

Questions and Responses

SWAA August 2024

Objective: Survey of Working Arrangement and Attitudes

Target population: Consumers. Full-time working age adults (i.e. 20 to 64 years old)

Industry: Work & Employment

Geography: United States of America

Sample size: Target N=8000; Maximum N=8000

Quotas

- some IP non US — Target N=0
Count if some_IP_non_US

Legend

Blue = coding instructions

Green = reader notes

Red = termination logic

Introduction

Screening questions

Set some_IP_non_US to flag true if respondent takes survey from a non-US IP address

For more information about this survey, please click [here](#)

1. How old are you?

Q_age | Multiple choice | Required | Vertical | Single-select

- a) Under 20 **[TERMINATE]**
- b) 20 - 29
- c) 30 - 39
- d) 40 - 49
- e) 50 - 64
- f) 65 to 70
- g) Over 70 **[TERMINATE]**

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

Multiple choice | Required | Vertical | Single-select

- a) Less than high-school diploma
- b) High-school diploma or GED certificate
- c) 1 to 3-years of college
- d) 4-year college degree
- e) Masters or Professional Degree
- f) PhD

2. **Last week** what was your work status?

Q_work_status | Multiple choice | Required | Vertical | Single-select

- a) Working for pay, whether on business premises or working from home
- b) Still employed and paid, but not working
- c) Unemployed, looking for work
- d) Unemployed, awaiting recall to my old job
- e) Not working, and not looking for work

35. What is 3 + 4?

Number | Required | Min: 0 | Max: 1000000

show block if Q2 selected choice is "Working for pay, whether on business premises or working from home"

3. How many full days did you work last week (whether at home or on business premises)?

Q_all_days | Multiple choice | Required | Vertical | Single-select

- a) 1 day [TAG: 1]
- b) 2 days [TAG: 2]
- c) 3 days [TAG: 3]
- d) 4 days [TAG: 4]
- e) 5+ days [TAG: 5]

4. You have indicated that you worked last week. How many **full paid working days** did you **work from home** last week?

Q_wfh_days | Multiple choice | Required | Vertical | Single-select

If this answer is greater than the previous answer, error reads:

"The number of total days working from home this week cannot exceed the total number of days you said you worked this week (in the previous question)."

- a) **None**, all my paid working days were on business premises [TAG: 0]
- b) **1 full paid day** working from home [TAG: 1]
- c) **2 full paid days** working from home [TAG: 2]
- d) **3 full paid days** working from home [TAG: 3]
- e) **4 full paid days** working from home [TAG: 4]
- f) **5+ full paid days** working from home [TAG: 5]

31. For each day ***last week***, did you ***work a full day (6 or more hours)***, and if so ***where?***

Matrix | Required | Group by: Row | Single-select | Randomize cols

Day of the week	Did not work 6 or more hours	Worked <i>from home</i>	Worked at <i>employer or client site</i>
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
	Did not work 6 or more hours	Worked <i>from home</i>	Worked at <i>employer or client site</i>

Set `wfh_last_week` to Q31 choices by row some choice is "Worked from home"

Set `days_worked` to Q31 choices by row where value is any of "Worked from home", "Worked at employer or client site"

Set `days_worked_onsite` to Q31 choices by row where value is "Worked at employer or client site"

Set `days_worked_fromhome` to Q31 choices by row where value is "Worked from home"

Set `worker_type` to:

if `Q_work_status = working, paid` AND works at least 1 day from home and NO days on-site -> "full WFH"
if `Q_work_status = working, paid` AND works at least 1 days on-site and NO days from home -> "full on-site"
if `Q_work_status = working, paid`, else "hybrid"
otherwise "not working"

Screen number of days worked
show block if Q2 selected choice is "Working for pay, whether on business premises or working from home"
58. <u>Last week</u> , did you work as many days as you <u>usually</u> do? <i>Multiple choice Required Vertical Single-select Randomize</i> a) Yes, I worked my usual number of days b) No [Q59 logic: Show if Q58 selected choice is "No"]
59. How many days per week do you usually work? <i>Q_days_worked_typical Multiple choice Required Vertical Single-select</i> a) 1 day per week b) 2 days per week c) 3 days per week d) 4 days per week e) 5+ days per week

