Designing Worker–Centric Labor Markets

Ali Alkhatib

Stanford University, FUSE Labs

ali.alkhatib@cs.stanford.edu
@alialkhatib_

November 13, 2015

Roadmap

Personal background

Vision of cooperatives

Fieldwork

What we've learned
    Intangible
    Tangible

Where we're going

Wrap–up

Personal background

- Computer Science at Stanford
- FUSE Labs (Microsoft Research)
- Collective action (Dynamo)
- Anthropology at UC Irvine

[my] Vision of cooperatives

- We all want to see better "gig" labor markets.
- Laws protecting these workers have been slow to emerge.
- Ideas can propagate faster than laws and regulations can.
- Let's **demonstrate** that cooperative markets can compete with adversarial ones.

Fieldwork

1. Find participants — *spending weeks making inroads*
2. Participant–observation — *early mornings working dispatch*
3. Participatory design — *designing with **partners**, not clients*

What we've learned
Design considerations

Important issues for increasingly marginalized workers:

- ▶ How to design for constructive feedback
- ▶ The social dilemma of work dispatch
- ▶ Managing customer expectations
- ▶ More

What we've learned
Things you can run

Mock–up of a mobile app designed with workers and advocacy groups as *peers*

Where we're going

- ▶ Working on **collective governance**
  - ▶ Working with a small group of workers
- ▶ We need to think ahead and build technical system:
  - ▶ code: github $\rightarrow$ alialkhatib/workerCoop
- ▶ Interested in contributing (to either)?
  Contact me — ali.alkhatib@cs.stanford.edu

Questions?

- ▶ name: Ali Alkhatib
- ▶ email: ali.alkhatib@cs.stanford.edu
- ▶ twitter: @alialkhatib_
- ▶ these slides [pdf]:
  https://al2.in/media/presentations/PlatformCooperativism.pdf
- ▶ slide source [LATEX]:
  https://al2.in/media/presentations/PlatformCooperativism.tex