RESEARCH

ON EXERCISING LABOR RIGHTS IN THE PLATFORM ECONOMY

QUANTITATIVE STAGE. SEPTEMBER 2025

labor initiatives

LO Norway
The Norwegian Confederation of Trade Unions

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METHODOLOGY

SURVEY METHOD	CAWI - Computer-Assisted Web Interview
GEOGRAPHY	Ukraine, all regions except temporarily occupied territories
SURVEY PERIOD	September 2-12, 2025
SAMPLE POPULATION	**462 respondents, men and women aged 18 and older, working in one or more areas of the platform economy, including:** 👉 Couriers in various delivery services (Glovo, Bolt Food, Uklon Delivery, LOKO); 👉 Couriers in grocery or ready-made meal delivery services from supermarkets (Zakaz.ua, Varus, Silpo); 👉 Taxi drivers in taxi services (Uklon, Bolt, Uber, 838); 👉 Freelancers on online platforms (Kabanchik.ua, Upwork, Freelancehunt).
DATA SOURCES	"Vlasna Duma" (My Opinion) online dashboard, users of websites for finding work in the field of domestic labor
SURVEY DURATION	**20 minutes**
SURVEY LANGUAGE	**Ukrainian**

TASKS

NEED TO BE RESEARCHED

- 👉 Reasons and social preconditions for choosing employment in the platform economy;
- 👉 Membership of platform economy workers in trade unions and associations;
- 👉 Platform economy workers' assessment of the social significance and prospects of their profession;
- 👉 The ratio between formal and informal employment among platform economy workers;
- 👉 Problems with remuneration faced by platform economy workers;
- 👉 The situation with exercising the right to rest among platform economy workers;
- 👉 Assessment of the social status of platform economy workers;
- 👉 The socio-demographic profile of platform economy workers.

KEY FINDINGS

EMPLOYMENT

Most respondents (58%) combine work in the platform economy with other employment. Among them, the largest share belongs to skilled professionals with higher education, persons employed in the services sector, and workers.

The main reasons for working in the platform economy include money (40%), flexible hours and the ability to plan one's own time (33%), and the opportunity to earn more and influence one's income (31%). A quarter of respondents said they like this type of work (24%). Others mentioned the opportunity to work for themselves (24%), or the desire to use their free time (23%). One in five (18%) cited ease of getting started as the reason for choosing this type of work. One in eight (13%) cited the desire to work close to home (20% among surveyed couriers). Freelancers are significantly more attracted than others to the development of their own skills and abilities (19%), the similarity of experience and responsibilities to their main job (8%), and the ability to work online (14%).

Most respondents (67%) indicate that they have worked with various types of registration in the last 3 months. 31% indicate that they have experience of informal employment during this period. Most freelancers (52%) indicate that they work informally, compared to 19-27% among other categories.

Most respondents agree that formal employment provides more guarantees of labor rights (57%). There are significantly more such respondents among formally employed workers than among informal workers (63% vs. 44%). Also, 38% of those who are officially employed believe that their income increases thanks to fair pay, while only 17% of informal workers agree with this. Overall, formal employment is important and necessary for 44% of respondents, but among those who are informally employed, this share is only 29%.

KEY FINDINGS

Most respondents have been working in the platform economy for less than a year (50%). One in five have been working for 1-2 years (20%), 2-5 years (18%), and one in eight for more than 5 years (12%). The share of new workers is significantly higher among freelancers (61%) and supermarket delivery drivers (72%), and significantly lower among taxi drivers (32%). Among taxi drivers, there is a noticeably higher share of those who have been working for a long time (29% employed for more than 5 years compared to 2-8% among other categories). The vast majority work several times a week or every day (86%). Couriers for grocery and ready-made food delivery services from supermarkets have significantly more daily work than the general population (52% vs. 40%) and work less often once a week or less (2%). On the contrary, among freelancers significantly fewer work daily (25%), and more (32%) work once a week or less.

For couriers of various categories, the main employment platform is Glovo (72%). Couriers for grocery and ready-made meal delivery services from supermarkets mainly work with Silpo (72%). Taxi drivers tend to use Uklon (45%) and Bolt (29%). Among the surveyed categories of freelancers, the most popular platform is Kabanchik.ua (61%).

The larger number of orders (52%) is the main reason couriers choose Glovo. Silpo couriers have similar motivation (44%). Similarly, the number of orders is the main motivating factor for taxi drivers (47%) and freelancers (43%). Uklon drivers pay more attention to the quality of customer support (38%) than freelancers (16%) and Bolt drivers (18%).

Most often, platform economy workers are willing to recommend the apps they use the most – Uklon (56%), Bolt (63%), Glovo (40%), Silpo (47%), and Kabanchik (46%).

KEY FINDINGS

They most often recommend working on platforms due to such rational factors as the opportunity for earning additional income, a flexible work schedule, and good earnings. For taxi drivers and freelancers, such incentives as income, service, and ease of use are also relevant.

The most common reasons why critics of platforms do not recommend using them include low pay (14% among surveyed critics), physically demanding or difficult work (14%), and difficulty in using the app (5%).

WORKLOAD

On average, respondents rate their work at 6.7 out of 10 (87% rated it 5 to 9 out of 10). Formally employed workers have more work than informal workers (7 vs. 6.2). By type of employment, couriers of various categories have the most work on average – 7.3, while freelancers work the least – 5.8.

The average level of confidence in finding new customers or orders is 7.1 out of 10. Among formally employed workers, this level is higher than among informal workers (7.5 vs. 6.5). By type of employment, couriers and drivers are more confident than average, ranging from 7.5 to 7.7, while freelancers have a slightly lower level of confidence at 6.

Most respondents work 4-5 days a week (44%). Among freelancers, there are significantly more who work only one day a week (17% versus 2-4% among other categories).

KEY FINDINGS

Freelancers have the fewest working hours: 65% work 4 hours or less per day, while among other categories, most work 5-8 hours per day (from 54% of taxi drivers to 61% of supermarket delivery couriers). Couriers in this category have the longest working days—21% of them work 9-10 hours, compared to 13% overall.

Basically, platform workers decide for themselves when and how much to work at their own discretion and without a prior plan (50%). The highest percentage of such workers is among freelancers – 67%. Among supermarket delivery workers, only 22% fall into this category.

WAGES

Most respondents earn between 16,000 and 25,000 UAH (37%). Among those who are formally employed , significantly fewer earn 10,000 UAH or less than among unofficial workers (12% vs. 37%), and significantly more have an average income and above: 43% of those who are officially employed earn between 16,000 and 25,000 UAH, compared to 27% of those who work unofficially. 43% of those with official employment earn between 16,000 and 25,000 UAH, compared to 27% of those working informally, while 10% of those with formal employment earn between 31,000 and 35,000 UAH, compared to only 3% of those working informally.

Among freelancers, a significantly higher proportion earn UAH 10,000 or less than the total average (40% versus 19%). Only 2% of freelancers reported earning UAH 31,000-35,000. For taxi drivers, this number is 13%. The average income of 21 000-25 000 UAH is earned by 27% of taxi drivers and only 8% of freelancers.

KEY FINDINGS

BONUSES AND PENALTIES

60% of respondents have not faced fines or penalties in the last 3 months. For those who have, the main reasons include tardiness (13% due to worker's fault among all platform workers, 11% due to other reasons), and rejection of an order by the worker (11%). 8% of respondents were fined because of customer complaints in the last 3 months. No single platform stands out as imposing more fines than others; the share of fines is roughly proportional to the share of usage.

Most respondents receive some form of bonus or incentive for timely (30%) and fast (28%) performance, positive customer reviews (27%), a large number of completed orders (19%), the complexity of orders (15%), working more than 8 hours a day (15%) or without days off (6%). 25% of respondents said they did not receive any bonuses or incentives.

PAYMENT ISSUES

50% of respondents did not encounter any issues with payment (the highest share is among freelancers – 61%). The most common issues mentioned were cash-out delays (19%), money transfer fees (14%), non-payment for canceled orders, and unpaid downtime (11% each).

WHAT AFFECTS INCOME

Income is mainly influenced by the time of day (50%), location (42%), rating on the platform (31%), and season (27%). Freelancers are more likely than others to point to the influence of the rating (43%) and less likely to point to time of day (29%), location (17%), and season (9%).

KEY FINDINGS

OVERTIME WORK

41% of respondents indicated that they do not work overtime. 17% of respondents reported that their overtime or weekend work is paid at a higher or double rate. 18% indicated that such work is paid at the standard rate. 10% say that their employer encourages overtime but does not pay for extra hours.

RIGHT TO REST

Officially employed respondents are significantly less likely to have no vacation time compared to informal workers (21% vs. 36%). In addition, formally employed workers are significantly less likely to work despite illness (21% vs. 29%) and are more likely to take sick leave or file an insurance claim (25% vs. 13%).

Most respondents spend their vacations in their own city (28%). Traveling around Ukraine ranked second (23%). 17% of respondents stay at home to do household chores or relax. 14% go to their summerhouse or village to relax or do farm work, 8% go abroad, and 7% spend their vacation at another job or doing odd jobs.

A quarter of respondents are able to plan their vacation independently and fully implement their plans (24%). For 18% of respondents, work always makes significant changes to their vacation plans. 18% relax when they have no clients or have a break from work. One in five respondents find their vacation time sufficient (21%). 17% believe that they take vacation very rarely.

40% of respondents said that the platform encourages rest in one way or another. 21% said that the platform encourages them to work more. 29% said that the platform does nothing to encourage rest or, conversely, to work more.

KEY FINDINGS

INSURANCE

43% of respondents said they have some form of insurance. The highest share is among taxi drivers (57%) and supermarket delivery drivers (56%), and the lowest share is among freelancers (15%). Taxi drivers are more likely than other categories of platform economy workers to have collision insurance (27% vs. 12% total) and accident insurance (24% vs. 16% total).

Most respondents indicate that they understand the terms and conditions of their platform's insurance (from 52% in the case of collision insurance to 68% in the case of sick leave). It is easy to take out insurance in only two cases: health (52%) and collision insurance (48%). Other types of insurance are significantly more complicated. It is even worse when it comes to using insurance. Only 13-32% of respondents,, believe that insurance payments actually cover all costs, depending on the type of insurance.

INJUSTICE, CONFLICTS, DANGEROUS SITUATIONS

The majority (59%) have not encountered unfair accusations from customers. 11% said they had encountered them and did not receive a fair resolution. 19% said that the resolution of the situation was fair.

10% said they pay for orders out of their own pocket if the customer does not pay.

11% of employees had conflicts with customers or businesses in the last 6 months. 7% experienced dangerous situations without injury. 4% reported injuries. 2% experienced accidents. 1% experienced traffic accidents.

TRADE UNIONS AND ASSOCIATIONS

Only 20% of respondents said they were aware of organizations that help people involved in the platform economy. Most respondents did not name specific organizations but mentioned their platforms' support services and social media chats.

When choosing response options, one in three (35%) respondents said they understood why an organization that helps people working in the platform economy is needed. 27% chose the option that such an organization is needed. 23% would contact it if necessary, and 21% chose the option that they might need to contact such an organization.

At the same time, when asked in more detail, the vast majority of respondents believe that such an organization should be a hub for training and experience sharing (84%), help platforms and clients (81%), defend the interests of workers in disputes with platforms or clients (81%), as well as defend the interests of employees at the legislative level (81%), provide legal support (79%), assist in employment (79%), become the main forum for discussing issues in the field (76%), and provide assistance in difficult situations (75%).

KEY FINDINGS

SOCIAL STATUS AND SIGNIFICANCE OF THE PROFESSION

When choosing a statement, one in three (32%) said they liked this kind of work. At the same time, approximately the same share of respondents said that it was just a job to earn money (30%). 27% said that it was a part-time job, and another 17% said that it was a temporary job that did not match the respondent's ambitions. At the same time, 27% of respondents believe in the importance of this job of helping people.

Respondents rate their place in the social hierarchy above average (6.1 out of 10). Respondents rate the place of the family in which they grew up slightly higher (6.6 out of 10) and are optimistic about their future (7.5 out of 10).

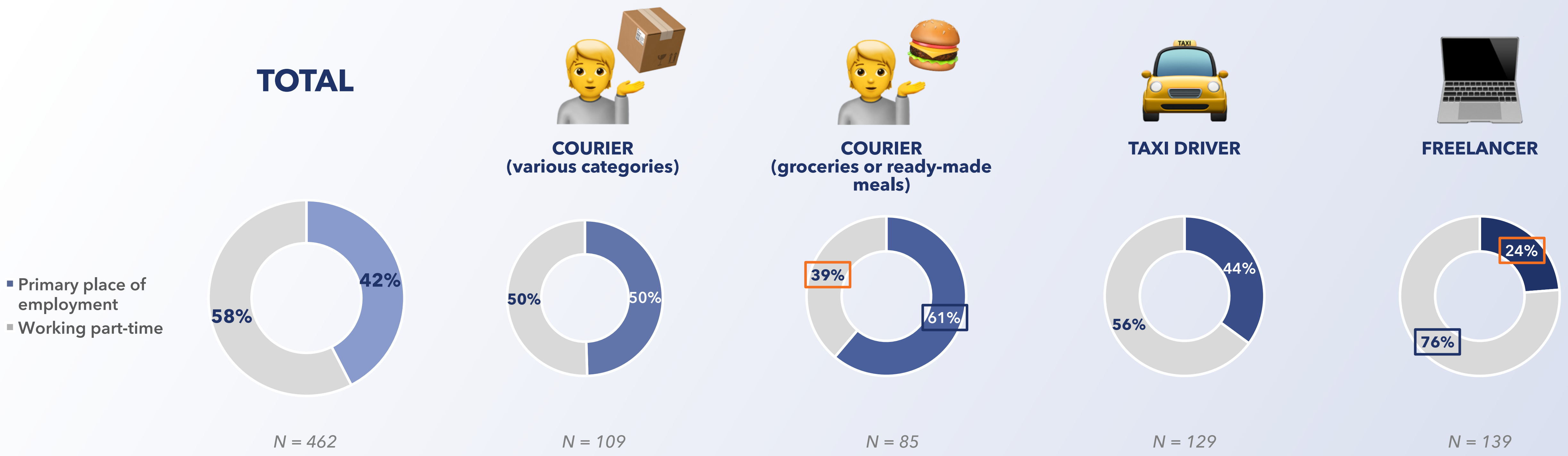
TARGET POPULATION PROFILE

The financial situation and income of those respondents whose work is documented is better than that of those who work informaly. Most respondents contribute to the family budget independently or equally with other members. Most respondents indicated that they have a higher education.

EMPLOYMENT

Most respondents (58%) indicated that they work in the platform economy on a part-time basis. The highest share of such respondents (76%) are freelancers. On the other hand, most respondents from supermarket delivery services (61%) named this area as their main place of work.

EMPLOYMENT IN THE PLATFORM ECONOMY



M1 Please indicate if this is your main place of work, or you work part-time.

statistically higher/lower than total

Among respondents who indicated that they work part-time, the largest shares include qualified specialists with higher education (24%), servicesector employees (20%), and workers (18%). There are significantly more students among couriers of various categories (13%), and service workers among couriers of food or ready-made meals (36%). Workers are more likely to be taxi drivers (33%), while their share is significantly lower among freelancers (8%). There is a high proportion of qualified specialists with higher education in all categories, ranging from 15% among food couriers to 33% among freelancers.

PRIMARY EMPLOYMENT (FOR PART-TIME WORKERS)	TOTAL	COURIER (various categories)	COURIER (groceries or ready-made meals)	TAXI DRIVER	FREELANCER
Company owner, entrepreneur	4%	4%		4%	5%
Company director, top manager	0%				1%
Middle manager	7%	4%		7%	10%
Qualified specialist (higher education)	24%	18%	15%	19%	33%
Office worker (without higher education)	8%	11%	6%	6%	9%
Service sector employee	20%	22%	36%	14%	17%
Foreman, production supervisor	3%			6%	3%
Worker	18%	16%	24%	33%	8%
Military personnel	1%	2%		1%	
Student	3%	13%	3%		1%
	N = 266	N = 55	N = 33	N = 72	N = 106

M1_1 What is your primary area of employment?

statistically higher/lower than total

The main reasons for employment in the platform economy include money (40%), flexible schedule and the ability to plan one's own time (33%), and the opportunity to earn more and influence one's income (31%). A quarter of respondents said they like this type of work (24%).
Others mentioned the ability to work for themselves (24%), or the desire to use their free time (23%). One in five (18%) cited ease of getting started as the reason for choosing this profession. One in eight respondents (13%) cited the desire to work close to home (20% of the couriers of various categories). Freelancers are significantly more attracted than others to the development of their own skills and abilities (19%), the similarity of experience and responsibilities to their primary job (8%), and the opportunity to work online (14%).

