



THE PRECARIZATION OF WORK ON DIGITAL PLATFORMS: AN INTEGRATIVE REVIEW OF THE GIG ECONOMY (2020-2025)

Rodrigo José Gomes

Universidade Federal de Santa Catarina – UFSC

Rogério Galvão

Universidade Federal do Mato Grosso do Sul - UFMS

Maura Vello

Pontifícia Universidade Católica do Paraná - PUC/PR

ABSTRACT:

This study aims to analyze the precarious conditions of work on digital platforms between 2020 and 2024, focusing on the gig economy and its impact on working conditions. The research was carried out through an Integrative Review, which involved the selection of articles published in the SCOPUS databases, in Portuguese, English and Spanish, using specific eligibility criteria, such as original articles, with full access and in the mentioned period. 19 studies were selected that address precarization in the context of digital platforms, with special attention to the implications of the digitalization of work. The analysis, conducted with the Content Analysis technique, revealed that the precarization of working conditions on digital platforms is amplified by the lack of formal employment relationships, the absence of labor guarantees, and the algorithmic control of workers' activities. While platforms promote flexibility and autonomy, these promises do not materialize in practice, leading to greater vulnerability and exploitation of workers. The survey also identified forms of resistance, such as collective movements and the organization of digital cooperatives, but these still face challenges due to the lack of adequate regulation. The research suggests the urgent need for public policies that offer greater protection to gig economy workers, addressing regulatory gaps and improving working conditions and pay. The analysis contributes to the understanding of the dynamics of precarization in the digital sector and points out ways to create a more effective and fair regulation for platform workers.

KEYWORDS: precarization; gig economy; digital platforms.



1 INTRODUCTION

The digital economy has substantially changed the way work is organized and performed globally, with digital platforms playing a central role in this transformation. The rise of platforms such as Uber, Deliveroo, iFood, and other companies in the so-called “gig economy” has generated a work model based on flexibility, but at the same time has exacerbated the precarization of working conditions (José-Gomes et al., 2025; Veen; Barratt; Goods, 2020). This phenomenon is characterized by the intensification of informal work, with workers who, although they perform essential functions, are often deprived of fundamental labor rights, such as vacations, sick leave, occupational safety, and fixed wages (Sutherland et al., 2020). Precarization, therefore, emerges not only as a matter of economic insecurity, but also as a structural and social challenge that affects millions of workers around the world.

The impact of digital platforms on the labor market has been particularly visible in contexts of high turnover and lack of guarantees, characteristics of precarious working conditions. The lack of clear regulation by governments and the growing use of algorithms that manage worker performance on platforms result in invisible subordination, which is often justified by the flexibility of work (Duggan et al., 2022). However, the flexibility touted by platforms does not translate into autonomy for workers, but rather into a precarization of their conditions, with the creation of new forms of control and digital exploitation (Montgomery; Baglioni, 2021).

The COVID-19 pandemic has accelerated these dynamics, with growing dependence on digital platforms for the provision of essential services such as food delivery and transportation. This scenario has raised questions about social protection and the regulation of working conditions on digital platforms, highlighting the vulnerability of workers who, even before the pandemic, were already facing precarious conditions (Glavin; Schieman, 2022). In addition, the digitization of work has widened inequalities between platform workers and “traditional” workers, as platforms operate under a business model that is often not adequate to guarantee the labor rights or financial stability of their workers (Lata et al., 2023).

The objective of this article is to present an analysis of the most recent publications (2020-2024) on precarious working conditions on digital platforms, focusing on the impacts of this transformation on workers. The research considers the advances and continuities observed in working conditions in the gig economy, with an emphasis on new forms of digital exploitation and workers' attempts at resistance. The importance of this research lies not only in broadening the understanding of the challenges faced by these workers, but also in reflecting the public policies needed to mitigate the consequences of precarization.

2 THEORETICAL AND EMPIRICAL REFERENCE

2.1 THE GIG ECONOMY AND THE PRECARIZATION OF WORK

The gig economy is characterized by increasingly flexible working relationships, where individuals provide sporadic and temporary services through digital platforms (Veen; Barratt; Goods, 2020). This model has been widely defended for its promises of autonomy and flexibility, but the reality observed is a precarization of working conditions (José-Gomes et al., 2025). Work in the gig economy is distinguished by its unstable nature, the lack of a formal employment relationship, and the absence of labor guarantees, such as vacation time and health insurance, which are common in conventional work (Montgomery; Baglioni, 2021).

