



Happy meals, happy riders?

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Background and Research Questions

Platform workers have been found to suffer from poor working conditions, insufficient social protection and management through obscure algorithms whose decisions cannot be appealed. However, despite the topic receiving significant public attention, the data on how different groups of platform workers perceive the quality of their jobs remains limited.

Research questions

- What are the working conditions of app-mediated food delivery workers in Austria?
- What differences exist between workers with different citizenships?

Figure 1: Job satisfaction by citizenship

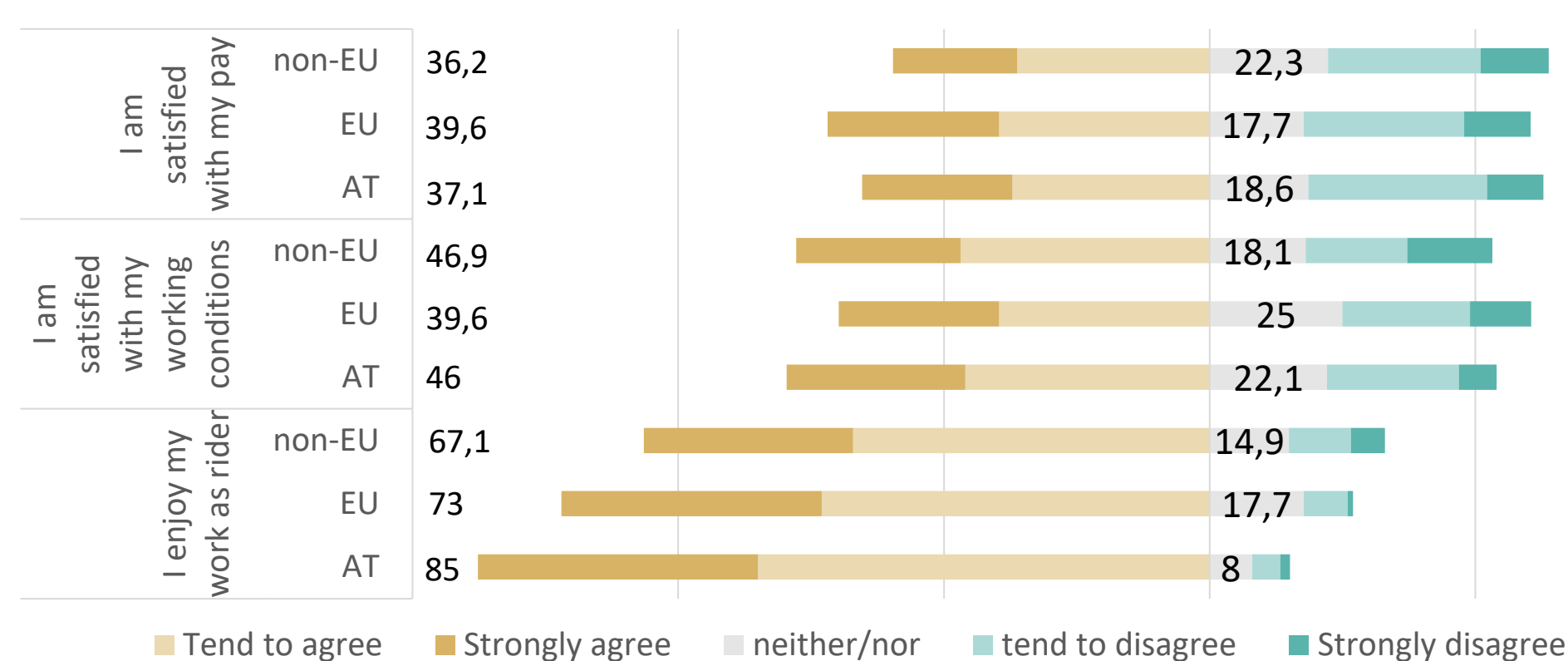


Figure 2: Is your performance evaluated?

