

# Experiments Participation Act | Questionnaires and documentation

**UTRECHT + ZEIST**

Authors:

© Ernst-Jan de Bruijn (UU/WU)

Arjen Edzes (RUG)

Jac van der Klink (TiU)

Ruud Muffels (TiU)

Timo Verlaat (UU)

## Table of Contents

1 Questionnaire baseline .....	2
2 Questionnaire midline.....	24
3 Questionnaire endline.....	47
4 Documentation questionnaires.....	68

# 1 Questionnaire baseline

## Sections

General information .....	3
Intro text .....	4
1 Personal Information .....	5
2 How do you think about yourself? .....	6
3 Activities .....	7
4 Job search .....	8
5 Wishes regarding work .....	9
6 Work and finding work .....	10
7 Ability to work .....	11
8 Participation and social contacts .....	12
9 Autonomy .....	13
10 Your relationship with the Municipality of Utrecht .....	14
11 What are your thoughts on social assistance (bijstand)? .....	17
12 Perceived regulatory pressure .....	18
13 Health and well-being .....	20
14 Financial situation .....	21
15 Trust .....	22
16 Opinion about the questionnaire .....	23

## General information

- Survey method: CAWI and CAPI.
- Respondents could choose between five languages: Dutch, Modern Standard Arabic, Moroccan Arabic, Turkish and English.
- CAWI respondents could see a progress bar.
- Titles and question numbers not visible to the respondents.
- For respondents in Zeist, the term *Work and Income* was replaced by *Regional Social Services Kromme Rijn Heuvelrug (RSD)*.

## Intro text

Dear Sir or Madam,

You signed up to take part in the 'Weten wat werkt' ('What Works') study. There are three questionnaires to complete for the study. This is the first questionnaire. Utrecht University is working with Utrecht-based research company Labyrinth to conduct the questionnaires.

### **Who can read my answers?**

Your data will be handled in strict confidence by the university and the research company, Labyrinth. Your name will not be included with your answers. Researchers from the university and municipality will not be able to see which answers you gave. Therefore, your answers will never affect your communication with the municipality or the services provided to you by the municipality.

You can express your thoughts without anyone else knowing what you said.

### **Are there right or wrong answers?**

In this questionnaire, we are asking for your opinions and personal experiences. There are no right or wrong answers, we just want to know your thoughts.

### **How long does it take to complete?**

It takes about 30 minutes to complete the questionnaire. If you have any questions or if you need help completing the questionnaire, please contact Labyrinth at 030-262 71 91 or [info@labyrinthonderzoek.nl](mailto:info@labyrinthonderzoek.nl).

Thank you for taking part in this study.

Kind regards,  
Prof. Dr. Stephanie Rosenkranz  
Lead Researcher, Utrecht University

# 1 Personal Information

1. What is your gender? [CAPI: establish]

- Male
- Female

2. What is your date of birth?

DD.MM.YYYY

3. What is the highest level of education you have completed?

The following categories refer to the Dutch education system. If you received education outside the Netherlands that does not correspond with one of the suggested categories, please clarify by using the 'Other:' field.

- Some primary education but did not graduate
- Primary education, special needs primary education
- Lower or preparatory lower vocational education (such as technical school, home economics school, lts, leao, lhno)
- Preparatory secondary vocational education (vmbo-b/k)
- Secondary general education (such as (m)ulo, mavo, vmbo-g/t)
- Higher general and preparatory academic education (such as hbs, mms, havo, vwo, atheneum, gymnasium)
- Secondary vocational education level 1 (mbo-kort, mbo-1, entrance training)
- Secondary vocational education level 2 (mbo-2, bol or bbl)
- Secondary vocational education level 3 (mbo-3, bol or bbl)
- Secondary vocational education level 4 (mbo-4, bol or bbl)
- Applied sciences education (such as training college, hbo, hts, heao, hbo-v)
- University Bachelor's degree
- University Master's degree (doctorate or master's, post-doctorate, hbo-master)
- Other: \_\_\_\_\_

*Here are some questions about your and your parents' country of birth.*

In which country	4. were you born?	5. was your father born?	6. was your mother born?
Netherlands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aruba	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Morocco	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suriname	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turkey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afghanistan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eritrea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Netherlands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antilles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Syria	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:			

7. In which year did you first come to live in the Netherlands?

[Routing: if 4 = other than Netherlands]

Year: YYYY

## 2 How do you think about yourself?

*The following questions refer to how you think about yourself.*

8. Please indicate how much you agree or disagree with the following 3 statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
	1	2	3	4	5
a I succeed in the things that are important to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b I can solve difficult situations myself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I can overcome setbacks in life on my own.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 3 Activities

The following questions concern activities and work.

9. Are you involved in any of the following activities?

Activity	Yes	No
a I work in a social work facility (sociale werkvoorziening), work experience placement (leerwerkplaats), or social enterprise (sociale onderneming).	<input type="checkbox"/>	<input type="checkbox"/>
b I do paid work (other than social work facility/work experience placement/social enterprise).	<input type="checkbox"/>	<input type="checkbox"/>
c I do voluntary work.	<input type="checkbox"/>	<input type="checkbox"/>
d I am currently setting up my own business.	<input type="checkbox"/>	<input type="checkbox"/>
e I am in work training/taking a course.	<input type="checkbox"/>	<input type="checkbox"/>
f I provide informal care (care for a family member or a close friend).	<input type="checkbox"/>	<input type="checkbox"/>
g I take part in a municipal support plan (traject).	<input type="checkbox"/>	<input type="checkbox"/>
h I have signed up for daytime activities (indicatie).	<input type="checkbox"/>	<input type="checkbox"/>
i I am involved in another activity.	<input type="checkbox"/>	<input type="checkbox"/>

9.1 You have indicated that you are involved in other activities. Could you list the activity/activities below? [Routing: if 9(i) = Yes]

- Activity 1: \_\_\_\_\_  
 Activity 2: \_\_\_\_\_  
 Activity 3: \_\_\_\_\_  
 Activity 4: \_\_\_\_\_  
 Activity 5: \_\_\_\_\_

10. On average, how many hours per week do you spend on the following activities?  
 [Routing: only for activities where 9 = Yes]

Activity	Number of hours:
a I work in a social work facility (sociale werkvoorziening), work experience placement (leerwerkplaats), or social enterprise (sociale onderneming).	
b I do paid work (other than social work facility/work experience placement/social enterprise).	
c I do voluntary work.	
d I am currently setting up my own business.	
e I am in work training/taking a course.	
f I provide informal care (care for a family member or a close friend).	
g I take part in a municipal support plan (traject).	
h I have signed up for daytime activities (indicatie).	
i I am involved in another activity.	

## 4 Job search

*The following questions concern job searching.*

N1. Within the **last 6 months** have you taken any steps towards finding paid work? Reading job listings also counts.

- Yes [Routing: go to N2]
- No [Routing: go to N3]

N2. And in the **last 4 weeks**?

- Ja [Routing: go to questions 11-14]
- Nee [Routing: go to N3]

11. If you consider the **last 4 weeks**, how many hours did you spend looking for work per week, on average?

\_\_\_\_\_ hours

12. How often in the **last 4 weeks** have you applied for jobs, in total? This includes writing letters of application and unsolicited applications.

\_\_\_\_\_ times

13. How often in the **last 4 weeks** have you been invited to a job interview?

\_\_\_\_\_ times

*Some people look for work because they themselves want to work. Others do it primarily because it is expected of them.*

14. Please indicate on a scale from 1 to 5 to what extent in the **last 4 weeks** you have looked for work because you yourself wanted to, or because it was expected of you?

