

OECD Risks That Matter Survey 2020: Core Questionnaire

Introduction

Message to Respondents:

You are about to be asked a series of questions about your social and economic circumstances, how you feel about public policies and government effectiveness, and what public policies you would like to see put in place in future. This survey will take about 20 minutes.

We understand that you may not be sure how to answer all of the questions asked. Perhaps you are unsure about the topic or feel that you can't choose between the different options given. We do not want to force you into picking an option that does not reflect your honest opinion. For this reason, for some questions, we have provided the option to pick "Don't know" or "Can't choose".

Social and economic risks and well-being

1. In general, thinking about the next year or two, how concerned are you about your household's finances and overall social and economic well-being?

[1. Not at all concerned; 2. Not so concerned; 3. Somewhat concerned; 4. Very concerned; 5. Can't choose]

2. What are your specific short-term worries? Thinking about the near future (the next year or two), how concerned are you about each of the following?

[1. Not at all concerned; 2. Not so concerned; 3. Somewhat concerned; 4. Very concerned; 5. Can't choose]

- a. Becoming ill or disabled
- b. Losing a job or self-employment income
- c. Not being able to find/maintain adequate housing
- d. Not being able to pay all expenses and make ends meet
- e. Not being able to access good-quality child care or education for your children (or young members of your family)
- f. Not being able to access good-quality long-term care for elderly family members
- g. Not being able to access good-quality long-term care for young or working-age family members with an illness or disability
- h. Being the victim of crime or violence

3. Looking beyond the next ten years, what are your long-term worries? How concerned are you about the following?

[1. Not at all concerned; 2. Not so concerned; 3. Somewhat concerned; 4. Very concerned; 5. Can't choose]

- a. Not being as well-off and financially secure as your parents and/or that you had hoped to be
- b. Your children (or young members of your family) not being as well-off and financially secure as you are
- c. Not being in good health
- d. Not having the right skills and knowledge to work in a secure and well-paid job
- e. Not being financially secure in old age
- f. Not being able to find/maintain adequate housing
- g. Not being able to access good-quality long-term care for yourself
- h. Not being able to access good-quality long-term care for elderly family members
- i. Not being able to access good-quality long-term care for young or working-age family members with an illness or disability

[Filter: Q4 asked only if S12=1 (i.e. currently in employment)]

4. How likely do you think it is that you might lose your job or self-employment income in the next 12 months?

[Tick one]

- a. Very unlikely
- b. Unlikely
- c. Likely
- d. Very likely
- e. Can't choose

[Filter: Q5 asked only if S12=1 (i.e. currently in employment)]

5. Compared to how you felt before the COVID-19 pandemic, do you think the likelihood of losing your job or self-employment income (in the following 12 months) has decreased, not changed, or increased?

[Tick one]

- a. Strongly decreased
- b. Decreased
- c. Not changed
- d. Increased
- e. Strongly increased
- f. Can't choose

6. If you (or your partner) lost your job, for roughly how long could you and your family get by before being in serious financial trouble?

Note: Keep in mind that, depending on your circumstances, you might be eligible for unemployment or social benefits if you (or your partner) lost your job. When answering the question, please take into account any benefits that you believe you might receive in this situation.

[Tick one]

- a. Two weeks or fewer
- b. Three weeks to one month
- c. One to two months
- d. Three to six months
- e. Six months or more
- f. Can't choose
- g. Not applicable: Neither partner currently employed

7. If you and your household were to experience financial trouble, how confident are you that:

[1. Not at all confident; 2. Not so confident; 3. Somewhat confident; 4. Very confident; 5. Can't choose]

- a. Another adult in your household could work more to bring in more money.
- b. A friend or family member would be able and willing to help out.
- c. Cash benefits and services provided by government would sufficiently support you through the financial difficulties
- d. Cash benefits and services provided by charity or non-profit institutions would sufficiently support you through the financial difficulties

8. Do you think that the country's current economic situation is better than, the same as, or worse than it was 12 months ago?

[Tick one]

- a. Much worse
- b. worse
- c. About the same
- d. Better
- e. Much better
- f. Don't know

9. Do you think that your household's financial situation is better than, the same as, or worse than it was 12 months ago?