In an analysis by Sutherland et al. (2020), it is observed that poor remuneration is one of the most striking characteristics of these workers, who, despite being employed



intermittently, face financial insecurity as a structural element. In addition, dependence on platforms for daily sustenance creates an asymmetrical power relationship, where workers are vulnerable to fluctuations in the algorithms that determine their workload and remuneration (Lata et al., 2023).

2.2 IMPACTS OF DIGITIZATION ON WORKING CONDITIONS

Digitization has been one of the main drivers of change in labor relations, particularly on digital platforms. Duffy (2020) argues that the introduction of algorithmic control technologies on platforms not only reconfigures the way workers perform their tasks but also increases their vulnerability. The often-invisible dependence on technology to regulate performance and determine financial compensation contributes to the precarization of work, where the autonomy promised by the digital economy fades in the face of algorithmic control (José-Gomes et al., 2025).

Schaupp (2022) suggests that, in addition to financial insecurity, platforms impose invisible and immeasurable work, whose conditions of execution are determined by machines rather than direct interaction with an employer. This remote control, rather than promoting freedom, results in a new form of subordination. The phenomenon is aggravated by the lack of clear regulation for the sector, making workers even more vulnerable to exploitation and digital control (Webster; Zhang, 2020).

2.3 THE LACK OF REGULATION AND THE CHALLENGE OF PUBLIC POLICIES

Although the gig economy has expanded rapidly, public policies still face significant challenges in addressing the problems arising from this transformation. The absence of specific legislation regulating digital platforms has created a vacuum in terms of labor rights for gig economy workers. In a comparative study by Ducagan et al. (2022), it is observed that, in most countries, platforms operate with great freedom, which hinders the creation of effective protection mechanisms for these workers. In addition, the lack of regulation results in a scenario in which platforms are encouraged to adopt practices that prioritize profit over working conditions (Cant; Woodcock, 2020).

However, the strengthening of resistance movements and the creation of new forms of union organization have been pointed out as strategies for resisting the model of exploitation imposed by platforms. Wood (2023) argues that attempts at resistance by platform workers, through collective organization, have been gaining strength, although victories are still limited. Studies indicate that, despite the fragility of regulations, the union movement and attempts at digital mobilization are fundamental to improving working conditions on these platforms (José-Gomes et al., 2025).

2.4 SOCIAL TRANSFORMATIONS AND RESISTANCE IN THE SECTOR

In Latin American countries such as Brazil, resistance to the precarious working model of digital platforms has also been notable. Workers' struggles for better working conditions, especially in app-based delivery services, such as the motorcycle courier movement in Brazil, reflect a growing awareness of the exploitation experienced in the gig economy (Rodríguez-Modroño et al., 2022). Resistance manifests itself through strikes, social media mobilizations, and the formation of digital cooperatives, such as the proposed "delivery cooperatives," which seek to ensure better working conditions and reduce precarization (Parwez; Ranjan, 2021).



The study by Glavin and Schieman (2022) points out that, in addition to direct mobilizations, gig economy workers also seek alternative forms of resistance, such as informal collective bargaining and the use of technologies to organize their activities, without the support of traditional labor laws. Resistance, therefore, presents itself as an emerging phenomenon that could be a watershed moment in future transformations of working conditions on digital platforms.

3 METHODOLOGICAL PROCEDURES

This study used the Integrative Review (IR) methodology, which allows for the analysis and synthesis of scientific evidence on a specific topic, promoting integration between existing theory and practice (Gomes, 2024; Lima Dantas et al., 2022). IR is especially suitable for consolidating knowledge on emerging topics, such as platformization and job insecurity, by providing a comprehensive overview of the state of the art of these phenomena (Alvarenga et al., 2024).

The guiding question of the study was structured around a central question: **“How has the precarization of work on digital platforms, especially in the gig economy, evolved between 2020 and 2025?”** To this end, the central concepts of job insecurity and the gig economy were considered, which encompass changes in labor relations and the social and economic implications for workers (Veen et al., 2020; Duggan et al., 2022).

The search strategy followed the guidelines for systematic reviews, as proposed by Page et al. (2022), ensuring rigor in the selection and analysis of articles. The selected articles had to meet the following criteria: they had to be original, published between January 2020 and December 2024, with full and free access, and written in Portuguese, English, or Spanish. In addition, the articles had to directly address the precarization of work on digital platforms and its relationship with the gig economy and have at least 20 citations, to ensure the relevance and impact of the works analyzed in the literature on the subject.

