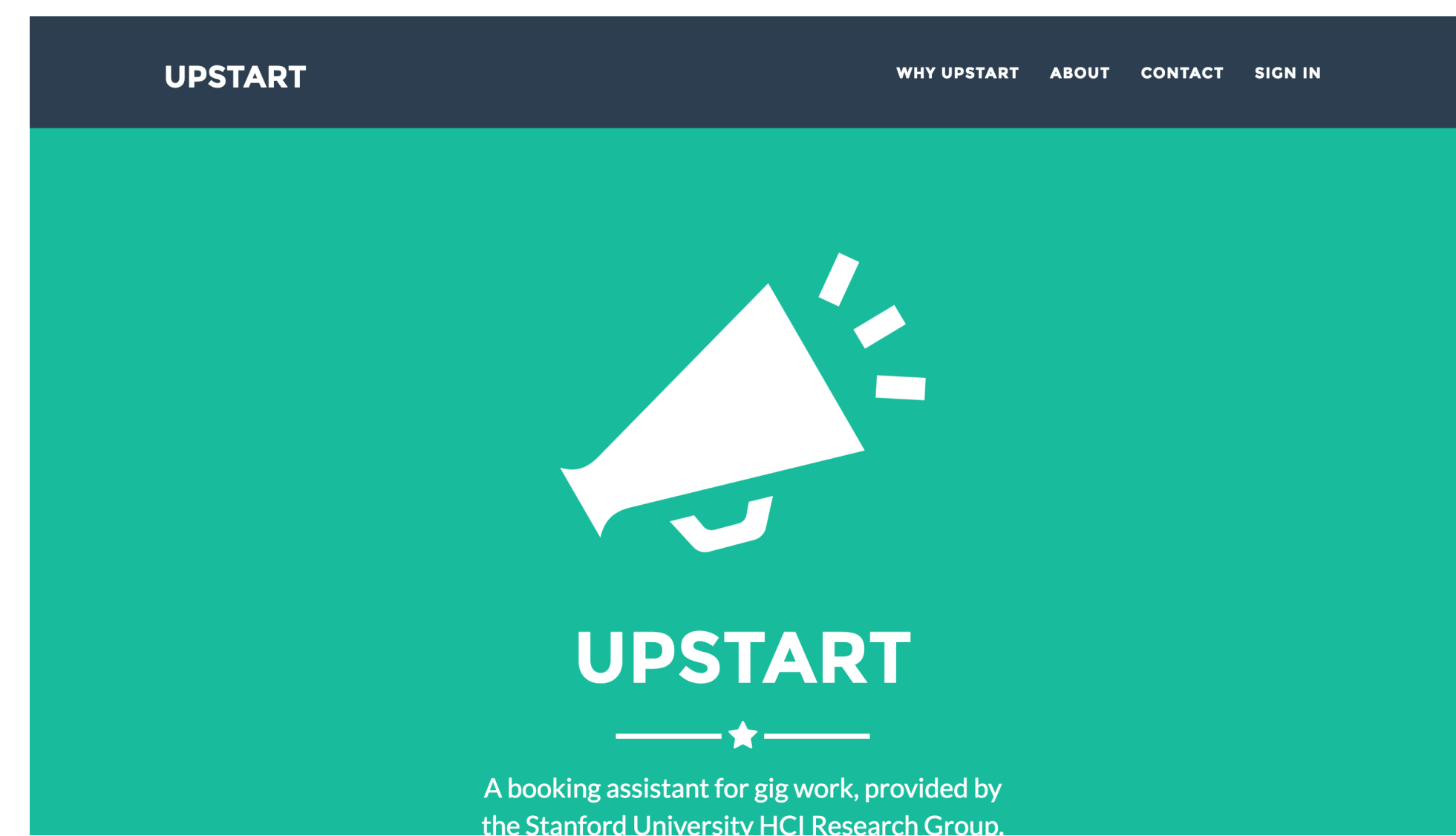


# Upstart: Experimenting in Collective Governance

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## Motivation

Digitally mediated gig work has grown significantly in the past decade, and while workers have expressed frustration with these systems, they remain largely disempowered to affect these systems or their policies



## Empowering workers

Systems like *Turkopticon* help workers stay informed in information-asymmetric markets