	TOTAL	COURIER (various categories)	COURIER (groceries or ready-made food)	TAXI DRIVER	FREELANCER
Need for work / need for money / desire to earn more	40%	39%	41%	40%	39%
Flexible schedule and the ability to plan your own time	33%	32%	33%	27%	50%
The opportunity to earn more and influence your income	31%	27%	26%	38%	31%
I like this kind of work and I know how to do it	24%	23%	25%	27%	23%
The ability to work for myself	24%	23%	20%	20%	30%
Having free time and wanting to use it	23%	24%	25%	19%	26%
Easy start	18%	22%	21%	14%	17%
I want to work in "my" neighborhood/close to home	13%	20%	15%	11%	9%
Recommendations from acquaintances, friends, relatives	13%	14%	14%	10%	14%
Wanted to develop their skills and abilities	12%	13%	6%	7%	19%
Unfavorable life circumstances	11%	9%	8%	10%	14%
Restrictions for offline work (war, etc.)	6%	5%	2%	3%	14%
Change of residence / need to adapt quickly	5%	7%	6%	5%	4%
I have similar experience and responsibilities in my primary job	3%	1%	2%	0%	8%
	N = 462	N = 109	N = 85	N = 129	N = 139

M2 Why did you decide to start working as ...?

statistically higher/lower than total

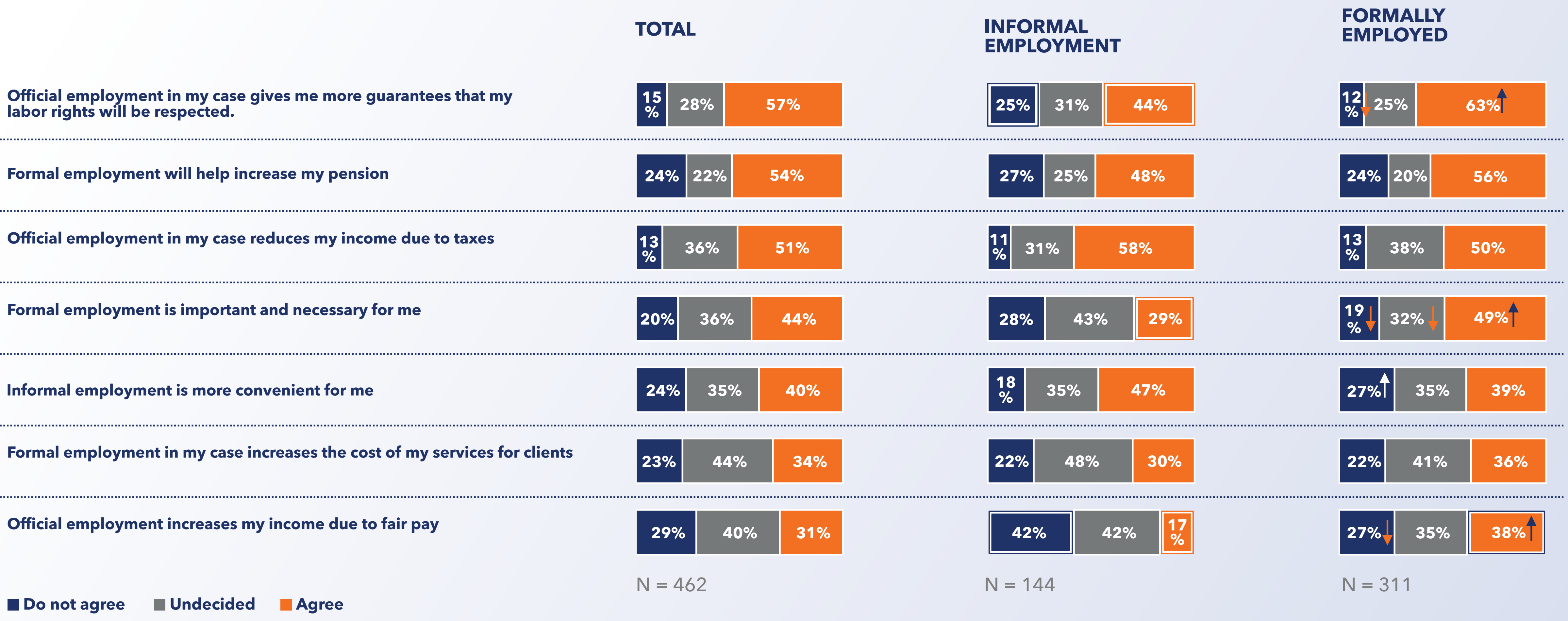
Most respondents (67%) indicate that they have worked under different legal frameworks over the past 3 months. 31% indicate that they have experience of informal employment during this period. 79% of taxi drivers, and only 46% of freelancers work officially. Most freelancers (52%) indicate that they work informally, compared to 19-27% among other categories.

	TOTAL	COURIER (various categories)	COURIER (groceries or ready-made food)	TAXI DRIVER	FREELANCER
Informally, based on a verbal agreement, without registration, I do not pay income and social taxes	31%	27%	19%	21%	52%
Under employment contract with an employer (platform) in accordance with labor legislation	26%	28%	34%	28%	17%
Under a contract with an agency	16%	13%	19%	26%	9%
Based on a written civil law contract (for the provision of services or other)	16%	20%	24%	12%	12%
Registered as an individual entrepreneur (IE), I pay taxes	8%	13%	4%	7%	7%
Registered as self-employed, I pay taxes	6%	3%	1%	12%	6%
Other form of agreement with the platform	5%	3%	4%	5%	6%
	67%	74%	75%	79%	46%
	N = 462	N = 109	N = 85	N = 129	N = 139

J8 What kind of employment you had over the last 3 months of your work as ...?

statistically higher/lower than total

Most respondents agree that formal employment provides more guarantees of labor rights (57%). There are significantly more such respondents among formal than among informal workers (63% vs. 44%). Also, 38% of formally employed workers believe that their income increases due to fair pay, while only 17% of informal workers agree with this. Overall, formal employment is important and necessary for 44% of respondents, however for informal workers, this share is only 29%.



Statistically significantly more/less compared to those who work informally

statistically higher/lower than total

J9 Please indicate how much you agree with the following statements

Most respondents have been working in the platform economy for less than a year (50%). One in five have been working for 1-2 years (20%), 2-5 years (18%), and one in ten for more than 5 years (12%). The share of new employees is significantly higher among freelancers (61%) and supermarket couriers (72%), and significantly lower among taxi drivers (32%). Among taxi drivers, there is a noticeably higher share of those who have been working for a long time (29% for more than 5 years compared to 2-8% among other categories). The vast majority work several times a week or every day (86%). Food delivery drivers have significantly more daily work than the general population (52% vs. 40%) and work less often once a week or less (2%). Among freelancers, on the contrary, significantly fewer work daily (25%), and more (32%) work once a week or less.

LENGTH OF EMPLOYMENT

	TOTAL	COURIER (various categories)	COURIER (groceries or ready-made food)	TAXI DRIVER	FREELANCER
1-6 months	34%	32%	46%	13%	48%
6-12 months	15% 50%	17% 49%	26% 72%	10% 32%	13% 61%
1-2 years	20%	25%	14%	22%	17%
2-5 years	18%	21%	12%	26%	14%
5-10 years	10%	6%	2%	23%	7%
Over 10 years	2%	0%	0%	6%	1%

WORK SCHEDULE

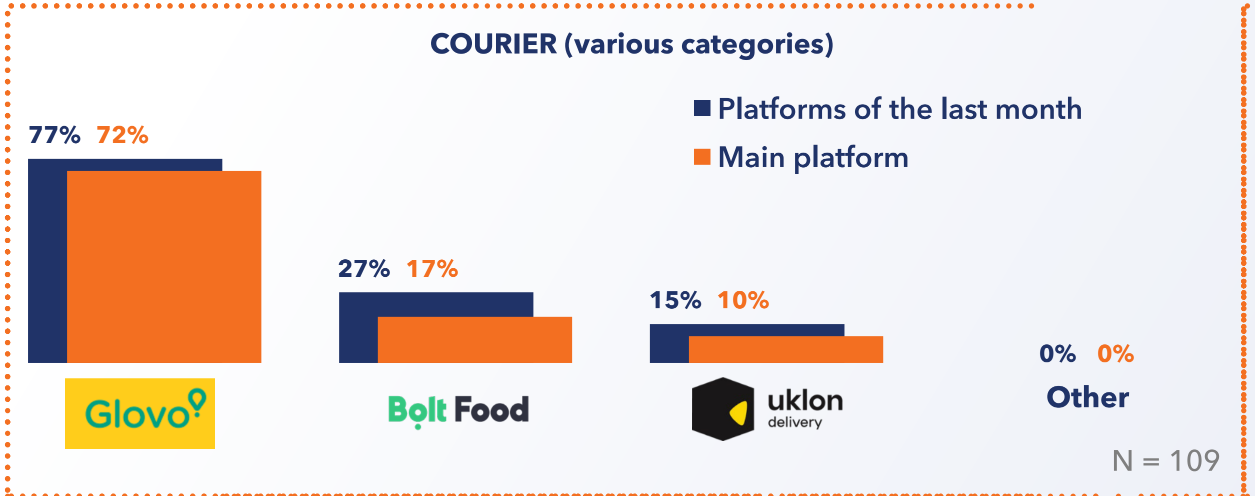
	TOTAL	COURIER (various categories)	COURIER (groceries or ready-made food)	TAXI DRIVER	FREELANCER
Every day or almost every day	40%	43%	52%	47%	25%
Several times a week	46%	50%	46%	44%	43%
Once a week	7%	4%	1%	5%	16%
Several times a month	7%	3%	1%	5%	16%
	N = 462	N = 109	N = 85	N = 129	N = 139

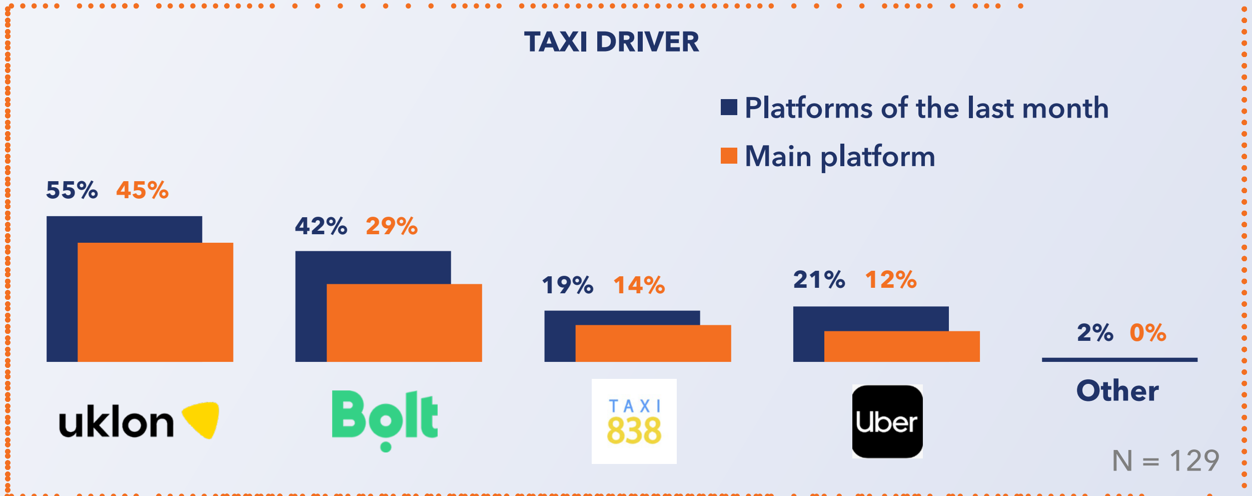
S6 How long have you been working as ---?
S12 How often do you work as...?

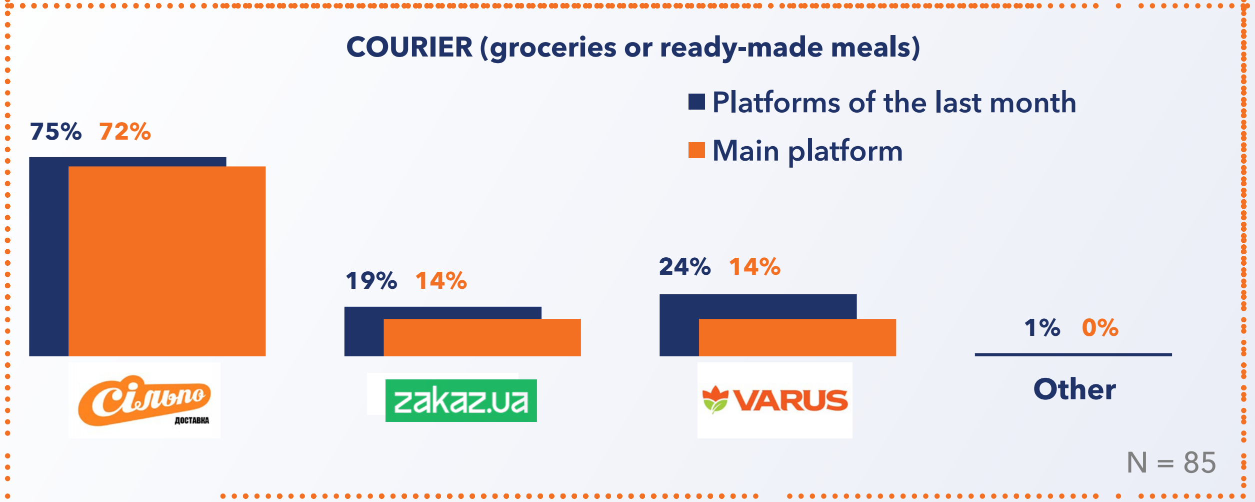
statistically higher/lower than total

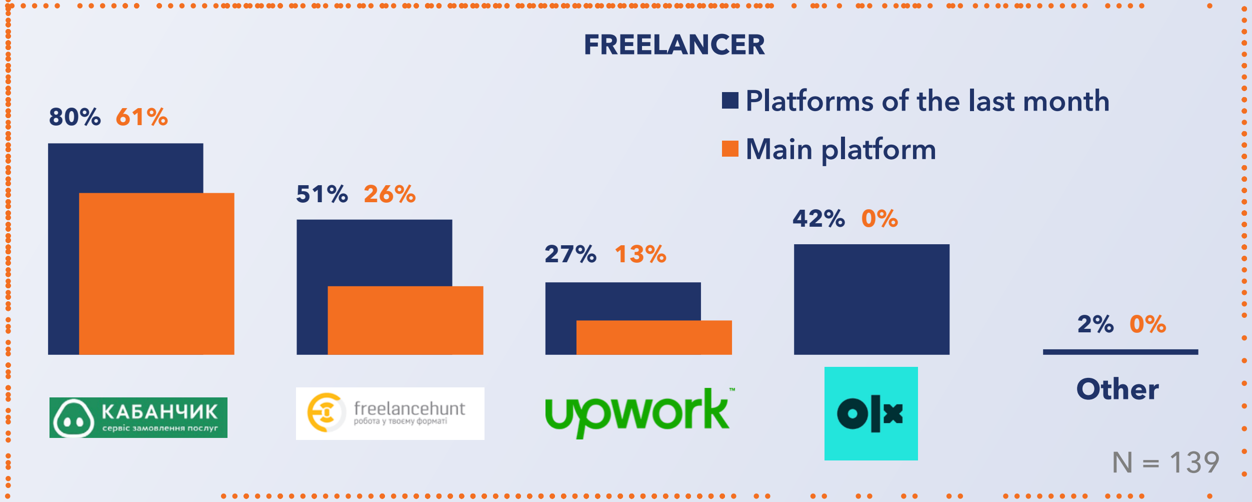
MAIN SERVICES AND ATTITUDE TOWARDS THEM

Glovo is the main platform among the couriers of various categories (72%). Couriers delivering groceries or ready-made meals mainly cooperate with Silpo (72%). Taxi drivers tend to use Uklon (45%) and Bolt (29%). Kabanchik.ua is the most popular platform among the categories of freelancers surveyed (61%).





