



THE NATIONAL HOME  
FOR WORKER-CENTERED INNOVATION

# "JUST MAKE IT BETTER"

WHAT GIG WORKERS HAVE TO SAY ABOUT GIG WORK



GIG WORKER LEARNING PROJECT PHASE II REPORT

MARCH 2024

## Preface

This project was inspired by the oft-noted, evidence-based reality that we really do not know how millions of people in this country work. The measures of gig and nonstandard work—or, as we come to call it in this report, excluded work—are messy and inconsistent. We rely mostly on categories and measures that were developed decades ago and based on a narrow, full-time, direct-hire, long-term employment model—a model that was only ever the norm for White men. Millions of workers struggle to see themselves in these measures. Day laborers, domestic workers, creatives, crafters, agricultural workers, adjuncts, platform drivers, pieceworkers, sex workers, seasonal workers, and more are made invisible, and the challenges they face go unsolved.

But it was not just a data problem that inspired us. It was also a feeling. The feeling that many of us do not see ourselves represented in simplified survey questions and binary categories. That the “solutions” we hear being talked about would not matter to us, because people with power have not listened to us, our families, and people like us.

This project brings together people who have had that feeling. It brings them together across different sectors, geographies, ages, racial and ethnic identities, gender identities, disability, and documentation statuses. Our research team, like our participant population, is made up of queers, immigrants, Black and Brown folks, and disabled folks. Questioning categories is not just an academic exercise in pursuit of an accurate number but also a part of our lives and identities, day in and day out.

This project is both by and for anyone who has not seen themselves reflected in monthly jobs reports, who’s ever been confused by a survey question, who’s been skipped over for an interview because of their accent or their stutter, who won’t answer surveyor phone calls for fear of being deported. It centers these experiences, these feelings, as the starting point for knowledge, as expertise as valid as peer review or representative sampling. The impact of this report, we hope, is the beginning of more productive problem-solving efforts among the people in power making decisions about gig work and workers – and that those efforts not be focused on the interests and experiences of institutions or companies or technology or robots, but rather unequivocally focused on these workers and their families who need gig work to be better work. It’s been a long journey to get here, with far still to go, until we reach a world where all work is good work and all workers are respected experts of their own lives, but we hope this report is one small step along the way.

- *The Workers Lab Team*

## Introduction

Depending on who you ask, when you ask, and where you ask, “gig work” could be the future of work or nothing at all. It could be the greatest threat to the well-being of workers or the solution to every problem of the past. From the driest, most academic questions about how many people work through online platforms to contested, hot-button issues about worker classification, there is little agreement about “gig” and nonstandard work.

Yet, absent from most of these conversations are the voices of people actually engaged in this work. The [Gig Worker Learning Project Phase I Report](#) described crucial gaps in knowledge of the ways people work. The second phase of the project has sought to address these gaps by engaging people doing gig work directly in the research process. We hope both to reach findings that accurately reflect workers’ experiences and to meaningfully shift power through the research process itself.

We started with simple questions: what is “gig work,” who is doing it, and what challenges does it present? These questions were intentionally very open; our goal was to make space for people engaged in the work to shape the project—and shape it they did. In the following pages, you will find summaries of the research process and methodology, findings about the population, terminology, challenges and benefits of different ways of working, possible solutions, and what lies ahead.

## Our Research Process

### *Participatory Research*

At the heart of this project is a participatory approach, which seeks to equip and empower people to be researchers of their own conditions and voices for change. It directly engages communities in the entire research process, recognizing people as experts in their own lives and breaking down the barriers between “researchers” and “subjects.” A participatory approach is particularly well-suited to a project on “gig” and nonstandard work. Research on this type of work has long been complex and often contradictory. Measurement relies on terms and categories designed long ago by professional researchers to describe a standard, full-time, single-employer model of employment. The full range of ways people work today do not fit neatly into these categories. Rather than forcing these ill-equipped categories, a participatory approach allows participant-researchers to inform the development of terms, categories, and questions, making them much more likely to reflect real experiences.

Participatory research is often relatively small-scale, focusing on specific communities and engaging a smaller number of people more intensely in the work. **This project is an opportunity to push the boundaries of participatory research, starting with conversations and focus groups and working toward the first worker-developed nationwide survey of**



**gig and nonstandard work.** We see it as a model to work from and build on, toward a vision of worker-centered, worker-developed knowledge to inform policy and practice nationwide.

