

Working Conditions of Crowdworkers

How Working Conditions of Crowdworkers Vary by Job Content

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1. Introduction

- Theme

- In new type of work style, I shed light on crowdwork
- In this presentation, I'd like to present an overview of the form of employment known as crowdwork

- Background

- Eurofound (2015) Showed new type of work style
 - that departs from traditional employment characteristics such as working in a predetermined place or for a predetermined time
- Crowdwork is described as a new type of employment
- RENGO-RIALS (2017b) points out that part-time Crowd workers(CWs) have lower income and lower job satisfaction than full-time CWs
- JILPT (2019) points out that many female CWs are engaged in side jobs, and many are “clerical workers”

1. Introduction

- However, work style of CWs remains unclear.
- In this presentation,
 - I focus on features of CWs' job content
 - I try to describe how the work styles of CWs vary by job content

2. Data

- “Questionnaire on Your Job”
 - Web monitor survey
 - conducted by The Japan Institute for Labor Policy and Training (JILPT), in 2017
 - collected from those
 - who “worked and earned income as self-employed workers, freelance workers, independent contractors, or crowd workers for one year during 2017”(n=8256)
- CWs
 - people who receive orders for self-employed work only through crowdsourcing companies(n=1068)

how respondents engaged in business relationships(MA)

1. I deal directly with business operators
2. I deal directly with general consumers
3. I do business through an intermediary company
4. I do business through a crowdsourcing company

CW

3. Job Content (Two Categories)

- Features of job content
 - focus on,,,
 - the qualitative characteristics of work that CWs are engaged in
 - whether other people can easily imitate or not
- two categories
 - those engaged in work that others cannot easily imitate are described as,,,
 - ①CWs engaged in work with a high degree of scarcity (referred to below as ‘high-scarcity CWs’)
 - those engaged in work that others can easily imitate are described as,,,
 - ②CWs engaged in work with a low degree of scarcity (referred to below as ‘low-scarcity CWs’)

“A. I did a lot of work that only I could do” / “B. I did a lot of work that other people could do,”

1. Close to A

2. Closer to A than to B

3. Closer to B than to A

4. Closer to B

} high-scarcity CWs(n=249)

} low-scarcity CWs(n=819)

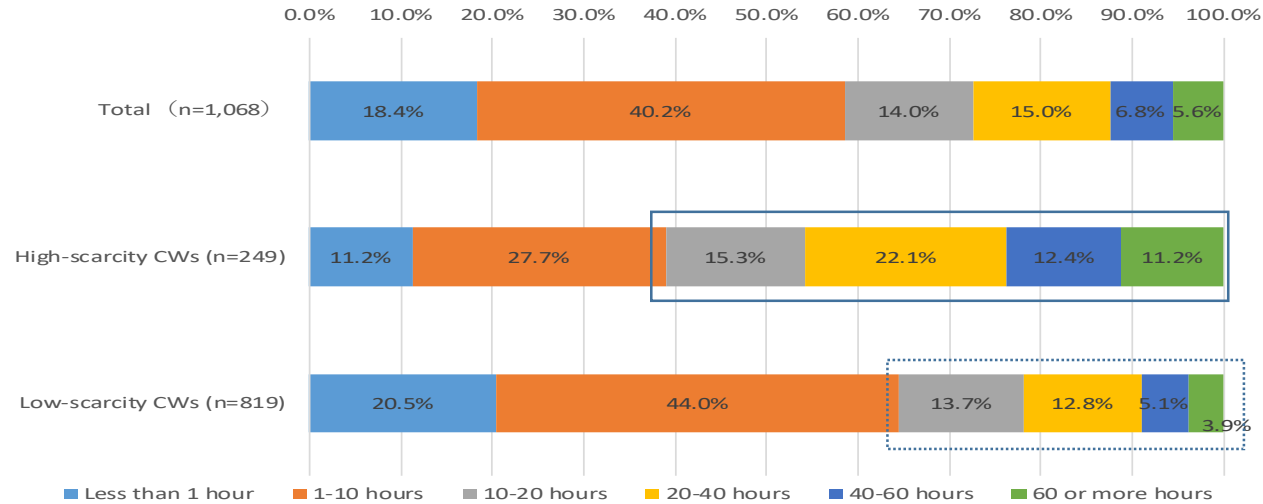
4. Profiles

- The characteristics of CWs among ICs
 - Many were ,,,,
 - female
 - young
 - not primary wage earners in their households
 - side job
 - engaged in office-related work
- CWs by type
 - “High-scarcity CWs” were,,,,,
 - more likely to be male
 - responsible for their livelihoods
 - main job
 - non-office work such as “design /video production-related,” “IT-related,” “specialized work-related,” “life-related services” or “manufacturing plants, construction work sites, etc.”

