn't previously agreed upon.	9.52%	15.76%	0%	15.31%	14.70%
I came early or stayed later than originally agreed upon without getting paid for the extra time.	14.29%	7.40%	5.26%	18.37%	10.02%
It was difficult to accommodate the client's preferred working hours within my personal schedule.	4.76%	5.14%	0%	6.12%	5.12%
There were conflicts with the people I work or care for.	0%	5.14%	5.26%	4.08%	4.68%
N	21	311	19	98	449

Considering the weighted results, the highest percentage of care providers who did work they did not agree on in advance with their client can be observed in Germany, at 17.4% (see Figure 25.2b). The percentage of care providers that have to stay late or come early to do their job is highest in the UK, at 11.1%. Difficulties to reconcile schedules and conflicts with clients are relatively uncommon, with the highest shares of care providers that have to deal with these problems being reported in Germany at 6.7% and the UK at 4.5%. In Denmark, the number of care providers affected by any of these problems is negligent. Work conflicts were only reported in Germany and the UK by about 6% of the respondents in each country.

Table 25.2b: Job Quality (negative aspects, weighted)

Features encountered while working for client



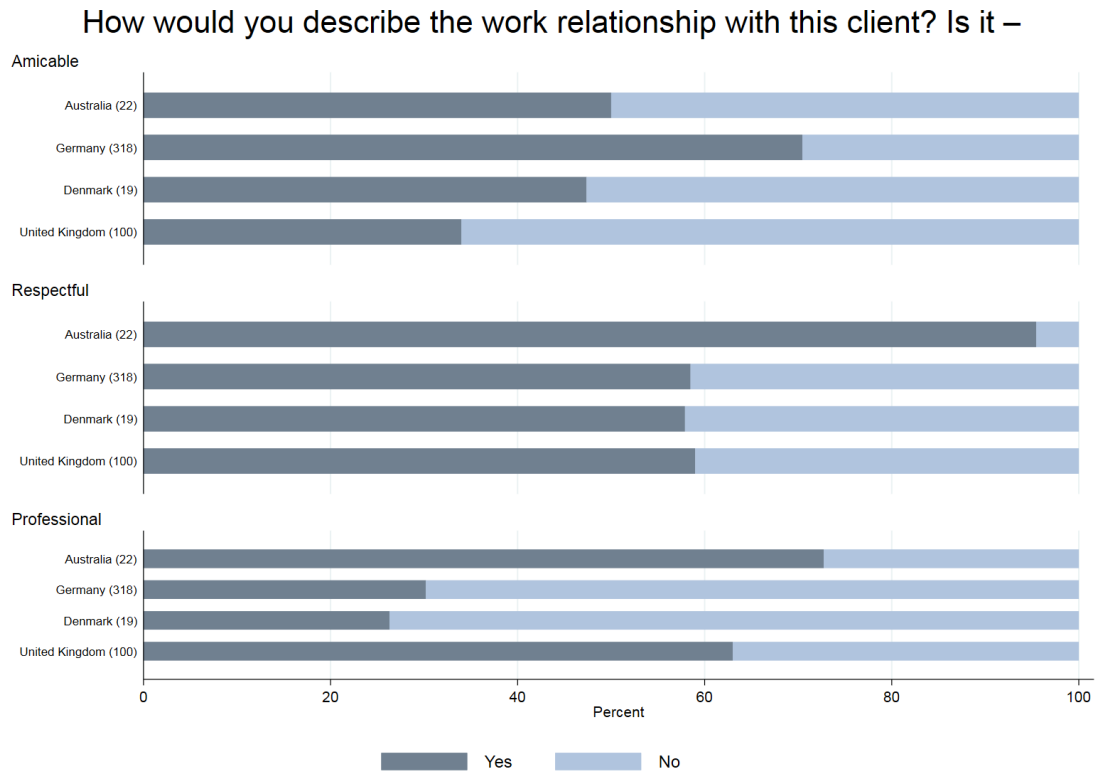
From left to right: Did work that wasn't agreed on; Came early or stayed late; Difficult to reconcile work with schedule; Conflicts with clients

Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Relationship with the client (Q13)

How can the relationship with their client be characterized? To gain insights into how service providers evaluate the working relationship with their client on a more personal level, the respondents were presented with a list of adjectives and were asked to tick all those that applied to their relationship (multiple answers). As Figure 26.1a and Table 26a show, the most common words the participants used to describe the relationship with their clients were adjectives that typically carry positive connotations: 'amicable' (60.6% overall; although only 34% in the UK) and 'respectful' (60.4% overall, including as much as 95.5% in Australia). Almost 40% of the respondents (and as much as 72.7% of the respondents in Australia) described their relationship with the client as 'professional'.

Figure 26.1a: Relationship with client (positive aspects)



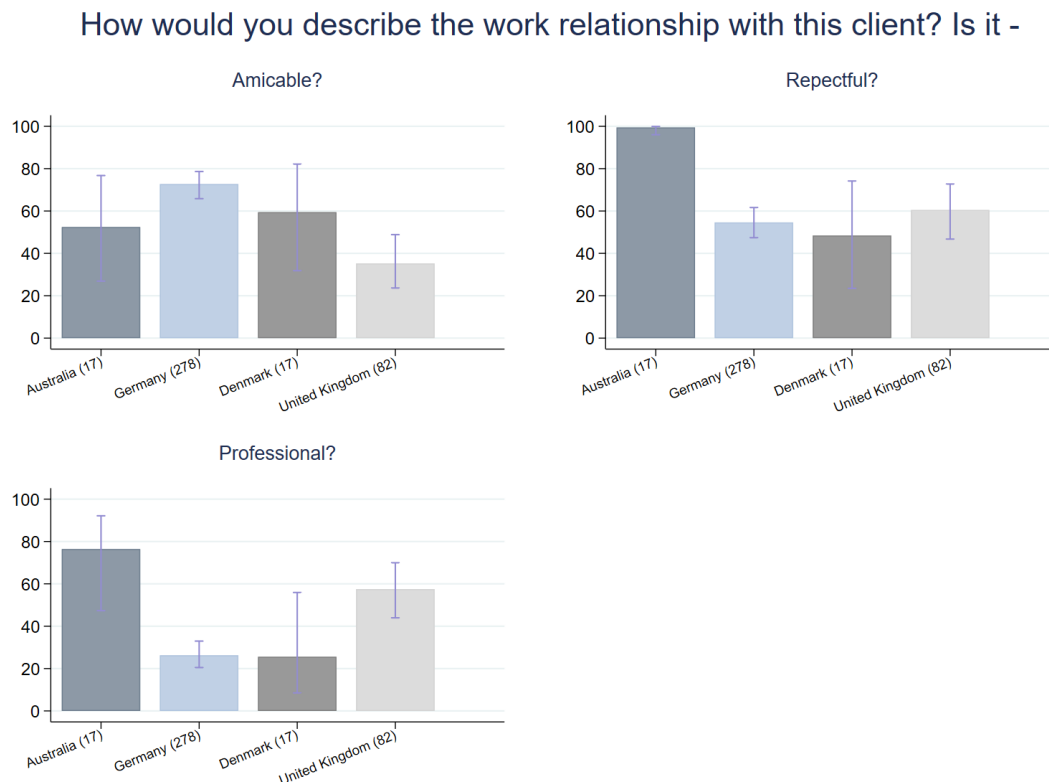
Note: Due to low case numbers, Spain is excluded from analysis

Table 26a: Relationship with client (positive aspects)

Relationship description	AU	DE	DK	UK	Total
Amicable	50.0%	70.44%	47.37%	34.0%	60.57%
Respectful	95.50%	58.49%	57.89%	59.0%	60.35%
Professional	72.73%	30.19%	26.32 %	63.0%	39.22%
N	22	318	19	100	459

The weighted share of care providers that describe their relationship with their clients as amicable vary from 35.2% in the UK to 72.7% in Germany. Nearly 100% of care providers in Australia see it as respectful, but only between 48.4% in Denmark and 60.5% in the UK share this view. When it comes to viewing the relationship with their clients as 'professional', there is a clear gap between experiences of care providers in Australia and the UK on the one hand, and Germany and Denmark on the other. As many as 76.4% of respondents in Australia and 57.5% of the respondents in the UK describe the relationship with their clients as professional, compared to 25.6% in Denmark and 26.3% in Germany.

