

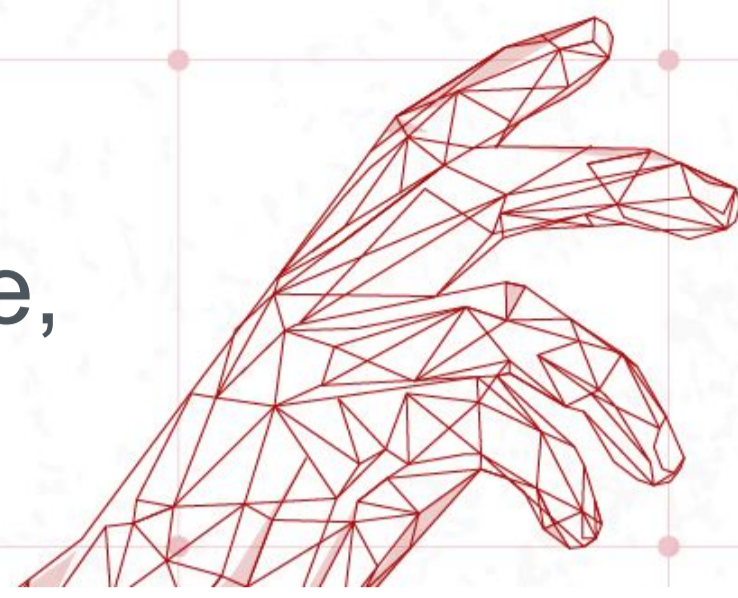
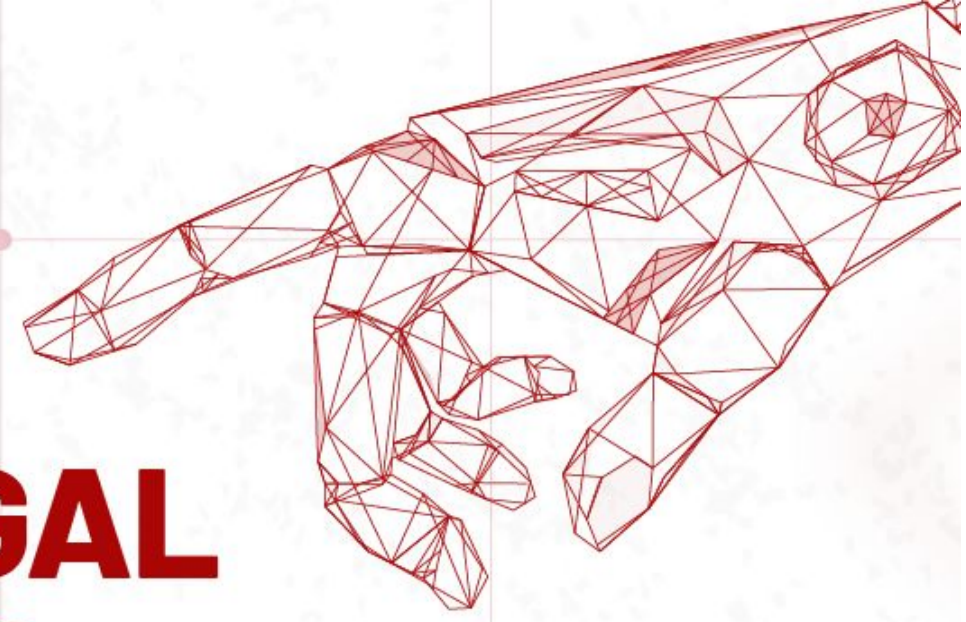
Uncovering and Envisioning Work Practices in the Context of the Gig Economy

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**CMU PORTUGAL
SUMMIT 2022**

NEW FRONTIERS IN TECH



Introduction

The study engages and empowers gig workers while designing technology experiences for gig work. The first phase centered on food couriers to uncover their work practices and inform future work.

Methods

We conducted a thematic analysis on 19 ride-along food delivery videos (YouTube). Then, we framed future opportunities for food couriers in HCI and design research through design fiction.

Results

1 Dependence On Digital Infrastructure

I: "BoltFood is a good, but sometimes it has a long interval...for more deliveries we need more than one service, Bolt Food and Uber Eats."

3 Social Interaction: Migrant Perspectives

H: "Brazilians there were laughing, which made for a pleasant atmosphere. We talk, exchange ideas, work in the rain, in the sun...it will strengthen each one's day to be more positive."

5 Expanding Food Delivery

A: "The elderly takes longer to open the door, and we get nervous. I've already delivered to several people with disabilities and visual impairments, it's part of the work, and you must be patient."

2 Dependence on Physical Infrastructure

B: "Because people who ride scooters cross without stopping, without looking, without doing anything...be careful, be careful..."

4 Lack of Support for Well-being

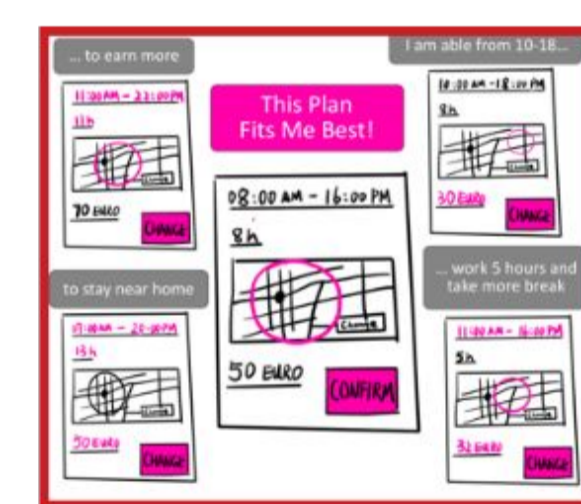
C: "What I went to now was on the third floor without an elevator, and I went up the stairs. And being pregnant makes me feel more tired."

● Thematic analysis

□ Design fiction & Imaginary prototypes

Conclusions

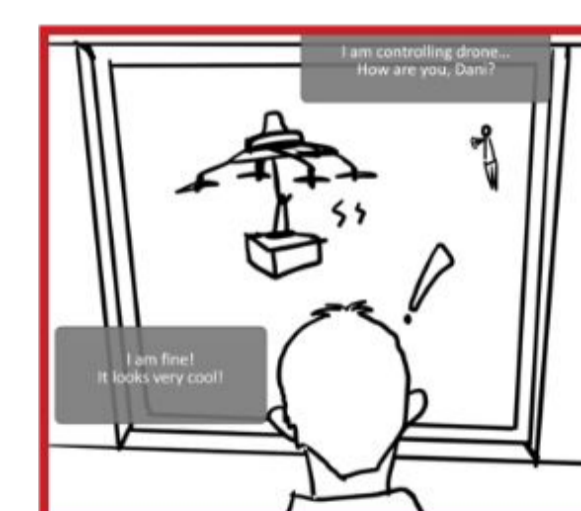
The latest research reinforced the challenges and complexities of food couriers. We explored future possibilities of food delivery works through four imaginary scenarios.



"Smart Couriers"
A worker-centered app



"Urban Arks"
A public installation



"Delivery Drone"
New delivery service



"Your Care Courier"
Evolution of food couriers

Acknowledgements

This work was partially funded by Fundação para a Ciência e a Tecnologia under the scope of the CMU Portugal (PRT/BD/152201/2021)