[Q55 logic: Show if Q31 choices by row no choice is "Worked at employer or client site" AND Q2 selected choice is "Working for pay, whether on business premises or working from home"]

55. Do you ever meet with your coworkers **in person**?

Q_coworkers_in_person | Multiple choice | Required | Vertical | Single-select

- a) Never
- b) About once per year
- c) Once per quarter
- d) Once per month

- e) Twice or more per month
- f) I don't have any coworkers

[Q7 logic: Show if Q2 selected choice is "Working for pay, whether on business premises or working from home"]

7. How many **hours** did you **work for pay last week**?

Q_hours_last_week | Number | Required | Min: 0 | Max: 100 | Decimals: 1

_____ hours

show block if Q2 selected choice is any of "Working for pay, whether on business premises or working from home", "Still employed and paid, but not working"

5. Which of the following best describes your current employment situation?

Q_current_employment | Multiple choice | Required | Vertical | Single-select

- a) I am a **wage and salary employee**, and my main job accounts for most of my earnings
- b) I am a **wage and salary employee** who also earns a lot of extra income from side jobs
- c) I am **self-employed** and run my own business
- d) I earn most of my income as an **independent contractor, freelancer, or gig worker**.

show block if Q5 selected choice is none of "I am self-employed and run my own business", "I earn most of my income as an independent contractor, freelancer, or gig worker."

40. At how many locations (separate factories, offices, shops, etc.) does your primary employer operate?

Multiple choice | Required | Vertical | Single-select

- a) Only 1 location
- b) 2 to 4 locations
- c) 4 to 9 locations
- d) 10 to 99 locations
- e) 100+ locations

39. Counting all of its locations, how many employees work for your primary employer?

Multiple choice | Required | Vertical | Single-select

- a) Fewer than 10 employees
- b) 10 to 49 employees
- c) 50 to 99 employees
- d) 100 to 499 employees
- e) 500 to 4999 employees
- f) 5000+ employees

Set `employer_multi_location` to Q40 selected choice is any of "2 to 4 locations", "4 to 9 locations", "10 to 99 locations", "100+ locations"

62. When did your employer hire its ***first employee (at any location)***?

Multiple choice | Required | Vertical | Single-select

- a) 2024
- b) 2023
- c) 2022
- d) 2021
- e) 2020
- f) 2019
- g) 2018
- h) 2017
- i) 2016
- j) 2011 to 2015
- k) 2006 to 2010
- l) 2000 to 2005
- m) 1990 to 1999
- n) 1980 to 1989
- o) Before 1980

41. In what year did you start working for your current employer?

Number | Required | Min: 1950 | Max: 2024

[Q64 logic: Show if Q31 choices by row no choice is "Worked at employer or client site" AND Q2 selected choice is "Working for pay, whether on business premises or working from home" AND Q55 selected choice is any of "Never", "About once per year", "Once per quarter", "Once per month" AND Q40 selected choice is not "Only 1 location" AND Q5 selected choice is none of "I am self-employed and run my own business"]

64. As a fully remote employee, does your pay depend on where you live?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes - by location, for example pay varies by US city
- b) No - fully remote employees are paid the same across the US

Set `wfh_since_2020_question` to Show Q6 2/3 of time and Q570 1/3 of time

74. **Since 2020** have you at any point worked primarily from home?

(For example, because you wanted to, due to lockdowns, or because it was unsafe or otherwise not possible to work on business premises)

Q_wfh_since_2020 | Multiple choice | Required | Vertical | Single-select

Auto skip if already indicated some 1 or more wfh days this week OR if `wfh_last_week` (if indicated at least 1 day wfh last week)

- a) Yes
- b) No <Skip if already indicated some 1 or more wfh days this week>

[Q73 logic: Show if Q74 selected choice is "No"]

73. Have you applied or considered applying to a job that would allow you to work from home 1 or more days per week?

Multiple choice | Required | Vertical | Single-select

- a) Yes
- b) No

61. **Looking one year ahead**, how often would you **like to** have paid workdays at home?