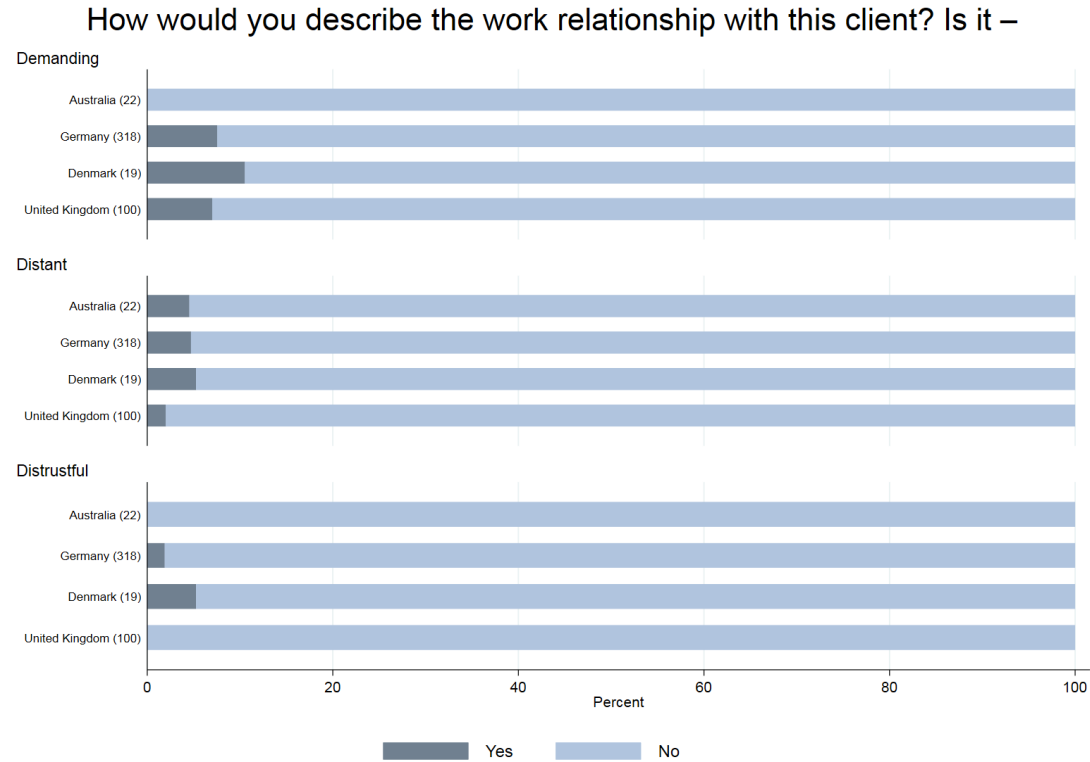
Figure 26.2a: Relationship with client (positive aspects, weighted)



Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

The respondents picked more negative adjectives to describe their working relationship less often. As Figure 27.1b and Table 27b show, ‘demanding’ was the adjective that respondents selected the most (7.2% overall) out of the three negative adjectives. Both ‘distant’ and ‘distrustful’ were only selected by 4.1% and 1.5% of the respondents, respectively.

Figure 26.1b: Relationship with client (negative aspects)



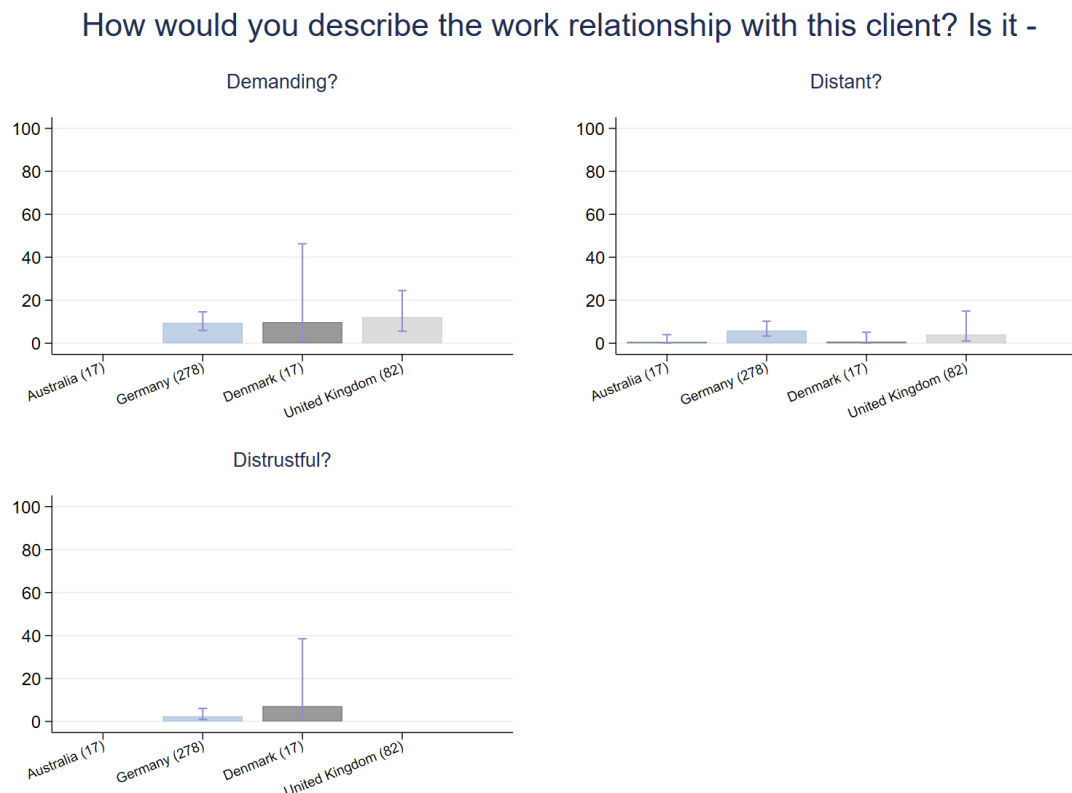
Note: Due to low case numbers, Spain is excluded from analysis

Table 26b: Relationship with client (negative aspects)

Relationship description	AU	DE	DK	UK	Total
Demanding	0%	7.55%	10.53%	7.0%	7.19%
Distant	4.55%	4.72%	5.26%	2.0%	4.14%
Distrustful	0%	1.89%	5.26%	0%	1.53%
N	22	318	19	100	459

Looking at the weighted results, the estimates show that a very small percentage of the providers located in Australia would use any of the negative adjectives to describe the relationships with their clients (see Figure 26.2b). With regards to the other countries, the percentage of care providers that would describe this relationship as ‘demanding’ varies from 9.4% in Germany to 12.1% in the UK, as ‘distant’ from 0.6% in Australia to 5.9% in Germany, and as ‘distrustful’ from 2.3% in Germany to 7.1% in Denmark (0% in Australia and the UK).

Figure 26.2b: Relationship with client (negative aspects, weighted)



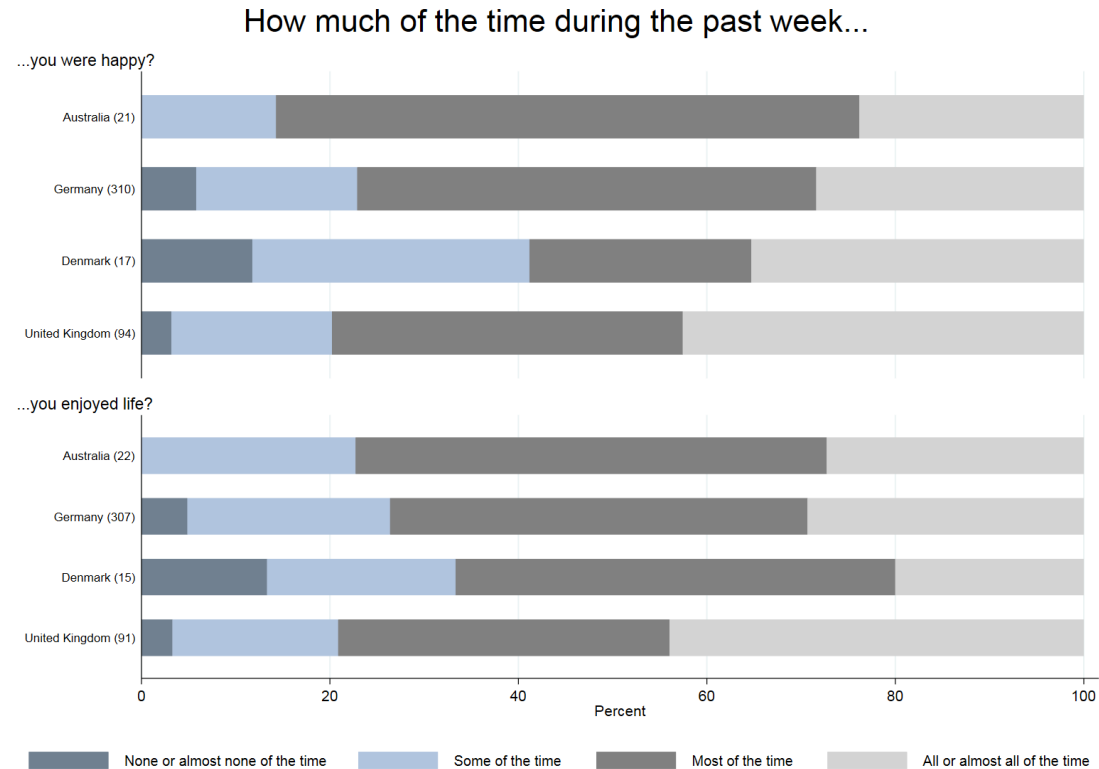
Note: Y-axis: in percent; X-axis: countries with respective case numbers (absolute). Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Well-being (Q14)

How do workers evaluate their personal well-being? This item was adopted from the European Social Survey (ESS) to assess the general well-being of the service providers. The respondents were presented with a list of emotional states and were asked to indicate how often they had experienced these feelings in the last week. The answer scale ranged from “none or almost none of the time”, through “some of the time” and “most of the time”, to “all or almost all of the time”. As reported in Figure 27.1a

and Table 27a, a significant majority of the participants reported that during the past week they had felt happy (77.4%) and/or had enjoyed life (74.7%) most or (almost) all of the time. Figures 27.1b+c and Table 27b show that with regards to the negative dimensions, the respondents most commonly admitted that they had slept restlessly (7.9%) most or almost all of the time, which was followed by the feeling that everything they did was an effort (7.8%), feeling lonely (7.5%), not being able to get going (6%), feeling sad (4.8%), and feeling depressed (3.6%).

