A BRIEF GLOSSARY OF STUFF

1>returnable<1>1>returnable

- *Crowd work*: digitally mediated **information work** (for example, work done on Amazon Mechanical Turk, UpWork, or 99designs) [10]

A BRIEF GLOSSARY OF STUFF

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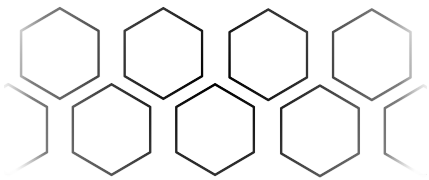
- *Crowd work*: digitally mediated **information work** (for example, work done on Amazon Mechanical Turk, UpWork, or 99designs) [10]
- *Gig work*: digitally mediated (but often **physically embodied**) one–off jobs, such as *driving*, *courier services*, and *administrative support* [4, 17]

Open problems in on-demand work

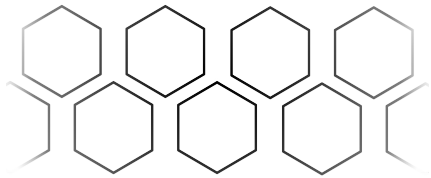


Tasks

Open problems in on-demand work

- **Complexity**
  Suzuki et al. [21], Kim and Monroy-Hernández [9], Yuan et al. [24], Yu, Kittur, and Kraut [23], Nebeling et al. [15], and Hahn et al. [6]

Complexity



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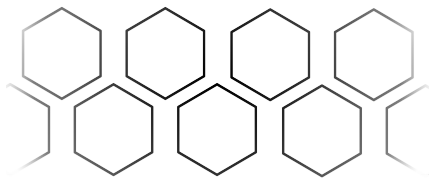

Tasks

- **Decomposition**
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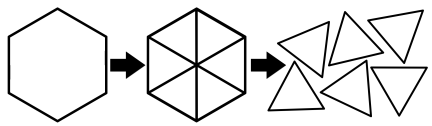

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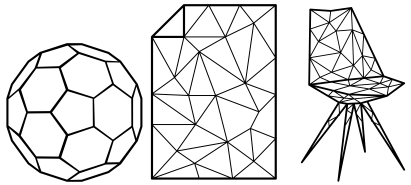

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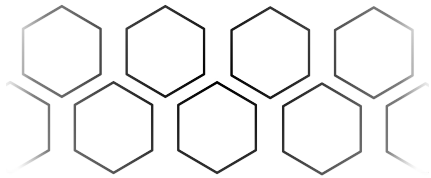

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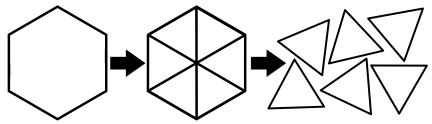

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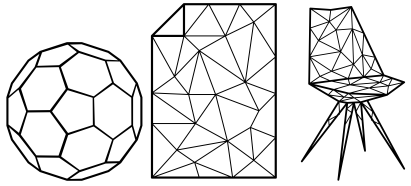
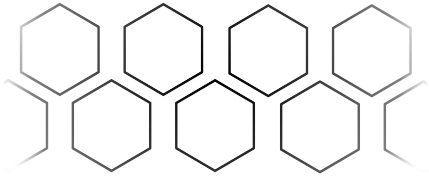


Complexity



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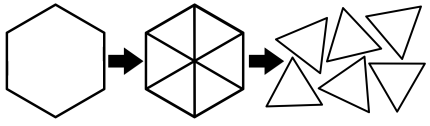

Decomposition

- **Relationships**
  Irani and Silberman [8, 7], Gray et al. [5], McInnis et al. [14], Salehi et al. [20], and Lee et al. [12]

What is the future of work?

What is the future of work?

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

What are the **limits** of complexity in on–demand work?

How can we **reach** those limits?

A BRIEF GLOSSARY OF STUFF

3>returnable<3>

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

Introduction

We hope to provide:

- A useful ontological lens for making sense of crowdsourcing and gig work (which we collectively call "*on–demand work*") as a resurgence of *piecework*.
- A method for making sense of contemporary phenomena through *historical analysis*.

A CASE FOR COMPARATIVE HISTORICAL ANALYSIS

- Historical analysis isn't new
  - In general
    Rosenberg [18, 19]
  - In HCI
    Wyche, Sengers, and Grinter [22] and Bødker [1]
- Still, it's an underutilized method
  - Provide some basic framing for ostensibly new phenomena
  - Theoretically ground ourselves
  - Flesh out *differences* and their implications

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