

Highlights from an ILO survey of crowdworkers

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ILO survey of crowdworkers

Beyond basic demographic information, we know little about crowdworkers

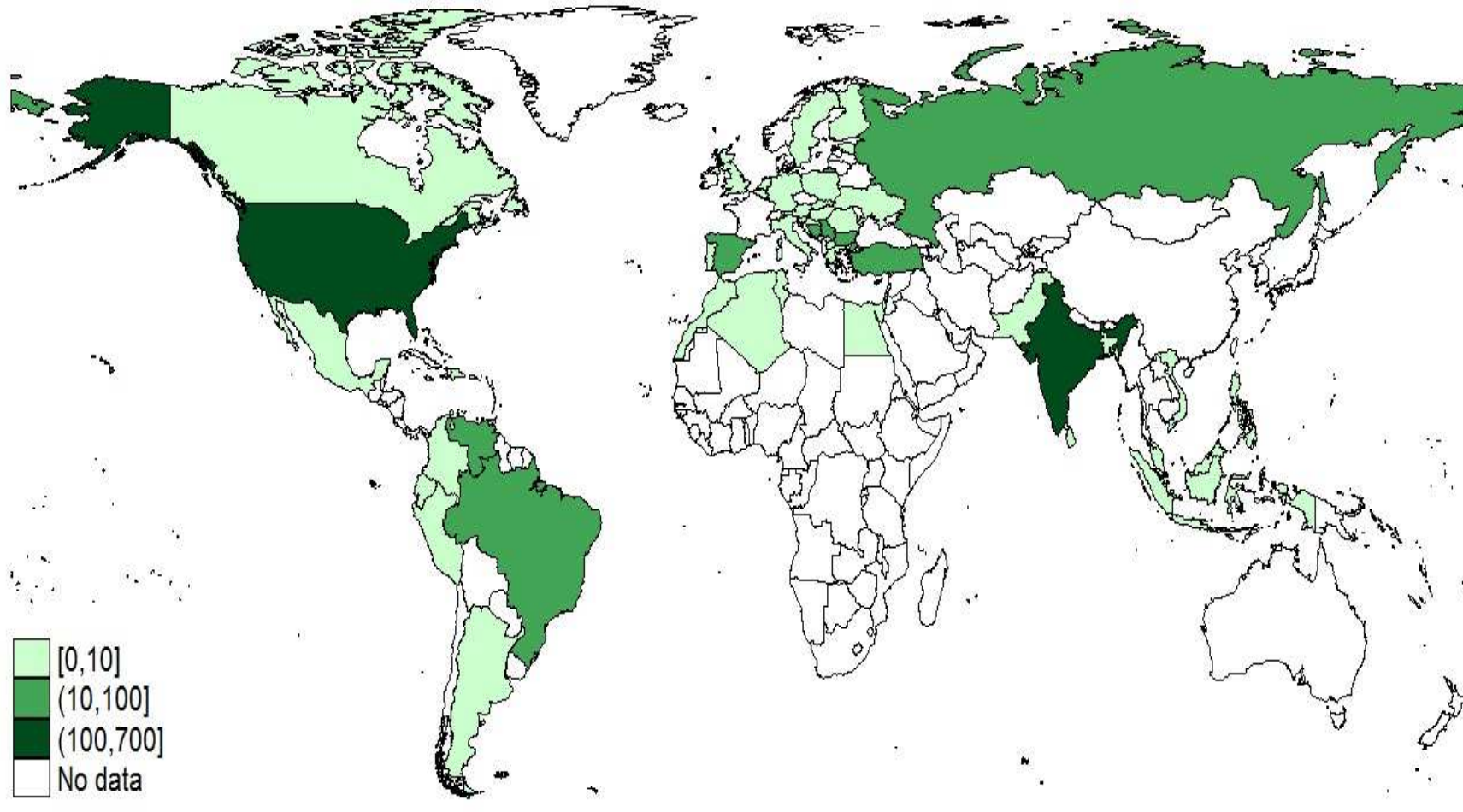
Who are they? How many crowdwork for a living? What other jobs do they do and what did they do before? How is the financial security of their household?

Survey sample by platform and country (no. of respondents)

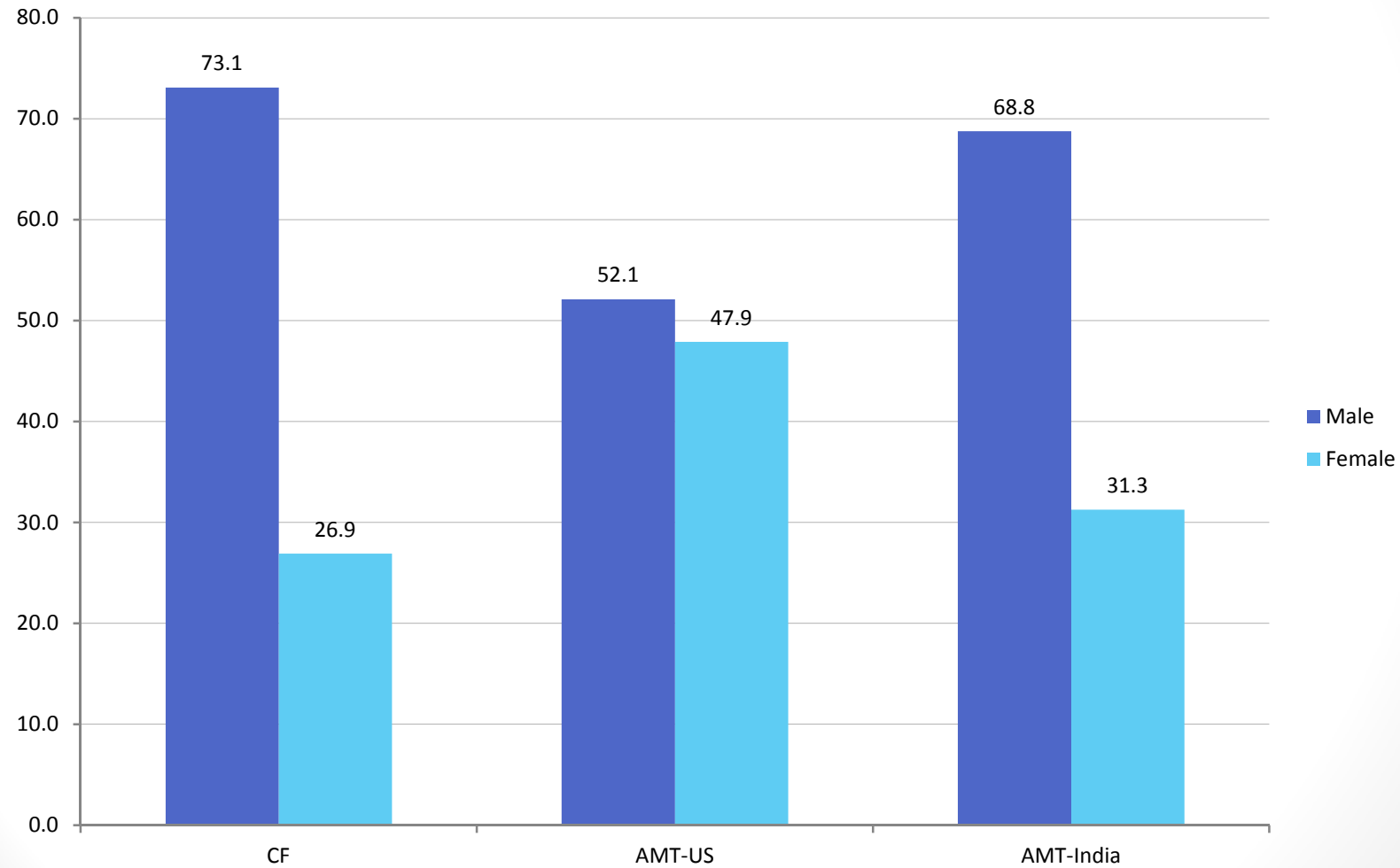
Platform	All	Crowdflower	AMT	
			U.S.	India
Survey 1	1,167	353	686	128
Survey 2	677	--	573	104

