Definition & Characteristics
Gig Work Definition

"Contingent work that is transacted on a digital marketplace"

Brown 2009

Tech Companies, Not Service Providers

Drivers Classified as Independent Contractors
Demographics

8% of Americans earned money from an online 'gig' platform in the last year; 18% earned money selling something online

% of U.S. adults who earned money from an online job platform in the last year by doing...

- At least one of the tasks below: 8%
- Online tasks (surveys, data entry, etc.): 5%
- Ride hailing: 2%
- Shopping/delivery: 1%
- Cleaning/laundry: 1%
- Other tasks: 2%

Young adults, non-whites especially likely to get work via online gig platforms

% of each group who have earned money in the last year from online gig work platforms

- At U.S. adults: 8%
- 18-29: 16%
- 30-44: 10%
- 45-54: 4%
- 55+: 2%
- White: 14%
- Black: 11%
- Latinx: 10%
- H.S. grad or less: 9%
- Some college: 9%
- College+: 8%
- <$20K: 10%
- $20K-$30K: 7%
- $30K+: 4%
Minority of Workers do Majority of Work

Hours Driven Per Week

- 0 to 15 hours: 7%
- 16 to 34 hours: 28%
- 35 to 49 hours: 31%
- 50+ hours: 12%
Potential Occupational Health Risks

Occupational Health Risks—Contingent Work

• Higher rates of work injury
• Higher rates of fatal traumatic injury
• Poor overall health
• Higher overall mortality

• No worker’s compensation
• No health insurance

• High rates of wage theft
• No access to training
• High job turnover
• No ability to report unsafe conditions
• Less ability to refuse hazardous work or demand appropriate protective equipment for fear of dismissal

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Health Risks

Algorithmic Management

- “Software algorithms that assume managerial functions and surrounding institutional devices that support algorithms in practice.”

Lee 2015
**Distraction**

**Worker Motivation**

**Information Asymmetry**
Companies create expectations about their service that workers must fulfill through the mediating power of the rating system (Rosenblat & Stark).

Passengers Perform Management Duties

What do we know (so far)?

Health Concerns

- Sedentary nature of work
- Musculoskeletal pain: Neck, back, knee
- Hard to stop for a meal or break
- Difficult to find a bathroom
- Difficulty managing illnesses/taking meds
- Second-hand smoke exposure
Safety Concerns
• Crash risk
• Distracted Driving
• Risk of assault by passenger
• Navigating pressure to drive at night vs. safety concerns

Stress
• Financial: getting enough rides, getting paid for their work
• Passengers: locating, getting good ratings, dealing with drunken passengers
• “Stressful by design”-Bartels

Sleep
• Most reported driving did not affect their sleep.
• Two drivers reported that evening driving worked well for them because they had insomnia
Protect Their Health on the Job By:

- Taking stretch breaks while driving
- Getting exercise in their non-work time
- Staying hydrated
- Self-monitoring alertness/fatigue

Protect Their Safety on the Job By:

- Cameras
- Weapons
- Situational Awareness/Profiling

Positives

- Flexibility
- Not interacting with a boss
- Passengers: conversation and socialization
Why It Matters

Future Research

- Representative survey of health effects
- Long term health impacts
- Fatigued driving
- OHS effects of algorithmic management
Questions?

Thanks to:
- Tori Crain, PhD
- Jon Bihl, MPH
- Gerald Yeung, BA


ABC Test

All three must be met for a worker to be properly classified as an independent contractor:
1. The worker is free from the control and direction of the hiring entity in connection with the performance of the work, both under the contract for the performance of the work and in fact.
2. The worker performs tasks that are outside of the usual course of the hiring entity’s business.
3. The worker is customarily engaged in an independently established trade, occupation or business of the same nature as the work performed for the hiring entity.

Marketplace vs On-demand

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<thead>
<tr>
<th>Marketplace</th>
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<tbody>
<tr>
<td>Job-matching &amp; hiring.</td>
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<tr>
<td>Subscription-based (premium).</td>
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<tr>
<td>E.g., Care.com, SilverCity, UrbanSitter, Thumbtack, Fiverr.</td>
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<td>Matching, hiring, dispatching, payment, worker profiles, bid choices.</td>
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Hybrid

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<td>Matching, hiring, dispatching, payment, worker profiles, bid choices.</td>
</tr>
<tr>
<td>Free basis.</td>
</tr>
<tr>
<td>E.g., TaskRabbit, Handy, Hello Sitter</td>
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Ticona, et al 2018
Digital Matching Services

1. Facilitate peer-to-peer transactions using online platforms or mobile apps
2. Utilize user-based rating systems
3. Offer workers flexibility in determining their hours
4. To the extent that tools and assets are necessary to provide a service, digital matching firms rely on the workers using their own.

Contracts and “Policy” Setting

[Image and text]