

THE EFFECTS OF PLATFORMIZATION ON LABOR RELATIONS: AN ANALYSIS OF PRECARIOUSNESS IN THE DIGITAL ENVIRONMENT

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INTRODUCTION

The platformization of work has emerged as a growing phenomenon, particularly in the transportation, delivery, and other services sectors based on emerging technologies. This new labor arrangement expands employment opportunities in certain areas, but it has also been the subject of intense debates, especially with regard to the precariousness of working conditions. The absence of traditional labor rights, instability, lack of social protection, and precarious safety and health conditions for workers are some of the main concerns (Magaldi et al., 2024; Roubaud et al., 2024).

The logic imposed by digital platforms prioritizes a structure of temporary and autonomous labor relations (Woodcock & Graham, 2024; Machado et al., 2022). In this model, workers are often classified as independent service providers, which deprives them of basic rights and fundamental guarantees, such as vacations, paid rest, and access to social security (Carelli & Andrade, 2023; Machado & Zanoni, 2022). In addition, the irregular and unpredictable working day considerably compromises their quality of life and health (Abílio, Amorim & Grohmann, 2021).

Another relevant aspect concerns the transformation of power relations within organizations and in the labor market (Vaclavik, Oltramari & Oliveira, 2022; Grohmann, 2020). Companies, by adopting digital platforms for work management, can move away from traditional labor responsibilities, while workers are deprived of adequate institutional support, with little or no possibility of claiming rights (Grohmann et al., 2021; Lima & Bridi, 2019).

Although the literature has made significant progress in understanding the effects of platformization, there are still important gaps on how to mitigate the precariousness generated by this labor model. Current discussions need more in-depth approaches to forms of regulation that can balance the flexibility provided by platforms with the protection of workers' rights. In addition, there is a need for studies that analyze the role of public policies and institutional innovations in promoting fairer and safer working conditions.

An integrative review is necessary at this time due to the scarcity of comprehensive reviews on the platformization and precariousness of work. With the accelerated expansion of this phenomenon and the constant academic production on the subject, it is essential to consolidate recent findings to offer a clearer and more comprehensive view of the dynamics involved. This review will allow not only to identify gaps in the literature, but also to guide future research and provide subsidies for the elaboration of more equitable public policies and organizational practices.

This study aims to carry out an integrative review on the platformization and precariousness of work, focusing on working conditions and labor relations. The research will analyze studies from 2020 to 2025 to understand the impacts of digital platforms on sectors such as transportation and delivery. The guiding question will be: **"What are the current academic productions and discussions on the precariousness and platformization of work, considering their impacts on working conditions and labor relations?"**

METHODOLOGY

To achieve the objectives of this study, we opted for the Integrative Review (IR) approach, which allows the analysis and synthesis of scientific evidence on a specific topic,

integrating findings with academic and social practice (Gomes, 2024; Lima Dantas et al., 2022). This method is particularly useful for consolidating knowledge in emerging areas, such as platformization and the precariousness of work, where there are still gaps in the literature and a need for a more robust theoretical foundation (Leme, 2023).

The Integrative Review was conducted in six stages, as proposed by Lima Dantas et al. (2022): definition of the guiding question; selection of studies; representation of the characteristics of the studies; analysis of findings based on inclusion and exclusion criteria; interpretation of the results and presentation and dissemination of the results.

The PICO strategy was adopted to structure the guiding question of the study, ensuring clarity and focus in the review. PICO is widely used in systematic and integrative reviews to define the key elements of a research (Galvão et al., 2021). In the context of this study, the components of the PICO were applied as follows: P (Population): Platform workers; I (Intervention): Work models mediated by digital platforms; O (Outcome): Impacts on working conditions and labor relations. Element C (Control or Comparison) was not used, as the nature of the Integrative Review did not require comparison between groups or interventions. The guiding question was formulated as:

"What are the current academic productions and discussions on the precariousness and platformization of work, considering their impacts on working conditions and labor relations?"

The eligibility criteria adopted were: the inclusion of original articles, available online, in full and free of charge, in Portuguese, English or Spanish, published between January 2020 and January 2025. In addition, the articles should address the platformization of work and its relationship with the precariousness of working conditions, maintaining coherence with the proposed theme.