### *Methodology*

To identify and recruit participant-researchers, we reached out to a broad network of worker organizations who work with or organize people engaged in some form of “gig” or nonstandard work. These include worker-led organizations, advocacy groups, and aggregating tools. They represented platform workers, artists, domestic workers, and sex workers, among others. **Our goal was not to be representative but to intentionally include groups of workers who have been excluded from conventional research approaches.** By designing research around these workers, we hope to work toward definitions and measures that truly include all.

We conducted focus groups with workers from each of these groups, using a general framework of questions that asked what people do for work, the challenges they faced, and the solutions they envisioned. We were transparent about the research process and invited questions, criticisms, and suggestions from participant-researchers. As a result, focus groups were not identical but reflected the ideas and experiences of the participants. We held a total of 13 focus groups, 2 of which were conducted in Spanish. All but one of these were held virtually to allow participation from people across the country. Seventy-three people from 18 states participated in focus groups, from a range of ages, gender identities, racial and ethnic backgrounds, and income levels.

Following the focus groups, we reconvened participant-researchers to analyze the conversations and identify themes and findings. We compiled transcriptions from all focus groups, and then grouped quotes around general themes of what people do for work, challenges they face, what they appreciate, their ideas for solutions, and thoughts on terminology. We held three virtual workshops, two in English and one in Spanish, with participants from a variety of focus groups in each workshop. At the workshops, we walked through what analysis looked like and agreed on shared guidelines for process and mutual respect.

Next, participant-researchers reviewed each group of quotes to identify themes. This was done in small groups, allowing time to review and reflect individually and to discuss areas of agreement and divergence together. Participant-researchers agreed on findings in their small groups before sharing them with one another. The research team then compiled the findings from the three focus groups, which are presented here. A draft of the report was shared with all participant-researchers for an opportunity to review and provide feedback, which was incorporated before preparing for publication. Participants were compensated for the time they spent in focus groups and workshops.

Throughout this report, “we” is used to reflect the shared perspectives of participant-researchers, who are the authors of this report. Though not every statement reflects the beliefs and experiences of every participant-researcher, the conclusions shared here reflect

widespread agreement across all workshops and were agreed upon by participant-researchers to be reflective of the population. Overall, there was overwhelming alignment between the three workshops. Differences that did emerge are also shared, along with areas needing more in-depth consideration in the future.

## Defining a Population

To begin with this project, the research team needed an initial definition of the population, while acknowledging that it was open to evolving as participant-researchers engaged in the project. The initial population was defined as anyone working outside full-time, long-term, direct-employment, single-employer relationships. This intentionally broad category was intended to reach people who were excluded by conventional data infrastructure and policy frameworks. The research team welcomed all feedback and ideas about this definition and revisited the recruitment strategy to continually adapt, and will continue to do so as the project progresses.

Across workshops, we did not identify one clear definition for this work. We recognized, however, that this group of workers is held together by exclusion from existing systems. It often exists at the margins and has different relationships with the law and with more conventional full-time employment. It does not fit neatly into existing categories of full-time or part-time, primary or supplemental, legal or illegal, under the table or on the books, paid and unpaid, or for money or passion. Many people do work that exists on both sides of each of these binaries. Considering the full range of work we do is necessary to understand our lives and our challenges, and focusing only on one type leads to an incomplete picture.

*"[We] wear so many hats that we can't be put in one corner. It's not that cut and dry. Some of us gig workers have a full-time job, with a job on top, or apps I work for. You go to four different places. Certain things may come to people's minds but it's not that cut and dry."*

We understand this work to be "different from" and "other than" the conventional model of work around which systems and policies have been designed. Related, people who themselves are excluded from existing systems due to their identity or situation are more likely to be engaged in these types of work. This includes disabled people, people of color, trans and nonbinary people, people lacking documentation, and people speaking languages other than English. Among participant-researchers with these identities, some turn to the work because we identify with it, and some do because we have been unable to thrive in conventional jobs (and these groups are not exclusive).

*"I like that my job leaves room for creativity...I market myself. I can choose any name. Because it's my own, it leaves room for me to be creative."*

When urged to identify criteria that defined the work on its own, rather than in contrast to something else, we found variety and creativity to be important characteristics. A common theme across the types of work we all do is variety—both in the types of work each person does, and

across this entire universe of “gig work.” Creativity is also a key component—not just of tasks themselves, but of the way we find work, seek opportunities, and piece work together. We must be creative to make a living outside of the conventional model, whether we are doing what people usually think of as creative endeavors, like performing or photography, or we are doing other types of work, like cleaning or caretaking. When defining this work, *how* we approach the work—our attitudes and mindsets—is more significant than the work itself.

