

# Examining Crowd Work Through The Lens of Piecework

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## ABSTRACT

The Internet is enabling the rise of crowd work, gig work, and other forms of on-demand labor. A large and growing body of scholarship has attempted to predict the socio-technical outcomes of this shift, especially along three threads: 1) *What are the limits of crowd work?* 2) *How far can work be decomposed into smaller and smaller microtasks?* and 3) *What will work and the place of work look like for workers?* In this paper, we look to the historical scholarship on piecework — a similar trend of work decomposition, distribution, and payment that was popular at the turn of the 20th century — to understand how these questions might play out with modern crowd work. To do so, we identify the mechanisms that enabled and limited piecework historically, and identify whether crowd work faces the same pitfalls or might differentiate itself. This approach introduces theoretical grounding that can help address some of the most pernicious questions in crowd work, and suggests design interventions that learn from history rather than repeat it.

## ACM Classification Keywords

H.5.m. Information Interfaces and Presentation (e.g. HCI): Miscellaneous; See <http://acm.org/about/class/1998/> for the full list of ACM classifiers. This section is required.

## Author Keywords

Crowdsourcing; human computation; research vision

## INTRODUCTION

The past decade has seen a flourishing of on-demand work, largely driven by the reformulation of work as the constituent parts of larger tasks. This framing of work into modular blocks has allowed people to engage in work despite limited time, little to no awareness of the broader context of the work, and (often) fleeting identities and associations [53, 81, 67]. We've seen on-demand work passing by a number of aliases: as *crowd work* — on platforms such as Amazon Mechanical Turk (AMT) and other sites of (predominantly) information work; as *gig work* — typically involving platforms for one-off jobs, like driving, courier services, etc...; as the *sharing economy*

— where participants can rent out their valuables (such as a car, a home, etc...) on an ad hoc basis when they don't need it. The realization that complex tasks can be accomplished by directing and managing crowds of workers has spurred the research and industry communities to flock to sites of labor like AMT to explore the limits of this distributed, on-demand workforce. Researchers have taken to the space in earnest, finding opportunities to enable new forms of work using this population of “Turkers” [5, 112, 88].

[a12: this mega-paragraph may need to be reduced since it started as two, did very little/nothing to reduce it.] This form of work has grown considerably in size, far beyond the domain of “information work” from which it first sprang. While Howe described crowdsourcing as “outsourcing [work] to an undefined, generally large group of people in the form of an open call”, for years the instantiation of this work was limited to the utilization of human intelligence to process data and act on information [58, 132, 136, 31, 90]. More recently, crowdsourcing of embodied work — driving, cleaning, for instance — has become a focus of on-demand labor markets [69, 120, 43, 113]. For all the growth we've observed in this labor market, we have also seen a complicated and conflicted culture emerge among its constituent workers. Researchers have made efforts to understand the people that have gravitated toward crowdsourcing platforms since its emergence and popularization, but as the form of work has grown and changed, so too have the demographics of workers [97, 106]. Some of this research has been motivated by the identification of the sociality of gig work, and the frustration and disenfranchisement that these systems embody [50, 100]. Other work has focused on the *outcomes* of this frustration, reflecting on the resistance workers express against digitally mediated labor markets [69].

The extant body of work has ostensibly sought to answer one underlying question: What does the future hold for crowd work and those that do it? Researchers have offered their input on this open question along three major threads:

1. *What are the limits of crowd work?* Specifically, 1) how complex are the goals that crowd work can accomplish? and 2) how far will crowd work reach into the everyday lives of people? [MSB: which people? workers? requesters? do you mean, will recruiting crowd work be the domain of experts or everyday end users?] [a12: I think I'm trying to ask how much of the world will do crowd work — the whole world, or just representative slices of lots of different types of people (experts, non-experts, etc...)] [92, 111, 56, 135, 134, 83, 36];

2. How far can work be decomposed into smaller and smaller microtasks? [61, 5, 14, 75, 62, 68, 12, 16, 84]; and
3. What will work and the place of work look like for workers? [50, 49, 100, 34, 8, 79]

### Piecework as a lens to understand crowdsourcing

This large and growing body of research has conversed to varying degrees with labor scholarship, but has not offered a persuasive framing for holistically explaining the developments in worker processes that researchers have developed, or the phenomena in social environments we have observed; nor has any research, to our knowledge, gone as far as predict future developments. To the extent that the research community has explored the boundaries of crowd work, it nevertheless has not reflected on the underlying mechanisms determining those boundaries. Similarly, work directed toward the decomposition of tasks has begun to appreciate the limits of decomposition, but on the whole it hasn't considered the relationship between the decomposition of work and the complexity of work. While researchers are quickly picking up on the importance of the relationships between workers in these platforms, this research seems to be unfolding without the benefit of any of the inter-personal labor research that has been informing modern work for the better part of a century.

We offer a framing for crowd work spanning the aforementioned industries collectively as a contemporary instantiation of the historical arc of piecework — a work and payment structure which breaks tasks down into standalone contracts, wherein payment is made for *work output*, rather than for *time*. Piecework as a metaphor for crowd work is not new. Indeed, Kittur et al. in 2013 referenced crowd work as “piecework” briefly as a loose analogy to the form of work emerging at the time [60]. But more than this, the framing of on-demand labor as a re-instantiation of piecework gives us more material to make sense of the broader research on this new form of work by evaluating this work through a much more refined theoretical lens, informed by decades of rigorous, empirically based research.

More concretely, by looking at crowd work as an instantiation (or even a continuation) of piecework, and by looking for patterns of behavior that the corresponding literature predicts on this basis, we can 1) make sense of the phenomena so far as part of a much larger series of interrelated events; 2) bring into focus the ongoing work among workers, system-designers, and researchers in this space; and finally, 3) offer predictions of what crowd work researchers, and workers themselves, should expect to see on the horizon of on-demand work. For example, we draw upon the piecework literature to focus the research crowd work researchers have done on the complexity of work, and come up with theoretically grounded mechanisms explaining the limitations researchers have struggled to overcome thus far.

We will look at the above questions in crowd work through the lens first of the body of research made by crowd work researchers, and then of the body of work piecework researchers have offered. After validating this lens as a way of reasoning about crowd work and on-demand labor as a whole, we will

identify differences between piecework as historically understood and digitally mediated crowd work as we experience it today, and how those differences influence the predictions that researchers in piecework have already made. Finally, we will offer design implications based on this research.

