

Digital Labour and the Gig Economy: Mapping Trends and Future Research Directions

¹Dr. Pinki, ²Dr. Radhey Shyam

¹Skill Associate Professor, Skill Department of Management Studies, Skill Faculty of Management Studies & Research, Shri Vishwakarma Skill University, Haryana

²Professor, Department of Commerce, Satyawati College (Day), University of Delhi, Delhi

Abstract

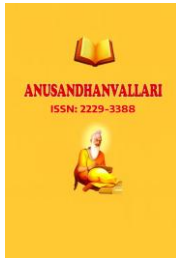
Global employment structures, organizational cultures, and workforce dynamics are being reshaped by digital labour and the gig economy. The current study methodically mapping the intellectual landscape of digital labour, platform work, crowd work, and gig employment. In addition to a qualitative examination of highly cited works, a bibliometric study is presented in this article with a literature count from the year 2016 to 2023. The results show that research production on the theme digital labour and the gig economy has increased significantly since COVID-19 pandemic, with worker precarity (Butler, Judith (2012)), platform governance, algorithmic management, and the sustainability of remote labour emerging as key concerns. New clusters draw attention to the connections between labour rights, digital inclusion, and knowledge management. By summarising existing trends and highlighting the role of digital labour, platform work, and platform governance, considering the ethical and regulatory framework. This research lays the groundwork for scholars, professionals, and politicians to better comprehend the intricacies of gig work and to create inclusive, long-lasting plans for the future of work.

Keywords: Digital Labour, Gig Economy, Mapping Trends, Precarious Life, algorithmic management, Digital Inclusion, Bibliometric Analysis, Crowd work.

Introduction

The global economy has been significantly altered by the emergence of Digital Labour(DL), which takes various forms, including gig work(Au-Yeung & Qiu, 2022), crowd work, online labour, platform labour, and remote work. It further categorises as: the “digital precariat” (low incomes digital labors); “traditional digital labor” (performing productive digital tasks); and the “innovative class” (performing communicative digital tasks)(Calderón-Gómez et al., 2020). Work is divided, marketed, and managed in ways that blur the lines between formal and informal labour, as demonstrated by practices like micro tasking, labour commodification, and digital entrepreneurship. Gig employment is institutionally ingrained in a policy framework that prioritises tax regulation and protection; platforms have extensible and retractable labour control (Au-Yeung & Qiu, 2022).

Higher job flexibility (Aloisi & De Stefano, 2020)and autonomy, along with having a source of income, are the fundamental motivators encouraging workers to work on digital platforms despite the extremely unstable working circumstances and ongoing ambiguity in workplace relations under algorithmic management {(Adekoya et al., 2023); (Au-Yeung & Qiu, 2022)}. Although they were paid, they are not registered, governed, or shielded by current legal or regulatory systems(Arriagada et al., 2023). In addition to increasing chances for flexible participation(Adekoya et al., 2023), these new labour modalities—mediated through digital infrastructures(Xiǎngxiǎng & Meeprasert, 2024)—raised gig workers stability concerns.



Platform work is not new; rather, it is an extension of current trends, such as increased worker isolation and workplace fragmentation, increased control and surveillance, and increased job precarity (Cefaliello, 2023). The logic of algorithmic management (Adekoya et al., 2023) and the larger platform economy, where digital platforms coordinate labour through data-driven systems of control, evaluation, and distribution.

Individuals' abilities do not account for the majority of earnings disparities, and crowd work labor is significantly underutilized (Cantarella & Strozzi, 2021). Major concerns in digital labour systems are about worker exploitation, digital inequality, surveillance, gender role norms, limited resource access (i.e., smartphones), employee safety, and working circumstances (Brailovskaya, 2023). It specifically describes economic insecurity, workplace discrimination, intense workloads, and negative physical and psychological effects on female platform workers (Anwar, 2022). The growth of alternative methods of organizing work through platform cooperatives and the modification of labor directives are the results of growing protests and strikes (Cañada et al., 2023).

The gig economy has drawn attention from the general public, policymakers, and academics, sparking discussions about labor regulations, the future of employment, and the relationship between technology and the quality of employment (Kaine & Josserand, 2019; Barratt et al., 2020). It is anticipated that by 2029–2030, there will be 23.5 million gig workers in the nation (NITI Aayog, 2022).

New discussions on platform governance (Aditi Surie, 2023), online collective bargaining, and fair work highlight the critical need to rethink rights and solidarity in an increasingly digital workplace (Voss & Bertossa, 2022). The task is to critically engage with the ethical, political, and regulatory frameworks that will shape the future of digital labour, as well as comprehend its dynamics (Cañada et al., 2023).

Literature Source

An increasing number of studies focus on the growth of gig work, or short-term jobs arranged and mediated by digital labor platforms like Uber and Upwork (Walter Leal Filho, 2021).