## Terminology and “Gig Work”

Within and across workshops, there was not one conclusion about the term “gig work” or “gig economy.” Most participant-researchers pushed back against the idea that terminology matters. We do not feel that a label for the way we are working is particularly important to us, our identities, or the work we are doing. It is, after all, just work. Work is work. As one participant said, “it doesn’t matter what you call it as long as I get paid.” As workers, we do not find ourselves in the position of describing the way we work or grouping it together like this, even though it makes sense to do so. But focusing on the name is missing the point; wages and instability are problems, but not having a name for it is not.

*“I don’t care what you call it, call it banana work. Just make it better.”*

People work in so many different ways, especially among those of us outside of the conventional model, that no one term can reflect all that diversity. In this group, we do not agree on specific terms. The problem we agree on is that currently, when many people say “work,” they actually mean one, narrowly defined way of working—full-time, long-term, direct-hire, single-employer work. The onus should be on people using this limited framework to define that narrow window, rather than on us to find a new term that just means “all work.”

*“We all have a common denominator. We all go out to work, we all go out with the desire to find work to bring bread to the table.”*

That said, there are some terms people use that have negative connotations or that are used to criticize and dismiss these types of work (and the people doing them). Some of us have heard “gig work” used in this way, in contrast to “real jobs.” Some understand “gig work” to be inherently temporary, but many of us have devoted our entire careers to the work we are doing. When we talk about this work, it is important to acknowledge that it very much is valid, real work. Additionally, for some, “gig work” refers exclusively to app-based work, especially delivery and rideshare work. When using this term, then, we need to be clear if we are broadening that definition.

For the purposes of this project, and looking forward, it is important to question the terms and categories used, including those in policy and legal conversations. At the same time, we should not get hung up on terminology or focus on it at the expense of talking about and acting on working conditions, challenges, and improvements. Language does matter, but we should not

hide behind it as a reason for inaction, or take disagreements over language to mean disagreements over actions. The best path forward is to use simple, accessible language, to say what we mean, and to maintain awareness that words can have vastly different connotations among different groups, in different regions, and in different languages. If anyone uses a term like “gig work,” “nonstandard work,” or “independent work,” they need to state what that means or what it is shorthand for. In this project, we will continue to use “gig work” as shorthand for types of work excluded by current systems. In the future, we hope that “work” will be understood to encompass all of these.

## Challenges

### Income

Most of us, to varying degrees, face income-related challenges, including low rates of pay, unpredictable pay due to fluctuations in work availability, and unpaid labor. A lack of minimum wage protections means that much of this work earns us low wages—so low it would be illegal in a traditional employment context. Low pay is made even less tenable when our expenses are considered, like the cost of a car for a driver and the cost of supplies for a cleaner. In addition, most of us have some type of unpaid labor as a necessary part of our job.

*"You have two jobs: doing the work and looking for your next job."*

For example, we spend time looking for work, meeting new clients, waiting for jobs on apps, or applying for funding. When these hours are counted, our wages go down substantially. For some, finding work is an unpaid second job that we need to take on to have any job at all.

In addition, the unreliability of work means fluctuations in income, which make planning very difficult and often leave us unable to cover expenses. Many of us do not know how long a job will take, how much we will be paid, whether work will or won't be available in the future, and sometimes if we will even get paid for work once we have done it. At times, no work is available, while at other times, we either need or are told to work incredibly long, unsustainable hours. And we often have little to no warning which of these lies ahead.

This creates layers of uncertainty. The exhaustion stemming from this uncertainty can be another form of unpaid labor, draining our time and energy and limiting how much time we have to work. It can be especially challenging when trying to plan and care for a family.

*"My biggest challenge with gig work is the stress and depression that it's caused me. I might have a week where everybody cancels, and then suddenly I can't pay my bills or I'm sitting there and I'm calculating everything that I have in my bank accounts, my credit cards, and just having to do all that math and the extra work in order to fill in the holes in my schedule, gets so consuming that I can't even enjoy the free time that I have."*

For those of us relying on “gig work” as a primary income source, the instability is especially challenging—our very lives are at stake as we navigate whether we will find work or not. Others of us rely on this type of work as a solution to instability—because other income sources, whether a more conventional job or other household income, is not enough to reliably cover expenses.