The following were excluded from the study: theses, dissertations and monographs; articles available only in abstract format; publications outside the defined period; texts in languages other than those mentioned; materials with restricted access; duplicate content; and those that did not directly address the proposed theme.

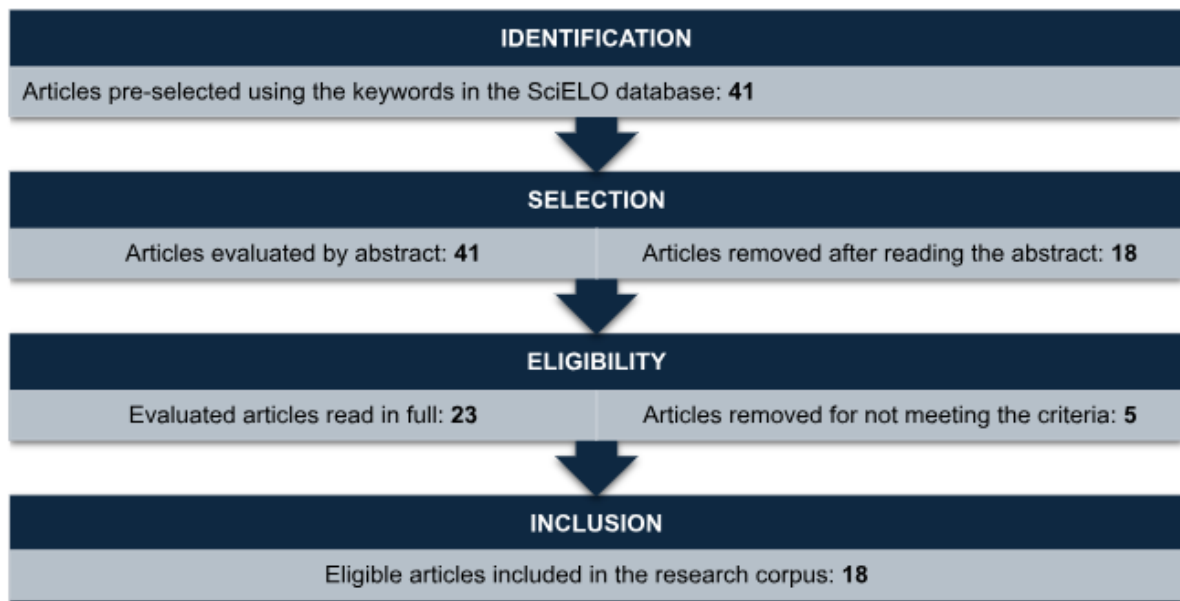
The selection of articles was carried out in January and February 2025, using the *Scientific Electronic Library Online* (SciELO) database. The following search terms were used, combined with the Boolean operator AND; In Portuguese: gig economy, platformized work, precarious work, platform economy, precariousness, digital platforms, platform capitalism. In English: gig economy, platform work, precarious work, platform economy, precarity, digital platforms, platform capitalism.

The selection process followed the *Preferred Reporting Items for Systematic Reviews and Meta-Analysis* (PRISMA) guidelines (Page, Moher & McKenzie, 2022). Initially, the titles and abstracts of the articles were analyzed to verify their adequacy to the theme. Then, the selected articles were read in full, and only those that answered the guiding question were included in the review, resulting in a final sample of 18 articles.

The organization and evaluation of the data were carried out through a form prepared by the author, containing fields to record information such as journal, Qualis Capes classification, year of publication, authors, title, methodology used and synthesis of results.

The data analysis followed the Content Analysis technique proposed by Bardin (2013), consisting of three stages: pre-analysis, exploration of the material and treatment of the results obtained. The data collected were organized in an illustrative table (Chart 1).

Flow chart 1. Selection flow of articles included in the study based on the PRISMA protocol.



Source: Adapted (Gomes, 2024).

RESULTS AND DISCUSSIONS

The eighteen articles selected for the analysis provided a comprehensive view of the precariousness and platformization of work in the period from 2020 to 2025. These academic productions, prepared by professionals with master's and doctoral degrees in the areas of applied social and social sciences, involve a total of 42 authors. The set of studies reflects a significant contribution to the understanding of the impacts of precariousness and the growing platformization of work in contemporary society.

