



Panel Discussion on Internet-Mediated Platform Work

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Measuring Quality of Employment**

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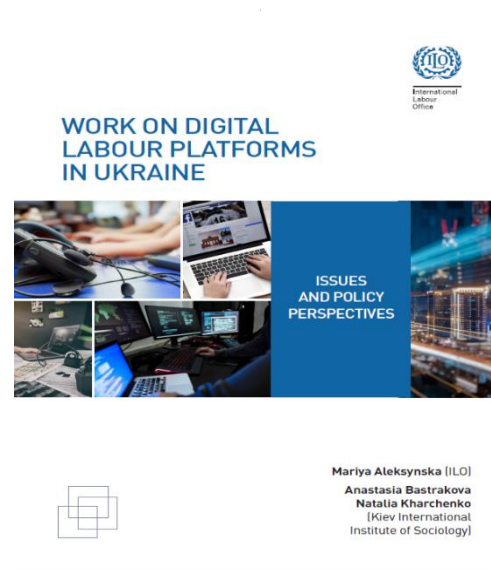
Introduction to the measurement of platform work: An ILO perspective



ILO began researching digital labour platforms in 2015 as part of broader work on non-standard employment



https://www.ilo.org/global/publications/book/s/WCMS_645337/lang--en/index.htm



https://www.ilo.org/travail/WCMS_635370/lang--en/index.htm

Note: ILO flagship publication “World Employment and Social Outlook 2020” will cover digital platforms and new business models focusing on decent work and fair competition



Opportunities and risks for platform workers



- Flexibility – including ability to work from home
- Only source of income for some
- Pay level concerns
- Working time issues and time spent looking for work
- Requirement to pay a commission to the platform in order to work
- Safety and health issues
- Algorithmic management across borders
 - e.g. risk of fraud, fair rating systems, access to platforms
- Social security coverage and bargaining for better working conditions



Global policy discussions related to platform work

- Platform work is among key topics highlighted in ILO future of work policy documents:
 - Global Commission on Future of Work Report – launched Jan. 2019
 - International Labour Conference (ILC) Centenary Declaration – June 2019
- Future policy discussions
 - ILO discussions calling for “access to freedom of association and the effective recognition of the right to collective bargaining of digital platform and gig economy workers”.
 - Office proposal to the ILO Governing Body to hold a Tripartite Meeting of Experts (TME) in 2021 on ensuring decent work in the platform economy to support the policy approach.
 - Either a general discussion or a standard-setting item on decent work in the platform economy will take place during the (ILC) 121st session (2023).



20th ICLS Resolution concerning statistics on work relationships, October 2018, Geneva

Resolution identifies the need for further development on selected topics, including intermediated platform work (IPW)



- Para. 140 (f): “To promote the implementation of this resolution, the ILO should work collaboratively with countries, international, regional and sub-regional organizations, and representatives of workers’ and employers’ organizations **to undertake further conceptual and methodological development work on the measurement of workers whose employment is intermediated through Internet-based platforms or apps**”

20th ICLS Resolution I available at:

https://www.ilo.org/global/statistics-and-databases/meetings-and-events/international-conference-of-labour-statisticians/20/WCMS_648693/lang--en/index.htm



Work on digital labour platforms

The phenomenon consists of work on or via **digital labour platforms that are either:**

(1) web-based digital labour platforms

or

(2) location-based labour platforms where work is often allocated through software applications (apps)