Figure 27.1a: Well-being (positive aspects)

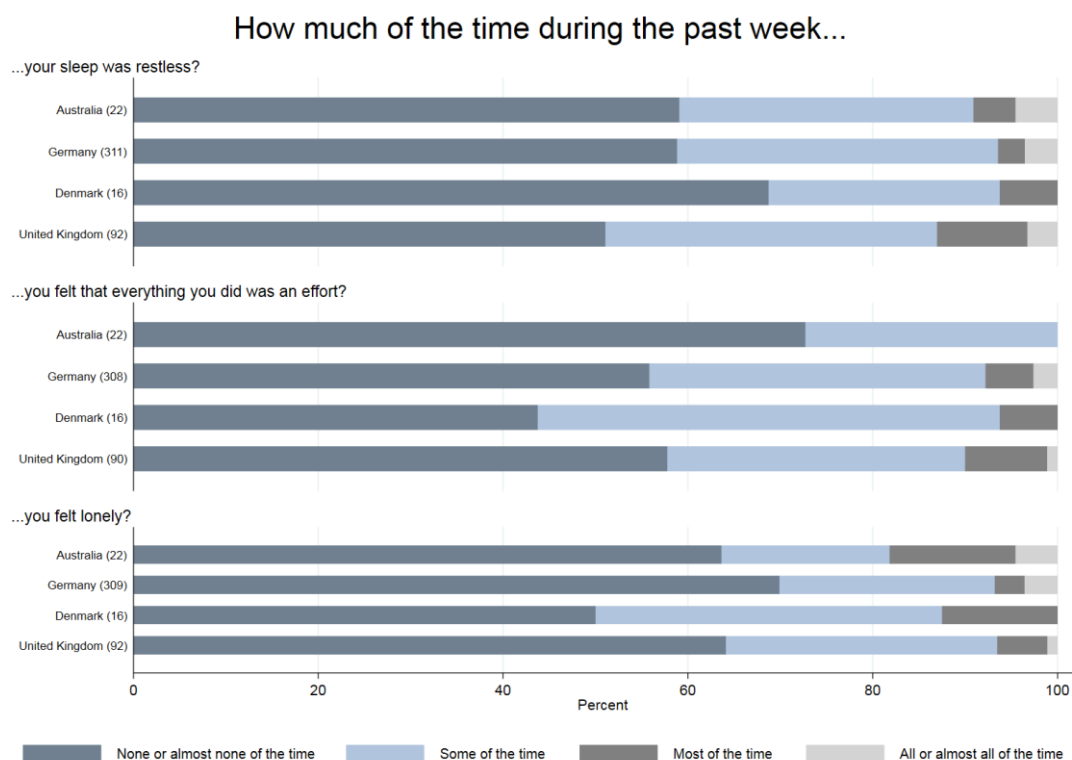


Note: Due to low case numbers, Spain is excluded from analysis

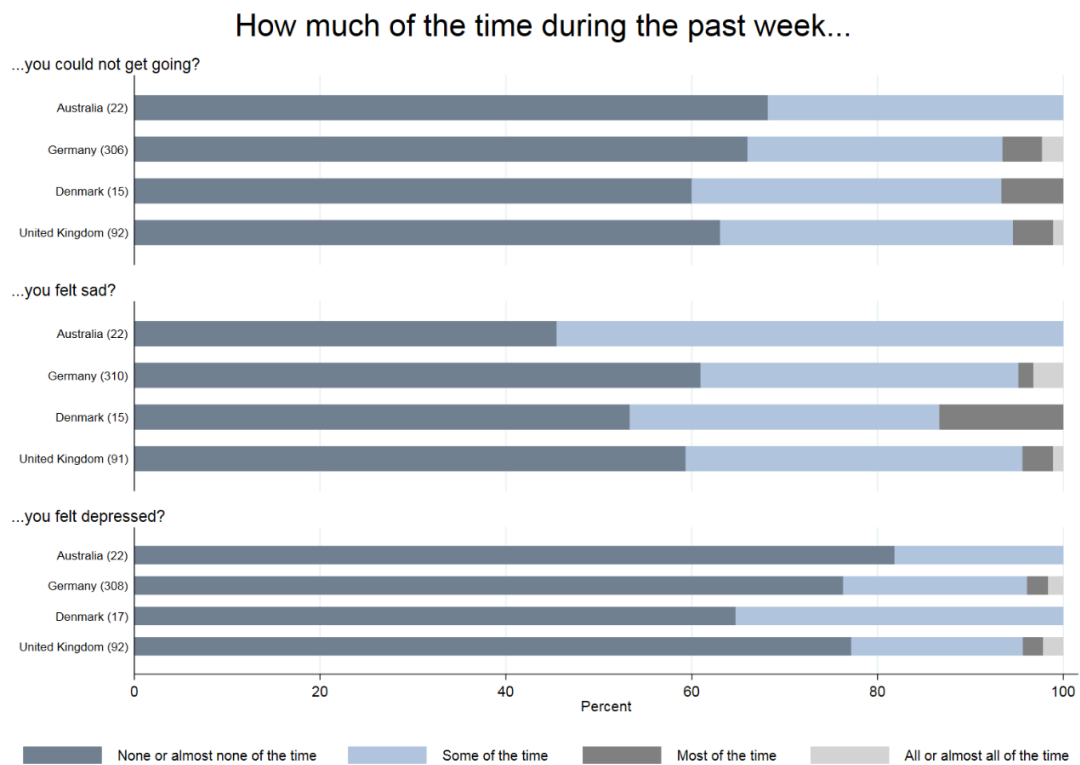
Table 27a: Well-being (positive aspects)

Felt happy	AU	DE	DK	UK	Total
None or almost none of the time	0%	5.81%	11.76%	3.19%	5.20%
Some of the time	14.29%	17.1%	29.41%	17.02%	17.42%
Most of the time	61.90%	48.71%	23.53%	37.23%	45.93%
All or almost all of the time	23.81%	28.39%	35.29%	42.55%	31.45%
N	21	310	17	94	442
Enjoyed life	AU	DE	DK	UK	Total
None or almost none of the time	0%	4.89%	13.33%	3.3%	4.60%
Some of the time	22.73%	21.5%	20%	17.58%	20.69 %
Most of the time	50%	44.3%	46.67%	35.16%	42.76%
All or almost all of the time	27.27%	29.32%	20%	43.96%	31.95%
N	22	307	15	91	435

Figure 27.1b+c: Well-being (negative aspects 1)



Note: Due to low case numbers, Spain is excluded from analysis



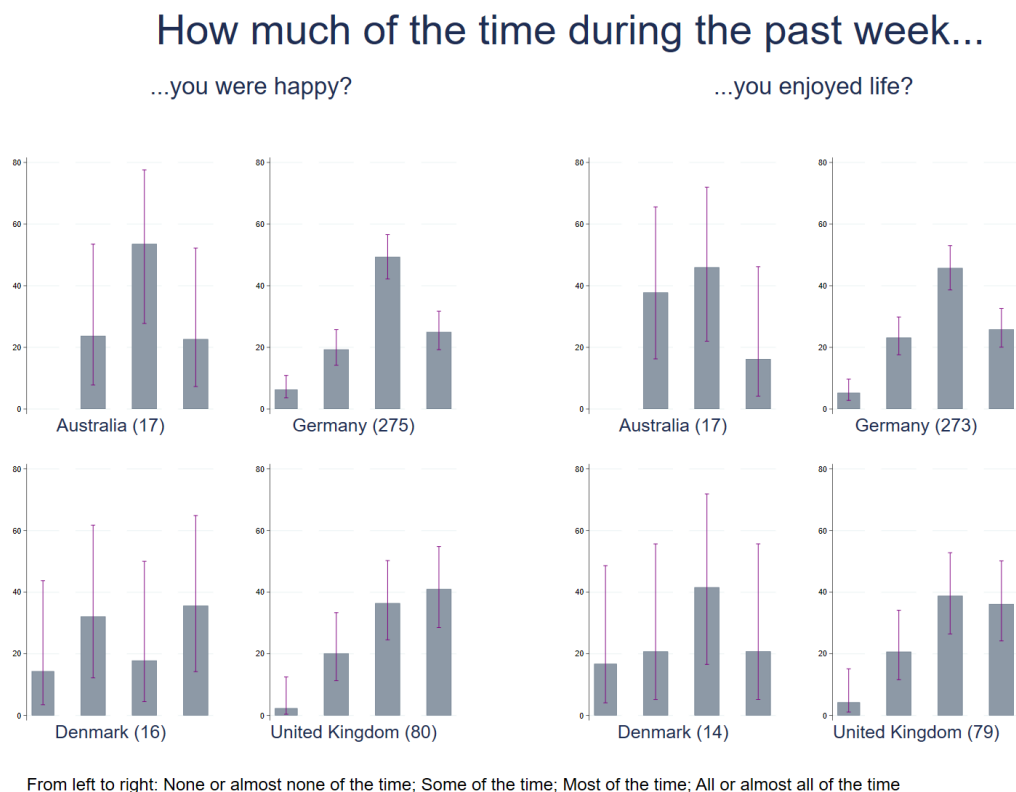
Note: Due to low case numbers, Spain is excluded from analysis