Plenty of literature available on “platform economy”, “workforce dynamics”, “digital sociology”, “digital politics and power”, “gig workers”, “algorithmic management”, “gig economy”, “precarious working conditions”, “job security”, “self-employment” and “digital platform” as highlighted in Table-1.

(Heeks et al., 2021) discussed "Fairwork framework," based on the five decent work principles of fair pay, conditions, contracts, management, and representation. (Calacci & Pentland, 2022) discussed the design and implementation of the Shipt Calculator, a tool created in partnership with non-profit worker groups that enables app-based delivery workers to collect and share aggregate statistics about their compensation.

Table 1: Keyword Literature Source

<i>Key Words</i>	<i>Source</i>
Platform Economy	(Bansal, 2023); (Anwar, 2022); (Arriagada et al., 2023); (Au-Yeung & Qiu, 2022); (Bertolini et al., 2021); (Cantarella & Strozzi, 2021); (Hoang et al., 2020)
Workforce Dynamics	(CEFALIELLO, 2023); (Heeks et al., 2021)
Digital Sociology	(Wynn, 2009); (Zhao & Wang, 2023);

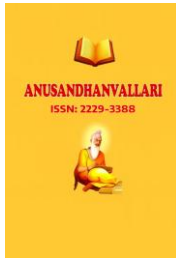
Digital Politics and Power	(Zhao & Wang, 2023);(Aditi Surie, 2023); (Chai & Scully, 2019)
Gig Worker/ Digital Labor	(Brailovskaya, 2023);(Aditi Surie, 2023);(Anwar, 2022); (Au-Yeung & Qiu, 2022); (Ayentimi et al., 2022); (Bertolini et al., 2021); (Díaz & de Miguel, 2023); (Graham et al., 2020); (Heeks et al., 2021); (Mokofe, 2022)
Algorithmic management	(Adekoya et al., 2023);(Aditi Surie, 2023);(Anwar & Graham, 2019); (Calacci & Pentland, 2022); (CEFALIELLO, 2023)
Gig Economy	(Adekoya et al., 2023);(Anwar & Graham, 2019); (Arriagada et al., 2023); (Barratt et al., 2020); (Cañada et al., 2023); (Chen et al., 2020); (Kaine & Josserand, 2019); (Khan et al., 2023)
Precarious working conditions	(Adekoya et al., 2023);(Anwar & Graham, 2019); (Bertolini et al., 2021); (Cañada et al., 2023); (Chan et al., 2019); (Chen et al., 2020); (Graham et al., 2020); (Khan et al., 2023)
Job Security	(Adekoya et al., 2023); (Bertolini et al., 2021)
Digital Platforms	(Adekoya et al., 2023); (Arriagada et al., 2023); (Cantarella & Strozzi, 2021); (CEFALIELLO, 2023); (Chen et al., 2020)

Table-2 highlights labor economy and production, digital politics and power, social interactions, social inequalities, and methodological innovation(Zhao & Wang, 2023), sectoral regulations(Voss & Bertossa, 2022), encouragement means on digital platforms(Adekoya et al., 2023), algorithmic access and management(Arriagada et al., 2023), workers' platform dependency(Au-Yeung & Qiu, 2022) as a potential field of study.

Table 2: Literature Gap, Methods & Findings

Study Title	Author	Journal	Country	Gap	Method	Finding
Digital sociology: origin, development, and prospects from a global perspective	(Zhao & Wang, 2023)	The Journal of Chinese Sociology	China	opportunity for sociology, and digital sociology	Outline digital sociology progress	Potential study areas: Labor economy and production, Digital politics and power, Social relations and interaction, body and self, Social inequality, and Methodological innovation
Collective Bargaining and Digitalization: A Global Survey of Union Use of Collective Bargaining to	(Voss & Bertossa, 2022)	The Future of Work	England	Equal opportunities or rights over digital tools and algorithms	Assessment of contracts and individual terms and how they	Collective bargaining clearly adds value in the absence of legislative measures and by enhancing and customizing current

Increase Worker Control over Use of Collective Bargaining to Increase Worker Control over Digitalization					relate to seven important aspects of workers' rights and protection	regulations to workplace and sectoral specifics.
Implications of algorithmic management on careers and employment relationships in the gig economy – a developing country perspective	(Adeko ya et al., 2023)	Information Technology and People	Nigeria	To investigate how algorithmic management affects work relationships and careers in Nigeria's gig economy	49 participants—46 platform drivers and three platform managers from Uber and Bolt—were interviewed semi-structured as part of this study's interpretive qualitative methodology.	Higher employment flexibility and autonomy, together with having a source of income, are the fundamental characteristics that encourage employees to work on digital platforms.
The gig economy in Chile: Examining labor conditions and the nature of gig work in a Global South country	(Arriagada et al., 2023)	Digital Geography and Society	Chile	Investigated the conditions and constraints gig workers deal with, their attitudes, and digital labor relations.	Interviews based on the fairwork framework	Chilean platform law could have strengthened algorithmic access and management in terms of worker's rights.