Source: ILO Survey of Crowdworkers.

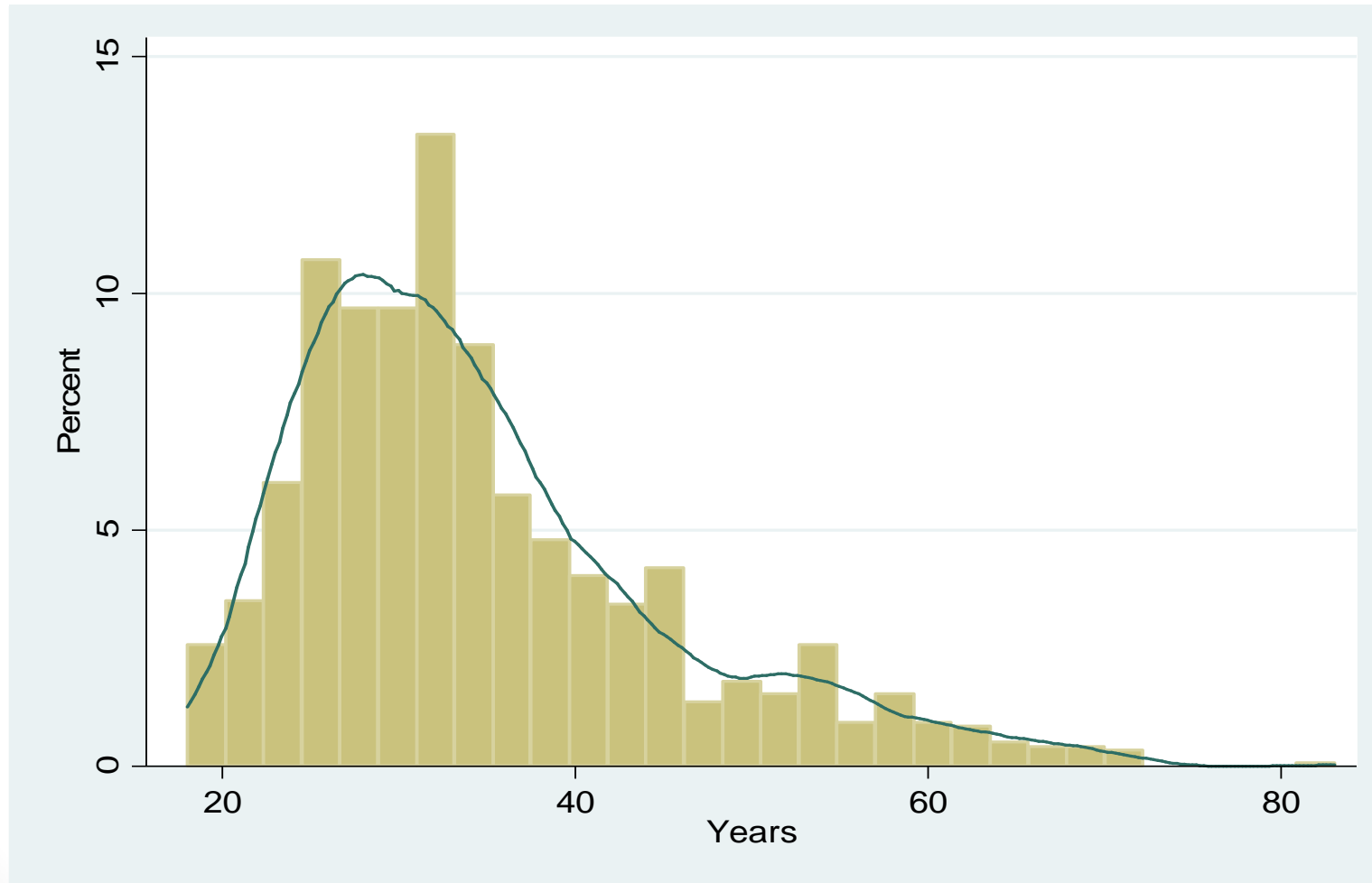
Where are the workers?



