

# PayPal e-Commerce Index

## DEEP DIVE: Netherlands

Europe

November 2022

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# About the research

This research report was produced by PayPal Pty Limited, based on a study conducted by ACA Research with n=1,015 consumers and n=405 businesses. It contains general observations about trends in e-Commerce, social commerce, Buy Now Pay Later as well as cryptocurrency, NFTs and the Metaverse. The study does not take into account the objectives, situation or needs of any specific business or individual.

The consumer research conducted by ACA Research consisted of a 15-minute online survey of n=1,015 Dutch aged 18 – 75 years, exploring adoption, usage and sentiment towards e-Commerce, social commerce, Buy Now Pay Later as well as cryptocurrency, NFTs and the Metaverse. In addition, ACA Research conducted a 10-minute online survey of n=405 business decision makers within the Netherlands B2C retailers and businesses who operate entirely or partially online, exploring their attitudes and behaviours around e-Commerce, social commerce, Buy Now Pay Later as well as cryptocurrency, NFTs and the Metaverse. Numbers may not add to 100% due to rounding.



## CONSUMER SAMPLING:

The consumer research consisted of a sample of n = 1,015 Dutch aged 18 – 75. The sample was weighted by age, gender and location to ensure data was nationally representative. Significance testing was conducted at a 95% confidence interval, with a potential sampling error of 3.1%.



## BUSINESS SAMPLING:

The business research consisted of a sample of n = 405 decision makers within the Netherlands. All businesses had to sell partially or wholly to consumers, and partially or wholly online. Quotas were set on turnover and location, and the sample. Significance testing was conducted at a 95% confidence interval, with a potential sampling error of 4.9%.



## METHODOLOGY:

Online self-completion survey. Sample was sourced through consumer and business research panels, with participants incentivised for completing the survey.



## TIMING:

The research was in field from 15th of June to 22<sup>nd</sup> of July.



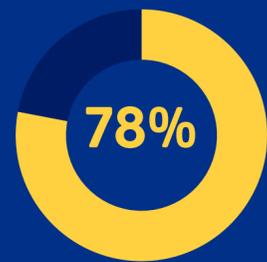
## GENERATIONAL AGES:

Generational Ages as of 2022: Gen Z (18-25 years); Gen Y (26-41 years); Gen X (42-57 years); Baby Boomer (58-75 years).



# Key Insights: Netherlands Consumers

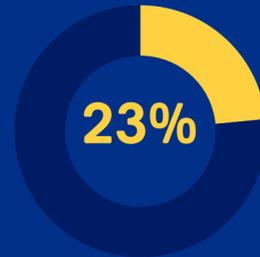
## e-Commerce Usage and Buy Now Pay Later



shop online at least weekly



54% uplift for making a purchase on a website that offers PayPal as a payment method, compared to one that does not



have made a Buy Now Pay Later purchase in last 6 months

## Cross Border



Consumers tend to feel more secure to shop internationally when PayPal is available (35%)

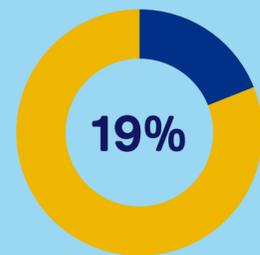


Main benefits to international shopping are better prices (44%) and access to items not available in the Netherlands (31%)

## Social Commerce

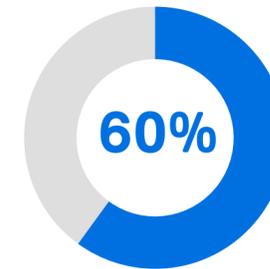


41% have made a purchase via a social or streaming platform in the past 6 months

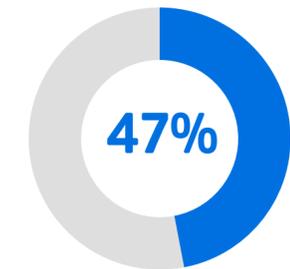


would only buy via a social media platform if PayPal was available

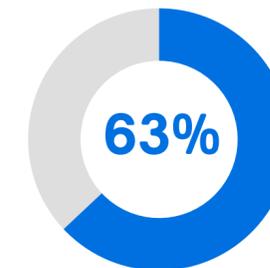
## e-Commerce Drivers & Barriers



trust PayPal to keep their payment secure



make online purchasing decisions based on businesses' ethical considerations

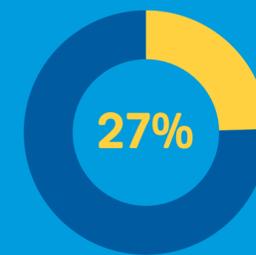


have abandoned an online purchase before payment



39% would be less likely to buy from a site due to security or trust issues at checkout