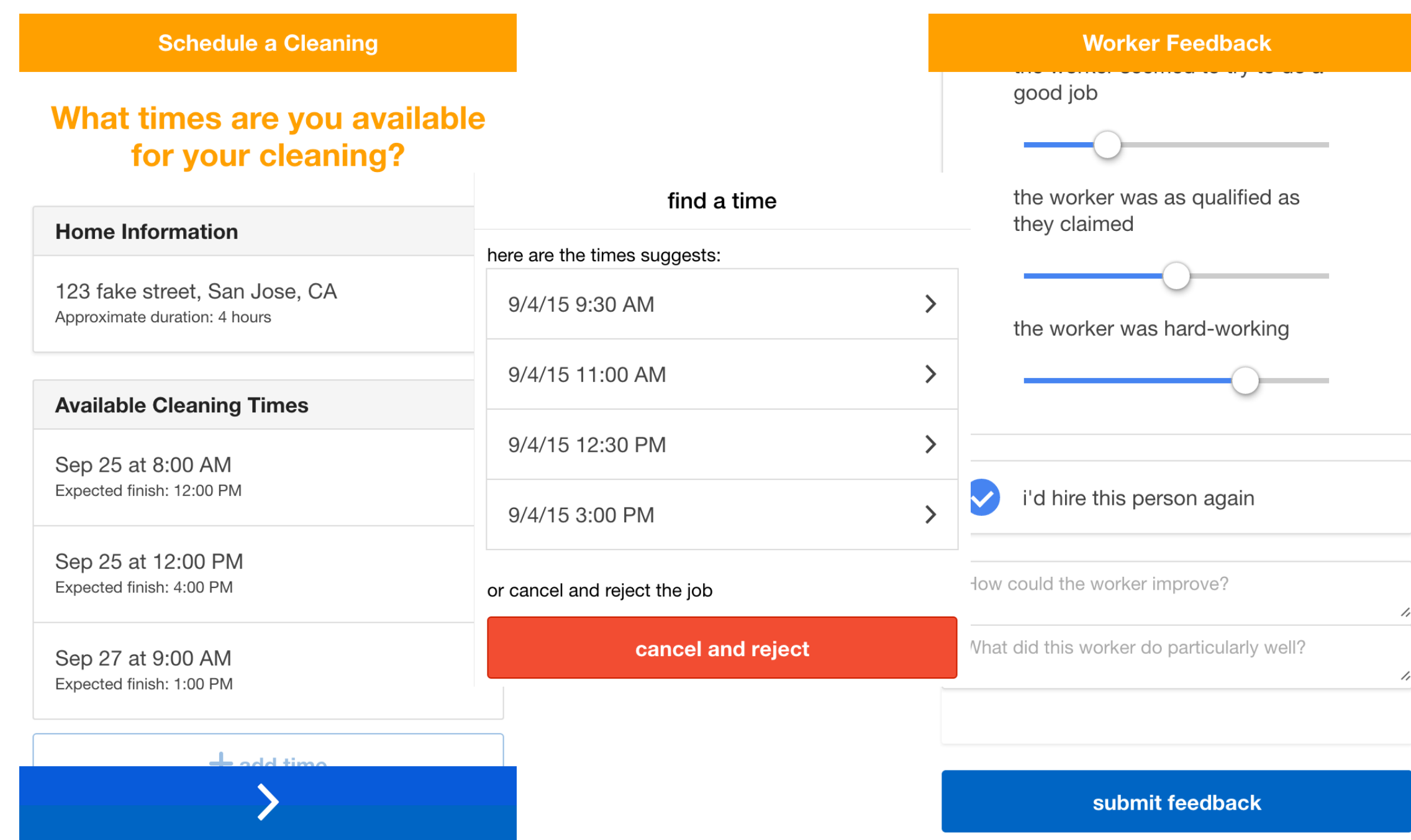
*Dynamo* and others help workers act collectively on individual instances

Understanding sustained, ongoing collective action — or **collective governance** — remains a challenge

We have seen that this is possible (Wikipedia, Reddit, etc...), but the mechanisms behind success are unclear

## Collaborators

Started at Microsoft Research FUSE, and working with the National Domestic Worker Alliance’s innovation arm, Fair Care Labs



## Participant Observation

Spent time volunteering for phone dispatch at a domestic worker cooperative, *Casa Latina*, to understand what they need

## Participatory Design

Iterated on mockups with them, looking for ways to enable them to automate things like availability discovery, worker dispatch, etc...

## Stakeholders

Our cooperative works with housecleaners,

<reasons? Because the kind of work lends itself to gigs>

<challenges? A lot of cleaners are not super tech savvy, don’t speak English as a native language, and consequently may not want (or be able) to be reliant on tech solutions like these>

## Design

The calendar/availability uses Google Calendar, allowing us to rely on a familiar system for users of online calendar systems, and more importantly allowing us to tap into features of digital calendars like mobile reminders and other affordances