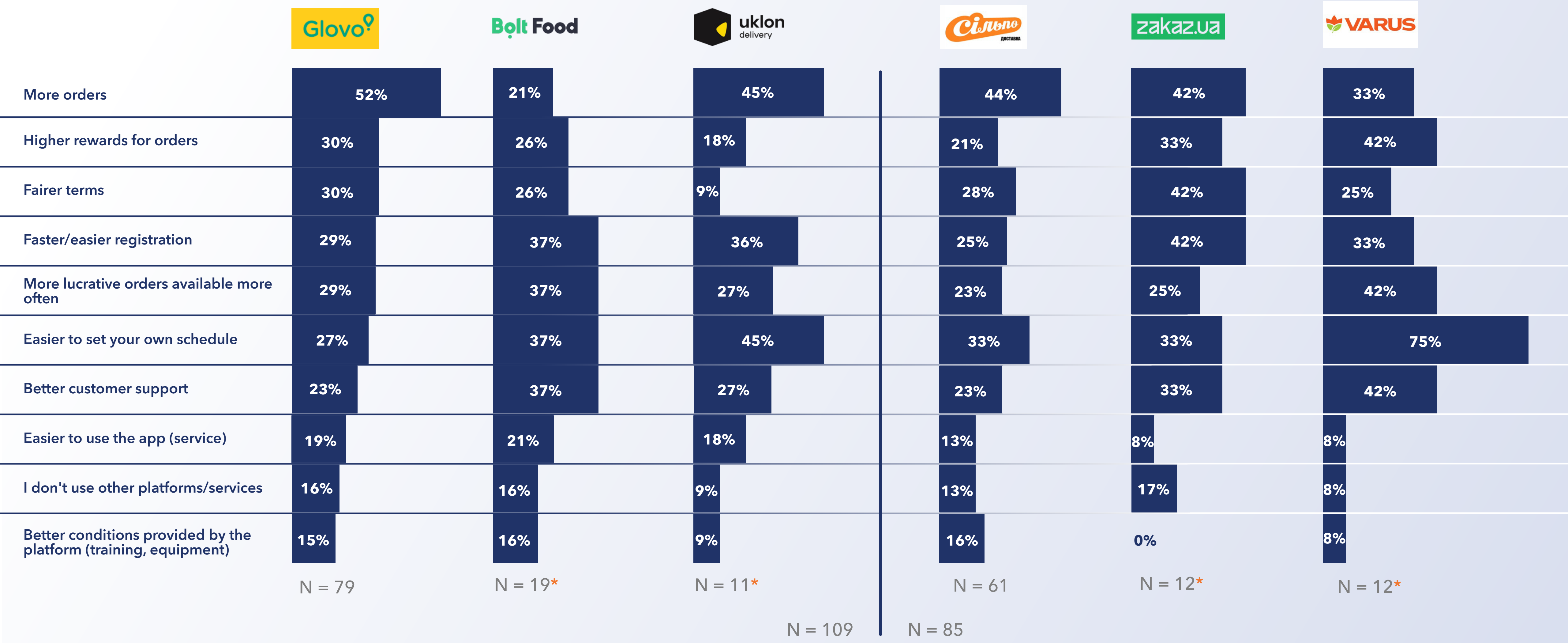




S8 Which taxi services have you used as a driver in the last month?
S9_1 Which delivery services have you used as a courier in the last month?
S9_2 Which delivery services have you used as a courier in the last month?
S10 Which platforms did you use to find orders as a freelancer over the past month?
J4 What is your main platform (service) for working as...?

The main reason couriers choose Glovo is the higher number of orders (52%). Silpo couriers have similar motivation (44%).

COURIER (various categories) **COURIER (groceries or ready-made food)**



J4 What is your main platform (service) for working as ...?
J5 Why is ... your main platform (service)? What is better about it compared to competitors?

*sample size insufficient for statistical analysis

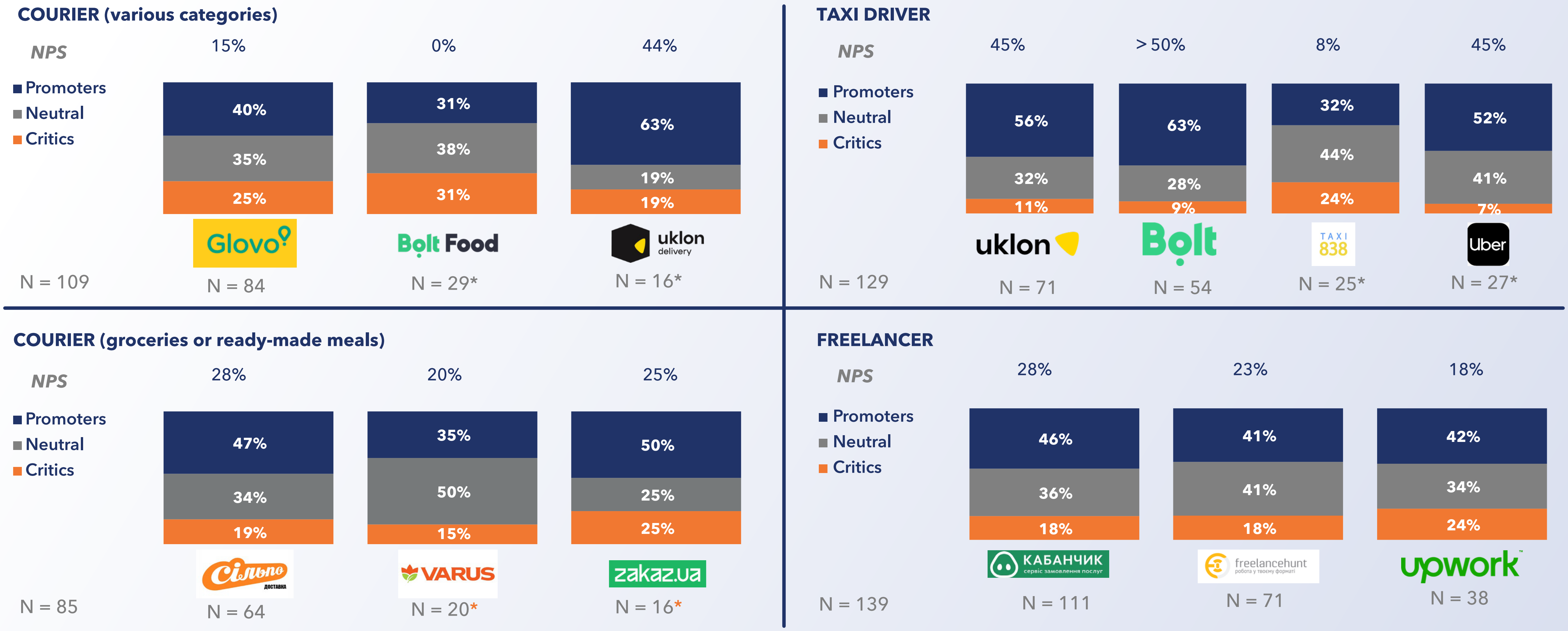
Similarly, the number of orders is the main motivating factor for taxi drivers (47%) and freelancers (43%).Uklon drivers pay more attention to the quality of customer support (38%) than freelancers (16%) and Bolt drivers (18%).

	TAXI DRIVER				FREELANCER		
	uklon	Bolt	TAXI 838	Uber	КАБАНЧИК	freelancehunt	upwork
More orders	50%	45%	33%	53%	46%	39%	39%
Higher rewards for orders	24%	26%	22%	33%	20%	25%	33%
Fairer terms	28%	26%	28%	33%	18%	25%	17%
Faster/easier registration	31%	34%	28%	27%	44%	36%	39%
More lucrative orders available more often	36%	29%	6%	47%	40%	42%	22%
Easier to set your own schedule	24%	37%	17%	20%	27%	22%	11%
Better customer support	38%	16%	11%	33%	14%	17%	22%
Easier to use the app (service)	29%	18%	22%	20%	25%	28%	6%
I don't use other platforms/services	14%	8%	17%	20%	7%	8%	0%
Better conditions provided by the platform (training, equipment)	12%	8%	11%	13%	11%	14%	6%
	N = 58	N = 38	N = 18*	N = 15*	N = 85	N = 36	N = 18*
	N = 129				N = 139		

J4 What is your main platform (service) for working as ...?
J5 Why is ... your main platform (service)? What is better about it compared to competitors?

*sample size insufficient for statistical analysis

Most often, platform economy workers are willing to recommend the apps they use the most – Uklon (56%), Bolt (63%), Glovo (40%), Silpo (47%), and Kabanchik (46%).



J1 Rate how likely you are to recommend working on the platform (service) to your friends, acquaintances, and relatives. Insert SELECTED IN S8 (1-4 + other), S9_1 (1-4 + other), S9_2 (1-3 + other), S10 (1-3 + 4 + other) on a scale from 0 to 10, where 0 means - definitely would not recommend, and 10 means - definitely would recommend.

*sample size insufficient for statistical analysis

Most often, working on platforms is recommended for practical reasons - the opportunity to earn extra money, a flexible work schedule, and good income.

COURIER (various categories)

	Glovo	Bolt Food	uklon delivery
Opportunity for additional income	53%	33%	40%
Flexible work schedule	32%	22%	40%
Good income	21%	11%	10%
Quick earnings	12%	11%	10%
Ability to plan your time	9%		10%
Ease of use	6%	11%	
Timely payment	6%	11%	
Opportunity to work for yourself	6%		
Ability to work in a convenient location	6%	22%	
Other	6%		20%
Reliability of service	3%		
Everything is satisfactory	3%		
Good working conditions	3%		
Communication with people	3%		
Ease of work	3%		10%
Opportunities for professional development	3%		
	N = 34	N = 9*	N = 10*

COURIER (groceries or ready-made meals)

	Сільпо доставка	zakaz.ua	VARUS
Opportunity for additional income	10%		14%
Flexible work schedule	23%		57%
Good income	23%	50%	43%
Quick earnings	3%	13%	
Ability to plan your time	3%	13%	
Ease of use	3%	13%	29%
Timely payment	3%		14%
Opportunity to work for yourself	3%		
Ability to work in a convenient location	3%		
Other	17%	25%	29%
Reliability of service	0%		
Everything is satisfactory	10%	13%	14%
Good working conditions	10%	13%	
Communication with people	3%		
Ease of work	13%	13%	
Opportunities for professional development	3%		
Large number of orders/vacancies	3%		
Service security	3%		
Good team	7%		
Helping people	7%		
	N = 30	N = 8*	N = 7*

J1_2 Why would you recommend working on the platform (service) to your friends, acquaintances, and relatives? Please describe in as much detail as possible

**sample size insufficient for statistical analysis*

For taxi drivers and freelancers, income is also an important issue. Service and ease of use are also somewhat more important for these categories.

TAXI DRIVER

	uklon	Bolt	TAXI 838	Uber
Opportunity for additional income	25%	15%		
Flexible work schedule	5%	9%	13%	7%
Good income	5%	6%	13%	21%
Quick earnings	5%	9%	13%	7%
Ease of use	25%	15%	13%	35%
Timely payment	3%	6%		7%
Opportunity to work for yourself				7%
Other	13%	6%	25%	14%
Reliability of service	8%	9%	0%	0%
Everything is satisfactory	8%	15%	13%	7%
Good working conditions	8%	6%		14%
Communication with people		3%		
Ease of work	8%	15%		7%
Large number of orders/vacancies	8%	6%	25%	7%
Intuitive interface	3%	9%	0%	
Service security		3%	0%	
Transparent payment system	5%	6%	13%	
Good team	3%			7%
Refusal to respond		9%		
	N = 40	N = 34	N = 8*	N = 14*

FREELANCER

	КАБАНЧИК	freelancehunt	upwork
Opportunity for additional income	29%	31%	19%
Flexible work schedule	6%	3%	
Good income	8%	7%	6%
Quick earnings	2%	7%	13%
Ability to plan your time	4%	3%	
Ease of use	24%	7%	13%
Timely payment	2%	3%	6%
Opportunity to work for yourself	2%		6%
Other	6%	3%	13%
Reliability of the service	4%	10%	13%
Everything is satisfactory	8%	10%	
Good working conditions	2%		
Ease of work	6%	10%	
Opportunities for professional development	0%		6%
Large number of orders/vacancies	24%	10%	19%
Intuitive interface	8%	10%	13%
Service security	4%	7%	
Transparent payment system		3%	
No fraud	2%	7%	6%
Refusal to respond	2%	3%	6%
	N = 51	N = 29*	N = 16*

J1_2 Why would you recommend working on the platform (service) to your friends, acquaintances, and relatives? Please describe in as much detail as possible

**sample size insufficient for statistical analysis*

The most common reasons why critics of platforms do not recommend them include low pay (14% of critics), physically demanding or difficult work (14%), and difficulty using the app (5%)

COURIER (various categories)

	Glovo	Bolt Food	uklon delivery
Refusal to respond/no response	24%	44%	33%
Low wages	14%	11%	
Physically demanding work	14%		
Difficult	14%	11%	
Inappropriate customer behavior	10%		
Other	10%	11%	
Unstable, unreliable work	5%	0%	
Few orders/work	5%	11%	
Informal employment	5%		
Dangerous situations	5%		
Non-transparent payment system	5%.		
Harsh conditions		11%	33%
Problems with delivery quality			33%
	N = 21*	N = 9*	N = 3*

COURIER (groceries or ready-made food)

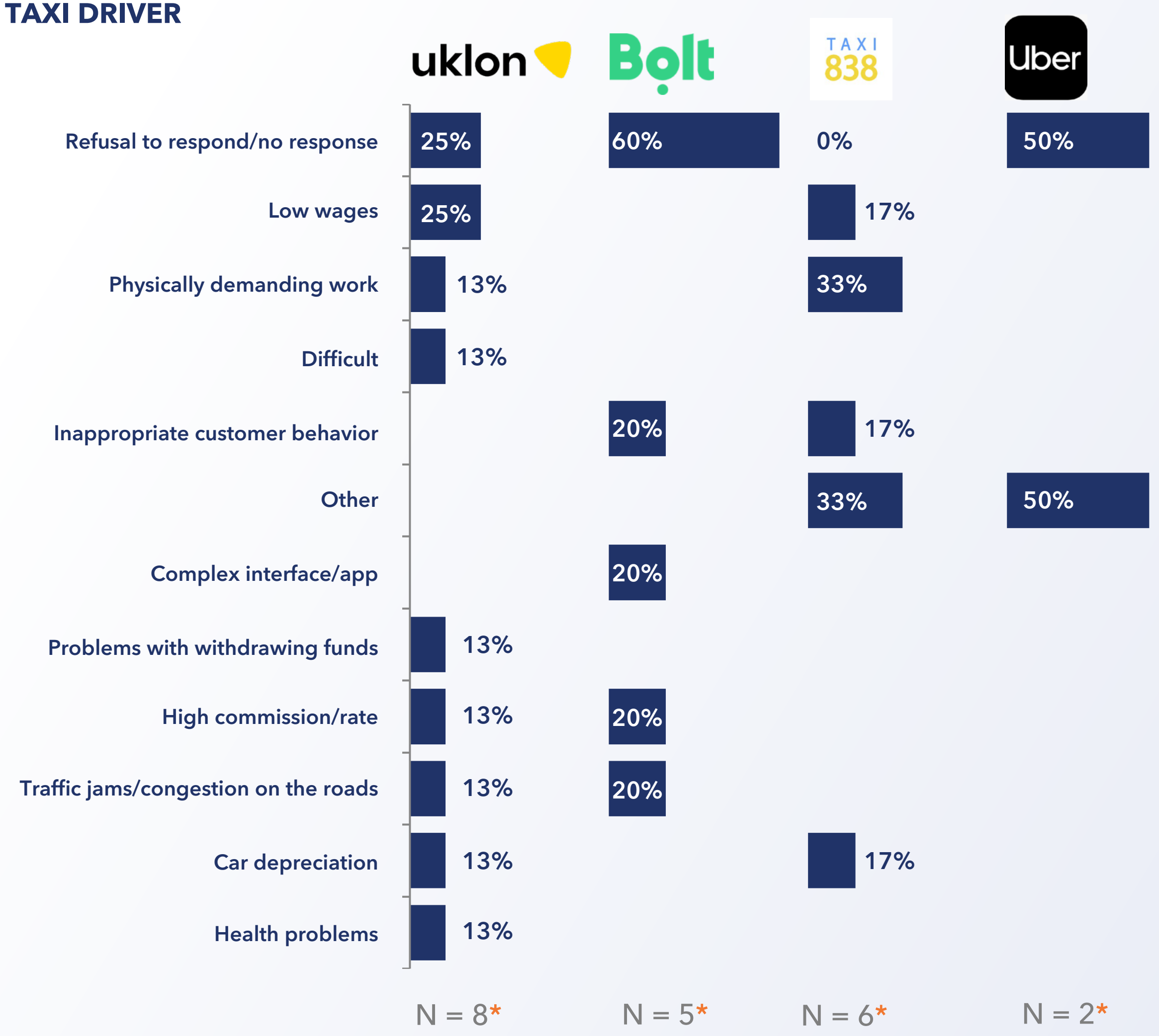
	Сільпо	zakaz.ua	VARUS
Refusal to respond/no response	25%		33%
Low wages	8%	25%	
Physically demanding work	17%		33%
Difficult	8%		
Inappropriate customer behavior	8%		
Other	8%	25%	
Informal employment	0%	25%	
Traffic jams/congestion	17%		
Problems with delivery quality		25%	
Far from home	8%		
Inconvenient ordering method			33%
	N = 12*	N = 4*	N = 3*

J1_1 Why would you NOT recommend working on the platform (service) to your friends, acquaintances, or relatives?