Institutions, Occupations and Connectivity: The Embeddedness of Gig Work and Platform-Mediated Labour Market in Hong Kong	(Au-Yeung & Qiu, 2022)	Critical Sociology	Hong Kong	Embedding, disembedding and re-embedding digital forces	Qualitative study based on 24 gig workers in-depth interviews	Worker's platform dependency noticed
---	------------------------	--------------------	-----------	---	---	--------------------------------------

The gig economy, which is growing quickly, has come with unstable jobs and precarious working conditions where little attention is paid to the interactions between employees, platforms, and clients—crucial to the experience of platform-mediated work—these criticisms draw from decent work discussions that are focused on employment classification, legislation, and platform fairness (Khan et al., 2023). Many platform workers have jobs that are marked by long and irregular hours, lack of representation, low compensation, high stress levels, and little ability to negotiate wages or working conditions with their employers because they are unable to bargain collectively due to a digitally managed labor market (Mokofe, 2022). Therefore, more and more studies are required to manage this digital platform effectively.

Methodology

This study aims to explore the intellectual environment of digital labor, platform work, crowd work, and gig employment while identifying future research options.

A bibliometric investigation presented here in addition to a qualitative analysis of highly referenced literature using Dimension AI. Following query is raised to Dimension AI to collect requisite literature to conduct this study:

("digital labour" OR "online labour" OR "platform labour" OR "gig economy" OR "crowdwork" OR "remote work" OR "gig work") AND ("algorithmic management" OR "platform economy" OR "sharing economy" OR "digital platforms" OR "microtasking" OR "precarious work" OR "informal digital work" OR "digital entrepreneurship" OR "labour commodification") AND ("labour rights" OR "worker exploitation" OR "digital inequality" OR "fair work" OR "collective bargaining online" OR "platform governance" OR "surveillance work") AND ("bibliometric analysis" OR "scientometric analysis" OR "citation analysis").

Figure 1: PRISMA Framework

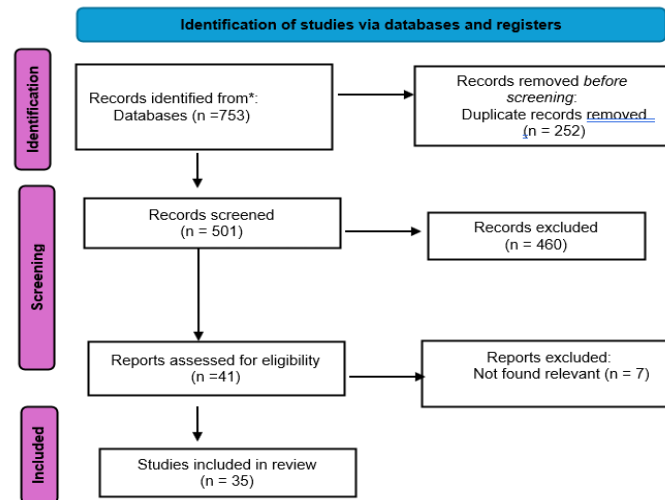


Figure 1, PRISMA Framework shows a total of 753 studies identified with the initial search result, out of which 252 duplicate entries were removed. Further left with 501 studies, a total of 460 studies were excluded due to different interventions. Finally, 35 studies were presented in the current study.

Analysis Result

The result shows research on worker precarity (Butler,2012), digital labor, platform governance, algorithmic management and sustainability models increased significantly since 2015.New clusters draw attention to the connections between labour rights, digital inclusion, and knowledge management. Table 3 below highlights top 10 fields of Research and the respective publication, citation and citation mean. It shows maximum publication in Human Society discipline with 294 publications along with 7810 citation and 26.56%citation mean followed by Information and Computing Sciences and least publications in Human-centred computing discipline with 55 publications, 331 citations and 6.02% citations mean.

Table 3

Discipline	No. of Publication	Citation	Citations Mean
Human Society	294	7,810	26.56%
Information and Computing Sciences	276	3,028	10.97%
Commerce, Management, Tourism and Services	233	5,745	24.66%
Human Resources and Industrial Relations	128	2,830	22.11%
Information Systems	115	1,861	16.18%
Development Studies	82	2,565	31.28%
Sociology	72	1,987	27.60%

Creative Arts and Writing	59	563	9.54%
Human Geography	55	1,819	33.07%
Human-Centred Computing	55	331	6.02%

Top 10 fields of Research and the respective publication, citation and citation mean

Figure 2 displays bar chart showing no. of publications in each research category. It shows evidence of publication Human Society (294), Information and computing sciences (276) and Commerce, Management and tourism (233) discipline and least publication in biomedical and clinical sciences (1), environmental sciences (1) and psychology (1).

