Worker Deck

1. **Long Wait Times Between Rides**: Due to oversupply of workers, workers experience extended periods of waiting between rides, reducing their earnings.
   a. **Effect: Worker loses 1 mood, Platform loses 1 trust as workers blame the platform for poor demand distribution.**
2. **Positive Customer Feedback**: A customer leaves a glowing review for the driver, praising their excellent service.
   a. **Effect: Worker gains 1 trust, Customer gains 1 mood.**
3. **Platform Raises Commission**: Platform increases its commission from 25% to 30%, reducing driver earnings.
   a. **Effect: Worker loses 1 mood, Platform loses 1 trust**
4. **Union Push**: Drivers organize a protest demanding recognition of their union.
   a. **Effect: Worker gains 1 mood, Platform loses 1 mood.**
5. **Lack of Health Insurance**: Drivers are struggling with medical bills due to a lack of healthcare.
   a. **Effect: Platform loses 1 trust, Worker lose 1 mood**
6. **Driver Deactivation Policy**: Drivers are deactivated without explanation and no appeals process is provided.
   a. **Effect: Worker loses 1 mood and platform loses 1 trust.**
7. **Driver Accused of Misconduct:** : A customer accuses the driver of misconduct with no evidence. The platform's customer first approach results in the driver being penalized..
   a. **Effect: Worker loses 1 mood**
8. **COVID-19 lockdown:** Drivers loyal to the platform find themselves out of work. Platform offers little to no help.
   a. **Effect: Platform loses 1 trust, Worker loses 1 mood**
9. **Pool Frustration:** Platform introduces a feature where multiple customers can share a car. Drivers find the multiple stops and increased wait times frustrating.
   a. **Effect: Worker loses 1 mood, customers lose 1 mood**
10. **Rising Cost of Fuel:** Platform's rates do not reflect sharp increase in fuel costs resulting in lowered profit margins for drivers.
    a. **Effect: Worker loses 1 mood, Customer gains 1 mood**
11. **Hostile Customer:** A customer who receives low ratings from drivers is blacklisted from the platform.
    a. **Effect: Platform gains 1 trust and workers gain 1 mood**