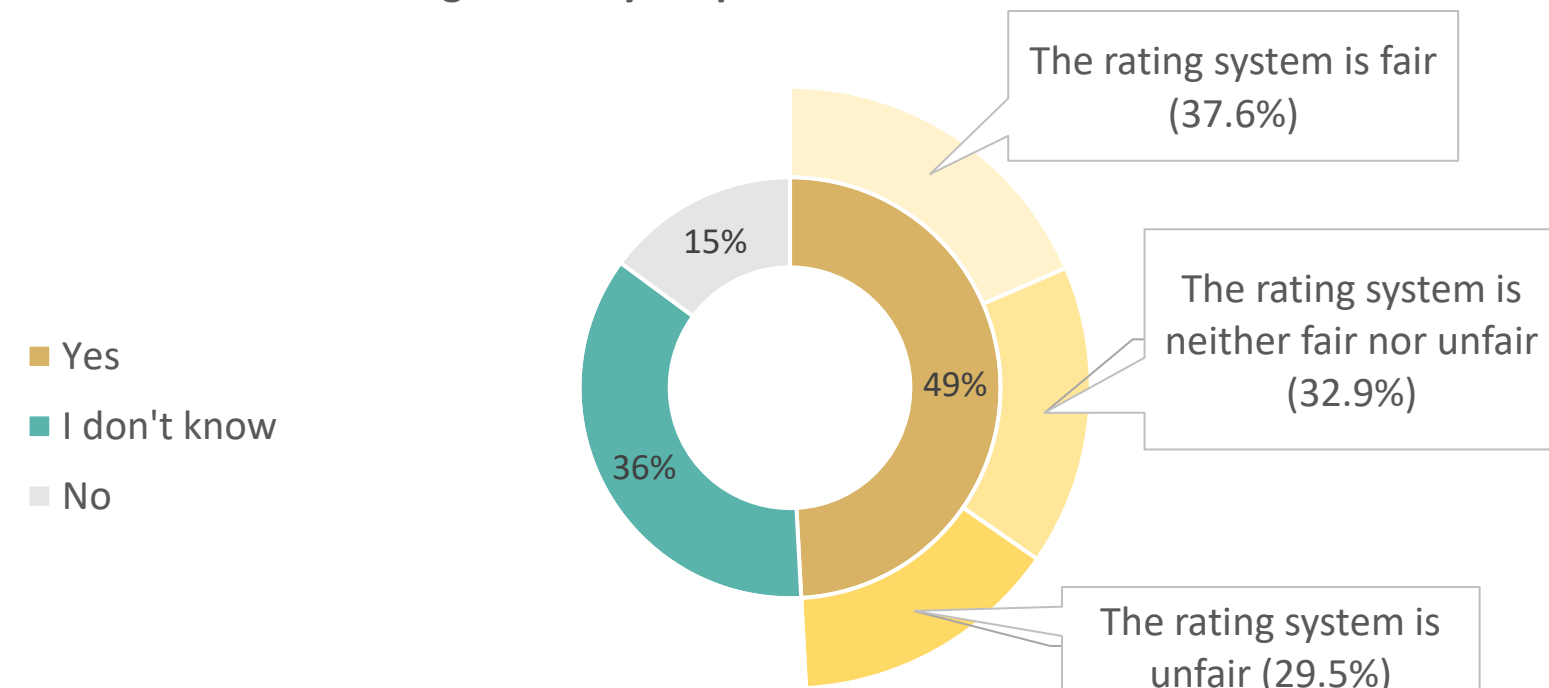


Figure 3: Weekly work hours by citizenship

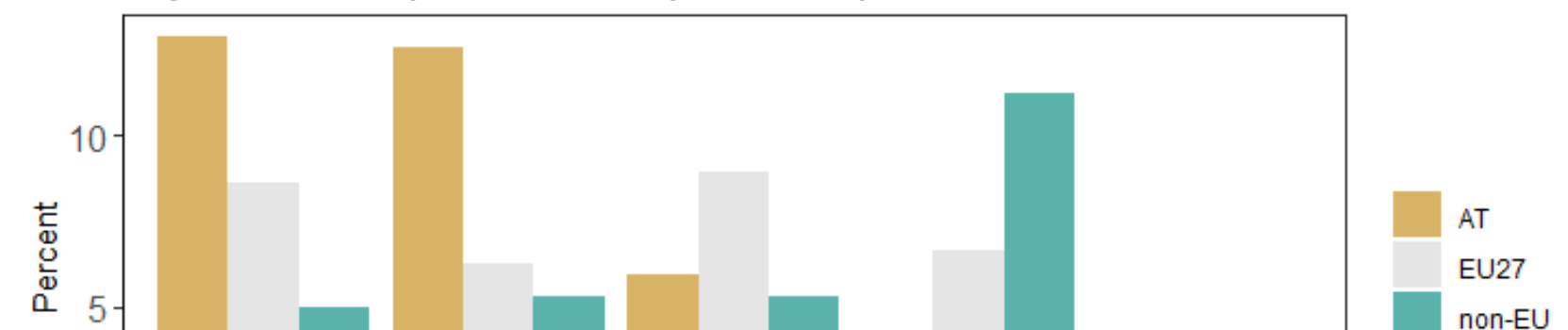


Figure 4: Have you encountered the following at work?

