**CHAPTER II**

**Introduction**

In this chapter all the methods that have been used by the developers that are related to the UbraAntique: Web-based portal Unlocking Job Opportunities in Antique will be discuss. To understand the importance of related literature to the system. This chapter aims to find, understand, and help to familiarize information that are related to the project and therefore articles, journals, and existing system are referenced.

**REVIEW OF RELATED LITERATURE**

1. **Redifining Success on Digital Labor Platforms (2024).**

In the evolving world of online freelancing, traditional markers of career success—like promotions, titles, and corporate recognition—are becoming less relevant, especially for individuals working on digital platforms such as Upwork. A 2024 longitudinal study, which followed 108 freelancers over time, offers critical insight into how the concept of “success” is being reshaped within this new work environment. Rather than viewing success purely through financial or hierarchical lenses, freelancers increasingly define it through personal growth, client relationships, flexibility, and long-term sustainability of their work.

The study identified seven distinct dimensions of success, ranging from consistent income and skill development to autonomy and emotional well-being. These findings underscore the shift from organization-driven career metrics to individual-centered benchmarks. The platform itself plays a mediating role—its algorithms, feedback systems, and job visibility features all influence freelancers’ opportunities and outcomes. For instance, a well-rated freelancer may enjoy more visibility and access to high-quality projects, while another may struggle despite having comparable skills.

Beyond platform mechanics, the research also noted that freelancers’ views of success tend to shift over time. Early in their careers, many focus on building a portfolio or increasing earnings. However, as they gain experience, values such as stability, work-life balance, and meaningful client interactions begin to take precedence. This evolving perspective reflects a deeper understanding of platform-mediated labor—not simply as a stepping stone, but as a long-term career path shaped by both external systems and internal aspirations.

In the context of Upwork, these insights challenge older employment paradigms and suggest the need to reevaluate how institutions, researchers, and workers define professional fulfillment in the digital age. It is no longer solely about climbing a corporate ladder; it is about carving out a career that aligns with one's goals, values, and lifestyle in a fast-changing, tech-mediated environment.

**B. Freelance Forward Reports by Upwork (2021-2023).**

The Freelance Forward Reports, published annually by Upwork, provide valuable longitudinal data on the state of freelancing in the United States, highlighting both macroeconomic contributions and shifts in worker demographics. From 2021 to 2023, these reports consistently painted a picture of a workforce in transformation—one that increasingly values flexibility, autonomy, and skill-based labor over traditional employment arrangements.

According to the 2021 report, around 59 million Americans participated in freelance work, collectively contributing $1.3 trillion to the U.S. economy. That figure grew to 60 million in 2022, and by 2023, it had reached 64 million, representing roughly 38% of the entire U.S. workforce. What’s striking is not just the numbers, but the nature of this shift. The increase was especially noticeable in skilled freelance sectors such as software development, marketing, and consulting—suggesting a growing trust in digital platforms like Upwork to deliver both high-quality work and sustainable careers.

These reports also challenge older assumptions about freelancing as a stopgap or side gig. More professionals are now freelancing by choice rather than necessity, often citing control over their schedules, location independence, and meaningful work as their top reasons. In addition, freelancers are more likely to embrace new technologies, such as generative AI, compared to traditional employees—a sign of adaptability in a rapidly evolving digital economy.

What makes these reports particularly valuable in academic discussions is their scale and regularity. They offer concrete evidence of freelancing's economic weight and social relevance. The data also reinforce earlier findings (such as in the 2024 longitudinal study) that freelancing is no longer an alternative path, but a central part of the future of work—reshaping how labor, success, and professional identity are understood in the digital age.

In essence, the Freelance Forward series provides both a statistical foundation and a narrative shift: one where the digital platform economy, once viewed with caution, is now seen as a viable long-term career option supported by growth, innovation, and worker autonomy.

**C. Cooperation Among Upwork Freelancers (2023).**

The common stereotype of freelancers, particularly those working on digital labor platforms like Upwork, often portrays them as isolated workers—competing individually for gigs and operating in a solo, transactional environment. However, a 2023 research study involving 122 freelancers on Upwork challenges this narrative and presents a more collaborative perspective on how these professionals actually engage with one another.