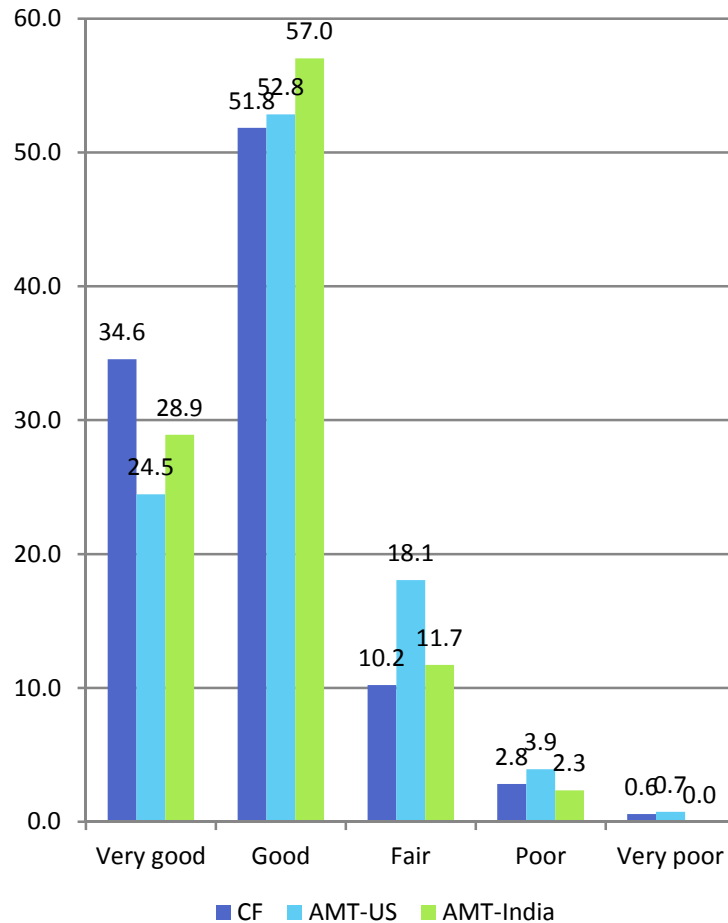
Gender balance among US-AMT; more men elsewhere