Figure 2: Bar shows No. of Publications in each research category

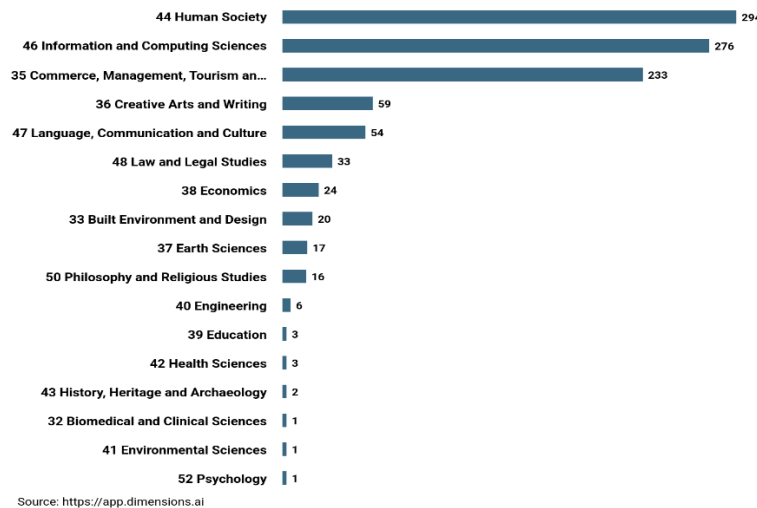


Table-4 highlights top 10 fields of SDG's research categories, publications, citations and citations mean. It shows Paper published in Decent Work and Economic Growth got the maximum citations (7209) with 310 publications, whereas the quality education (76) got the least citations with 10 publications.

Table- 4 Top 10 fields Sustainable Development Goal Research Categories, publication, Citation and Citation Mean

Sustainable Development Goal (SDG)	Publications	Citations	Citations Mean
8 Decent Work and Economic Growth	310	7,209	23.25
9 Industry, Innovation and Infrastructure	280	2,214	7.91
11 Sustainable Cities and Communities	156	1,439	9.22
10 Reduced Inequalities	134	4,196	31.31
12 Responsible Consumption and Production	23	1,267	55.09
5 Gender Equality	18	240	13.33

16 Peace, Justice and Strong Institutions	13	266	20.46
4 Quality Education	10	76	7.60
17 Partnerships for the Goals	8	196	24.50
1 No Poverty	6	81	13.50

Figure 3: Sustainable Development Goals Research Category

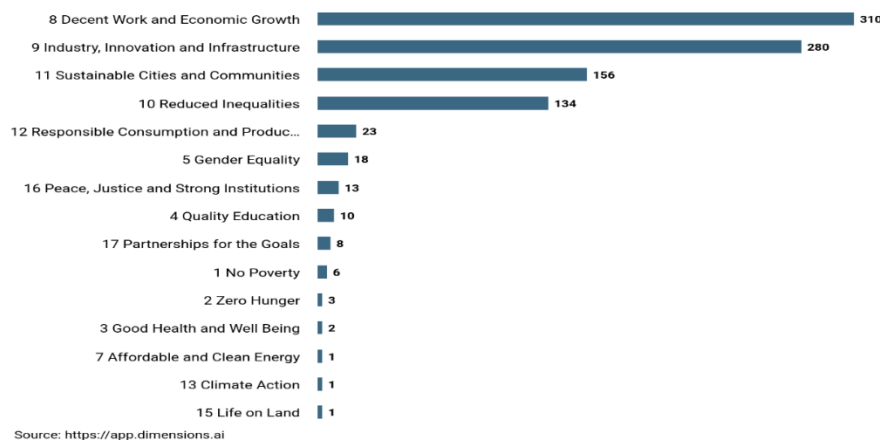


Figure 3 show that Decent Work and Economic Growth (310), Industry, Innovation and Infrastructure (280) and Sustainable Cities and Communities (156) are the research categories where most of the publications related to Gig workers are published. Whereas in Life on land (1), climate action (1) and affordable and clean energy (1) research categories least publications were there.

Figure 4: Chart showing No. of Publication from 2016 to 2023

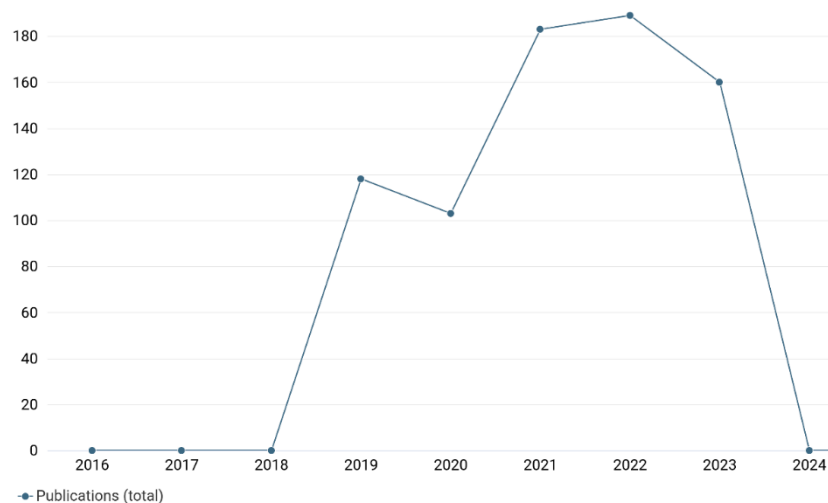


Figure 4 shows the increasing pattern from 2018 for publications related to Gig workers, and it started declining from 2023.