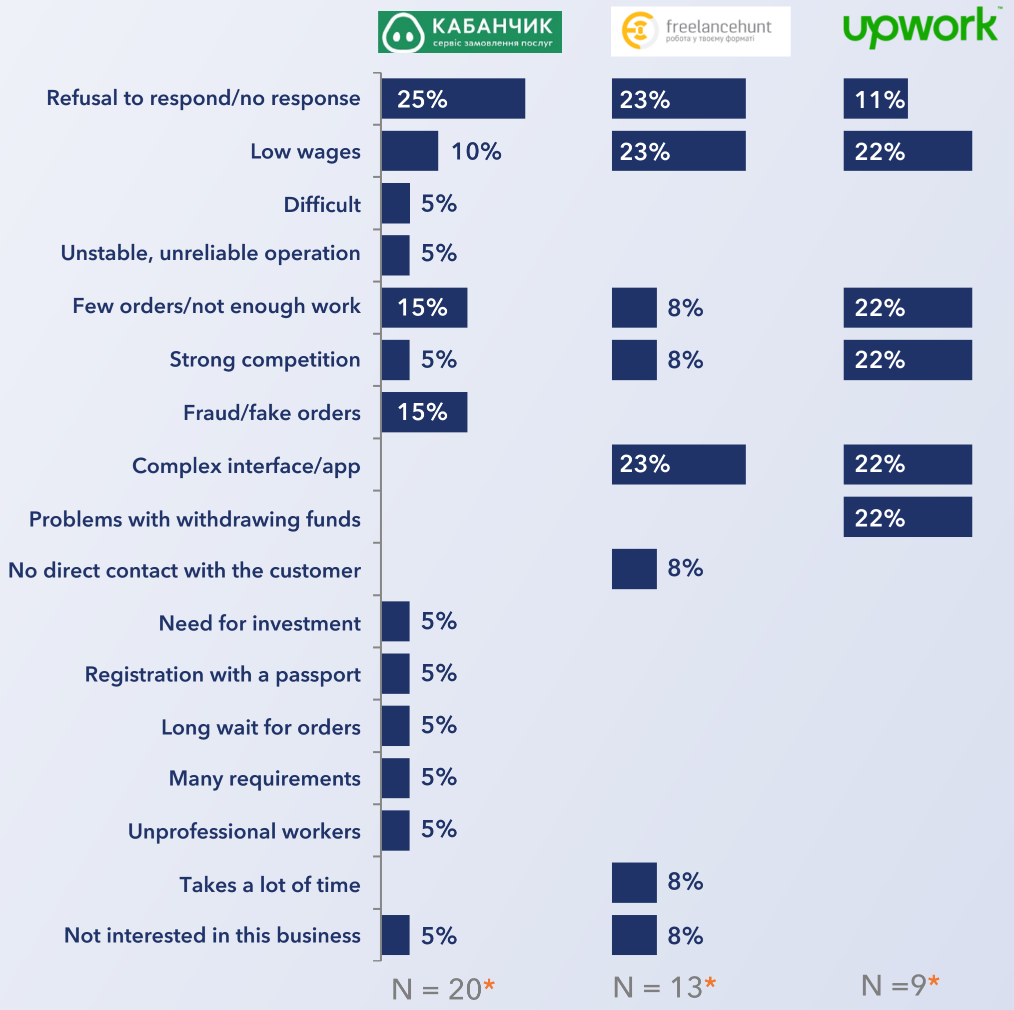
**sample size insufficient for statistical analysis*

The most common reasons why critics of platforms do not recommend them include low pay (14% of critics), physically demanding or difficult work (14%), and difficulty using the app (5%).

TAXI DRIVER



FREELANCER

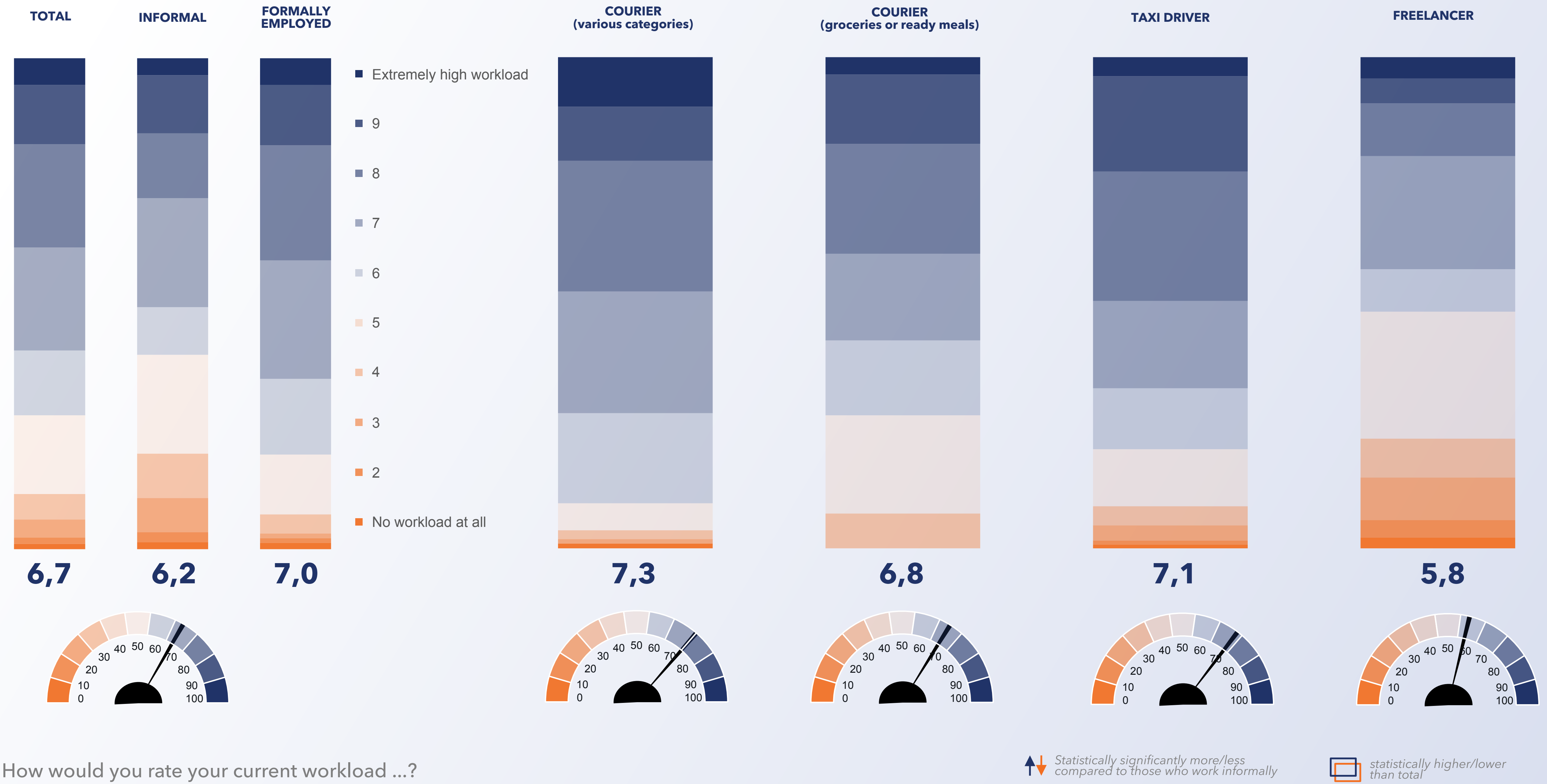


J1_1 Why would you NOT recommend working on the platform (service) to your friends, acquaintances, or relatives?

**sample size insufficient for statistical analysis*

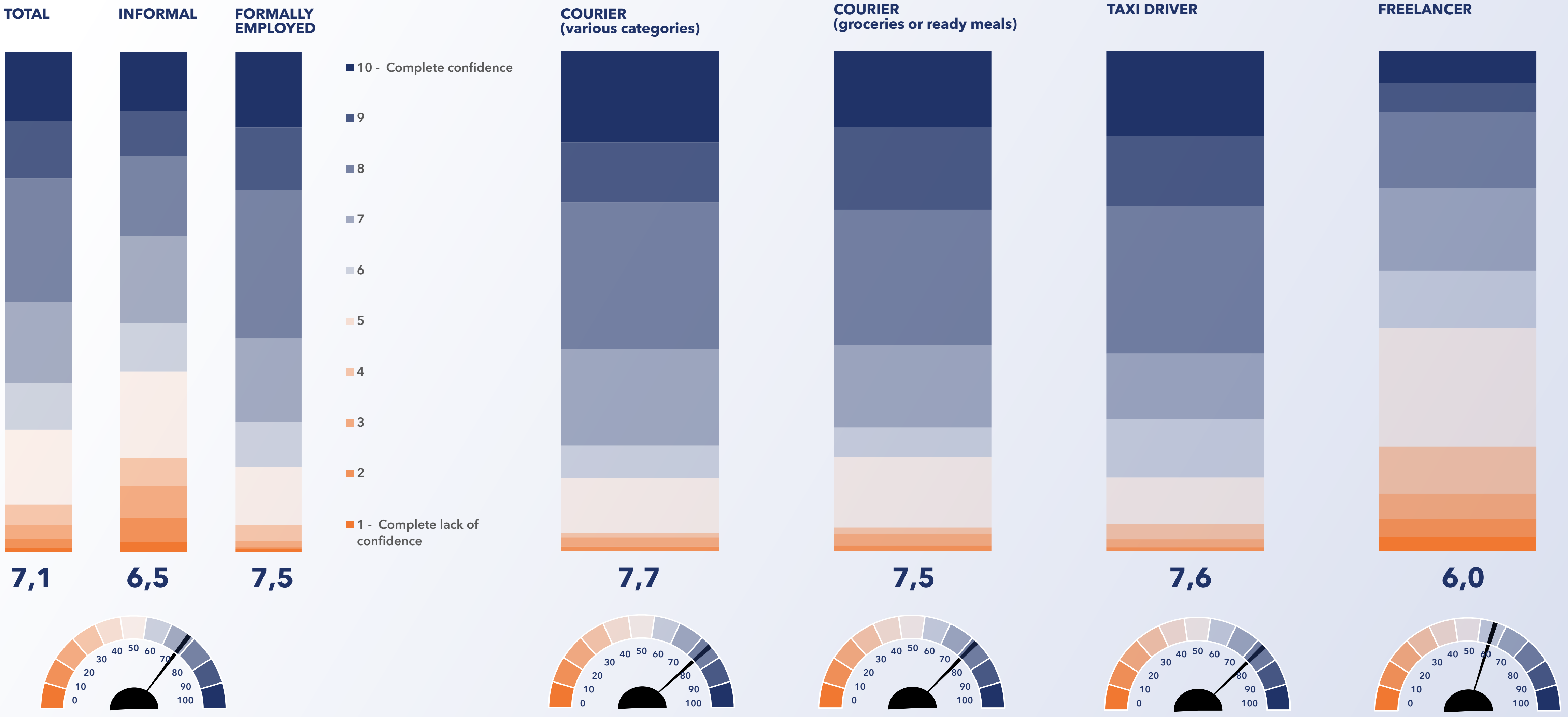
WORKLOAD

On average, respondents rate their work at 6.7 out of 10 (87% rated it from 5 to 9 out of 10). Registered workers are busier than informal workers (7 vs. 6.2). By type of employment, couriers of various categories have the most work on average – 7.3, while freelancers work the least – 5.8.



J2 How would you rate your current workload ...?

The average level of confidence in finding new customers or orders is 7.1 out of 10. Among formally employed workers, this level is higher than among informal workers (7.5 vs. 6.5). By type of employment, couriers and drivers are more confident than average, ranging from 7.5 to 7.7, while freelancers have a slightly lower level of confidence at 6.



J3 Are you confident that, if necessary, you can always find a new client/new order as... ?

Statistically significantly more/less compared to those who work informally

statistically higher/ lower than total

During the war, couriers of various categories tend to earn more due to increased demand for their services (29%, compared to 19% among platform workers in general). Food delivery couriers have been less affected by the decline in demand for their services (12% versus 25% overall). Taxi drivers are more likely to face restrictions on movement (32% compared to 23% overall) and working hours (38% compared to 25% overall) due to the introduction of checkpoints, curfews, and the possibility of mobilization. Freelancers, on the other hand, are the least affected by curfews (10%), but they experience the greatest emotional stress due to the need to work more or change fields (30% vs. 12-16% in other categories).

	TOTAL	COURIER (different categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
I feel unsafe due to the need to work during air raid alerts	25%	24%	32%	20%	27%
I started earning less due to people leaving and a decrease in orders	25%	27%	12%	29%	28%
I have limited working hours due to curfew	25%	31%	20%	38%	10%
I feel restricted in my movement due to introduction of checkpoints, ID checks, and the possibility of mobilization	23%	24%	15%	32%	17%
Started earning more because there are more people who need my services	19%	29%	19%	19%	12%
My emotional stress has increased due to the need to work more or change my field of activity	19%	15%	16%	12%	30%
I have started to feel tension due to increased competition from migrant workers	18%	22%	19%	16%	14%
The war does not affect my work	12%	7%	19%	10%	14%
	N = 462	N = 109	N = 85	N = 129	N = 139

J6 How do various circumstances related to the war affect your work?

statistically higher/ lower than total

One in four respondents faced restrictions on working hours due to curfew (25%), a decrease in orders due to people leaving (25%), emotional stress due to work during air raid alerts (25%), restrictions on movement due to introduction of checkpoints, and fear of mobilization (23%). One in five feels emotional stress due to the need to work more or change the type of work (19%), or emotional stress due to competition with workers who have come from other regions (18%). Some respondents said they started earning more (19%) or did not feel the impact of the war (12%), but such respondents comprise the minority. Significantly fewer formally employed persons feel a decrease in income due to a reduction in the number of orders than among those who are employed informally (24% versus 31%).

	TOTAL	INFORMAL EMPLOYMENT	FORMALLY EMPLOYED
I started to feel unsafe due to the need to work during air raid alerts	25%	25%	28%
I started earning less due to people leaving and a decrease in orders	25%	31%	24%↓
I faced limited working hours due to curfew	25%	22%	29%
I feel restricted in my movement due to introduction of checkpoints, ID checks, and the possibility of mobilization	23%	23%	25%
I started earning more because there are more people who need my services	19%	17%	21%
My emotional stress has increased due to the need to work more or change my field of activity	19%	24%	17%
I have started to feel tension due to increased competition from migrant workers	18%	15%	19%
The war does not affect my work	12%	14%	11%
	N = 462	N = 144	N = 311

J6 How do various circumstances related to the war affect your work?

↑↓ *Statistically significantly more/less compared to those who work informally*

Most respondents work 4-5 days a week (44%). There are significantly more people among freelancers who work only one day a week (17% compared to 2-4% among other categories). Freelancers have the fewest working hours - 65% work 4 hours or less per day, while among other categories, most work 5-8 hours per day (from 54% of taxi drivers to 61% of supermarket delivery couriers). Couriers in this category have the longest working days – 21% work 9-10 hours, compared to 13% overall).

HOW MANY DAYS A WEEK DO YOU USUALLY WORK?

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Less than once a week	2%	1%		2%	4%
1 day per week	7%	2%	2%	4%	17%
2-3 days	29%	31%	20%	26%	35%
4-5 days	44%	48%	56%	44%	51%
6-7 days	18%	17%	21%	24%	11%

HOW LONG IS YOUR AVERAGE WORKING DAY IN HOURS?

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Less than 3 hours per day	9%	1%		7%	22%
3-4 hours	23%	18%	12%	13%	43%
5-6 hours	29%	31%	33%	30%	22%
7-8 hours	20%	28%	28%	24%	6%
9-10 hours	13%	14%	21%	16%	4%
11-12 hours	4%	3%	5%	6%	1%
More than 12 hours per day	1%	1%		2%	1%
	N = 462	N = 109	N = 85	N = 129	N = 139

J10 How many days a week do you usually work as ...? J11 How many hours on average does your working day last as ...?

statistically higher/ lower than total

Most often, platform workers decide for themselves when and how much to work at their own discretion and without a prior plan (50%). The highest share of such workers is among freelancers – 67%. Only 22% fall into this category among supermarket delivery workers.

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Every day, I decide on my own or spontaneously, without a prior plan	50%	45%	22%	53%	67%
I always plan my work myself using weekly planning tool in an app or system, without any requirements for the number of working hours from the platform (system, app)	25%	21%	31%	23%	26%
I decide partly on my own - the platform sets the working hours, but I choose when to work those hours (on which days and at what times)	21%	23%	27%	19%	18%
I can influence it, but the schedule does not always depend on me (for example, it is set by managers, etc., but it is possible to negotiate)	10%	8%	15%	5%	12%
The schedule and working hours are set by the platform (service)	5%	5%	7%	3%	6%
Other	0%			1%	1%
Difficult to answer	3%	6%	4%	2%	1%
	N = 462	N = 109	N = 85	N = 129	N = 139

J12 How do you decide when and how much to work on the platform (in the service)?

statistically higher/ lower than total

REMUNERATION

Most respondents earn between 16,000 and 25,000 UAH (37%). Among those with formal employment, significantly fewer earn 10,000 UAH or less than among informal workers (12% vs. 37%). On the other hand, there are significantly more people with average and higher incomes among them than among informal workers. (43% earn between 16,000 and 25,000 UAH, compared to 27%; 10% earn between 31,000 and 35,000 UAH, compared to 3%).