The findings were surprisingly optimistic: around 85% of the participants expressed a willingness to cooperate with other freelancers on projects. This included both direct collaborations—such as subcontracting, project partnerships, and team-based work—and informal support systems, like sharing resources, giving advice, or referring clients. Rather than being competitors, many freelancers viewed each other as part of a loosely connected professional community.

What’s particularly interesting is that this kind of cooperation wasn’t just limited to formal structures; it often emerged organically. Freelancers would connect via platform messaging, social media, or even create private groups outside the platform to exchange knowledge or solve problems collectively. These relationships fostered a sense of trust and mutual benefit, which in turn helped mitigate some of the challenges associated with freelance work—such as instability, isolation, or lack of mentorship.

This study adds an important layer to the broader discourse on platform-based work. While most discussions tend to focus on platform algorithms, client dynamics, or financial outcomes, this research shifts the lens toward human interaction and community-building. It suggests that even within a highly digital and seemingly individualistic workspace like Upwork, social collaboration plays a crucial role in freelancers’ professional development and job satisfaction.

In the context of recruitment and talent development, these findings imply that platforms should consider integrating or enhancing tools that support freelancer-to-freelancer cooperation. Doing so might not only improve work outcomes but also strengthen the platform’s sense of belonging and long-term engagement among users.

1. **Navigating Negative Client Feedback on Upwork (2023).**

One of the most sensitive and often overlooked aspects of freelancing on digital labor platforms like Upwork is the impact of client feedback. A 2024 conference study explored how freelancers manage and respond to negative reviews, and its findings are especially relevant to understanding the emotional and professional consequences of working in a reputation-driven system.

The study emphasized that on platforms like Upwork, a single poor review can affect more than just a freelancer’s ego—it can disrupt their ability to secure future projects. Since many clients rely heavily on star ratings and public testimonials to make hiring decisions, even constructive criticism or misunderstandings in communication can have long-term career consequences.

What stood out from the research was how freelancers have developed informal strategies to cope with this reality. Some try to resolve issues privately before a rating is submitted, while others focus on over-communicating expectations to avoid conflict altogether. In more extreme cases, freelancers may even pause their accounts to recover from a streak of negative feedback, choosing to rebuild slowly rather than risk further harm to their profile.

Interestingly, the study also noted that many freelancers described an emotional burden tied to the feedback system. Because their identity and livelihood are tied so closely to platform scores, the line between personal worth and professional performance often blurs. This emotional strain can lead to burnout, performance anxiety, or a sense of instability—even for experienced freelancers with strong portfolios.

From an academic standpoint, this study adds nuance to the broader discussion on digital labor by highlighting the power imbalance between clients and workers in review-centric platforms. It also suggests that while reputation systems may appear neutral or merit-based, they can unintentionally reinforce stress, inequity, and even silence freelancers who fear retaliation for pushing back against unfair treatment.

In short, the study reveals that success on Upwork is not only about skills or project delivery—it’s also about navigating the unspoken social dynamics of client feedback, platform perception, and emotional resilience in a highly visible digital space.

**REVIEW OF RELATED TECHNOLOGIES**

This section outlines the key technologies utilized in the development of the system. The chosen stack—commonly referred to as the MEVN stack—was selected for its flexibility, scalability, and suitability for modern web applications. Each technology played a distinct role in building a responsive, secure, and efficient online recruitment platform.

1. **Vue.js**

Vue.js is a progressive JavaScript framework used for building interactive and dynamic front-end interfaces. In this system, Vue.js was chosen for its component-based architecture, which allows for modular development and easier maintenance. Its reactive data binding and built-in directives simplify the process of updating the user interface in real time, which is essential in applications involving job listings, form validation, and user dashboards.

1. **Node.js**

Node.js is a runtime environment that allows JavaScript to be executed on the server side. It enables the backend of the application to handle asynchronous operations and manage multiple client requests efficiently. Node.js is particularly useful in systems that require real-time updates, such as online job recruitment platforms where data changes frequently.

1. **Express.js**

Express.js is a lightweight web application framework built on top of Node.js. It simplifies the process of creating server routes, handling HTTP requests, and managing middleware. In this project, Express was used to build RESTful APIs that handle operations such as user registration, job posting, application tracking, and data retrieval.