### A REVIEW OF PIECEWORK

The HCI community has used the term “piecework” to describe myriad instantiations of on-demand labor, but this reference has generally been offered in passing. As this paper principally traces a relationship between the historical piecework and the contemporary crowd work (or on-demand labor more generally), this casual familiarity with piecework may prove insufficient. We'll more carefully discuss piecework in this section in order to inform the subsequent sections — and indeed, the entire argument. Specifically, we will 1) define “piecework” as researchers in the topic understood it; 2) trace the rise of piecework at a very high level, identifying key figures and ideas during this time; and finally 3) look at the fall of piecework, such as it was, considering in particular the factors that may have led to piecework's [MSB: (and crowd work's?)] [al2: I wanted to leave the door open later to argue that crowd work can change its trajectory and *not have a demise*. Is that too subtle here? I could have an aside like “(and help crowd work avoid the same fate)”. Thoughts?] eventual demise.

### What was piecework?

While “piecework” has proven difficult to concretize from the literature, we can trace a constellation of characteristics of piece work that recur throughout the literature. We'll follow the history of research, collecting descriptions, examples, and provided definitions of piecework, trying to trace the outline of a working understanding of *what piecework is*.

Raynbird offers a concise definition of piecework — which he variously also calls “measure work”, “grate work”, and “task work” — by contrasting the “task-labourer” with the “day-labourer”: “... the chief difference lies between the day-labourer, who receives a certain some of money... for his day's work, and the task-labourer, whose earnings depend on the *quantity* of work done [emphasis added]” [91]. Chadwick gives a more illustrative definition of piecework, offering examples: “... payment is made for each hectare which is pronounced to be well ploughed ... for each living foal got from a mare; ... for each living calf got ...” etc. . . [15]. This framing perhaps makes the most intuitive sense; “payment for results”, as Chadwick calls it, is not only common in practice, but well-studied in labor economics as well [27, 127, 128, 40].

It's worth acknowledging that “this distinction [between piece-rates and time-rates] was not completely clear-cut”; indeed, we see work that adopts piece-rate compensation in some aspects and time-rate compensation in others [38]. The “Rowan premium system”, which essentially paid workers a base rate for time plus (the potential for) an additional pay dependent on output, was just one of several alternatives to stricter time- and piece-rate remuneration paradigms, which muddies the

waters for us later as we attempt to categorize cases of piecework [98]. As Rowan's premium system guaranteed an hourly rate regardless of the worker's productive output *as well as* an additional compensation tied to performance, workers under this regime were in some senses "task-labourers", and in other senses (more [a12: (familiar|conventional)]) "day-labourers". [a12: I want to come back to this later when we talk about Uber & Lyft, and how they increasingly offer to guarantee drivers an hourly rate [see 119, 74]. That's why I'm nitpicking about this muddled system — to avoid someone saying "it doesn't seem like piecework to me anymore if there's an hourly wage floor"]

It may be worth thinking about piecework through the lens of its *emergent* properties to help understand it. Returning to Raynbird, several arguments for the merits of piece work crop up; he points out that... "piece work holds out to the labourer an increase of wages as a reward for his skill and exertion... he knows that all depends on his own diligence and perseverance... [and] so long as he performs his work to the satisfaction of his master, he is not under that control to which the day-labourer is always subject." Raynbird (and others, as we will see) highlight the freedom from control that "task-labourers" enjoy [91, 98].

We see this sense of independence regardless of the time, locale, and industry. Satre offers us a look into the lives and culture of "match girls" — young women paid by piecework to assemble matchsticks generally in the late 19th century. Of particular interest was their reputation "... for generosity, independence, and protectiveness, but also for brashness, irregularity, low morality, and little education" [101]. J. Hagan documents piecework from 1850–1930 in Australia, finding similar assertions of the freedom compositors of newspapers experienced as piece workers: "If a piece-work compositor who held a 'frame' decided that he did not want to work on a particular day or night, the management recognised his right to put a 'substitute' or 'grass' compositor in his place" [51]. From these accounts we should be able to identify a sense of independence that resonates across decades, industries, and locales where piecework is found. We'll problematize this supposed advantage as we trace the history of piecework, but for now we can say that piecework affords independence and some sense of autonomy new to people in the working class.

Hart and Roberts offer another series of compelling insights toward the question of the features that sprout from piecework. In their reflection on the features endemic to piecework in the 1930s, which they describe as the "heyday" of piecework's prominence; among them were the following: 1) "female workers who generally had less training" had to be trained in narrower subsets of the general body of skills that conventional (male) apprentices would undertake, and 2) workers with specific slices of skills could be more appropriately matched to suitable tasks [38]. Piecework thus opened the door for people who previously couldn't participate in the labor market — either for lack of training or for other reasons — to do so, and to acquire job skills incrementally. Workers without conventional training — like women, who had no such opportunities to engage in engineering and metalworking apprenticeships as

men did — could be trained very narrowly on a very tightly constrained task, demonstrate proficiency, and become experts in their own ways.

[a12: Without a summarizing paragraph here, I worry that people won't take essentially the topic sentences from each paragraph. That is, I want people to understand that piecework:

1. paid workers for quantity of work done, rather than time done;
2. was sometimes a little muddily defined;
3. afforded workers freedom that they didn't have before; and
4. enabled people who didn't even engage in the formal labor force to participate.

I wanted to kind of crystallize this, but if you think it's unnecessary, that's fine.]

### The Historical Arc of Piecework

Piecework's history traces back further perhaps than most would expect. Grier describes the process astronomers adopted of hiring young boys to calculate equations in order to better-predict the trajectories of various celestial bodies in the 19th century [35]. While this approach didn't become an economic powerhouse as later examples would prove, Airy and others arguably found the kernel of insight that we pursue throughout this discussion: determining the extent to which work can be decomposed, and finding the limits of complexity of that decomposed work. That is, Airy found that he could train youths in elementary mathematics to complete the majority of the calculations he would otherwise have had to solve on his own, and that the greater body of work could ultimately be completed sooner if he arranged his work appropriately.

