

Technology and Work

10 Ways to Govern Work in the Platform Economy

Technology is changing the world of work; the trend cannot be reversed, but ensuring that the gains from the digitalisation of work are equitably distributed calls for:



1a

Governing the platform economy and work calls for public systems – policies, regulations, programmes – that institute effective and universal labour and social protections, social security, standards for occupational safety and health of workers, and investments in education and skills. Private players, civil society, workers organizations all have a role to play, but ensuring equitable access and coverage calls, first and foremost, for governments to take responsibility.



1b

Public mechanisms that enable skilling, reskilling, and upskilling are required to enable workers to leverage digital opportunities, but these must be integrated with schooling and higher education systems.



1c

A combination of regulation and incentives, clearly communicated, are needed to promote responsible business practices among platform companies, including on data sharing, privacy, and security.



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Discourse, analysis, and regulation cannot apply a Global North lens to understanding the opportunities and challenges of platform work in developing countries.



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The notion that digital labour platforms present a path to formality is, so far, unsubstantiated.



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Clarity on the classification of platform workers as either/when they are employees, and/or self-employed, is key to guiding effective regulation and redressal.



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Legalizing the right to freedom of association and collective bargaining is essential to empower gig workers to have a voice and to foster effective social dialogue.



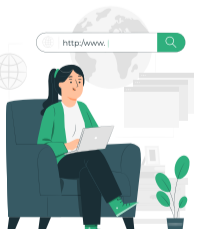
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Digital labour platforms provide opportunities for income-generation, but few provide pathways for economic or career mobility.



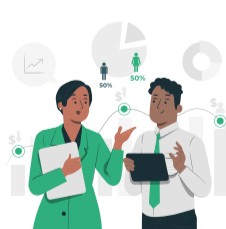
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To have a positive impact on women's labour force participation, improving access to skill-building opportunities and the provision of a supportive policy ecosystem are crucial.



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Working from home should neither be an expectation nor a compulsion for women – it should be a 'real' choice.



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Policies that close the digital divide by improving digital access, literacy, and skills for women are critical to enabling them to engage in platform work. These efforts must build on a strong foundation of good education including foundational literacy and numeracy.



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More research is required on diverse platform models to highlight those that have invested in worker wellbeing, while being profitable.