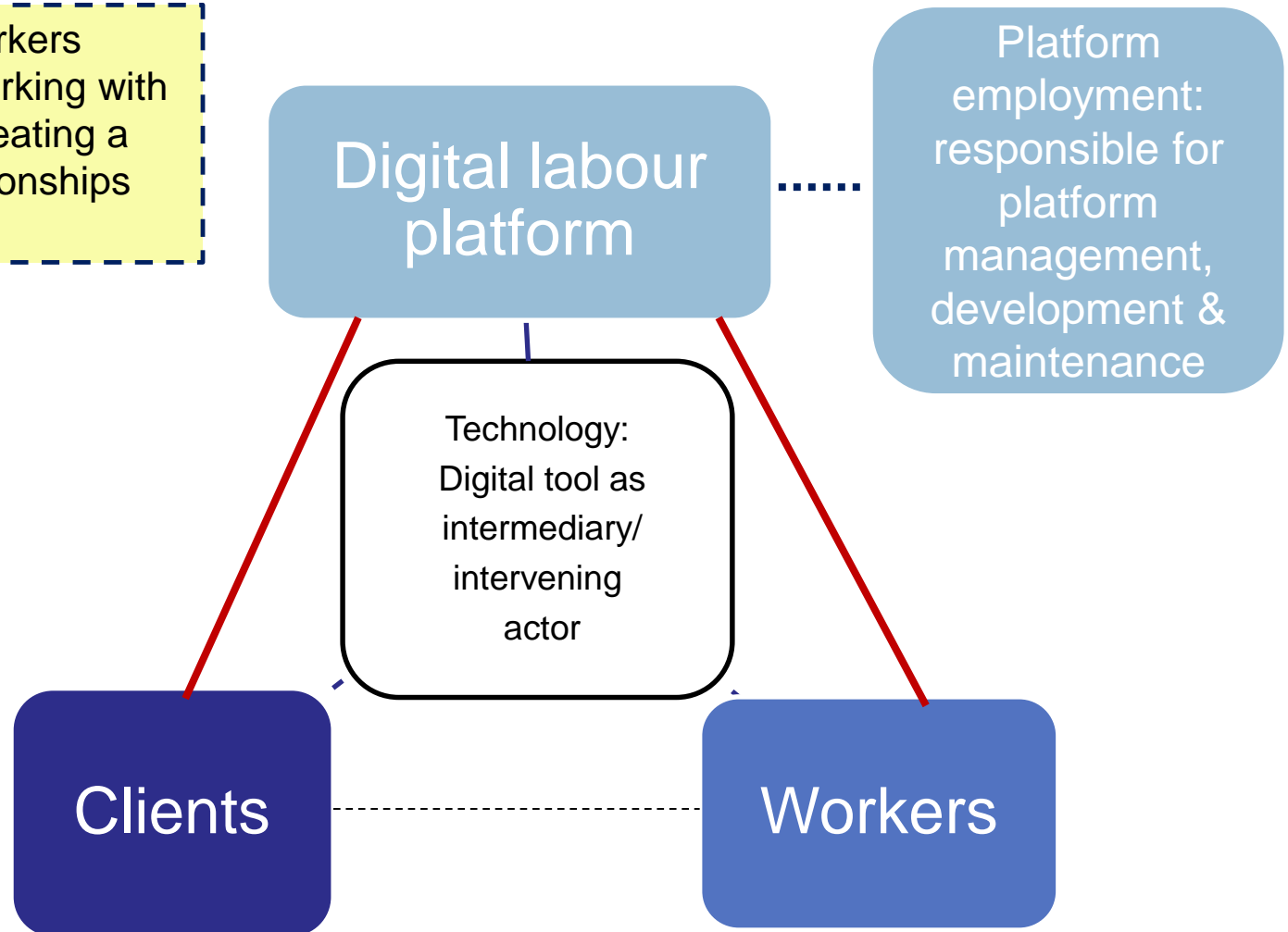
Note: Both types of platforms can offer tasks or productive activities that are given to a crowd or that are given to selected individuals.



IPW Triangular relationship

ILO research suggests bilateral relationships also exist between platforms and workers (e.g. part of a supply chain)

Note: Clients and workers may be registered/working with multiple platforms, creating a complex web of relationships via online platforms.