Because I wanted					Because it was
to					expected of me
1	2	3	4	5	
<input type="checkbox"/>					

N3. Could you explain why you haven't taken any steps towards finding paid work in the last [fill: 4 weeks or 6 months]? More than one answer is possible.

- Because I did not expect to find a suitable job
- Because of caring commitments
- Because of my education or studies
- Because of sickness or incapacity for work
- Because of holidays or lack of time
- Because I expected little result
- Because I expect to start work soon
- Other reason: \_\_\_\_\_
- Do not know / no answer

## 5 Wishes regarding work

*Suppose someone offers you a paid job that is perfectly suited to you and offers the hours that you want to work. The following questions concern your preferences for that job.*

15. How many hours per week would you prefer to work in your ideal job?

I would like to work \_\_\_\_\_ hours per week.

*You indicated that you would prefer to work \_\_\_\_\_ [fill in answer 15] hours per week in this job.*

16. How much net **per month** do you want to earn in this job?

The statutory net minimum wage for employees aged 22 years or over for full-time employment (40 hours per week) is approximately €1400 per month. Net means the money that is paid into your account.

I would want at least \_\_\_\_\_ euro net per month.

17. If you got a job offer now, could you start work within **2 weeks**? [Routing: only if 9(b) = No]

- Yes [Routing: go to question 19]
- No [Routing: go to question 18]
- Do not know/ No answer [Routing: go to question 19]

18. Could you explain why you would not be able to start work within 2 weeks if you got a job now?

- I look after my children
- I am pregnant [Routing: only if 1 = Female]
- I am studying
- I have health problems
- I have personal problems
- I have a work disability
- I have been declared partially unfit
- I am moving house
- I do voluntary work
- Other: \_\_\_\_\_
- Do not know/no answer

## 6 Work and finding work

*The following statements concern work and finding work.*

19. [Routing: if 9(a) or 9(b) = Yes, fill in text: You indicated earlier that you have (paid) work at the moment. Please answer this question concerning finding paid work that would mean you no longer need social assistance (uitkering).

Please indicate how much you agree or disagree with the following.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
	1	2	3	4	5	96
a For me, a job means more than just money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b I think I can find a job that fits well with my education and experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c I think I make a good impression when I apply for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d Most of the people who are important to me think that I should work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e I want to look for work within the next 4 months.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
f I think that I can find paid work if I really make an effort.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
g I think that I will find work in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h I put my best effort into applying for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 7 Ability to work

*The following question concerns your ability to work. By this we mean whether you are physically and psychologically fit to carry out paid work.*

20. How would you rate your current ability to work on a scale from 0 to 10?

0 = completely unfit for work

10 = completely fit for work

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

21. Are there any particular reasons why you are unable to do or find paid work? More than one answer is possible.

- I do not speak Dutch well
- I have relationship problems
- I have significant debts
- I am addicted to alcohol or drugs
- I am addicted to gambling or gaming
- I have to serve a sentence or I have a criminal record
- I have physical health problems
- I have psychological health problems
- Because of my old(er) age
- Because of my immigration background
- I cannot find work for which I have been trained
- Other: \_\_\_\_\_
- Do not know/no answer

## 8 Participation and social contacts

22. How strongly do you feel that you are part of Dutch society? In other words, do you feel welcome and included in Dutch society.

0 = not at all  
10 = completely

0      1      2      3      4      5      6      7      8      9      10  
                                       

23. The following questions concern your contact with other people. This involves meetings, telephone calls, and written communication or e-mail contact with people who do **not** live with you.

	Every day	At least once a week	3 times a month	Twice a month	Once a month	Less than once a month	Seldom or never
a How often do you have contact with neighbours or people who live nearby?	<input type="checkbox"/>						
b How often do you have contact with friends or people you know well?	<input type="checkbox"/>						
c How often do you have contact with your family?	<input type="checkbox"/>						

## 9 Autonomy

Because you receive social assistance (*bijstandsuitkering*), you are in contact with the Work and Income department (*Werk en Inkomen*) of the Municipality of Utrecht. This contact can be in regards to, for example, finding work, taking the first steps back to work, receiving benefits, or how you are coping.

The following statements refer to your contact with the Work and Income department (*Werk en Inkomen*) about **finding work** or **taking the first steps back to work**. If you have not been in contact about these matters with the Work and Income department, then please choose 'not applicable'.

24. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
	1	2	3	4	5	96
a I have sufficient freedom to make my own choices in my search for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b I decide for myself what I do and how I do it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I decide for myself when I do things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The Work and Income department interferes with my search for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 10 Your relationship with the Municipality of Utrecht

25. What do you think the functions of the Work and Income department are?

	Yes	Maybe	No
a To pay out my benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b To help me find suitable work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c To ensure that I keep up with my obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d To find suitable work for me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e To offer support that increases my chances in the job market.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f To help me if I have debts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25.1 Do you think that the Work and Income department has other functions, as well?

- Yes, specifically: \_\_\_\_\_
- No

26. All things considered, how satisfied are you with the Work and Income department?

0 = very dissatisfied  
10 = very satisfied

0	1	2	3	4	5	6	7	8	9	10	Do not know
<input type="checkbox"/>											

*The following 9 questions concern how you experience your relationship with the staff of Work and Income in general.*

27. On a scale of 1 to 5, indicate to what extent you feel the staff of Work and Income are cooperative.

Do not cooperate					Cooperate
1	2	3	4	5	
<input type="checkbox"/>					

28. On a scale of 1 to 5, indicate to what extent you feel that the Work and Income staff are fair.

Not Fair					Fair
1	2	3	4	5	
<input type="checkbox"/>					

29. On a scale of 1 to 5, to what extent do you feel that the Work and Income staff take your situation into consideration.

Do not consider my situation at all					Take my situation into consideration
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

30. On a scale of 1 to 5, indicate to what extent you feel the Work and Income staff are flexible.

Not flexible				Flexible
1	2	3	4	5
<input type="checkbox"/>				

31. On a scale of 1 to 5, indicate to what extent you feel the Work and Income staff are forcing you.

Forcing me				Not forcing me
1	2	3	4	5
<input type="checkbox"/>				

32. On a scale of 1 to 5, indicate to what extent you feel the Work and Income staff are accurate.

Not accurate				Accurate
1	2	3	4	5
<input type="checkbox"/>				

33. On a scale of 1 to 5, indicate to what extent you feel the Work and Income staff are interested.

Not interested				Interested
1	2	3	4	5
<input type="checkbox"/>				

34. On a scale from 1 to 5, indicate to what extent you feel the Work and Income staff are respectful.

Not respectful				Respectful
1	2	3	4	5
<input type="checkbox"/>				

35. On a scale of 1 to 5, indicate to what extent you feel Work and Income is useful to you.

The Work and Income department is of no help to me				I get a lot out of the Work and Income department
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Work and Income department is there to help and support you in finding work. This is also called a service. The following questions are about this service.

36. Please indicate how much you agree or disagree with the following statements.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
		1	2	3	4	5
a	The service the Work and Income department provides fits my personal situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	The Work and Income department provides me with the service that I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	I get enough information about my rights in relation to my social assistance (bijstand) from the Work and Income department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how much you agree or disagree with the following statements.

