



The Future of Work

Sussex University, Future of Work Research Hub

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“Where lifestyle meets logistics”

Mundane working life: Future patterns

- Employment relations
- Digital work, embodied work
- Work, life boundaries
 - Time, space, social relations and activity
- Future workers
- Reading

Employment relations

The decline and rise of non-standard employment

Time, work and direct employment

- Capital-labour relations necessitated development of clock time (rather than bodily, seasonal or process time).
- Most labour management focused on maximising labour productivity (minimising temporal porosity of the working day).
- 20th Century characterised by **direct relations of employment** in most OECD countries.
 - Labour power sold on the market.
 - Labour retains indeterminacy (LPT) → productivity increases achieved through mechanisms of workplace control (management). Resistance possible – often related to time (pace, hours, schedule).

Time, work and non-standard employment

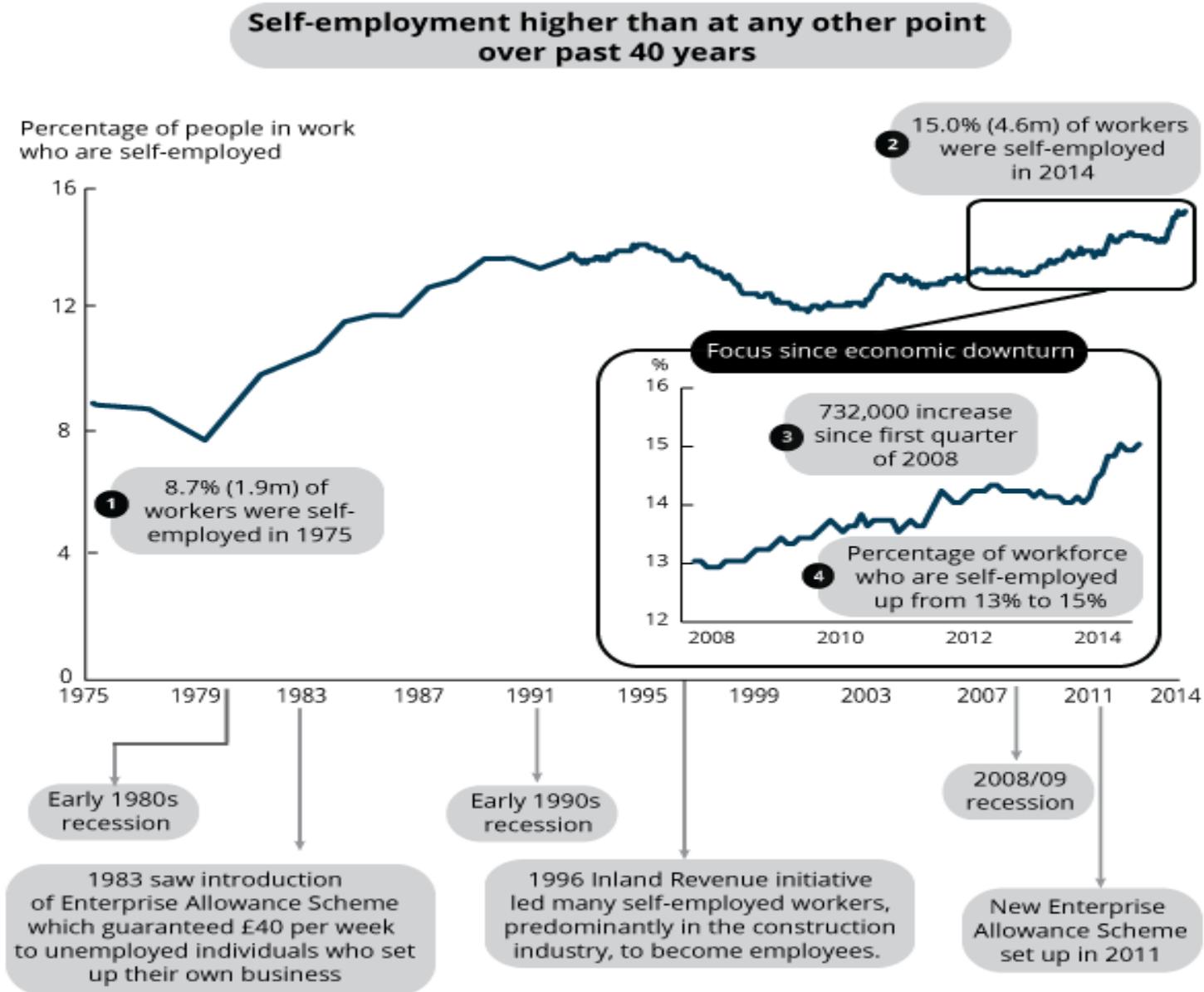
- Recently, rise in non-standard employment relations (self-employment, contracting, temporary work, zero-hours contracts).
 - Costs of non-working time ('baggy' time, in-between time) borne by individual worker.
 - Direct market relations exert pressure on worker to self-exploit.

