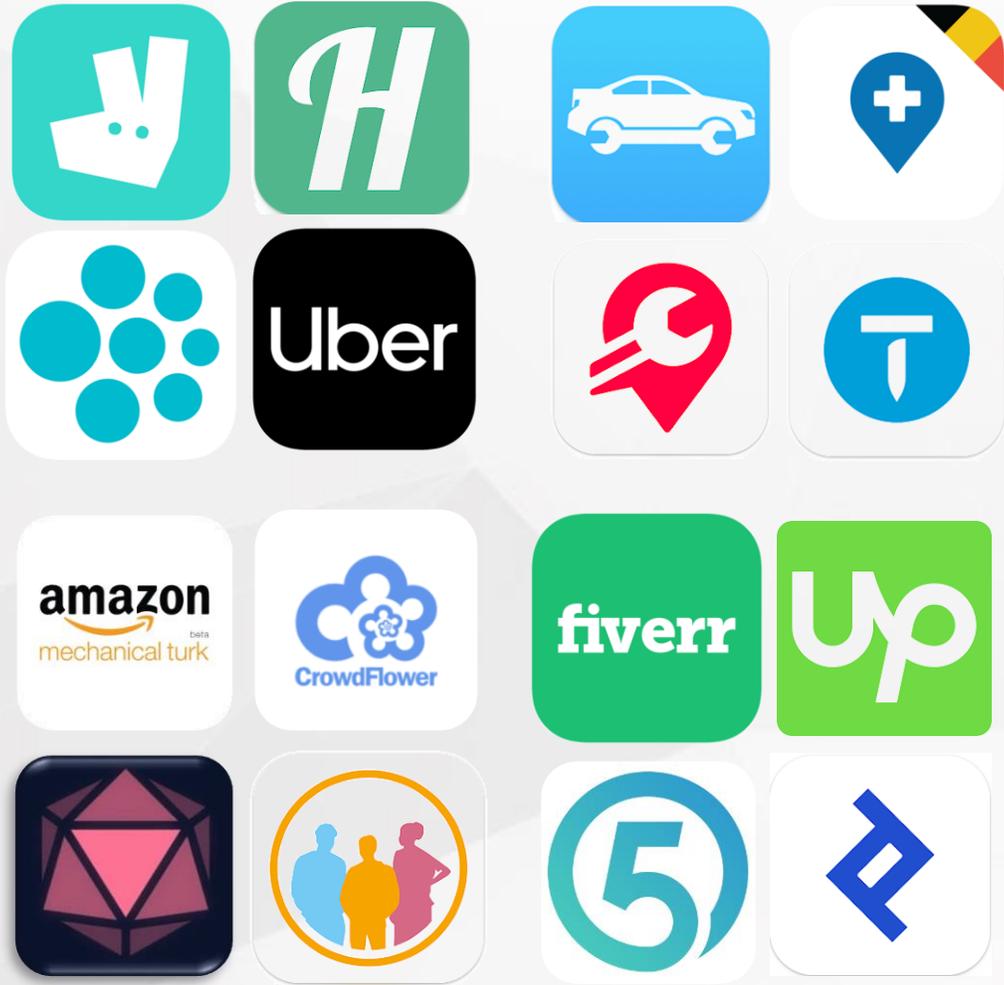




etui.

