



European Foundation  
for the Improvement  
of Living and Working  
Conditions

The tripartite EU Agency providing knowledge  
to assist in the development of better social,  
employment and work-related policies

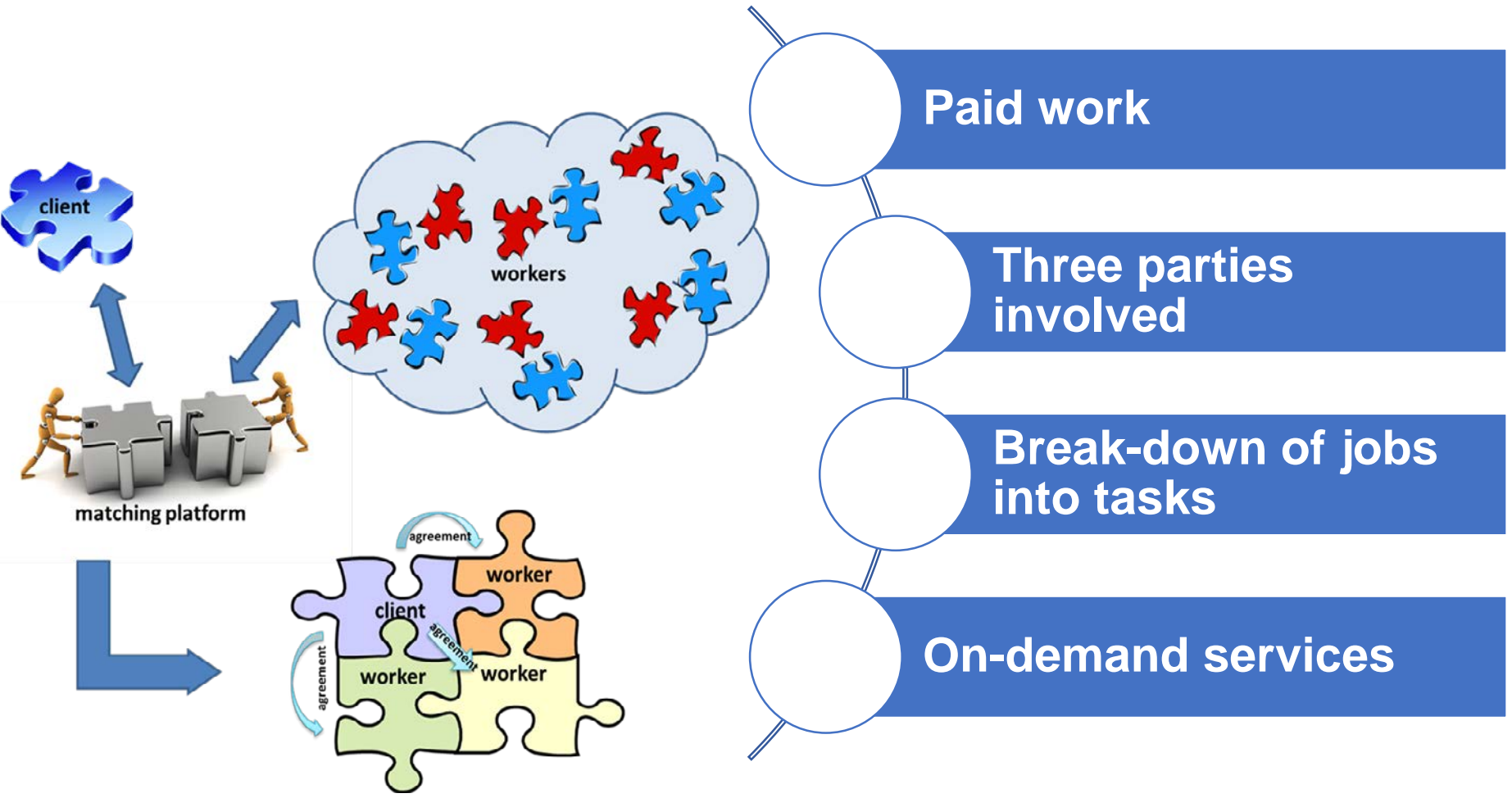
# Employment and working and conditions of platform work for household services

