



iLabour: The construction of new labor market institutions on the Internet

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Today's argument

- Labour markets are in the midst of a dramatic transformation
- Standard employment is increasingly supplemented by temporary (gig) work that is mediated by platform labor markets.
- An important part of the so-called 'gig economy' are online labor markets where clients can hire remote independent contractors who execute and deliver their work remotely over the Internet.
- As these platforms continue to grow it is important to understand their institutions and operating principles.
- Important principles of good platform work are: 1) fair pay; 2) fair conditions; 3) fair contracts; 4) fair management; and 5) fair representation ([Fairwork Foundation](#))

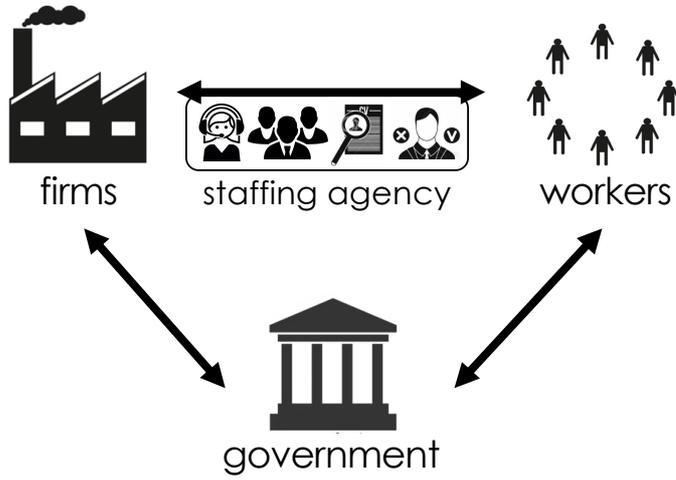
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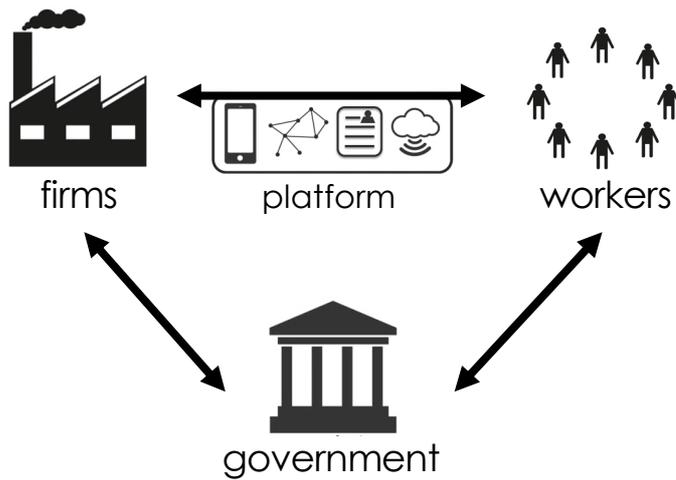


Contingent labor



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Online platform labor



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Microwork vs. Knowledge work platforms



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How big is this phenomenon?

Source: [Online Labour Index](#)

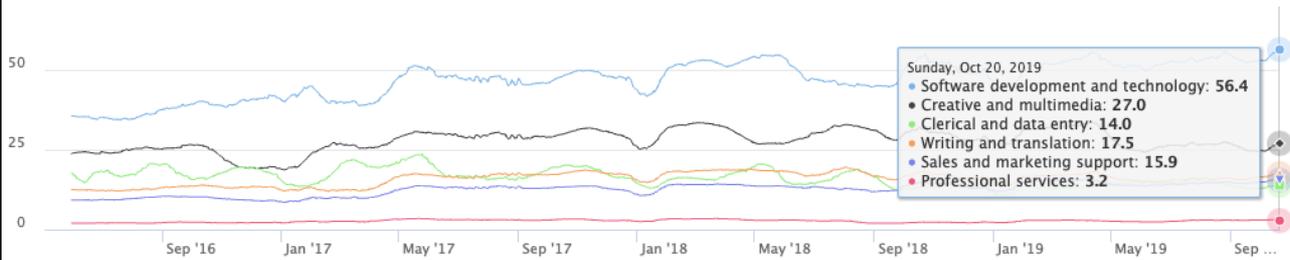


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85% of online work is high-skilled knowledge work

Source: [Online Labour Index](#)

