

Tailored guidelines summary: DIGITAL PLATFORMS AND NETWORKS

Digital platforms can be used to connect workers to employers, employers to other employers, and workers to other workers. These platforms can help all stakeholders to achieve better service delivery, as well as share information with each other. To use digital platforms stakeholders will need access to devices and training to use them, as well as monitoring to ensure that vulnerable groups are not being marginalised. It must also be mentioned that digital platforms may also be used as assistive technology for end-users.

Two main types of work are available through digital platforms:

Cloud work is work carried out through an online platform. Such work, therefore, requires no physical contact at any point between the order-giver and the worker.

Gig work refers to work that is done through a platform, at some physical location.

Social dialogue needs to be a major component of the successful transition to digital platforms in PHS. There are many issues that may arise, and digitalisation could open many areas of abuse if not monitored and controlled. Employers are responsible for ensuring that data is collected and stored in a way that meets European legislation. It must be cautioned that data is collected with the knowledge of the worker and that their privacy is respected.

ADVANTAGES	RISKS AND LIMITATIONS
<ul style="list-style-type: none"> Workers can access work more easily; Some use it as a way to earn extra income on the side; Platform workers can take more control of their work. That being said, platform workers are also at greater risk of precarious work; Platforms can lift the administrative burden on families and users ; Workers have designated tasks and activities; Standardised contracts exist; Employers/workers can review each other; Lessens administrative work for the employers but downloads all responsibilities onto the worker. 	<ul style="list-style-type: none"> Platform workers use a lot of unpaid time between tasks/clients – or they feel they have to be accessible and online all the time to get the jobs; Workers have limited legal protection as self-employed ‘independent contractors’ on for-profit platforms; Workers are at higher risk of harassment; Greater risk that wages will drop; Income is often low and unpredictable, working time can be long and unsocial; Health and safety of workers is usually ignored; Only a small fraction of platform workers earn the local minimum wage; More undeclared work.

Partners



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