





## CONFLICTS

In this part of the questionnaire, we would like to ask you a number of questions regarding various conflicts that you may have dealt with. **Unless otherwise stated**, the questions pertain to conflicts:

- with external persons / companies / authorities (not with own personnel),
- that prevented or complicated your work (or caused damage/harm for you as an entrepreneur).

P1 In the past 12 months, have you had one or more conflicts about the **purchase** of goods or services from suppliers? (multiple answers possible)

- Yes, about the good or service itself
- Yes, about the delivery time
- Yes, about the number of goods / services
- Yes, about the payment or the amount of the invoice
- Yes, about something else, namely ....
- No

P2 Taken together, with how many different parties did you have one or more conflicts about **purchases** in the past 12 months? (if you don't know exactly, make an estimate)

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> 1 party   | <input type="checkbox"/> 6 to 10 parties     |
| <input type="checkbox"/> 2 parties | <input type="checkbox"/> 11 to 20 parties    |
| <input type="checkbox"/> 3 parties | <input type="checkbox"/> 21 to 50 parties    |
| <input type="checkbox"/> 4 parties | <input type="checkbox"/> 51 to 100 parties   |
| <input type="checkbox"/> 5 parties | <input type="checkbox"/> 101 parties or more |

P3 Have you had one or more conflicts about the **sale** of goods or services from suppliers in the past 12 months? (multiple answers possible)

- Yes, about the good or service itself
- Yes, about the delivery time
- Yes, about the number of goods / services
- Yes, about the payment or the amount of the invoice
- Yes, about something else, namely ....
- No

P1:  
- If answer is  
'no' go to P3

P3:  
- If answer is  
'no' go to P5

P4 Taken together, with how many different parties did you have one or more **sale** conflicts in the past 12 months? (if you don't know exactly, make an estimate)

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> 1 party   | <input type="checkbox"/> 6 to 10 parties     |
| <input type="checkbox"/> 2 parties | <input type="checkbox"/> 11 to 20 parties    |
| <input type="checkbox"/> 3 parties | <input type="checkbox"/> 21 to 50 parties    |
| <input type="checkbox"/> 4 parties | <input type="checkbox"/> 51 to 100 parties   |
| <input type="checkbox"/> 5 parties | <input type="checkbox"/> 101 parties or more |

P5 Apart from conflicts about purchase and sales, have you had to deal with one or more **conflicts** regarding the topics mentioned below in the past 12 months and as an entrepreneur? (multiple answers possible)

- Environmental pollution or environmental nuisance
- Liability or settlement of damage
- Contracts or collaboration with another company
- Applications for permits (such as environmental, construction, catering, and environmental permits)
- Intellectual property (such as trademark, database, copyright, patent, design, trade name, and breeder's rights)
- Rented or leased business premises / storage spaces
- Taxes, such as the payment of VAT, income tax, payroll tax, import duties, but also tax refund
- Scams or fraud
- Vandalism or theft
- None of these conflicts

P6 With how many different parties did you have one or more conflicts about .... in the past 12 months? (if you don't know exactly, make an estimate)

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> 1 party   | <input type="checkbox"/> 6 to 10 parties     |
| <input type="checkbox"/> 2 parties | <input type="checkbox"/> 11 to 20 parties    |
| <input type="checkbox"/> 3 parties | <input type="checkbox"/> 21 to 50 parties    |
| <input type="checkbox"/> 4 parties | <input type="checkbox"/> 51 to 100 parties   |
| <input type="checkbox"/> 5 parties | <input type="checkbox"/> 101 parties or more |

P5:  
- If answer is  
'no' go to P7

- randomise  
answer  
categories  
except last two

P6:  
- pre-fill based  
on P5  
- ask for every  
checked  
conflict  
domain at P5

P7:  
- If answer is  
'no' go to P9

- randomise  
answer  
categories  
except last two

P7 This question is about conflicts with staff. In the past 12 months, have you been involved, as an entrepreneur, in one or more conflicts with **hired staff or employees**? (multiple answers possible)

- Yes, about illness or leave
- Yes, about wages
- Yes, about functioning / behavior or treatment in the workplace
- Yes, about dismissal
- Yes, about the workplace or equipment
- Yes, about the physical strain
- Yes, about substances, radiation or contamination
- Yes, about working hours
- Yes, about injury during working hours
- Yes, about theft, fraud, alcohol and drug use, or sexual harassment
- Yes, about another conflict, namely ...
  
- No, none of these conflicts have occurred

P8 With how many individual employees (hired or employed) did you have had one or more conflicts in the last 12 months? (if you don't know exactly, make an estimate)

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

P9 You indicate to have had the following distinct conflicts:

[list]

Have there been any other conflicts in the past 12 months that you have not yet mentioned and that have prevented or hindered your work (or caused damage/harm for you as an entrepreneur)?