The following types of material were excluded: theses, dissertations, monographs, articles not from scientific journals, articles available only in abstract format or that did not directly address the proposed topic, as well as publications outside the analysis period (2020-2024) and in languages not mentioned.

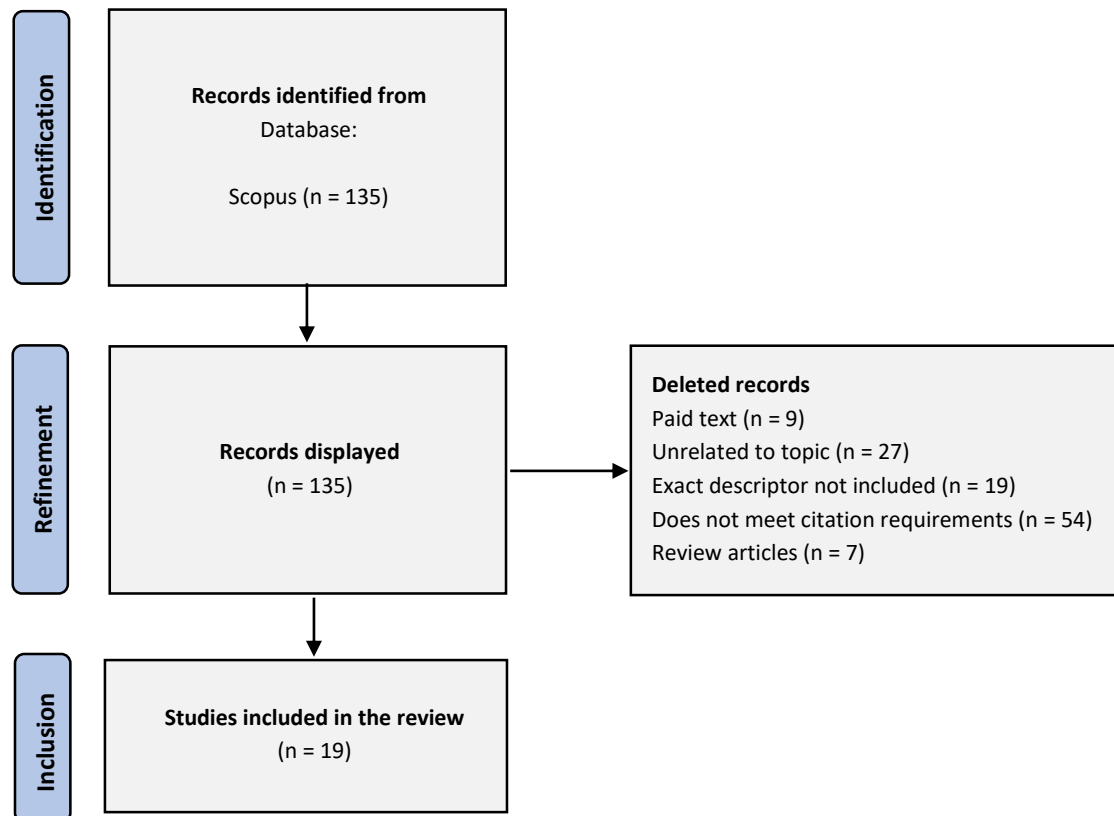
The search was conducted in the SCOPUS database, recognized for its multidisciplinary coverage and academic quality. A combination of search terms in Portuguese was used: *economia gig, trabalho plataformizado, trabalho precário, economia de plataforma, precarização, plataformas digitais, capitalismo de plataforma*; and in English: *gig economy, platform work, precarious work, platform economy, precarity, digital platforms, platform capitalism*; combined with the Boolean operator AND, in order to refine the results and ensure the relevance of the selected articles.

The selection of articles took place between July and August 2025, following the PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analysis) protocol, which ensures transparency and rigor in the choice of articles (Page, Moher & McKenzie, 2022). Initially, the articles were screened based on their titles and abstracts, excluding those that did not meet the established criteria. Subsequently, the selected articles were read in full, focusing on the analysis of the objectives, methodology, and results, ensuring their relevance to the guiding question (Flowchart 1).



At the end of the process, 19 articles were selected that discuss the precarization of work on digital platforms, with an emphasis on working conditions, working models, and the impacts of digitization on workers (Table 1).

Flowchart 1. Selection flow of articles included in the study based on the PRISMA model.