The distribution of publications in journals in the different Qualis categories reveals that 88.89% (n=16) belong to stratum A, while 11.11% (n=2) are in stratum B. It is noteworthy that 16.67% (n=3) of the articles were published in 2024, 33.33% (n=6) refer to 2023, 38.89% (n=7) are from 2022, and 11.11% (n=3) date from 2021. This distribution, largely homogeneous, suggests a continuity in interest and research on the subject over the years, reinforcing its relevance today.

Chart 1 presents a breakdown of the publications included in this study, including information about the journal, Qualis Capes, year of publication, authors, title, methodology, and synthesis of results. This systematic organization of the variables analyzed contributes to a deeper understanding of the specificities addressed in the selected studies.

Table 1. Distribution of studies included in the study corpus. Curitiba/PR, Brazil. 2025. (n=18).

Journal	Qualis	Year	Authors	Title	Methodology	Summary of Results
Saúde em Debate	A4	2024	Nara Leticia Pedroso Ramos Rodrigues; Sergio Roberto de Lucca.	Precarização do trabalho em plataformas digitais: narrativas de desgaste e desalento de motoristas e entregadores	Qualitative study with in-depth interviews	The article analyzes the impact of platform work, highlighting precarious conditions, physical and mental exhaustion, gender inequalities, and workers' resistance strategies. It concludes that "uberization" aggravates labor precariousness, requiring actions to promote decent and decent work.
Estudios Socio-Jurídicos	A1	2023	María Rocío Bedoya Bedoya; Brahim Santiago Ocampo Parias; Carlos Hernán Valencia Orozco.	Conflictos en plataformas digitales: precariedad laboral y acción colectiva de los trabajadores de Rappi en Colombia	Qualitative study, with narrative review of the literature	The study concludes that platformization makes the work of drivers and delivery workers more precarious, with long working hours, unstable income, and negative impacts on health. Algorithmic supervision and competitive logic aggravate the wear and tear, pointing to the need for regulation to ensure better conditions.
Cadernos Metrópole	A1	2024	André Luiz Moscaleski Cavazzani; Rodrigo Otávio dos Santos; Luís Fernando Lopes.	Precarização do trabalho docente: plataformas de ensino no contexto da fábrica difusa	Qualitative study with document analysis and case study	The study concludes that, in the context of industrial platform capitalism, the city is transformed into a "fuzzy factory", where work takes place in any space connected to the internet. Algorithms become the greatest asset of these platforms, harming workers who do not understand how they work. Teachers face growing precariousness, devaluation and commodification of the profession, especially on digital platforms, aggravating the historical challenges of education in Brazil.
Organizações & Sociedade	A2	2023	David Silva Franco; Deise Luiza da Silva Ferraz; Janaynna de Moura Ferraz.	Uberization Political Economy: Worker Exploitation Regarding Three Forms of Work Intermediation in Platform Companies	Qualitative study, with theoretical review	The study criticizes the precariousness of work on digital platforms, highlighting exploitation and the lack of regulation. He suggests that legal regulation is crucial to protect workers and ensure better conditions. In addition, it argues that, in order to combat this exploitation, workers must organize in solidarity and use technology to challenge capitalist logic, seeking human liberation.
Saúde e Sociedade	A3	2023	Pamela Tamara Gomes de Oliveira; José Roque Junges.	Plataformas digitais de entrega de alimentação: condições de trabalho e riscos para a saúde	Qualitative study with interviews and thematic analysis	The study on digital platform delivery workers showed the precariousness of working conditions and the risks to the health of these workers. The lack of labor guarantees, financial instability, and physical and mental insecurity are central aspects of this reality. The research points to the need to discuss forms of legal and health protection for these workers, considering the negative effects of working conditions in this sector.
Revista Brasileira de Ciências Sociais	A1	2023	Lorena Caminhas	Os mercados erótico-sexuais em plataformas digitais: o caso brasileiro	Qualitative study with digital ethnography and in-depth interviews	The study analyzes the digital erotic-sexual markets, focusing on work via webcams in Brazil. She highlights that, although the platforms offer greater autonomy, they centralize resources, increasing the dependence of workers and intensifying precariousness. The study points out the contradictions of digital platforms, which promote security and, at the same time, make work more precarious. This highlights the complexity of new ways of working in the digital economy.