Table 27b: Well-being (negative aspects)

Had restless sleep	AU	DE	DK	UK	Total
None or almost none of the time	59.09%	58.84%	68.75%	51.09%	57.60%
Some of the time	31.82%	34.73%	25.0%	35.87%	34.47%
Most of the time	4.55%	2.89%	6.25%	9.78%	4.54%
All or almost all of the time	4.55%	3.54%	0%	3.26%	3.4%
N	22	311	16	92	441
Everything was an effort					
None or almost none of the time	72.73%	55.84%	43.75%	57.78%	56.65%
Some of the time	27.27%	36.36%	50.0%	32.22%	35.55%
Most of the time	0%	5.19%	6.25%	8.89%	5.73%
All or almost all of the time	0%	2.6%	0%	1.11%	2.06%
N	22	308	16	90	436
Felt lonely					
None or almost none of the time	63.64%	69.90%	50.0%	64.13%	67.65%
Some of the time	18.18%	23.30%	37.50%	29.35%	24.83%
Most of the time	13.64%	3.24%	12.50%	5.43%	4.56%
All or almost all of the time	4.55%	3.56%	0%	1.09%	2.96%
N	22	309	16	92	439
Could not get going	AU	DE	DK	UK	Total
None or almost none of the time	68.18%	66.01%	60.0%	63.04%	65.29%
Some of the time	31.82%	27.45%	33.33%	31.52%	28.74%
Most of the time	0%	4.25%	6.67%	4.35%	4.14%
All or almost all of the time	0%	2.29%	0%	1.09%	1.84%
N	22	306	15	92	435
Felt sad					
None or almost none of the time	45.45%	60.97%	53.33%	59.34%	59.59%
Some of the time	54.55%	34.19%	33.33%	36.26%	35.62%
Most of the time	0%	1.61%	13.33%	3.3%	2.28%
All or almost all of the time	0%	3.23%	0%	1.1%	2.51%
N	22	310	15	91	438
Felt depressed					
None or almost none of the time	81.82%	76.30%	64.71%	77.17%	76.31%
Some of the time	18.18%	19.81%	35.29%	18.48%	20.05%
Most of the time	0%	2.27%	0%	2.17%	2.05%
All or almost all of the time	0%	1.62%	0%	2.17%	1.59%
N	22	308	17	92	439

Considering the weighted results, the percentage of care providers who have felt happy during the past week most of the time varies from 17.8% in Denmark to 53.6% in Australia, and that of those who were happy all or almost of the time from 22.7% in Australia to 41% in the UK. Meanwhile, the percentage of care providers who felt they have enjoyed life during the past week most of the time varies from 38.8% in the UK to 46% in Australia. The weighted proportion of those having enjoyed life all or almost all of the time varies from 16.2% in Australia to 36.2% in the UK.

Figure 27.2a: Well-being (positive aspects, weighted)



Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Regarding the negative aspects, the weighted percentage of providers who have experienced restless sleep during the past week most of the time varies from less than 3% in Germany to 8.4% in Australia, who felt that everything they did was an effort varies from 5.4% in Germany to 9.1% in the UK, and who felt lonely varies from 3.4% in Germany to 15.4% in Australia. Meanwhile, the point estimates for the percentages of platform users who felt they could not get going most of the time varies from 11.6% in Denmark to 3.8% in Germany, who felt sad from 0% in Australia to 19.9% in Denmark, and who felt depressed most of the time varies between 0% in

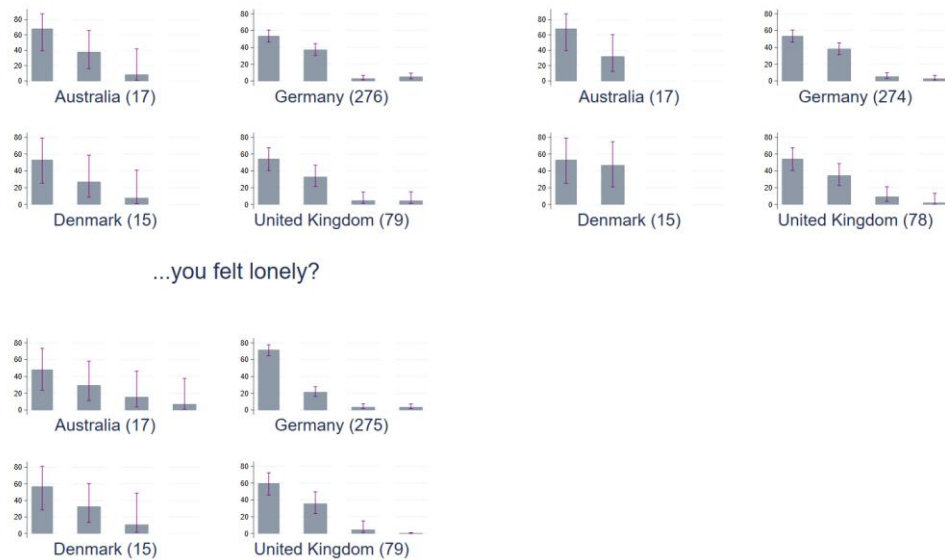
Australia and Denmark to 3.5% in Germany. The estimated proportion of those who felt in these different ways all or almost most of the time was lower in all countries with the exception of those who felt restless during their sleep in Germany (where those who experienced it all or almost all of the time amounted to 5.1% compared to 3% who experienced this most of the time).

Figure 27.2b+c: Well-being (negative aspects, weighted)

How much of the time during the past week...

...your sleep was restless?

...you felt that everything you did was an effort?



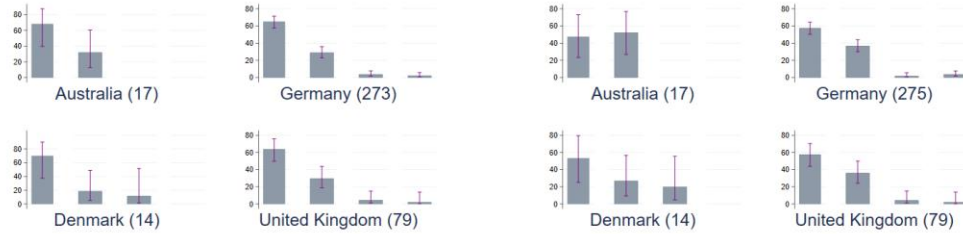
From left to right: None or almost none of the time; Some of the time; Most of the time; All or almost all of the time

Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

How much of the time during the past week...

...you could not get going?

...you felt sad?



...you felt depressed?



From left to right: None or almost none of the time; Some of the time; Most of the time; All or almost all of the time

Note: Y-axis: in percent. Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Evaluation of platform work (Q18)

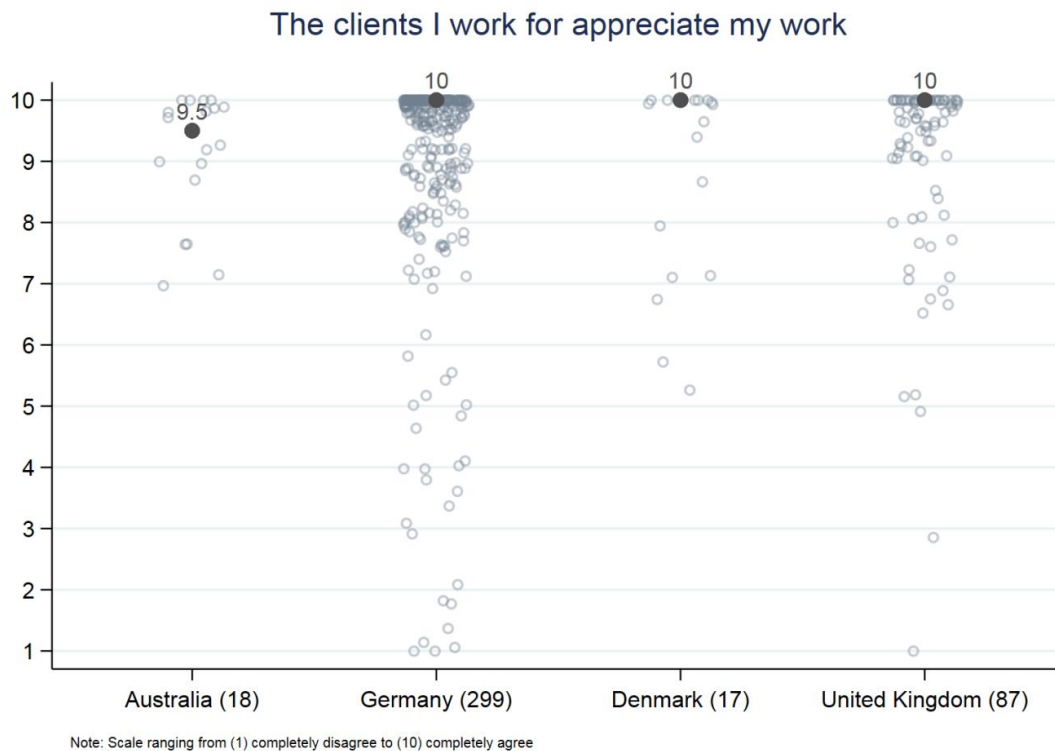
Apart from the specific relationship, we were interested in more general opinions. How do workers see their work via the platform in general? To examine this, the respondents were asked to evaluate a series of statements relating to platform work in general on a scale ranging from (1) completely disagree to (10) completely agree. These statements capture the perception of online reputation mechanisms as well as evaluations focusing on the work relationship between providers and clients in general.¹⁵ As is the case with other organizational surveys, we suggest caution when interpreting these data. Subjective evaluations of these statements might be biased due to (additional) selection bias, since those who are dissatisfied may either not use the platform anymore or may have not participated in the survey. Figures 28.1a-c and Table 28 show that the participants overwhelmingly agree that their clients appreciate their work (mean of 9 and median of 10 out of 10 overall) and that their clients pay them the amount that was agreed and on time (similarly, mean of 9 and median of 10 overall), although the participants in Denmark are