[MSB: After reading this paragraph, I don't know what it's supposed to be teaching me. What I got out of it is that a bunch of people did piecework, but I don't know why or in fact why these are different than the sources we cite earlier. Can you hone it?]

[a12: I wanted that paragraph to be about the rising popularity and application of piecework (especially as it approached its "heyday" (I like [38])), coming from humble beginnings as it found its footing. Given that intent...

### Should I refactor or rewrite?]

First applied to farm work, as Raynbird and others illustrate, the practice remained relatively obscure until it was brought to the textile industry [91]. At the turn of the 20th century, when Riis was documenting abhorrent working & living conditions of pieceworkers in New York City, Norton was providing substantive guidance on various wage regimes, offering guidance on how best to manage pieceworkers [94, 86]. Clark, for instance, relays his observations of textile mill pieceworkers and his realization that "When he works by the day the Italian operative wishes to leave before the whistle blows, but if he works by the piece he will work as many hours as it is possible for him to stand" [20]. Best practices regarding the measurement and management of piecework rates, and of workers in the engineering industry, were beginning to take shape [11].



Researchers have since struggled to understand the mechanisms and characteristics in piecework which fueled its rise to popularity during this time. Graves argued that the first sparks of scientific management could be found in piecework; the approach of paying workers for each piece of output necessitated the rigorous tracking, measurement, and training of workers for which scientific management became famous [33]. This argument is certainly compelling; it would seem to make the concurrent upswing of scientific management and Fordism through the first two-thirds of the 20th century alongside piecework not only understandable, but predictable [38]. Brown inquired from another direction, asking what limited the adoption of piecework in industries that otherwise gravitated toward it (in the case studies he examined, this mostly focused on railway engineers), ultimately arguing that factors such as the nature of the work design (specifically, the homogeneity of tasks) and the costs associated with adopting a piecework model are likely major contributing factors the limited use of piecework [10].

As increasing attention revealed problems in piecework as it related to workers, workers themselves began to speak out about their frustration with this new regime. It began, arguably, with Riis's photo-documentary work, but this led to industry organizations representing railway workers, mechanical engineers, and others contributing their myriad perspectives [64, 93, 94]. Nevertheless, piecework continued to permeate low-skilled labor.

Piecework became an important contributor to the war effort in the Second World War, cementing its role not only in American factories, but in industrial work around the world. While piecework began to catch on at the turn of the 20th century, the 1930s represented a boom for piecework on an unprecedented scale, especially among engineering and metalworking industries. As discussed earlier, Hart and Roberts characterize the 1930s — and more broadly the first half of the 20th century — as the “heyday” of the use of piecework. He attributes this to the shortage of male workers, who would have gone through a conventional apprenticeship process affording them more comprehensive knowledge of the total scope of work.

Despite the intense growth of the piecework approach to remuneration, this time was not without turmoil. As previously discussed, a number of worker organizations weighed in on (or, more precisely, against) piecework and the myriad oversights it made in valuing workers' time [64, 93]. Satre describes worker resistance among a largely disempowered community — young women employed by piecework [101].

While many workers participated in piecework, worker sentiment toward the practice was — by all accounts — mostly negative. The match girls strikes which Satre describes were just one early — albeit critical — case study in this space; the national coal strike of 1912 led to an overwhelming vote among federated coal miner pieceworkers to strike for an individual minimum wage, among other demands [95]. Emmet documents a series of efforts among women in the garment industries in Philadelphia to negotiate collective bargaining rights and recognition of their own labor union [26]. The adoption of piecework time-study and other principles asso-

ciated with Taylor and scientific management itself reliably precipitated strikes and more generally gave workers a clear enemy against which to rally [52].

Piecework's popularity in the United States and Europe plummeted almost as quickly as it had climbed just a few decades earlier. Hart and Roberts's work substantively explores the precipitous decline of piecework in the last third of the 20th century. In their work, Hart and Roberts offer a number of explanations for the sudden vanishing of piecework. We summarize some of the salient suggestions here: 1) the emergence of more effective, more nuanced incentive models — rewarding teams for complex achievements, for instance; 2) the shifting of these industries (manufacturing, clothing, etc. . . ) to other countries; 3) the quality of “multidimensional” work becoming too difficult to evaluate. [38].

### Why is piecework relevant to crowdwork?

[MSB: I assume this is forthcoming?] Using the definition of piecework that we came up with earlier, we argue that crowd work is fundamentally an instantiation of piecework, and that we can more precisely anticipate the answers to the open research questions we discussed earlier. We'll show that the dimensions of crowd work that the broader HCI community has been studying align with the history of piecework, and that this can greatly inform predictions about the future of crowd work.

### MAJOR RESEARCH QUESTIONS

[MSB: this needs a transition into it. Before you lay out our method, lay out what we're trying to do. What's our goal here? THEN the method can explain how we achieved it. This might involve switching the order of some of the text here]

We look at lots of papers that use the term “crowdsourcing” or “crowd work” in the abstracts and titles of their papers, especially the papers that we cited earlier, to try to answer the questions that we posed in the introduction. Then we look to the piecework literature to see whether and to what extent piecework answers the questions we, crowdsourcing researchers, have asked. We then see whether and how crowdsourcing as we know it has differed from piecework, and how that affects the predictions and conclusions made in the piecework literature.

### What are the limits of crowdsourcing?

Research in crowdsourcing has spent the better part of a decade exploring how to grow the limits of crowdsourcing and find the boundaries of crowd work and microtasks. This has largely involved identifying challenges to this form of labor, overcoming them through novel designs of work-flows and processes, and repeating the process [e.g. 5, 92, 59]. The question that has emerged among these researchers and through the work that they have produced then has been driving at *whether* there are limits to crowdsourcing (and, if so, what factors determine those limits). Through this lens, we can point to a number of contributions to the field that have extended the boundaries of crowd work.

The exploration of crowdsourcing's potential and limits has principally looked at manipulating and extending along three

dimensions: 1) What are the limits of crowd work, 2) How far can work be decomposed into smaller and smaller micro-tasks, and 3) What will work and the place of work look like for workers. We'll explore these aspects of crowdsourcing, discussing the extents to which work can be decomposed, contextually abstracted, and made more resilient to attrition of various forms. We'll also point to corresponding piecework literature addressing these aspects. [MSB: Our goal will be to use that literature to inform answers to the questions about crowd work (or something like that)] Finally, we'll discuss how these elements will serve to constrain the upper and lower bounds of crowdsourcing as it relates to the question of the furthest limits of crowdsourcing.