Source: Adapted (Gomes, 2024)

The analysis of the collected data followed a qualitative approach, using the Content Analysis proposed by Bardin (2013). This method was chosen for its ability to categorize and systematize data in a robust manner, allowing the identification of emerging themes and patterns. The analysis process was conducted in three stages: pre-analysis, exploration of the material, and treatment of the results, according to the procedures established by the technique.



Table 1. Distribution of studies according to citation, authors, year of publication, journal, title, methodological design, and summary of results. (n= 19)

Citations	Authors	Year	Journal	Document title	Methodology	Results
182	Sutherland, W., Jarrahi, M.H., Dunn, M., Nelson, S.B.	2020	Work Employment and Society	Work Precarity and Gig Literacies in Online Freelancing	qualitative methodology based on semi-structured interviews	The results show that although Upwork offers resources to reduce precarization, it poses challenges. Workers adapt by managing their reputation, reviews, and self-presentation, as well as dealing with flexibility, maintaining productivity, and avoiding risks. Many subvert the rules to preserve their autonomy.
65	Duffy, B.E.	2020	Communicati on and the Public	Algorithmic precarity in cultural work	qualitative methodology based on in-depth interviews	The results highlight algorithmic precaution as central to cultural workers. The research reveals how platform algorithms generate constant uncertainty, leading workers to invest in strategies such as profile optimization and consulting. However, frequent changes to algorithms amplify precarization and create an unpredictable and unequal environment.
60	Montgomery, T., Baglioni, S.	2021	International Journal of Sociology and Social Policy	Defining the gig economy: platform capitalism and the reinvention of precarious work	qualitative methodology based on semi-structured interviews using thematic analysis	The study reveals that the concept of the gig economy is difficult to define, with many stakeholders associating it with existing job insecurity. The research points out that, although the term is seen as new, it represents a continuation of precarious practices already observed in sectors such as transportation and delivery. The lack of a clear definition hinders public policies and the organization of workers. The research suggests that the gig economy should be seen as a subtype of precarious work, not as a totally new phenomenon.
56	Webster, N.A., Zhang, Q.	2020	Nora Nordic Journal of Feminist and Gender Research	Careers Delivered from the Kitchen? Immigrant Women Small-scale Entrepreneurs Working in the Growing Nordic Platform Economy	qualitative methodology with in-depth interviews, a case study, and participant observation	The results show that the “Yummy” platform offers opportunities for immigrant women, but they face challenges due to the invisibility of domestic work and gender norms. Although they see “Yummy” as a chance to expand their businesses, they deal with difficulties in balancing domestic life and work, as well as obstacles in formalizing their companies. The platform offers financial autonomy, but the precarization of work in the gig economy persists.
51	Glavin, P., Schieman, S.	2022	Socius	Dependency and Hardship in the Gig Economy: The Mental Health Consequences of Platform Work	Quantitative research using an online questionnaire	The results show that platform workers experience greater psychological distress compared to permanent employees and self-employed workers. Financial hardship is the main factor, accounting for about 50% of the difference in stress levels. No evidence was found that autonomy or control over working hours improves mental health. The research suggests that dependence on platforms and financial difficulties worsen mental health, highlighting the precarious nature of these jobs.
47	Elbanna, A., Idowu, A.	2022	European Journal of Information Systems	Crowdwork, digital liminality and the enactment of culturally recognised alternatives to Western precarity: beyond epistemological terra nullius	qualitative and inductive approach using semi- structured interviews, field observations, and social media observations	The results show that although crowdwork is considered precarious in the West, workers in Nigeria transform it into long-term employment by drawing on their cultural traditions and social norms. The study describes crowdwork as a three-stage process: initiation, transition, and reincorporation, where workers overcome difficulties and build lasting bonds with employers. The research highlights the influence of culture in the adaptation of crowdwork, offering an alternative to the Western model of precarization.