		Overall	All crowdworkers	High-scarcity CWs	Low-scarcity CWs
n		8,256	1,068	249	819
Gender	Male	62.9%	43.7%	58.6%	39.2%
	Female	37.1%	56.3%	41.4%	60.8%
Age	15-24 years old	1.1%	2.7%	3.2%	2.6%
	25-34 years old	15.2%	31.8%	23.3%	34.4%
	35-44 years old	26.0%	34.1%	38.6%	32.7%
	44-54 years old	28.0%	21.0%	20.1%	21.2%
	55-64 years old	18.0%	7.7%	10.4%	6.8%
	65 years old and over	11.6%	2.7%	4.4%	2.2%
Education	Junior high / high school diploma	21.0%	20.2%	19.8%	20.2%
	Vocational school / specialized training college diploma	10.6%	11.2%	10.5%	11.4%
	Junior college or technical college degree	13.6%	13.8%	13.0%	14.1%
	University degree	47.7%	49.4%	49.4%	49.4%
	Post-graduate degree	6.9%	5.3%	7.3%	4.7%
	Other	0.1%	0.1%	0.0%	0.1%
Marital status	Never married, divorced, or spouse has died	39.1%	36.2%	36.9%	36.0%
	Married	60.9%	63.8%	63.1%	64.0%
Primary wage earner	Self	54.8%	40.1%	50.2%	37.0%
	Self and other household member	23.7%	22.6%	26.1%	21.5%
	Other household member	20.7%	37.0%	23.3%	41.1%
	Other	0.9%	0.4%	0.4%	0.4%
Crowdwork as main job / side job	Main job	49.5%	26.6%	30.9%	25.3%
	Side job	50.5%	73.4%	69.1%	74.7%
Primary work contents	Office-related work	18.9%	54.9%	32.5%	61.7%
	Design / video production-related	8.9%	6.0%	11.2%	4.4%
	IT-related	8.5%	6.8%	9.6%	6.0%
	Specialized work-related	39.6%	20.3%	29.3%	17.6%
	Life-related services / barbershops / hair-dressing beauty	9.0%	3.1%	4.0%	2.8%
	Tasks at Manufacturing plants, construction work sites, etc.	15.2%	8.9%	13.3%	7.6%

5. Analysis: Their hours worked and their compensation received

- “High-scarcity CWs” work more hours per week than “low-scarcity CWs.”