Multiple choice | Required | Vertical | Single-select

- a) Never
- b) About once or twice per month
- c) 1 day per week

- d) 2 days per week
- e) 3 days per week
- f) 4 days per week
- g) 5+ days per week

60. **Looking one year ahead**, how often **is your employer planning** for you to work full days at home?

Multiple choice | Required | Vertical | Single-select

- a) Never
- b) About once or twice per month
- c) 1 day per week [TAG: weekly_wfh]
- d) 2 days per week [TAG: weekly_wfh]
- e) 3 days per week [TAG: weekly_wfh]
- f) 4 days per week [TAG: weekly_wfh]
- g) 5+ days per week [TAG: weekly_wfh]
- h) My employer has not discussed this matter with me or announced a policy about it
- i) I have no employer

32. In how many big cities with more than 500.000 inhabitants have you lived?

Please note that **this question only serves the purpose to check your attention.**

Irrespective of your answer, please insert the number 33.

Number | Required | Min: 0 | Max: 100

10. What is your sex?

Q_gender | Multiple choice | Required | Vertical | Single-select

- a) Female
- b) Male
- c) Other or prefer not to say

65. How old are you?

Number | Required | Min: 20 | Max: 71

_____ years old

8. In what industry is your **current** job? If not currently working, then please report the industry of your **most recent** job

Multiple choice | Required | Vertical | Single-select

- a) Agriculture, Forestry, Fishing, or Hunting
- b) Arts, Entertainment or Recreation
- c) Banking, Finance, or Insurance
- d) Construction
- e) Education
- f) Health Care and Social Assistance
- g) Hospitality and Food Services
- h) Information Services, including Publishing or Media
- i) Manufacturing
- j) Mining, Quarrying or Oil and Gas Extraction
- k) Professional, Technical or Business Services
- l) Real Estate or Rental and Leasing Services
- m) Retail Trade
- n) Transportation or Warehousing
- o) Utilities
- p) Wholesale Trade
- q) Government, including all federal and state
- r) Other (please specify) [\[text input\]](#)

9. What is your **occupation**?

Multiple choice | Required | Vertical | Single-select

- a) Armed forces
- b) Construction and extraction (e.g. mining)
- c) Farming, fishing, and forestry
- d) Installation, maintenance and repair
- e) Management, business and financial
- f) Office and administrative support

- g) Production
- h) Professional and related
- i) Sales and related
- j) Service
- k) Transportation and material moving
- l) Other (please specify) [\[text input\]](#)

19. Approximately how much did you **earn by working in 2023, on a before-tax basis?**

Q_income_2021 | Multiple choice | Required | Vertical | Single-select

- a) Less than \$5,000 [\[TAG: 4\]](#)
- b) \$5,000 to \$10,000 [\[TAG: 7.5\]](#)
- c) \$10,000 to \$19,999 [\[TAG: 15\]](#)
- d) \$20,000 to \$29,999 [\[TAG: 25\]](#)
- e) \$30,000 to \$39,999 [\[TAG: 35\]](#)
- f) \$40,000 to \$49,999 [\[TAG: 45\]](#)
- g) \$50,000 to \$59,999 [\[TAG: 55\]](#)
- h) \$60,000 to \$69,999 [\[TAG: 65\]](#)
- i) \$70,000 to \$79,999 [\[TAG: 75\]](#)
- j) \$80,000 to \$99,999 [\[TAG: 90\]](#)
- k) \$100,000 to \$124,999 [\[TAG: 113\]](#)
- l) \$125,000 to 149,999 [\[TAG: 138\]](#)
- m) \$150,000 to \$199,999 [\[TAG: 175\]](#)
- n) \$200,000 to \$499,999 [\[TAG: 225\]](#)
- o) \$500,000+ [\[TAG: 500\]](#)

12. What is your race or ethnicity?

Q_race | Multiple choice | Required | Vertical | Single-select | Randomize

- a) Asian
- b) Black or African American
- c) Hispanic or Latin American ancestry (of any race)
- d) Native American or Alaska Native

- e) Native Hawaiian or Pacific Islander
- f) White (without Hispanic or Latin American ancestry)
- g) Other, or prefer not to say