Source: ILO



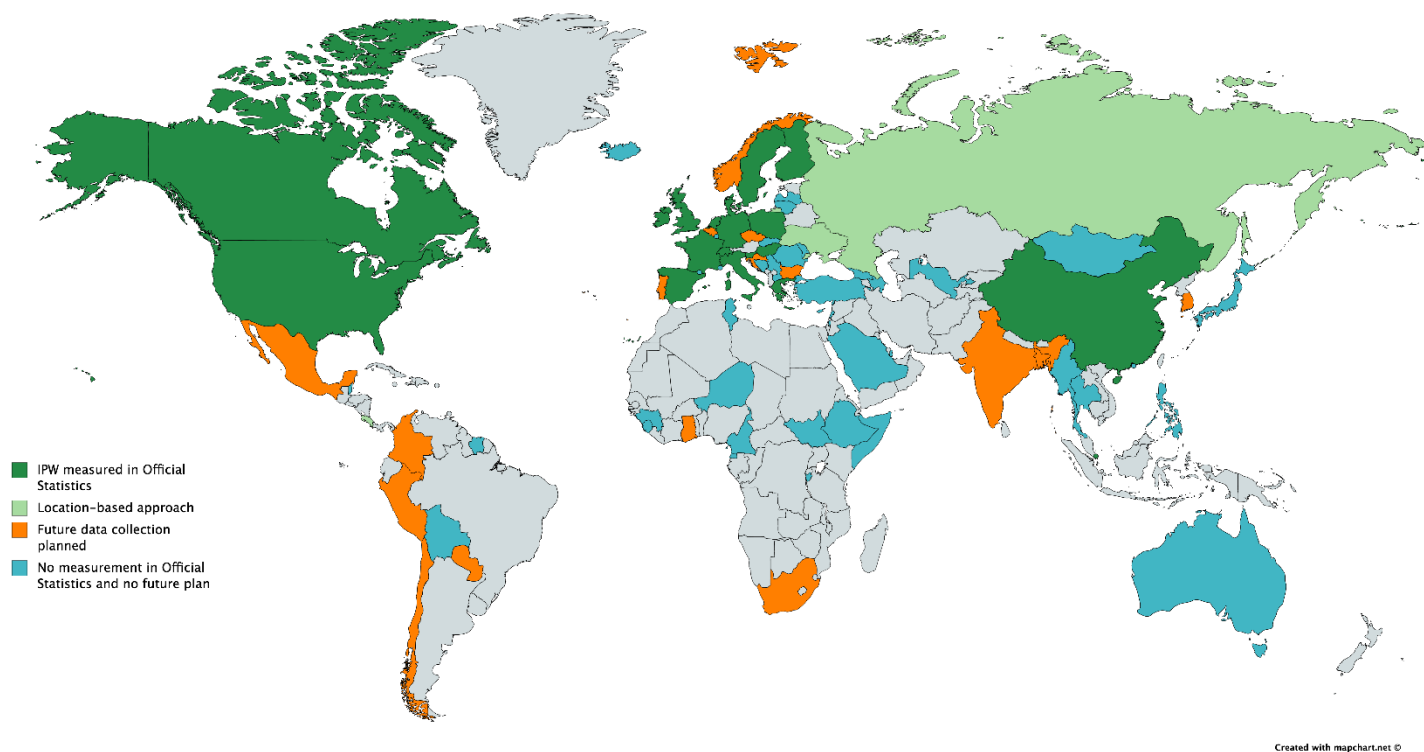
Functional characteristics of platform work

- 1. Whether the platforms serve as mere intermediaries connecting the clients with workers or whether they play a more active, interfering role through required actions (e.g. payments)**
- 2. Degree of platform intervention in the digital transaction:**
 - Low - Only matching
 - Medium - Matching and coordinate the financial transaction (National practices)
 - High - Matching and manage and coordinate the financial transaction (e.g. payments to workers)
- 3. Whether they allow access to different types of goods (e.g. e-commerce) or services offered by workers**
- 4. Whether work via the platform is carried out at the local or global level**
- 5. Types of skills needed for the work offered on the platform**



20 countries have measured Intermediated Platform Work or related concept in official statistics in the last 5 years

Map of national practices in measuring Intermediated Platform Work (or related concept e.g. teleworking) in official statistics, 2019



Created with mapchart.net ©

Source: ILO Global Desk Review 2019, based on information from National Statistics Offices.



Measurement approaches of IPW identified in national practices using LFS or LFS ad-hoc module

- **Job-based (or task-based) approach**
 - Investigates whether the respondent had a paid job in platform work usually during a reference week
- **Income-based approach**
 - Investigates whether respondent generated income from platform work during a long reference period (12 months)



Meet our panel members

- **Enrique Fernández-Macías, European Commission's Joint Research Centre**
- **Julie Hatch, United States Bureau of Labor Statistics**
- **Agnes Parent-Thirion, Eurofound**
- **Hanna Sutela, Statistics Finland**
- **Alex Wood, Oxford Internet Institute**



First round of questions for panellists

- What are the *key policy questions* that relate to platform work from the perspective of your country or institution, including issues of the quality of employment of platform work?
- What are the main challenges as regards *measurement and/or analysis* of platform work and also for understanding quality of employment aspects? How should these be addressed?



Second round of questions for panellists

- What have been the main contributions towards measuring or analysing platform work carried out by your institution?
- What are the main lessons learned from the experience and how can these be integrated into future actions?



***Many thanks to our panel members and
thanks to all for your attention
and participation in this panel
discussion!***