Examining Crowd Work and Gig Work Through The Historical Lens of Piecework

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What is the future of work?

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*.

Historical analysis is nothing new

- Wyche, Sengers, and Grinter [12] and Bødker [2]

A BRIEF GLOSSARY

- Crowd work: digitally mediated **information work** — for example, work done on Amazon Mechanical Turk [9]
- Gig work: digitally mediated — but often **physically embodied** — one–off jobs, such as *driving*, *courier services*, and *administrative support* [3, 11]

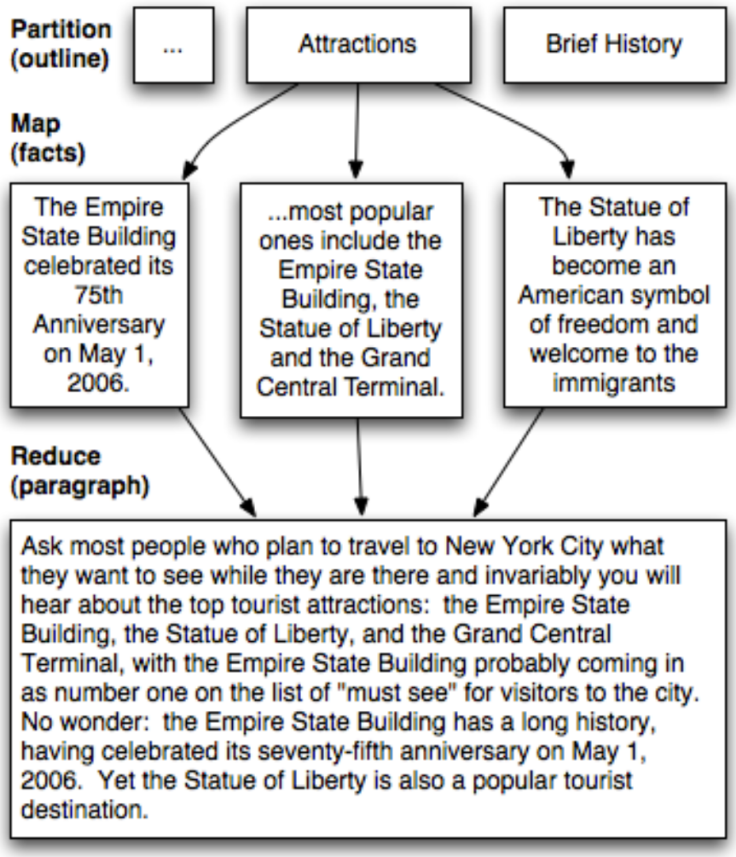
Complexity

What kinds of problems do we mean when we talk about complexity?

- Can crowds improve existing works? [1, 7]
- Can crowds critique designs? [13]
- Can crowds create things from whole cloth? [5, 6, 4, 10]

What does the crowdsourcing literature say?

- Build complexity into the process
  - Apply CS methods to people (Kittur et al. [8])



What does the piecework literature say?

something even more insightful, I’m sure!

Comparerereer

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