¹⁵ The items we included here were inspired by and modifications of similar items used by Leimeister et al. (2016).

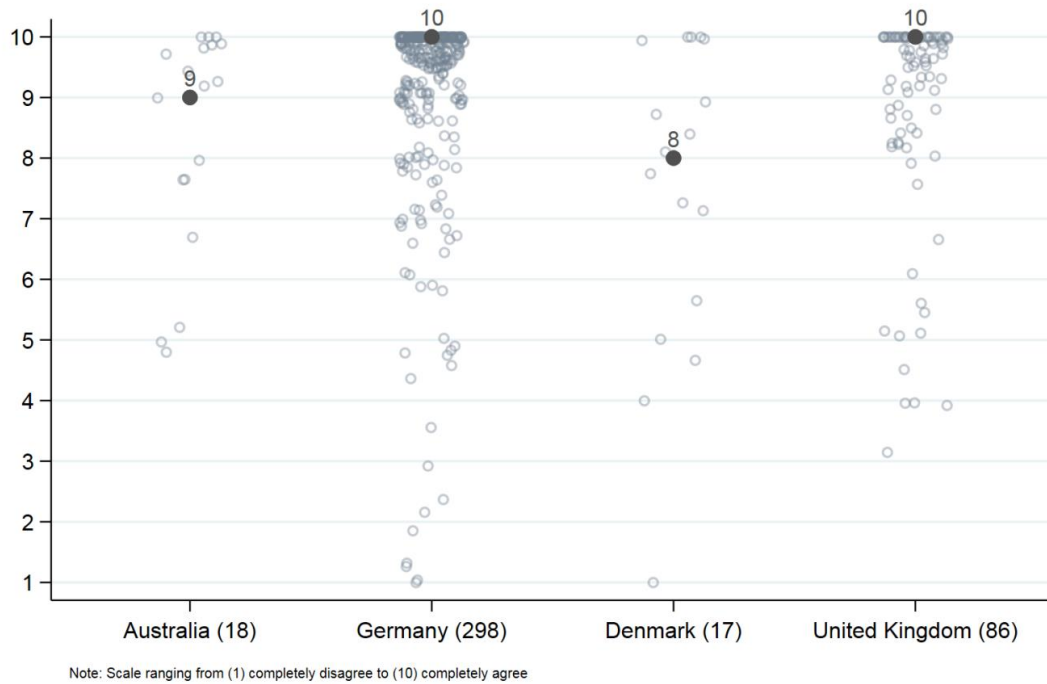
generally much less satisfied with the latter aspect (mean of 7.5 and median of 8) than respondents in other countries. The respondents are also generally rather satisfied with what the clients pay (mean of 8 and median of 9 overall), although the participants in Denmark once again were less satisfied (mean of 7.2 and median of 8) than their counterparts in other countries.

As can be seen in Figures 28.1d+e and Table 28, however, the respondents in all countries were much less eager to agree that the online ratings and reviews help them get further job offers (overall mean of 6.5 and median of 7) or better job offers (mean of 6.1 and median of 6). The ratings for these statements were the lowest in Australia (mean of 6.3 and median of 6 for the former statement, as well as mean of 5.8 and median of 5 for the latter) and Denmark (mean of 6.4 and median of 7 for the former, as well as mean of 5.5 and median of 6 for the latter statement).

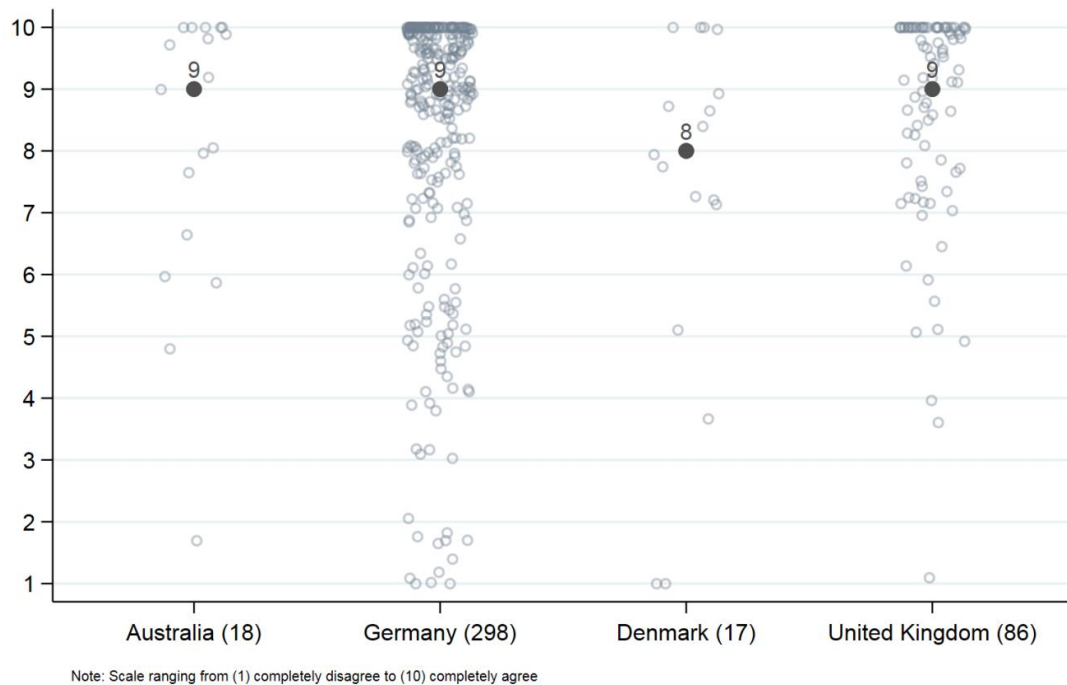
Figures 28.1a-c: Evaluation of platform work – Clients