	TOTAL	INFORMAL EMPLOYMENT	FORMALLY EMPLOYED
Less than 6,000 UAH	7%	17%	2% ↓
6 000-10 000 UAH	12%	20%	10% ↓
11 000-15 000 UAH	15%	13%	14%
16 000-20 000 UAH	19%	13%	21% ↑
21 000-25 000 UAH	18%	14%	22% ↑
26 000-30 000 UAH	11%	13%	12%
31 000-35 000 UAH	7%	3%	10% ↑
36 000-40 000 UAH	3%	3%	3%
41 000-45 000 UAH	1%	1%	1%
46 000-50 000 UAH	1%	1%	1%
51 000-65 000 UAH	1%	1%	1%
More than 66 000 UAH	1%	1%	1%
Refuse to answer	3%	2%	3%
	N = 462	N = 144	N = 311

J7 How would you rate your total monthly income from all sources at present?

↑↓ *Statistically significantly more/less compared to those who work informally*

Among freelancers, a significantly higher proportion earn UAH 10,000 or less than the general population (40% vs. 19%). At the same time, taxi drivers are more likely to have an average income of 21 000-25 000 UAH than all respondents (27% vs. 18%), as well as 31 000-35 000 UAH (13% vs. 7%). Freelancers indicated that they have an income of 31 000-35 000 UAH in only 2% of cases, and an average income of 21 000-25 000 UAH in only 8% of cases.

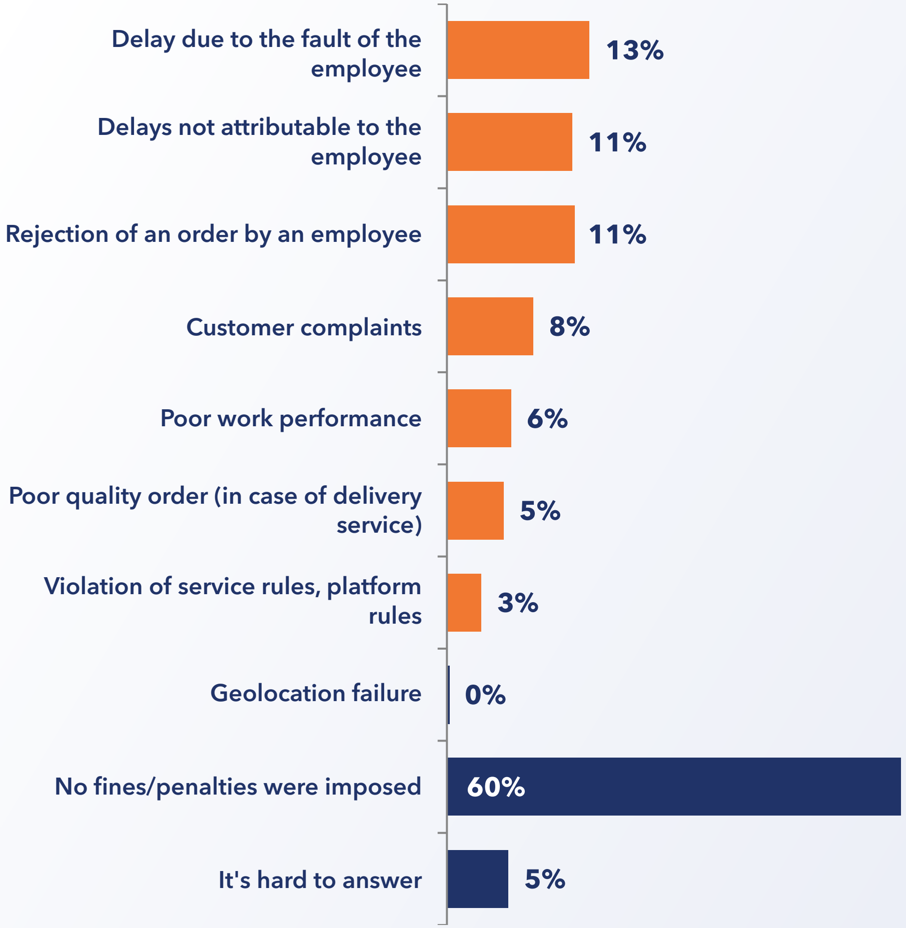
	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Less than 6,000 UAH	7%	3%	2%	0%	21%
6 000-10 000 UAH	12%	14%	8%	5%	19%
11 000-15 000 UAH	15%	12%	24%	11%	17%
16 000-20 000 UAH	19%	23%	24%	15%	17%
21 000-25 000 UAH	18%	19%	19%	27%	8%
26 000-30 000 UAH	11%	9%	14%	13%	9%
31 000-35 000 UAH	7%	7%	5%	13%	2%
36 000-40 000 UAH	3%	2%	2%	6%	1%
41 000-45 000 UAH	1%	1%	0%	1%	1%
46 000-50 000 UAH	1%	3%	0%	1%	0%
51 000-65 000 UAH	1%	3%	0%	2%	1%
More than 66 000 UAH	1%	2%	0%	2%	1%
Refuse to answer	3%	3%	2%	5%	2%
	N = 462	N = 109	N = 85	N = 129	N = 139

J7 How would you rate your overall monthly income from all sources at present?

statistically higher/ lower than total

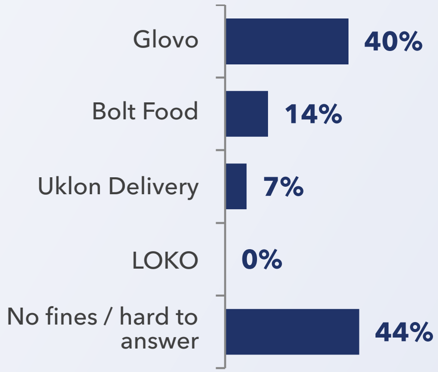
60% of respondents have not faced fines or penalties in the last 3 months. For those who did, the main reasons were tardiness (13% due to the worker's fault among all platform workers, 11% due to other reasons), and rejection of an order by the worker (11%). 8% of respondents were fined due to customer complaints in the last 3 months. It is not possible to single out any platform that imposes more fines than others; the share of fines is approximately proportional to the share of usage.

REASONS FOR FINES/PENALTIES IN THE LAST 3 MONTHS



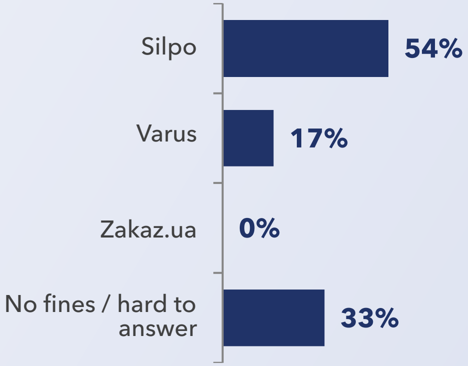
PLATFORMS THAT IMPOSED FINES

COURIER (various categories)



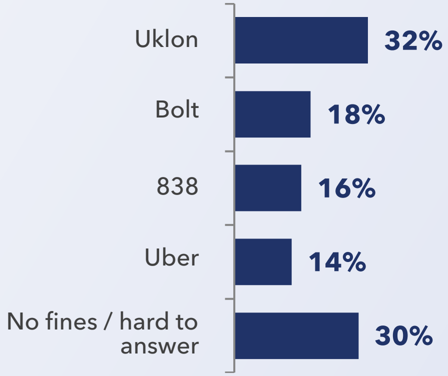
N = 57

COURIER (groceries or ready-made meals)



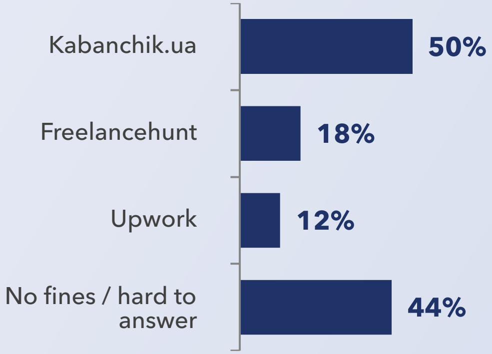
N = 24

TAXI DRIVER



N = 44

FREELANCER



N = 34

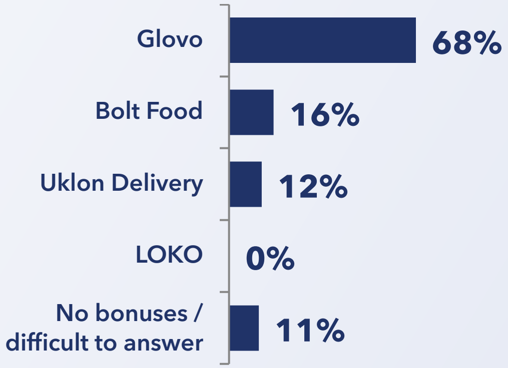
N = 462 **A8** What were you fined/penalized for in the last 3 months as ...?
A8_2 On which platforms did you receive fines/penalties in the last 3 months?

Most respondents receive some form of bonus or incentive for timely (30%) and fast (28%) performance, positive customer reviews (27%), a large number of completed orders (19%), the complexity of orders (15%), working more than 8 hours a day (15%) or without days off (6%). 25% said they did not receive any bonuses or incentives.

THE REASONS FOR RECEIVING INCENTIVES/ BONUSES OVER THE LAST 3 MONTHS

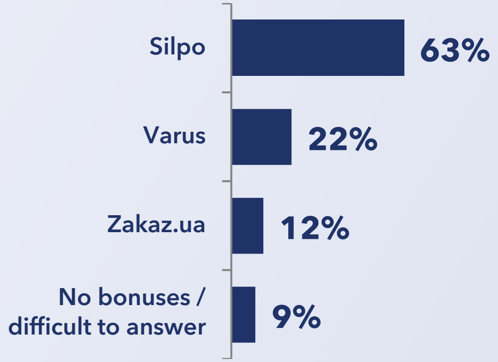
WHICH PLATFORMS GAVE YOU INCENTIVES/BONUSES?

COURIER (various categories)



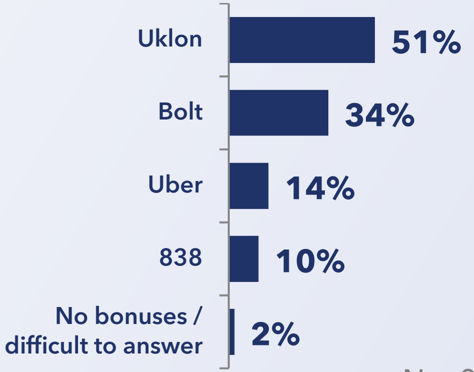
N = 92

COURIER (products or ready-made meals)



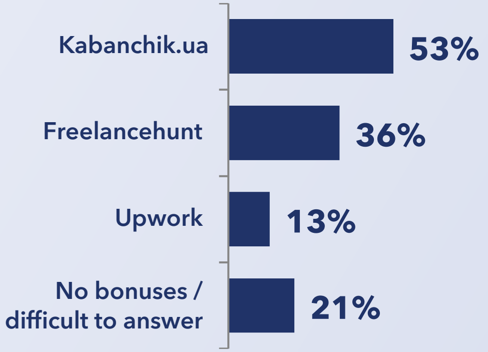
N = 68

TAXI DRIVER



N = 87

FREELANCER



N = 76

N = 462 A9 What did you receive incentives/bonuses for over the last 3 months?
A9_2 On which platforms did you receive incentives/bonuses over the last 3 months?

50% of respondents have not encountered any payment issues (the highest share is among freelancers – 61%). The most common issues mentioned are delays in withdrawals (19%), money transfer fees (14%), non-payment for canceled orders, and uncompensated downtime (11% each). Earnings are mainly influenced by the time of day (50%), location (42%), rating with the platform (31%), and season (27%). Freelancers are more likely than others to point to the influence of rating (43%) and less likely to point to time of day (29%), location (17%), and season (9%).

ISSUES WITH PAYMENT FOR WORK ENCOUNTERED OVER THE LAST 6 MONTHS	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Withdrawal delays	19%	24%	13%	20%	19%
Money transfer fees	14%	16%	13%	16%	12%
Non-payment for canceled orders	11%	12%	16%	15%	4%
Uncompensated downtime	11%	14%	13%	15%	3%
Negative balance	6%	9%	5%	8%	4%
Funds frozen	3%	6%		4%	3%
Other	1%	1%		2%	
None of the above	50%	44%	48%	43%	61%
	N = 462	N = 109	N = 85	N = 129	N = 139

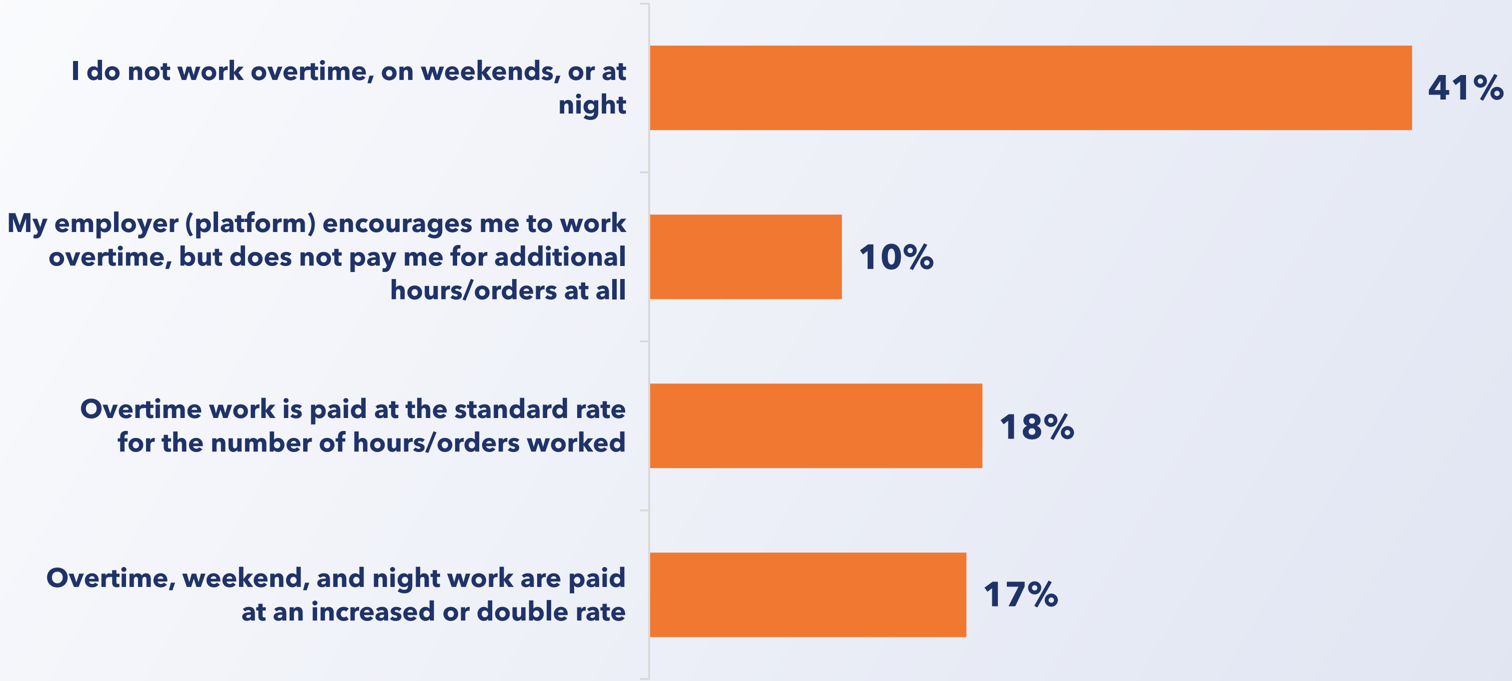
WHAT AFFECTS EARNINGS	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Time of day	50%	64%	53%	59%	29%
Location	42%	53%	53%	50%	17%
Rating with the platform	31%	39%	24%	17%	43%
Season	27%	48%	26%	32%	9%
Number of activated applications/services	11%	11%	9%	7%	17%
Platform managers	9%	12%	9%	6%	9%
Knowledge of order cost calculation specifics	9%	10%	12%	7%	8%
Personal agreements with managers/clients	8%	6%	8%	4%	14%
It is unclear how the platforms themselves affect earnings	8%	13%	4%	4%	11%
Work strikes can increase earnings	2%	4%		2%	1%

N = 462 **P1** What specific payment issues have you encountered over the past 6 months as ...?
P2 What affects your earnings as ...?

statistically higher/ lower than total

41% of respondents indicated that they do not work overtime. 17% reported that their overtime or weekend work is paid at an increased or double rate. 18% indicated that such work is paid at the standard rate. 10% stated that their employer encourages overtime work but does not pay for additional hours.