[Tick one]

- a. Much worse
- b. Worse
- c. About the same
- d. Better
- e. Much better
- f. Don't know

10. Looking ahead to five years from now, do you think that your household's financial situation will be better than, the same as, or worse than it is today?

[Tick one]

- a. Much worse
- b. Worse
- c. About the same
- d. Better
- e. Much better
- f. Can't choose

Satisfaction with government and social policy

11. Please indicate the degree to which you agree or disagree with the following statement:

"I think that my household and I have/would have access to good quality and affordable public services in the area of [#ITEM#], if needed."

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree; 6. Can't choose]

- a. Family support (e.g. child care, parenting support services, etc.)
- b. Education (e.g. schools, universities, adult education, etc.)
- c. Employment (e.g. job search supports, skills training supports, self-employment supports, etc.)
- d. Housing (e.g. social housing, etc.)
- e. Health (e.g. public medical care, subsidised health insurance, mental health support, etc.)
- f. Incapacity-related needs (e.g. disability services, long-term care services for people with disabilities etc.)
- g. Long-term care for elderly people
- h. Public safety (e.g. policing)

12. Please indicate the degree to which you agree or disagree with the following statement:

"I think that the government would (or does) provide my household and me with adequate income support in the case of income loss due to [#ITEM#]"

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree; 6. Can't choose]

- a. Unemployment
- b. Illness/disability
- c. Becoming a parent
- d. Leaving work to care for elderly family members or family members with disabilities
- e. Retirement
- f. Death of spouse or partner

13. Please indicate the degree to which you agree or disagree with the following statement:

"I feel the government incorporates the views of people like me when designing or reforming public benefits and services."

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree; 6. Can't choose]

14. Please indicate the extent to which you agree or disagree with the following statement:

"I think I could easily receive public benefits if I needed them"

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree; 6. Can't choose]

[Filter: Only show Q15 if Q14 =1 OR 2]

15. You have said that you do not think it would be easy to receive public benefits if you needed them. Why do you think it would not be easy to receive public benefits?

[Tick at least one]

- a. You are not sure whether you would qualify for public benefits
- b. You are not sure how to apply for public benefits
- c. You think the application process would be difficult, lengthy and/or time-consuming
- d. You are not sure that you would be treated fairly by the government office processing your claim
- e. Other
- f. Don't know

16. Please indicate the degree to which you agree or disagree with the following statement:

"I feel that I receive a fair share of public benefits, given the taxes and social contributions I pay or have paid in the past."

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree; 6. Can't choose]

17. Please indicate the degree to which you agree or disagree with the following statement:

“Many people receive public benefits without deserving them.”

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree;
6. Can't choose]

Social policy preferences

18. Do you think the government should be doing less, about the same, or more to ensure your economic and social security and well-being?

[Tick one]

- a. Government should be doing much less
- b. Government should be doing less
- c. Government should be doing about the same as now
- d. Government should be doing more
- e. Government should be doing much more
- f. Don't know

19. Thinking about the taxes you might have to pay and the benefits you and your family might receive, would you like to see the government spend less, spend the same, or spend more in each of the following areas?

[1. Spend much less; 2. Spend less; 3. Spend the same as now; 4. Spend more; 5. Spend much more; 6. Can't choose]

- a. Family supports (e.g. parental leave, child care benefits and services, child benefits, etc.)
- b. Education services and supports (e.g. schools, universities, adult education services, etc.)
- c. Employment supports (e.g. job search supports, skills training supports, better access to funds to start a business, etc.)
- d. Unemployment supports (e.g. unemployment benefit, etc.)
- e. Income supports (e.g. minimum-income benefits)
- f. Housing supports (e.g. social housing services, housing benefit, etc.)
- g. Health supports (e.g. public hospitals, subsidised health insurance, mental health services, etc.)
- h. Incapacity-related supports (e.g. illness and disability benefits and services, etc.)
- i. Pensions
- j. Long-term care services for elderly people
- k. Public safety (e.g. policing)

20. Would you be willing to pay an additional 2% of your income in taxes/social contributions to benefit from better provision of and access to:

[Tick all that apply]

- a. Family supports (e.g. parental leave, child care benefits and services, child benefits, etc.)
- b. Education services and supports (e.g. schools, universities, adult education services, etc.)
- c. Employment supports (e.g. job-search supports, skills training supports, better access to funds to start a business, etc.)
- d. Unemployment supports (e.g. unemployment benefits, etc.)
- e. Income support (e.g. minimum-income benefits)
- f. Housing supports (e.g. social housing services, housing benefits, etc.)
- g. Health supports (e.g. public hospitals, subsidised health insurance, mental health services, etc.)
- h. Incapacity-related supports (e.g. illness and disability benefits and services, etc.)
- i. Pensions
- j. Long-term care services for elderly people
- k. Public safety (e.g. policing)
- l. None
- m. Don't know

Income inequality

21. According to you, how much of your country's total income goes to the richest 10%? Please enter a number between 0 and 100 to indicate the percent of your country's total income that goes to the richest households.

[0-100] %

22. In your country, out of 100 children coming from the poorest 10% of households in terms of income, how many do you think will still be living in a poor household (the poorest 10%) once they become adults?

Note: Please note that we refer to the poorest in terms of post-tax and benefit income.

[0-100]

23. Thinking now more generally about the evolution of income inequality in your country over the last decade, do you think that it has decreased, remained stable, or increased?

[1. Decreased a lot; 2. Decreased a little; 3. Remained broadly stable; 4. Increased a little; 5. Increased a lot; 6. Don't know]

24. Governments can reduce income differences between the rich and the poor by collecting taxes and providing social benefits. In your country, do you think the government should do more or less to reduce income differences?

[Tick one]

- a. Government should do much less
- b. Government should do less
- c. Government should do about the same as now
- d. Government should do more
- e. Government should do much more
- f. Can't choose

25. Should the government tax the rich more than they currently do in order to support the poor?

[1. Definitely no; 2. No; 3. Neutral; 4. Yes; 5. Definitely yes; 6. Can't choose]

Digitalisation, technology, and the changing world of work

The past few decades have been characterised by significant technological innovations in computing, automation, and artificial intelligence, which are contributing to an increased "digitalisation" or "computerisation" of our lives. In this section, we would like to ask about your views on the risks and opportunities related to the increased use of robots and digital technology at work.

26. Do you think it is a good or a bad thing if robots and digital technology...

[1. Very bad; 2. Bad; 3. Neither good nor bad; 4. Good; 5. Very good; 6. Can't choose]

- a. ... are increasingly used in most workplaces.
- b. ... are increasingly used to evaluate job applications and make hiring decisions.
- c. ... are increasingly used to help job seekers find a job.
- d. ... are increasingly used to assess applicants' rights to public benefits.

[Filter: Q27 asked only if S12 == a OR b [i.e. currently in employment, or have been in employment in the past]

27. How likely do you think it is that the following will happen to your job (or job opportunities) over the next five years?

Note: If you are retired or currently out of work, please answer for your most recent job.

[1. Very unlikely; 2. Unlikely; 3. Likely; 4. Very likely; 5. Can't choose]

- a. My job will be replaced by a robot, computer software, an algorithm, or artificial intelligence.
- b. My job will be replaced by a person providing a similar service on an internet platform.
- c. I will lose my job because I am not good enough with new technology or because I will be replaced by someone with better technological skills.

- d. Technology will help my job and working hours become more compatible with my private life.
- e. Technology will help my job become less dangerous or physically demanding.
- f. Technology will help my job become less boring, repetitive, stressful or mentally demanding.
- g. My job could be lost due to a general downturn of the economy.

[Filter: Q28 asked only if S12 == a OR b [i.e. currently in employment, or have been in employment in the past]

28. Thinking more generally about the industry in which you work, how do you think the industry will change over the next five years as a result of digitalisation and technological progress?

Note: If you are retired or currently out of work, please answer for your most recent job.

[1. Very unlikely; 2. Unlikely; 3. Likely; 4. Very likely; 5. Don't know]

- a. Technology will lead to more people becoming self-employed and working for themselves.
- b. Technology will lead to more people working on temporary or fixed-term contracts.
- c. Technology will lead to more people working for multiple employers at the same time.