## Tech Trends



have participated in a virtual space / metaverse, led by Gen Z at 55%



More than one in nine (12%) believe that virtual spaces / the metaverse will become important channels for shopping

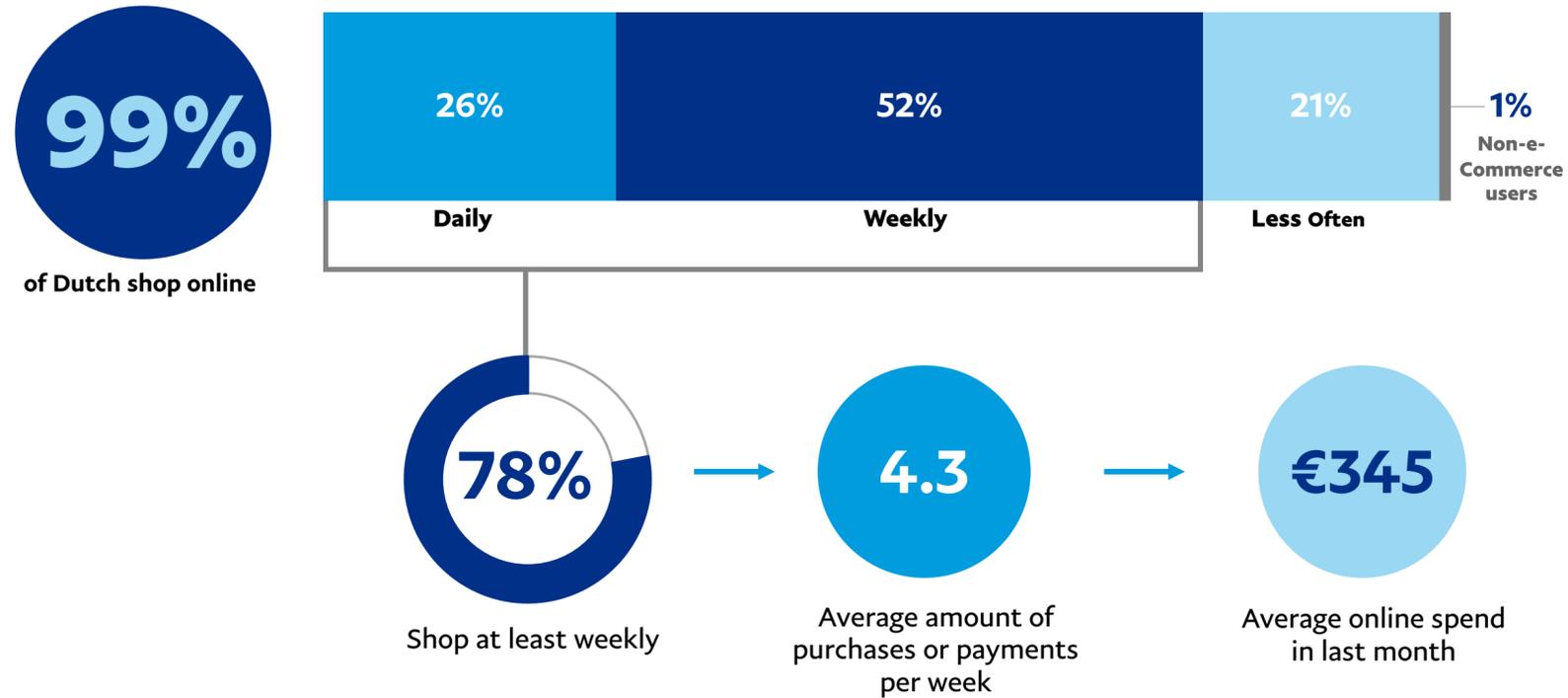


34% had or do own cryptocurrency

## Usage

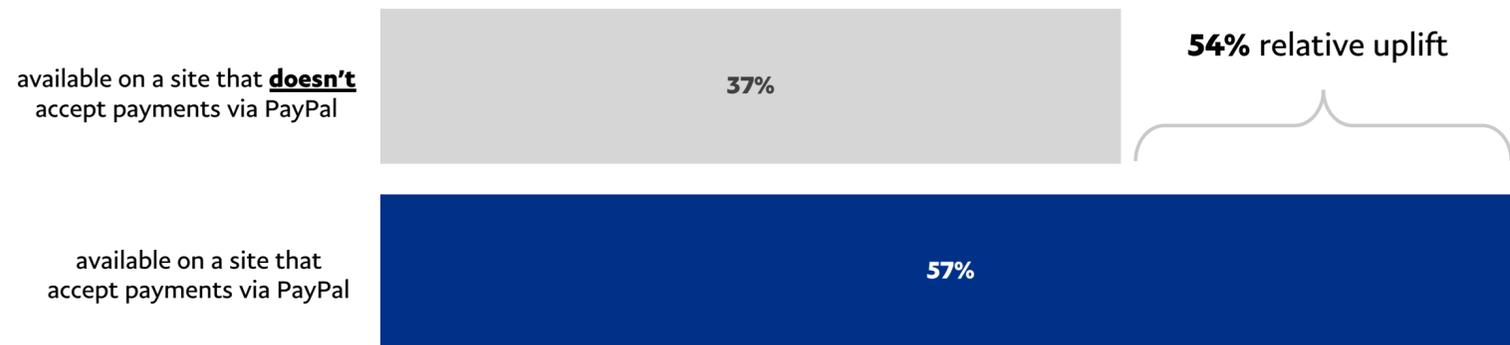
(All Dutch 18-75)