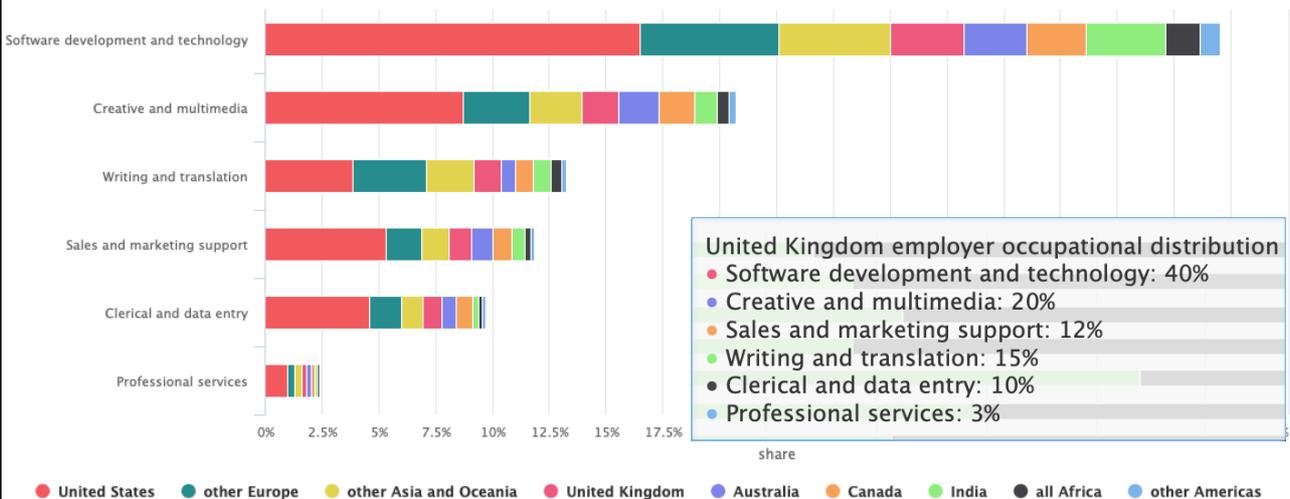


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Skills sourced through platforms

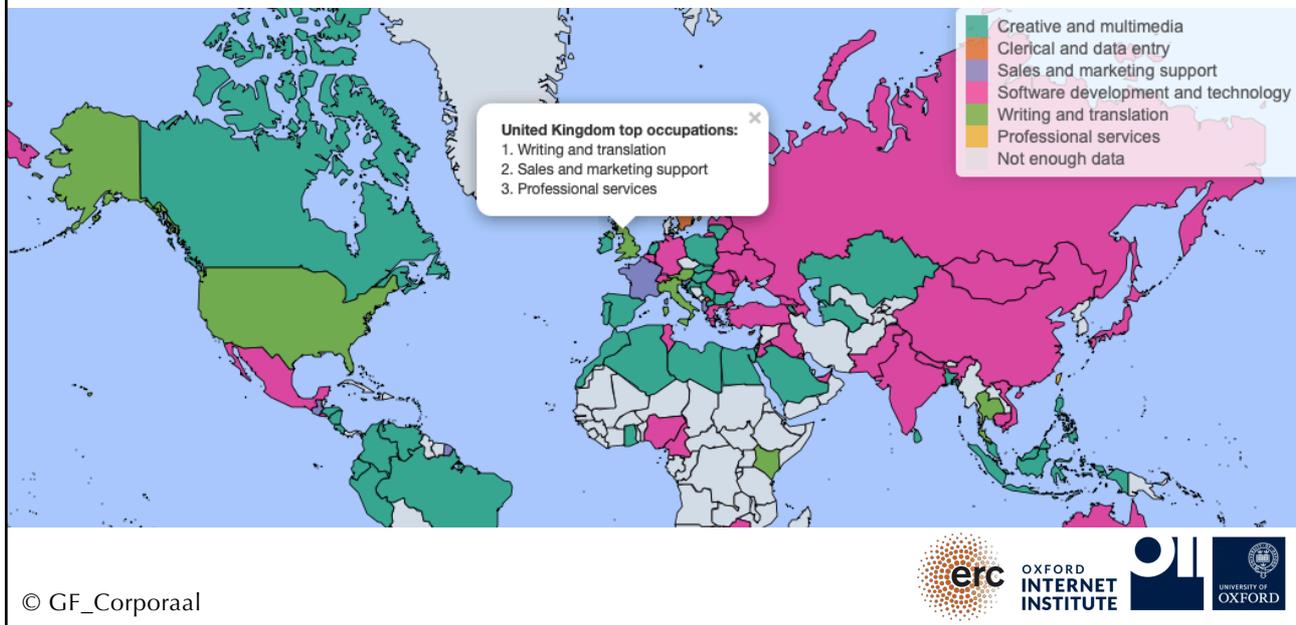
Source: [Online Labour Index](#)



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Who are the workers that have these skills?



iLabour project

- Examines the social, organizational, and policy implications of changes in work and employment in the digital gig/platform economy.

The Future of Work in the Digital Gig Economy

- The organizational processes through which platform operators decide upon the features and design of their platform.
- Changes that clients make to their organizational processes as they transition to this new world of work.

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Internal dispute resolution

- Contract workers employed through labor market intermediary organizations do not have formal employment rights.
- Yet lawmakers show increasing interest to specify contract worker rights (e.g., recent [California ruling](#))
- Since a considerable proportion of the working population works in non-standard employment, it is essential that their rights become specified and enforced.
- In the absence of affordable legal channels to file grievances, internal dispute resolution processes offer an important venue to protect contract workers' rights.

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Core principles of good platform work



1. Fair Pay

Workers should earn a decent income in their home jurisdiction.

2. Fair Conditions

Platforms should have policies in place to protect workers from foundational risks arising from the processes of work, and should take proactive measures to protect and promote health and safety.

3. Fair Contracts

Terms and conditions should be transparent, concise, and provided to workers in an accessible form.

4. Fair Management

There should be a documented process through which workers can be heard, can appeal decisions affecting them. The use of algorithms is transparent and results in equitable outcomes for workers.

5. Fair Representation

Platforms should provide a documented process through which worker voice can be expressed. Workers should have the right to organise in collective bodies.

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Thank you



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