



Understanding the Algorithmic Workplace: A Multi-Method Study for Comprehensive Optimization of Platforms (#1928453)

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Project components: Interviews w/platform workers and data from online forums, analysis of a delivery platform's data and experience, and development of an Agent-Based Model of the algorithmic workplace

Data collection and analysis

165 interviews with shoppers, ride-hail drivers, food and package delivery workers, childcare workers and managers at package delivery platform

Analysis of **pre-post routing algorithm** and shift from **independent contractor to employee model**

Platform worker online forum data scraped and analyzed pre and post pandemic

Papers

- 1) **IC or W2 workers?:** Package delivery platform successfully switched to using employees
- 2) **Worker Risk Orientations:** Workers normalize and assume responsibility for most risks
- 3) **Childcare matching platforms:** Outcomes (pay, satisfaction) don't vary btw care.com and Facebook
- 3) **Spatial risks:** Unmarked platform workers are vulnerable in certain neighborhoods
- 4) **Online forum data:** Analyzed workers' strike actions and information sharing on UberPeople w/mixed-methods.
- 5) **ABM:** Description of model for AAMS conference

Agent-Based Model