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
		1	2	3	4	5	96
d	The service that the Work and Income department provides, helps me to find a suitable job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	It can be stressful to be in a position of needing social assistance (bijstand). The Work and Income department takes this sufficiently into consideration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	My contact with the Work and Income department often leads to problems and 'hassle'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 11 What are your thoughts on social assistance (bijstand)?

*The following questions refer to your thoughts on social assistance (bijstand).*

37. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
	1	2	3	4	5
a	I feel I should be free to do the things that I find important while receiving social assistance (bijstand).				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	I feel there should be rules and obligations for receiving social assistance (bijstand).				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	When the Work and Income staff treat me unfairly, then I will make less of an effort.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	When the Work and Income staff keep to agreements, then I do as well.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	When the municipality gives me more space to do my own thing, then it is easier for me to find my way.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	When I receive better help and support from the Work and Income department, I feel more like doing my best to find work.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g	I want the freedom to decide what I do and make my own choices while receiving social assistance (bijstand).				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 12 Perceived regulatory pressure

Because you receive social assistance (*bijstandsuitkering*), you also have to abide by a number of rules and obligations. When you do not comply with these rules and obligations, the Work and Income department can give you a warning, or reduce or stop your social assistance temporarily. Some examples of rules and obligations that **may** apply to you are:

- Obligatory notification, for example if you go on holiday.
- Obligatory appointments with a contact person at the municipality.
- Obligation to submit applications (obliged to submit a certain number of applications per month).
- Extra income or extra earnings are (partially) deducted from your social assistance.
- Obligation to take part in a municipal support plan (*traject*).
- Obligation to accept suitable work.

It may be that not all of these rules and obligations apply to you. Take the time to think about the rules and obligations that **currently** apply to you. What is your experience with these rules and obligations? What is your general impression? The following questions concern these rules and obligations.

40. Please indicate how much you agree or disagree with the following statements about rules and obligations connected with social assistance (*bijstand*), that **currently** apply to you.

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
		1	2	3	4	5
a	I experience these rules and obligations as a burden.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	These rules and obligations help me to look for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	These rules and obligations cause me irritation or frustration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	These rules and obligations give me sufficient freedom to do what I want to do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	These rules and obligations suit my situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	These rules and obligations cause me stress or tension.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g	These rules and obligations prevent me from finding suitable work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h	These rules and obligations restrict my personal freedom.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i	These rules and obligations encourage me to look for paid work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following question also concerns the rules and obligations of the social assistance (*bijstand*) that **currently** apply to you.

41. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	
	1	2	3	4	5	
a	It takes a lot of effort to comply with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	It takes a lot of time to comply with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	I worry about whether I am complying with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	I am afraid that I am not complying with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	I am dissatisfied with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	I want to have as little to do with the Work and Income department as possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 13 Health and well-being

We would like to ask you some questions about your health and well-being. We ask these questions because we are not just interested in your job search, but also in your personal well-being.

42. How would you describe your health?

- Excellent
- Very good
- Good
- Moderate
- Bad

43. On a scale from 0 to 10, please indicate how **satisfied** you currently are with your life.

0 = completely dissatisfied  
10 = completely satisfied

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |

44. Do you think the things you do in your life are **meaningful**?

0 = completely meaningless  
10 = completely meaningful

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |

45. How have you felt in the **last 4 weeks**?

		Never	Almost never	Sometimes	Often	Always
a	Have you felt very nervous or anxious?	<input type="checkbox"/>				
b	Have you felt so low that nothing could cheer you up?	<input type="checkbox"/>				
c	Have you felt calm and at peace?	<input type="checkbox"/>				
d	Have you felt down and depressed?	<input type="checkbox"/>				
e	Have you felt happy?	<input type="checkbox"/>				

## 14 Financial situation

46. What is the **current** financial situation in your household?

Managing means having just enough money to be able to pay the absolute minimum necessary costs of living.

- I am going into debt.
- I am living on my savings.
- I am just managing.
- I have a bit of money left over.
- I have enough left to be able to save.
- I do not know.
- I prefer not to say.

## 15 Trust

*We would like to ask you 2 questions about your trust in others.*

47. Generally speaking, do you feel that most people can be trusted, or that you can't be too careful in dealing with other people?

Place a 0 if you think that you cannot be too careful, and 10 if you think that most people can really be trusted.

Cannot be too careful										Most people can really be trusted
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

48. On a scale from 1 to 4, please indicate how much trust you have in the following authorities.

		No trust at all			Complete trust	
		1	2	3	4	
a	The national authorities (government, Tweede Kamer, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b	The municipality of Utrecht	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c	The Work and Income department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d	The Work and Income staff in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 16 Opinion about the questionnaire

*Finally, we would like to ask what you think of this questionnaire.*

49. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Agree	Neither agree nor disagree	Agree	Strongly agree
	1	2	3	4	5
a The questions were difficult to answer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The questions were clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I thought the questionnaire was too long.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

50. Do you have any other comments or concerns?

*You have finished. Thank you very much for completing this questionnaire!*

*Have a nice day.*

**[END OF QUESTIONNAIRE]**

## 2 Questionnaire midline

### Sections

General information .....	25
Intro text .....	26
1 Activities .....	27
2 Current situation (work) .....	29
3 Job search .....	30
4 Wishes regarding work .....	32
5 Autonomy .....	33
6 Your relationship with the Municipality of Utrecht .....	34
7 Trust .....	36
8 Social contacts .....	37
9 Health and well-being .....	38
10 Ability to work .....	39
11 Financial situation .....	40
12 Compliance activities .....	41
13 Perceived regulatory pressure .....	42
14 Personality .....	44
15 Questions about the research .....	45
16 Opinion about the questionnaire .....	46

## General information

- Survey method: CAWI and CAPI.
- Respondents could choose between four languages: Dutch, Modern Standard Arabic, Turkish and English.
- CAWI respondents could see a progress bar.
- Titles and question numbers not visible to the respondents.
- For respondents in Zeist, the term *Work and Income* was replaced by *Regional Social Services Kromme Rijn Heuvelrug (RSD)*.

## Intro text

Dear Sir or Madam,

You are currently participating in the 'Weten wat werkt' ('What Works') study conducted by the municipality of Utrecht and Utrecht University. Today, you will be completing the second questionnaire. Thank you for taking the time to answer all the questions! Research company Labyrinth is responsible for conducting the questionnaires.

### **Who can read my answers?**

Your data will be handled in strict confidence by the university and research company Labyrinth. Your name will not be included with your answers. Researchers from the university and municipality will not be able to see which answers you gave.

This means that you can say exactly what you think.

### **How long does it take to complete?**

It takes about 18 minutes to complete the questionnaire. If you have any questions or if you need help completing the questionnaire, please contact Labyrinth at 030-262 71 91 or [info@labyrinthonderzoek.nl](mailto:info@labyrinthonderzoek.nl).

Thank you for taking part in this study!

Kind regards,  
Prof. Dr. Stephanie Rosenkranz  
Lead Researcher, Utrecht University

# 1 Activities

The following questions concern activities and work.

1. Are you involved in any of the following activities?

Explanation: A **social work facility** (sociale werkvoorziening) is a workplace for people with an employment disability.

A **work experience placement** (leerwerkplaats) is a workplace where you not only work, but also take part in a learning programme.