Table-5 Showing publication details year-wise

Year	Publications
2016	0
2017	0
2018	0
2019	118
2020	103
2021	183
2022	189
2023	160

Table- 5 clearly shows that Digital labour publications from 2016 to 2023.

Figure- 5 Publication Citations received from 2016 to 2023

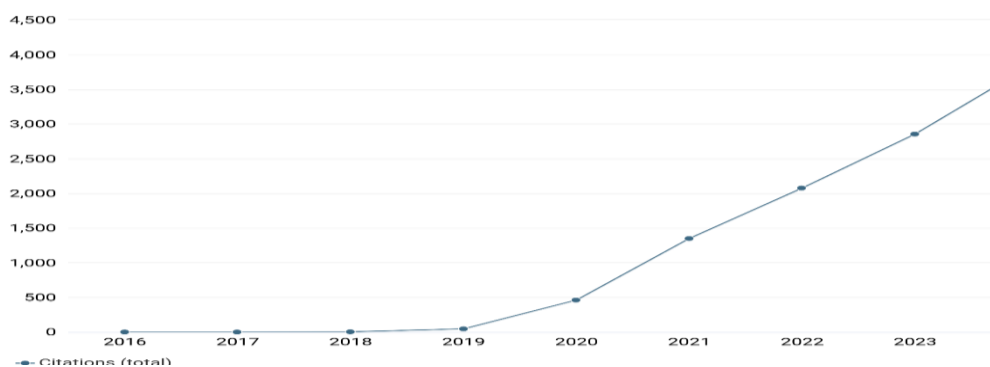


Table -6 Publication Citations received from 2016 to 2023

	2016	2017	2018	2019	2020	2021	2022	2023
Citations (total)	0	0	3	45	461	1,349	2,076	2,855

Figure 5 & Table -6 shows that the maximum citation in the year 2023, as the number of articles published increases in this period.

Table- 7 Top 10 Authors, Universities, Country, No. of Publication, Citations and Citations Mean

Name	Organization, Country	Publications	Citations	Citations Mean
Helen Cripps	Edith Cowan University, Australia	64	227	3.55
Doroteja Vidmar	University of Maribor, Slovenia	61	216	3.54
Juergen Seitz	Baden-Wuerttemberg Cooperative State University, Germany	61	216	3.54
Roger W H Bons	Open University in the Netherlands, Netherlands	61	216	3.54
Andreja Pucihar	University of Maribor, Slovenia	61	216	3.54
Mirjana Kljajic Borstnar	University of Maribor, Slovenia	61	216	3.54
Lauri Dieter Frank	University of Jyväskylä, Finland	10	22	2.20
Faculty of Information Tech...	University of Jyväskylä, Finland	9	22	2.44
Markus Makkonen	University of Jyväskylä, Finland	9	19	2.11
Mark Graham	University of Oxford, United Kingdom	8	821	102.63

The above table-7 shows maximum publications on Gig workers are from Edith Cowan University, Australia (64), followed by University of Maribor, Slovenia (61) and others.

Figure-6: The relatedness of researchers based on the number of co-authored publications

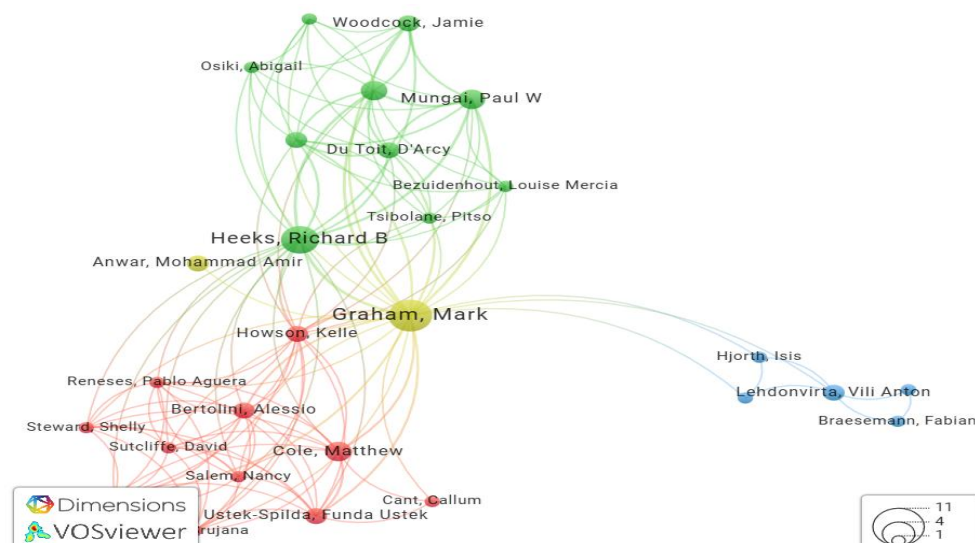


Figure 6 shows a total of 28 researchers, a total of 133 Co-authorship links in four clusters and a total of 167 co-authorships.