[Filter: Q29 asked only if S12 == a OR b [i.e. currently in employment, or have been in employment in the past]

29. To what extent do you agree with the following statements about digitalisation and the use of technology in the workplace?

Note: If you are retired or currently out of work, please answer for your most recent job.

[1. Strongly disagree; 2. Disagree; 3. Neither agree nor disagree; 4. Agree; 5. Strongly agree; 6. Can't choose]

- a. I feel that technology forces me to do more work than I can handle.
- b. I feel that technology is leading to work invading my personal life.
- c. I often find it difficult to understand how to use new technologies.
- d. I feel that new technologies are a constant threat to my job security.
- e. I feel that the pace at which new technologies are introduced in my workplace is overwhelming.

30. To what extent do you think each of the following should or should not be responsible for dealing with the potential negative side effects of technological change?

[1. Definitely should not be responsible; 2. Probably should not be responsible; 3. Probably should be responsible; 4. Definitely should be responsible; 5. Can't choose]

- a. The national government
- b. Intergovernmental organisations or political unions, such as the United Nations or, if you live in a European Union member state, the European Union
- c. Trade unions

- d. Firms, businesses, and employers
- e. Civil society groups, such as professional associations, non-profit organisations, and charitable organisations
- f. Individual workers themselves

31. Governments can introduce measures aimed at helping workers and industries cope with the challenges created by digitalisation and technological change, such as outdated skills, skills shortages, and possible job loss.

Keeping in mind how much they might cost as well as how you and your family might benefit, to what extent would you oppose or support the government taking the following actions as a response to digitalisation and technological change?

[1. Strongly oppose; 2. Oppose; 3. Neither support nor oppose; 4. Support; 5. Strongly support; 6. Can't choose]

- a. Investing more in university education and vocational training opportunities for young people
- b. Investing more in re-training opportunities for working age people
- c. Investing more in digital infrastructure, such as the broadband network
- d. Introducing (or increasing) a tax on robots and/or technology companies
- e. Introducing (or lowering) a limit on working hours, so that work can be shared across more workers
- f. Making public benefits and services, such as unemployment benefits, more generous to provide a better safety net for workers facing possible job loss.
- g. Introducing a universal basic income that covers essential living costs to everyone, regardless of their financial situation.
- h. Promoting the migration of skilled workers to your country

32. Think of the following hypothetical scenario: Your government has decided to set up a special support fund to help with the challenges of digitalization and technological change. How would you distribute the funds across the different policy proposals below? The total needs to add up to 100.

[0-100 for each item, with the sum forced to 100]

- a. Investing in university education and vocational training opportunities for young people
- b. Investing in re-training opportunities for working age people.
- c. Making public benefits and services, such as unemployment benefits, more generous to provide a better safety net for workers facing possible job loss.
- d. Providing a universal basic income that covers essential living costs to everyone, regardless of their financial situation.
- e. Providing subsidies to firms in industries that are hardest hit by technological change, so as to avoid job loss

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33. Firms can also take actions to help workers overcome the challenges created by digitalization and technological change. This could include training, job search assistance, and compensation. Many of these actions would involve costs for firms, which may come out of profits, but may also be passed on through increased prices for goods and services or decreases in employees' salaries.

Keeping these factors in mind, to what extent do you agree or disagree that firms have a responsibility to their workers to take the following actions:

[1. *Strongly disagree*; 2. *Disagree*; 3. *Neither agree nor disagree*; 4. *Agree*; 5. *Strongly agree*; 6. *Can't choose*]

- a. Provide workers with better training and re-training opportunities
- b. Be open and transparent in informing workers about how data are used to monitor and evaluate their work performance.
- c. Involve and consult workers in the adoption of new technologies
- d. Help workers who have had their jobs replaced by technology find a new job (inside or outside the firm)
- e. Provide financial compensation to workers who have had their jobs replaced by technology
- f. Give workers complete ownership and control over any data collected by their employer on their work and at the workplace. Workers could then decide to share, trade or restrict access to this information (with their employer or a third party).