### Online Shopping Frequency

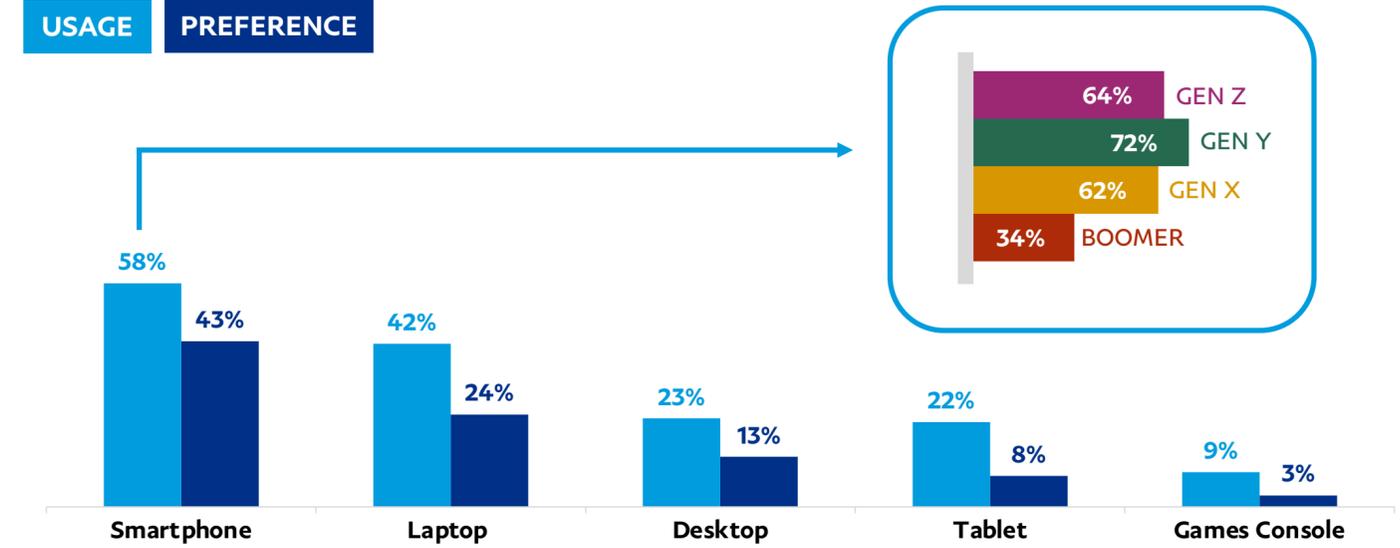


### PayPal Increases Purchase Likelihood

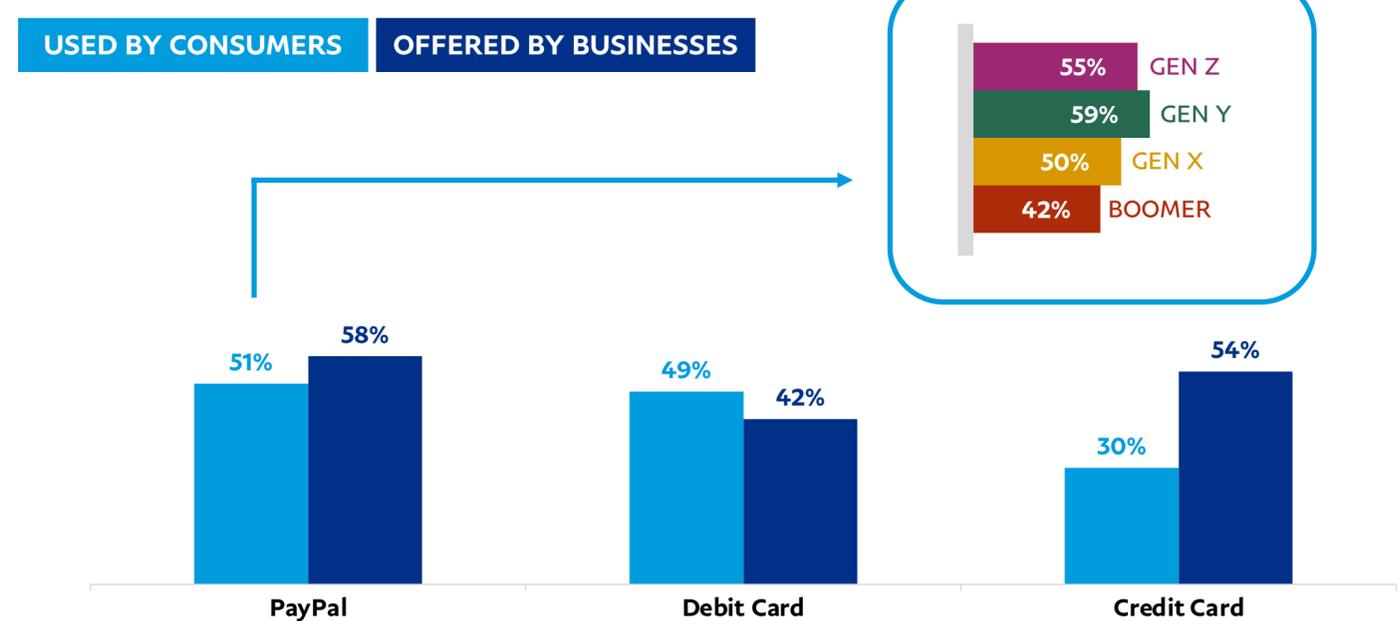
If you find a product that you want on two separate sites, both of which are offering it for the same price, how likely would you be to buy the product if it was ...



### Top Five Device Usage



### Online Payment Methods

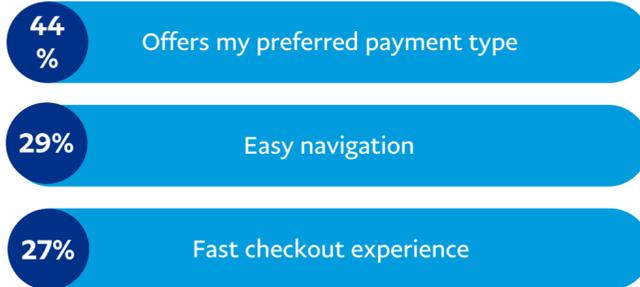


## Drivers & Barriers

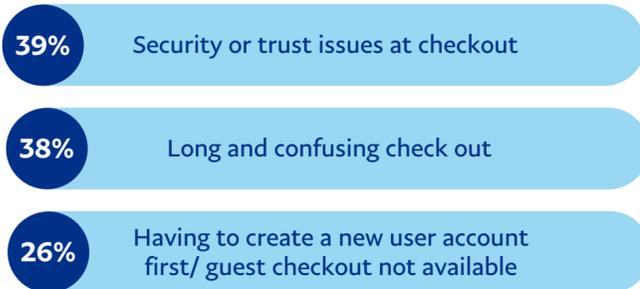