Percentage of people in work who are self-employed, 1975-2014, UK

Example

By the end of 2014 15% of the UK workforce comprised self-employed people

Up 732,000 since the recession of 2008-09.



Data for 1975-1983 is for alternate years, annually from 1984 to 1991 and for each three month period from 1992

Source: Labour Force Survey - Office for National Statistics

www.ons.gov.uk/ons/rel/lmac/self-employed-workers-in-the-uk/2014

Digital and embodied work

Digital Work

- Digitally mediated work
- Rise of spot labour markets (e.g. Amazon Turk)
- Electronic monitoring makes visible previously invisible micro-organisation and pacing of work
- Surveillance within and beyond the workplace (biomedical, social)
 - Controlling and remaking working bodies.

Embodied work

- ‘Body work’, work on and with others’ bodies (approx. 10% of all UK jobs; more for women)
- Work as constrained by our physical capacities (strength, **ageing, disability**)
 - Workers’ bodies engaged in material interactions (even in ‘digital labour’) → the mess and dirtiness of working lives
- Workers’ embodiment commodified (aesthetic labour)
- Customers’ and workers’ spatial dispersion (and movement) constituting labour markets and work
- **Conflict between clock time and bodily time**

Work-life boundaries

Time

Space

Social Relations/Identity

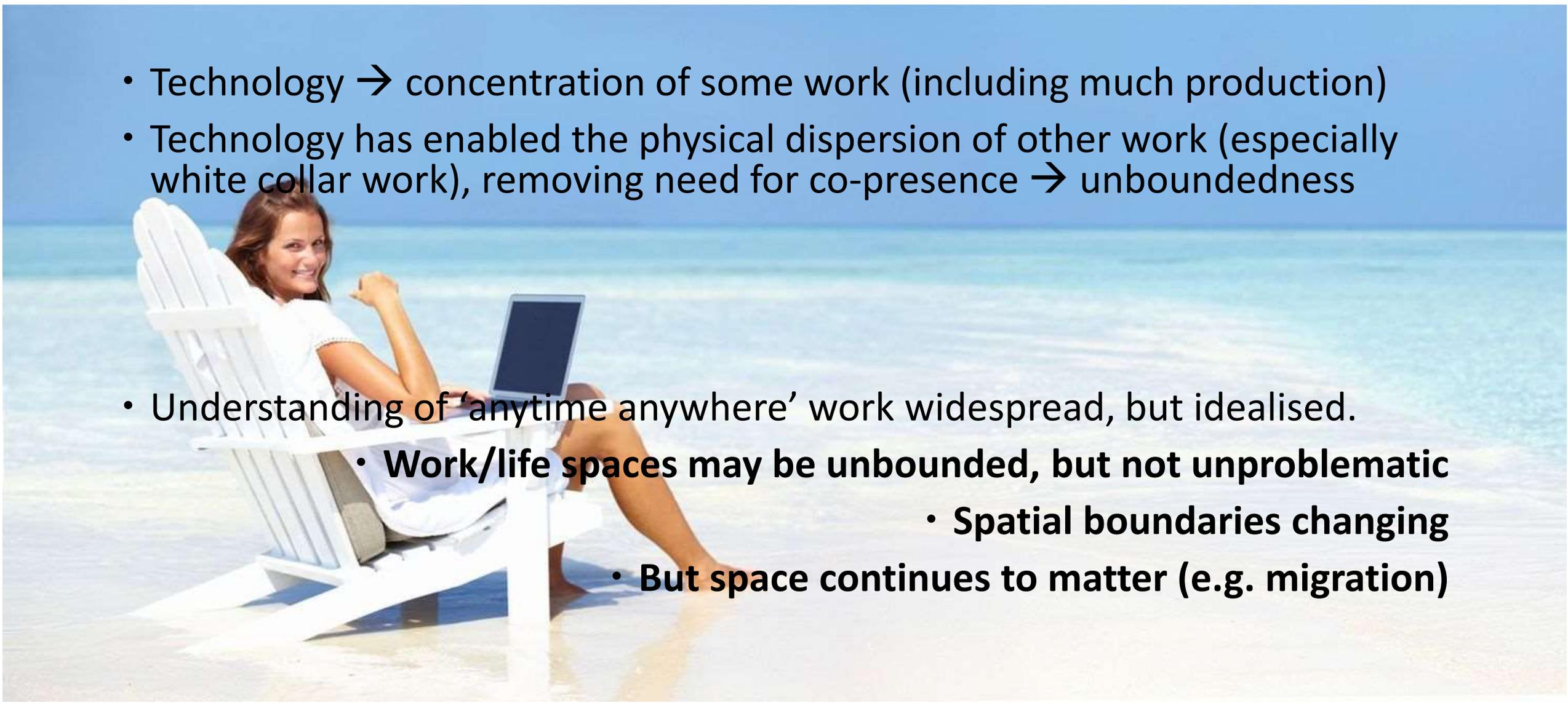
Activities

Temporal Boundaries

	Duration	Schedule	Variation
Manageable work-life boundaries	Shorter	Pro-social	Flexible
Unmanageable work-life boundaries	Longer	Anti-social	Unpredictable

Spatial boundaries

- Technology → concentration of some work (including much production)
- Technology has enabled the physical dispersion of other work (especially white collar work), removing need for co-presence → unboundedness
- Understanding of 'anytime anywhere' work widespread, but idealised.
 - **Work/life spaces may be unbounded, but not unproblematic**
 - **Spatial boundaries changing**
 - **But space continues to matter (e.g. migration)**