### *Absorbing Risks*

Beyond pay, we take on a huge range of risks with our work, including health and injury hazards, supply chain problems, and external factors like weather. These can all be incredibly disruptive to our work and lives—especially without benefits or protections like health coverage, paid time off, or workers compensation. Often, an injury or illness takes a double toll—its impact on our health coupled with an unexpected drop in income if we are unable to work through it.

*"We work on the streets, roam the streets, the risks we face are many, and I have noticed that many friends have had accidents, and no one is accountable for them. We can all be victims of anything, from robbery to assaults by vehicles that want to run us over."*

Another way of framing this challenge is that we are on the hook for so much—including things completely outside of our control. For example, in the case of delivery workers, we are responsible for dealing with extreme weather events, delays due to traffic of restaurant slow-downs, and mistaken orders. Across several sectors, we are always responsible for showing up and following through, with no guarantee that clients will do the same. For example, if we need to cancel or

postpone a job, we may have to pay a fine, not get paid for partial work, or lose the opportunity to work for that client or on that platform ever again. But if a client cancels a job with no notice, we receive nothing, even though we had been counting on that work and may have turned down other jobs to accommodate it.

### *Isolation*

As we navigate these risks, many of us experience a sense of isolation and lack of community in our work. For some, this is rooted in the work itself; we do not share a common workplace or gather together in our daily work. At times, it feels like there is no one looking out for our interests, and we are forced to fend for ourselves. When we work through platforms, everyone is worried about customer satisfaction, but each of us is on our own. This sense of isolation, combined with the low and unreliable pay, can foster a sense of competition, feeling like there is not enough work and that we should view one another as threats, which makes building relationships even harder.

*"You feel like you're competing with others for every dollar, every order. We can't come together to request changes from an employer, don't have a common bond. A lot of us have common complaints though."*



In addition to the challenges connecting with other workers, many of us also struggle with feeling dehumanized and undervalued. From customers, employers, and platforms, many of us find ourselves rarely appreciated and often taken advantage of. We find customers who are looking for bargains, trying to get the absolutely lowest price, as though labor was a mass-produced product with an ever-decreasing value. Many of us face racism from both customers and employers, meaning we have nowhere to turn. Those of us in the cleaning, care, and service sectors often have our work described as “unskilled,” despite having spent years or decades building, refining, and perfecting the range of skills we bring to our work. We find ourselves having to advocate for ourselves in the face of these myths and misconceptions—which is yet another form of unpaid work. We have to make the case that our work is in fact work on top of doing the work itself.

*"Being thought of as 'unskilled' is disrespectful and false."*

### *Exacerbating Factors*

These challenges are not experienced equivalently. Specifically, documentation status and disability exacerbated these challenges significantly among participant-researchers. Without documentation, we have few options for work, and all of the other challenges are accompanied by a constant fear of losing work, no matter how bad the conditions are. They are also coupled with discrimination, on behalf of both employers and anyone to whom we could report problems. **For disabled workers, we also have few other types of work to turn to, and have to delicately balance our income to exceed limits and lose disability benefits.** These positions make our work even more precarious, and add yet another form of labor to our plates.

Many of us across identities have also witnessed technology worsening conditions. Despite widespread assumptions that tech makes things better, we have experienced several ways that it has created problems and made things harder. For example, platforms have allowed many more people to take on some types of jobs. This has led to a huge influx of inexperienced people who are not committed to the work, who do not need the work, and who accept lower wages to try it out for a bit. In some sectors, like cleaning, this has lowered expectations of quality and professionalism, and driven down wages. It is seen as work that anyone can do, reinforcing the myth of unskilled labor.

We have also seen the ways technology allows our work to be tracked, running contrary to why many of us do this work in the first place—to be free from others’ control and to work free from fear. Plus, it leads to constantly increasing expectations of how much we should be able to work, and puts all the focus on the quantity of jobs completed instead of how well we do them. Despite lots of talk about technology and artificial intelligence taking jobs away entirely, we are more concerned about technology being used to make jobs worse.