Activity	Yes	No
a I work in a social work facility (sociale werkvoorziening), work experience placement (leerwerkplaats), or social enterprise.	<input type="checkbox"/>	<input type="checkbox"/>
b I have a paid job.	<input type="checkbox"/>	<input type="checkbox"/>
c I am self-employed/freelancer (with or without employees).	<input type="checkbox"/>	<input type="checkbox"/>
d I do voluntary work.	<input type="checkbox"/>	<input type="checkbox"/>
e I am currently setting up my own business.	<input type="checkbox"/>	<input type="checkbox"/>
f I am in work training/taking a course.	<input type="checkbox"/>	<input type="checkbox"/>
g I provide informal care (care for a family member or a close friend).	<input type="checkbox"/>	<input type="checkbox"/>
h I take part in a municipal support program (begeleidingsplan).	<input type="checkbox"/>	<input type="checkbox"/>
i I have signed up for daytime activities (dagbesteding).	<input type="checkbox"/>	<input type="checkbox"/>
j I am involved in another activity.	<input type="checkbox"/>	<input type="checkbox"/>

2. You have indicated that you are involved in other activities. Could you list the activity/activities below? [Routing: if 1(j) = Yes]

Activity 1: \_\_\_\_\_

Activity 2: \_\_\_\_\_

Activity 3: \_\_\_\_\_

3. **On average**, how many hours per week do you spend on the following activities?  
[Routing: show activities for which 1 = Yes]

Activity	Number of hours:
a I work in a social work facility (sociale werkvoorziening), work experience placement (leerwerkplaats), or social enterprise.	
b I do voluntary work.	
c I am currently setting up my own business.	
d I am in work training/taking a course.	
e I provide informal care (care for a family member or a close friend).	
f I take part in a municipal support program (begeleidingsplan).	
g I have signed up for daytime activities (dagbesteding).	
h I am involved in another activity.	

## 2 Current situation (work)

You will now be asked a number of questions about your work.

4. You indicated that you have a paid job. What kind of work do you have? More than one answer is possible. [Routing: if 1(b) = Yes]

- Permanent employment
- Temporary employment
- On-call employment
- Employed by a temporary employment agency
- Other type of work: \_\_\_\_\_
- I do not know

5. How many hours a week do you work on average? Do not include overtime hours or unpaid hours. [Routing: if 1(b) or 1(c) = Yes]

Number of hours: \_\_\_\_\_

- I do not know

6. How many hours a week on average?  
[Routing: if 5 = I do not know]

- 4 or fewer hours a week
- 5 to 11 hours a week
- 12 to 29 hours a week
- 30 hours or more a week

7. All things considered, how satisfied are you with your job?  
[Routing: if 1(b) or 1(c) = Yes]

0 = very dissatisfied

10 = very satisfied

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       | Do not<br>know<br>(99)   |
| <input type="checkbox"/> |

8. You indicated that you have a job. Do you also receive social assistance (bijstandsuitkering)?  
[Routing: if 1(b) or 1(c) = Yes]

- Yes
- No
- I do not know.

### 3 Job search

*Even though you have a job, we would still like to ask you a few questions about finding work. After all, you may have looked for work recently.*

[Routing: show this introduction if 1(b) or 1(c) = Yes]

*The following questions concern job searching.*

[Routing: show this introduction if 1(b) and 1(c) = No]

9. In the **last 6 months**, did you make any efforts to find paid work? This includes reading job advertisements.

- Yes
- No

10. And in the **last 4 weeks**? [Routing: if 9 = Yes]

- Yes
- No

11. If you consider the **last 4 weeks**, how many hours did you spend looking for work per week, on average? [Routing: if 10 = Yes]

\_\_\_\_\_ hours

12. How often in the **last 4 weeks** have you applied for jobs, in total? This includes writing letters of application and unsolicited applications. [Routing: if 10 = Yes]

\_\_\_\_\_ times

13. How often in the **last 4 weeks** have you been invited to a job interview?

[Routing: if 10 = Yes]

\_\_\_\_\_ times

14. Please indicate how much you agree or disagree with the following two statements.

[Routing: if 10 = Yes]

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
		1	2	3	4	5
a	In the last 4 weeks, I looked for work because I wanted to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	In the last 4 weeks, I looked for work because I was expected to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*There are different reasons why people do not look for a job. We would like to know what your reasons are.*

15. Could you explain why you haven't taken any steps towards finding paid work in the last [Routing: 4 weeks / 6 months]? More than one answer is possible. [Routing: if 9 = No or 10 = No]

- Because I now have a paid job (full-time or part-time)
- Because I am now self-employed/freelancing (full-time or part-time)
- Because I did not expect to find a suitable job
- Because I expected little result
- Because of my caring commitments
- Because of my education or studies
- Because of sickness or incapacity for work
- Other reason: \_\_\_\_\_
- Do not know/no answer

## 4 Wishes regarding work

*Suppose someone offers you a paid job that is perfectly suited to you and offers the hours that you want to work. The following questions concern your preferences for that job.*

16. How many hours per week would you prefer to work in your ideal job?

I would like to work \_\_\_\_\_ hours per week.

*You indicated that you would prefer to work \_\_\_\_\_ [fill in answer 16] hours per week in this job.*  
[Routing: show if 16>0]

17. How much net **per month** do you want to earn in this job?

The statutory net minimum wage for employees aged 22 years or over for full-time employment (40 hours per week) is approximately €1400 per month. Net means the money that is paid into your account.

I would want at least \_\_\_\_\_ euro net per month.

18. If you got a job offer now, could you start work **within 2 weeks**?

[Routing: if 1(b) and 1(c) = No]

- Yes
- No
- Do not know/ No answer

19. Could you explain why you would not be able to start work within 2 weeks if you got a job now? More than one answer possible. [Routing: if 18 = No]

- I look after my children
- I have health problems
- I have personal problems
- I have a work disability
- I have been declared partially unfit
- I do voluntary work
- Other: \_\_\_\_\_
- Do not know/no answer

## 5 Autonomy

If you receive social assistance (*bijstandsuitkering*), you are in contact with the Work and Income department (*Werk en inkomen, sociale dienst*) of the municipality of Utrecht. This contact may concern, for example, finding work, taking the first steps back to work, reporting income, or how you are doing.

[Routing: Do not show introduction hereafter and question 20 if 8 = No, in that case continue with question 21.]

The following statements refer to your contact with the Work and Income department (*Werk en inkomen, sociale dienst*) about **finding work** or **taking the first steps back to work**. If you have not been in contact about these matters with the Work and Income department (*Werk en inkomen, sociale dienst*), then please choose 'not applicable'.

20. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
	1	2	3	4	5	96
a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 6 Your relationship with the Municipality of Utrecht

21. All things considered, how satisfied are you with the Work and Income department (Werk en inkomen, sociale dienst)?

0 = very dissatisfied

10 = very satisfied

0	1	2	3	4	5	6	7	8	9	10	Do not know (99)	Not applicable (96)
<input type="checkbox"/>												

*The Work and Income department (Werk en inkomen, sociale dienst) is there to help and support you in finding work. This is also called a service. The following questions are about this service.*

22. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Do not know	Not applicable
	1	2	3	4	5	99	96
a The service the Work and Income department (Werk en inkomen, sociale dienst) provides, fits my personal situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The Work and Income department (Werk en inkomen, sociale dienst) provides me with the service that I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The service that the Work and Income department (Werk en inkomen, sociale dienst) provides, helps me to find a suitable job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d It can be stressful to be in a position of needing social assistance (bijstandsuitkering). The Work and Income department (Werk en inkomen, sociale dienst) takes this sufficiently into consideration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. What can the Work and Income department (Werk en inkomen, sociale dienst) do to help you better? [Question not compulsory]

## 7 Trust

We would like to ask you 2 questions about your trust in others.