Serviço Social & Sociedade	A1	2022	Renata Gonçalves; Edvânia Ângela de Souza	Somos todos youtubers? Indústria 4.0 e precarização do trabalho docente em tempos de pandemia	Qualitative study with bibliographic research and documentary analysis	The article examines the negative impacts of Remote Emergency Education (EER) for teaching work in Social Work during the COVID-19 pandemic, focusing on the intensification of Industry 4.0 and the precariousness of educational work. The abrupt transition to digital platforms has affected student training and teaching practice, exacerbating social and gender inequalities. In addition, the study questions the effects of precariousness on the educational model and the challenges for the societal project that is built from this context.
Serviço Social & Sociedade	A1	2022	Monica Silva de Lima	Tecnologia e precarização da saúde do trabalhador: uma coexistência na era digital	Qualitative study, with theoretical review	The study discusses the precariousness of workers' health on digital platforms, highlighting how the pandemic has intensified informal work and exposed workers to adverse working conditions. Technologies, although facilitating social distancing, have aggravated psychosocial illness. The research concludes that, despite the benefits of ICTs, they amplify the precariousness of labor relations and require legal protection and measures to ensure the health and well-being of workers.
Revista Katálysis	A1	2022	Diego de Oliveira Souza	A funcionalidade do salário por peça no trabalho mediado por plataformas digitais	Qualitative study, with theoretical review	The study investigates working conditions mediated by digital platforms, highlighting the precariousness and exploitation of workers. It concludes that, although there is an appearance of autonomy at work, labor relations continue to be deeply unequal, with the platform controlling conditions and remuneration. The research also criticizes the idea of entrepreneurship as a façade for labor exploitation.
Trabalho, Educação e Saúde	B1	2021	Diego de Oliveira Souza; Camila Pereira Abagaro	A uberização do trabalho em saúde: expansão no contexto da pandemia de Covid-19	Qualitative study, with theoretical review	The study explores telemedicine as a form of precarious work in the context of the pandemic, aligning with Marxist theory to understand labor relations and exploitation in the sector. It is concluded that telemedicine intensifies the logic of "uberization", making the quality of services precarious and imposing flexible but vulnerable working conditions on workers. The author suggests that telemedicine, although beneficial for the efficiency of the health system, aggravates inequality and job insecurity.
Revista Brasileira de Ciências do Esporte	B1	2021	Bruno Modesto Silvestre; Samuel Ribeiro dos Santos Neto; Sílvia Cristina Franco Amaral	"Sem tempo, irmão": o trabalho e o tempo livre de entregadores uberizados durante a pandemia de covid-19	Qualitative study, semi-structured interviews and questionnaires	The study reveals that, although digital platforms offer flexibility, workers face challenges such as stress, financial insecurity and lack of control over the working day. Poor conditions require more robust regulation to protect these workers, balancing freedom and safety. The study suggests that public policies are needed to guarantee labor rights in the digital context.
Trabalho e Sociedade	A2	2024	João Paulo Rodrigo Hermes da Silva; Quênia Maia	Comunicação sindical e capitalismo de plataforma Reflexões sobre a experiência do grupo de entregadores de motocicletas Galera da Pressão (GDP) em Natal/RN	Qualitative study, with participant observation	The study analyzes the resistance of motorcycle delivery workers in Natal/RN, highlighting how they use digital communication to organize strikes and protests. The research observes that, despite the precariousness, these workers mobilize collectively, employing methods similar to those of traditional unionism, and using digital media to demand better working conditions. The research highlights the relevance of this action in the fight against platform capitalism.
Revista de Administração Mackenzie	A2	2023	Laila L. Carneiro; Daniela C. B. Moscon; Liz M. M. Dias; Stéfanie M. D. Oliveira; Haiana M. C. Alves	Digiwork: Reflections on the scenario of work mediated by digital platforms in Brazil	Qualitative study, with theoretical review	The study analyzes the impact of digital platforms on the Brazilian labor market, highlighting the growth of this type of employment and the challenges faced by workers. Platforms, by promoting precarious work models, lack adequate regulation. The research concludes that legal intervention is necessary to ensure better conditions for workers, in addition to suggesting that solidarity among them could help reverse the logic of exploitation in force in this sector.