## What We Like

### Agency

Coexisting with these very real challenges are benefits to working outside of conventional, full-time employment. Most prominent among these is agency over our time. We want to have agency over what hours we work and to not worry about reporting every move to someone. We need to be able to work around and accommodate different circumstances, like taking care of ourselves or family members, attending religious services, or working hours that maximize our own productivity. Having agency means being able to structure our time while having enough income to live. Many of us, like everyone everywhere, have complex lives with a lot going on, in the context of a challenging, ever-changing world. This type of work allows us to gain some control of the chaos, instead of being forced to work within it.

*"This work, it does have its good parts. When I worked in a restaurant, they wouldn't let me go to church on Sundays. I am a Christian, and they didn't let me go to church. Now that I'm working with the app, I can go to church because I don't work on Sundays, instead I go to church."*

*"I appreciate the freedom of not worrying about threats, like I have in other jobs. Being made to feel that you should not speak up for yourself. Made to feel you should be lucky, thankful to have a job, and shut up and do your job. To not have that stress, not feel like you're on pins and needles. That's a feeling that money cannot replace."*

Another key aspect of our agency is being able to work without the fear of being written up, fired, or subjected to racism. Some work, including jobs some of us held in the past, brings a sense of constant fear, having to walk on pins and needles to avoid being dismissed. Being free from that allows us to do better, more consistent work. For some of us, especially those with disabilities, jobs where we are constantly told when and how to work are simply impossible. The agency allowed by this work allows us to work at all.

Unfortunately, meaningful agency is not available to all of us, or available consistently. Extreme levels of uncertainty over whether or not work will be available, how long it will take to find work, and if and how much it will pay prevent us from really having agency. With extreme uncertainty, we need to be always available for work. Among Spanish-speaking participant-researchers, we see agency more as something we dream of but do not yet have, because of the low pay and conditions we face in our work.

## Interacting With Others

In addition to agency, many of us appreciate the social aspects of our work. Many of us appreciate customers we work with, even though some are difficult. We appreciate being able to help others, and to do jobs that make others' lives easier or better. When we have the opportunity, we also appreciate meeting, working with, and learning from other people engaged in similar work and their experiences, insights, and ideas—including this research process!

*"Even if I hit the lottery, I'd still want to contribute to my community. Which we could call work, but without the stress of, if I could survive."*

Across the many types of work we do, we have a sense of pride and, at times, joy in our work. We figure it out and we make it work, and that itself is rewarding. In general, we wish there was less stress and uncertainty. We want to be working, we want to contribute, we just want to be able to do so without undue amounts of stress. The pride we take in our work coexists with the very real challenges, and one does not invalidate the other. Overall, we do not see ourselves or our work as "inspiring." We are not proud because it is hard. We are proud because it is meaningful work and we are committed to doing it and doing it well. Right now, it is also very hard for very many of us, but that is what can change.

## Solutions

We identified a range of solutions to address the challenges presented by "gig" and nonstandard work, including improving pay and benefits, building community, and education.

### Improving Pay

Perhaps not surprisingly, more and more consistent money would improve our lives. This could happen through any number of changes: universal minimum wages, more available, quality work, more resources for specific fields (especially arts), or guaranteed income programs, to name a few.

*"A lot of people who do gig work just want to live. We don't need a mansion, but just to live."*

### Protecting against Risks

Receiving benefits and protections no matter how or where we work would give us and our families much-needed stability and cushion against the risks we absorb. Things, like paid sick time, minimum wages, and safe workplaces, should be available to anyone, not only people who work one full-time job—including people who work lots of different jobs, who work part-time or seasonally, who work through apps, or who are without documentation.

*"I [want] some type of job security, some type of health insurance where I'm not afraid to get a cold. Those two things would change the whole game for me."*

Healthcare was brought up more than any other benefit, with calls for universal healthcare, not tied to work, suggested in almost all conversations. Reasons for supporting it varied, including that it is a basic human right and that it would stabilize income. Additionally, it has the potential to benefit communities and the economy more broadly, because people would be more willing and able to pursue new opportunities and to work more.

Overall, across conversations and workshops, we paid much more attention to benefits that provide a financial cushion to near-term expenses or disruptions, including health insurance, paid sick time, and unemployment insurance, than to longer-term retirement savings. Some also brought up the need to better integrate benefits from work with other public benefits, including disability benefits.

