Trying to think about criteria for fair work on digital labor platforms

Six Silberman
Crowdsourcing Project
IG Metall (German Metalworkers' Union)
Frankfurt, Germany

Ellie Harmon
Department of Computer Science
Portland State University
Portland, OR, USA

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"is"

"should"

1

Workers should not be misclassified as self-employed if they are employees in practice.

Strict rules should govern nonpayment.

3

Task pay terms should be clear.

Platforms should review task instructions before publication.

5

If nonpayment is permitted,

rates of payment or nonpayment should not be used to measure worker quality.

6

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customer nonpayment rates should be made visible to workers choosing tasks.

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  - as freelancers
  - as employees
  - as employees with collective agreements

In the event of technical problems with task or platform, workers should not pay the cost for lost time or work.

Workers should be able to contest nonpayment, work evaluations, and qualification test outcomes.

Customers and platform operators should respond to worker communications

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promptly, politely, and substantively.

11

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but an argument for revising competition law.

Worker account deactivations should be reviewed by a human platform employee.

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Workers should be given reasons for deactivation and have a right to contest it.

Workers should be able to view and export a work and reputation history.

Platform terms should be presented in a clear and concise human readable format.

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or declining to work at certain times.

Coda

Coda (I)

Job content

Coda (II)

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"Fair Crowd Work"
- Union website evaluating platform working conditions
- http://faircrowdwork.org