Employment and working and conditions of platform work for household services

European Conference on Personal and Household Services
Irene Mandl
Brussels, 29 January 2019
What is platform work?

Paid work

Three parties involved

Break-down of jobs into tasks

On-demand services
Scale of platform work in Europe

- 2% as main job
- 6% as significant income
- 8% do it at least once a month

Coverage of DE, ES, FI, FR, HR, HU, IT, LT, NL, PT, RO, SE, SI, UK
# Types of platform work in Europe

Eurofound identified 10 common types of platform work.

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<thead>
<tr>
<th>Scale of tasks</th>
<th>Skills level required</th>
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<td>Format of service provision</td>
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**Eurofound**

10 common types of platform work
On-location worker-initiated moderately skilled work

About 4% of platforms

About 5-6% of the platform workers

Low to medium skilled tasks

Delivered in person

Task assignment based on an offer and decided by worker

Male, highly educated workers

Slightly older, more likely to have children

Has another job

Building client base

Choice of tasks
Working conditions (1)

- **Flexibility, autonomy and control**
  - Theoretical flexibility to select tasks, schedule, work organisation
  - But: requirements, monitoring and rating by clients

- **Earnings**
  - Often rate set by the worker
  - Additional (household) income

- **Work intensity and working time quality**
  - Overall, good satisfaction level
  - Limited search time
  - Differences regarding regularity across types of tasks
  - Concerns regarding clients’ assessment of scale and difficulty of the task
Working conditions (2)

• **Health and safety**
  – Safe and friendly work environment in the clients’ home
  – Physically demanding, potential accidents, exposure to chemicals
  – However, limited concerns by workers

• **Social aspects**
  – Limited contacts with the platform, but satisfying support
  – Overall good relationships with clients
  – Limited interest in community-building with other workers

• **Employability, transitions, career progression**
  – Stepping stone to self-employment
  – Skills enhancement opportunities
Conclusions

Labour market access, employability

Earnings

Autonomy and control

Social environment

Work intensity, working time quality

Physical environment
Further reading

http://eurofound.link/ef18001
Emerging solutions: Eurofound’s web repository on the platform economy

http://eurofound.link/platformeconomy

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<th>Type: Organising and representing platforms</th>
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<tr>
<td>Name</td>
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<tr>
<td>Deutscher Crowdsourcing Verband (DCV) (German Crowdsourcing Association)</td>
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<tr>
<td>Estonian Sharing Economy Association (Eesti Jagamismajandusliit)</td>
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<td>Sharing Economy Denmark (SEDK)</td>
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Thank you for your attention!

eurofound.link/digitalage
Irene.Mandl@eurofound.europa.eu