#### *Identifying the Limits of Crowd Work*

*Crowd work's perspective.* Crowdsourcing research has spent the better part of a decade attempting to prove the viability of crowdsourcing in increasingly complex work. Kittur et al. map the discussion toward this goal in their work on crowdsourcing complex work [59]. The broader body of work has varied significantly in type — providing conversational assistants, interpreting medical data, and telling coherent and compelling stories, to name a few examples [65, 78, 56].

This body of research has involved similar approaches to problems, often involving insights made in Computer Science and applied to human work-flows. The crowd work literature typically identifies target milestones in computer science that have presented significant challenges for researchers, leverages some of the approaches and insights that Computer Science researchers have already made (for example, MapReduce in the case of Kittur et al.'s *CrowdForge*), and arranges humans as computational black boxes within those approaches and processes [59, 92, and others]. This approach has proven a compelling one because it leverages the in-built advantages that technology and digital media afford. For example, *Foundry's* tools for managing and arranging expert groups into a cohort allow researchers to convincingly argue that expert teams can be rapidly formed, just like non-expert teams [92].

*Piecework's perspective.* Piecework researchers have found themselves trying to understand what characteristics limit piecework, or more precisely what has prevented piecework from becoming more prevalent. The research into piecework makes the case that piecework has been limited principally by the challenges of human management and oversight. Graves describes a case study in Santa Fe Railway, which deployed scientific management and a piecework regime in an attempt to stymie rising repair costs [33]. Graves reports on the hiring of Harrington Emerson, an "efficiency expert", who went on to develop a "standard time" for each task at the company informed by "thousands of individual operations at the Topeka shops". The cost of measuring workers in such excruciating detail at the turn of the 20th century was undoubtedly immense, but this "standard time" value, which determined the pay that workers would earn for each task they do, was the only viable approach at the time to determine appropriate pay given the task [33]. But the repeated measurement of workers' time to complete tasks had shortcomings; for one thing, pay rates for rarer tasks were necessarily less certain than for more

common tasks, which had the simple benefit of a larger sample size. [al2: Do I need "for another thing. . ." ? This paragraph is kind of huge already. Not sure how to break it up/down as it is.] One might conclude from Graves's observations that complex, creative work — which is inherently heterogeneous and difficult to routinize — would be unsuitable for piecework.

Determining appropriate pay rates, informed by the careful measurement of workers, isn't the only major challenge piecework faced; evaluation proved a limiting factor as well. Graves enumerates some of the roles required to facilitate piecework in the early 20th century — among them "... piecework clerks, inspectors, and 'experts'..." [33]. Graves recognizes that it's necessary for a successful piecework shop to employ clerks, inspectors, and other experts to properly design and evaluate complex work. Hart later makes a more concrete observation of this hurdle, as he argues an ultimate limit to how far this can go; at some point, evaluating multidimensional work output for quality (rather than for quantity) becomes infeasible. In his words, "if the quality of the output is more difficult to measure than the quantity, perhaps because of 'difficult-to-observe' production techniques, then a piecework system is likely to encourage an over-emphasis on quantity produced and an under-emphasis on quality" [39]. This, Hart argues, may have fundamentally hamstrung piecework, and ultimately precipitated its downfall, especially with the increasing complexity of manufacturing work over the course of the 20th century. [al2: just to be clear, this whole point is queuing up so that later I can be like "Oh hey computers are terrific at evaluating some stuff really quickly. And researchers in crowd work have done some work on workers evaluating other workers (e.g. Find-Fix-Verify, arguably *PeerStudio* does something along this line) [5, 63]" ]

This isn't to say that complex work is outside of the realm of piecework; indeed, we've discussed complex applications of crowd work already. As Hart and Roberts described, the 1930s saw a flourishing of ingenious piecework design almost strictly out of necessity — it was infeasible to provide new workers with the comprehensive education that was familiar to men through apprenticeships [38]. This constraint led to much more tightly scoped work, and (perhaps surprisingly at the time) more efficient allocations of workers, who could now specialize in extremely narrowly defined roles. The same could be said of Airy and his *computers* — young boys whose preparations consisted principally of a relatively specific mathematics curriculum [35]. Instead, the literature suggests that piecework is tightly limited only when the application of piecework follows a direct, perhaps even unimaginative, mapping from an time-based regime to an output-based one. When the work is redesigned from the ground up — as we see with mathematicians in the 19th century and with the metalworking industry during the Second World War — it seems that we don't yet know the limits of complexity with regard to piecework. [al2: This is *almost* making a prediction, but I wanted to take something punchy away from the stuff I cite here.]

Piecework researchers also argue that, in addition to constraints on the kind of *work* that's amenable to piecework, only certain kinds of *organizations* are amenable to piecework.

Brown discusses the organizational factors necessary for piecework to thrive, arguing that piecework "... is less likely in jobs with a variety of duties than in jobs with a narrow set of routinized duties" [10] Graves adds further, that successful cases of piecework owed themselves in part to the fact that "... only [the largest and most wealthy railroads] had the resources to ... pay the overhead involved in installing work reorganization" [33]. Together, Graves and Brown make a persuasive argument that piecework is limited in complexity by the capacity to endure managerial overhead while transitioning to a new system. [MSB: wait, wasn't that in a previous paragraph? that should be joined with the managerial overhead text above] [a12: I'm trying to make this argument that [33] is making two claims; the first is that there are limits on doing hard, "difficult-to-observe" work, and the second is that the cost propagates up to management, putting limits on who can run piecework systems. So...

- Rewrite
- Refactor
- Drop]

There are other characteristics to effective complex piecework institutions, such as appropriately designed management practices. Boal and Pencavel describe the role of the foreman in West Virginia coal mines under the piecework model: "The foreman had the power to hire and fire workers and allocate workplaces, but then left the face-worker largely free to his own efforts so that often he went all day without seeing the foreman" [7]. The general approach adopted by these West Virginia mines was, as in other factories with active foremen, to let the foreman be the intermediary between management and the worker. Specifically, foremen were responsible for allocating resources and understanding when and how to modify work as necessary [131]. [MSB: Currently unclear what I'm supposed to take out of this. Summarize for me. What does this say about the complexity limits of piecework?]