Average age is 35 years

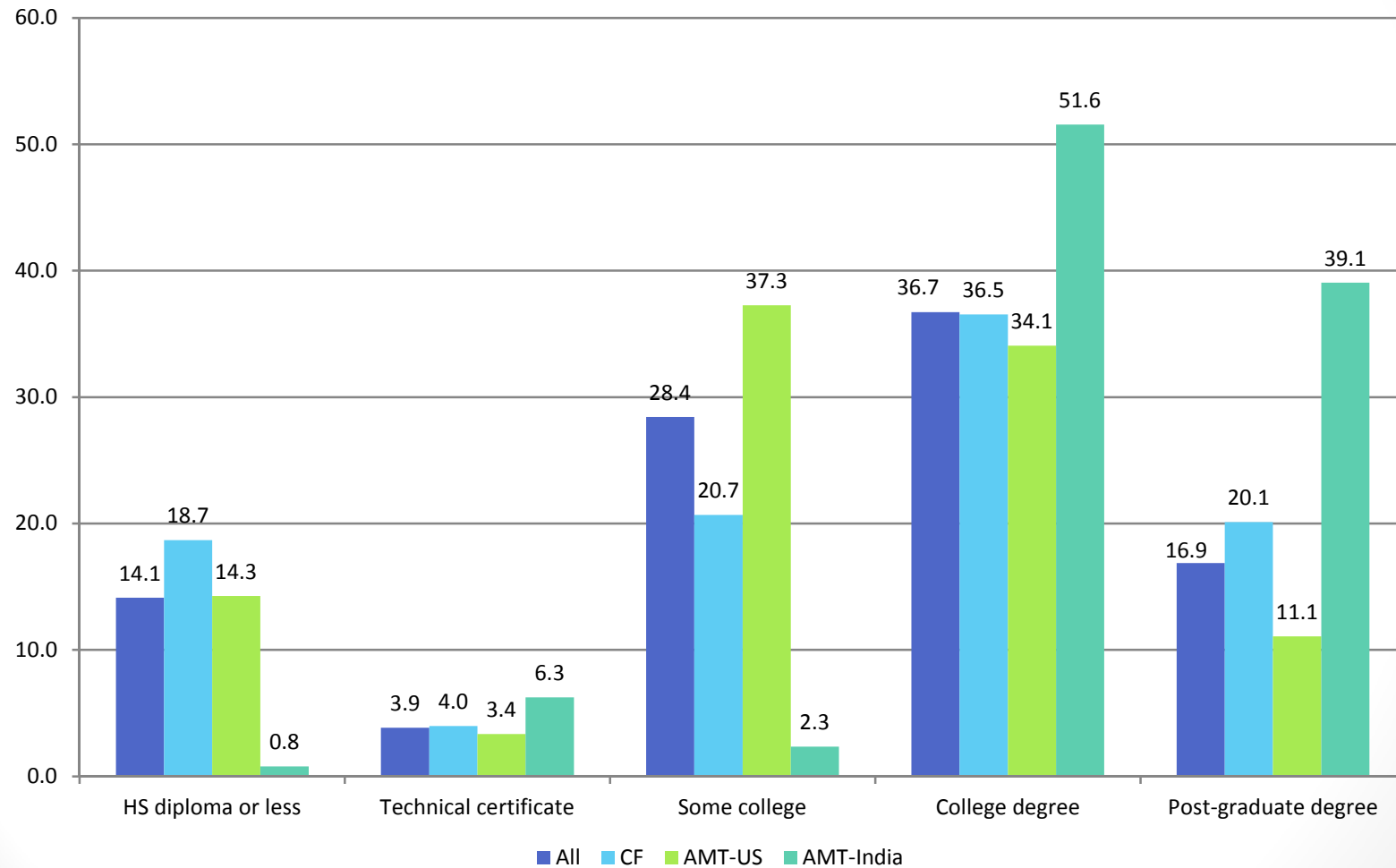


Poor health is a problem for some crowdworkers

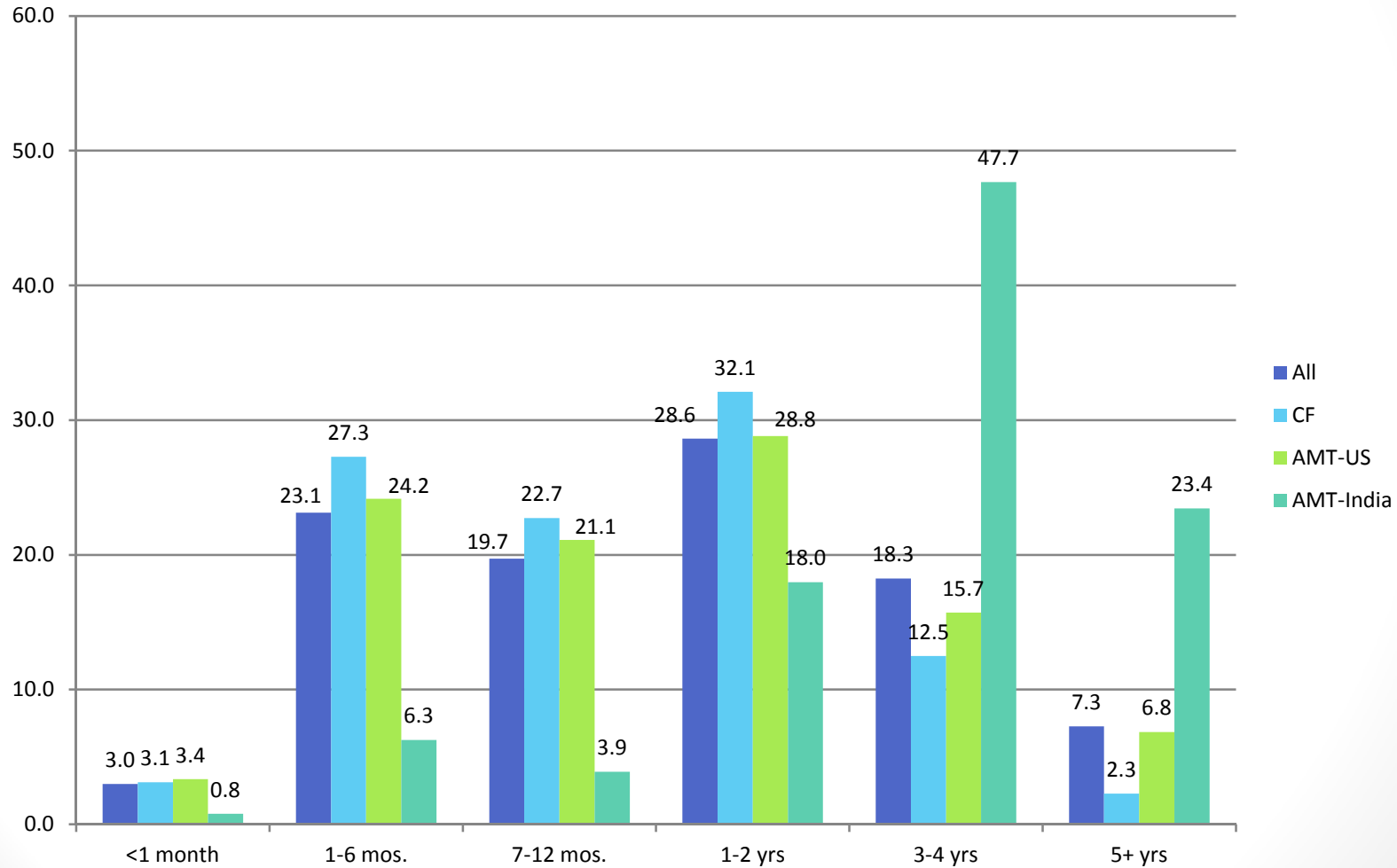


“[Crowdwork] has been a lifesaver for me, I have a disability but cannot get benefits so this is one of the few things I can do without having to stand or walk.” – AMT worker