Section 2

13. Do you currently live with a partner or other adults? (Please check all that apply)

Multiple choice | Required | Vertical | Multi-select

- a) No
- b) Yes, with a spouse or domestic partner
- c) Yes, with one or more adult children or other relatives
- d) Yes, with roommates

54. Are there children under 18 living in your household?

Multiple choice | Required | Vertical | Single-select

- a) No
- b) Yes, 1 child
- c) Yes, 2 children
- d) Yes, 3 children
- e) Yes, 4 or more children

[Q14 logic: Show if Q13 selected choices includes "Yes, with a spouse or domestic partner"]

14. What is your **spouse or domestic partner's current working status?**

Multiple choice | Required | Vertical | Single-select

- a) Working primarily from home
- b) Working primarily on business premises
- c) Not working, full time student
- d) Not working, other

29. What color is grass?

The fresh, uncut grass, not leaves or hay. Make sure that you select purple as an answer so we know you are paying attention.

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Magenta
- b) Green
- c) Purple
- d) Blue
- e) Black
- f) White
- g) Brown

Worked from home

show block if Q74 selected choice is "Yes"

Set `random_efficiency_question` to select one of the efficiency questions 50/50

[Q26 logic: Show 50% of time]

26. How does your efficiency working from home compare to your efficiency working on business premises?

Q_wfh_efficiency1 | Multiple choice | Required | Vertical | Single-select

- a) Better -- I am **more** efficient at home than working on business premises
- b) About the same -- I'm equally efficient in both places
- c) Worse -- I am **less** efficient at home than working on business premises

[Q38 logic: Show 50% of time]

38. How does your efficiency working from home compare to your efficiency working on business premises?

Q_wfh_efficiency2 | Multiple choice | Required | Vertical | Single-select

- a) Worse -- I am **less** efficient at home than working on business premises
- b) About the same -- I'm equally efficient in both places
- c) Better -- I am **more** efficient at home than working on business premises

[Q27 logic: Show if "Better" selected in Q_wfh_efficiency1 or Q_wfh_efficiency2]

27. How much **more efficient** are you working from home than on business premises?

Multiple choice | Required | Vertical | Single-select

- a) Under 5% more efficient
- b) 5% to 10% more efficient
- c) 10% to 15% more efficient
- d) 15% to 25% more efficient
- e) 25% to 35% more efficient
- f) Over 35% more efficient

[Q28 logic: Show if "Worse" selected in Q_wfh_efficiency1 or Q_wfh_efficiency2]

28. How much **less efficient** are you working from home than on business premises?

Multiple choice | Required | Vertical | Single-select

- a) Under 5% less efficient
- b) 5% to 10% less efficient
- c) 10% to 15% less efficient
- d) 15% to 25% less efficient
- e) 25% to 35% less efficient
- f) Over 35% less efficient

Show if "Better" selected in Q_wfh_efficiency1 or Q_wfh_efficiency2

15. Is **time saved by not commuting** part of your **extra efficiency when working from home**?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes
- b) No

[Q16 logic: Show if Q15 selected choice is "Yes"]

16. How much of your **extra efficiency when working from home** is due to the **time you save by not commuting**?

[Please pick a number between 0 and 100%, where 0 means none of your extra efficiency is due to time saved from your commute, and 100 means all of your extra efficiency is due to time saved from your commute.]

Slider | Required | Min: 0 | Max: 100

None , 0% ———●———— All, 100%

Value of WFH questions

Everyone

66. How would you feel about working from home 2 or 3 days a week, compared to working at your employer's site every workday?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Positively, I would like to work from home 2 or 3 days a week.
- b) Neutral
- c) Negatively, I would **not** like to work from home 2 or 3 days a week.

[Q23 logic: Show if Q66 selected choice is "Positively, I would like to work from home 2 or 3 days a week."]

23. How much **extra pay** would you need to willingly work at your employer's site every workday (rather than working from home 2 or 3 days a week)?

Multiple choice | Required | Vertical | Single-select

- a) None
- b) A small raise, less than 5% of your current pay
- c) 5% to 10%
- d) 10% to 15%
- e) 15% to 25%
- f) 25% to 35%
- g) More than a 35% pay cut

[Q24 logic: Show if Q66 selected choice is "Negatively, I would not like to work from home 2 or 3 days a week."]