*What's different about crowd work.* [MSB: Before you get into this, summarize what I am supposed to have learned from the prior section on piecework. You're about to draw on those points to make your argument, so they need to be at the top of my mind here.] Digital media have expanded the scope of viable piecework by pushing drastically on the limits cited by piecework researchers. The research on piecework tells us that we should expect piecework to thrive in industries where the nature of the work is limited in complexity [10] [MSB: I don't recall this point in the prior section: I remember management overhead and fixed costs of materials, I don't remember a paragraph about complexity. If we want to draw on that point, make it in the earlier section]. Given the flourishing of on-demand labor platforms such as Uber, AMT, and others, we ask ourselves what — if anything — has changed. We argue that the Internet has trivialized the costs and challenges of the earlier limiting factors for two reasons: 1) Technology make it much easier to do complex work aided by computers; and 2) The Internet allows us to leverage the benefits of "economies of scale" at very little cost to the system-designer [70, 80] [MSB: I don't understand that argument. What is scaling here? The people? The tools for complex work?].

Technology has made it possible for non-experts to do work that was once considered within the domain of experts. [MSB: I don't yet buy the following argument. If the point is that technology makes us more expert, I disagree that the Crowd-Crit/Voyant systems are using technology to do this. They are building the smarts into their OWN workflows, rather than giving workers EXTERNAL tools that make them smarter. Giving workers a calculator is an external tool; the mathematical tables project already demonstrated that you can build smarts into the workflow if you don't have one.] Yuan et al. builds on the work of others (Voyant and, more relevantly, CrowdCrit) to design workflows that yield "expert-level feedback" [135, 133, 73]. This body of work identifies ways to transform a variety of duties comprising complex tasks and distills them into "a narrow set of routinized duties", informed in part by researchers — acting as inspectors — and experts [quotations from 33]. Where Graves would call additionally for the identification of crowdsourcing's version of "piecework clerks", we point out that today algorithms manage workers as pieceworkers once did [69, 33].

Furthermore, technology more directly facilitates the subversion of expertise requirements by giving non-experts access to information that would otherwise be unavailable. Taxi drivers in London endure rigorous training to pass a test known as "The Knowledge" — a demonstration of the driver's comprehensive familiarity. Researchers have identified significant growth of the hippocampal regions of the brains in veteran drivers, generally understood to be responsible for spatial functions such as navigation [77, 76, 108, 109, 130, 129]. Services such as Google Maps & Waze make it possible for people entirely unfamiliar with a city to know more about a city even than experts through the collective data generated by other users ranging topics such as police activity, congestion, construction, etc... [107, 41]. [MSB: what's the insight I should take away from this paragraph? what does this say about crowd work?]

*Implications for crowd work research.* [MSB: This paragraph can be expanded to make a more concrete argument. What will be possible? What won't?] The piecework literature gives us a template for pushing the boundaries of complexity in piecework, but it also signals some of the ultimate limitations of crowd work and piecework in general. While the threshold preventing task requesters from utilizing piecework has dropped thanks to affordances of the Internet, the ceiling on task complexity hasn't moved significantly. [MSB: is that your prediction? I would argue against the fact that it hasn't moved significantly, crowdforge did far more complex work, as did flash teams and flash orgs] If we're to make use of Brown's prescriptions, we would benefit from finding ways to decompose varied tasks into homogeneous microtasks. [MSB: isn't that what we've been doing all along?]

[MSB: this doesn't seem like a concrete prediction. what would piecework say will happen if we didn't resolve the tension?] We should also consider exploring the limitations that algorithmic management bring along more carefully. While research has touched on this subject, we've yet to make out the bigger picture of this theme [69]. If we can resolve the ten-



sion between workers and perilously antagonistic managers, as Boal and Pencavel suggest, then we may be able to break a toxic cycle of mistrustful requesters [for example 29] and develop more considerate platforms as McInnis et al. advocate [79].

Finally, and perhaps most importantly, we need to replicate the success of narrowly slicing education and training for expert work as Hart and Roberts and Grier described in their piecework examples [38, 35] [MSB: remind us of what those were]. That is, we need to identify new ways to train crowdworkers for uniquely narrowly defined work. [MSB: I don't understand: why?] To some extent, an argument can be made that MOOCs and other online education resources provide crowd workers with the resources that they need, but it remains to be seen whether that work will be appropriately valued, let alone properly interpreted by task solicitors [1]. If we can overcome this obstacle, we might be able to empower crowd workers to do complex work such as engineering and metalworking, rather than doom them to match girl reputations: “brash, irregular, immoral, and uneducated” [101]. [MSB: how will that reduce any of the problems except the last one?]

#### *Decomposing Work*

*Crowd work's perspective.* The crowdsourcing research into work decomposition has largely focused on minimizing the additional context necessary to do tasks, and making it easier to do tasks with less time. This first thread is perhaps best described by Verroios and Bernstein as making crowd workers “... able to act with global understanding when each contributor only has access to local views” [123]. With the exception of a few cases (specifically, Kinnaird, Dabbish, and Kiesler's work which finds that greater work context fosters more reliably high-quality work), the micro task paradigm has emerged as the overwhelming favorite [115, 116, 18, 57].

As the additional context necessary to complete a task diminishes, the marginal cost of finding and *doing* tasks has increasingly become the focus of research. Chilton et al. illustrate the challenges on AMT, and some work has gone into ameliorating the problems specific to this work site (*Re-Launcher*), while other work designs tasks around gap time (*Twitch Crowdsourcing & Wait-Learning*) [19, 62, 122, 13]. Cosley et al. attempts to address this by directing workers to tasks through “intelligent task routing” [21]. Much of this work and the work at the periphery of this space, then, has focused on minimizing the amount of time that people need to spend doing anything other than the work for which they are paid.

Earlier we discussed Cheng et al.'s work measuring the impact that interruption has on worker performance [18]. This work illustrates a broader sentiment in both the study and practice of crowd work, that microtasks should be designed resiliently against the variability of workers, fully exploiting the abstracted nature of each piece of work [47, 66, 121]. That is to say, micro-tasks should be designed such that a single worker's poor performance, or a good worker's sudden departure, does not significantly impact the agenda of the work as a whole. While Cheng et al. found costs with breaking tasks into smaller components in the form of higher cumulative time

to complete (albeit much shorter real time to complete, owing to parallelization), Lasecki et al. found that at least *some* performance can be recouped by stringing similar tasks together [18, 66, respectively].

