Designing Worker–Centric Labor Markets

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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 → alialkhatib/workerCoop
- Interested in contributing (to either)?
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Questions?

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