

# Platform Workers

Ang Boon Heng  
Manpower Research & Statistics Department  
Ministry of Manpower

# Outline

- What is platform work?
- Who are the platform workers?
- What are the typical concerns associated with platform work?

What is platform work?

# Platform workers are :

- Own account workers who provide paid labour services on online matching platforms
- These platforms serve as intermediaries that match clients with workers for piecemeal or assignment-based work/tasks

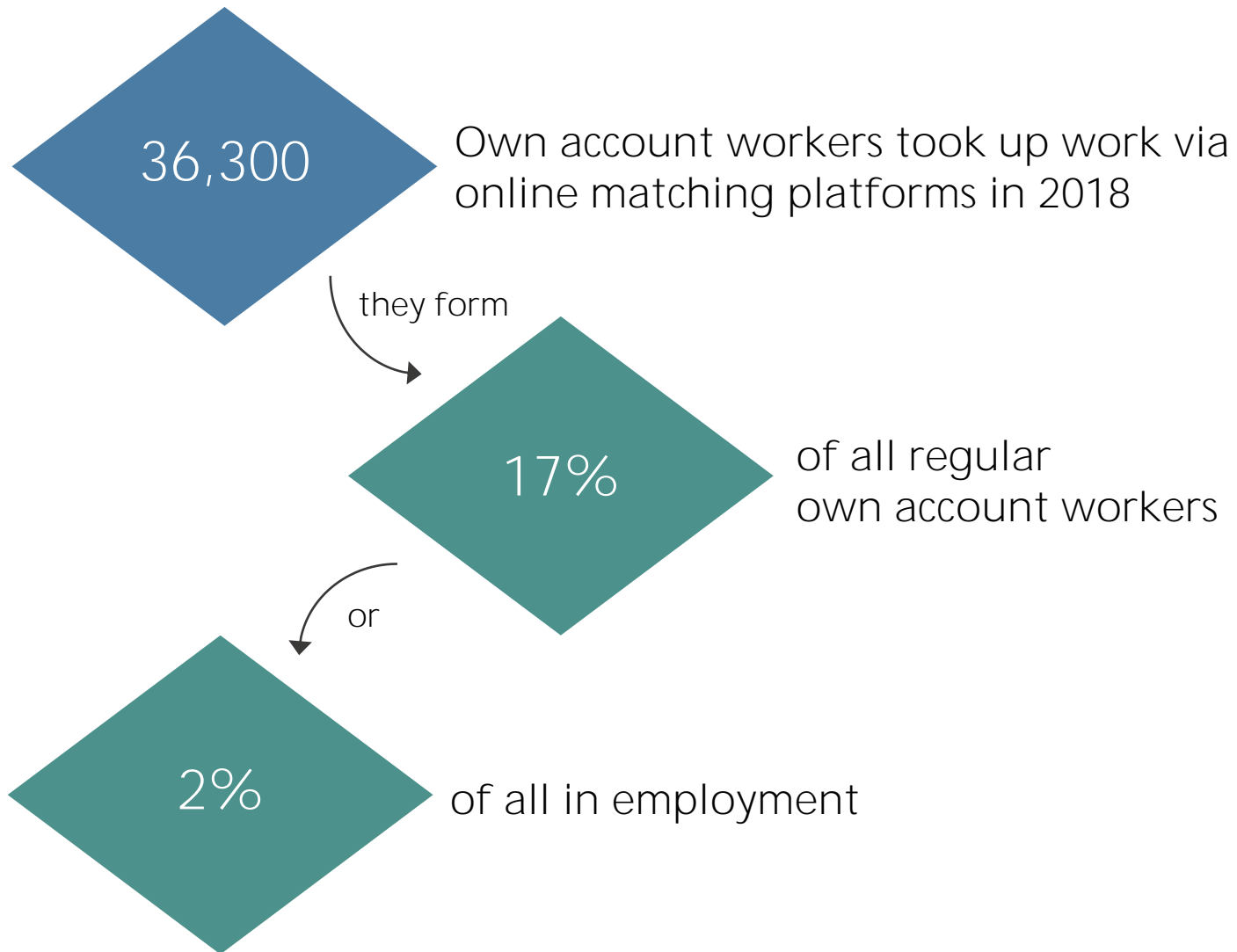
# How we capture platform workers in the labour force survey