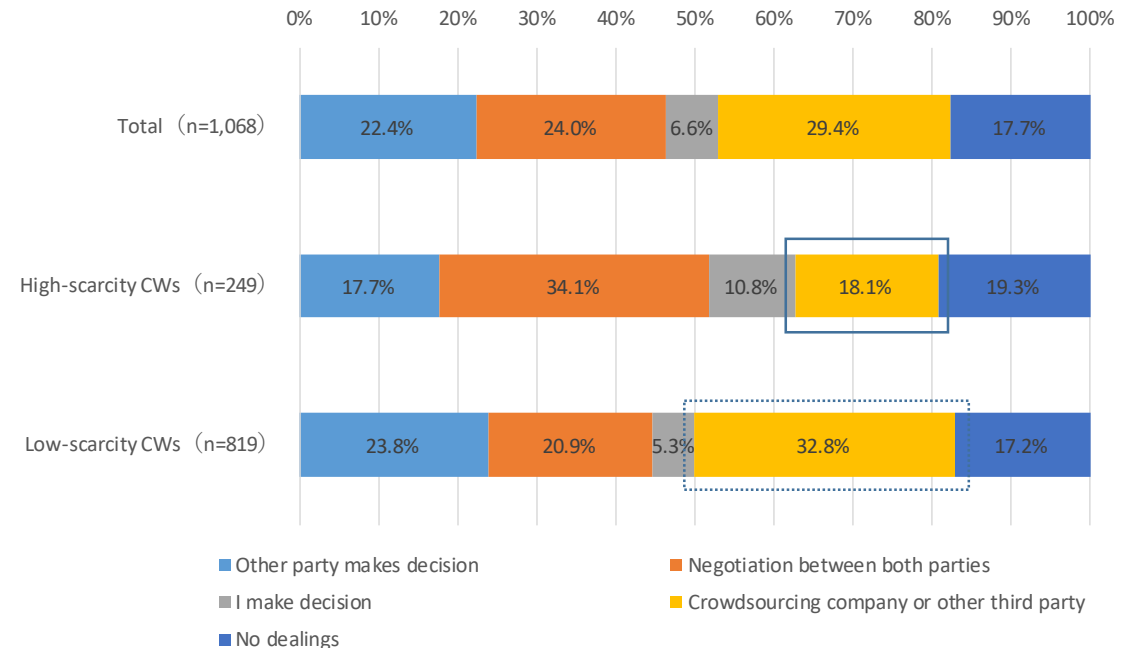
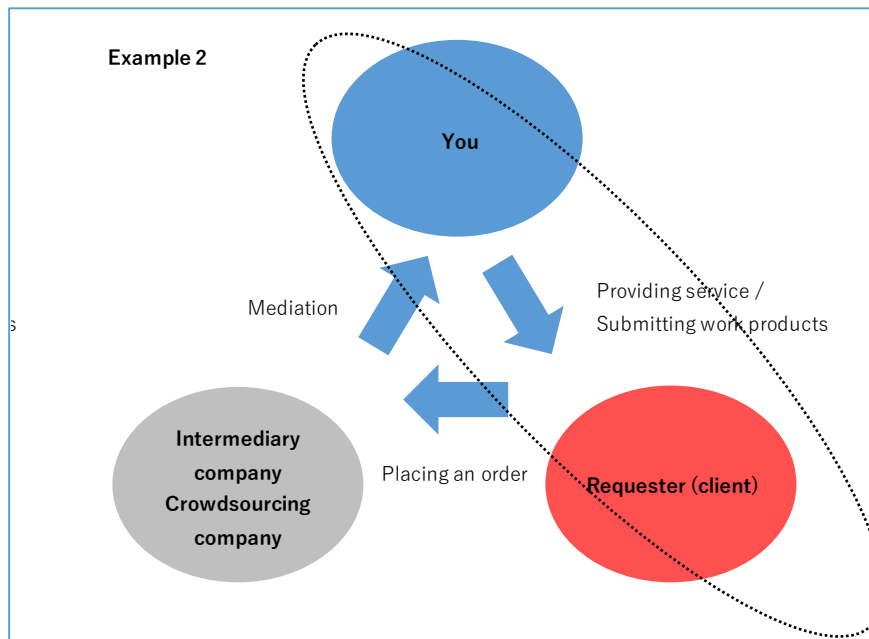


- “High-scarcity CWs” received higher compensation than “low-scarcity CWs.”
 - 15.2% earned 4 million yen or more, and 8.0% earned 8 million yen or more.
- Some of “high-scarcity CWs” earn relatively high compensation among ICs in general.
 - the percentage of all ICs who earned 8 million yen or more was 6.8%.

	n	Less than 500,000 yen	500,000 – 1 million yen	1 – 2 million yen	2 – 4 million yen	4 – 6 million yen	6 – 8 million yen	8 million yen or more	Total
Total	1,068	82.1%	6.5%	3.6%	2.9%	1.8%	0.7%	2.4%	100%
High-scarcity CWs	249	58.2%	11.2%	6.4%	8.8%	5.2%	2.0%	8.0%	100%
Low-scarcity CWs	819	89.4%	5.0%	2.7%	1.1%	0.7%	0.4%	0.7%	100%

