

Ensuring fair wages for workers working in the crowd work platforms

This project is about ensuring fair wage for workers engaged in crowd work platforms. Over the past decade there has been a proliferation of crowd work platforms undertaking a number of technology related and service tasks, like Amazon Mechanical Turk, Up Work, Fiverr, etc. Crowd work is seen as a new business model, as by using on-line platforms it has effectively reduced transaction costs for employers and bolstered the rise of casual or independent workers. These platforms create opportunities for people who are willing to find a job or want to top up their earnings, introduce flexibility in hours or place of work but they do not provide any sort of protection to the workers. Crowd work is argued to have fostered productivity but it also challenges the existing business model and most importantly social rights as it circumvents the existing regulatory framework and operates informally. The externalization of work by employers has led to reduction in wages and benefits, and has led firms to evade or escape legal responsibility, which could lead to a violation of labour standards.

The goal of this project is that

1. minimum wages are being paid to workers
2. workers get paid for executed jobs
3. workers are paid social security on these platforms

To achieve this goal, we propose the following

➤ **Worker Feedback Platform**

Develop a worker feedback system wherein workers can basically express their concerns with regard to the nature of work, wage payments, working conditions, etc. which could then be utilised to put pressure on the employers/ platforms/ clients to improve their working conditions.

Requirements:

- Data should be collected in a structured way to facilitate analysis
- Provide flexible and customizable graphical interfaces to present data in real-time (for administrator only)
 - Aggregate the comments and produce tables/ graphs for positive and negative feedbacks
- Provide rankings of the platforms (for administrator only)
- Fields / columns should be customizable (like in Excel) (for administrator only)
- Login (for administrators only)
- The information on this system should only be accessible by the administrators

Challenge:

- How to ensure that the worker is genuine and not a robot or hired by a platform?
- How to avoid that the database is being “hacked” (security)

Use resources

Click worker: <https://www.clickworker.com/>

Amazon Mechanical Turk: <https://www.mturk.com/mturk/welcome>

Fair crowd work platform: <http://faircrowd.work/>