Among residents involved in own account work within  
the last 12 months:

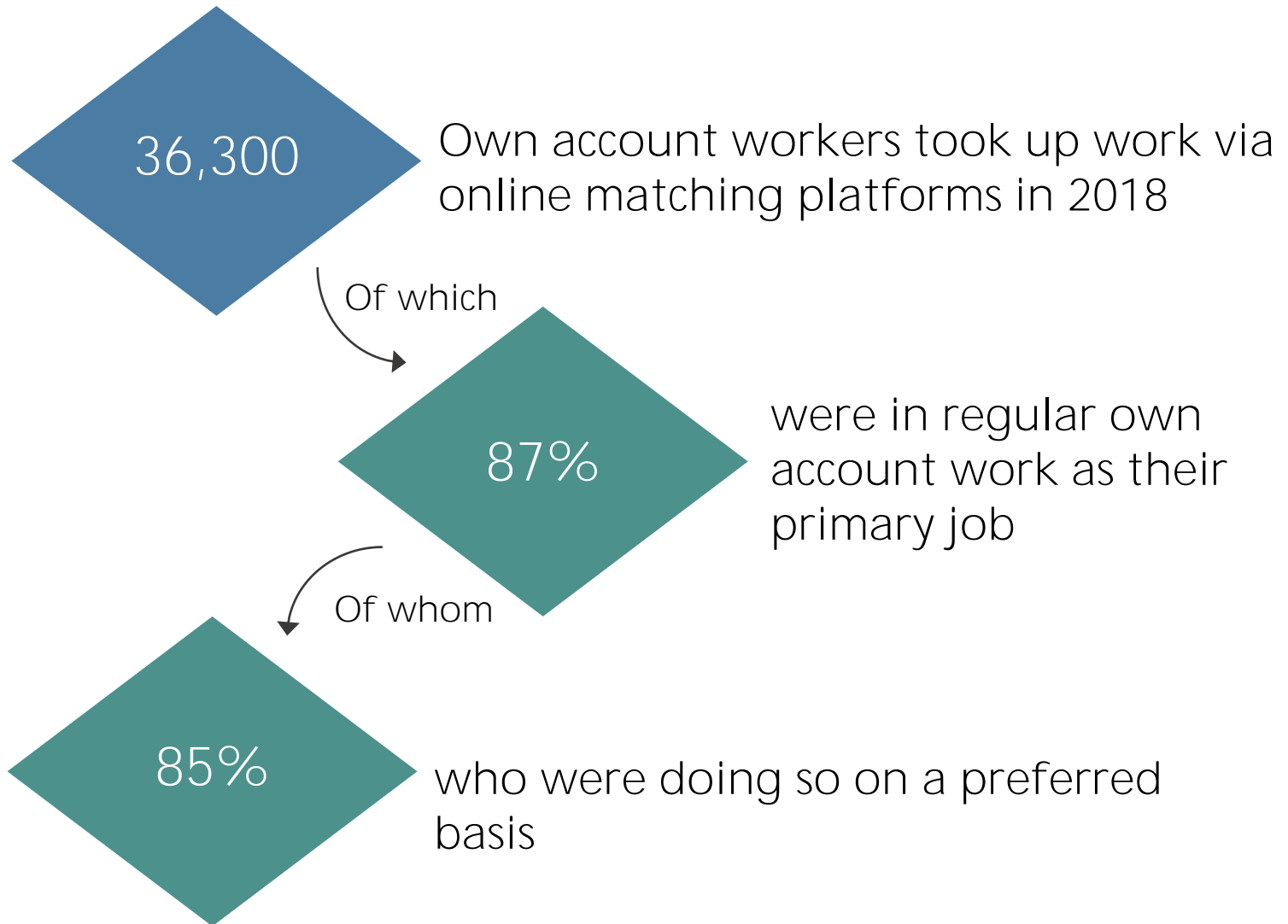
**“Please indicate the online matching  
platform(s) used to take up work for this job”**