- Yes
- No

P9:  
- generate list  
of conflicts  
based on  
earlier  
answers to  
p1, p3, p5 and  
p7  
- If 'no' go to  
P13

P10 With how many different parties did you have this or these conflicts in the past 12 months? (if you don't know exactly, make an estimate)

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> 1 party   | <input type="checkbox"/> 6 to 10 parties     |
| <input type="checkbox"/> 2 parties | <input type="checkbox"/> 11 to 20 parties    |
| <input type="checkbox"/> 3 parties | <input type="checkbox"/> 21 to 50 parties    |
| <input type="checkbox"/> 4 parties | <input type="checkbox"/> 51 to 100 parties   |
| <input type="checkbox"/> 5 parties | <input type="checkbox"/> 101 parties or more |

P11 What was the conflict about?

.....

P12 Please mention the individual conflict with the greatest impact on your business' daily activities (or caused the greatest damage/harm)?

.....

P13 [To K1: company characteristics]

P11:  
- Only ask if  
P10 is '1  
party'

P12  
- Only state if  
more than  
one conflict is  
indicated in  
P10.

P13:  
- only if P1  
and P3 and  
P5 and P7  
and p9 have  
all been  
answered  
with "no".  
Otherwise  
continue to  
O1

## DEALING WITH CONFLICTS

This section is about dealing with conflicts. First we ask some questions about any legal aid providers involved and then about getting a decision from a body such as a disputes committee or a judge.

01 Consider your list of conflicts. Which of the following legal aid providers have you, as an entrepreneur, contacted **for help or advice** in dealing with these conflicts in the past 12 months? (multiple answers possible)

- Accountant
- Lawyer
- Tax advisor
- eBay (or another digital trading square with its own brokerage process)
- Financial advisor
- Bailiff
- Collection agency
- Legal services from your trade association / professional organization
- Companies House
- Mediator
- Royal Association MKB-Nederland
- Paypal (or another payment system with its own brokerage process)
- Police
- Legal insurance company
- Trade union
- Other legal aid provider, namely ...
  
- I have not contacted a legal aid provider

02 For how many different parties with whom you had a conflict in the last 12 months, did you use ....?

- 1 party
- 2 parties
- 3 parties
- 4 parties
- 5 parties or more
- I don't know

O1:  
- If answered with 'I have not...' go to O3

- Randomize the sequence of care providers, with the exception of "other service provider" and "I have not contacted" (always below)

O2:  
- pre-fill based on O1  
- for each service provider involved  
Create custom answer categories based on P1-P12.

- show last answer cat only with more than 5 parties (p1-p12)  
- bij één partij/conflict (p1-p12) deze vraag overslaan

O3:  
- If answered 'I have not..' go to O5

- 03 In the past 12 months, which authority (or company) did you (as an entrepreneur) call in to receive a **decision** for ending the conflict? (multiple answers possible)
- The court
  - Board of Appeal
  - A disputes committee
  - A regular arbitration committee
  - An online arbitration committee
  - A foreign body via the European ODR platform
  - Online dispute resolution from a company (such as Paypal)
  - Other, namely ...
- I have not contacted an authority or company

O4:  
- pre-fill based on O3  
- Ask for each answered party  
Create custom answer categories based on P1-P12.

- 04 For how many different parties, whom you had a conflict with in the past 12 months, did you called in [answer O3]....? (if you don't know exactly, make an estimate)
- 1 party
  - 2 parties
  - 3 parties
  - 4 parties
  - 5 parties or more
  - I don't know

- only show last response cat for more than 5 conflicts (p1-p12)  
- skip this question for one conflict (p1-p12)

- 05 Which of the following information or tools available on the internet have you used in the past 12 months to deal with conflicts? (multiple answers possible)
- Sought information about rights an obligations, or other ways to resolve the conflict
  - Used tools or forms that offered on the internet
  - Searched online for a suitable legal aid provider (eg lawyer, accountant, legal advisor)
  - Requested online advice from a legal aid provider (eg lawyer, accountant, legal advisor)
  - Closed a subscription / contract with an online legal aid provider for help and advice
  - Other, namely...
- None of the above

## THE MOST IMPORTANT CONFLICT

The remainder of the questionnaire, we would like to ask you to think about the conflict in the past 12 months with greatest impact on your business activity. With these questions, we aim to get a picture of your side of the conflict. If you have had one single conflict, consider this conflict that you mentioned earlier.

B1 Which of the following earlier mentioned conflicts had the biggest impact? (only one answer possible)

[list]

B2 With whom did you have this conflict?

- With a private individual
- With another company
- With the government
- With someone else, namely...