24. Generally speaking, do you feel that most people can be trusted, or that you can't be too careful in dealing with other people?

Place a 0 if you think that you cannot be too careful, and 10 if you think that most people can really be trusted.

Cannot be too careful										Most people can really be trusted
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

25. On a scale from 1 to 4, please indicate how much trust you have in the following authorities.

	No trust at all			Complete trust
	1	2	3	4
a The national authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The municipality of Utrecht	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The Work and Income department (Werk en inkomen, sociale dienst)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The Work and Income (Werk en inkomen, sociale dienst) staff in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 8 Social contacts

26. How strongly do you feel that you are part of Dutch society? In other words, do you feel welcome and included in Dutch society.

0 = not at all  
10 = completely

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

27. The following questions concern your contact with other people. This involves meetings, telephone calls, and written communication or e-mail and social media contact with people who do **not** live with you.

	Every day	At least once a week	3 times a month	Twice a month	Once a month	Less than once a month	Seldom or never
a	How often do you have contact with neighbours or people who live nearby?						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	How often do you have contact with friends or people you know well?						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	How often do you have contact with your family?						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 9 Health and well-being

We would like to ask you some questions about your health and well-being.

28. How would you describe your health?

- Excellent
- Very good
- Good
- Moderate
- Bad

29. On a scale from 0 to 10, please indicate how **satisfied** you currently are with your life.

0 = completely dissatisfied  
10 = completely satisfied

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |

30. Do you think the things you do in your life are **meaningful**?

0 = completely meaningless  
10 = completely meaningful

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |

31. How have you felt in the **last 4 weeks**?

	Never	Almost never	Sometimes	Often	Always
a Have you felt very nervous or anxious?	<input type="checkbox"/>				
b Have you felt so low that nothing could cheer you up?	<input type="checkbox"/>				
c Have you felt calm and at peace?	<input type="checkbox"/>				
d Have you felt down and depressed?	<input type="checkbox"/>				
e Have you felt happy?	<input type="checkbox"/>				

32. People who are stressed generally feel anxious, restless, nervous, concerned or are unable to sleep at night because they worry a lot. Are you currently experiencing this kind of stress?

- Never
- Almost never
- Sometimes
- Often
- Always

## 10 Ability to work

*The following question concerns your ability to work. By this we mean whether you are physically and psychologically fit to carry out paid work.*

33. How would you rate your current ability to work on a scale from 0 to 10?

0 = completely unfit for work

10 = completely fit for work

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

## 11 Financial situation

34. What is the **current** financial situation in your household?

Managing means having just enough money to be able to pay the absolute minimum necessary costs of living.

- I am going into debt.
- I am living on my savings.
- I am just managing.
- I have a bit of money left over.
- I have enough left to be able to save.
- I do not know.
- I prefer not to say.

## 12 Compliance activities

35. Since you receive social assistance (bijstandsuitkering), you are required to comply with a number of rules and obligations. We would like to know which of the following rules and obligations apply to you **at the moment**. [Routing: Do not show if 8 = No]

	Yes	No	I do not know
	1	2	99
a Are you required to apply for a job?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Are you required to participate in re-integration activities (such as workplace training or group meetings)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c Are you required to report changes to your situation (such as your income, a stay abroad, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36. When you receive social assistance (bijstandsuitkering), you are allowed to earn additional income. How much of your income are you **currently** allowed to keep?

[Routing: only show if respondent part of group 'Werken Loont', do not show if 8 = No]

- If I work, I am allowed to keep 25% of the money I earn, up to a maximum of €202 a month.
- If I work, I am allowed to keep 50% of the money I earn, up to a maximum of €202 a month.
- This rule does not apply to me.
- I do not know.

### 13 Perceived regulatory pressure

[Routing: Do not show if 8 = No]

As mentioned before, you are required to comply with rules and regulations when receiving social assistance (*bijstandsuitkering*). If you do not comply with these rules and obligations, the Work and Income department (*Werk en inkomen, sociale dienst*) can give you a warning, or reduce or stop your social assistance temporarily. Some examples of rules and obligations that **may** apply to you are:

- *Obligatory notification, for example if you go on holiday.*
- *Obligatory appointments with a contact person at the municipality.*
- *Obligation to submit applications (obliged to submit a certain number of applications per month).*
- *Extra income or extra earnings are (partially) deducted from your social assistance.*

It may be that not all of these rules and obligations apply to you. Take the time to think about the rules and obligations that **currently** apply to you. What is your experience with these rules and obligations? What is your general impression? The following questions concern these rules and obligations.

37. Please indicate how much you agree or disagree with the following statements about rules and obligations connected with social assistance (*bijstand*), that **currently** apply to you.

		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
		1	2	3	4	5
a	I experience these rules and obligations as a burden.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	These rules and obligations cause me irritation or frustration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	These rules and obligations suit my situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	These rules and obligations cause me stress or tension.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	These rules and obligations restrict my personal freedom.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following question also concerns the rules and obligations of the social assistance (*bijstand*) that **currently** apply to you.

38. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
	1	2	3	4	5
a	It takes a lot of effort to comply with these rules and obligations.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	It takes a lot of time to comply with these rules and obligations.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	I am dissatisfied with these rules and obligations.				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 14 Personality

39. We would now like to ask you a few questions about your personality. How well do these statements describe you as a person? For every statement, please indicate whether you agree or disagree.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
a I enjoy talking to people .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b I am nervous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I stay calm in stressful situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d I often worry about things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e I go out and am social.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f I like to keep a distance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g I am creative and come up with new ideas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h I appreciate art and beautiful things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i I have a lively imagination.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j I am sometimes rude to other people.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k I have a forgiving nature.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l I am compassionate and kind to almost everyone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m I am thorough about my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n I tend to be lazy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o I can get a lot done in a short amount of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 15 Questions about the research

40. Around 6 months ago, you received a letter from the municipality of Utrecht about the 'Weten wat werkt' study ('What Works'). This letter stated which group you have been placed in and what this means for you. Which group were you assigned to?

- Group 'Zelf in actie'
- Group 'Met extra hulp in actie'
- Group 'Werken loont'
- Group 'Meten wat werkt'
- I cannot remember
- I did not receive any information on this

41. Do you know anyone **outside of your household** who is participating in this study 'Weten wat Werkt' ('What Works')?

- Yes
- No

## 16 Opinion about the questionnaire

42. Do you have any other comments or concerns? [Question not compulsory]

*You have reached the end of the questionnaire. Thank you for taking the time to answer these questions. Thanks to your cooperation, your answers help us to improve the social assistance system. You are now halfway through the study. You will be sent an invitation for the final questionnaire in autumn.*

*Do you have any questions about the 'What Works' study? If so, contact the Municipality of Utrecht by phone at 030 - 286 52 11 or e-mail to [wetenwatwerkt@utrecht.nl](mailto:wetenwatwerkt@utrecht.nl).*

*Have a nice day.*

**[END OF QUESTIONNAIRE]**

### 3 Questionnaire endline

#### Sections

General information .....	48
Intro text .....	49
1 Activities .....	50
2 Current situation (work).....	52
3 Job search.....	53
4 Wishes regarding work.....	55
5 Autonomy .....	56
6 Your relationship with the Municipality of Utrecht.....	57
7 Trust .....	58
8 Social contacts.....	59
9 Health and well-being .....	60
10 Ability to work.....	61
11 Financial situation.....	62
12 Perceived regulatory pressure .....	63
13 Working and finding a job .....	65
14 How do you think about yourself? .....	66
15 Opinion on 'Weten wat werkt' study and questionnaire .....	67

## General information

- Survey method: CAWI and CAPI.
- Respondents could choose between four languages: Dutch, Modern Standard Arabic, Turkish and English.
- CAWI respondents could see a progress bar.
- Titles and question numbers not visible to the respondents.
- For respondents in Zeist, the term *Work and Income* was replaced by *Regional Social Services Kromme Rijn Heuvelrug (RSD)*.