PAYMENT FOR OVERTIME WORK

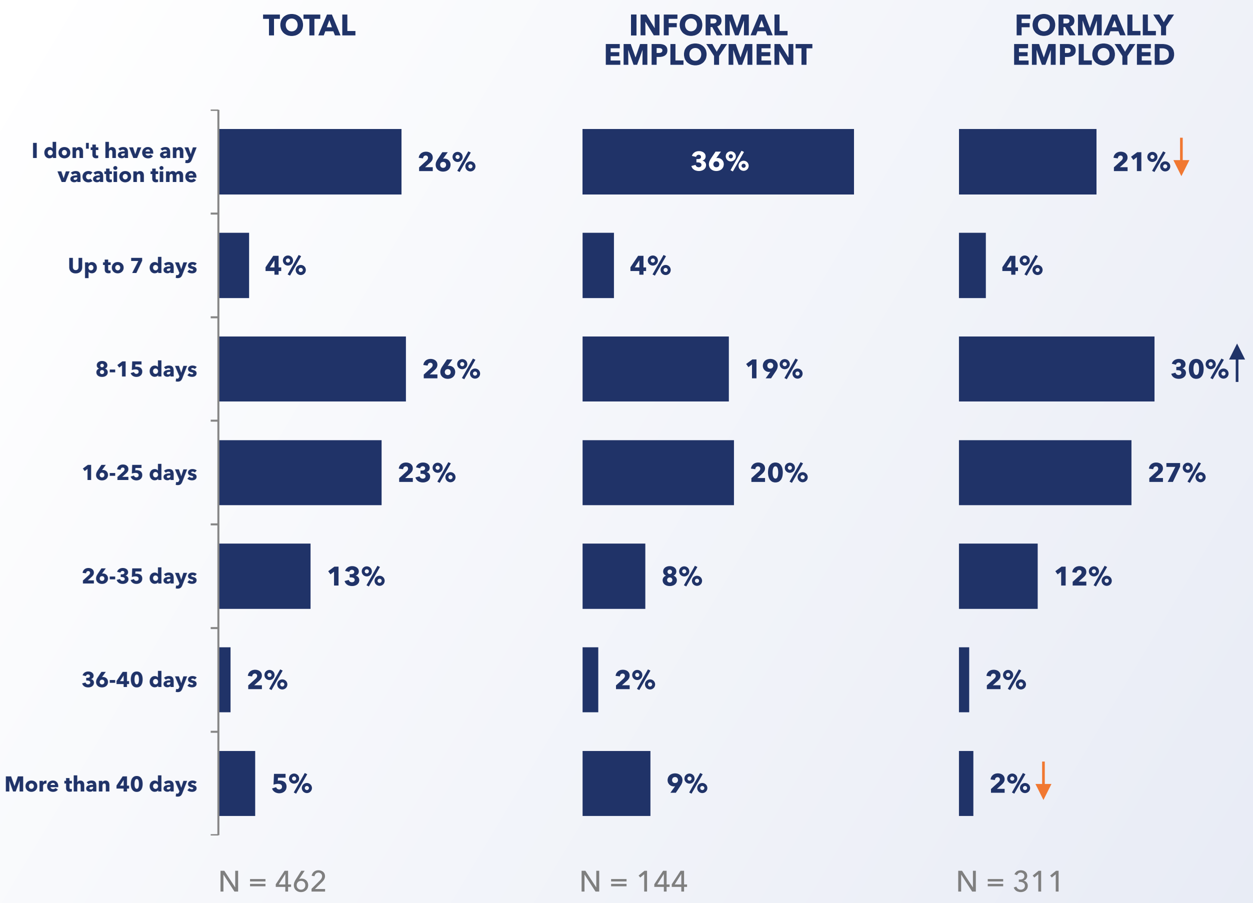


N = 462 **P3** Which statement best describes your experience with overtime work as …?

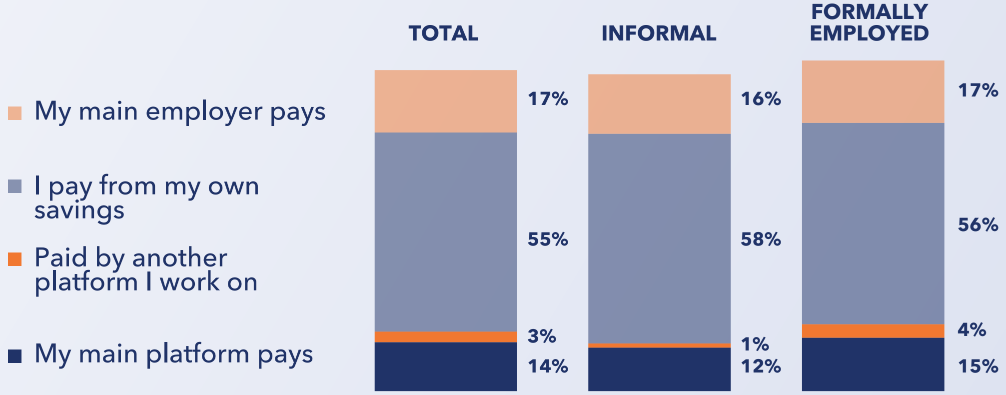
STATUS OF IMPLEMENTATION OF THE RIGHT TO REST AND SOCIAL PROTECTION

Respondents who are formally employed are significantly less likely to have no vacation time compared to unofficial workers (21% vs. 36%). In addition, formally employed workers are significantly less likely to work despite illness (21% vs. 29%) and are more likely to take sick leave or use health insurance (25% vs. 13%).

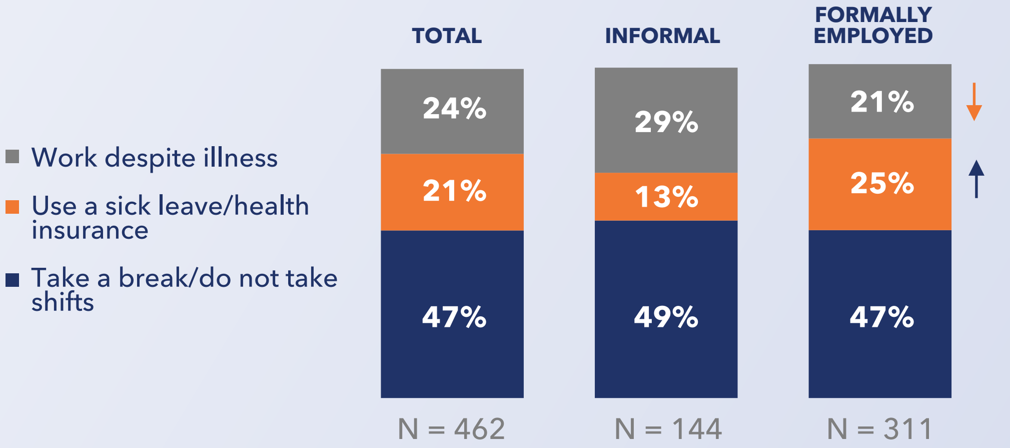
LENGTH OF LEAVE



WHO PAYS FOR LEAVE?



WHAT HAPPENS IF YOU ARE SICK?



R.1 What is the average length of your leave per year? **R.2** Who pays for your leave?
R7 When you are sick, what do you usually do?

↑↓ *Statistically significantly more/less compared to those who work informally*

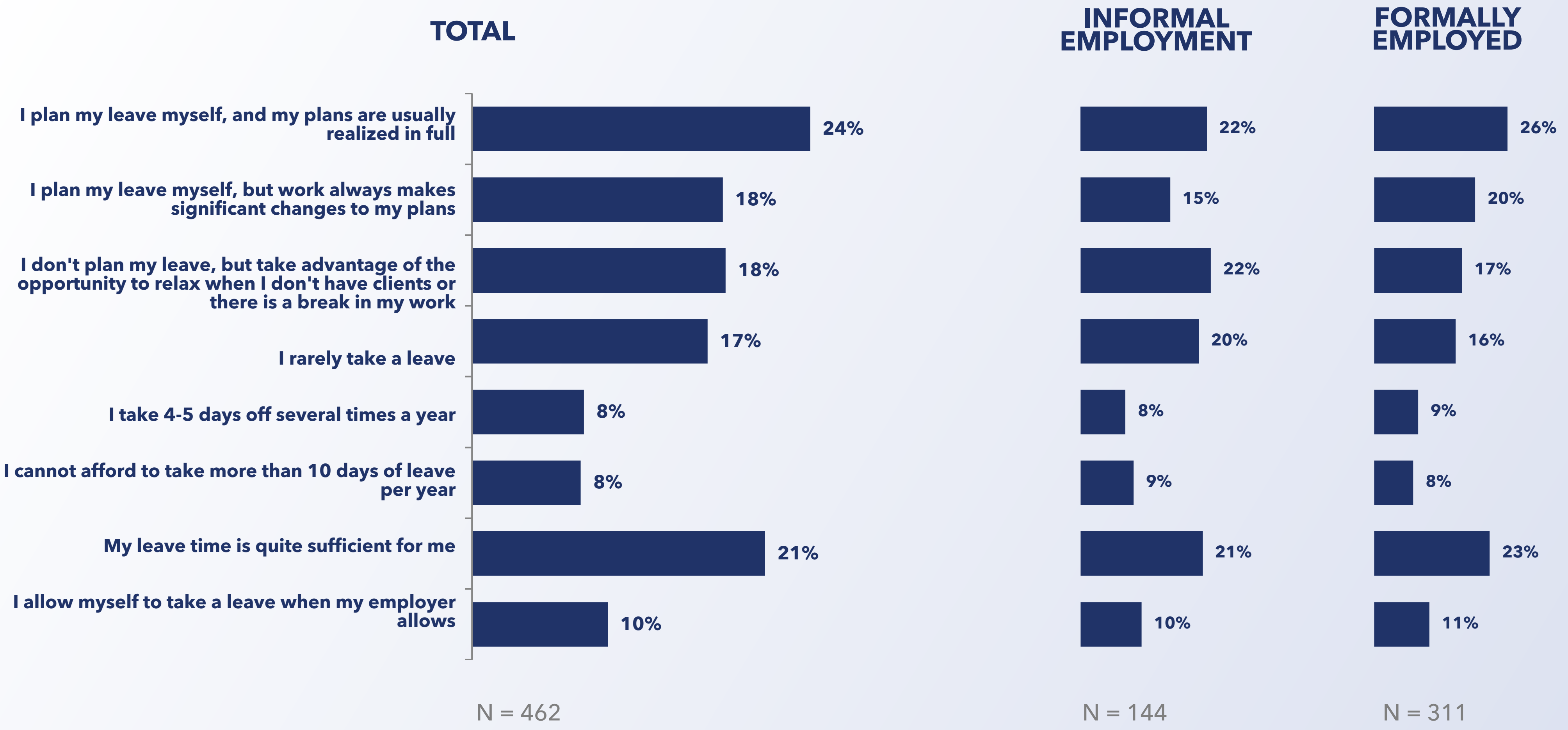
Most respondents relax in their cities when they are on leave (28%). Traveling around Ukraine ranks second (23%). 17% of respondents stay at home to do household chores or relax. 14% go to their summerhouse or village to relax or work around the house. 8% go abroad. 7% spend their leave at another job or doing odd jobs.

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Resting in my city	28%	35%	24%	31%	22%
Traveling in Ukraine	23%	18%	27%	24%	24%
Staying at home, doing household chores or relaxing	17%	13%	19%	16%	19%
Going to the summerhouse/village/ work around the house	14%	14%	10%	11%	20%
Going abroad	8%	5%	13%	6%	9%
Work at another job / doing odd jobs	7%	10%	2%	9%	5%
	N = 340	N = 83	N = 63	N = 100	N = 94

R.1_1 How do you usually spend your leave?

statistically higher/ lower than total

A quarter of respondents have the opportunity to plan their leave independently and put their plans into action (24%). For 18%, work always makes significant changes to vacation plans, or they take time off when they have no clients or have a break from work. For one in five respondents, their leave time is sufficient (21%). On the other hand, 17% believe that they take leave very rarely.



R.3 Select the statements that best describe your experience with vacation:

Statistically significantly more/less compared to those who work informally

40% of respondents said that the platform encourages rest in one way or another. 21% said that the platform encourages working more. 29% reported that the platform does none of the above.

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
The platform sets mandatory days off/non-working days during the week/month, encouraging rest	12%	16%	12%	12%	8%
The platform sets mandatory or official break times during the day, encouraging rest	11%	16%	11%	11%	7%
The platform limits the maximum number of working days during a month/week, encouraging rest	10%	17%	12%	9%	4%
The platform provides recommendations for days off, which I can choose to follow or not at my own discretion, encouraging rest	9%	10%	11%	10%	5%
The platform sets a maximum number of working hours per day without a break, encouraging rest	7%	6%	9%	8%	4%
The platform provides recommendations for break times, which I can follow or not at my own discretion, encouraging rest	5%	8%	6%	4%	2%
The platform sets bonuses for taking breaks and resting, encouraging rest	4%	7%	7%	1%	3%
	40%	48%	53%	43%	25%
The platform sets bonuses for the number of tasks completed, encouraging to work more	11%	17%	13%	9%	7%
The platform sets bonuses for the continuous number of hours or days worked, encouraging to work more	6%	9%	7%	5%	4%
Platform managers or algorithms may contact you and ask you to come to work extra hours or on a day off, incentivizing this with additional remuneration or bonuses	4%	6%	9%	2%	1%
The platform may terminate cooperation if you take a break from work	3%	5%	5%	4%	1%
The platform imposes penalties or punishments for breaks or long absences (lower ratings, closure of access to some orders), encouraging you to work more	3%	6%	4%	2%	1%
Platform managers or algorithms may contact you and ask you to work extra hours or on your day off, but without additional compensation	2%	5%	1%	1%	3%
Platform managers or algorithms may contact you and ask you to work extra hours or on your day off, incentivizing this with penalties and threats, rating downgrades, etc.	2%	5%	0%	1%	1%
	21%	25%	30%	19%	13%
None of the above	29%	27%	15%	27%	42%
	N = 462	N = 109	N = 85	N = 129	N = 139

R8 Has the platform where you work as [question('value'), id='349'] ever additionally rewarded or encouraged you to exercise your right to rest, or, conversely, restricted you, imposed certain penalties or sanctions, or otherwise encouraged you to work without rest?

statistically higher/ lower than total

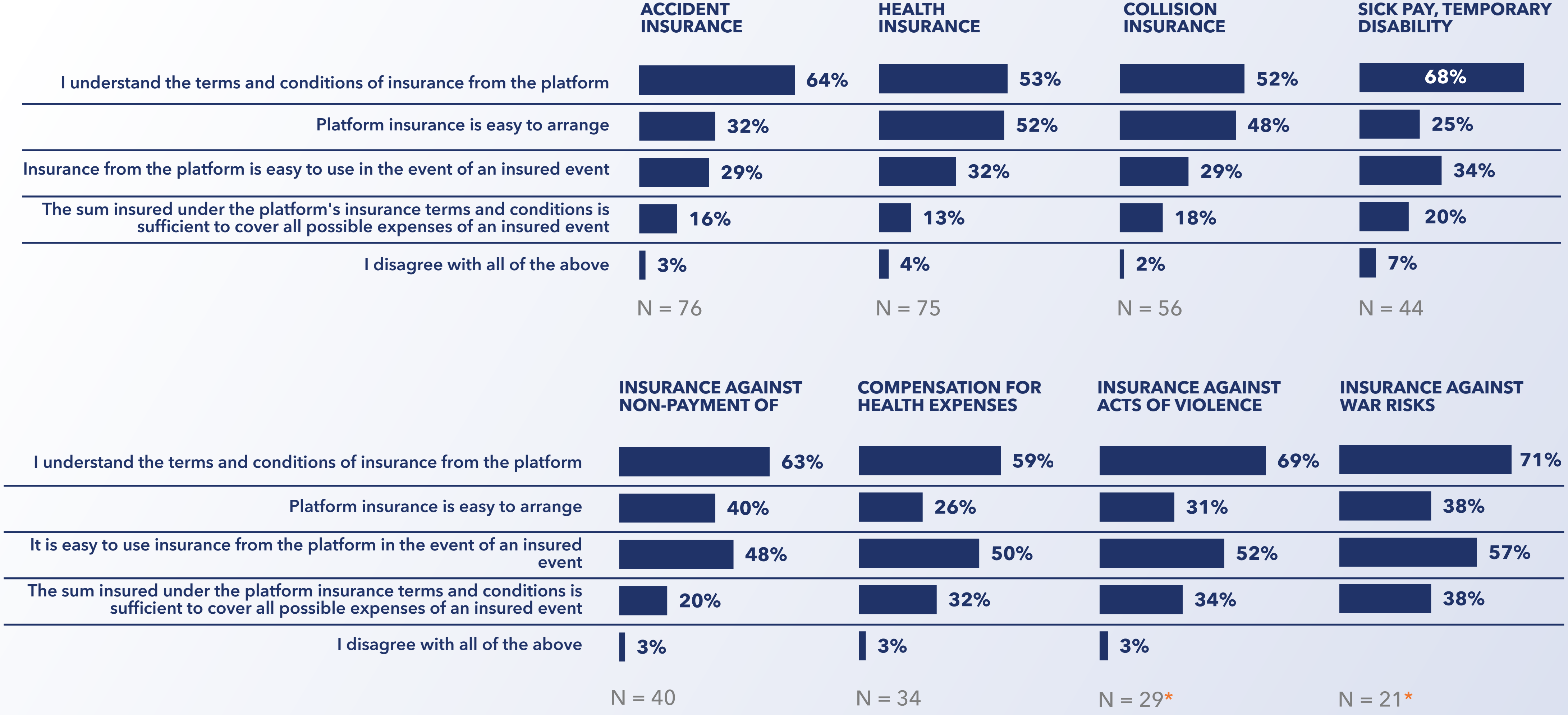
43% of respondents said they had some form of insurance. The highest share was among taxi drivers (57%) and supermarket delivery drivers (56%), while the lowest was among freelancers (15%). Taxi drivers are more likely than others to have collision insurance (27% vs. 12% overall) and accident insurance (24% vs. 16% overall).