Yet more work looks at the general framing of tasks, chaining and arranging them to maximally exploit the attention and stress threshold of workers [12]. Rather than attempt to minimize the error rates in micro-tasks, as Kinnaird, Dabbish, and Kiesler suggested, we as a community have leaned *into* the peril of low-context work, “embracing error” in crowdsourcing [61].

*Piecework's perspective.* The research community relating to piecework and labor has been wrestling with the decomposition of work for centuries. The beginnings of systematic task decomposition stretch back as far as the 17th century, when Airy employed young boys at the Greenwich Observatory who “possessed the basic skills of mathematics, including ‘Arithmetic, the use of Logarithms, and Elementary Algebra’ ” to compute, by hand, astronomical phenomena [35]. These workers became the first *computers*.

The work Airy solicited was interesting for several reasons. First, work output was quickly verifiable; Airy could assign variably skilled workers to compute values, and have other workers check their work. Second, tasks were discrete — that is, independent from one another. Finally, knowledge of the full scope of the project — indeed, knowledge of anything more than the problem set at hand — was unnecessary.

The insight of breaking tasks down into smaller components didn't find its audience until the early 20th century, with the rise of Fordism and scientific management (or Taylorism). From scientific management, we found that we could measure work at unprecedented resolution and precision. As Brown points out, piecework most greatly benefits the instrumented measurement of workers, but certainly in Ford and Taylor's time — and certainly in Airy's time — highly instrumented, automatic measurement of workers was all but impossible. As a result, the distillation of work into smaller chunks ultimately reached a limit of usefulness.

*What's different about crowd work.* A number of factors in crowd work are different from piecework, chief among them being the relative ease with which the metaphorical “assembly line” can be changed. Computers make it possible to switch from one task to another unlike any arbitrary manufacturing factory possibly could; a worker could do any number of different *types* of tasks in the span of just a few minutes, driven in particular by the power Lessig points to — that system-designers can share, modify, and instantiate environments like sites of labor in a few lines of code [66, 70]. This has spurred an entire body of work investigating the effects of ordering, pacing, interruptions, and other factors in piecework that would have been all but impossible to measure consistently as few as 20 years ago [18, 17, 61].

Further, we've sliced work to such small scales that the marginal activities — things like finding work, cognitive task switching, etc. — have become relatively large compared to the tasks themselves [19]. In the historical case of piecework,

moving metallurgical tools, mining equipment, or other industry materials would have been prohibitively difficult and slow; workers were encouraged to specialize in a single set of tasks, allowing pieceworkers to sequence their tasks optimally on their own [38].

Rather than fall into the trap that Irani warns of, — one which where crowd workers are rendered as “modular, protocol-defined computational services” — we may yield better results from crowd work if we think of workers as similar to specialized, repurposable tools [48]. [al2: feeling meh about this argument...]

Finally, instrumentation has reached a sufficiently advanced and ubiquitous point that the dream of scientific management and Taylorism — to measure every motion at every point throughout the workday and beyond — is not only doable, but trivial [126]. One of the major challenges Graves cites as preventing scientific management from being fully utilized, the difficulty of tracking work & workers, no longer exists [33].

*Implications for crowd work research.* crowd work research today is on the right track to investigate pipelining and meta-task design. That is, investigating better work discovery methods, producing tools for workers to make more informed decisions [see, for example, 50]. It's not clear how much benefit there is in the further decomposition of work, given that we've hit bottlenecks with the cognitive stresses of switching between tasks as Lasecki et al. highlight [66].

*The Relationships of Workers to Work, Peers, and Others*  
*Crowd work's perspective.* The relationships of workers with their work, with their peers, and with others are complex and not especially well-understood. Researchers have begun to appreciate the sociality of crowd workers in labor markets [34]. Still, the study of these communities is made more challenging by the limited access to workers on these sites of work inherent to digital spaces made without social affordances [80]. We can break this general body of work into the three groups we named earlier: workers' relationships 1) with *relationships to work*, 2) with *requesters*, and 3) with *other workers*. We'll look at workers' relationships with work itself, which we'll discover gives us insight into why people engage in crowd work in the first place.

#### *Relationships to work*

A number of ethical questions surrounding the increasing complexity of crowd work have arisen in recent years. Silberman, Irani, and Ross bring some of these issues to light — working for increasing amounts of time on tasks of growing complexity, only to discover that requesters are not willing to pay, for instance — but these and other dangers range an enormous landscape [105]. Kittur et al. list a few of the problems they identified in 2013 — motivation, feedback, reputation, quality control, to name a few — while others discuss challenges such as fostering collective action and the opportunity for learning and career advancement [60, 85, 100].

Some research already looks at research such as investing in workers, and informally, we know that this happens among industry requesters [46, 24]. AMT, meanwhile, offers requesters

the ability to create tasks which are not just hidden from unqualified workers by default, but completely. Requesters have taken to using lists of worker IDs which reference workers who have proven their reliability, representing a sort of proto-organization of loosely connected workers.

*Piecework's perspective.* The rise of labor unions in the 20th century seems to have been precipitated by egregiously unjust conditions imposed on workers in factories and elsewhere [25]. Incidents broadly describing this dynamic can be found in research on AMT [50, 100]. If these are prototypical labor advocacy organizations of contemporary on-demand work, the next question we should look to is if — and indeed *how* — these institutions might face challenges in the future.

For insight on this, we return to 2009's study of labor unions, and identify that “Scholars who evaluate union governance by procedural criteria generally find that oligarchy tends to arise and persist even when democratic procedures are in place” [71]. Indeed, Levi et al. writes about the general perception that labor unions were either This perception already appears to be emerging in digitally mediated peer-governed organizations, as Keegan and Gergle and others have illustratively documented [6, 55]. If these organizations and others are to avoid the same fate that labor unions faced, they should take care to study this phenomenon and attempt to avoid it.