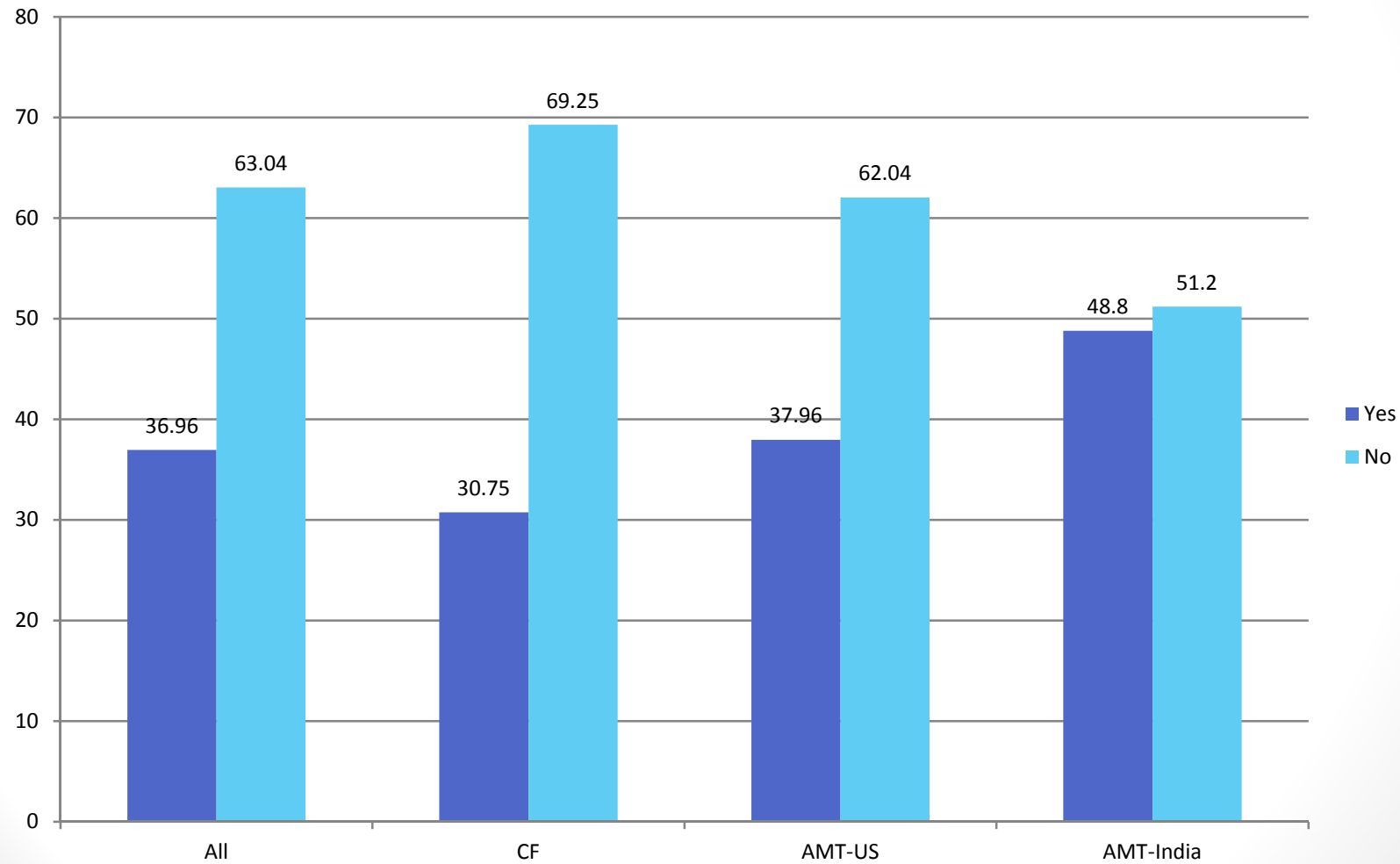
Education levels are high



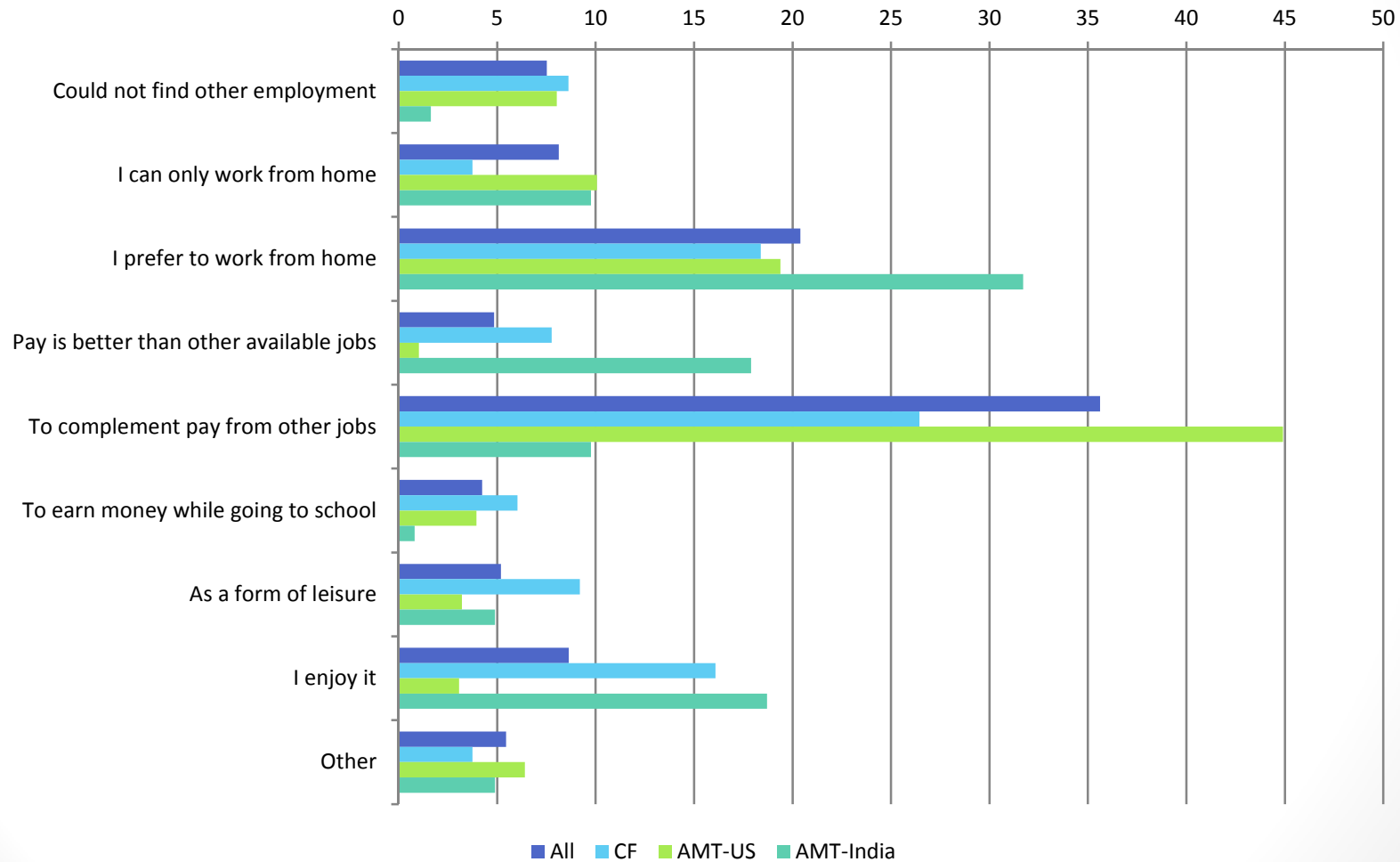
Tenure of Survey Respondents



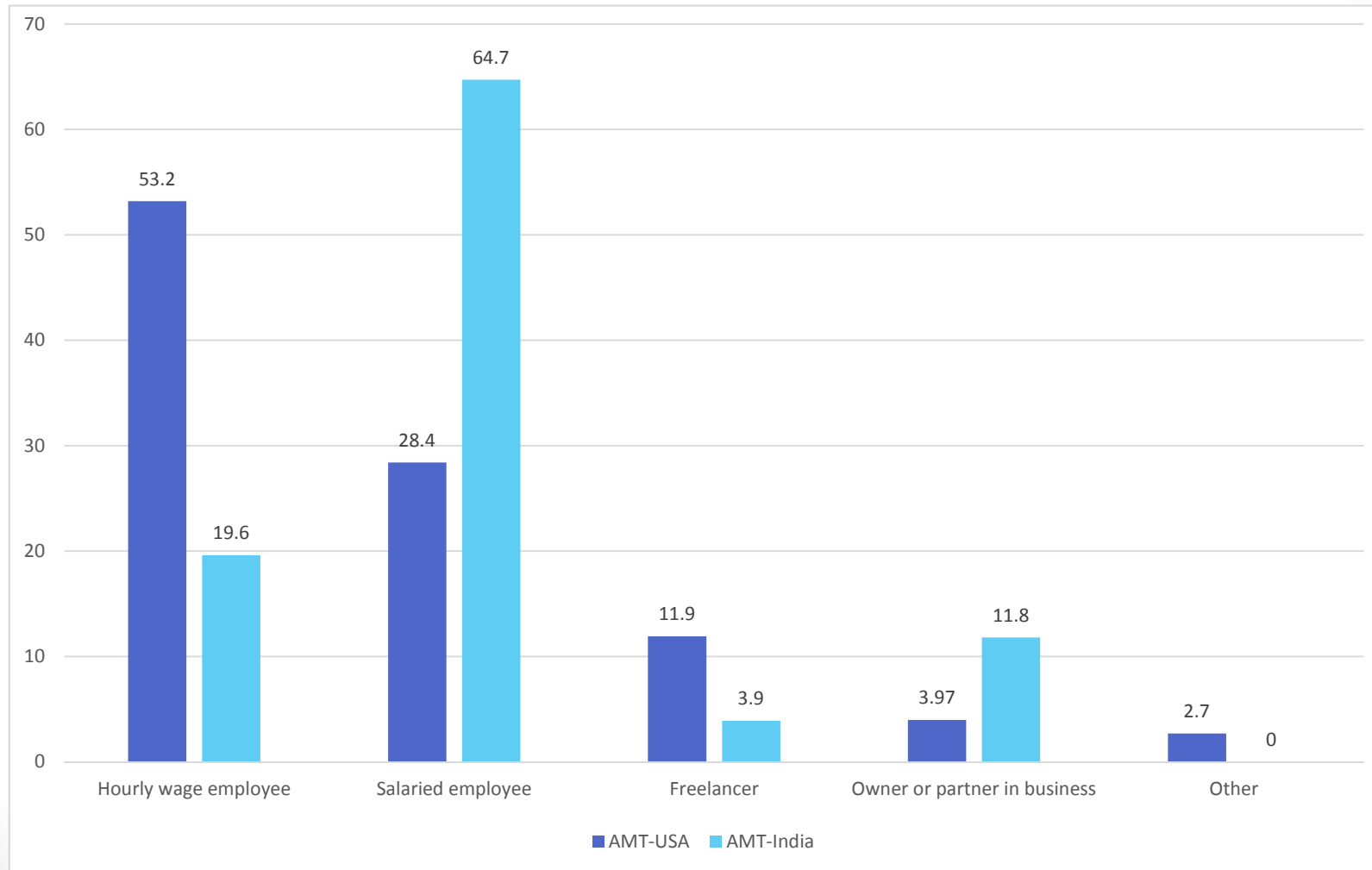
Is crowdwork your primary means of income (i.e. main job)?



Which is the most important reason why you do crowdwork?