*List of platforms covering different services (e.g. ride-hailing, delivery,  
digital tasks) as options, and allowing respondents to specify other  
similar platforms not listed*

# Gig tsunami has not materialized



# Most platform workers were in their jobs on a preferred basis

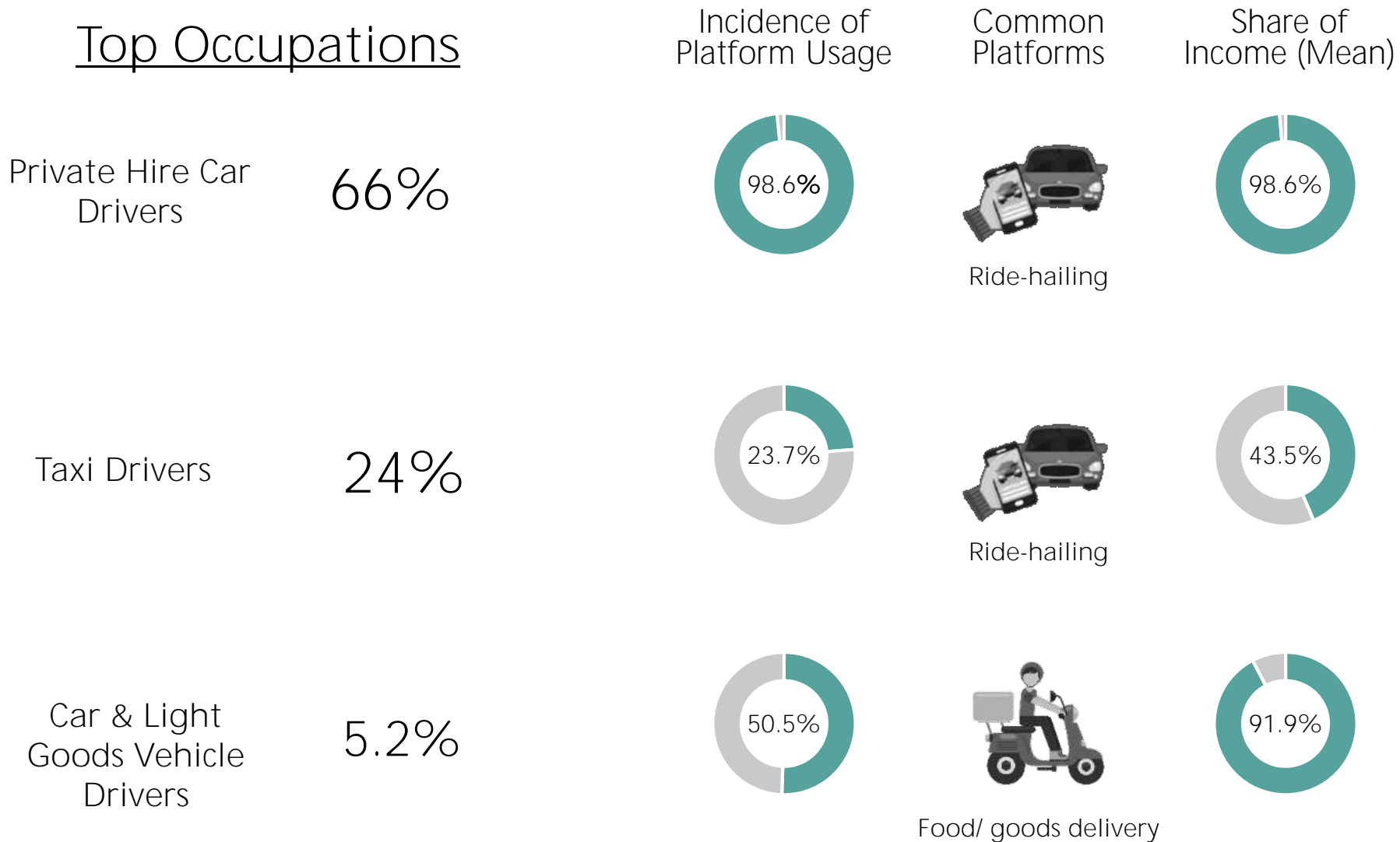


Who are the platform  
workers?