43	Wood, A.J., Lehdonvirta, V.	2023	Sociology	Platforms Disrupting Reputation: Precarity and Recognition Struggles in the Remote Gig Economy	semi-structured interviews and participant observations	The results indicate that digital platforms transform reputation in the freelance market, increasing workers' insecurity. Dependence on reputation scores affects access to new jobs, with negative reviews damaging visibility. With no control over reviews, workers seek to reintroduce reputation into interpersonal relationships and receive support from online communities, which helps them avoid unpaid work and offer emotional support. This highlights collective resistance against the instability imposed by platforms.
38	Schaupp, S.	2022	Work Employment and Society	Algorithmic Integration and Precarious (Dis)Obedience: On the Co-Constitution of Migration Regime and Workplace Regime in Digitalised Manufacturing and Logistics	multiple case study, qualitative interviews, and participant observations	The results indicate that algorithmic control facilitated the integration of migrant workers, overcoming language barriers, and allowing for the de-skilling of tasks. Companies exploited the precarization of residence status, taking advantage of cheap and flexible labor. The interaction between the migration regime and algorithmic work stimulated solidarity among workers, such as self-support groups and struggles for better working conditions, evidencing resistance to precarization.
38	Parwez, S., Ranjan, R.	2021	Work Organisation Labour and Globalisation	The platform economy and the precarisation of food delivery work in the COVID-19 pandemic Evidence from India	empirical research, qualitative interviews with a semi-structured questionnaire	The research reveals that precarization on delivery platforms is intensified by the absence of labor rights and social protection. During the pandemic, workers faced reduced income, health risks, and social stigma. Although platforms promote autonomy, there is strong digital supervision that affects wages and working conditions. The lack of formal contracts prevents benefits, perpetuating insecurity, while the fragmented structure of platforms has made it difficult to organize resistance.
37	McDonald, P., Williams, P., Mayes, R.	2021	Work Employment and Society	Means of Control in the Organization of Digitally Intermediated Care Work	documentary analysis of terms and conditions of digital platforms	Care platforms impose control over workers, designating them as independent contractors and exempting themselves from employer responsibilities. They transfer costs and impose rigid contracts, monitoring performance through evaluation systems. These mechanisms increase precarization, limiting autonomy, and excluding benefits typical of a formal employment relationship.
35	Cant, C., Woodcock, J.	2020	Capital and Class	Fast Food Shutdown: From disorganization to action in the service sector	ethnographic approach, participant observations, and semi-structured interviews	The organization of precarious workers in the service sector, such as the 2018 strike, was more effective when focused on direct action than on formal union representation. In the cases analyzed, collective actions arose from local issues and the building of solidarity. The strike at Wetherspoon resulted in wage improvements, and the IWW's action at UberEATS showed the effectiveness of digital organizing, despite the classification of "self-employment." Both cases show that flexible and decentralized strategies can be effective in organizing precarious workers.
34	Mendonça, P., Kougiannou, N.K., Clark, I.	2023	Industrial Relations	Informalization in gig food delivery in the UK: The case of hyper-flexible and precarious work	case study with semi-structured interviews, non-participatory observation, and social media data analysis	The research revealed that digital platforms in the United Kingdom facilitate the informalization of work in the food delivery sector, encouraging informal subcontracting. Self-employed workers subcontract undocumented migrants, creating a parallel market. The flexibility of the platforms and the lack of oversight exacerbate precarization, with low wages, health and safety risks, and exploitation, especially of migrants. By acting as intermediaries, the platforms perpetuate the cycle of exploitation and insecurity for these workers.
32	Schor, J.B., Tirrell, C., Vallas, S.P.	2024	Work Employment and Society	Consent and Contestation: How Platform Workers Reckon with the Risks of Gig Labor	semi-structured interviews	The results show that platform workers deal with risks in different ways: acceptance, management, compliance, resignation, or contestation. Workers who are more economically secure see risks as more manageable, while vulnerable workers perceive them as more serious and contest the conditions. The research also highlights that customer behaviors such as "tip baiting" and fraud increase risks, creating a "double subordination" of workers.



