

Questions for Customer group

1. The conditions of gig workers reflect a broader social malaise as we are also customers who seek the services that platforms mediate on terms and conditions that they set. How can we raise the awareness among customers/users in supporting change in the sector?
2. How did your experience as a customer reflect real-world frustrations or benefits of ride-hailing services?
3. If you could redesign a feature or policy of the platform, what would it be, and how would it benefit both customers and workers?
4. 5 star service: Platforms rely on customers rating drivers to ensure quality of service. This creates unreasonable demands from workers and may put them at the mercy of customers, some of whom may harbor antagonistic views towards drivers. What are ways in which this power imbalance can be corrected while expecting a reasonable quality of service?