24. How big a pay cut would you accept to work at your employer's site every workday (rather than working from home 2 or 3 days a week)?

Multiple choice | Required | Vertical | Single-select

- a) None

- b) A small pay cut, less than 5% of your current pay
- c) 5% to 10%
- d) 10% to 15%
- e) 15% to 25%
- f) 25% to 35%
- g) More than a 35% raise

Follow-up

show block if Q2 selected choice is any of "Working for pay, whether on business premises or working from home", "Still employed and paid, but not working" AND Q31 choices by row no choice is "Worked at employer or client site"

72. How would you feel about working from home 2 or 3 days a week, compared to working from home every workday?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Positively, I would like to work from home 2 or 3 days a week.
- b) Neutral
- c) Negatively, I would **not** like to work from home 2 or 3 days a week

[Q22 logic: Show if Q72 selected choice is "Positively, I would like to work from home 2 or 3 days a week."]

22. How much **extra pay** would you need to willingly work from home every workday (rather than working from home 2 or 3 days a week)?

Multiple choice | Required | Vertical | Single-select

- a) None
- b) A small raise, less than 5% of your current pay
- c) 5% to 10%
- d) 10% to 15%
- e) 15% to 25%
- f) 25% to 35%
- g) More than a 35% pay cut

[Q25 logic: Show if Q72 selected choice is "Negatively, I would not like to work from home 2 or 3 days a week "]

25. How big a pay cut would you accept to work from home every workday (rather than working from home 2 or 3 days a week)?

Multiple choice | Required | Vertical | Single-select

- a) None
- b) A small pay cut, less than 5% of your current pay
- c) 5% to 10%
- d) 10% to 15%
- e) 15% to 25%
- f) 25% to 35%
- g) More than a 35% raise

Fertility block

show block if Q10 selected choice is not "Other or prefer not to say"

Female fertility

show block if Q10 selected choice is "Female"

42. Have you **given birth** to any children in **2015 or later**?

Q_female_birthed | Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes
- b) No

[Q45 logic: Show if Q42 selected choice is "Yes"]

45. How many children have you **given birth to in 2015 or later**?

Q_female_children | Multiple choice | Required | Vertical | Single-select

- a) 1 [TAG: 1]
- b) 2 [TAG: 2]
- c) 3 [TAG: 3]

- d) 4 [TAG: 4]
- e) 5 [TAG: 5]
- f) 6 [TAG: 6]

Male fertility

show block if Q10 selected choice is "Male"

43. Are you the biological father of any children ***born in 2015 or later?***

Q_male_fathered | Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes
- b) No

[Q44 logic: Show if Q43 selected choice is "Yes"]

44. How many children ***born in 2015 or later*** are you the biological father of?

Q_male_children | Multiple choice | Required | Vertical | Single-select

- a) 1 [TAG: 1]
- b) 2 [TAG: 2]
- c) 3 [TAG: 3]
- d) 4 [TAG: 4]
- e) 5 [TAG: 5]
- f) 6 [TAG: 6]

Set num_children_parented to based on Q_female_children or Q_male_children

Set child_born_year_opts to:

- a) 2015
- b) 2016
- c) 2017
- d) 2018
- e) 2019
- f) 2020

- g) 2021
- h) 2022
- i) 2023
- j) 2024

[Q56 logic: Show if birthed/fathered 1 child]

56. In what year was that child born?

Combination | Required

Child 1	Dropdown child_born_year_opts

[Q57 logic: Show if birthed/fathered more than 1 child]

57. In what year were those children born?

Combination | Required

Child 1	Dropdown child_born_year_opts
Child 2	
Child 3	
Child 4	
Child 5	
Child 6	

53. How many biological children have you had in your life?

Number | Required | Min: 0 | Max: 20

_____ total children

46. Are you currently expecting a baby?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes

b) No

Currently no children

show block if Q53 answer is 0 AND Q46 selected choice is "No"

47. Do you plan to have your own (biological) children someday?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes
- b) No
- c) Don't know

[Q49 logic: Show if Q47 selected choice is "Yes"]