B3 Which of the following problems did you, as an entrepreneur, experience as a result of this conflict? (multiple answers possible)

- Loss of customers / income
- Extra costs
- Temporarily being unable to take on new work
- Extension of work
- Property damage
- Reputation damage
- Problems with business relationship(s)
- Loss of high-quality employees
- Other, namely ....

B1:  
- skip if only one conflict has occurred (see P1-P12)  
- generate list of all mentioned conflicts (p1-p12)

- randomise except last answer

- B4 On the scale below from 1 to 10, please indicate where you would place this conflict where 1 represents no threat to the survival of your company and 10 represents a very serious threat to the survival of your company.

No threat to the survival of your company	1	2	3	4	5	6	7	8	9	10	Very serious threat to the survival of your company

- B5 Which of the actions below have you taken to tackle the main conflict? (multiple answers possible)

- Contacted the other party about the conflict (eg personal, by telephone, written)
- Sought information / tools on the internet
- Sought information on paper (flyer / book)
- Requested help or advice from friends, family, acquaintance, business relation,
- Requested help or advice from an expert or organization (eg lawyer, legal assistance insurer, accountant, bailiff)
- Started a procedure at a deciding authority (eg Board of Appeals, Court, Dispute Committee, Arbitration committee, online dispute procedure (e.g. PayPal))
- Other, namely ...
  
- I have not taken any of the actions mentioned above

B5:  
- If the answer shows that no advice or assistance has been requested from an expert or organization, then to D3  
- randomise except last answer

**CALLING IN LEGAL SERVICES/AUTHORITIES**

D1 Which of the following legal aid providers have you, as an entrepreneur, contacted for help or advice in dealing with the most important conflict? (when multiple answers apply, choose the most important one)

- Accountant
- Lawyer
- Tax advisor
- eBay (or another digital trading square with its own brokerage process)
- Financial advisor
- Bailiff
- Collection agency
- Legal services from your trade association / professional organization
- Companies House
- Mediator
- Royal Association MKB-Nederland
- Paypal (or another payment system with its own brokerage process)
- Police
- Legal assistance insurer
- Trade union
- Other legal aid provider, namely ...
  
- I have not contacted a legal aid provider

D2 How satisfied are you with the following aspects of this legal aid provider?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	NA
Listening to my problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of the legal aspects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of the steps to be taken	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time the legal aid provider had for my business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fulfilling agreements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of the invoice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity about the costs in advance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total service rating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D1: - if the answer is "I have not...", go to D3.  
- randomise

D2:  
- pre-fill based on D1

D3:  
- If the answer  
is "no" or "I  
don't know  
anymore",  
then go to I1

- D3 Did you refrain from contacting one or more of the following legal aid providers when you could have used one? (multiple answers possible)
- Accountant
  - Lawyer
  - Tax advisor
  - eBay (or another digital trading square with its own brokerage process)
  - Financial advisor
  - Bailiff
  - Collection agency
  - Legal services from your trade association / professional organization
  - Companies House
  - Mediator
  - Royal Association MKB-Nederland
  - Paypal (or another payment system with its own brokerage process)
  - Police
  - Legal assistance insurer
  - Trade union
  - Other legal aid provider, namely ...
  
  - None of the above
  - I don't know
- D4 Why did you refrain from contacting the legal aid provider? (multiple answers possible)
- Not available in the neighborhood
  - Poor accessibility (eg waiting times, opening times, not answering the phone, no response via email or internet)
  - The legal aid provider could not or would not help me
  - Doubt about the expertise
  - It would not (or barely) improve the situation
  - The counterparty could not pay for the damage suffered
  - The service would take too much time or effort
  - The legal aid provider was very expensive
  - The conflict has been resolved
  - Other, namely...
  
  - I don't know

## LITIGATING AT AUTHORITIES

11 Which authority (or company) has been contacted by you or the counterparty to get a decision about the main conflict? (for multiple authorities, choose the authority that was most important to deal with the conflict.)

- The court
- An objection committee
- A disputes committee
- A regular arbitration committee
- An online arbitration committee
- A foreign body via the European ODR platform
- Online dispute resolution from a company (such as Paypal)
- Other, namely ...

I have not contacted an authority or company

12 By whom was this authority contacted?

- By myself / colleague / my legal aid provider
- By the counterparty or its legal aid provider
- By both of the parties

13 Overall, to what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	I don't know
I have received understandable information about the course of the procedure in advance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was kept well informed of developments in the case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The counterparty and I were treated in the same way by the authority.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The authority treated me with respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All aspects of the case, which were important in my opinion, have been considered by the authority..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been able to sufficiently explain my side of the matter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14 Did you refrain from contacting one or more of the following authorities below even though it would have been of good use?