*What's different about crowd work.* While online and distributed workers can be harder to find, other features make the study thereof rewarding for the substantively different ways that we can approach their study. The longitudinal analysis of everyday discourse, for instance, is trivial in the study of online communities

*Implications for crowd work research.*

## IMPLICATIONS FOR RESEARCH

1. [al2: the past is no guarantee of the future; what could be unforeseen?
2. it's easy to fall into the (dys|u)-topian camp of what piecework/crowd work will look like
3. what should we be focusing on? the future of crowd work]

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## Graveyard of old paragraphs

<sup>0</sup> Here, Hu's work, saying of assembly line work that "it is assumed that men are of equal ability and every man can do any of the  $n$  jobs", parallels the approach that dominated early research into crowd work — namely, using non-expert crowds for complex work [45]. This mindset in Hu's analysis, and indeed the study of factory and mass manufacturing labor through the 20th century, substantively owes its existence to scientific management and the rigorous decomposition of work into tasks, discussed earlier, and persists to this day as it colors researchers' goals and objectives in the study and design of crowd work.

Piecework's influence on the abstraction of work into tasks, described above, is more than just caused by the decomposition of work; work abstraction itself makes it possible for workers to come and go flexibly, prompting work requesters to consider ways to design these now discrete tasks in ways that maximize flexibility, both by allowing (and even anticipating) some inconsistency in worker availability *and* allowing and anticipating some inconsistency in the quality of the work output itself. It's to this area that we now turn our attention.

Piecework has seen work along this dimension spanning decades; Thompson investigate some of the ways that construction can benefit from the principles of scientific management. Thompson's thesis asserts that task work is predicated on the accurate scientific management of work, including the "miscellaneous tasks". Thompson argues — as early as 1913 — that "... one may be challenged to find any class of work involving labor either indoors or out-of-doors where tasks cannot be fixed by proper time-study" [117].

Broken down in this way, work could grow to unprecedented scales, but the quality of the work would remain relatively variable [82]. Textile work being a salient example, it took time for workers to acquire sufficient skill to do every aspect of the work so that the garment would be accepted by the company soliciting that work [124].

A compelling solution emerged in the early 20th century to break tasks down into discrete, manageable routines that could be taught relatively easily, and whose work output could be evaluated in abstraction from the rest of the work [4]. In Ford's assembly line, this meant that workers were not responsible for building a whole car, but a single very narrowly defined action that needed to be done on every car [72]. By the mid-20th century, Schoenberger writes, "... the intensification of the labor process is argued to have hit mental, physical, and social limits." [102].

This approach, "Fordism" (and its better-known contemporary "Taylorism" of similar ethos), can be seen today in crowd work and on-demand labor through the application of micro-tasks. Teevan, Iqbal, and Veh highlight some of the advantages of breaking work into pieces, facilitating evaluation and parallelization [114]. By decomposing and recomposing tasks, and in particular by assigning similarly natured work to the same workers, workers could become "experts" in a small aspect of the work that they did, speeding their work dramatically [66]. Perhaps more important, however, was that the

breaking down of work into tasks has made it more practical to evaluate work at each stage [96].

*So how does this affect crowd work?*

The work we've seen so far

- worst case: assembling iPhones (extant)
- average case: railroad workers and assembly lines
- high (complexity) case:

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## CASES NOTES

Cheng et al. found that microtasks — though not necessarily *faster* than "macrotasks" — yield higher quality work, particularly when that work is susceptible to frequent interruptions [18].

### What forms of work design and worker management are viable?

- researchers have looked at how to increase worker productivity (e.g. finding the maximal speed at which gig workers can be expected to work before making errors) [17].
- we've also seen people "embrace error" [61].
- still other research has looked into ways to sandbox workers from the context of their work
- but scholarship looking into the design and management of work and workers isn't new; lots of research into getting pieceworkers to do work more quickly [103].
- Researchers have even asked the age old question of *what motivates* pieceworkers (echoing similar research on Wikipedia and Mechanical Turk) [99, 87, 54]

### What will work and the place of work look like for workers?

The metaphorical mechanics of these dynamics are still at play; workers and managers continue to interact in adversarial manners, despite substantive work into aligning the motivations of workers and requesters

The existing body of research has shed light on on-demand labor from various perspectives, and revealed a number of topics that, through our framing, are clearly situated together. Those topics are, at a high level, as follows:

1. the **processes** involved in making work into tasks, or discretization;
2. the outcomes (and indeed the **fallout**) of that discretization, both on the work itself as well as the workers; and finally
3. the **relationships** between workers and requesters of the work — both *cooperative* and *adversarial* cases.

### The Fallout of Crowd Work

, Irani and Silberman point out the disillusion that companies such as Amazon foster on platforms for work like AMT (see also Salehi et al.'s work continuing in the spirit of this observation to generate collective action to improve worker conditions) [50, 100]. Lee et al. find similarly that workers on gig work platforms are frustrated by the systems on which they work, to say little of the policies which these systems enforce [69].

We discussed the benefits of flexibility (both in the sense of having arbitrary workers perform tasks and in the sense that we can design tasks to be more resilient to poor work) in the previous section. It's from that point in the literature that we turn our attention to the perhaps unintended effects of crowd work and the affordances for transience that we build into this mode of work. We'll address two major areas of work under this subject: 1) ??; and 2) ??.

### Low Pay

Horton and Chilton identified problems with crowd work wages relatively early on, attempting to address this imbalance from a behavioral economic perspective — that is, identifying and presenting a model that describes a worker's "*reservation wage*" [42]. This work has largely informed much of the research into and practice of estimating crowd work compensation [104, 88].

But we turn to Irani and Silberman's discussion of "*Turkopticon*", a system they designed to interrogate worker invisibility and to promote better wages across several dimensions [50]. Of particular relevance here, Irani and Silberman call to attention that "Turkers" are ultimately vulnerable to wage theft and pay rates that translate to well under minimum wage. Returning to Horton and Chilton, we find that the median "reservation wage" in 2010 was \$1.38, while the mean was \$3.63 [42].

Understanding workers' motivations given these conditions has thus become a goal for some researchers [8]. Sun, Wang, and Peng conclude that "... solvers participate in online tasks not only for money but also for enjoyment or the sense of self-worth" [110]. This might have rung true in 2011, and certainly corroborates Ross et al.'s findings after investigating "who are the crowd workers", but as Silberman points out "we [have since] learned that most tasks on AMT are done by a small group of professional Turkers..." [97, 106].