1. **MongoDB**

MongoDB is a NoSQL database known for its flexibility in handling unstructured and semi-structured data. As the system needs to store various types of user-generated content (such as job postings, resumes, and user profiles), MongoDB was a suitable choice. Its document-based structure makes it easier to scale horizontally and adapt to changing data requirements without complex migrations.

1. **Render (Cloud Deployment)**

Render is a modern cloud platform used for deploying both the frontend and backend of the system. It offers continuous deployment, built-in HTTPS, and automatic scaling—all of which contributed to a smoother development-to-deployment workflow. Render was selected for its ease of use and compatibility with the MEVN stack, allowing for a seamless deployment process.

1. **jobstreet.com**

FEATURES: JobStreet provides a comprehensive search function that allows job seekers to filter openings by location, industry, position level, company, salary range, and posting date. This makes it easier for applicants to narrow down relevant opportunities efficiently. Users can create detailed profiles, upload or build resumes directly on the platform, and update their professional information as needed. These profiles can be viewed by employers who are actively searching for talent. Registered users can subscribe to personalized job alerts. These alerts are automatically sent via email based on the user’s selected preferences, such as job type, industry, or location. JobStreet offers insights into companies through employee reviews, salary reports, and company profiles. This helps applicants make informed decisions when applying for roles. The platform uses an internal algorithm to match job seekers to suitable job postings based on their skills, experience, and preferences. Employers also receive suggested applicants who best fit their job criteria. For employers, JobStreet offers tools to post jobs, manage applications, filter candidates using specific criteria, and conduct pre-screening questions to simplify the hiring workflow. JobStreet has an official mobile app that offers full functionality for both job seekers and employers. Users can browse and apply for jobs, receive notifications, and communicate on-the-go.

1. **upwork.com**

FEATURES: Upwork allows freelancers to create comprehensive profiles showcasing their skills, work experience, portfolio, and hourly rate. These profiles are visible to potential clients, making it easier for them to assess whether the freelancer is a good fit for their project needs. Freelancers can search for job opportunities based on various filters, such as category, skill level, budget, and client rating. This helps streamline the job search process, ensuring freelancers find relevant projects. After each project, both clients and freelancers can leave feedback on their experience, which builds a reputation system. Freelancers with positive reviews and ratings are more likely to attract future opportunities. Upwork offers a built-in time tracking system for hourly jobs. This tool records the hours worked, takes screenshots periodically, and ensures accurate billing for both freelancers and clients. Fixed-price contracts also benefit from milestone-based payments. The platform provides a secure messaging system for freelancers and clients to communicate. It also offers project management features such as file sharing, task assignment, and progress tracking, allowing smoother collaboration throughout the project lifecycle. Upwork offers skill tests that freelancers can take to demonstrate their expertise in specific areas. Completing these tests and earning certifications adds credibility to their profiles and can help attract clients looking for qualified professionals. Upwork’s mobile app allows freelancers to apply for jobs, track their time, communicate with clients, and manage projects from anywhere, enhancing flexibility and accessibility for remote workers.

**COMPARABLE TABLE**

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| CRITERIA / FEATURES | SYSTEM TITLE | | |
| Jobstreet.com Philippines | Upwork.com | UbraAntique: Web-Based Portal Unlocking Job Opportunities in Antique |
| Type of Platform | Job marketplace | Freelance marketplace | Job marketplace |
| Tech stack | PHP, MySQL | React, Python, PostgresSQL | Vue.js, Node.js , MongoDB |
| Resume Upload |  |  |  |
| Real-time Chat | **X** |  | **X** |
| AI-Based matching |  |  | **X** |
| Job Filtering |  |  |  |
| Rate employer |  |  |  |
| Rate employee |  |  |  |
| Employer payment to Employee |  |  |  |
| Customer Support |  |  |  |

*Table 2:* *Comparable Table*

**Summary**

This chapter (review of related literature) proves that UbraAntique: Web-based Portal Unlocking Job Opportunities in Antique will be successful in terms of giving and having an easy access to find jobs to all residents of antique. This will not be only useful for users but the companies that will access and post some jobs on this site.