Boundaries of Social Relations/Identity

- 19th/20th Century - bounded sociality
- 21st Century – decreasingly bounded
 - interdependence on friends/family for market relations;
 - workplace observation of non-work relationships (surveillance).



Work/non-work activity boundaries

	Drivers	
	Labour market structural context	Individual context
Work → non-work	1. Doing unpaid work to achieve paid work (internships, profile development, networking)	2. Engaging in work tasks outside of the workplace (for income, identity or as a favour)
Non-work → work	3. Commodification of reproductive work (previously in households / public sector)	4. Commodification of non-work activities (e.g. gaming, gambling, sociality)

Future workers

Employment relations, technology, time, materiality and boundaries

The click-worker

Digital labour markets (relations usually worker-employer-platform). **Digital labour.**

Formally 'self-employed' (pieceworker).

Control exercised by 'ratings' (these affect hierarchies of subcontracting).

Bidding driving down income.

Dispersed – any place (but concentrated in English Language countries).



clickworker.com

Make Money by working on HITs

HITs - Human Intelligence Tasks - are individual tasks that you work on. [Find HITs now.](#)

As a Mechanical Turk Worker you:

- Can work from home
- Choose your own work hours
- Get paid for doing good work

Find an interesting task → Work → Earn money

Get Results from Mechanical Turk Workers

Ask workers to complete HITs - Human Intelligence Tasks - and get results using Mechanical Turk. [Register Now](#)

As a Mechanical Turk Requester you:

- Have access to a global, on-demand, 24 x 7 workforce
- Get thousands of HITs completed in minutes
- Pay only when you're satisfied with the results

Fund your account → Load your tasks → Get results

The Uber driver

Digital labour markets (relations usually worker-customer-platform). **Material labour.**

Formally 'self-employed'. Income controlled by platform

Dispersed, but within local market. Route set.