5. Analysis: CWs' business relationships with Client

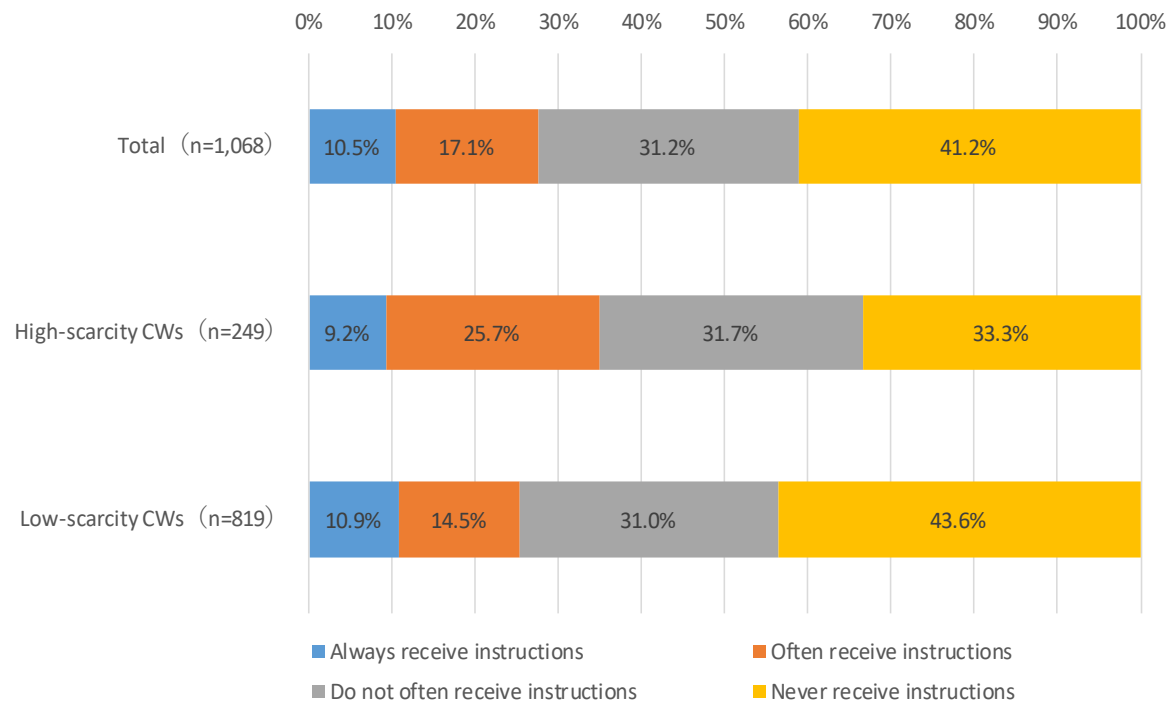
- Business relationships with clients (not crowdsourcing companies)
- Means of deciding contract details
 - “High-scarcity CWs”
 - communicate more with client when deciding the contents of a contract
 - the percentage of decisions made in accordance with the rules of third parties (crowdsourcing companies or intermediaries) is low



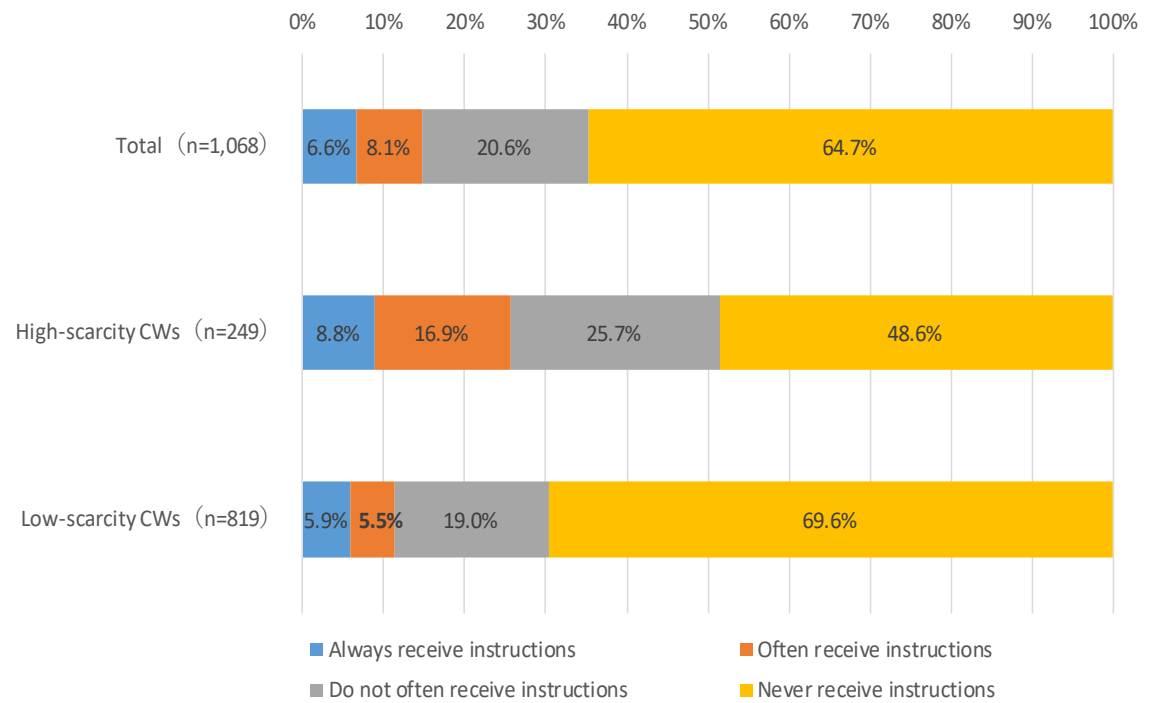
“means of deciding contract details”