32	Khan, M.H., Williams, J., Williams, P., Mayes, R.	2024	Work Employment and Society	Caring in the Gig Economy: A Relational Perspective of Decent Work	qualitative approach with semi-structured interviews	The results highlight three interconnected themes that shape the experiences of care workers on digital platforms: mutuality, responsiveness, and solidarity. These aspects show how relationality, based on mutual recognition and exchange, influences caregivers' perceptions of decent work, balancing their own interests, and the well-being of others.
29	Hassel, A., Sieker, F.	2022	European Journal of Industrial Relations	The platform effect: How Amazon changed work in logistics in Germany, the United States and the United Kingdom	comparative case study	Amazon's entry into the logistics sector has transformed the postal market, promoting subcontracting with models such as Amazon Flex and DSP in the US and UK, and limitations in Germany. Research shows that the platform model intensifies precarization, facilitated by flexible regulations, while traditional companies maintain higher standards, especially in Germany.
27	Kingsley, S., Sinha, P., Wang, C., Eslami, M., Hong, J.I.	2022	Proceedings of the ACM on Human Computer Interaction	give Everybody [...] a Little Bit More Equity: Content Creator Perspectives and Responses to the Algorithmic Demonetization of Content Associated with Disadvantaged Groups	qualitative methodology with semi-structured interviews and content analysis	YouTube content creators have expressed concerns about algorithmic demonetization, especially for content from marginalized communities, such as LGBTQ and Black communities. The algorithm stereotypes this content, reducing visibility and income. Many try to combat this with audits and social media but still face ineffective appeal tools and are calling for more control and transparency.
22	Vieira, T.	2023	New Technology Work and Employment	Platform couriers' self- exploitation: The case study of Glovo	case study with deductive thematic analysis and semi- structured interviews	Glovo delivery workers, due to precarization, entrepreneurial subjectivity, and gamification, adopt self-exploitative behaviors. Unpredictable income and lack of social protection highlight precarization, while the platform promotes the idea of autonomy, but workers depend on it. Gamification intensifies competitiveness, creating an exploitative work environment.
21	Kahancová, M., Meszmann, T.T., Sedláková, M.	2020	Frontiers in Sociology	Precarization via Digitalization? Work Arrangements in the On- Demand Platform Economy in Hungary and Slovakia	mixed approach with individual interviews and online forms	The research identified dimensions of precarization in platform work, such as lack of autonomy and collective representation. Workers face job insecurity, unpredictable hours, and low incomes. The absence of autonomy and union representation is the main source of precarization, aggravated by the lack of specific regulation and digitization, which reduces the segmentation between formal and informal workers.
20	Umney, C., Stuart, M., Bessa, I., Neumann, D., Trappmann, V.	2024	Work Employment and Society	Platform Labour Unrest in a Global Perspective: How, Where and Why Do Platform Workers Protest?	quantitative analysis using an online form	Protests by platform workers occurred mainly in Europe and Asia, focusing on wages and working conditions. Strikes and demonstrations were common. Distributive protests were linked to informal groups, while regulatory protests were linked to traditional unions. Prevalence varied: regulatory protests predominated in Europe and North America, and distributive protests in Asia and Latin America.

Source: Prepared by the authors (2025).



4 ANALYSIS OF THE RESULTS

The analysis of the 19 articles selected for this study allowed for a comprehensive assessment of the dynamics of job insecurity on digital platforms, with a specific focus on the gig economy. Table 1 details the publications included in this study, presenting information such as number of citations, authors, year of publication, journal, title, methodological design, and summary of results. This organization allows for a systematic and in-depth visualization of the variables analyzed, contributing to a better understanding of the nuances and specificities addressed in the selected studies.

4.1 PRECARIOUS WORKING CONDITIONS, INSTABILITY, AND VULNERABILITY

A predominant theme among the articles reviewed is the precarization of working conditions on digital platforms. Instability and the lack of formal employment are common aspects observed in the studies by Sutherland et al. (2020), Veen et al. (2020), and Lata et al. (2023), which highlight the intermittent nature of work in the gig economy. The platform's business model, based on flexibility, has proven to be yet another device for exploitation. While it offers some autonomy, it removes the labor guarantees that traditionally protect workers. According to Montgomery and Baglioni (2021), work on digital platforms, especially in the transportation and delivery sectors, is far from flexible, as remuneration is volatile, and workers are at the mercy of automated algorithm decisions.

The lack of benefits such as vacation time, sick leave, and health insurance, identified by Sutherland et al. (2020), is particularly serious for those who depend on these platforms as their sole source of income. In addition, the asymmetrical power relationship between workers and platforms, highlighted by Lata et al. (2023), makes the situation even more vulnerable. This dependence of workers on platforms to secure their livelihood is one of the main characteristics of the precarization observed, being exacerbated by the dependence on algorithms that determine workload and remuneration, leaving workers with little room for negotiation (Duggan et al., 2022).

4.2 IMPACTS OF DIGITIZATION, ALGORITHMIC CONTROL, AND INVISIBILITY

Digitization, or the “platformization” of work, has been one of the main drivers of change in working conditions. The introduction of algorithmic control technologies, as analyzed by Duffy (2020) and Schaupp (2022), is central to the dynamics of worker subordination. The promise of flexibility, championed by platforms, reveals itself as disguised control, where work is mediated by algorithmic systems that invisibly monitor and regulate productivity. The study by José-Gomes et al. (2025) reinforces that platform workers are subject to a system of continuous evaluation, without the direct supervision of an employer, which creates a digital subordination, characterized by a lack of human interaction and the difficulty of contesting automated decisions.