Sociologias	A1	2022	Iuri Tonelo; Leonardo Mello e Silva; Ricardo Framil Filho	Os trabalhadores em meio à Covid-19 no Brasil: flexibilidade, precariedade, e a mobilização internacional	Qualitative study, with the application of questionnaires	The study reveals that digital platform delivery workers face precarious working conditions, aggravated by the pandemic, with low wages and insecurity. The growing resistance of the category stands out, which seeks to improve their working conditions and access to rights. It is concluded that collective organization and legal regulation are essential to ensure better conditions for these workers.
Revista Katálysis	A1	2022	Claudia Nociolini Rebechi; Camilla Voigt Baptistella	O trabalho mediado por plataformas digitais e assimetrias nas relações de comunicação	Qualitative study, with semi-structured interviews and thematic analysis	The study highlights the information asymmetry in the work of iFood delivery workers, where the company has control over the data, while workers have limited access to the information. It was found that working conditions are precarious and delivery workers face vulnerabilities due to the lack of transparency and support from the platform. It is concluded that it is necessary to rethink these relationships and improve working conditions in the digital platform sector.
Caderno CRH	A1	2022	Henrique Amorim; Ana Claudia Moreira Cardoso; Maria Aparecida Bridi	CAPITALISMO INDUSTRIAL DE PLATAFORMA: externalizações, sínteses e resistências	Qualitative study, with documentary analysis and theoretical review	The article analyzes the precariousness of work mediated by digital platforms, highlighting intensified exploitation and lack of regulation, which increases the vulnerability of workers. The research concludes that legal regulation is essential to improve working conditions in the sector, criticizing the capitalist model of platforms. The research suggests that, in order to combat exploitation, workers must use platforms in solidarity, reversing capitalist logic.
Caderno CRH	A1	2022	Sidnei Machado; Alexandre Pilan Zanoni	DEMANDAS DE DIREITOS NO TRABALHO POR PLATAFORMAS DIGITAIS NO BRASIL: o enfoque dos trabalhadores	Qualitative study, with documentary analysis and theoretical review	The study highlights that algorithmic governance on digital platforms results in an unequal relationship of legal subordination with workers, despite apparent autonomy. The research concludes that it is urgent to regulate platform work to guarantee rights and improve working conditions, in addition to suggesting the creation of more balanced governance models to reduce exploitation.

Source: Prepared by the author, 2025.

PRECARIOUSNESS OF WORK AND EXPLOITATION ON DIGITAL PLATFORMS

The precariousness of work on digital platforms has been widely addressed as a reflection of a model of exploitation that disregards the fundamental rights of workers (Rodrigues & Lucca, 2024). Several studies indicate that, although platforms offer the promise of flexibility and autonomy, in practice, they result in fragmented working hours, with low wages, absence of benefits, and total insecurity regarding job stability (Bedoya Bedoya et al., 2024). The possibility of choosing times and places, often seen as advantageous, hides the reality of strenuous working hours, devoid of the minimum guarantees of social protection.

Digital platforms, instead of promoting better working conditions, intensify exploitation, turning workers into mere executors of repetitive and dehumanizing tasks (Cavazzani et al., 2023). The lack of a formal employment relationship results in the lack of basic labor rights, such as vacation, health insurance, and retirement. In addition, many workers rely solely on income earned through these platforms, which makes them vulnerable to unpredictable fluctuations in labor demand and leaves them without any support in the event of illness or accident.

Technology, far from being a tool of emancipation, serves as a mechanism of rigid control over workers (Oliveira & Junges, 2023). The use of algorithms to monitor and optimize productivity, coupled with the absence of any human interlocution, creates an environment where workers are stripped of their autonomy and individuality (Franco, Ferraz, & Ferraz, 2023). This model, which favors the maximization of profits, results in exacerbated exploitation, pressuring workers to increase their productivity without due compensation or recognition of the efforts made.

Although the flexibility of platform work is often presented as an advantage that provides greater freedom to the worker, it actually masks the precariousness of working conditions (Caminhas, 2023). The absence of effective regulation for platform workers is a structural flaw of the current model, leaving them vulnerable to various adverse conditions and without the possibility of claiming rights (Gonçalves & Souza, 2022).

In this context, it is essential that digital platform workers organize to resist this logic of exploitation. Solidarity among workers, whether through the creation of support networks or collective mobilization strategies, emerges as one of the most effective ways to combat precariousness. Organizing workers and building movements that claim rights and better working conditions are essential to reverse the dehumanization of work promoted by digital platforms.