60% of AMT workers who hold another job. Their employment status:

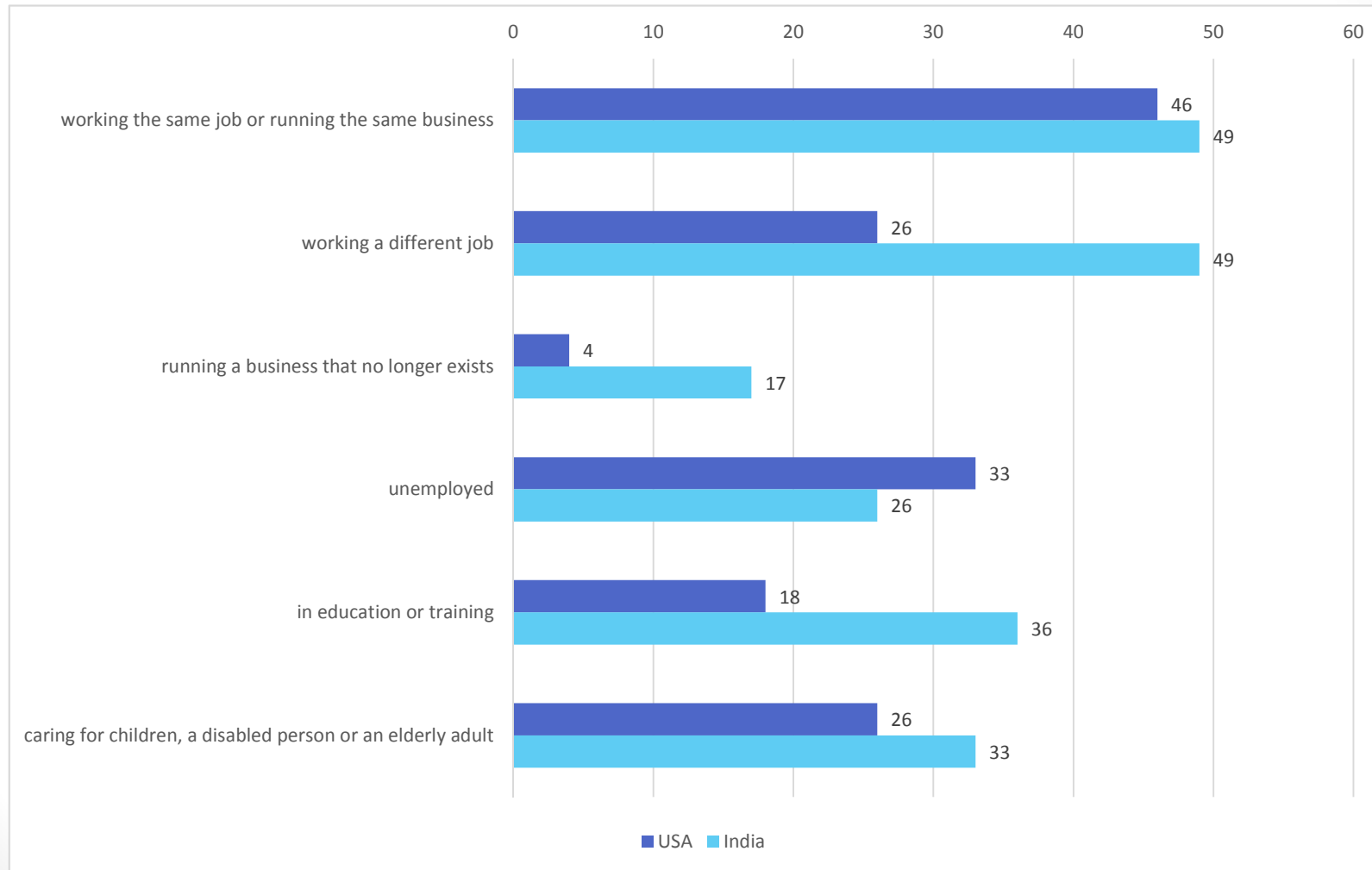


Doing crowdwork while on the other job

“The pay is low, but since I do it while I do my other job it is like getting paid a little extra at my other job.”