European Conference on Personal and Household Services

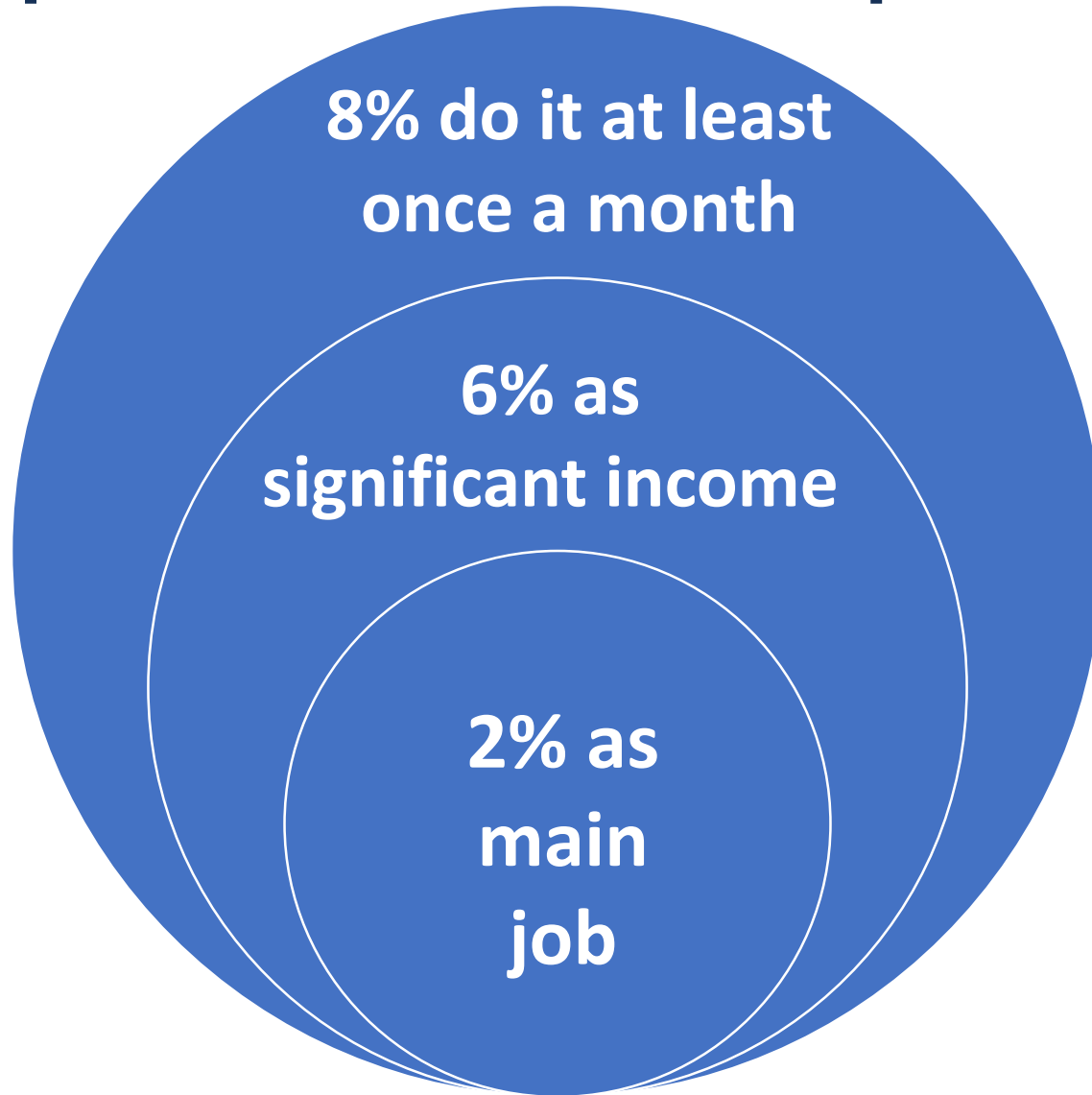
Irene Mandl

Brussels, 29 January 2019

# What is platform work?



# Scale of platform work in Europe



Coverage of DE, ES, FI, FR, HR, HU, IT, LT, NL, PT, RO, SE, SI, UK

Source: Pesole A. et. al, 2018: Platform workers in Europe. Evidence from the COLLEEM Survey.