## Intro text

Dear Sir or Madam,

You are currently participating in the 'Weten wat werkt' ('What Works') study conducted by the municipality of Utrecht and Utrecht University. Today, you will be completing the second questionnaire. Thank you for taking the time to answer all the questions! Research company Labyrinth is responsible for conducting the questionnaires.

### **Who can read my answers?**

Your data will be handled in strict confidence by the university and research company Labyrinth. Your name will not be included with your answers. Researchers from the university and municipality will not be able to see which answers you gave.

This means that you can say exactly what you think.

### **How long does it take to complete?**

It takes about 18 minutes to complete the questionnaire. If you have any questions or if you need help completing the questionnaire, please contact Labyrinth at 030-262 71 91 or [info@labyrinthonderzoek.nl](mailto:info@labyrinthonderzoek.nl).

Thank you for taking part in this study!

Kind regards,  
Prof. Dr. Stephanie Rosenkranz  
Lead Researcher, Utrecht University

# 1 Activities

*The following questions concern activities and work.*

## 1. Are you involved in any of the following activities?

Explanation: A **social work facility** (sociale werkvoorziening) is a workplace for people with an employment disability.

A **work experience placement** (leerwerkplaats) is a workplace where you not only work, but also take part in a learning programme.

Activity	Yes	No
a I work in a social work facility (sociale werkvoorziening), work experience placement (leerwerkplaats), or social enterprise.	<input type="checkbox"/>	<input type="checkbox"/>
b I have a paid job.	<input type="checkbox"/>	<input type="checkbox"/>
c I am self-employed/freelancer (with or without employees).	<input type="checkbox"/>	<input type="checkbox"/>
d I do voluntary work.	<input type="checkbox"/>	<input type="checkbox"/>
e I am currently setting up my own business.	<input type="checkbox"/>	<input type="checkbox"/>
f I am in work training/taking a course.	<input type="checkbox"/>	<input type="checkbox"/>
g I provide informal care (care for a family member or a close friend).	<input type="checkbox"/>	<input type="checkbox"/>
h I take part in a municipal support program (begeleidingsplan).	<input type="checkbox"/>	<input type="checkbox"/>
i I have signed up for daytime activities (dagbesteding).	<input type="checkbox"/>	<input type="checkbox"/>
j I am involved in another activity.	<input type="checkbox"/>	<input type="checkbox"/>

## 2. You have indicated that you are involved in other activities. Could you list the activity/activities below? [Routing: if 1(j) = Yes]

Activity 1: \_\_\_\_\_

Activity 2: \_\_\_\_\_

Activity 3: \_\_\_\_\_

3. **On average**, how many hours per week do you spend on the following activities?  
[Routing: show activities for which 1 = Yes]

Activity	Number of hours
a I work in a social work facility (sociale werkvoorziening), work experience placement (leerwerkplaats), or social enterprise.	
b I do voluntary work.	
c I am currently setting up my own business.	
d I am in work training/taking a course.	
e I provide informal care (care for a family member or a close friend).	
f I take part in a municipal support program (begeleidingsplan).	
g I have signed up for daytime activities (dagbesteding).	
h I am involved in another activity.	

## 2 Current situation (work)

You will now be asked a number of questions about your work.

4. You indicated that you have a paid job. What kind of work do you have? More than one answer is possible. [Routing: if 1(b) = Yes]

- Permanent employment
- Temporary employment
- On-call employment
- Employed by a temporary employment agency
- Other type of work: \_\_\_\_\_
- I do not know

5. How many hours a week do you work on average? Do not include overtime hours or unpaid hours. [Routing: if 1(b) or 1(c) = Yes]

Number of hours: \_\_\_\_\_

- I do not know

6. How many hours a week on average?  
[Routing: if 5 = I do not know]

- 4 or fewer hours a week
- 5 to 11 hours a week
- 12 to 29 hours a week
- 30 hours or more a week

7. All things considered, how satisfied are you with your job?  
[Routing: if 1(b) or 1(c) = Yes]

0 = very dissatisfied

10 = very satisfied

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       | Do not<br>know<br>(99)   |
| <input type="checkbox"/> |

8. You indicated that you have a job. Do you also receive social assistance (bijstandsuitkering)?  
[Routing: if 1(b) or 1(c) = Yes]

- Yes
- No
- I do not know.

9. Have you taken an additional course or training since the beginning of this research (June 2018)? If so, could you fill it in below?

- Yes, namely: .....
- No

### 3 Job search

*Even though you have a job, we would still like to ask you a few questions about finding work. After all, you may have looked for work recently.*

[Routing: show this introduction if 1(b) or 1(c) = Yes]

*The following questions concern job searching.*

[Routing: show this introduction if 1(b) and 1(c) = No]

10. In the **last 6 months**, did you make any efforts to find paid work? This includes reading job advertisements.

- Yes
- No

11. And in the **last 4 weeks**? [Routing: if 10 = Yes]

- Yes
- No

12. If you consider the **last 4 weeks**, how many hours did you spend looking for work per week, on average? [Routing: if 11 = Yes]

\_\_\_\_\_ hours

13. How often in the **last 4 weeks** have you applied for jobs, in total? This includes writing letters of application and unsolicited applications. [Routing: if 11 = Yes]

\_\_\_\_\_ times

14. How often in the **last 4 weeks** have you been invited to a job interview?

[Routing: if 11 = Yes]

\_\_\_\_\_ times

15. Please indicate how much you agree or disagree with the following two statements.

[Routing: if 11 = Yes]

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
	1	2	3	4	5	
a	In the last 4 weeks, I looked for work because I wanted to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	In the last 4 weeks, I looked for work because I was expected to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*There are different reasons why people do not look for a job. We would like to know what your reasons are.*

16. Could you explain why you haven't taken any steps towards finding paid work in the last [Routing: 4 weeks / 6 months]? More than one answer is possible. [Routing: if 10 = No or 11 = No]

- Because I now have a paid job (part-time)
- Because I am now self-employed/freelancing (part-time)
- Because I did not expect to find a suitable job
- Because I expected little result
- Because of my caring commitments
- Because of my education or studies
- Because of sickness or incapacity for work
- Other reason: \_\_\_\_\_
- Do not know/no answer

#### 4 Wishes regarding work

17. If you got a job offer now, could you start work **within 2 weeks**?

[Routing: if 1(b) and 1(c) = No]

- Yes
- No
- Do not know/ No answer

18. Could you explain why you would not be able to start work within 2 weeks if you got a job now? More than one answer possible. [Routing: if 17 = No]

- I look after my children
- I have health problems
- I have personal problems
- I have a work disability
- I have been declared partially unfit
- I do voluntary work
- Other: \_\_\_\_\_
- Do not know/no answer

## 5 Autonomy

*If you receive social assistance (bijstandsuitkering), you are in contact with the Work and Income department (Werk en inkomen, sociale dienst) of the municipality of Utrecht. This contact may concern, for example, finding work, taking the first steps back to work, reporting income, or how you are doing.*