PLATFORM WORK

At the forefront of a changing world of work

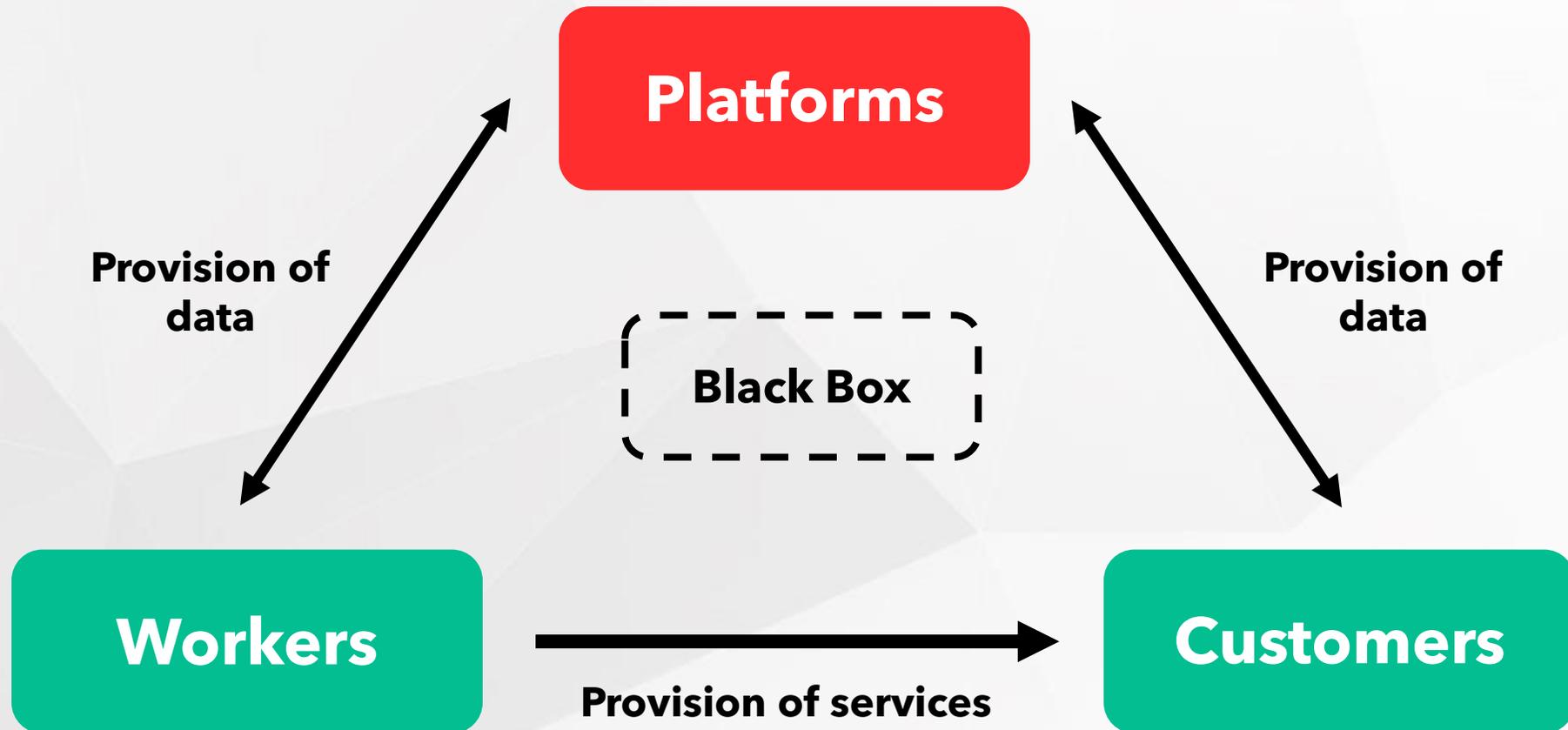


On-location



Online

CONCEPTUALIZATION OF PLATFORM WORK



PLATFORM WORK AND PSR

Risks related to the way platform work is **organised, designed and managed**

Research has **accumulated evidence** over a decade, but the field still lacks a **comprehensive state-of-the-art** overview



Systematic overview of **working conditions** in the platform economy and their potential for causing **psychosocial harm**