Now, Irani and Silberman and later Salehi et al. cite insufficient pay as a central point of frustration among workers, via Irani and Cushing's contributions in this space [100, 48, 23, 50].

On-demand workers were not the first to be exploited along the dimension of low pay rates. Frustration over low (and declining) pay was one of the chief grievances among then nascent British labor unions in the early 20th century [118]. This, Ebbinghaus and Visser argued, fueled the rocketing union membership rates through the mid-20th century until 1980 (to which we'll return when we discuss Levi et al.'s reexamination of labor unions) [25, 71]. This realization has similarly fueled a body of research into the various incentive structures available to piecework employers [99].

The parallels between the complaints of low pay among crowd workers and other on-demand workers and the pieceworkers and later factory workers in the 20th century are inescapable. We argue further that the *causes* here — work decomposition, work abstraction, and flexibility — lead inexorably to low and declining pay for workers. Moreover, we point out that low pay leads to other negative outcomes both

in on-demand work as well as in piecework and on assembly lines.

### Variable quality work

Researchers have struggled with what we might generously call work of "variable quality" along two dimensions. The first, to use the characterization of one of these contributions, we can call "understanding malicious behavior" [29]. While some work has cast workers as "malicious" or at least adversarial parties, the evidence thus far suggests that workers behave in unexpected ways as they attempt to assert some control over their interaction with the system (a topic of discussion to which we'll return later) [69]. The second dimension of research in this space generally attempts to eke out the highest quality work possible from workers given the apparent difficulty in predicting work outcomes [61].

The effect low wages have had on piece work and factory workers is well-known; Gantt discuss this exact mechanism in his book on "... where there is no union, the class wage is practically gauged by the wages the poor workman will accept, and the good workman soon becomes discouraged and *sets his pace by that of his less efficient neighbor*, with the result that the general tone of the shop is lowered" (emphasis added) [30].

This research is similar to, but subtly different from, the notion of the "market for 'lemons'" which Fort, Adda, and Cohen discuss; specifically, Akerlof's writing of a "market for 'lemons'" describes a marketplace where the quality of the product or service is unknown to the buyer [28, 2]. The effect of this *perceived* uncertainty is that the *actual* trustworthiness drops precipitously as all of the consistent, reliable, high-quality workers capable of leaving these markets do so, leaving only the ones who cannot or will not establish their trustworthiness.

### Relationships Between Workers and Managers

Suffice it to say that poor pay and poor work are linked, and that we should not be surprised to find this relationship play out online as strongly as it does offline. But the poor treatment of workers by managers — both human and algorithmic — do more than affect the economic relationships between workers and employers. Here, then, we turn to examine this facet of on-demand work and how these dynamics strikingly replicate the relationships researchers in labor advocacy encountered in the study of piecework and factory work.

This topic can be condensed into two major areas: 1) external (scientific) management, and the evaluation of workers as functional modules; and 2) the consequential resistance workers express due to their perceived alienation and distance from managing forces.

### External Management

We discussed Fordism and Taylorism earlier in our discussions of ?? and ??, but here the core of these paradigmatic views — the scientific management of work — becomes relevant. We use "external" here instead of "scientific", however, to more broadly capture the disconnect between managers and workers. By describing it as thus, we can touch on the



relationship that workers have with *researchers*, as well, even though that work is not strictly — or just not exclusively — of the same nature as the management and experience as when interacting with requesters.

First, intuitively, the variable-quality work we discussed previously has led to a large and growing body of research attempting to evaluate workers' performance and error rates across numerous dimensions; for example, Cheng, Teevan, and Bernstein explore the error rates of workers by operating on a sliding scale giving workers varying amounts of time to accomplish micro-tasks [17]. Irani and Silberman describe the treatment of workers as sorts of "human APIs" that can, importantly, be rigorously evaluated [49]. Gevins and Smith began to explore the neurophysiological effects of cognitively demanding tasks on workers, informing crowdsourcing research by suggesting the use of cognitive load assessments such as NASA Task Load Index surveys to evaluate workers pre and post-tasks [61, 17].

External management comes in other forms than scientific, as previously mentioned. Researchers in particular have noticed that their relationships with on-demand workers are, at the least, complex. Irani and Silberman point out that their relationships with Turkers are highly complex; specifically, their interactions with field sites in which they work as designers and mediators of change influence the relationships they have with Turkers [49].

The scientific management of pieceworkers has been well-studied under the umbrella of assembly line research, and even physiological study of pieceworkers closely resembles the research into cognitive loads and stress levels that we discussed among on-demand crowd workers [45, 9]. Even the complicated relationships between observers and workers themselves are not necessarily new; Riis's photodocumentary of pieceworkers has even been re-examined through an exercise asking crowd workers to photograph themselves for similar purposes as Riis's — to document and humanize an otherwise abstracted, invisible workforce [3, 50, 94].

Similarly, Pollard's words on the punishment factory workers faced — for example, that "unsatisfactory work was punished ... by fines or by dismissal" — seems especially relevant given the fears we now know to be ubiquitous on platforms such as AMT, Uber, and other on-demand markets [89, 69, 100, 50, 79].

### *Resistance*

It shouldn't surprise us, then, that workers have resisted the management imposed on them both by other people and their systems, often without recourse or opportunity for feedback, let alone substantive input. Indeed, Lee et al. discover of Uber drivers that many toggle their availability to avoid being dispatched to more distant locations, resisting the intent of the designers of the systems and their "algorithmic and data-driven management" [69].

Resistance has sometimes been more coordinated, as well; we see this in Irani and Silberman's coverage on *Turkopticon* as workers collectively accumulated information about requesters, and in Salehi et al.'s work on *Dynamo*, which

generated "Guidelines for Academic Requesters" written by crowd workers [50, 100].

Resistance against managers in piecework and factory labor settings are deeply well-explored, but perhaps the most relevant case study to draw on here is to be found in Waldinger et al.'s case study of "Justice for Janitors", where marginalized workers managed to raise awareness for their plight and secure support for badly needed reforms [125]. The achievements of labor advocacy groups such as labor unions as resistant, even adversarial organizations counter-balancing the management is somewhat well-understood [37, 22]. We argue that these threads of resistance against management in various forms are in fact one.

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