Long hours [Male full-time drivers/operatives work a median 45 (mean 46.5) hours per week. ([ONS](#) 2015)]



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AND EARN UP TO \$25 AN HOUR IN FARES

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A CASH MACHINE



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MONEY



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FLEXIBLE
HOURS

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Enjoy an exclusive discount with Uber. Sign up for Uber and get your first ride free in Los Angeles (up to \$20).

SIGN UP WITH CODE

MOMSLA

EXPIRES DECEMBER 31, 2014

UBER IS FOR EVERYONE.

This is all we require:

- 21 years of age
- 4-door car with a clean title, 2000 model or newer





- A 2016 online survey of 2,238 UK adults (16-75) found that in the last year 21% had used online platforms to seek work.
- 11% had succeeded in finding work.
- 3% found paid work via online platforms at least once a week.
- For most people this formed only a part of their total income.
- Over 50% engaged in selling online (e.g. amazon, ebay, gumtree)
- ([Huws and Joyce 2016](#))

The screenshot displays the Upwork interface for a job post titled "Fluent English Virtual Assistant". The page shows 3 applicants, sorted by "Best Match".

Applicant 1: Clark Javines
 Customer Care Specialist
 \$4.44/hr | 100% Job Success | 1000+ hours | Philippines
 Hi, My name is Clark. I have 2 years of experience working in a call center. Sometimes, I was assigned to handle billing, retention, appointment setting, sales and marketing, and ...

Applicant 2: Saiful Hossain
 New to Upwork | Bangladesh
 \$3.00/hr
 Dear Recipient, I hope you are doing fine. I know there are many experienced upwork profile holder have applied for the job. Comparing their upwork profile experience

Right Sidebar Summary:

- Upwork Recommends: 1
- Applicant: 3
- Shortlisted: 0
- Messaged: 0
- Hidden: 4
- Hired: 18

The warehouse worker

Digital retail transformed retail/distribution
→ concentrating retail (n.b. removing
'emotional labour').

Removing all porosity: Physically Intensive
targets (e.g. Amazon 'picking' 120 items an
hour from 'chaotic' shelves). Health & safety.

Temporary work. Dismissed for missing
targets, lateness etc.



QuikPlan Mobile

How it works

NFC tags that are unique to the service user are discreetly placed in their home, normally they are attached to the service users care plan booklet.

The care workers swipe their phones over the tags when they enter and leave the service users homes thus confirming the time they clocked in and out of visits.

This confirmation is immediately pushed to QuikPlan's **QP Live** monitoring system whereby it updates the status of the planned appointments.

At a glance you can see your care workers clocking in and out of visits in real time. This live overview gives you an early warning of missed or late appointments.



Live Appointment Monitoring

QuikPlan for DEMO01 Care Agency Ltd (15 User Licence) - Software For The Way You Work

Tasks Templates **QP Live** Staff Clients Invoices Reminders Wizard Reports Staff Pay Admin Audit

Search Criteria: Client Name, Staff Name, Invoice Group, Run / Route, Round

Search Period: 20/06/2013 To 20/06/2013

Search Options: All Tasks, In Progress, Not Started, Late, Early, Missed, Unresolved, Completed, Incomplete