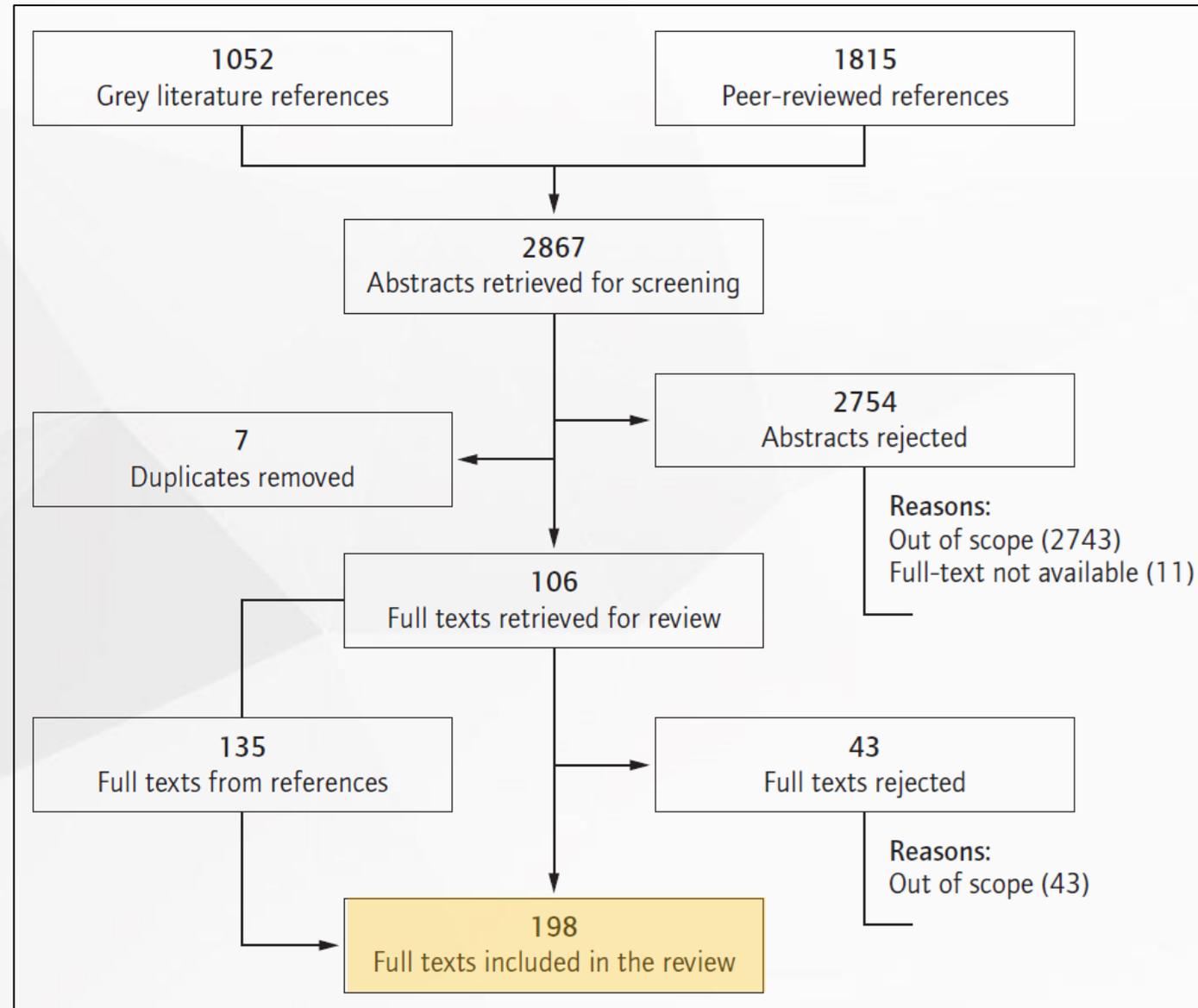
METHODOLOGY

Systematic literature review

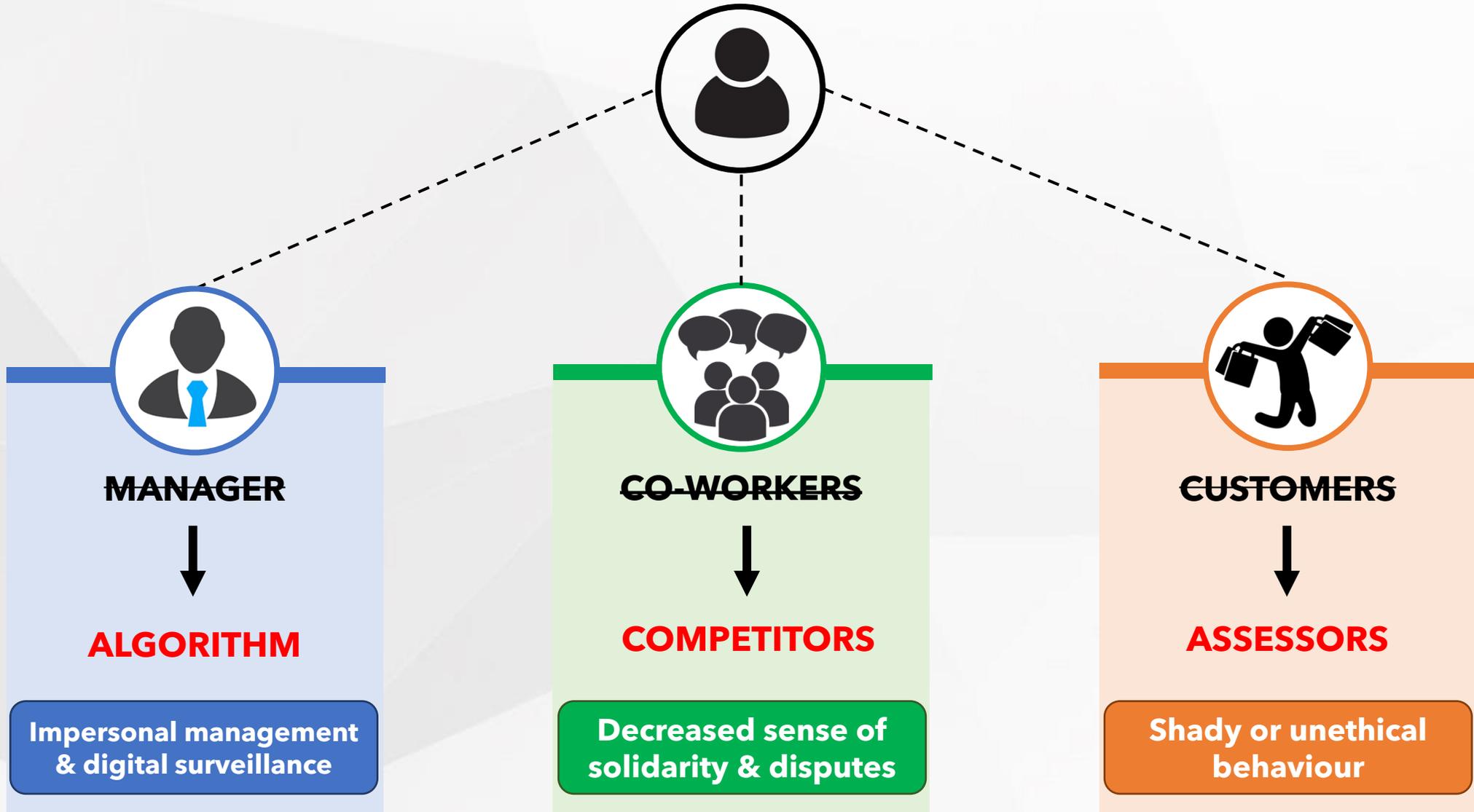
- Peer-reviewed and grey literature
- Primary and secondary research
- January 2000 to February 2020
- Various job or services
- 2867 abstracts screened
- **198 full-texts** included in the review