INSURANCE PROVIDED BY THE PLATFORM

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
Yes, accident insurance	16%	20%	19%	24%	5%
Yes, health insurance	16%	22%	25%	18%	5%
Yes, collision insurance	12%	12%	7%	27%	1%
Yes, sick pay, temporary disability	10%	11%	15%	9%	6%
Yes, insurance against non-payment of orders	9%	11%	11%	11%	4%
Yes, compensation for medical expenses	7%	9%	6%	9%	5%
Yes, insurance against acts of violence	6%	8%	4%	9%	4%
Yes, insurance against war risks	5%	8%	5%	4%	2%
	43%	51%	56%	57%	15%
No	27%	25%	15%	20%	43%
	N = 462	N = 109	N = 85	N = 129	N = 139

N = 462 **R5** Does the platform provide accident insurance, health insurance, or other types of insurance?

Most respondents indicate that they understand the terms and conditions of insurance from their platform (from 52% in the case of collision insurance to 68% in the case of sick leave). The situation is worse when it comes to the ease of obtaining insurance - about half of the respondents find it easy to obtain only two types of insurance – health (52%) and collision (48%) – while other types are more difficult to obtain. The situation is worse when it comes to the ease of using insurance. Even fewer respondents (13-32%) consider the insurance amounts sufficient to cover all expenses.



N = 199 **R6** Select the answer regarding platform insurance ... with which you agree:

*sample size insufficient for statistical analysis

The majority (59%) have not faced unfair accusations from customers. 11% said they had faced them and did not receive a fair resolution. 19% said that the resolution of the conflict was fair. In most cases, the platform does not require the employee to pay for unpaid orders, but 10% said that they still have to pay for such orders out of their own pockets.

HOW IS IT RESOLVED IF THE CUSTOMER DID NOT PAY FOR THE ORDER, THE FARE, OR CANCELED THE ORDER?

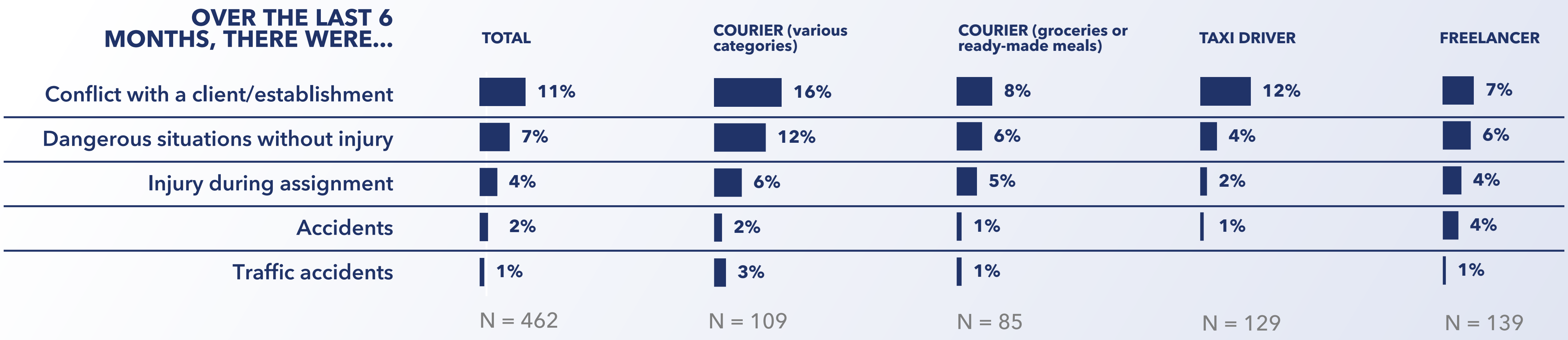
	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
I have to pay for this order out of my own pocket	10%	12%	9%	11%	9%
The platform charges the customer for the costs	24%	27%	12%	27%	26%
Such orders are paid for by the platform or platform partners	29%	40%	41%	26%	16%
Other	1%		1%	2%	1%
Hard to answer	36%	21%	36%	34%	48%

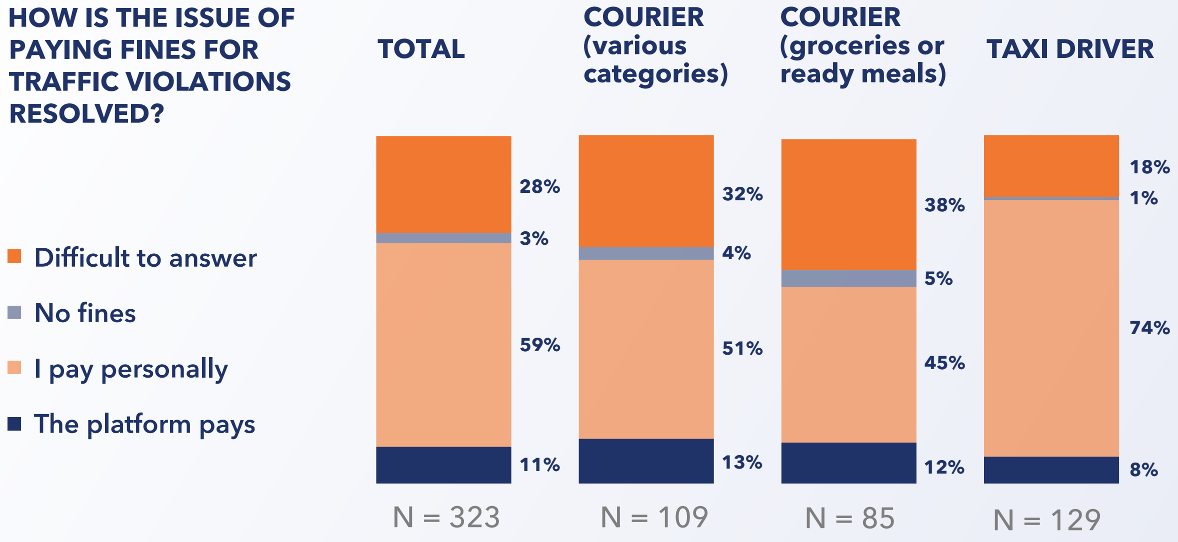
HAVE YOU ENCOUNTERED UNFOUNDED ACCUSATIONS FROM CLIENTS OR THE PLATFORM?

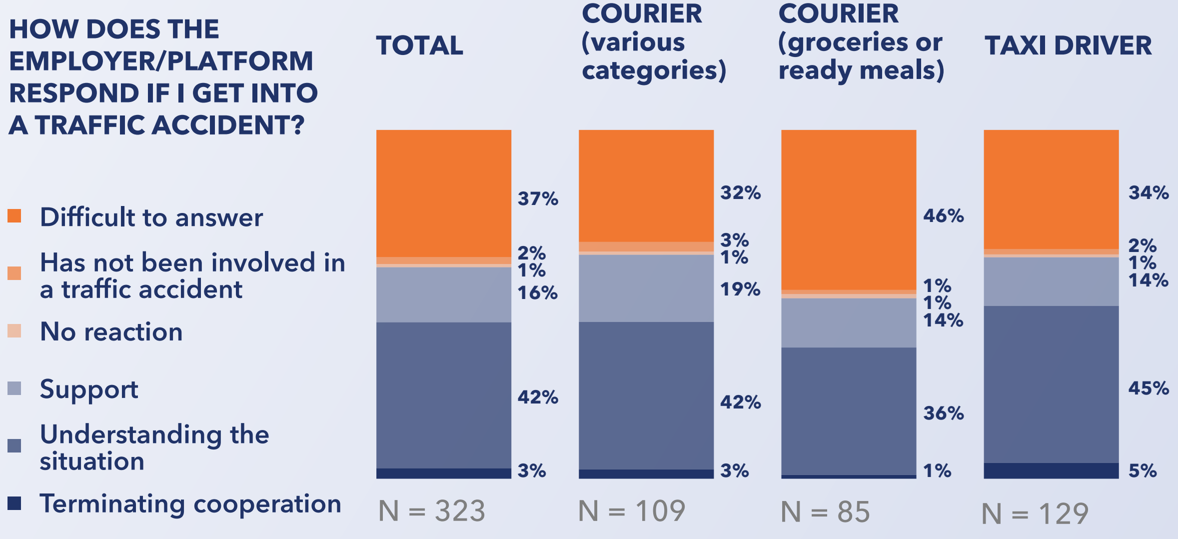
	N = 462	N = 109	N = 85	N = 129	N = 139
Hard to answer	11%	9%	11%	10%	12%
No, that doesn't usually happen.	59%	54%	54%	53%	70%
Yes, I have encountered this, and it is usually resolved unfairly.	11%	16%	6%	16%	8%
Yes, I have encountered this, and it is usually resolved fairly.	19%	21%	29%	21%	10%

N = 462 **R9** How is it resolved if a customer does not pay for an order, travel, or refuses an order?
R10 Have you encountered unfounded accusations from customers or the platform? If so, how are non-standard, conflict situations resolved?

11% of workers have had conflicts with customers or establishments in the last 6 months. 7% have had dangerous situations without injuries. 4% reported injuries. 2% had accidents. 1% had traffic accidents.







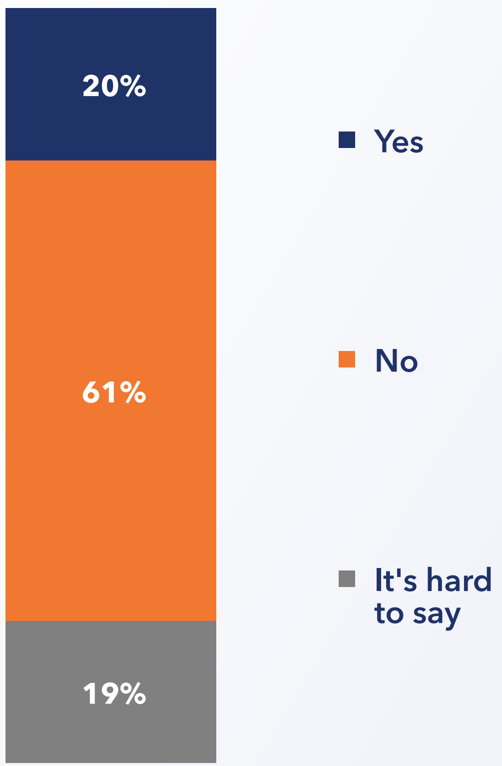
N = 462

R11 Over the past 6 months, have you had...? R12 How is the issue of paying fines for traffic violations resolved?
R13 How does your employer/platform respond if you are involved in a traffic accident?

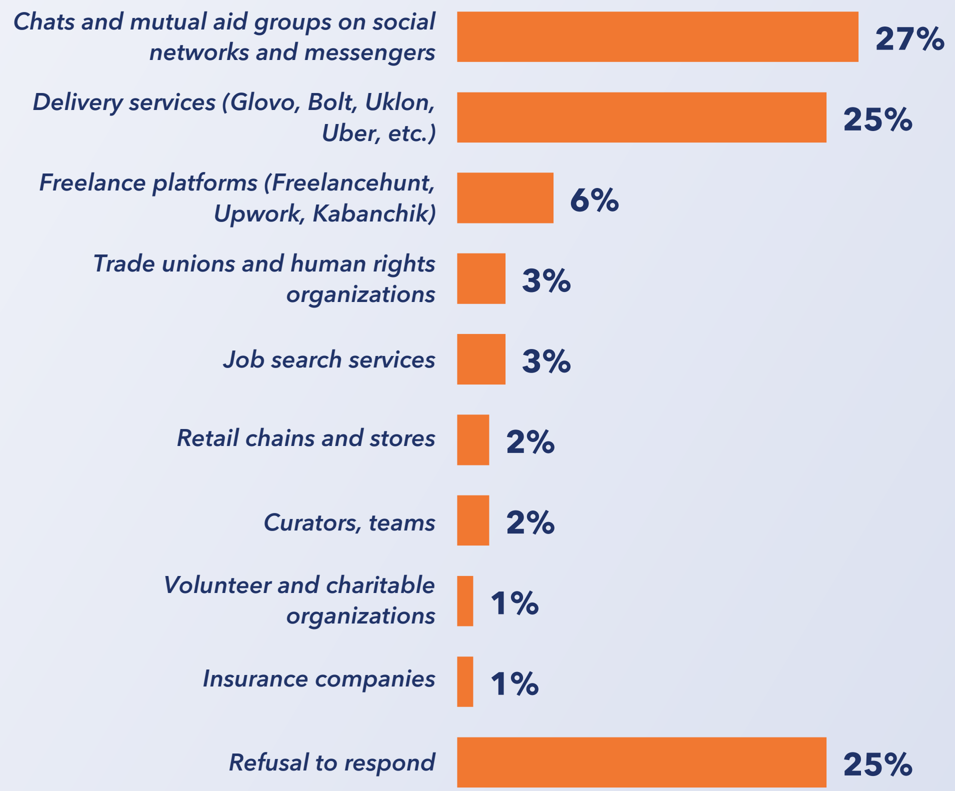
TRADE UNIONS AND ASSOCIATIONS

Only 20% said they knew about organizations that help people involved in the platform economy. Most respondents did not name specific organizations, but mentioned their platforms' support services and social media chats.

RESPONDENTS AWARE OF SUCH ORGANIZATIONS



ORGANIZATIONS THEY KNOW

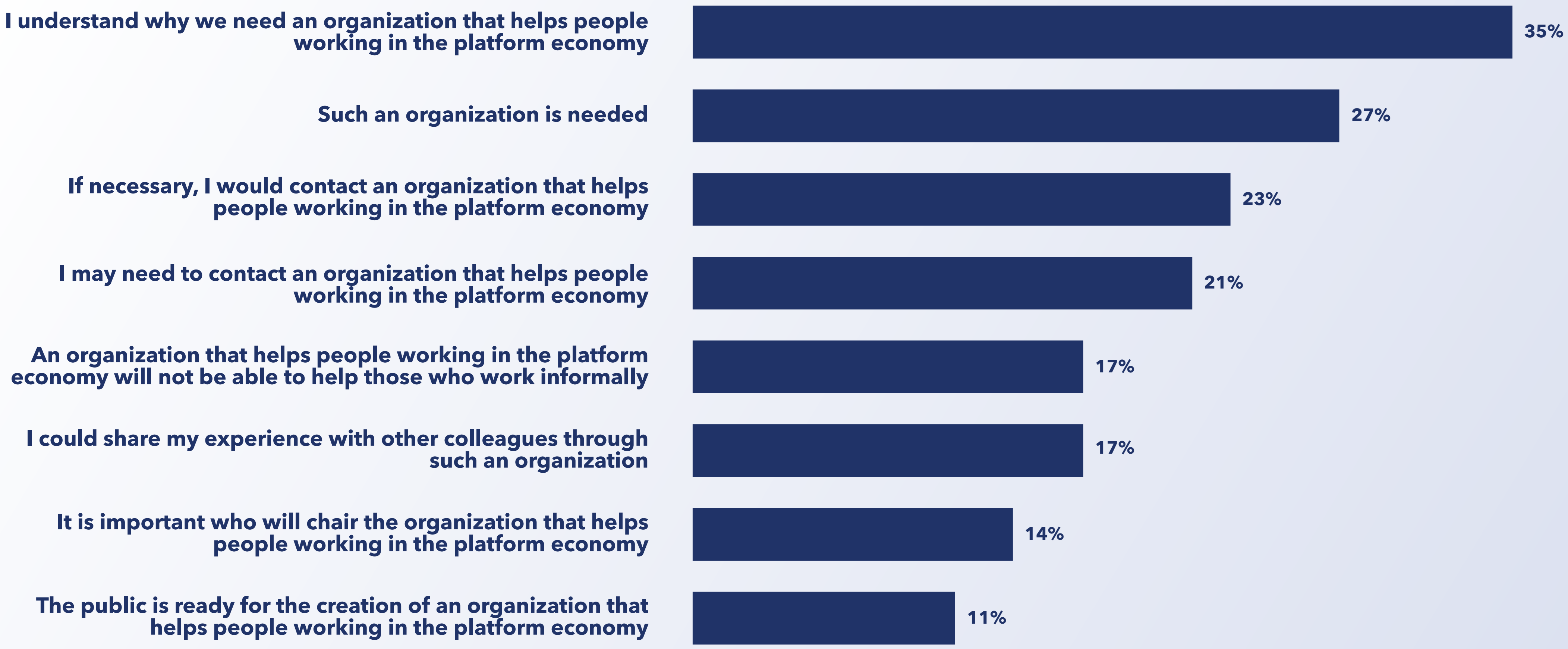


N = 93

N = 462

L.1 Are you aware of any organizations, communities, or chat rooms that help people involved in the platform economy (couriers, taxi drivers, freelancers)?
L 1.1 What are these organizations, and what are they called?

