

THEMES	CATEGORIES	SUB-CATEGORIES	EXAMPLE QUESTIONS
<b>Interpersonal interactions and socio-technical practices</b>	Host perspective	Experiences of hosting Hosting practices The role of the co-hosts Hosts' and guests' socialisation Monetary and interpersonal motivations Interactions with neighbors and other locals Emotional labour Trust between hosts, guests, platform, other actors Degree of professionalism Sense of entrepreneurship Representational strategies Expectations and symbolic values that underlie hosting Opportunity costs (feeling at loss of income when not hosting) Thoughts about regulatory frameworks Experiences of discussions within the local community e.g. home-owner associations that set rules Relationship with guest ("flatmate" vs "customer") Change over time (formalization, turn to hotel-grade service) Hosts' experiences of protections or a lack of them Going around regulations (using multiple accounts & platforms) Discrimination and other practices that are against the rules Short-term vs. long-term rentals The quality of services: the diversity of quality of service in different countries Ratings & reputation Hosts' ethical perspectives (e.g., contribution to the gentrification of the cities) Gender issues	Are there different rules between 'professional' hosts and 'peers'?  What motivates hosting? What do hosts consider to be rewarding about hosting?  How have hosts' experiences changed over time (as they have gained experience of hosting and/or as Airbnb and the discussion and expectations around it have changed)?  What are positive and negative experiences in sharing personal possessions (e.g., a condo) on online platforms such as Airbnb?
	Guest perspective	Experiences of 'guesting' Practices related to being a guest Guests purposes for using Airbnb (business, leisure, ...) Expectations of the quality of Airbnb accommodation	What makes Airbnb attractive for guests?

		<p>Interactions with hosts</p> <p>Experiences of staying in unfamiliar domestic spaces</p> <p>Interactions with neighbors and other locals</p> <p>The role played by reviews regarding expectations</p> <p>Experiences of writing reviews</p> <p>The work guests do to find accommodation</p> <p>Change over time</p> <p>Discrimination and other practices that are against the rules</p> <p>Guests' experiences of consumer protections</p> <p>Short-term vs. long-term rentals</p> <p>The quality of services: the diversity of quality of service in different countries</p> <p>Guests' ethical perspectives (e.g., contribution to the gentrification of the cities where they travel)</p> <p>Gender issues</p>	<p>What do guests like and dislike in their relationship to hosts?</p> <p>What kind of experiences do guests have in relation to writing and receiving reviews?</p>
	<p>Non-users and stakeholders</p>	<p>Reasons for not using the platform</p> <p>Perceived risks</p> <p>Ethical and moral concerns</p> <p>Encounters with Airbnb as a non-participant (neighbors)</p> <p>Condominium owners' perspectives</p> <p>Neighbors' perspectives</p>	<p>What kind of experiences do stakeholders (condominium owners, neighbors) have of Airbnb hosting and guests?</p> <p>What kind of reasons do people have for refusing to use Airbnb?</p>
	<p>Technology &amp; design</p>	<p>Accounts of user experience from interacting with a platform (emergent challenges, users' needs)</p> <p>Tools and skills required to create and disseminate a listing</p> <p>Aspects of privacy (disclosures, context collapse, audience management, sharing hosts' data with the tax agency)</p> <p>Design for inclusiveness</p>	<p>What tools, competencies and skills required to post a listing about an apartment?</p> <p>What "preprocessing" steps involved to produce adequate digital content to support a listing?</p>

		<p>Airbnb for Everybody policy</p> <p>The role of emergent technologies (e.g., IoT, DAOs)</p> <p>Infrastructure around the rental e.g. access, IoT passwords, online privacy</p> <p>The gamification of hosting through the superhost program</p>	<p>(include multilingual listings)</p> <p>How do current access control mechanisms mitigate concerns of privacy, audience management?</p> <p>How could design of new tools and service balance between optimal resource management (enabled by the advent of networked technologies) and improved societal relations (e.g., manage trust, promote social inclusion)?</p> <p>How can emerging technologies (e.g. Blockchain and IoT) enable access to domestic services e.g. wifi vouchers, garage/parking?</p>
<p><b>Broader implications of Airbnb</b></p>	<p>Impact on neighborhood</p>	<p>Gentrification</p> <p>Housing</p> <p>Entrepreneurship</p> <p>Platform reactions to public reactions</p> <p>Impact on condominiums</p> <p>Stakeholders and power questions</p> <p>Local politics</p>	<p>What kind of impacts do stakeholders perceive Airbnb to have on their neighborhood?</p>