Figure-7 Citation Analysis

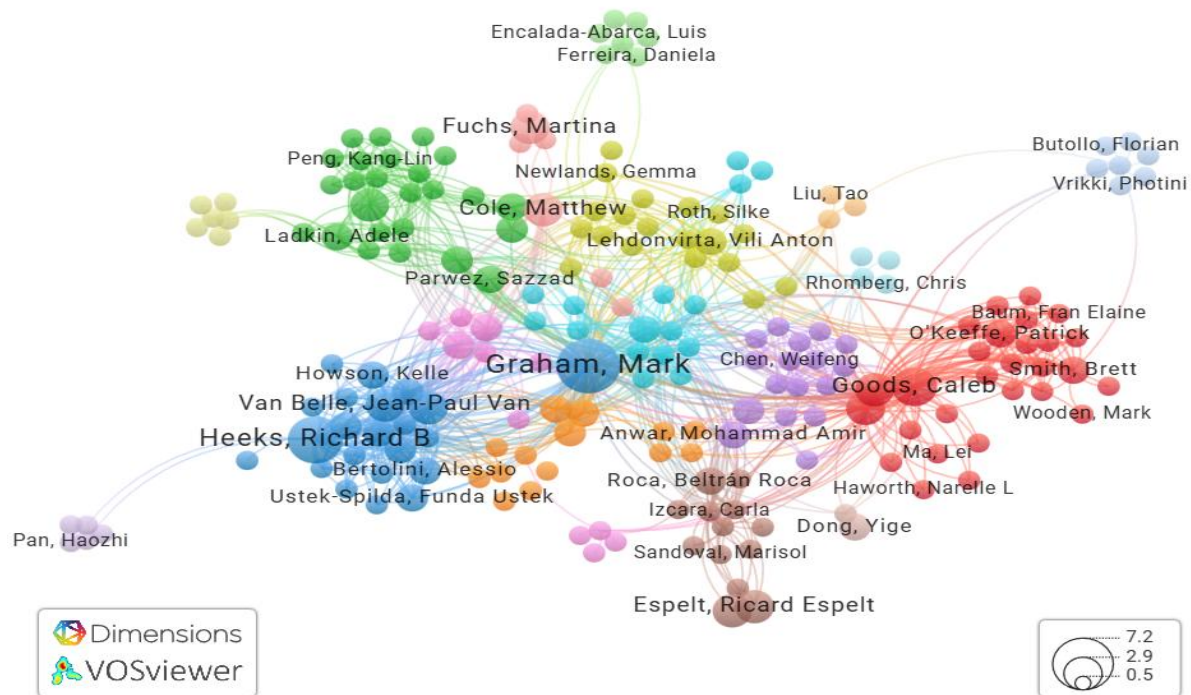


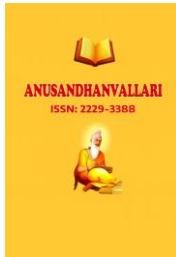
Figure 7, shows 206 Researchers, 1097 citation links, with a total 1269 citations through 17 clusters.

Conclusion

The sharing economy has been studied from a variety of perspectives, such as consumer participation, technology platform capabilities, and product or service providers' experiences(Chai & Scully, 2019). Tens of millions of people work on digital platforms worldwide, providing services like food, care, and passenger transportation that are vital to society, as the Covid-19 pandemic has shown. Many workers in this new, digitally managed labor market have employment that are characterized by high levels of stress, poor pay, lengthy irregular hours(Graham et al., 2020) and hazardous working conditions(Bertolini et al., 2021). The form and effects of precarization differ among workers, industries, and regions(Chan et al., 2019). An unorganized and disenfranchised "digital working class" has emerged as a result of the online sharing economy's employees being more individualistic and atomized than ever before(Chen et al., 2020). These platforms have mislabeled workers as independent contractors instead than employees, transferring risks and duties to workers who are compelled to labor in unprotected marketized partnerships(Díaz & de Miguel, 2023).

The study contributes to the corpus of literature by summarizing current trends and highlighting understudied subjects like cross-cultural perspectives, long-term career implications, and the role of digital labor in organizational knowledge flows. Additionally, it recommends a research program that emphasizes multidisciplinary collaboration, methodological variety, and policy-oriented study.