(All Dutch 18-75)

### Drivers

More likely to buy online if:



Less likely to buy online if:



### Shipping & Returns

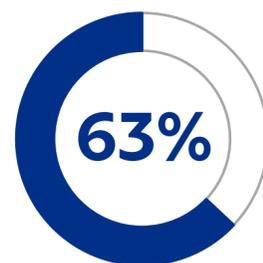
More likely to buy online if:



Less likely to buy online if:

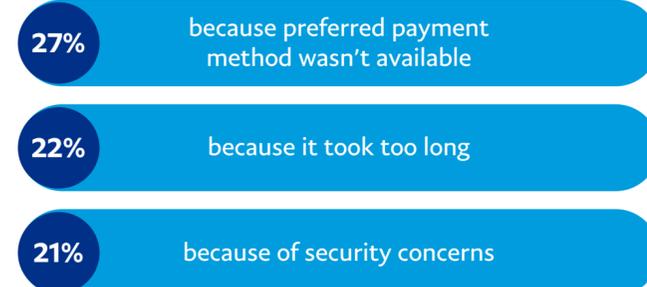


### Abandonment

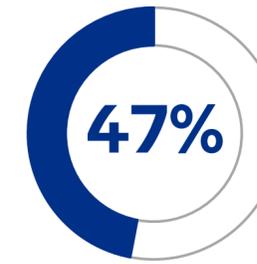


Have abandoned a purchase or payment whilst shopping online

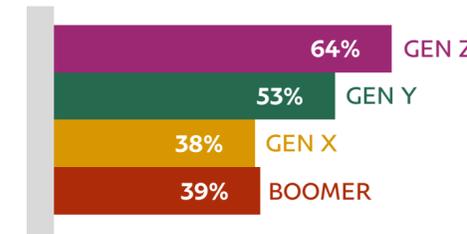
Abandoned a purchase or payment...