5. Analysis: CWs' business relationships with Client②

- Client's instruction
 - “High-scarcity CWs”
 - are more likely to receive clients' instructions



“Work days and/or hours”



“ Work location ”

5. Analysis: Skill Acquisition

- Skill acquisition
 - “High-scarcity CWs”
 - more likely to have acquired the necessary skills somewhere than low-scarcity CWs
- Companies are the places for CWs to acquire necessary skills in some way

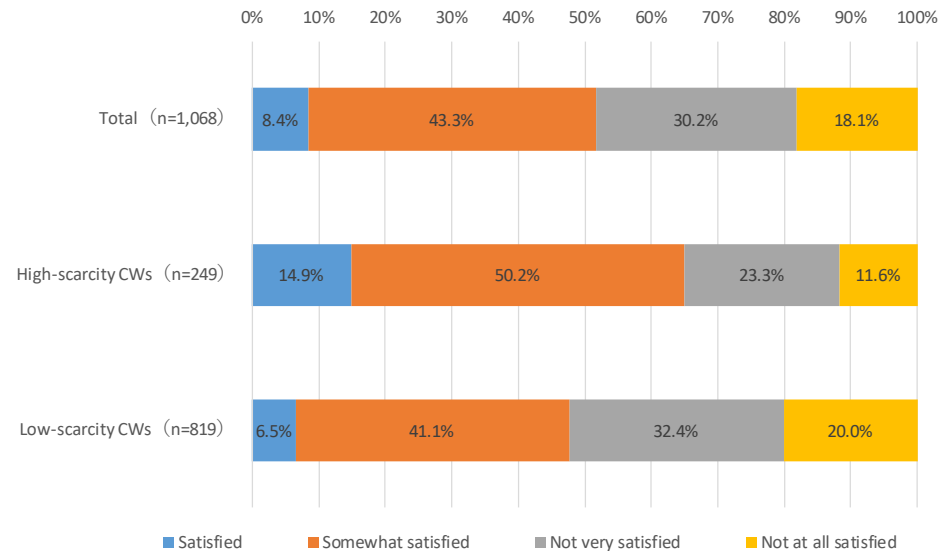
	Total 【1,068】	High-scarcity CWs 【249】	Low-scarcity CWs 【819】
Through related books, etc.	19.8%	27.7%	17.3%
Correspondence courses or online courses	10.1%	18.5%	7.6%
Experience, training or study sessions at a company (including former employer)	20.5%	28.5%	18.1%
Study sessions with peers, seminars, and other information exchange	4.5%	10.8%	2.6%
Study sessions, lectures, or seminars offered by requester (client)	2.2%	4.8%	1.5%
Study sessions, lectures, or seminars offered by intermediary parties (including crowdsourcing company)	4.6%	6.0%	4.2%
High school, vocational school, university or other educational institutions	6.3%	9.2%	5.4%
Public vocational training school	1.7%	1.6%	1.7%
Training by industry or professional associations	1.2%	2.8%	0.7%
Other	0.7%	0.8%	0.6%
Nowhere in particular	50.0%	27.7%	56.8%