Enhancing digital inclusion, encouraging flexible employment models, and focusing on young labor integration should be the main goals of effective policy solutions. In wealthy countries, some are worried that gig work may



weaken the idea of regulated employment. In developing countries, gig labor is a normal feature of informal and unregulated employment(Ayentimi et al., 2022).

Because there are no official channels of contact between platforms and employees, workers have no way to alter their working conditions(Arriagada et al., 2023).

Future Research Directions

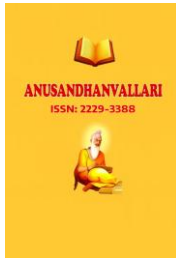
The platform economy should be viewed as a collection of different vocations rather than a single industry because it is highly divided by occupation(Hoang et al., 2020).

Because gig work is unregulated, does not adhere to labor norms, and does not provide social safeguards, it is still deeply ingrained in the informal economy(Cieslik et al., 2022).

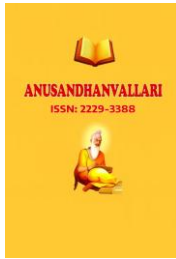
This research lays the groundwork for scholars, professionals, and politicians to better comprehend the intricacies of gig work and to create inclusive, long-lasting plans for the future of work by charting the development of digital labour scholarship. In order to promote decent employment and sustainable economic growth within the scope of Sustainable Development Goal 8 (SDG 8), it is necessary to take environmental sustainability into account while simultaneously addressing gender inequality, the effects of market economies, and the role of the informal sector(Chigbu & Nekhwevha, 2023).

References

- [1] Adekoya, O. D., Mordi, C., Ajonbadi, H. A., & Chen, W. (2023). Implications of algorithmic management on careers and employment relationships in the gig economy – a developing country perspective. *Information Technology & People*, 38(2), 686–713. <https://doi.org/10.1108/itp-01-2023-0064>
- [2] Aditi Surie, U. H. (Ed.). (2023). *Platformization and Informality, Pathways of Change, Alteration, and Transformation*. <https://doi.org/10.1007/978-3-031-11462-5>
- [3] ALOISI, A., & DE STEFANO, V. (2020). Regulation and the future of work: The employment relationship as an innovation facilitator. *International Labour Review*, 159(1), 47–69. <https://doi.org/10.1111/ilr.12160>
- [4] Anwar, M. A. (2022). Platforms of inequality: Gender dynamics of digital labour in Africa. *Gender & Development*, 30(3), 747–764. <https://doi.org/10.1080/13552074.2022.2121059>
- [5] Anwar, M. A., & Graham, M. (2019). Hidden transcripts of the gig economy: Labour agency and the new art of resistance among African gig workers. *Environment and Planning A: Economy and Space*, 52(7), 1269–1291. <https://doi.org/10.1177/0308518x19894584>
- [6] Arriagada, A., Bonhomme, M., Ibáñez, F., & Leyton, J. (2023). The gig economy in Chile: Examining labor conditions and the nature of gig work in a Global South country. *Digital Geography and Society*, 5, 100063. <https://doi.org/10.1016/j.diggeo.2023.100063>
- [7] Au-Yeung, T. C., & Qiu, J. (2022). Institutions, Occupations and Connectivity: The Embeddedness of Gig Work and Platform-Mediated Labour Market in Hong Kong. *Critical Sociology*, 48(7–8), 1169–1187. <https://doi.org/10.1177/08969205221090581>
- [8] Ayentimi, D. T., Abadi, H. A., & Burgess, J. (2022). Decent gig work in Sub Sahara Africa? *Journal of Industrial Relations*, 65(1), 112–125. <https://doi.org/10.1177/00221856221111693>