Psychosocial risk factors

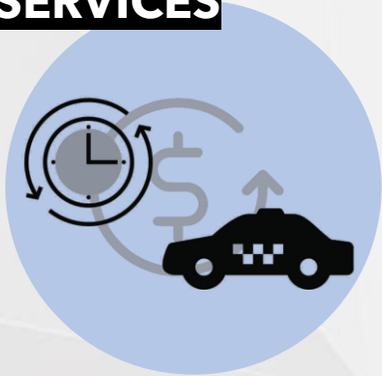


A LACK OF WORKPLACE SUPPORT



WORK-LIFE BALANCE ISSUES

ON-LOCATION SERVICES



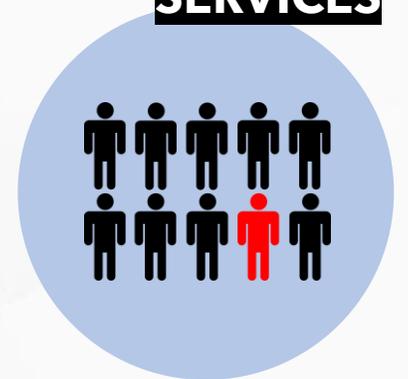
SURGE PRICING

Dynamically increase the price of a service during peak hours

FEAR OF MISSING OUT



ONLINE SERVICES



INVISIBLE WORK

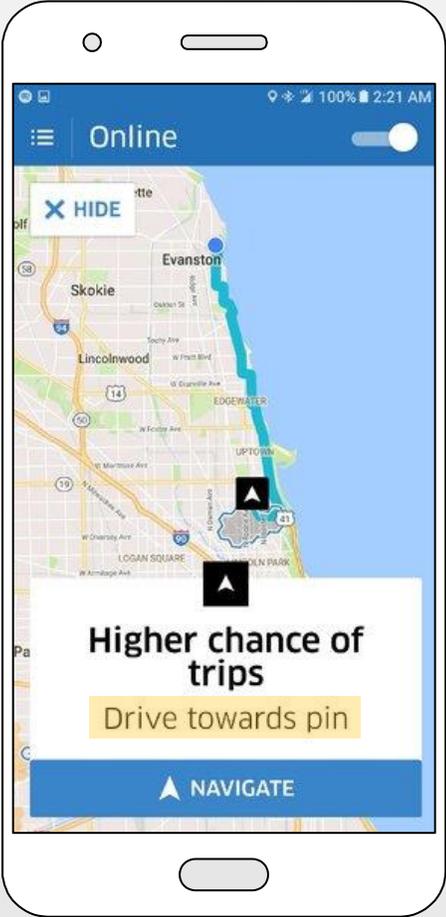
Necessity to invest in free work to stand out from the crowd

