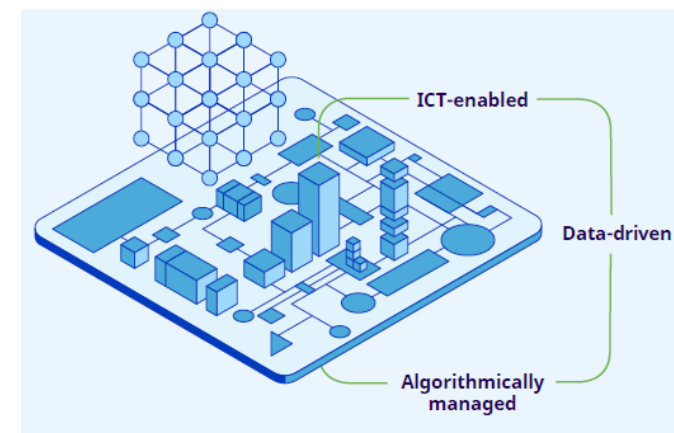# Platformisation of work in traditional sector: Proposed study on the health and logistic sector in different country contexts
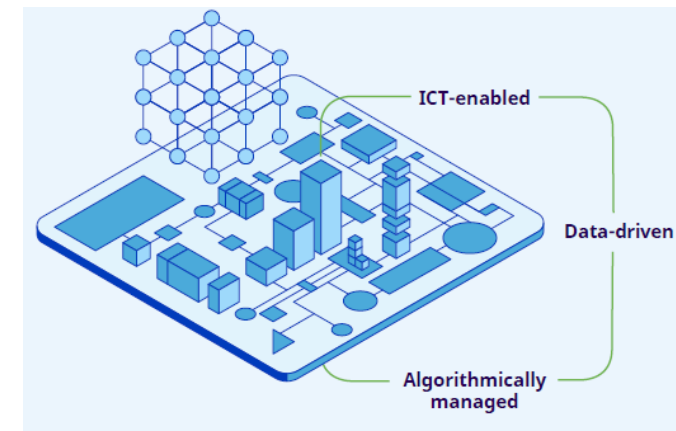
Uma Rani, ILO

Annarosa Pesole, Italian Ministry of Labour and Social Affairs

Platformisation of work in the logistics (warehouses) and health sector (hospitals)

- Algorithmic management practices

- Outsourcing models
  - Labour
    - Temporary agencies
    - Platforms
  - Services
    - Call centres
    - BPOs

- Higher-end (white collar workers)
  - Managers, Doctors, Finance and HR personnel, Other Professionals

- Middle-level management
  - Supervisors, mid-level Managers, Lab Technicians

- Lower-end (blue collar workers)
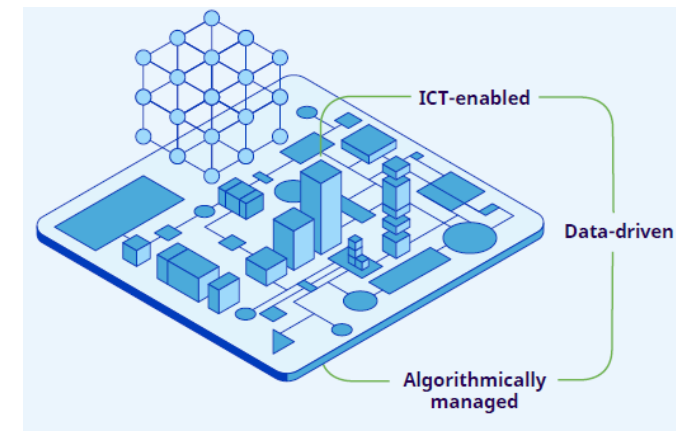 - Workers in warehouses, delivery workers, care workers

ICT-enabled

Data-driven

Algorithmically managed

▶ **Algorithmic management practices (Alex Wood, 2021)**

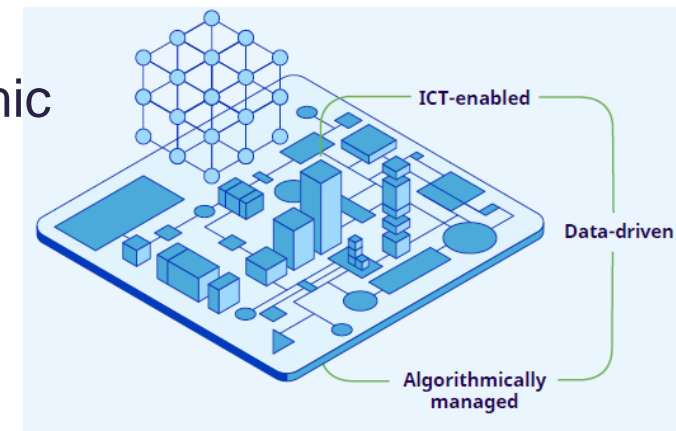| Indicators	Logistics sector (warehouse) (Lower-end – blue collar workers)	Health sector (hospitals)
Algorithmic direction and control	➤ Apps or emails or messages to instruct workers when to check into warehouses ➤ Wearable devices ➤ Handheld devices / Scan guns ➤ GPS tracking system ➤ Driver AI enabled cameras	
Algorithmic evaluation	➤ Devices produce different metrics such as speed of work, hourly production targets, ratings or rankings, reviews ➤ Devices that monitor the brakes, speed, productivity, accuracy, error	
Algorithmic discipline	➤ Process of discipline – text messages/ phone ➤ Warnings ➤ Termination of work ➤ Access restricted to certain tasks	

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▶ **Outsourcing models**

International Labour Organization

- ▶ Labour
  - ▶ Temporary agencies
    - ▶ Recruiting labour
  - ▶ Platforms
    - ▶ Care platforms
    - ▶ Delivery platforms
    - ▶ Telemedicine platforms

  - ▶ Services
    - ▶ Call centres – Medical transcriptions, among other services
    - ▶ BPOs – Radiology services, among others

- ▶ **Case study** analysis of two firms in each sector across four countries
  - ▶ France
  - ▶ India
  - ▶ Italy
  - ▶ South Africa
- ▶ Another idea of health segment would be to look at:
  - ▶ Large private hospitals
  - ▶ Missionary run hospitals (registered as NGOs)
  - ▶ Public hospitals

▶ **Platformisation of work in the logistics (warehouses) and health sector (hospitals)**

▶ How do algorithmic management practices and outsourcing models differ across countries and sectors?

▶ Is algorithmic management displacing supervisors or lower-level Managers, or is it transforming their role?

▶ Does it lead to the change in the organisation of work, and work processes?

▶ What are the implications of algorithmic management practices on workers at different levels?

▶ Does it lead to increased work intensity and insecurity?

▶ Does it lead to loss of autonomy and control over work?

▶ What is the extent to which there is human-in-the-loop in the algorithmic management practices?

ICT-enabled
Data-driven
Algorithmically managed

▶ **Platformisation of work in the logistics (warehouses) and health sector (hospitals)**

- ▶ What is the extent to which platforms are used by these companies?
- ▶ For what tasks are workers or professionals hired through platforms?
- ▶ Whether there are any tasks that are outsourced through platforms, such as transcriptions, accounting, etc.?

- ▶ What type of work is outsourced and why? What are the implications on workers?
- ▶ Does the outsourcing of some of the tasks especially in the hospitals lead to reduction of routine tasks and improvement in cognitive tasks, and reallocation of tasks?