

EXAMINING CROWD WORK AND GIG WORK THROUGH THE HISTORICAL LENS OF PIECEWORK

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INTRODUCTION

OPEN PROBLEMS IN CROWDSOURCING

- **Complexity** Suzuki et al. [22], Kim and Monroy-Hernández [10], Yuan et al. [24], Nebeling et al. [19], and Hahn et al. [7]

test

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- **Complexity** Suzuki et al. [22], Kim and Monroy-Hernández [10], Yuan et al. [24], Nebeling et al. [19], and Hahn et al. [7]
- **Decomposition** Celis et al. [3], Lykourantzou et al. [17], Law et al. [16], Chang, Kittur, and Hahn [4], and Newell and Ruths [20]

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- **Relationships** Irani and Silberman [9, 8], Gray et al. [6], and McInnis et al. [18]

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WHATAATATAT

WHAT IS THE FUTURE OF WORK?

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 [23] and Bødker [2]

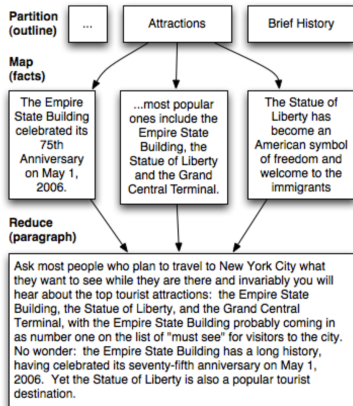
- Crowd work: digitally mediated **information work** — for example, work done on Amazon Mechanical Turk [14]
- Gig work: digitally mediated — but often **physically embodied** — one-off jobs, such as *driving*, *courier services*, and *administrative support* [5, 21]

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

- Can crowds improve existing works? [[1](#), [12](#)]
- Can crowds critique designs? [[24](#)]
- Can crowds create things from whole cloth? [[10](#), [11](#), [7](#), [15](#)]

WHAT DOES THE CROWDSOURCING LITERATURE SAY?

- Build complexity into the process
 - Apply CS methods to people (Kittur et al. [13])



WHAT DOES THE PIECEWORK LITERATURE SAY?

something even more insightful, I'm sure!

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