



## Before We Get Started...

• definitions • definitions

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crowdworkFuture



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**friedman2014workers; Parigi:2016:GE:3026779.3013496**

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**On-demand work** Crowd work and gig work, collectively

**1>takeaway<1>1>takeaway**

**On-demand work is a modern instantiation of a  
much older phenomenon — piecework.**

**The historical arc of piecework can shed light on persistent questions in this  
ongoing phenomenon of on-demand work.**



# Old Wine in New Bottles

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**Piecework** Payment for output rather than for time

**Payment for *output* rather than for *time***



Textiles



Automobiles



Metalwork



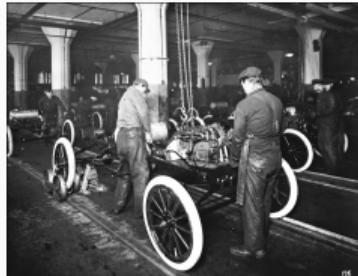
**Payment for *output* rather than for *time***



Textiles



Automobiles



Metalwork



Crowd work



**Upwork**

**UBER**

Gig Work



**What will be the future of work?**



# What will be the future of work?

- How will **technology** affect the complexity of the work that on-demand workers do?



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The answers to these questions may predict the *reach* of on-demand work

# Thesis



This question — and others like it — has been asked before.

History can help us answer them today.

We'll reach into the history of **piecework** — of human computers, match stick makers, and metalworkers — and show how the **history** of their work can inform answers to questions about the **future** of digital work.

# Comparative Historical Analysis



HCI researchers have used **historical analysis** to understand social systems before

**Wyche2006; bodker1993historical**

... But we haven't applied this method to make sense of on-demand work, which is a missed opportunity to...

- Provide some basic framing for *ostensibly* new phenomena
- *Explicate* our theoretical grounding
- Flesh out *differences* and their implications