qp Live Last Refresh: 16:26

Cp	Ca	Nt	Ln	WR	Day	Hr	Min	Lv	Start	Act St	End	Act Ed	Service	Client	Staff
✓				24	Thu	01	00	✓	14:00	14:02	15:00	14:03	3PCT - Morning Call	Haines Kathleen	Denton Debbie
✓				24	Thu	00	15	✗	14:00	00:00	15:00	00:00	3PCT - Morning Call	Haines Kathleen	O'Shea Kate
✓				24	Thu	00	15	✓	14:00	14:00	14:15	14:16	2SS - Medication Call	Harley Barbara	Ely Stefanie
✓				24	Thu	00	15	?	14:00	13:45	14:30	00:00	1PC - Tea Call	McPherson William	Wright Margaret
✓				24	Thu	00	15	✓	14:15	00:00	14:30	00:00	2SS - Medication Call	Prodger Mary	Carter Brenda
✓				24	Thu	00	15	✓	14:30	00:00	14:45	00:00	2SS - Medication Call	Davies Marjorie	Dempsey Lindsey
✓				24	Thu	00	15	✓	14:45	00:00	15:00	00:00	2SS - Medication Call	Finch Jessie	Griffin Vikki
✓				24	Thu	00	15	✓	14:45	14:35	15:30	13:25	3PCT - Evening Call	Prodger Mary	Jones Vicky
✓				24	Thu	00	15	✓	15:00	15:02	15:15	15:12	2SS - Medication Call	Harley Barbara	O'Shea Nicola
✓				24	Thu	00	30	✓	15:45	00:00	16:15	00:00	1PC - Evening Call	Parkins John	Hudson Keith
✓				24	Thu	00	45	✓	15:45	15:36	16:30	16:12	3PCT - Evening Call	Stewart Donald	Hudson Keith
✓				24	Thu	01	00	L	16:00	00:00	17:00	00:00	2SS - Medication Call	Finch Jessie	Dixon Eva
✓				24	Thu	01	00	✓	16:00	16:06	17:00	16:58	2SS - Tea Call	Finch Jessie	Taylor Val
✓				24	Thu	01	00	✓	16:00	15:59	17:00	17:05	2SS - Tea Call	Finch Jessie	Donovan Jacqueline
✓				24	Thu	01	00	✓	16:00	15:59	16:15	00:00	2SS - Medication Call	Harley Barbara	Jefferson Lynn
✓				24	Thu	00	45	E	16:45	16:21	17:45	00:00	2SS - Evening Call	Sharratt May	Canterbury Anne
✓				24	Thu	00	45	✓	16:45	00:00	17:30	00:00	2SS - Tea Call	Somerville Eric	Notherly Vicky

115 59 Clients Found: 30 Staff Found: 17

The care worker

Body work. Prior to 1990 impossible to isolate 'care work' using extant occupational categories. In 2011 census 688,603: 'care workers and home carers'.

Many on zero-hours contracts. Non-contact time unpaid. Electronic monitoring and pay (to the minute).

'Process time' accommodated by workers' unpaid labour.



The security worker

The monitoring of bodies. For example in Immigrant detention centres

G4S – World's 2nd largest private employer: 620,000 employees (49,000 in UK).