In general, the clients pay what we agreed and on time

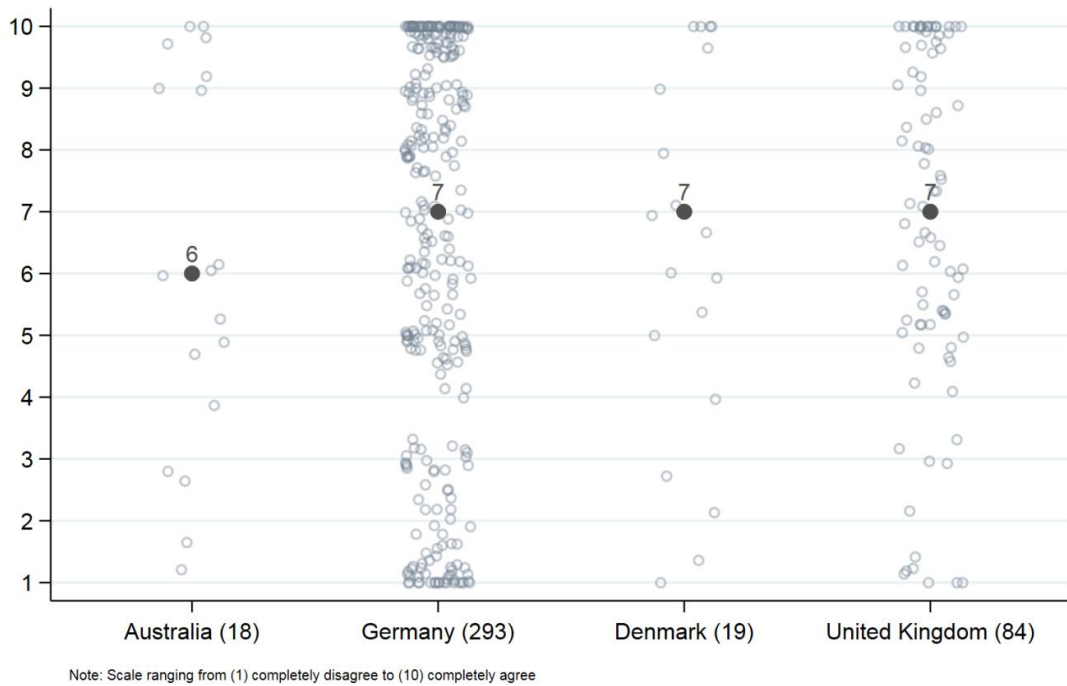


All in all, I am satisfied with what the clients pay

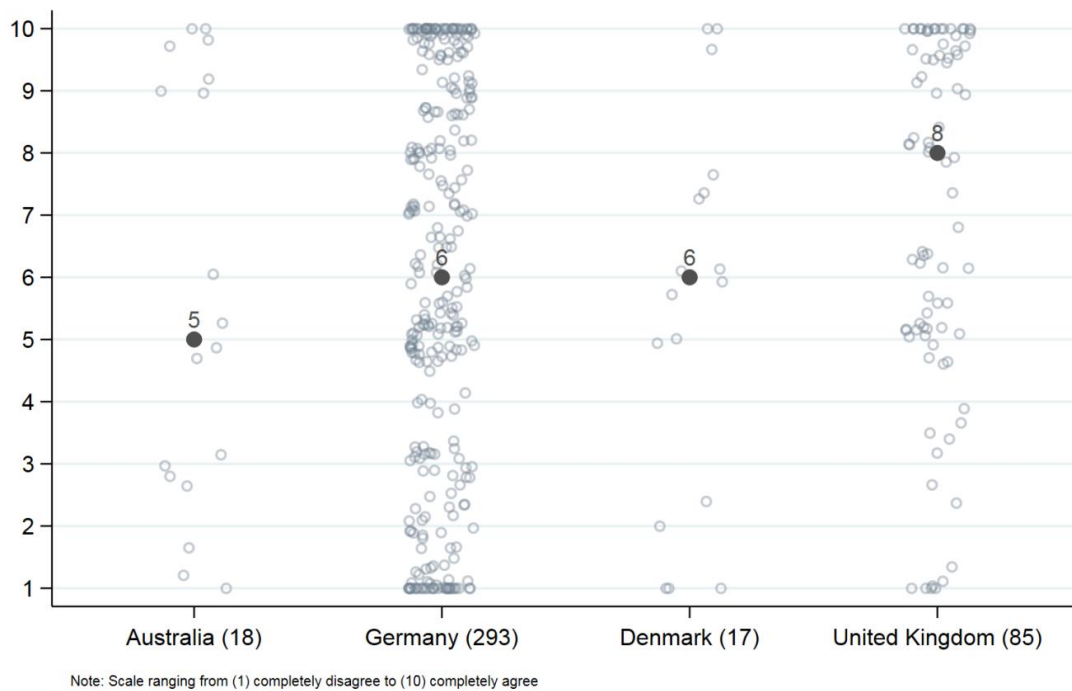


Figures 28.1d+e: Evaluation of platform work – Online reputation

The online ratings and reviews help me to get further job offers



The online ratings and reviews help me to get better job offers (e.g. better pay)



Note: Due to low case numbers, Spain is excluded from analysis

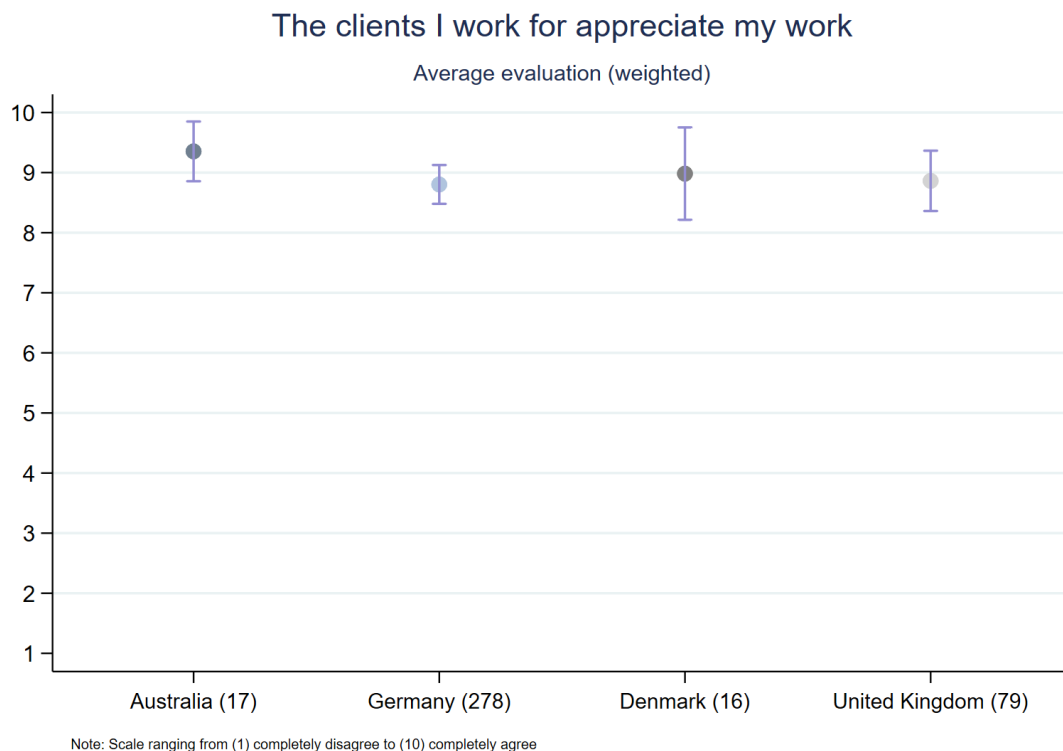
Table 28: Evaluation of platform work

Statement	AU	DE	DK	UK	Total
The clients I work for appreciate my work.					
Mean	9.17	9.02	8.71	9.06	9.02
Median	9.5	10	10	10	10
N	18	299	17	87	421
In general, the clients pay what we agreed and on time.					
Mean	8.44	9.10	7.47	8.87	8.96
Median	9	10	8	10	10
N	18	298	17	86	419
All in all, I am satisfied with what the clients pay.					
Mean	8.22	8.31	7.24	8.68	8.34
Median	9	9	8	9	9
N	18	298	17	86	419
The online ratings and reviews help me to get better job offers (e.g. better pay).					
Mean	5.78	5.96	5.47	6.96	6.14
Median	5	6	6	8	6
N	18	293	17	85	413
The online ratings and reviews help me to get further job offers.					
Mean	6.28	6.45	6.37	6.85	6.52
Median	6	7	7	7	7
N	18	293	19	84	414

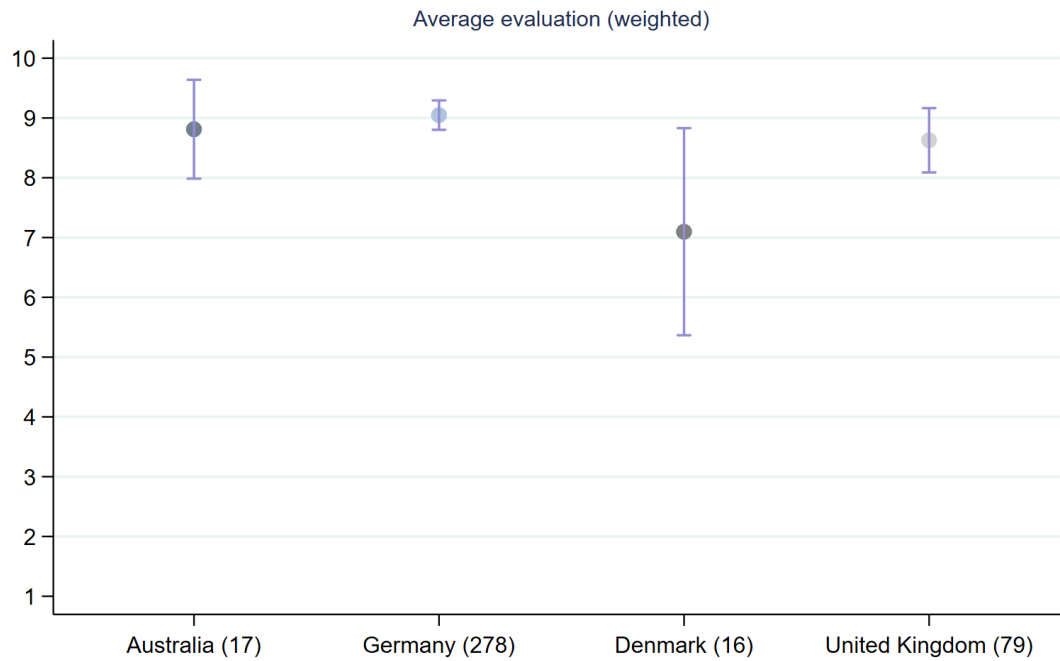
The weighted averages for each statement differ slightly from the unweighted ones just presented (see Figures 28.2a-c). The statement “The clients appreciate my work” has an average weighted score ranging from 8.8 out of 10 points in Germany to 9.35 in Australia. With regards to the statement that clients pay what was agreed and on time, the highest weighted average agreement score is found in Germany with 9 points, while the lowest is found in Denmark with 7.1 out of 10. The overall weighted satisfaction rating with their clients’ willingness to pay is highest in the UK with a weighted average of 8.7 points and lowest in Denmark at 7.1 out of 10.