[Routing: Do not show introduction hereafter and question 19 if 8 = No]

*The following statements refer to your contact with the Work and Income department (Werk en inkomen, sociale dienst) about **finding work** or **taking the first steps back to work**. If you have not been in contact about these matters with the Work and Income department (Werk en inkomen, sociale dienst), then please choose 'not applicable'.*

19. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
	1	2	3	4	5	96
a I have sufficient freedom to make my own choices in my search for work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b I decide for myself what I do and how I do it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I decide for myself when I do things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 6 Your relationship with the Municipality of Utrecht

20. All things considered, how satisfied are you with the Work and Income department (Werk en inkomen, sociale dienst)?

0 = very dissatisfied

10 = very satisfied

0	1	2	3	4	5	6	7	8	9	10	Do not know (99)	Not applicable (96)
<input type="checkbox"/>												

*The Work and Income department (Werk en inkomen, sociale dienst) is there to help and support you in finding work. This is also called a service. The following questions are about this service.*

21. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Do not know	Not applicable
	1	2	3	4	5	99	96
a The service the Work and Income department (Werk en inkomen, sociale dienst) provides, fits my personal situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The Work and Income department (Werk en inkomen, sociale dienst) provides me with the service that I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The service that the Work and Income department (Werk en inkomen, sociale dienst) provides, helps me to find a suitable job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d It can be stressful to be in a position of needing social assistance (bijstandsuitkering). The Work and Income department (Werk en inkomen, sociale dienst) takes this sufficiently into consideration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 7 Trust

We would like to ask you 2 questions about your trust in others.

22. Generally speaking, do you feel that most people can be trusted, or that you can't be too careful in dealing with other people?

Place a 0 if you think that you cannot be too careful, and 10 if you think that most people can really be trusted.

Cannot be too careful										Most people can really be trusted
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

23. On a scale from 1 to 4, please indicate how much trust you have in the following authorities.

	No trust at all			Complete trust
	1	2	3	4
a The national authorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b The municipality of Utrecht	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c The Work and Income department (Werk en inkomen, sociale dienst)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d The Work and Income (Werk en inkomen, sociale dienst) staff in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 8 Social contacts

24. How strongly do you feel that you are part of Dutch society? In other words, do you feel welcome and included in Dutch society.

0 = not at all  
10 = completely

0      1      2      3      4      5      6      7      8      9      10  
                                       

25. The following questions concern your contact with other people. This involves meetings, telephone calls, and written communication or e-mail and social media contact with people who do **not** live with you.

		Every day	At least once a week	3 times a month	Twice a month	Once a month	Less than once a month	Seldom or never
a	How often do you have contact with neighbours or people who live nearby?	<input type="checkbox"/>						
b	How often do you have contact with friends or people you know well?	<input type="checkbox"/>						
c	How often do you have contact with your family?	<input type="checkbox"/>						

## 9 Health and well-being

We would like to ask you some questions about your health and well-being.

26. How would you describe your health?

- Excellent
- Very good
- Good
- Moderate
- Bad

27. On a scale from 0 to 10, please indicate how **satisfied** you currently are with your life.

0 = completely dissatisfied  
10 = completely satisfied

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |

28. Do you think the things you do in your life are **meaningful**?

0 = completely meaningless  
10 = completely meaningful

- |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                        | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/> |

29. How have you felt in the **last 4 weeks**?

	Never	Almost never	Sometimes	Often	Always
a Have you felt very nervous or anxious?	<input type="checkbox"/>				
b Have you felt so low that nothing could cheer you up?	<input type="checkbox"/>				
c Have you felt calm and at peace?	<input type="checkbox"/>				
d Have you felt down and depressed?	<input type="checkbox"/>				
e Have you felt happy?	<input type="checkbox"/>				

30. People who are stressed generally feel anxious, restless, nervous, concerned or are unable to sleep at night because they worry a lot. Are you currently experiencing this kind of stress?

- Never
- Almost never
- Sometimes
- Often
- Always

## 10 Ability to work

*The following question concerns your ability to work. By this we mean whether you are physically and psychologically fit to carry out paid work.*

31. How would you rate your current ability to work on a scale from 0 to 10?

0 = completely unfit for work

10 = completely fit for work

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>										

## 11 Financial situation

32. What is the **current** financial situation in your household?

Managing means having just enough money to be able to pay the absolute minimum necessary costs of living.

- I am going into debt.
- I am living on my savings.
- I am just managing.
- I have a bit of money left over.
- I have enough left to be able to save.
- I do not know.
- I prefer not to say.

## 12 Perceived regulatory pressure

[Routing: Do not show if 8 = No]

*If you do not comply with the rules and obligations, the Work and Income department (Werk en inkomen, sociale dienst) can give you a warning, or reduce or stop your social assistance temporarily. Some examples of rules and obligations that **may** apply to you are:*

- *Obligatory notification, for example if you go on holiday.*
- *Obligatory appointments with a contact person at the municipality.*
- *Obligation to submit applications (obliged to submit a certain number of applications per month).*
- *Extra income or extra earnings are (partially) deducted from your social assistance.*

*It may be that not all of these rules and obligations apply to you. Take the time to think about the rules and obligations that **currently** apply to you. What is your experience with these rules and obligations? What is your general impression? The following questions concern these rules and obligations.*

33. Please indicate how much you agree or disagree with the following statements about rules and obligations connected with social assistance (bijstand), that **currently** apply to you.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	
	1	2	3	4	5	
a	I experience these rules and obligations as a burden.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	These rules and obligations cause me irritation or frustration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	These rules and obligations suit my situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	These rules and obligations cause me stress or tension.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	These rules and obligations restrict my personal freedom.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following question also concerns the rules and obligations of the social assistance (*bijstand*) that **currently** apply to you.

34. Please indicate how much you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	
	1	2	3	4	5	
a	It takes a lot of effort to comply with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	It takes a lot of time to comply with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c	I am dissatisfied with these rules and obligations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 13 Working and finding a job

[Routing: If 8 = no, skip this question]

*Here are some statements about working and finding work.*

35. [Routing: if 1 (b) or 1 (c) = yes, then add this text: You have previously indicated that you currently have (paid) work. Answer this question to find paid work for which you no longer need benefits.]

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	Not applicable
	1	2	3	4	5	96
a For me, a job means more than just money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b I can find a job that fits well with my education and experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I can make a good impression when I apply.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d I want to search for a job in the next 4 months.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e I can find paid work if I really make an effort.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f I think I will find work in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g I do my best when applying for a job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 14 How do you think about yourself?

*The following questions are about how you feel about yourself.*

36. Please indicate how much you agree or disagree with the 3 following statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
	1	2	3	4	5
a I can get done the things I find important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b I can solve difficult situations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c I can overcome setbacks in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 15 Opinion on 'Weten wat werkt' study and questionnaire

37. You have now participated in the study 'Weten wat werkt' ('What Works') for almost a year and a half. What did you think of the study? [Not required to fill in]

38. Would you like to add something? [Not required to fill in]

*You have come to the end of the questionnaire. We are pleased that you have made time for this questionnaire. In this way we work together for a better social assistance.*

*The study 'Weten wat werkt' will run until December 31, 2019. Before the end of the year, the municipality will contact you to inform you about the situation after the study.*

*Do you have any questions about the study 'Weten wat werkt'? Please contact the municipality of Utrecht on 030 – 286 52 11 or mail [wetenwatwerkt@utrecht.nl](mailto:wetenwatwerkt@utrecht.nl).*

*If you would like to participate in more studies, you can [register here](#) for the panel of our partner Labyrinth. Labyrinth will contact you with an inquiry. You can always decide for yourself whether you want to participate. You will receive a reward for most studies, for example in the form of gift vouchers.*

*We wish you a nice day.*

**[END OF QUESTIONNAIRE]**

## 4 Documentation questionnaires

Documentation of sources and modifications for questions from all three questionnaires. Questions that are not listed are own questions.