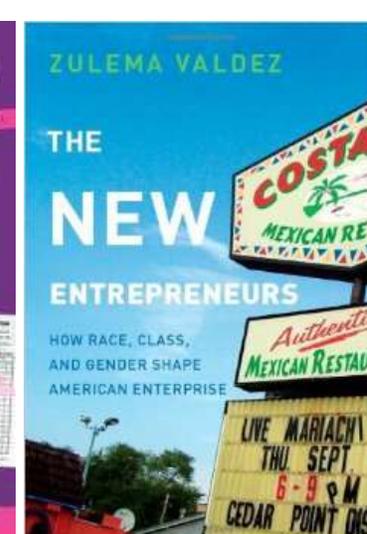
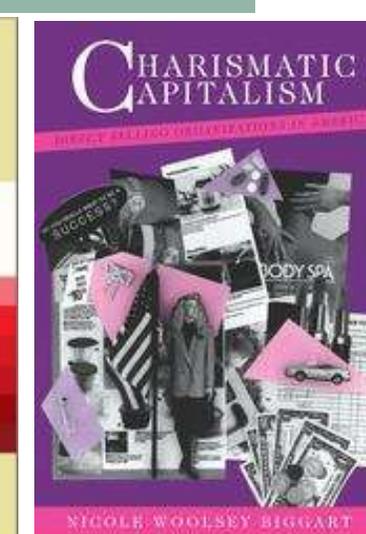
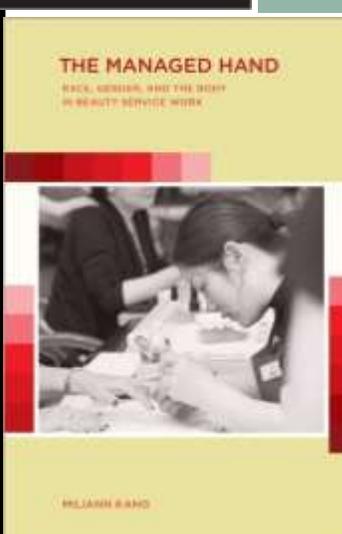
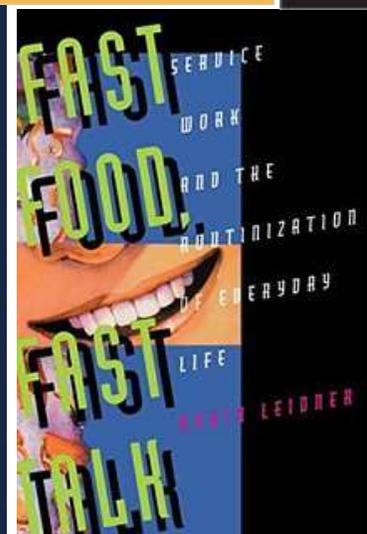
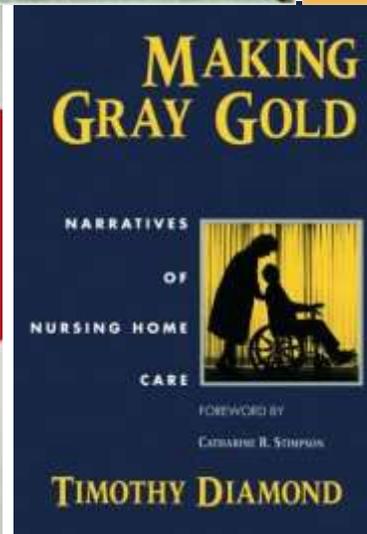
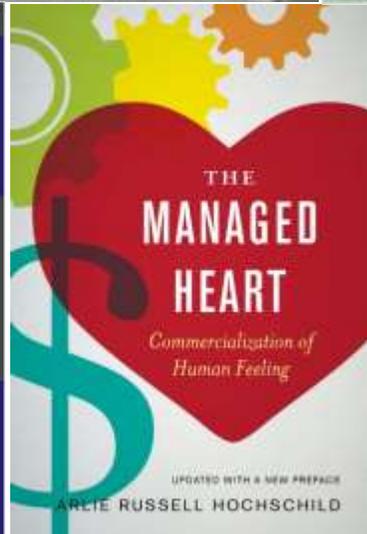
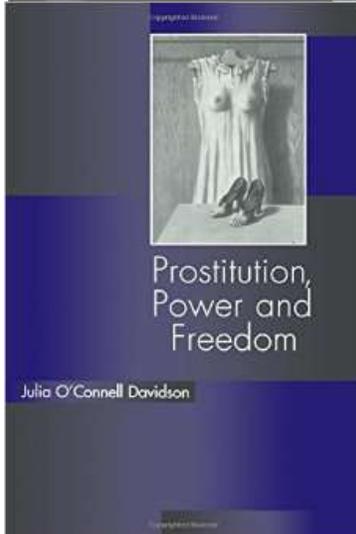
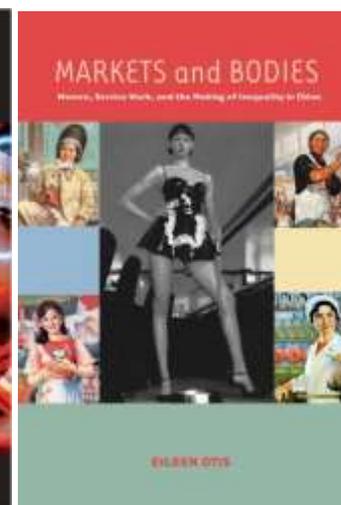
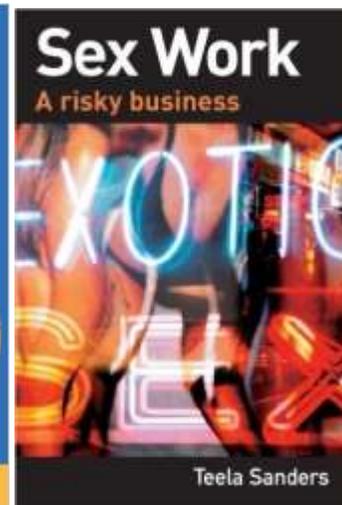
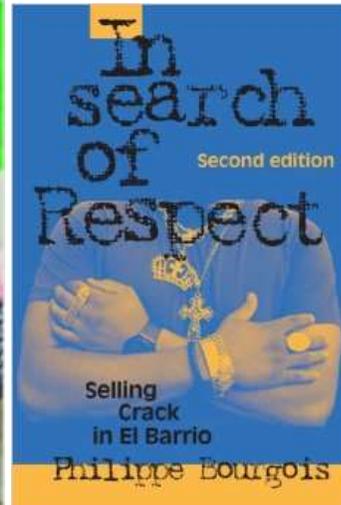
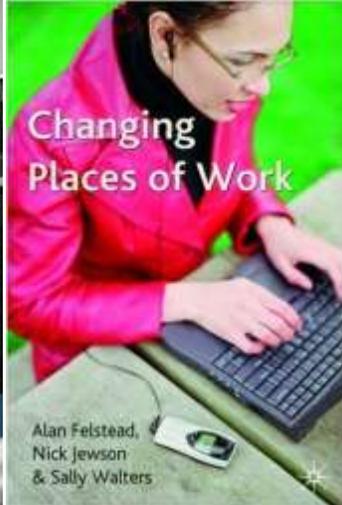
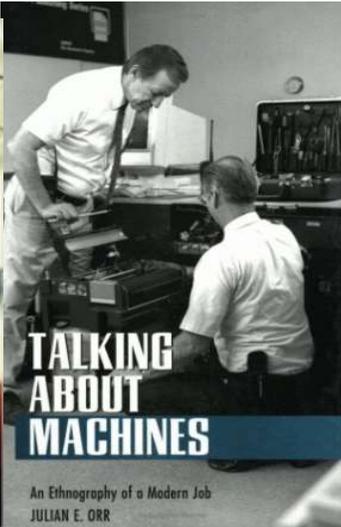
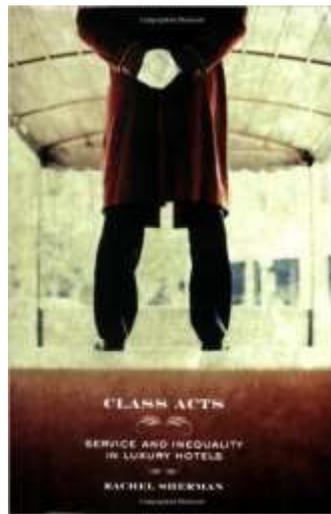
Privatisation of policing functions,



Questions about working lives in the future

- How is labour temporally organised and managed?
- How is work materially and corporeally constituted? How do digital technologies change (or not change) this?
- Under what conditions do workers seek and achieve bounded working lives?
- In what ways are employment relations (and non-standard employment) interwoven with different temporal and spatial work arrangements?

Reading



Book length, occupational studies (a couple stretch that category) including interviews, observation and sometimes quantitative data.
Focus: service work

The end.

Or the start of the future.