### Ethics



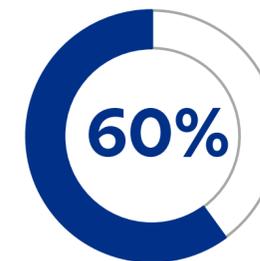
Make online purchasing decisions based on businesses ethical considerations



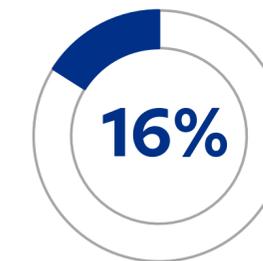
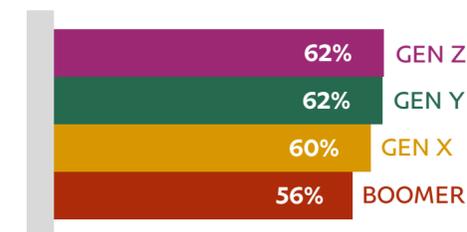
Ethical considerations in e-Commerce:



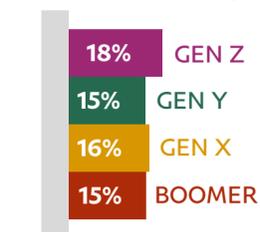
### Trust



Trust PayPal to keep their payment secure

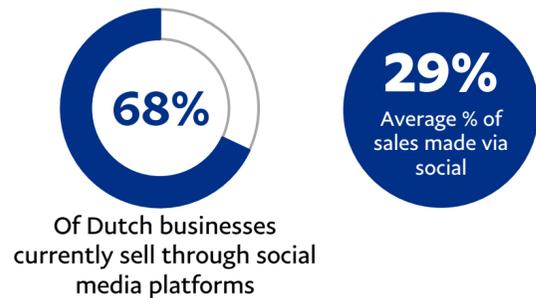


Say PayPal is their **most trusted option** when purchasing or transacting online

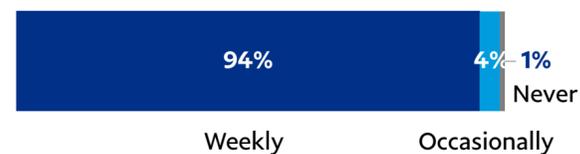


## Social Commerce

### Businesses (who sell online)



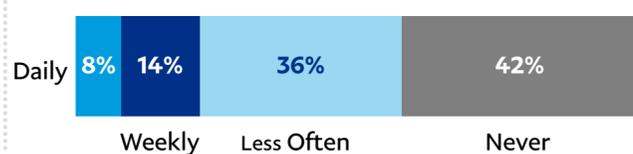
### Frequency of Social Promotion



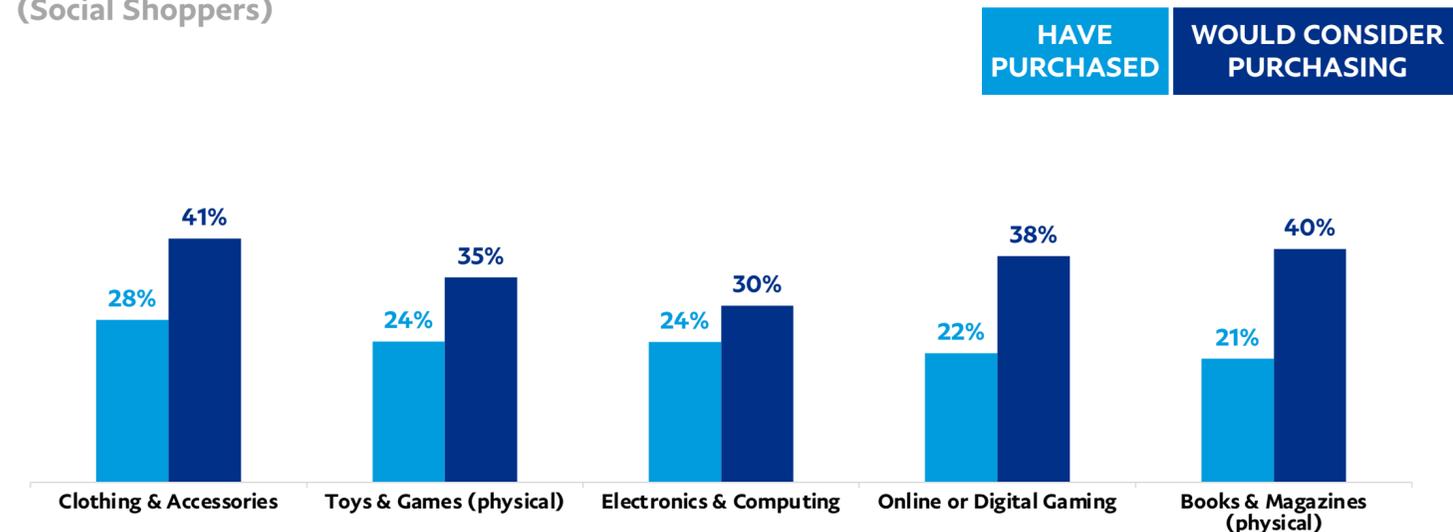
### Consumer (All Dutch 18-75)