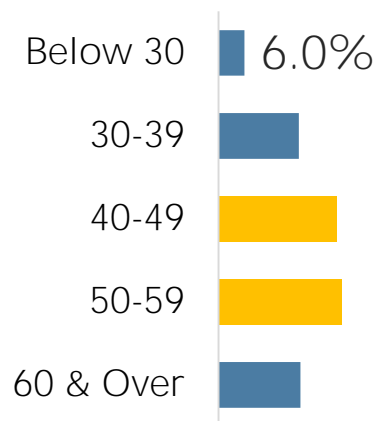
# On-demand rideshare/ delivery the most common platform work done

## Top Occupations

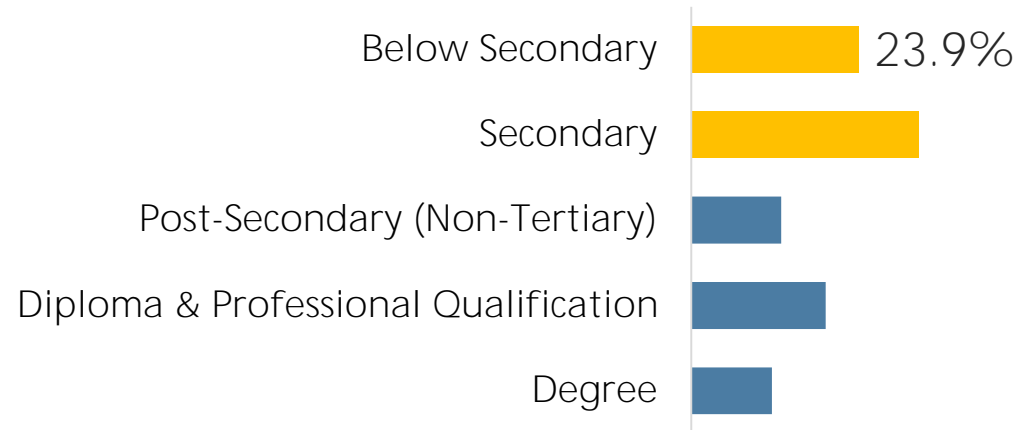


# Platforms workers were mostly older and less educated

## Age



## Highest Qualification Attained

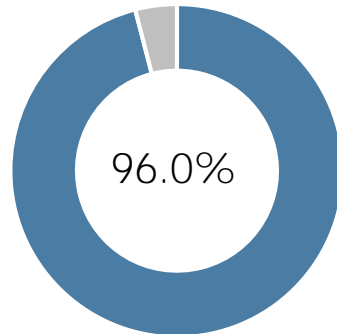


What are the typical concerns associated with platform work

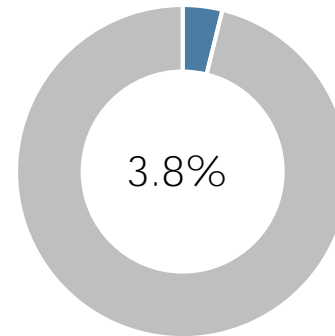
# Platforms workers tend to be economically dependent on the platform intermediaries