### *Building Community*

Connecting with other workers is both important and difficult. Creating intentional ways of coming together could create space to generate solutions, both by learning individually from one another how to cope, and by working together to fight for changes in policy, employer and platform practice, and culture. Ideas originating from workers are much more likely to be successful since people doing the work understand both the needs that exist and the realities of the work they do. By coming together, workers can also learn what is possible and what is happening among other groups and in different parts of the country. On a practical level, coming together more formally could facilitate group purchasing of some benefits, like health insurance. Coming together for this research process alone was exciting, and we found ourselves learning from each other and feeling less alone even in a virtual and mostly anonymous environment.

*"I think a possible solution would be to continue to have discussions like this at the local level, regional level, state level, and then the national level to create more dialogue and to come up with an actual action plan and something that would assist this community."*

### *Individual and Structural Solutions*

Across conversations and workshops, we identified both big-picture solutions that reimagine the systems we work in and smaller-scale solutions that equip us to better deal with the system that we have. For example, to deal with insecurity, some pointed to the need for more education and resources to navigate the current economy, while others questioned the capitalist system we are working in. Although some people called for one more than the other, or saw one as preferable, across conversations these two types of solutions coexisted, and there is space (and need) for both.



## What's Next

No research is neutral. It inherently points toward action (or inaction). A core principle of participatory research is to embrace this truth and be as reflective about implications for action as possible. The point of talking about solutions is not just to identify them, but to begin acting on them. This report is a mid-way point in a long journey, signaling next steps for both continued study and action.

One of the starting points of this project was the lack of consistent, worker-centered measurement of the scale of “gig” and nonstandard work being done today. The conclusions shared here provide insights into the nature of this work and the challenges it presents, but stop short of being able to quantify that. They do, however, point toward ways of measuring and framing questions that resonate with people doing the work, and therefore more accurate measurement that is suited to inform policy, additional research, and more. The Workers Lab, in partnership with growing numbers of participant-researchers, intends to continue down this path and field a national survey. Simultaneously, we plan to dive more deeply into solutions to host participatory policy design workshops. The next phases of research and solution design will consider the entire population of gig and nonstandard workers, while also diving more deeply into the unique situation of disabled workers, workers caring for children and families, workers lacking documentation, and young workers.

Part of a participatory approach is continual reflection about the extent to which participant-researchers were meaningfully given control over the project. Through this project, the research team strived to take on time-consuming, preparatory, and administrative tasks, to ensure research practices that would allow this study to enter academic conversations, and to leave decisions and intellectual work to the broad base of participant-researchers—including defining the population, gathering data, analyzing data, and preparing conclusions. All of these are ongoing efforts and imperfectly executed.

Based on experiences thus far, the research team has made plans for improving our methods and better aligning with our intentions. These include:

- Providing more accessible ways for participant-researchers to engage with and analyze data, including audio options and physical copies in advance.
- Allowing for more regular, mobile-based engagement with the project, acknowledging that the intensity of hours-long workshops is not feasible for many, and that shorter, more frequent, more flexible engagement opportunities would allow more people to engage in more ways.
- Uplifting participant-researchers as public voices for the work, to the extent they wish, including as named authors and spokespersons.

Beyond this project, other researchers can also learn from this process, especially in recognizing the lack of common language and categories participant-researchers used to describe their work.

By building knowledge and solutions centered on and developed by workers at the margins of today's labor market, we are taking steps toward a better, fairer world of work where no one is excluded. We invite you to continue with us on this journey.

## Partners and Acknowledgments

### *Partners*

This project was collaboratively developed between The Workers Lab and the Aspen Institute Future of Work Initiative. Staff of the Aspen Institute Future of Work Initiative worked closely with The Workers Lab to design and implement Phase II of this project, which this report summarizes, with support from the Center for Cultural Innovation. Amanda Fins and Mayerly Smith of the Aspen Institute and Jeshua John of The Workers Lab contributed significantly to the development and facilitation of focus groups and workshops.

We partnered with many worker organizations to identify and recruit participant-researchers for this project. We are not naming these organizations here in order to protect the confidentiality of participant-researchers, but we encourage you to learn about the range of organizations The Workers Lab has supported, who both demonstrate the power of worker-centered innovation and represent the types of groups who partnered with us on this research.

### *Participant-Researchers*

The following participant-researchers are co-authors of this report, and have opted in to being named here. This project is and will continue to be theirs, along with the many other participant-researchers who have chosen to remain anonymous.