JRC Science for Policy Report

# Types of platform work in Europe

Scale of tasks

Skills level required

Format of service provision

Form of matching

Selector

**Eurofound  
identified  
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

WORKING PAPER



Digital age  
**Platform work: Types and implications for work and employment – Literature review**

[Employment and working conditions of selected types of platform work](#)

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

RESEARCH REPORT



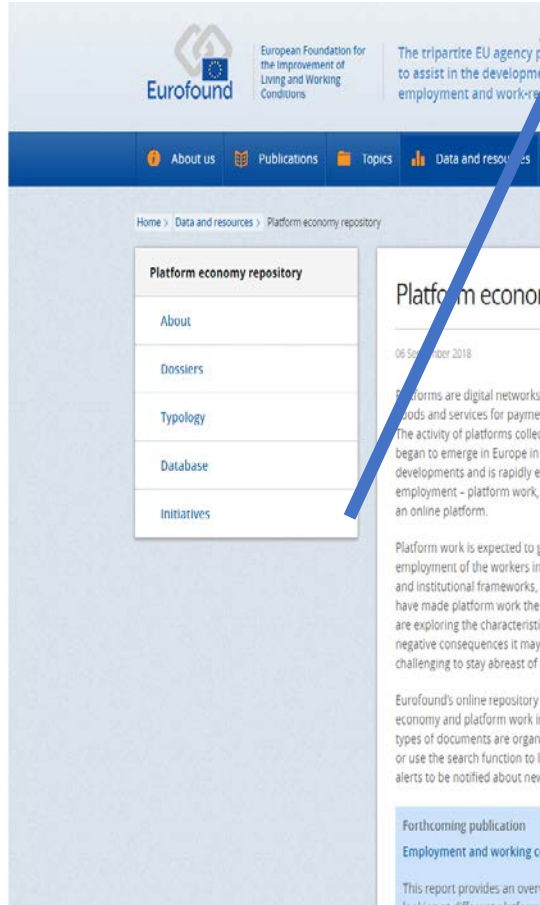
Digital age  
**Employment and working conditions of selected types of platform work**



<http://eurofound.link/ef18001>

# Emerging solutions: Eurofound's web repository on the platform economy

Type: Organising and representing platforms



Name	Short description	Involved actors (type)	Country
Deutscher Crowdsourcing Verband (DCV) (German Crowdsourcing Association).	The German Crowdsourcing Association (DCV) provides information to its members, which may be individual persons, companies and/or organisations and functions as an advocacy group on their behalf. The DCV's webpage mentions specifically that it represents the interests of its members and the entire German crowdsourcing industry, in particular in current regulatory initiatives.  Affiliated with the DCV is the German Crowdfunding Network, which provides support to consultants, platform operators, start-ups, scientists and capital providers from Germany, Switzerland and Austria.	Business association	Germany
Estonian Sharing Economy Association (Eesti Jagamismajanduse Liit)	In 2016, the NGO Eesti Jagamismajanduse Liit (Estonian Sharing Economy Association) was founded in Estonia. The founding members are a mix of work-related platforms and platforms following the wider understanding of the platform economy. Representatives of the association have met with the Estonian Minister of Economic Affairs and Infrastructure to discuss how the state can eliminate obstacles to their operations and to discuss opportunities for cooperation between the state and platforms.	Business association	Estonia
Sharing Economy Denmark (SEDK)	Sharing Economy Denmark, SEDK, is an association that represents businesses in the Danish sharing economy sector. According to its webpage, the association provides ethical guidelines in collaboration with its members which aims to help 'define, support, regulate and create trust' in the Danish sharing economy. Guidelines include the demand for member organisations to: strive to improve the quality of user ratings; to provide clear and easily comprehensibly terms of use; to offer open and reasonable procedures to users; to install systems to appropriately address questions and complaints; to collect information of the impact of their businesses on the Danish economy,	Business association	Denmark

<http://eurofound.link/platformeconomy>



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# Thank you for your attention!

[eurofound.link/digitalage](https://eurofound.link/digitalage)

[Irene.Mandl@eurofound.europa.eu](mailto:Irene.Mandl@eurofound.europa.eu)