Platform  
Workers

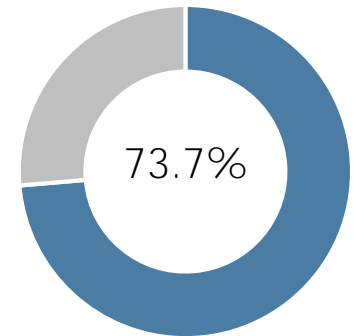
Lack control  
over setting  
of prices



Lack control over  
workday hours

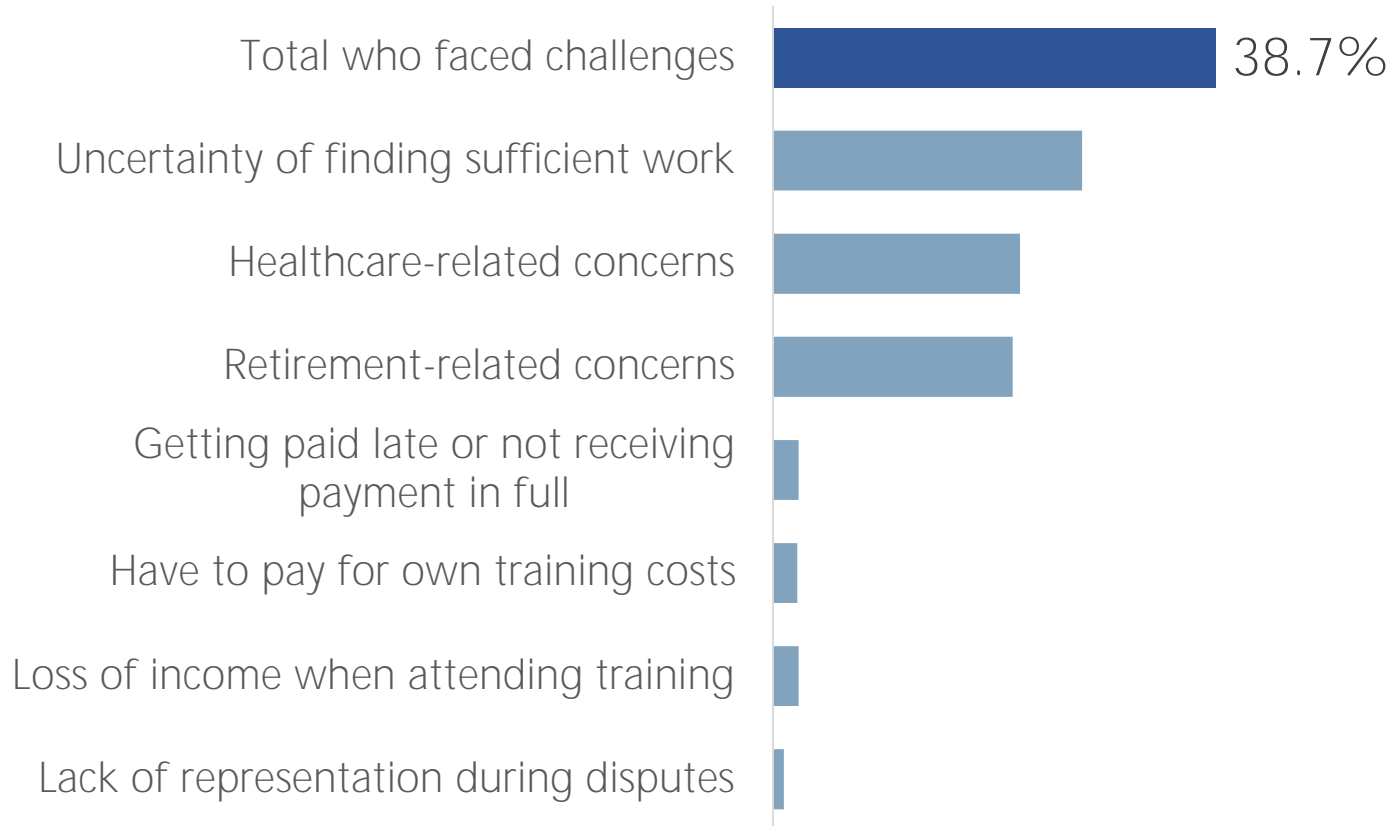


Reliance on a main  
client/intermediary  
for income



*...Nonetheless, nearly all platform workers have written contracts for service to protect against possible disputes*

# Over a third of platform workers faced **difficulties in the course of their work...**



*...top concerns include uncertainty of finding work & healthcare/retirement adequacy*

## Further Work Needed

- Difficulty in nailing down a specific definition – What qualifies as an online matching platform?
- **Examples of popular 'new' platforms used for easier recognition** – May not capture those on smaller and less-known platforms
- Difficulty for some respondents in differentiating between such platform usage and general internet use in their work