Platformisation of work in traditional sector: Proposed study on the health and logistic sector in different country contexts

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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
# Algorithmic management practices (Alex Wood, 2021)

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Logistics sector (warehouse)</th>
<th>Health sector (hospitals)</th>
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| **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 |                                                                                     |
Outsourcing models

- 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?
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?