- 40% perform crowdwork during the working hours of the other job
 - yet only 5% do so exclusively
- 55% report that their employer would be accepting of them performing crowdwork while at their other job.

Main activity prior to beginning crowdwork



Survey 2. AMT workers only.

4 main areas of concern

1. Pay of the tasks
2. Availability of work
3. Unfair treatment by requesters
4. Lack of responsiveness of the platforms to the workers' concerns.

Hourly pay by platform and country

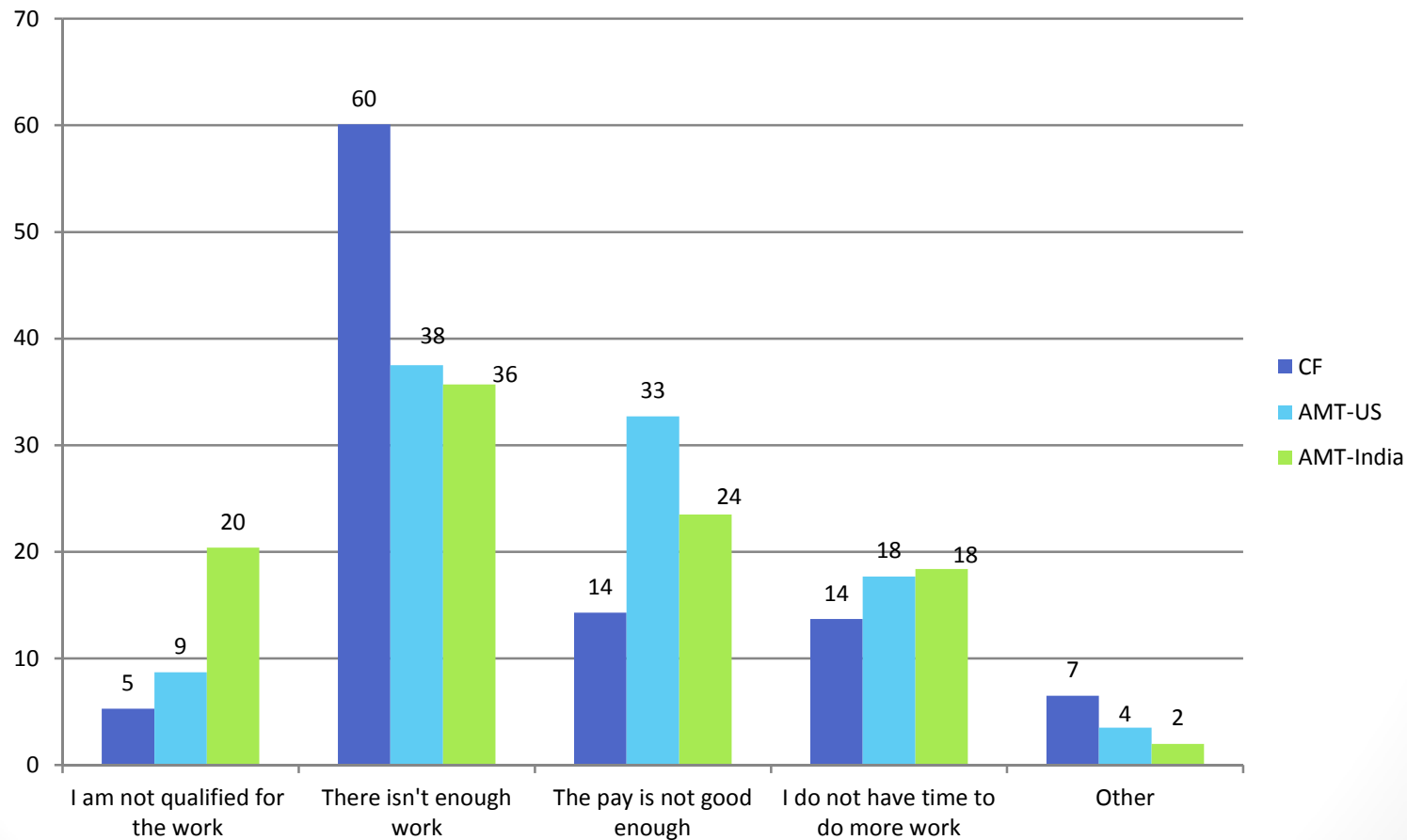
	Crowdfunder	AMT - USA	AMT - India
Median hourly pay	\$0.94	\$4.65	\$1.65
Mean hourly pay	\$1.77	\$5.55	\$3.17
Standard deviation	\$2.61	\$3.97	\$4.24
Observations	315	667	111

Note: Trimmed at 99% and \$0 responses removed. Results are from Survey 1.

Source: ILO Survey of Crowdworkers.

Insufficient work: 90% would like to do more crowdwork than they are currently doing now

Why are you not currently doing more crowdwork?



Continuous search for tasks...