In relation to the evaluation of online reputation mechanisms, the weighted averages slightly differ from the unweighted ones as well (see Figures 28.2d+e). The statement that the online reputation mechanisms help to get *better* jobs received the highest weighted average in the UK with 6.7 points and the lowest score in Denmark with 4.8 points. The score (weighted) regarding the question whether the online ratings and reviews helped to get *further* jobs was lowest in Denmark at 5.9 points and highest in Australia at 6.7 points.

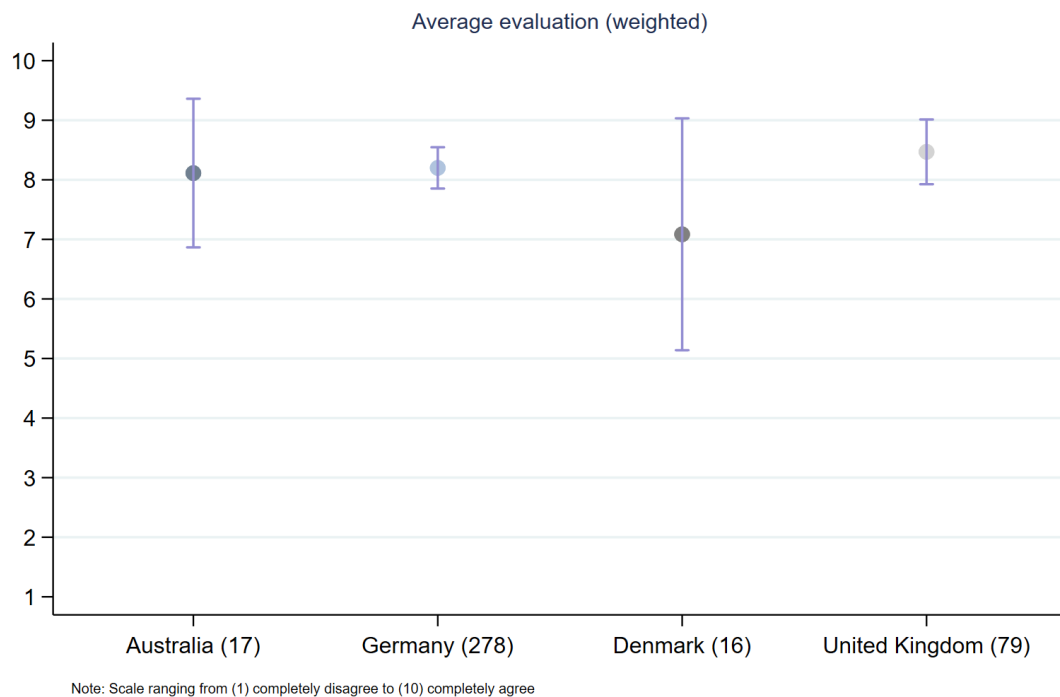
Figures 28.2a-c: Evaluation of platform work – Clients (weighted)



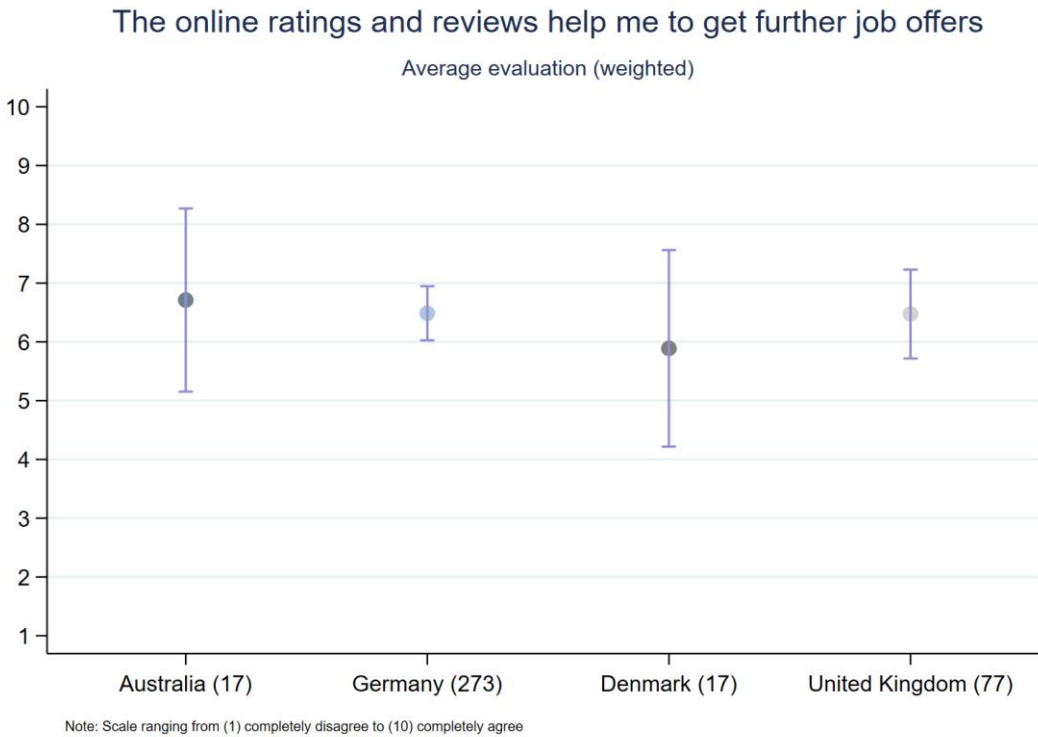
In general, the clients pay what we agreed and on time



All in all, I am satisfied with what the clients pay



Figures 28.2d+e: Evaluation of platform work – Online reputation (weighted)

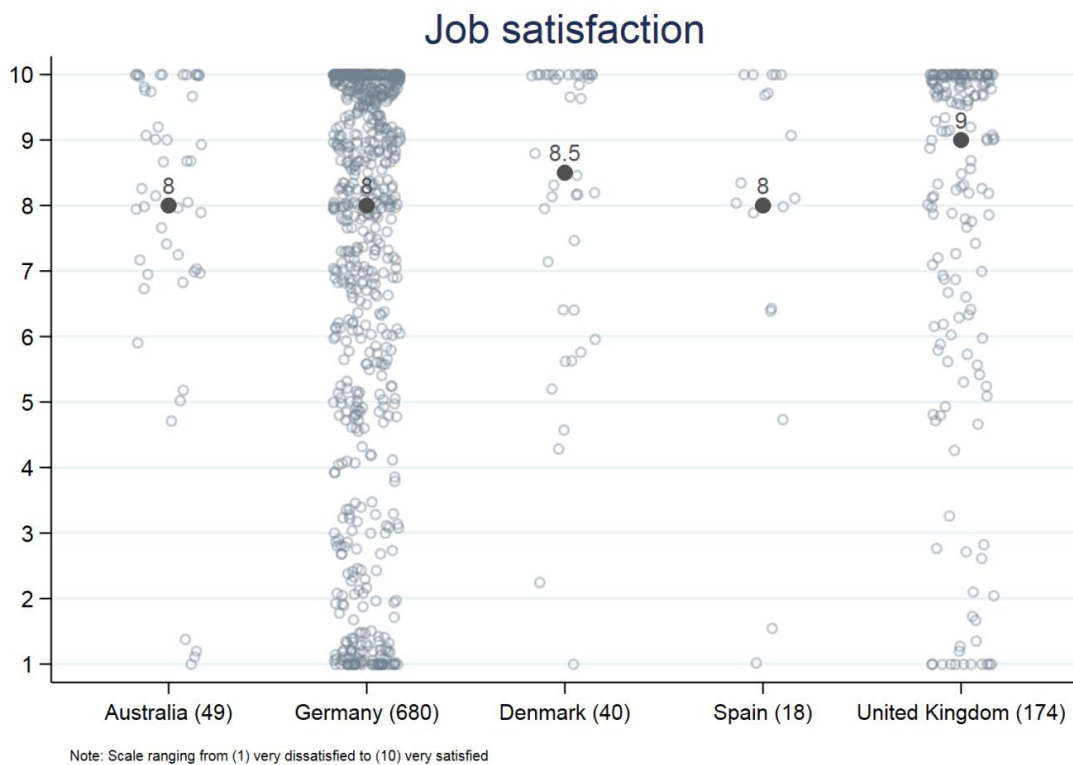


Note: Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Job satisfaction (Q2)¹⁶

How happy are workers with the work they found through the platform? Lastly, we were interested in respondents' general job satisfaction and asked them to think of the job for the client they last worked for using the platform. To indicate their job satisfaction, respondents used a scale ranging from (1) very dissatisfied to (10) very satisfied. On average, respondents reported an overall job satisfaction of 7.3 points on a scale from 1 to 10 and a median value of 8. These values vary only slightly across countries, with median values ranging from 8 out of 10 in Australia, Germany and Spain, through 8.5 points in Denmark to 9 points in the UK. Likewise, the average ratings vary between 7.1 out of 10 in Germany to 8.1 in Denmark. Overall, the job satisfaction is quite high among respondents in all countries (see Figure 29.1a and Table 29a).