When choosing answers, one in three (35%) respondents said they understand why an organization that helps people working in the platform economy is needed. Also, 27% chose that such an organization is needed. 23% would turn to it if necessary, 21% chose the answer that they may need to turn to such an organization.



N = 369

L.2 Select the answers with which you agree:

At the same time, when asked in more detail, the vast majority of respondents believe that the organization should provide training and exchange of experience (84%), assist platforms and clients (81%), defend the interests of workers in disputes with platforms or clients (81%), and defend the interests of employees at the legislative level (81%).

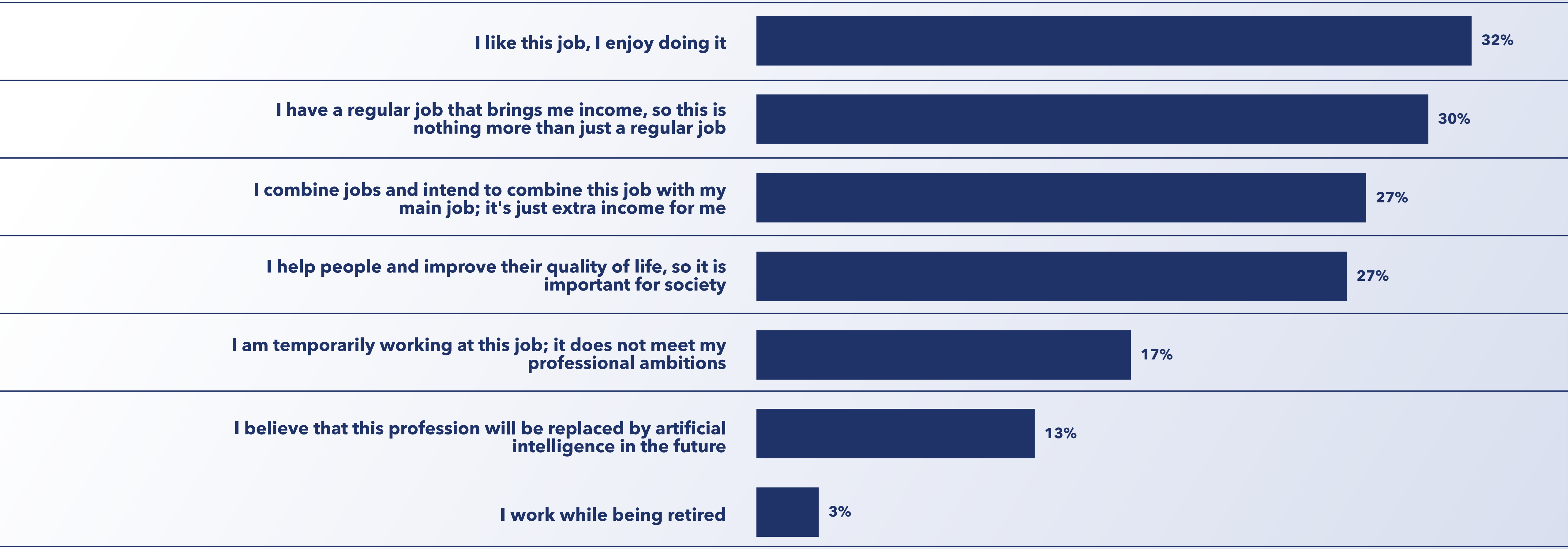
FUNCTIONS OF SUCH ORGANIZATION (TB2)

N = 462

L.3 To what extent do you agree with the following statements: An organization that helps people working in the platform economy should:

ASSESSMENT OF SOCIAL STATUS AND PROSPECTS

When choosing a statement, one in three (32%) said they like this type of work. At the same time, approximately the same share of respondents said that it was just a job to earn money (30%). Twenty-seven percent said that it was a part-time job, and another 17% said that it was a temporary job that did not match their ambitions. At the same time, 27% of respondents believe in the importance of this work in helping people.

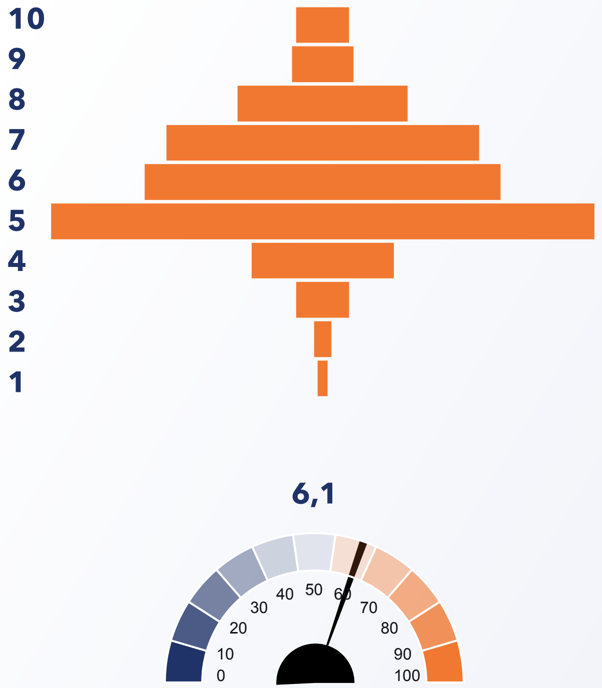


N = 462

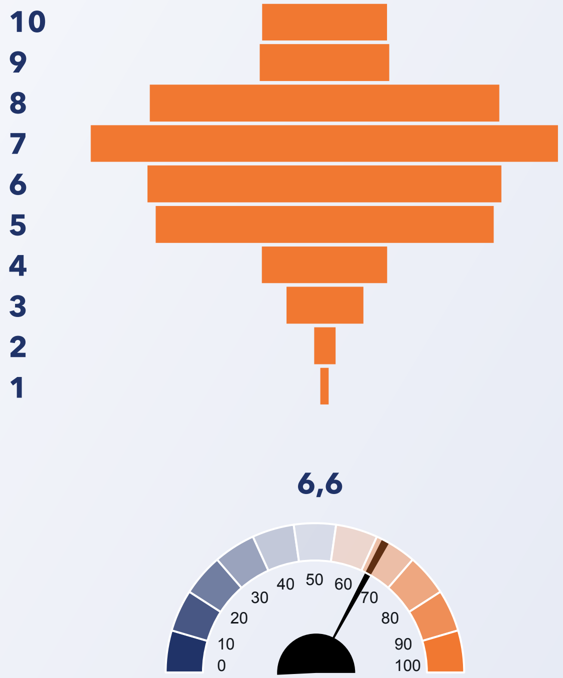
C.1 Select the statements that best describe you and your situation. How do you assess your work in the platform economy in terms of its importance to modern society? How do you see your future as ... in the coming years?

Respondents rate their place in the social hierarchy above average (6.1 out of 10). Respondents consider the place of the family in which they grew up to be slightly higher (6.6 out of 10) and are optimistic about their future (7.5 out of 10).

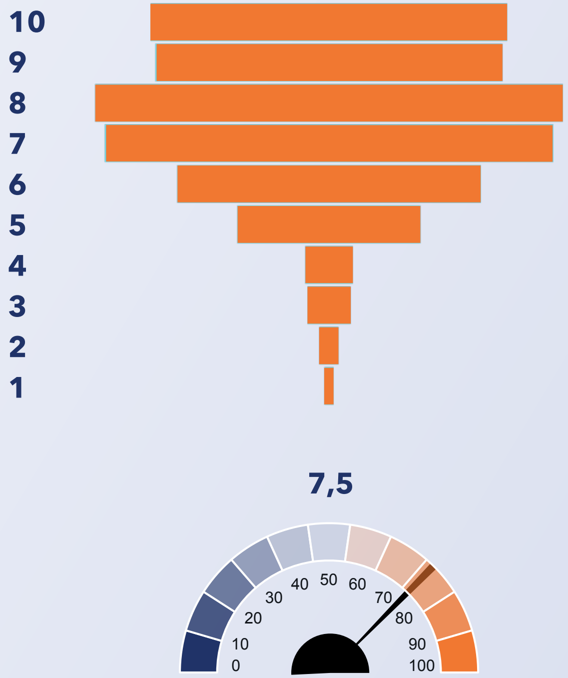
MY PLACE IN THE SOCIAL HIERARCHY



THE PLACE OF THE FAMILY YOU GREW UP IN ON THE SOCIAL HIERARCHY



MY PLACE IN THE SOCIAL HIERARCHY IN 10 YEARS



N = 462

C.2.1 In our society, there are groups that occupy higher levels of the social hierarchy and groups that are at lower levels. Here is a social ladder where 1 is the lowest social position and 10 is the highest. Where would you place yourself on this ladder?
C.2.2 And if you think about the family you grew up in, where would it be on this scale?
C.2.3 If you think about the future, where will you be on this scale in ten years?

PROFILE OF THE TARGET POPULATION

PROFILE OF THE TARGET POPULATION

FINANCIAL STATUS

	TOTAL	INFORMAL EMPLOYMENT	FORMALLY EMPLOYED
Sometimes there is not even enough money for food	2%	3%	2%
There is enough money for food, but buying clothes is sometimes problematic	7%	11%	5% ↓
There is enough money for food and clothes, but not for a microwave or vacuum cleaner	24%	30%	22%
I can buy food, clothes, and small household appliances, but not large ones such as a washing machine or refrigerator	34%	29%	36%
I can afford household appliances, but not a car	30%	24%	32%
No financial difficulties, I can buy a car, apartment, etc.	2%	1%	2%
I refuse to answer	3%	2%	2%
	N = 462	N = 144	N = 311

WHO FORMS THE FAMILY BUDGET?

I	43%
I and other family members in equal…	38%
I and other family members, my…	6%
I and other family members, my…	9%
I refuse to respond	4%

TIME IN SERVICE

	TOTAL	COURIER (various categories)	COURIER (groceries or ready meals)	TAXI DRIVER	FREELANCER
1-6 months	34%	32%	46%	$\boxed{13\%}$	$\boxed{48\%}$
6-12 months	15%	17%	$\boxed{26\%}$	10%	13%
1-2 years	20%	25%	14%	22%	17%
2-5 years	18%	21%	12%	26%	14%
5-10 years	10%	6%	2%	$\boxed{23\%}$	7%
Over 10 years	2%	0%	0%	6%	1%
	N = 462	N = 109	N = 85	N = 129	N = 139

↑↓ *Statistically significantly more/less compared to those who work informally*

☐ *statistically higher/lower than total*

PROFILE OF THE TARGET POPULATION

EDUCATION OF RESPONDENTS

Complete higher	45%
Bachelor	16%
Vocational higher education	9%
Specialized secondary	26%
General secondary	4%

GENDER

Female	50%
Male	50%

AGE

18-24	9%
25-34	31%
35-44	41%
45+	19%

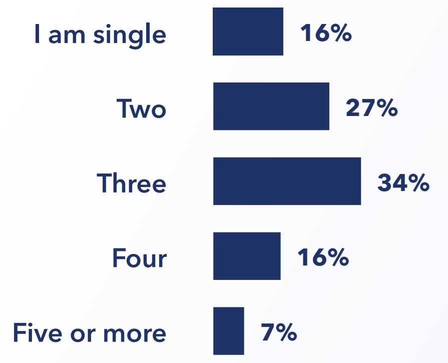
INCOME LEVEL

	TOTAL	INFORMAL EMPLOYMENT	FORMALLY EMPLOYED
Less than 6,000 UAH	7%	17%	2% ↓
6 000-10 000 UAH	12%	20%	10% ↓
11 000-15 000 UAH	15%	13%	14%
16 000-20 000 UAH	19%	13%	21% ↑
21 000-25 000 UAH	18%	14%	22% ↑
26 000-30 000 UAH	11%	13%	12%
31 000-35 000 UAH	7%	3%	10% ↑
36 000-40 000 UAH	3%	3%	3%
41 000-45 000 UAH	1%	1%	1%
46 000-50 000 UAH	1%	1%	1%
51 000-65 000 UAH	1%	1%	1%
More than 66 000 UAH	1%	1%	1%
Refusal to answer	3%	2%	3%
	N = 450	N = 144	N = 311

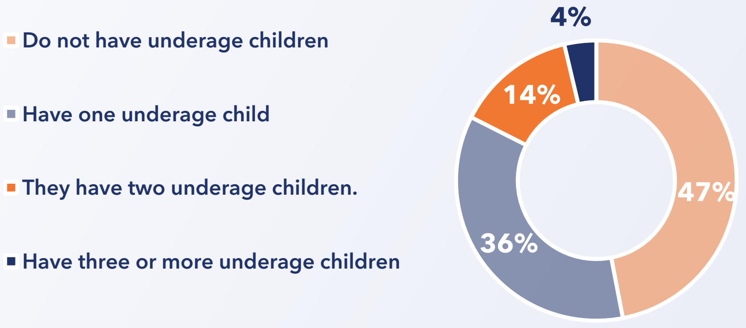
↑↓ *Statistically significantly more/less compared to those who work informally*

PROFILE OF THE TARGET POPULATION

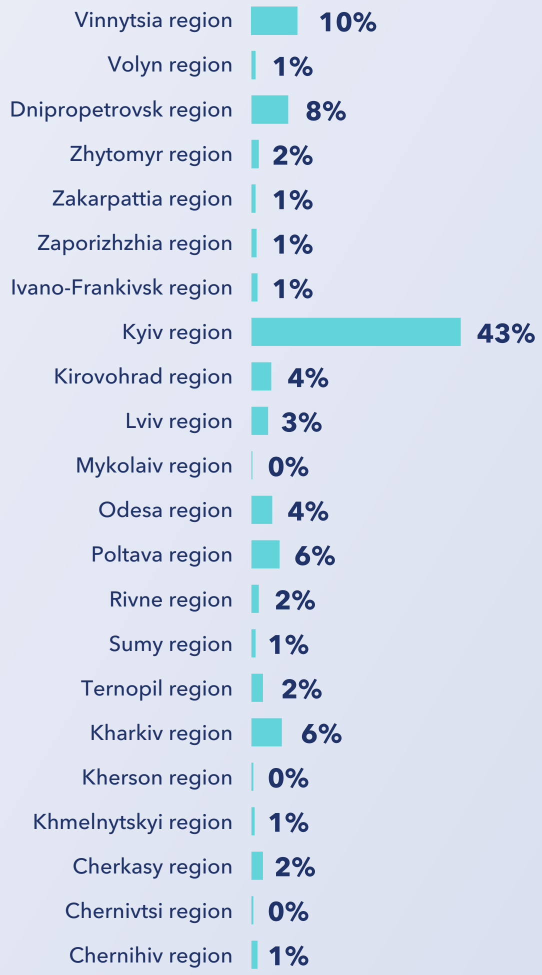
NUMBER OF FAMILY MEMBERS



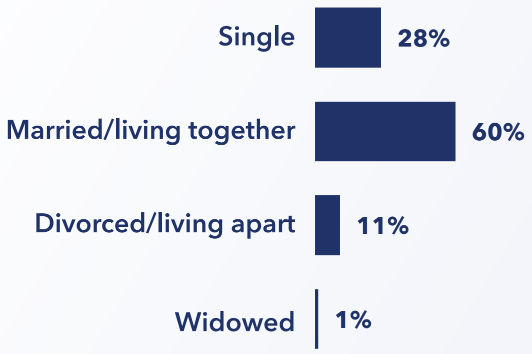
CHILDREN



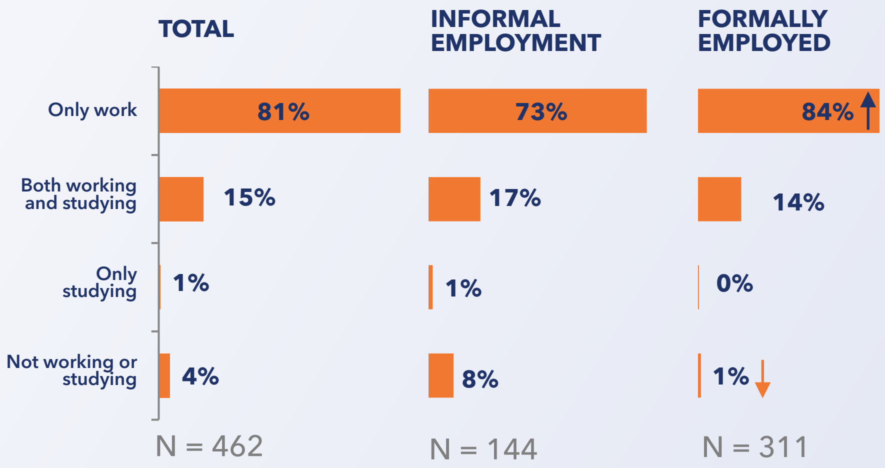
REGION OF RESIDENCE



MARITAL STATUS



MAIN OCCUPATION



N = 462

THANK YOU FOR YOUR ATTENTION!

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