Tierra Allen  
Virginia Badillo  
Estelle Bajou  
Tyree Brown  
David Chen  
Nahshon Dion  
Shaun Dunlap

Aaron Green  
MaKayla Harrie  
Jonathan La Mantia  
Callie Myers  
Jorge Osvaldo Heredia  
Nicole Richardson  
Kamran Saliani  
Joyce Mihran Turley

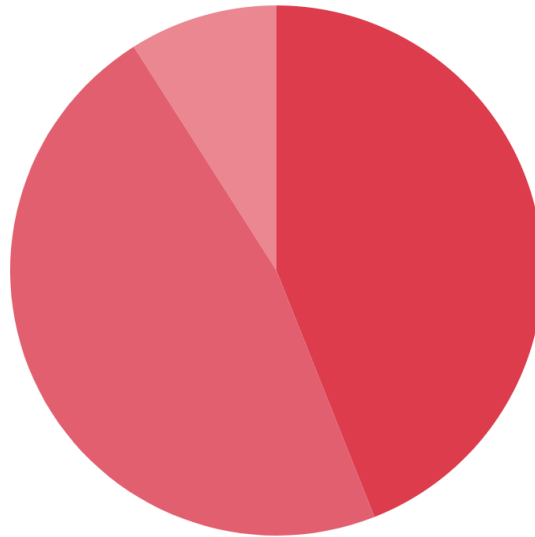
We also thank Renata Iberia Muñoz and Mrs. Refujio Haro (Adrian's mommy) for their translation work which allowed us to combine English and Spanish research materials for analysis and share this report in both languages.

## Participant Demographics

These participant-researcher demographics are shared to give a sense of the identities represented in this project. They are not necessarily reflective of the broader population of gig or excluded workers.

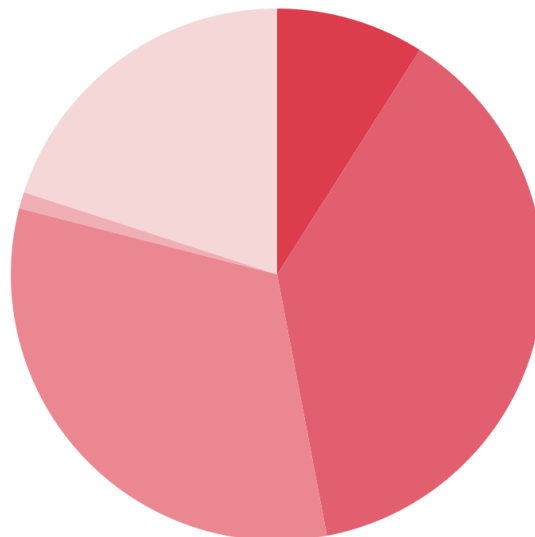
### Gender Identity

- Women (44%)
- Men (47%)
- Nonbinary or Other (9%)



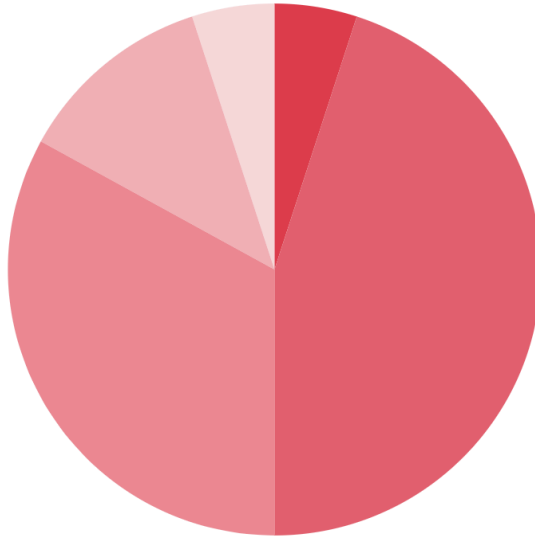
### Racial and ethnic identity

- Asian American or Pacific Islander (9%)
- Black or African American (38%)
- Hispanic or Latino/a (32%)
- Indigenous or Native American (1%)
- White (20%)



## Age

- 18-24 (5%)
- 25-34 (45%)
- 35-44 (33%)
- 45-54 (12%)
- 55+ (5%)



## Income

- Less than \$25,000 (26%)
- \$25,001 to \$ 50,000 (50%)
- \$50,001 to \$100,000 (20%)
- \$100,001 to \$200,000 (4%)