For every one hour of paid work, crowdworkers average 20 minutes of unpaid work

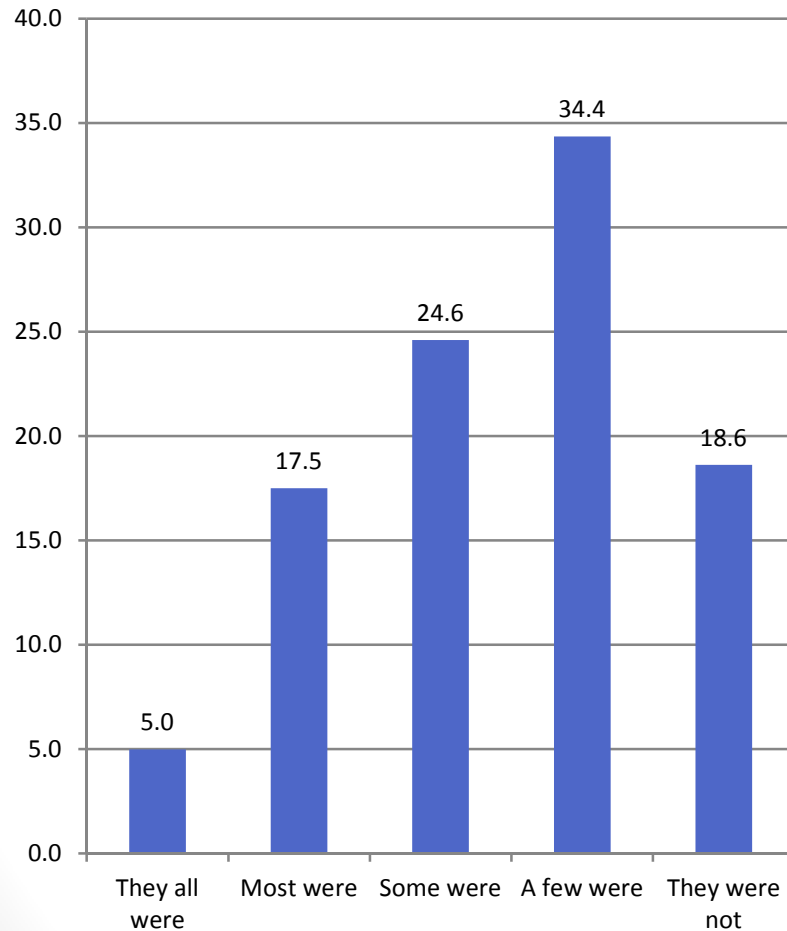
21% regularly work six days and 39% regularly work seven days per week

“The toughest part of turking for a living is actually finding the jobs, for every hour I spend working I most likely spend 2 hours monitoring the various scripts I have running to see what jobs show up.” –AMT worker

“I would very much like if the tasks would open one after another for specific jobs, other than to wait great amount of time for them.” – Crowdflower worker (Serbia)

“I would want to know when tasks are up so I can plan my day.”
– AMT worker

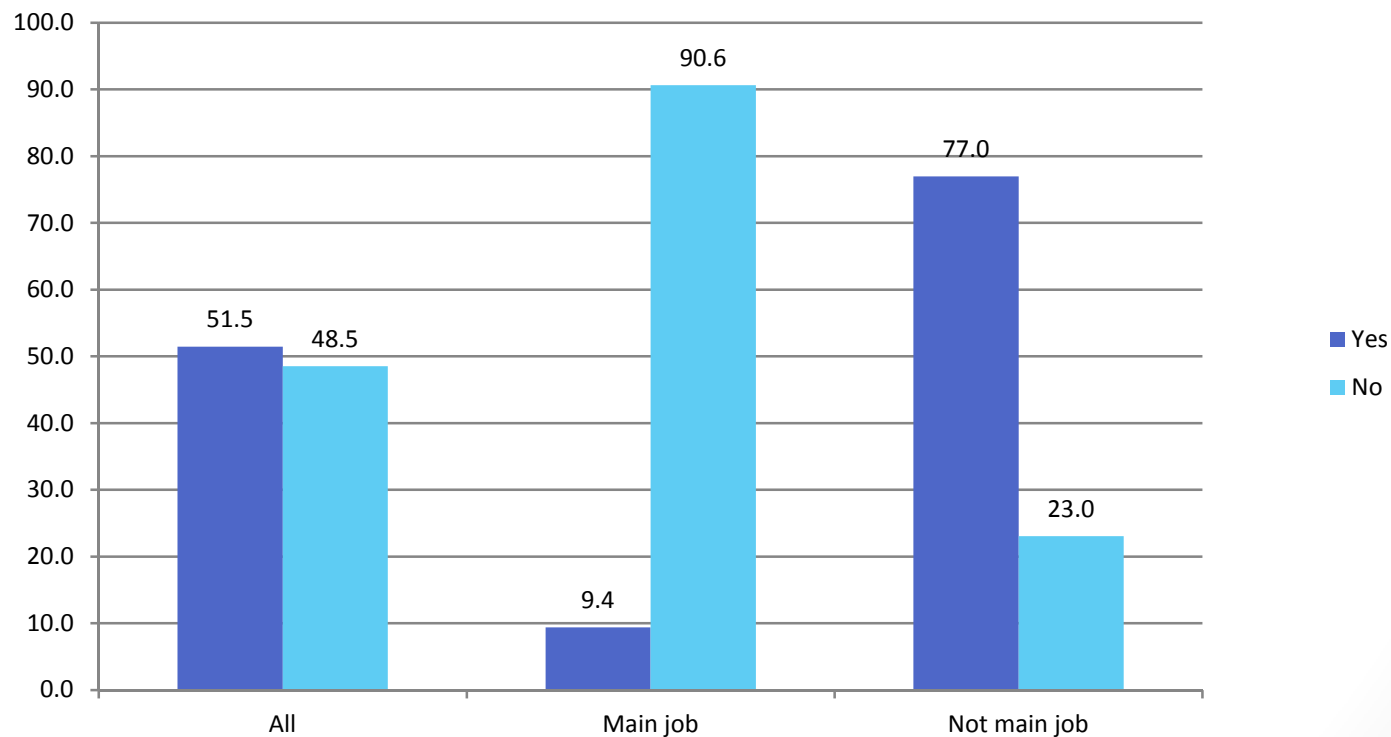
94% have had work rejected/ were refused payment



"When you work at a real job, you are given time to learn and make mistakes and are given feedback, but in crowdwork, the first time you make a mistake (usually for a task that has vague instructions) you are rejected and maybe even blocked" - AMT worker

Social security contributions among US-AMT workers

Do any of your jobs take out social security from your paycheck, or do you make voluntary contributions to social security?



ILO's work on on-demand economy

- Part of larger work on Non-standard forms of employment. Held tripartite meeting of experts on NSFE in February 2015 and received strong mandate from constituents to continue work on topic.
 - ⇒ See on-demand economy as broader trend of casualization of work.
 - ⇒ Policy work on disguised and dependent self-employment.
- Legal analysis of on-demand economy. Working paper on on-demand economy and fundamental principles and rights of work by Valerio De Stefano
- Analyses of income security of crowdworkers. Can we devise social protection schemes that give sufficient coverage to casual workers? Do we need to reorganize work and recognize the employment relationship?

Thank you

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Please contact me before citing from this presentation.