### Frequency of Social Shopping



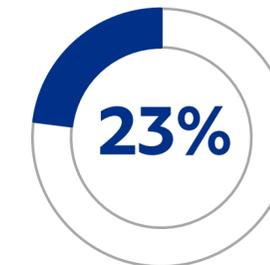
### Social Purchase Categories (Social Shoppers)



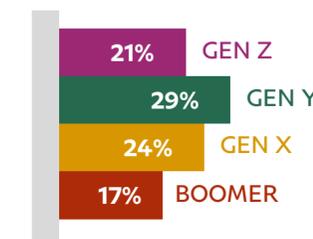
### Purchasing Motivations (All Dutch 18-75)



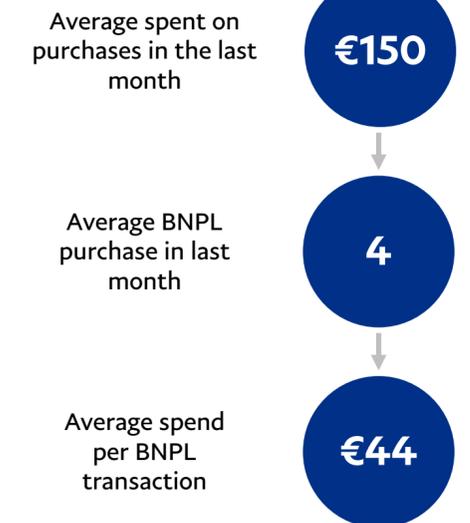
## Buy Now Pay Later Services (All Market Providers)



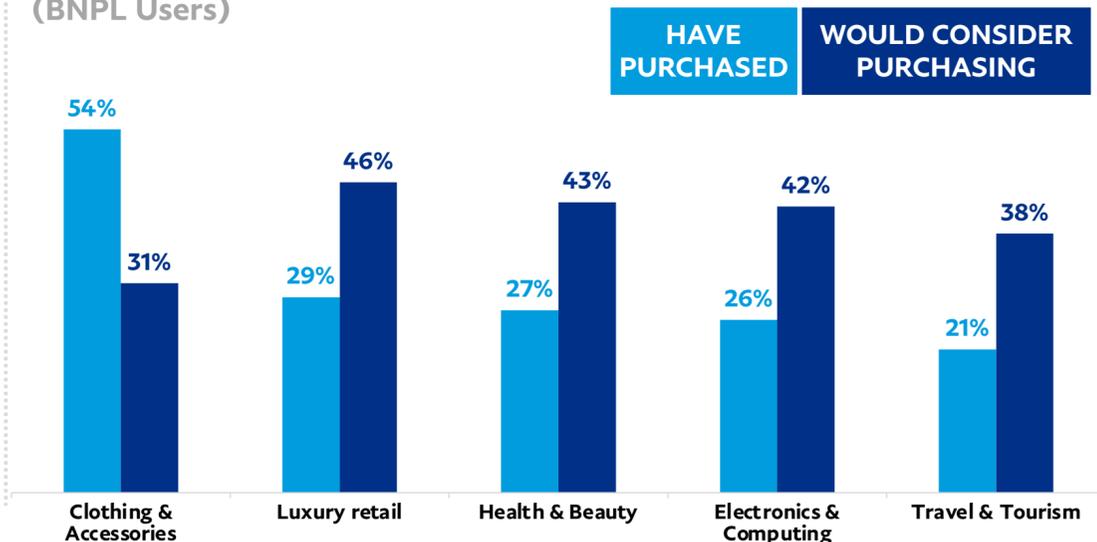
have used a BNPL service in the past 6 months