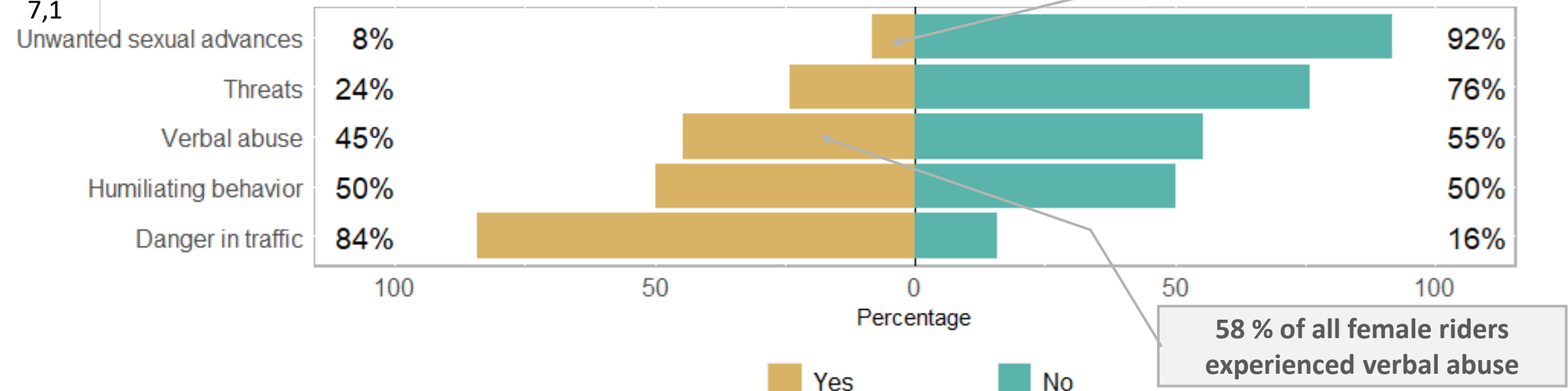
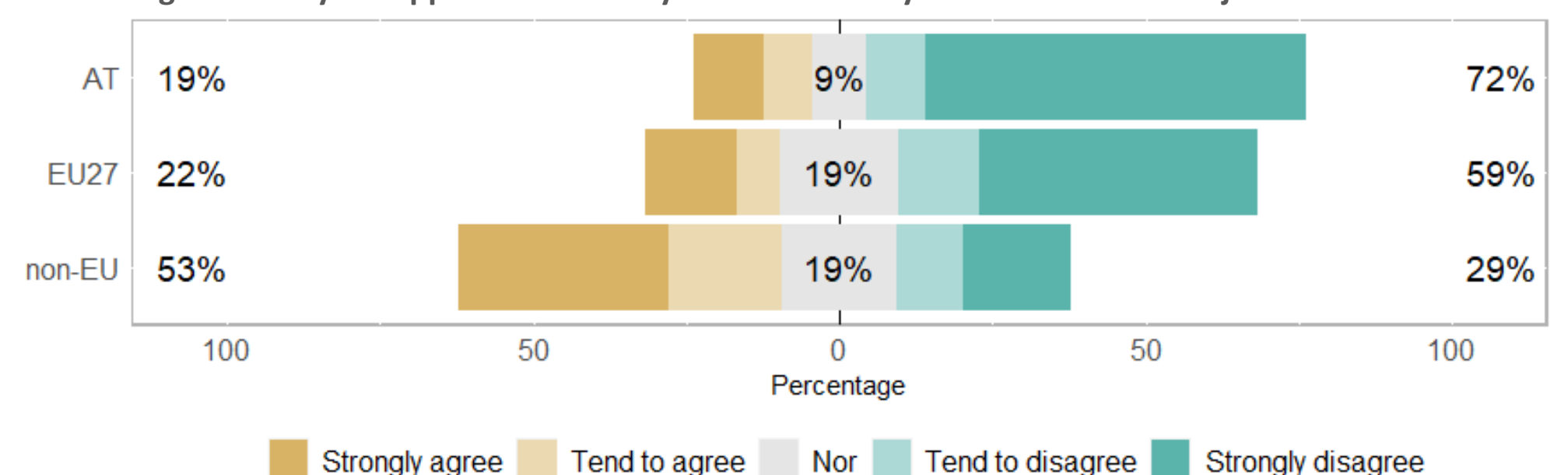


Figure 5: Do you support other family members with your income from the job as rider?



Key findings & Contribution

- Most riders **enjoy** their work (76%). However, fewer riders are satisfied with their **working conditions** (44%) and even fewer with their **pay** (38%).
- **Algorithmic management**: Only 29.5% of riders aware of their performance being assessed perceive the rating system used as unfair. However, 36% of respondents don't know whether their performance is assessed.
- **Harassment** is a significant problem. Nearly half of all riders experience verbal abuse and humiliating behavior. One third of female riders experienced unwanted sexual advances.
- There are **strong differences by citizenship** in terms of **working hours** and **job dependency**, but little regarding satisfaction with pay and working conditions.

Our findings underscore the heterogeneity of work in the platform economy and suggests work is tailored to individual needs.

Data

Novel data from a survey among 303 food delivery workers in Austria conducted in 2021 and 2022. The primary distribution channel of the survey were internal chat groups, and, in addition, the link was shared by the Riders Collective and riders were recruited face-to-face.

Acknowledgments

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