		<p>Environmental impact Activism</p>	<p>How does Airbnb respond to criticism in different countries?</p>
	<p>Impact on local community and economy</p>	<p>Socio-spatial inequalities at the urban and suburban scale The impact on housing values and its consequences Boosting the economy and tourist business in rural areas? Impact on public services e.g. transport Influence on hotels Local regulations Benefits to other professionals e.g. architects Spin-off companies i.e. cleaning services Impact on housing market (rental &amp; property prices, mortgages) Involvement of young investors The influence of Airbnb on local tax revenue Reactions to Airbnb from hotel industry Reactions to Airbnb from local communities Platform reactions to public reactions Changes to housing market Stakeholders and power relationships Local politics Activism Environmental impact</p>	<p>Is the local regulator involved in Airbnb? To what extent?</p> <p>What (if) is the contribution of Airbnb to the local economy?</p> <p>How is Airbnb received in different national contexts? What drives these reactions?</p> <p>In most European countries today, it is easy to find sub cultures of foreign nationals: how do these subcultures respond to the platform - does their approach change once they are taken away from their country of origin and why does this happen?</p> <p>To what extent is Airbnb converting/shifting the hospitality model?</p> <p>Is Airbnb driving the use of unused property or the</p>

			conversion of existing hotels? What is the implication?
	Regulatory framework	<p>National legislation</p> <p>What do hosts and guests know about legislator issues e.g. liability?</p> <p>Consumer protection rules. Who is a 'consumer' in collaborative economy?</p> <p>How is insurance organized?</p> <p>What are the liabilities of the host and the guest?</p> <p>Legal framework: taxation, fees, limitations of ownership</p> <p>What are underlying motivation/public values articulated as ground for regulation?</p> <p>Cultural and legal differences across Europe</p> <p>GDPR &amp; ecommerce</p> <p>"Airbnb for Everyone" policy &amp; enforcement</p> <p>Local politics</p> <p>Activism, mobilization of local actors</p>	<p>How is the national legislation addressing the change of destination of accommodation for rental from long term to short term?</p> <p>What are the new (local/national) bill for short-let accommodation and how does/will affect airbnb?</p> <p>Is there legislation that is specifically about Airbnb in comparison to other hospitality services?</p>
<b>Alternatives to Airbnb and platform capitalism</b>	Role of the platform	<p>Sustainability/feasibility of businesses</p> <p>Issues: context collapse, access control, aspects of privacy</p> <p>Challenge: Adequate sharing mechanisms e.g. transparency</p> <p>Reliable information delivery</p> <p>Experiences of regulators interacting with Airbnb and different shareholders</p> <p>Change over time (increasing professionalization)</p> <p>The platform as an intermediary vs the platform as an ads site</p> <p>Expectations for what the platform should be responsible of</p>	How is the platform perceived by hosts/guests: as an intermediary or as an ads site?
	Alternatives to Airbnb	<p>Choice of platform vis-à-vis others</p> <p>Couchsurfing</p> <p>BeWelcome</p> <p>Overnight (homes offered by members of Girls Love Travel)</p> <p>Other commercial platforms e.g. homeaway</p>	Why do users prefer to search for accommodation through CouchSurfing/Overnight rather than Airbnb?

		Fairbnb Couchsurfing	How do users reason about commercial vs non-commercial hospitality exchange?
	Alternative business models	How online accommodation platforms more generally (including Airbnb) situate between postcapitalism and "platform capitalism"  Platform co-ops i.e. retaining value in the local community	What kind of efforts are there to create alternative platforms, for instance to retain value in the local community?  Are there examples of cooperatively run platforms in the hospitality exchange domain?