- Yes, the court
  - Yes, the Board of Appeal
  - Yes, a disputes committee
  - Yes, a regular arbitration committee
  - Yes, an online arbitration committee
  - Yes, a foreign body via the European ODR platform
  - Yes, online dispute resolution from a company (such as Paypal)
  - Other, namely ...
- 
- No
  - I don't know

15 Why did you refrain from contacting the agency or company? (multiple answers possible)

- The conflict had already been resolved
- It would contribute too little to improving the situation
- The counterparty cannot pay the damage suffered
- Litigating would be too time-consuming
- Litigating was very expensive
- Litigating would cost too much effort
- Other, namely ...
- I don't know

**ENDING THE CONFLICT**

A1 Have you tried to reach an agreement with the other party at any time?

- Yes
- No
- I don't know

A2 Have you succeeded in reaching an agreement?

- Yes
- Partly
- No
- I don't know

A3 Overall, how satisfied are you with the reached agreement?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

A4 You stated earlier that [answer I1] was contacted to make a decision about your conflict. Has this authority made a decision about your case?

- Yes
- No, the case is still pending
- No, because ...
- I don't know

A5 Overall, how satisfied are you with the decision that has been made about your conflict?

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

A1:  
- if the answer  
is "no" or "I  
don't know",  
then to A4

A3:  
- Only ask if A2  
has been  
answered with  
"yes" or  
"partially".

- A6 Was the decision mainly to your advantage or mainly to your disadvantage?
- To my advantage
  - Not to my advantage / Not to my disadvantage
  - To my disadvantage
  - I don't know
- A7 Do you consider the conflict to be completely or partially resolved, or unresolved?
- Completely resolved
  - Partially resolved
  - Unresolved
  - I don't know
- A8 How did the conflict end? (multiple answers possible)
- The conflict is completely resolved by itself
  - The conflict continues fully or partially
  - I left it for what it was
  - I met the other party
  - The other party left it for what it was
  - The other party met me
  - Other, namely...
- A9 Overall, how satisfied are you with the ending?
- Very dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very satisfied
- A10 How long has the conflict been going on or how long has the conflict lasted?
- Less than a week
  - More than a week, but less than a month
  - More than a month, but less than six months
  - More than six months, but less than a year
  - More than a year, but less than two years
  - More than two years

## YOUR COMPANY

Finally, a few questions about your company.

K1 Do you consider yourself a freelancer? That is, does the majority of your income come from your own company and do you not have any employees?

- Yes
- No
- I don't know

K2 Do you consider your business as a family business?

- Yes
- No

K3 Are you affiliated with one or more trade organizations?

- Yes
- No
- I don't know

K4 Are you affiliated with a disputes committee?

- Yes
- No
- I don't know

K5 Why are you not affiliated with a disputes committee?

- Excessive membership or handling costs
- My sector has no dispute committee
- I don't think it is necessary or I think it has little added value
- Other, namely...
- I don't know

K6 Are you, or is someone in your company, a graduate lawyer at college level at least?

- Yes
- No

K9-  
if K8 is "yes".

K11: if K10 is  
'yes'

- K7 Do you have an ongoing contract with one or more of the following organizations to provide legal services if your company needs it? (multiple answers possible)
- Yes, with a legal assistance insurer
  - Yes, with a trade association
  - Yes, with a collection agency
  - Yes, with a law firm
  - Yes, with a bailiff's office
  - Yes, with a legal advice agency (not an insurer)
  - Yes, other, namely...
- No, with non of the above organizations
- I don't know
- K8 Are you completely or almost entirely dependent on one (of your) customer (s) for your turnover?
- Yes
  - No
  - I don't know
- K9 Have you entered into a long-term agreement with this customer that is difficult or impossible to cancel?
- Yes
  - No
  - I don't know
- K10 Are you completely or almost entirely dependent on one (of your) supplier(s) for your work?
- Yes
  - No
  - I don't know
- K11 Have you entered into a long-term agreement with this important supplier that is difficult or impossible to cancel?
- Yes
  - No
  - I don't know

- K12 Have you entered into a contract with the owner of a trade name to operate a business with this trade name for a fee (for example, a franchise contract)?
- Yes
  - No
  - I don't know
- K13 Do you import or export goods or services abroad?
- Yes, only import of goods or services
  - Yes, only export of goods or services
  - Yes, both import and export of goods or services
  - No
- K14 Which of the following activities does your company perform online?
- Sales through webshop
  - Online marketing
  - Active on review website(s)
  - Other, namely...
  - My company has no online activities

**END OF THE QUESTIONNAIRE**

E1 You have now reached the end of the questionnaire. We thank you for your participation. Your information and answers will be treated confidentially. If you would like to provide additional information, we invite you to state this below:

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.....

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