Theme	Question	Description
Health and well-being	How would you describe your health?	First question of RAND SF-36. Official RAND translation. Question adapted due to language level.
	On a scale from 0 to 10, please indicate how satisfied you currently are with your life.	World Value Survey V23. Official translation. Rescaled from 1-10 to 0-10. Question adapted due to language level. Also included in EU-SILC 2013.
	Do you think the things you do in your life are meaningful?	Question on meaningfulness of life from the EU Statistics on Income and Living Conditions (EU-SILC 2013) ad-hoc module 'well-being'. Official translation. Question adapted due to language level.
	In the last 4 weeks, have you felt very nervous or anxious?	Mental Health Inventory 5 (MHI 5). Translation from Statistics Netherlands Health Survey. Rescaled from 1-6 to 1-5.
	In the last 4 weeks, have you felt so low that nothing could cheer you up?	Mental Health Inventory 5 (MHI 5). Translation from Statistics Netherlands Health Survey. Rescaled from 1-6 to 1-5.
	In the last 4 weeks, have you felt calm and at peace?	Mental Health Inventory 5 (MHI 5). Translation from Statistics Netherlands Health Survey. Rescaled from 1-6 to 1-5.
	In the last 4 weeks, have you felt down and depressed?	Mental Health Inventory 5 (MHI 5). Translation from Statistics Netherlands Health Survey. Rescaled from 1-6 to 1-5.
	In the last 4 weeks, have you felt happy?	Mental Health Inventory 5 (MHI 5). Translation from Statistics Netherlands Health Survey. Rescaled from 1-6 to 1-5.
Attitudes towards work	I think I can find paid work if I really make an effort.	Job-search locus of control. Question from Van Hooft & Crossley (2008). Own translation.
	I want to search for work within the next 4 months.	Job-search intention. Modification of question from Van Ryn & Vinokur (1992). Own translation.
	I think that I will find work in the future.	Optimism. Question from Vansteenkiste et al. (2004). Own translation. Question adapted due to language level.
	For me, a job means more than just money.	Attitude towards work. Question from Schuring et al. (2009). Own translation.
	I think I can make a good impression when I apply for work.	Job-search self-efficacy. Modification of question from Van Ryn & Vinokur (1992). Own translation.
	I can find a job that fits well with my education and experience.	Job-search self-efficacy. Modification of question from Van Ryn & Vinokur (1992). Own translation.
Work wishes and job search	If you got a job offer now, could you start work within 2 weeks?	Question from Statistics Netherlands Labor Force Survey (EBB).

Ability to work	How would you rate your current ability to work on a scale from 0 to 10?	Based on first question from the Work Ability Index of Tuomi et al. (1991). Own translation. Question adapted due to language level.
Social participation	How strongly do you feel that you are part of Dutch society?	Based on question about social partaking from Panel Study Labor Market and Social Security (PASS). Rescaled from 1-10 to 0-10. Own translation.
	How often do you have contact with neighbors or people who live nearby?	Based on questions about social contacts from the Statistics Netherlands Social Cohesion and Welfare Survey (S&W 2012–2014). Question and answering categories adapted due to language level.
	How often do you have contact with friends or people you know well?	Based on questions about social contacts from the Statistics Netherlands Social Cohesion and Welfare Survey (S&W 2012–2014). Question and answering categories adapted due to language level.
	How often do you have contact with your family?	Based on questions about social contacts from the Statistics Netherlands Social Cohesion and Welfare Survey (S&W 2012–2014). Question and answering categories adapted due to language level.
Trust	Generally speaking, do you feel that most people can be trusted, or that you can't be too careful in dealing with other people?	European Social Survey (ESS) question about 'Social trust'. Official translation. Question adapted due to language level.
	Trust in the national authorities.	Questions about institutional trust based on questions from the Statistics Netherlands Social Cohesion and Welfare survey (S&W 2012–2014). Similar questions (yet 10 point scale) in ESS. Question and answering categories adapted due to language level.
	Trust in the municipality of Utrecht.	Questions about institutional trust based on questions from the Statistics Netherlands Social Cohesion and Welfare survey (S&W 2012–2014). Similar questions (yet 10 point scale) in ESS. Question and answering categories adapted due to language level.
	Trust in the <i>Work &amp; Income</i> department (Werk en inkomen, sociale dienst).	Questions about institutional trust based on questions from the Statistics Netherlands Social Cohesion and Welfare survey (S&W 2012–2014). Similar questions (yet 10 point scale) in ESS. Question and answering categories adapted due to language level.
	Trust in the <i>Work &amp; Income</i> (Werk en inkomen, sociale dienst) staff in general.	Questions about institutional trust based on questions from the Statistics Netherlands Social Cohesion and Welfare survey (S&W 2012–2014). Similar questions (yet 10 point scale) in ESS. Question and answering categories adapted due to language level.
Financial situation	What is the current financial situation in your household?	Question from the residents' survey in Utrecht. Similar to ESS question on 'Financial situation nowadays'.
Big Five personality questions	15 questions.	GSOEP Big Five Inventory (BFI-S; Gerlitz & Schupp, 2005).

## References

Gerlitz J.Y., & Schupp, J. (2005). *Zur Erhebung der Big-Five-basierten Persönlichkeitsmerkmale im SOEP. Dokumentation der Instrumentenentwicklung BFI-S auf Basis des SOEP-Pretests 2005*. DIW Research, Notes 4.

Schuring, M., Burdorf, A., Voorham, A. J., der Weduwe, K., & Mackenbach, J. P. (2009). Effectiveness of a health promotion programme for long-term unemployed subjects with health problems: A randomised controlled trial. *Journal of Epidemiology & Community Health*, 63(11), 893–899. <https://doi.org/10.1136/jech.2008.080432>

Tuomi, K., Ilmarinen, J., Eskelinen, J., Jarvinen, E., Toikkanen, J., & Klockars, M. (1991). Prevalence and incidence rates of diseases and work ability in different work categories of municipal occupations. *Scandinavian Journal of Work, Environment & Health*, 17(1), 67–74.

van Hooft, E. A. J., & Crossley, C. D. (2008). The Joint Role of Locus of Control and Perceived Financial Need in Job Search. *International Journal of Selection and Assessment*, 16(3), 258–271. <https://doi.org/10.1111/j.1468-2389.2008.00432.x>

van Ryn, M., & Vinokur, A. D. (1992). How did it work? An examination of the mechanisms through which an intervention for the unemployed promoted job-search behavior. *American Journal of Community Psychology*, 20(5), 577–597. <https://doi.org/10.1007/BF00941773>

Vansteenkiste, M., Lens, W., De Witte, S., De Witte, H., & Deci, E. L. (2004). The “why” and “why not” of job search behaviour: Their relation to searching, unemployment experience, and well-being. *European Journal of Social Psychology*, 34(3), 345–363. <https://doi.org/10.1002/ejsp.202>