



Designing Worker–Centric Labor Markets

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November 13, 2015



Roadmap

Personal background

Vision of cooperatives

Fieldwork

What we've learned

Intangible

Tangible

Where we're going

Wrap-up



Personal background

- ▶ Computer Science at Stanford
- ▶ FUSE Labs (Microsoft Research)
- ▶ Collective action (Dynamo)
- ▶ Anthropology at UC Irvine



[my] Vision of cooperatives

- ▶ We all want to see better “gig” labor markets.
- ▶ Laws protecting these workers have been slow to emerge.
- ▶ Ideas can propagate faster than laws and regulations can.
- ▶ Let's **demonstrate** that cooperative markets can compete with adversarial ones.



Fieldwork

1. Find participants — *spending weeks making inroads*
2. Participant–observation — *early mornings working dispatch*
3. Participatory design — *designing with **partners**, not clients*

What we've learned

Design considerations

Important issues for increasingly marginalized workers:

- ▶ How to design for constructive feedback
- ▶ The social dilemma of work dispatch
- ▶ Managing customer expectations
- ▶ More

What we've learned

Things you can run

Mock-up of a mobile app designed with workers and advocacy groups as *peers*

Schedule a Cleaning

What times are you available for your cleaning?

Home Information

123 fake street, San Jose, CA
Approximate duration: 4 hours

Available Cleaning Times

Sep 25 at 8:00 AM
Expected finish: 12:00 PM

Sep 25 at 12:00 PM
Expected finish: 4:00 PM

Sep 27 at 9:00 AM
Expected finish: 1:00 PM

add more times

>

ongoing work

tasks

bathroom

☐ clean toilet

☐ clean sink

☐ replace toilet paper

living room

☐ find remote controls

☐ vacuum

☐ rotate cushions

report a problem

finished

Worker Feedback

good job

the worker was as qualified as they claimed

the worker was hard-working

☒ i'd hire this person again

How could the worker improve?

What did this worker do particularly well?

submit feedback

Where we're going

- ▶ Working on **collective governance**
 - ▶ Working with a small group of workers
- ▶ We need to think ahead and build technical system:
 - ▶ code: github → [alialkhatib/workerCoop](#)
- ▶ Interested in contributing (to either)?
Contact me — ali.alkhatib@cs.stanford.edu

Questions?

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