

FRUSTRATING PARALLELS

ON-DEMAND WORK

Gig work

Crowd work

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Gig work



Crowd work



upwork

ALIA

Allowing workers to book clients,
communicate with each other, and
make decisions about how the platform
should operate

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Worker-owned cooperative

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VITAE

Giving crowd workers the ability to stand behind collective reputations, and attract more skilled, lucrative work

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Solidarity

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Solutions to underlying social issues

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Lourdes Dobarganes cleans the apartment of a client in San Francisco. She is the kind of domestic worker Alia is trying to serve by allowing individual clients to chip in on benefits. (Photo by Carlos Avila Gonzalez, San Francisco Chronicle/Polaris)

Mercedes Martinez scrubs other people's kitchen sinks and mops their floors every day of the week. At night she comes home to care for one of her sons. The money she makes covers their bills, but not benefits. When she catches the flu, she doesn't get paid. But one of her clients recently introduced her to [Alia](#), a website that helps her

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NEW TECHNOLOGIES, OLD METAPHORS

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CHI 2017 (Honorable Mention)

Artificial Intelligence

Street-level bureaucracies

CHI 2019 (Best Paper)

“Human-Centered AI”

Seeing Like a State

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