

Abstract

This study analyses the labour process of ride-hailing workers and platform company's control over them. This research employs Labour Process Theory (LPT) to examine the labour process and control critically. This qualitative study is based on in-depth interviews with motorcycle drivers, Go-Jek and Grab drivers, between June 2020 and June 2021 in Yogyakarta, Kediri, and Jakarta. This research found that labour or workers are transformed into a commodity where job supply and demand are confounded and mediated by digital platforms. The LPT informed us with the concepts of "point of production," "emotional labour," and "control", which have proven that the platform represents a digital-based point of production where all three components are employed as platform media to enable workers to operate according to platform standards. Management algorithms utilized in this industry play a significant role in this digital industry, to analyse various forms of capital appropriation, including the use of digital technology as a point of production and a mechanism of control and monitoring in the workplace. The use of feedback systems, ratings, and platform ratings as a consequence of emotional workers is used by managers to help monitor their employees. Furthermore, LPT has explained that the form of control carried out by the platform represents an unequal power relation, which produced dissatisfaction and conflicts. I argue that the platforms are deliberately using technology and obscuring the control process over the operations of the workers to instil the high standards of service while the workers who are trapped in very weak employment status as partners through the use of algorithmic control.

Keywords: *Workers, Labour Process Theory, Control, Ride-hailing platforms, Alienation*