REGULATION OF PLATFORM WORK

The regulation of platform work is an urgent issue, as evidenced by studies on the subject. The absence of specific legislation exposes workers to abuse by companies, which often exploit the flexibility of digital labor relationships to avoid financial and legal liabilities (Lima, 2022). This regulatory gap results in the deprivation of essential rights, such as healthcare, paid vacations, and social security, directly impacting workers' quality of life.

Although flexibility is often presented as an advantage, in practice it reveals itself as a device that masks the lack of minimum guarantees of job security (Souza, 2022). Without robust legislation regulating these relationships, workers are at the mercy of unilateral decisions by platforms, which often prioritize maximizing profits over the well-being of their employees (Souza & Abagarro, 2021). In this way, the creation of clear and effective regulation becomes

essential to ensure a fair work environment, which promotes not only the protection, but also the dignity and rights of workers.

The articles analyzed argue that, in the absence of specific legislation, digital platforms will continue to expand their operations without the responsibility to guarantee minimum working conditions, perpetuating the exploitation of a large part of the workforce (Rodrigues & Lucca, 2024; Grohmann et al., 2021; Lima & Bridi, 2019). Regulation should not be seen as an obstacle to the growth of these companies, but as a necessary measure to balance the power relationship between platforms and their workers. The implementation of a legal framework that ensures labor rights, such as access to health, maternity/paternity leave, fair remuneration, and the right to rest, is essential to avoid the perpetuation of a model that disregards the needs and protection of workers (Rodrigues & Lucca, 2024; Grohmann et al., 2021; Lima & Bridi, 2019).

In addition, the creation of specific regulations should take into account diversity and inclusion in the digital workplace, recognizing the specificities of different groups of workers, including women, people of color, people with disabilities, and the LGBTQIAPN+ community (Cavazzani et al., 2023; Silvestre, Santos & Amaral, 2021). Such groups, often more vulnerable to precarious working conditions, should be protected more effectively through legislation that considers the plurality of experiences lived in the digital context (Oliveira & Junges, 2023; Rebecchi & Baptistella, 2022).

Therefore, the construction of legislation that regulates work on digital platforms is of utmost urgency to ensure that workers have their rights respected and their working conditions improved. Otherwise, precariousness will remain the norm, and exploitation will remain an intrinsic feature of a business model that depends on deregulation and job insecurity.

TECHNOLOGY AND CAPITALIST CONTROL

In the articles analyzed, technology is positioned not as a means of emancipation of workers, but as a tool that reinforces capitalist control over them. Digital platforms operate within a business model focused on maximizing profits, using algorithms and automations to transform human labor into repetitive, operational, and low-value tasks (Carneiro et al., 2023). Although technology has the potential to improve the quality of life at work, its implementation on digital platforms ends up reinforcing capitalist logic, restricting the autonomy and freedom of workers.

This logic, when sustained and amplified by technology, reduces the relationship between worker and employer to a simple mechanism for maximizing profits. Technology, instead of being a liberating tool, becomes a means to intensify exploitation, promoting a division of labor that weakens workers' rights and places them in subordinate positions (Tonelo et al., 2022). Through algorithms and automated evaluation systems, platforms exercise strict control over workers' activities, constantly monitoring their actions and without providing protection or incentive for professional development (Rodrigues & Lucca, 2024; Oliveira & Junges, 2023).

In addition, the indiscriminate application of technology on digital platforms contributes to the reduction of opportunities for autonomy, since workers are guided by metrics and algorithms that often disregard the particularities of human work, imposing a standardization that limits creativity and decision-making capacity. This reflects the dynamics of a capitalist system that, instead of investing in transformations that favor emancipation and improve working conditions, uses technology as a means to reduce costs and optimize processes, sacrificing the quality of life and well-being of workers (Caminhas, 2023; Rebecchi & Baptistella, 2022).

In this scenario, technology becomes an ally of capitalism in the perpetuation of inequalities and the intensification of labor exploitation. For there to be a genuine advance, a more inclusive and ethical technological model would be needed, which prioritizes human development and valuing people, rather than the mere maximization of profits. Digital transformation, therefore, should be a tool for emancipation, and not for oppression, offering workers the opportunity for more dignified, autonomous and respectful work.