- [9] Bansal, P. (2023). *No woman's land: Feminist approaches to the ride-hailing sector and digital labor platforms in India*. pure.eur.nl. <https://pure.eur.nl/en/publications/no-womans-land-feminist-approaches-to-the-ride-hailing-sector-and>
- [10] Barratt, T., Goods, C., & Veen, A. (2020). 'I'm my own boss...': Active intermediation and 'entrepreneurial' worker agency in the Australian gig-economy. *Environment and Planning A: Economy and Space*, 52(8), 1643–1661. <https://doi.org/10.1177/0308518x20914346>
- [11] Bertolini, A., Borkert, M., Ferrari, F., & Graham, M. (2021). Towards decent work in the digital age: Introducing the fairwork project in Germany. *Zeitschrift Für Arbeitswissenschaft*, 75(2), 187–192. <https://doi.org/10.1007/s41449-021-00247-w>
- [12] Calacci, D., & Pentland, A. (2022). Bargaining with the Black-Box. *Proceedings of the ACM on Human-Computer Interaction*, 6(CSCW2), 1–24. <https://doi.org/10.1145/3570601>
- [13] Calderón-Gómez, D., Casas-Mas, B., Urraco-Solanilla, M., & Revilla, J. C. (2020). The labour digital divide: Digital dimensions of labour market segmentation. *Work Organisation, Labour & Globalisation*, 14(2), 7–30. <https://doi.org/10.13169/workorglaboglob.14.2.0007>
- [14] Cañada, E., Izcarra, C., & Campos, M. J. Z. (2023). Putting Fairness into the Gig Economy: Delivery Cooperatives as Alternatives to Corporate Platforms. *Societies*, 13(3), 68. <https://doi.org/10.3390/soc13030068>
- [15] Cantarella, M., & Strozzi, C. (2021). Workers in the crowd: The labor market impact of the online platform economy. *Industrial and Corporate Change*, 30(6), 1429–1458. <https://doi.org/10.1093/icc/dtab022>
- [16] CEFALIELLO, A. (2023). An Occupational Health and Safety Perspective on EU Initiatives to Regulate Platform Work: Patching up Gaps or Structural Game Changers? *Journal of Work Health and Safety Regulation*, 1(1), 117–137. <https://doi.org/10.57523/jaohlev.21-008>
- [17] Chai, S., & Scully, M. A. (2019). It's About Distributing Rather than Sharing: Using Labor Process Theory to Probe the "Sharing" Economy. *Journal of Business Ethics*, 159(4), 943–960. <https://doi.org/10.1007/s10551-019-04210-y>
- [18] Chan, J., Nair, M., & Rhomberg, C. (2019). Precarization and Labor Resistance: Canada, the USA, India and China. *Critical Sociology*, 45(4–5), 469–483. <https://doi.org/10.1177/0896920519827634>
- [19] Chen, B., Liu, T., & Wang, Y. (2020). Volatile Fragility: New Employment Forms and Disrupted Employment Protection in the New Economy. *International Journal of Environmental Research and Public Health*, 17(5), 1531. <https://doi.org/10.3390/ijerph17051531>
- [20] Chigbu, B. I., & Nekhwevha, F. (2023). Exploring the concepts of decent work through the lens of SDG 8: Addressing challenges and inadequacies. *Frontiers in Sociology*, 8, 1266141. <https://doi.org/10.3389/fsoc.2023.1266141>
- [21] Cieslik, K., Banya, R., & Vira, B. (2022). Offline contexts of online jobs: Platform drivers, decent work, and informality in Lagos, Nigeria. *Development Policy Review*, 40(4). <https://doi.org/10.1111/dpr.12595>
- [22] Díaz, J. A., & de Miguel, P. S. (2023). Union Strategies for the Representation of Platform Delivery Workers in Spain. *Journal of Labor and Society*, 26(4), 510–532. <https://doi.org/10.1163/24714607-bja10122>
- [23] Graham, M., Woodcock, J., Heeks, R., Mungai, P., Van Belle, J.-P., du Toit, D., Fredman, S., Osiki, A., van der Spuy, A., & Silberman, S. M. (2020). The Fairwork Foundation: Strategies for improving platform work in a global context. *Geoforum*, 112, 100–103. <https://doi.org/10.1016/j.geoforum.2020.01.023>



-
- [24] Heeks, R., Graham, M., Mungai, P., Van Belle, J.-P., & Woodcock, J. (2021). Systematic evaluation of gig work against decent work standards: The development and application of the Fairwork framework. *The Information Society*, 37(5), 267–286. <https://doi.org/10.1080/01972243.2021.1942356>
- [25] Hoang, L., Blank, G., & Quan-Haase, A. (2020). The winners and the losers of the platform economy: Who participates? *Information, Communication & Society*, 23(5), 681–700. <https://doi.org/10.1080/1369118x.2020.1720771>
- [26] Kaine, S., & Josserand, E. (2019). The organisation and experience of work in the gig economy. *Journal of Industrial Relations*, 61(4), 479–501. <https://doi.org/10.1177/0022185619865480>
- [27] Khan, M. H., Williams, J., Williams, P., & Mayes, R. (2023). Caring in the Gig Economy: A Relational Perspective of Decent Work. *Work, Employment and Society*, 38(4), 1107–1127. <https://doi.org/10.1177/09500170231173586>
- [28] Mokofe, W. M. (2022). ACHIEVING DECENT WORK FOR DIGITAL PLATFORM WORKERS IN SOUTH AFRICA. *Obiter*, 43(2). <https://doi.org/10.17159/obiter.v43i2.14278>
- [29] Walter Leal Filho, T. W., Anabela Marisa Azul, Luciana Brandli, Amanda Lange Salvia (Ed.). (2021). *Decent Work and Economic Growth*. <https://doi.org/10.1007/978-3-319-95867-5>
- [30] Xiāngxiàng, H., & Meeprasert, T. (2024). *Labor market structure, and social outcomes: A literature review across developing economies*. mpra.ub.uni-muenchen.de. <https://mpra.ub.uni-muenchen.de/id/eprint/125304>