Research by Webster and Zhang (2020) corroborated this view, pointing out that work on digital platforms, far from being an advantageous alternative, presents a level of invisibility in the conditions of execution that makes it particularly vulnerable to exploitation. The digitization of work, therefore, in addition to increasing financial insecurity, also pushes workers into a type of work without identity and without a clear relationship of subordination, but with strict, albeit impersonal, control over their activities.



4.3 WORKERS' RESISTANCE, DIGITAL ORGANIZATIONS, AND COLLECTIVE MOVEMENTS

Workers' resistance, although still in its infancy, has proven to be an important element in tackling precarization. The formation of digital cooperatives, such as those observed in Brazil with motorcycle couriers (Rodríguez-Modroño et al., 2022), and resistance movements on social media indicate a growing awareness of working conditions on platforms. These workers, in addition to fighting for better pay, are seeking alternatives to the conventional employment model by forming self-sustaining and supportive groups, such as delivery of cooperatives.

However, as pointed out by Wood (2023), resistance faces structural challenges, mainly due to the lack of regulation in the sector and the weakness of labor laws. Attempts at union organization and digital mobilization, described by Glavin and Schieman (2022), are fundamental to giving visibility to the cause, but they are still far from sufficient to change the business model of the platforms. Workers have sought creative alternatives for resistance but still face significant obstacles in the struggle for better working conditions due to the structural strength of the platforms, which operate with great freedom without effective regulations.

4.4 REGULATORY GAPS AND CHALLENGES FOR THE CREATION OF PUBLIC POLICIES

The lack of specific legislation regulating digital platforms is another central theme in the literature reviewed. Studies by Torres et al. (2022) and Cant and Woodcock (2020) reveal that, in most countries, platforms operate with great freedom, which hinders the implementation of effective public policies that protect workers. This lack of regulation results in a vacuum in terms of labor rights, which makes it even more difficult to create protection mechanisms for gig economy workers.

The studies reviewed suggest that regulation of the sector is urgently needed to ensure worker protection, but they also highlight the resistance of platforms to accept any type of regulation that impacts their operation. According to Wood (2023), although worker resistance has gained momentum, victories are still limited, as regulation is often ineffective or non-existent, and platforms continue to adopt practices that prioritize profit, placing workers in a position of extreme vulnerability.

4.5 FUTURE PROSPECTS AND THE ROLE OF PUBLIC POLICIES IN REGULATION

Based on the findings of the articles, public policies need to be improved to regulate the platform economy more effectively. The lack of clear legislation and the subordination of workers to algorithms indicate that changes in labor relations will not occur without government intervention. The revision of labor policies, with a focus on digital platforms, can help mitigate the consequences of precarization and provide a fairer working environment.

However, the implementation of effective regulations depends on a greater understanding of the impacts of platforms and continued support for resistance movements, which have shown potential to transform working conditions on digital platforms. The creation of a robust regulatory framework will be crucial to addressing the inequalities generated by the gig economy, as well as protecting workers from new forms of digital exploitation (José-Gomes et al., 2025).



5 CONCLUSION

This study addressed the precarization of work on digital platforms, focusing on the evolution of this phenomenon between 2020 and 2024, highlighting the social and economic impacts on the lives of gig economy workers. The analysis of the 19 selected articles revealed that, although digital platforms offer a false promise of flexibility and autonomy, they contribute to a significant increase in the precarization of working conditions. The lack of formal employment relationships, the absence of labor guarantees, and the algorithmic control of workers' activities are structural elements of this process, making these workers more vulnerable to exploitation and financial insecurity.

Furthermore, the digitization of labor relations, mediated by algorithmic technologies, has widened inequalities between platform workers and traditional workers, highlighting the fragility of labor laws in the digital context. Attempts at resistance, both through collective movements and the organization of digital cooperatives, have been fundamental in raising awareness of precarious working conditions, although they face major challenges due to the absence of specific and effective regulation for the sector.

About public policy, studies indicate that there is an urgent need to create a regulatory framework that protects the rights of gig economy workers, particularly in relation to working conditions and remuneration. Without effective government intervention, inequalities and abuses on digital platforms will continue to expand.

This study contributes to the understanding of the dynamics of the gig economy and the precarization of work, highlighting the need for new regulatory approaches and more robust public policies that ensure better conditions for digital workers. The gaps observed in the literature suggest that future research should focus on the evolution of public policies, the regulation of digital platforms, and new forms of worker organization, and resistance.