### BNPL Last Month Spend & Transactions (BNPL Users)



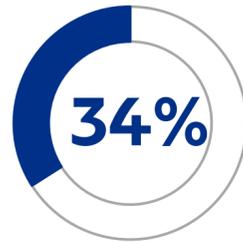
### Top Five BNPL Purchase Categories (BNPL Users)



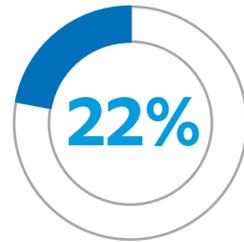
## Tech Trends

### Cryptocurrency

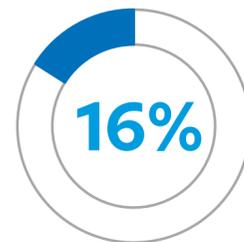
(All Dutch 18-75)



Have owned cryptocurrency at some point



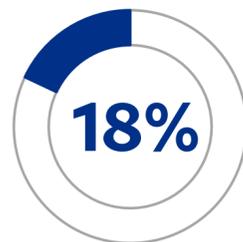
I'm concerned about the safety and security of trading cryptocurrencies



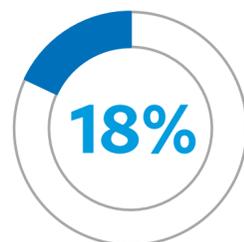
I'd feel comfortable using PayPal as a platform to buy, sell, and hold cryptocurrencies

### NFTs

(All Dutch 18-75)



Have owned NFTs at some point



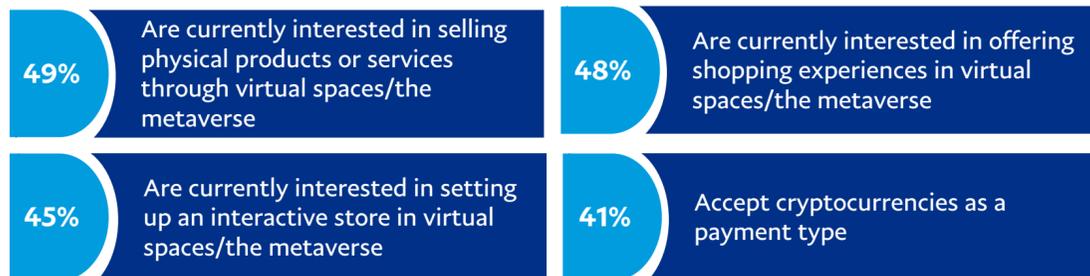
I'm concerned about the safety and security of trading NFTs



I want to learn more about NFTs

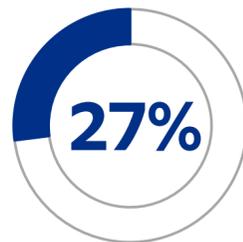
### Businesses

(who sell online)

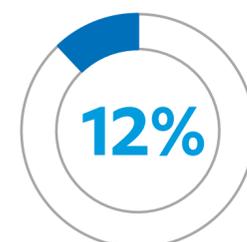
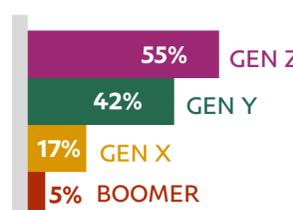


### Metaverse/ Virtual Space

(All Dutch 18-75)



Have participated in a virtual space/ metaverse at some point



Believe virtual spaces/ metaverse will become important channels for shopping

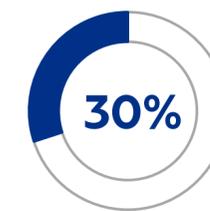


Believe they will engage with more people in virtual spaces/metaverse than in real life in the future

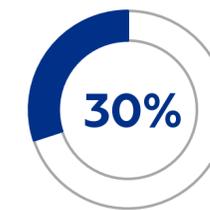
## Cross Border

### Businesses

(who sell online)



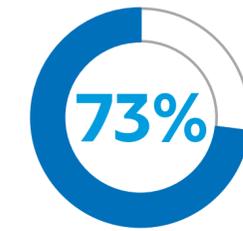
Turnover came from international shoppers



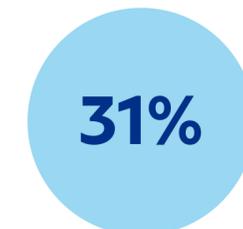
Believe selling to international customers has helped grow business