49. How many biological children do plan to have in total?

Number | Required | Min: 1 | Max: 20

_____ total children

[Q51 logic: Show if Q47 selected choice is "Yes"]

51. At what age **at the latest** would you plan to have your first child?

Number | Required | Min: 20 | Max: 60

_____ years old

Currently has children

show block if Q53 answer > 0

48. Do you plan to have another (biological) child someday?

Multiple choice | Required | Vertical | Single-select | Randomize

- a) Yes
- b) No
- c) Don't know

[Q50 logic: Show if Q48 selected choice is "Yes"]

50. How many more biological children do you plan to have in total?

<p><i>Number Required Min: 1 Max: 20</i></p> <p>_____ more children</p> <p>[Q52 logic: Show if Q48 selected choice is "Yes"]</p> <p>52. At what age at the <u>latest</u> would you plan to have another child?</p> <p><i>Number Required Min: 20 Max: 60</i></p> <p>_____ years old</p>	
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Set `limit_opts` to:

- a) Yes, limited a lot
- b) Yes, limited a little
- c) No, not limited at all

Health questions			
<p>69. The following items are about activities you might do during a typical day.</p> <p>Are you <u>currently limited</u> in your ability to do these activities?</p> <p><i>Matrix Required Group by: Row Single-select Randomize rows</i></p>			
	<code>limit_opts</code>		
Lifting or carrying more than 50 pounds (a 5-gallon water jug)			
Climbing <u>more than one flight of stairs</u>			
Walking <u>100 yards (the length of a football field)</u>			
Sitting at a desk for <u>more than 1 hour</u>			
Eating food in a common space (breakroom, cafeteria)			
Working under fluorescent light			
Using a public restroom			
Bending, kneeling, or stopping			
Sharing a common workspace like an open floor plan office			
Participating in small talk with colleagues			

At least some limitation

show block if Q69 columns selected in any row includes any of "yes_a_lot", "yes_a_little"

20. Does your employer help you deal with some or all the limitations you mentioned while working?

Multiple choice | Required | Vertical | Single-select

- a) Yes, for all
- b) Yes, for some
- c) No

[Q21 logic: Show if Q20 selected choice is any of "Yes, for all", "Yes, for some"]

21. Can you describe how your employer helps you deal with your limitations? (Optional)

Text input | Optional | Multi-line

17. What is the ZIP code of your **current** residential address?

Q_zip_resi_curr | Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

63. How long have you lived in your current residence?

Multiple choice | Required | Vertical | Single-select

- a) Less than 2 months
- b) 2 to 6 months
- c) 7 months to a year
- d) 1 to 5 years
- e) More than 5 years

Set state_resi_current to From ZIP

[Q18 logic: Show if Q2 selected choice is "Working for pay, whether on business premises or working from home"]

18. What is the ZIP code of your **current** job's business premises?

Q_zip_job_curr | Text input | Required | Single line

Require valid zip code

Min length: 5

Max length: 5

Set `state_job_curr` to From ZIP

30. What year were you born?

Number | Required | Min: 1953 | Max: 2004

Set `random_grouping_political` to only show one of the questions in this block (50/50 probability of either)

[Q33 logic: Show 50% of the time]

33. Generally speaking, do you usually think of yourself as a Republican, Democrat, Independent, or what?

Multiple choice | Required | Vertical | Single-select

- a) Strong Democrat
- b) Not very strong Democrat
- c) Independent, close to Democrat
- d) Independent (Neither Party)
- e) Independent, close to Republican
- f) Not very strong Republican
- g) Strong Republican
- h) Other party
- i) Don't know or rather not say

[Q34 logic: Show 50% of the time]

34. Generally speaking, do you usually think of yourself as a Republican, Democrat, Independent, or what?

Multiple choice | Required | Vertical | Single-select

- a) Strong Republican
- b) Not very strong Republican
- c) Independent, close to Republican

- d) Independent (Neither Party)
- e) Independent, close to Democrat
- f) Not very strong Democrat
- g) Strong Democrat
- h) Other party
- i) Don't know or rather not say

36. Do you have any feedback for us regarding this survey? (Optional)

Text input | Optional | Multi-line