Pressure to work intense, unsocial and irregular hours

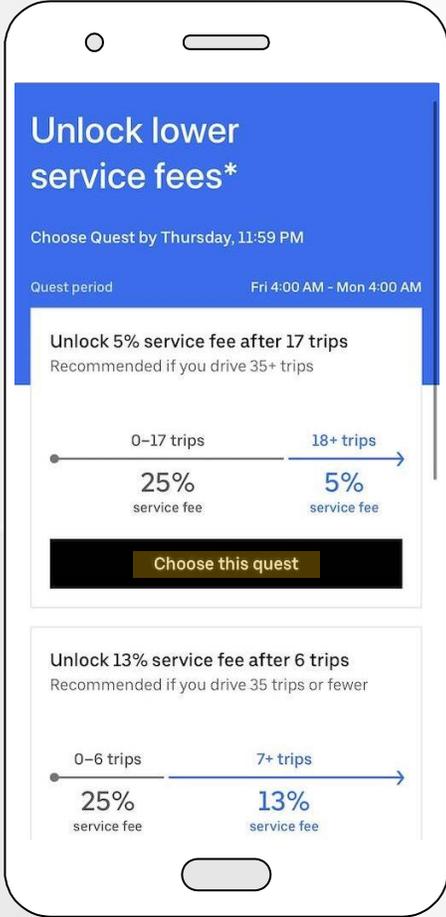
CONTROL AND INFLUENCE MECHANISMS



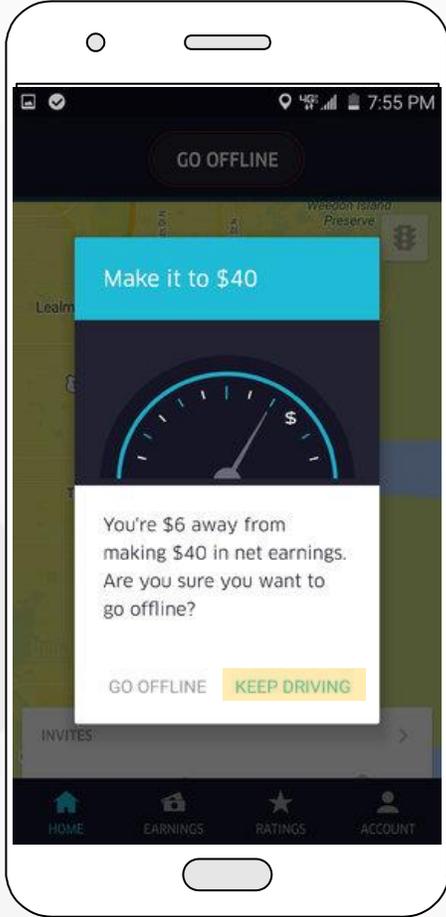
CONTROL AND INFLUENCE MECHANISMS



'Drive towards pin'



'Choose this quest'



'Keep driving'



'Save Uber'

FEELINGS OF INJUSTICE

THE ALGOCRACY



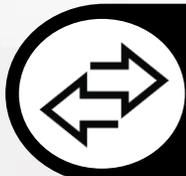
“

A situation in which algorithm-based systems **structure and constrain** the opportunities for **human participation** in, and comprehension of decision-making.

”

FEELINGS OF INJUSTICE

THE ALGOCRACY



Distributive injustice

Workers inputs have little todo with how outputs are distributed



A brand-new driver who hasn't given 5 rides makes the exact same money as a driver who has been driving for years.



Procedural injustice

Rules are inconsistent, opaque and discriminatory



The platform takes your commission out of the shortest estimated route but take their service fee out of the real fare.



Interactional injustice

Informations are not communicated with respect and justification



I have a problem with my background check and nobody is really listening to me. This company is so ready to deactivate people.



FEELINGS OF JOB INSECURITY

Platform work **shifts the entire risk** of doing business onto workers



Two layers of insecurity



Relationship with the
platform

Suspended account, change in terms of service, etc.



Relationship with the
customer

Cancelling or not paying for an assignment, etc.

EMOTIONAL DEMANDS

Platform workers are required to **tolerate borderline behaviours** and present themselves as overly flexible

“

*You are not a driver, stop thinking that you are actually a driver. **You are a clown. Your job is to entertain people** who ride with you, not for the sake of getting a tip, but a stupid 5 stars. The way it works, the moment you get a ping, you drive to the pickup location, and you get to meet this rider who **you have to study their personality** in few seconds and put the clown face and start to make sure they are comfortable. Also you have to make sure that you **accommodate their ideas and views**. Your job is not to only take the rider from point A to B, you have to provide water, mint, dance for them and have to put up with their confusing directions **for the sake of getting 5 stars**. A Virtual appreciation that is meant to keep you on the system. As a clown, you have to please multiple kings, I mean riders. Some of them are impressed, others are not. Some will give you 5, but **it would take one who give you 4 to ruin your day**.*

”

CONCLUSION

Platform work combines and extends three well-established developments...

Isolation and fragmentation

No shared premises

Every man for himself

Decentralisation

Control and surveillance

Close monitoring

Formulae-driven work

High automation

Uncertainty and volatility

Short-term assignments

Full-fledged 'flexibility'

Always on stand-by

... in order to reinvent labour relations and responsibilities

CONCLUSION

From an OSH perspective, the result is a greater imbalance between...

Job resources



Lack of social support
No channels to voice concerns
No guarantees of job security
No professional development
Etc.



Job strain

Job demands



High standards of performance
Hectic pace of work
Highly flexible
Emotionally demanding
Etc.

CONCLUSION

Full report available at

<https://www.etui.org/publications/exposure-psycho-social-risk-factors-gig-economy>