SOLIDARITY AND LABOR RESISTANCE

Research suggests that resistance to exploitation on digital platforms can be effected through solidarity among workers, establishing a network of mutual support and cooperation (Cavazzani et al., 2023). When organized collectively, workers have the ability to transform working conditions, challenging the capitalist logic that prioritizes profit over human rights and decent working conditions (Caminhas, 2023; Amorim, Cardoso & Bridi, 2022). Solidarity in this context presents itself as a strategic tool to combat economic inequality and the precariousness of working conditions.

The adoption of collaborative practices can not only mitigate inequalities in the business model of platforms, but also humanize work, promoting greater equality of opportunities and respect for individualities, in an environment often devoid of attention to human needs (Rodrigues & Lucca, 2024; Machado & Zanoni, 2022). Collective resistance allows the contestation of power structures and the development of alternative solutions that benefit the working class, expanding rights and ensuring fairer and more balanced conditions (Oliveira & Junges, 2023; Rebechi & Baptistella, 2022).

In addition, collective action and workers' awareness of their rights are essential for effective resistance. Through structured organizing, workers can push for changes to platforms, demanding fairer regulation, better working conditions, and access to fundamental rights such as health care, vacations, and social security. Thus, solidarity is configured not only as a support practice, but as a political and social strategy capable of transforming the reality of platform work, promoting greater social and labor justice.

CONCLUSION

In this context, a deeper understanding of the impacts of this new work configuration on working conditions and interpersonal relationships in the work environment is urgent. It is necessary to open spaces for discussion on the regulation of work on digital platforms, with a view to mitigating the negative effects of precariousness and providing fairer and more balanced conditions for workers inserted in this new scenario. The regulation of work on digital platforms is a complex issue that involves not only the adaptation of existing legislation, but also the creation of new rules that consider the particularities of this work model. The implementation of effective public policies in this regard, therefore, is essential to ensure the protection of labor rights, dignity, and the well-being of workers in the digital context.

The analysis of the eighteen selected articles clearly shows the impacts of precariousness and platformization of work on the configuration of contemporary labor relations, in the period from 2020 to 2025. The review of the studies reflects a growing academic consensus on the intensification of increasingly precarious forms of work, mediated by digital platforms, which alter the dynamics of organization and working conditions, generating significant implications for workers and society as a whole.

The reviewed studies converge on the understanding that the platformization of work, by promoting the flexibilization of labor relations, contributes to the precariousness of working

conditions, resulting in the loss of labor rights, economic instability and the vulnerability of workers. This phenomenon has expanded rapidly, driven by the growing digitalization of productive activities, which, in turn, intensifies segregation and inequality in the labor market.

In addition, there is a growing fragmentation of labor activities, which are reconfigured through digital platforms that often evade social and legal responsibility towards their workers. This reconfiguration of work, based on apparent autonomy and flexibility, has generated a scenario of uncertainty for workers, who face the precariousness of their working conditions, with the loss of benefits and the absence of a social protection network.

On the other hand, studies also indicate that platformization, although it brings challenges, is not homogeneous in its application and impact. Some approaches have been shown to be more sensitive to workers' protection needs, which suggests that the future of labor relations in platforms will depend on a balance between technological innovation and the construction of social protection mechanisms that ensure fundamental labor rights.

Thus, the precariousness and platformization of work are interconnected phenomena that demand critical reflection and the implementation of effective public policies that promote the protection of workers' rights, while seeking innovation and adaptation of work models to new technological realities.

FINAL CONSIDERATIONS

This study contributes by highlighting the impacts of precariousness and platformization of work, highlighting how the flexibilization of labor relations on digital platforms results in precarious working conditions, loss of rights and increased vulnerability of workers. The survey also points out that, despite the challenges, some approaches seek to balance innovation and social protection, suggesting that the future of labor relations on platforms depends on this balance.

The study emphasizes the urgent need for regulation to mitigate these negative effects, adapting existing legislation and creating new specific rules for digital platforms, ensuring the protection of labor rights. Longitudinal studies, qualitative research on workers' experiences, and analysis of regional and sectoral variations are recommended. In addition, it is essential to develop adequate regulatory models for digital work, ensuring rights without compromising innovation.

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