Figure 29.1a: Job satisfaction



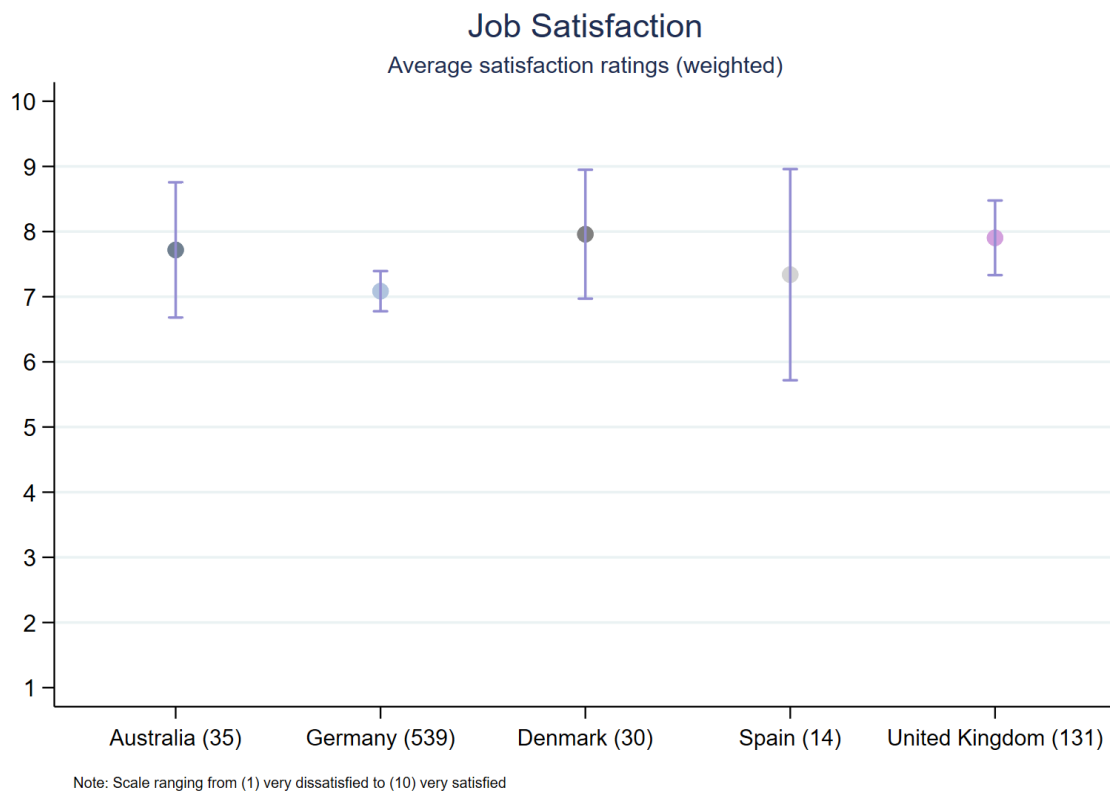
¹⁶ This question was posed to all respondents prior to filtering out those that had not worked in the last four(eight) weeks. Thus, the case numbers are higher than in the preceding questions.

Table 29.1a: Job satisfaction

Job Satisfaction	AU	DE	DK	ES	UK	Total
Mean	7.84	7.08	8.05	7.72	7.86	7.31
Median	8	8	8.5	8	9	8
N	49	680	40	18	174	961

The weighted mean job satisfaction scores range from 7.1 points out of 10 in Germany to nearly 8 points in Denmark (see Figure 29.2a).

Figure 29.2a: Job satisfaction (weighted)



Note: Weighted results with 95% confidence intervals. Due to low case numbers, Spain is excluded from analysis.

Summary

We find that positive aspects of job quality such as autonomy or task diversity were most commonly selected to describe workers' job quality. Likewise, most respondents agreed with the positive statements relating to their personal well-being.

The next items in this section shed light on how the respondents evaluate their platform work and job satisfaction. Subjective evaluations of their clients are generally positive whereas their evaluations of online

reputation mechanisms are comparatively less positive. The respondents are overall more ambivalent as to whether the online ratings and reviews do help them to find more or better jobs. Lastly, respondents are quite satisfied with work for their last client.

While the weighted average job satisfaction is similar to the unweighted results, the weighted job satisfaction by type of income is somewhat lower both in Germany and the UK than the unweighted ones.

All questions that aimed to assess respondents' subjective evaluations of their working relationships have been evaluated positively. Nonetheless, results of these subjective indicators should be interpreted cautiously due to (additional) selection bias.

Conclusion

With the present study we sought to find out more about the working and user experiences of service providers on a large, international digital platform for care and household services. As of today, relatively little is known about who the care and domestic workers that offer their services online are, why they use the internet to find work, and what their working conditions and their user experiences look like. By conducting an online survey among service providers that are active on an internet platform, we sought to learn more about the service providers and their experiences. The respondents in this survey deviate from the general population of the studied platform in the participating countries. The realized sample is, hence, selective, and the results of our unweighted analyses cannot be generalized to the entire population of this platform. This paper therefore additionally includes weighted results. The weighted findings are generalizable to the active population of workers in 2019 in terms of gender, membership status and the job most commonly offered (child care in all countries except the UK). In Australia, Denmark and Spain the weighted results are generalizable in terms of membership status and whether or not someone offered child care. As can be seen in the figures showing the weighted results, the confidence intervals are fairly large, especially in the small countries Australia, Denmark and Spain. The results should therefore be interpreted cautiously due to the high degree of uncertainty.

Our descriptive findings show some heterogeneity in terms of respondents' socio-demographics in section 1. The respondents in our survey were – as it is the case with the platform provider population in general – predominantly female and show a heterogeneous age structure. They have mostly completed secondary education and have also attended some form of post-secondary or even tertiary education, mostly live in cities and towns, and have different household constellations.

The clear majority of respondents (up to 69.9% in Australia, weighted) did not work for any client via the platform in the last four (eight) weeks. When examining specific work relationships in section 3, we found that respondents reported comparatively low hourly pay, working volume, and social protection, which they were not entitled to through their work via the platform. The objective indicators that describe a specific working relationship between worker and client point to a rather informal arrangement. However, the subjective evaluations are comparatively high.

They evaluate their job quality, job satisfaction, personal well-being, and relationship with their client quite positively. While they generally evaluate specific statements regarding their clients generally rather positively, they are less positive about online ratings and reviews as outlined in section 4 of this report. It has to be kept in mind, though, that these results might be additionally biased because those who are not satisfied presumably do not work for their specific client any longer or do not use the platform anymore.

This paper has discussed various findings from a standardized online survey that was conducted with care and domestic workers who use a digital platform to find work. Located at the intersection of care work and the platform economy, the present study has sought to shed some first light on an emerging sector that will surely be of future relevance.

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Appendix

A1. Income and earning deciles in the UK

Personal – gross or total earnings		
Weekly earnings before tax: 1 = Less than £100 2 = £101-180 3 = £181-240 4 = £241-300 5 = £301-360 6 = £361-420 7 = £421-510 8 = £511-630 9 = £631-830 10 = £831 or more 11 = No earnings	Monthly earnings before tax: 1 = Less than £430 2 = £431 - 780 3 = £781 - 1,100 4 = £1,101 - 1,300 5 = £1,301 - 1,600 6 = £1,601 - 1,800 7 = £1,801 - 2,200 8 = £2,201 - 2,700 9 = £2,701 - 3,600 10 = £3,601 or more 11 = No earnings	Annual earnings before tax: 1 = Less than £5,210 2 = £5,211 - 9,350 3 = £9,351 - 12,700 4 = £12,701 - 15,600 5 = £15,601 - 18,600 6 = £18,601 - 22,100 7 = £22,101 - 26,500 8 = £26,501- 32,600 9 = £32,601 -- 43,200 10 = £43,201 or more 11 = No earnings
Gross household income		
Weekly income before tax 1 = Less than £ 180 2 = £181 - 240 3 = £241 - 310 4 = £311 - 400 5 = £401 - 500 6 = £501 - 620 7 = £621 - 760 8 = £761 - 960 9 = £961 -1,300 10 = £1,301 or more 99 = No income	Monthly income before tax 1 = Less than £770 2 = £771 - 1,000 3 = £1,001 - 1,300 4 = £1,301 - 1,700 5 = £1,701 - 2,200 6 = £2,201 - 2,700 7 = £2,701 - 3,300 8 = £3,301 - 4,200 9 = £4,201 - 5,600 10 = £5,601 or more 99 = No income	Annual income before tax 1 = Less than £9,300 2 = £9,301-12,600 3 = £12,601-16,200 4 = £16,201-20,600 5 = £20,601-26,000 6 = £26,601-32,100 7 = £32,101-39,600 8 = £39,601-49,900 9 = £49,901-67,200 10 = £67,201 or more 99 = No income