### Consumer

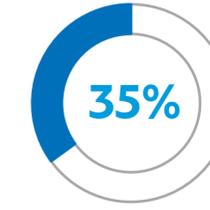
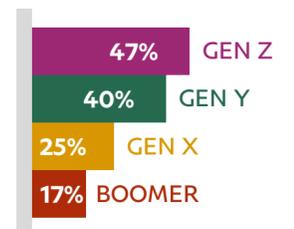
(All Dutch 18-75)



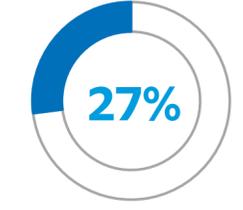
have shopped internationally



Proportion of online shopping which is from international retailers



When PayPal is available, I feel more secure to shop on international store



prefer large "global" stores when purchasing from another country

### International Shoppers

Reasons for shopping internationally:



### Local Shoppers

Reasons for shopping locally:



# Appendix

Please see the questions that refer to each page, ordered clockwise.

## Page 4.

Consumer Questions

Q2. How often do you do each of the following online (through either a computer or mobile device)?

Q6. In total, how much money have you spent on online purchases or payments in the last month? Please include purchasing apps, in-app purchases, payments for bills or services and other online shopping. If you are unsure, please provide your best estimate.

Q1b. Which of these devices do you currently use for online purchases or payments?

Q1c. Which of these devices do you prefer to use for online purchases or payments?

Q3a. Thinking about when you make a purchase or pay online, which of the following payment options, if any, have you used in the last 6 months?

Q24. If you find a product that you want on two separate sites, both of which are offering it for the same price (including any shipping costs), how likely would you be to buy the product if it?

Business Questions

Q3. Which of the following online payment options do you offer your customers?

## Page 5.

Consumer Questions

Q10. And, which of the following would lead to you being more likely to make an online purchase?

Q9. Which, if any, of the following would lead to you being less likely to make an online purchase?

Q8. Which, if any, of the following have you ever done when making a payment or purchase?

Q22. Which of the following online payment options would you trust to keep your payment secure and protect you should something go wrong with the purchase?

Q23. Which payment option do you trust the most when purchasing or transacting online?

## Page 6.

Consumer Questions

Q11. Which of the following social media or streaming platforms, if any, have you made a purchase or payment through in the last 6 months?

Q16. In total, how much money have you spent on all purchases or payments made through a social media or streaming platform in the last month? If you are unsure, please provide your best estimate.

Q15. How often, if at all, do you make purchases or payments through social media or streaming platforms?

Q14. Thinking about purchasing through social media or streaming platforms (e.g. Instagram etc), which of the following statements, if any, do you feel apply to you personally?

Q12. And, thinking specifically about the social media or streaming platforms you use personally, which of the following, if any, do you feel apply to you?

Q3a. Thinking about when you make a purchase or pay online, which of the following payment options, if any, have you used in the last 6 months?

Q20. How much have you spent across all of your Buy Now Pay Later accounts in the last 3 months? Note: this was averaged to monthly\*

Q19: How many times have you made an online purchase using a Buy Now Pay Later service in the past 3 months? Note: this was averaged to monthly

Q18. Which of the following categories have you/would you consider purchasing using BNPL services

Q13. Which of the following product categories, if any, have you, or would you buy through social media or streaming platforms (e.g. Instagram etc.)?

Business Questions

Q8. Do you currently, or will you in the next 6 months sell via social media platforms (e.g. Facebook, Instagram, Pinterest, Twitch, TikTok)?

Q4. Approximately what percentage of your sales are made through social media platforms?

Q7. Approximately how often, if ever, does your business use each of the following social media platforms to promote/market your business (including paid ads and posts)?

## Page 7.

Consumer Questions

Q25. Which of the following best describes you when it comes to cryptocurrency and NFTs?

Q31. Which, if any, of the following statements about cryptocurrencies do you agree with?

Q29. Thinking now about virtual spaces/the metaverse, which of the following best describes you?

Q32. Which, if any, of the following statements about NFTs and virtual spaces/the metaverse do you agree with?

Q33. What proportion of your online shopping is from international retailers (i.e. based outside your country)? If unsure, please provide your best estimate.

Q34. Thinking specifically about making a purchase online, which, if any, of the following statements do you agree with?

Q35. You say you have made purchases online from websites in other countries. Please select your main reasons for shopping on websites in other countries rather than the country where you live?

Q36. You say you haven't made purchases online from websites in other countries. Please select your main reasons for not shopping on websites in other countries

Business Questions

Q22: In the last 6 months, approximately what percentage of your online sales turnover came from international customers? If you are unsure, please provide your best estimate.

Q23. Which, if any, of the following statements apply to your business with regard to selling online internationally?

Q20. Thinking specifically about virtual spaces/the metaverse, which of the following are of interest for your business to explore today?