5. Analysis: Satisfaction

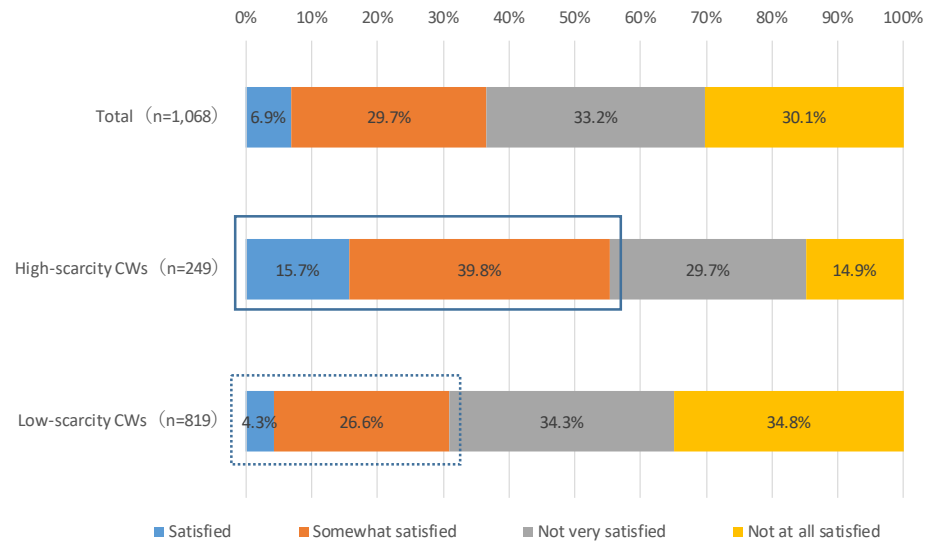
- Satisfaction

- “High-scarcity CWs”

- more than half of respondents were satisfied with “work overall,” “income,” “feeling work is worthwhile,” and “ease of working”
 - The largest differences between types (high-scarcity and low-scarcity) are in “income” and “feeling work is worthwhile”
 - Among all ICs, “high-scarcity CWs” seem to have the highest satisfaction with income
 - IC 48.5% / “high-scarcity CWs” 55.5%



“work overall”



“income”

6. Conclusion

- The overall trend among CWs

- many are female
- not the primary wage earners in their households
- many are doing crowdwork as side jobs
- engaged in “office-related” work

⇒ As a means of supplementing household finances

- High-scarcity CWs

- men
- primary wage earners
- they are engaged in work other than “office-related”
 - i.e. “design / video production-related,” “specialized work-related,” or “tasks at manufacturing plants, construction work sites, etc.”
- Their amount of compensation is higher than that of low-scarcity CWs
- Degree of satisfaction with work is high
- They tend to acquire the necessary skills for working as a CW in a certain place and in a certain way
 - in particular companies and related books

6. Conclusion

- The above findings suggest that,,,,
 - ①CWs are a heterogeneous group, and that at least two types exist
 - One can be categorized as “household income-supplementing CWs”
 - Many of them are women, and they are engaged in tasks that can be done with general capabilities
 - The amount of compensation tends to be low
 - They tend to be somewhat dissatisfied with their work styles
 - The other can be categorized as “independent CWs”
 - This group consists mostly of men and is engaged in work that requires specialized skills
 - Some of them earn relatively high compensation among ICs in general
 - They tend to be satisfied with the CW work style, and to be satisfied with their incomes to a certain extent
 - ⇒“Independent CWs” might show the possibility to open the pass for new type of career in Japan

- ② The importance of companies as a source of skills required for working as a CW.
 - ⇒Companies might keep importance for supplying good CWs(e.g. “Independent CWs”)

	Independent CWs	Household income-supplementing CWs
Gender	Predominantly male	Predominantly female
Characteristics of work undertaken	Work that requires a certain degree of training and/or preparation	Work that does not require a training and/or preparation
Where necessary skills were acquired	Experience at company	Nowhere in particular
Degree of satisfaction	Satisfied	Somewhat dissatisfied

Thank you very much.