REFERENCES

- ALVARENGA, Eldaronice Queiroz de et al. A revisão integrativa nos estudos das políticas públicas educacionais: potencialidades e aplicabilidade do método. **Revista Brasileira de Educação**, v. 29, 2024.
- BARDIN, Laurence. **Análise de conteúdo**. 3. ed. São Paulo: Edições 70, 2013.
- CANT, Callum; WOODCOCK, Jamie. Fast Food Shutdown: From disorganisation to action in the service sector. **Capital & Class**, v. 44, n. 4, p. 513-521, 2020.
- DUFFY, Brooke Erin. Algorithmic precarity in cultural work. **Communication and the Public**, v. 5, n. 3-4, p. 103-107, 2020.
- DUGGAN, James et al. Boundaryless careers and algorithmic constraints in the gig economy. **The International Journal of Human Resource Management**, v. 33, n. 22, p. 4468-4498, 2022.
- GLAVIN, Paul; SCHIEMAN, Scott. Dependency and hardship in the gig economy: The mental health consequences of platform work. **Socius**, v. 8, p. 23780231221082414, 2022.
- GOMES, Rodrigo José. Family care for children with special health care needs at home: an integrative review. **Saúde e Pesquisa**, v. 17, n. 2, p. e12331-e12331, 2024.
- JOSÉ-GOMES, Rodrigo; BERNARDO DE OLIVEIRA, Rogéria; GALVÃO, Rogério; GABRIEL-LEITE, Victor. Platformization and precarious work: impacts on working conditions and relationships



on digital platforms. In: **V Seminário dos PPGs Profissionais em Administração (SPPA)**, v. 5, n. 1, p. 108841. 2025.

JOSÉ-GOMES, Rodrigo; GALVÃO, Rogério; GABRIEL-LEITE, Victor. The effects of platformization on labor relations: an analysis of precariousness in the digital environment. In: **XXVIII Seminários em Administração (SemeAd)**, v. 28, n. 1, p. 168. 2025.

LATA, Lutfun Nahar; BURDON, Jasmine; REDDEL, Tim. New tech, old exploitation: Gig economy, algorithmic control and migrant labour. **Sociology Compass**, v. 17, n. 1, p. e13028, 2023.

MONTGOMERY, Tom; BAGLIONI, Simone. Defining the gig economy: platform capitalism and the reinvention of precarious work. **International Journal of Sociology and Social Policy**, v. 41, n. 9/10, p. 1012-1025, 2021.

PAGE, Matthew J. et al. The PRISMA 2020 statement: an updated guideline for reporting systematic reviews. **BMJ**, v. 372, 2021.

PARWEZ, Sazzad; RANJAN, Rajiv. The platform economy and the precarization of food delivery work in the COVID-19 pandemic: Evidence from India. **Work Organisation, Labour & Globalisation**, v. 15, n. 1, p. 11-30, 2021.

RODRÍGUEZ-MODROÑO, Paula; AGENJO-CALDERÓN, Astrid; LÓPEZ-IGUAL, Purificación. Platform work in the domestic and home care sector: new mechanisms of invisibility and exploitation of women migrant workers. **Gender & Development**, v. 30, n. 3, p. 619-635, 2022.

SCHAUPP, Simon. Algorithmic integration and precarious (dis) obedience: on the co-constitution of migration regime and workplace regime in digitalised manufacturing and logistics. **Work, Employment and Society**, v. 36, n. 2, p. 310-327, 2022.

SUTHERLAND, Will et al. Work precarity and gig literacies in online freelancing. **Work, Employment and Society**, v. 34, n. 3, p. 457-475, 2020.

VEEN, Alex; BARRATT, Tom; GOODS, Caleb. Platform-capital's 'app-etite' for control: A labour process analysis of food-delivery work in Australia. **Work, employment and society**, v. 34, n. 3, p. 388-406, 2020.

WEBSTER, Natasha A.; ZHANG, Qian. Careers delivered from the kitchen? Immigrant women small-scale entrepreneurs working in the growing Nordic platform economy. **NORA-Nordic Journal of Feminist and Gender Research**, v. 28, n. 2, p. 113-125, 2020.

WOOD, Alex J.; LEHDONVIRTA, Vili. Platforms disrupting reputation: Precarity and recognition struggles in the remote gig economy. **Sociology**, v. 57, n. 5, p. 999-10