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*IFIP is the global non-profit federation of societies of ICT professionals that aims at achieving a worldwide professional and socially responsible development and application of information and communication technologies.*

IFIP is a non-profit-making organization, run almost solely by 2500 volunteers. It operates through a number of technical committees and working groups, which organize events and publications. IFIP's events range from large international open conferences to working conferences and local seminars.

The flagship event is the IFIP World Computer Congress, at which both invited and contributed papers are presented. Contributed papers are rigorously refereed and the rejection rate is high.

As with the Congress, participation in the open conferences is open to all and papers may be invited or submitted. Again, submitted papers are stringently refereed.

The working conferences are structured differently. They are usually run by a working group and attendance is generally smaller and occasionally by invitation only. Their purpose is to create an atmosphere conducive to innovation and development. Refereeing is also rigorous and papers are subjected to extensive group discussion.

Publications arising from IFIP events vary. The papers presented at the IFIP World Computer Congress and at open conferences are published as conference proceedings, while the results of the working conferences are often published as collections of selected and edited papers.

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Rajendra K. Bandi · Ranjini C. R. ·  
Stefan Klein · Shirin Madon ·  
Eric Monteiro (Eds.)

# The Future of Digital Work: The Challenge of Inequality

IFIP WG 8.2, 9.1, 9.4 Joint Working Conference, IFIPJWC 2020  
Hyderabad, India, December 10–11, 2020  
Proceedings

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## Preface

The papers in this volume constitute the proceedings of a joint working conference organized by the IFIP Working Groups 8.2, 9.1, and 9.4. The conference, entitled “The future of digital work: the challenge of inequality,” was planned to take place during December 9–10, 2020, in Hyderabad, India. Due to the COVID-19 pandemic the conference was held virtually.

The call for papers resulted in a total of 29 submissions. Of these, 22 full papers were finally selected for presentation at the working conference. The submissions were selected through a blind-review process involving two reviewers and the editors. Authors of submissions that were selected for the next round were requested to revise their contributions in accordance with the reviewers’ and the editors’ recommendations. The revised submissions were then reviewed for publication in this volume. An introductory paper by the editors provides a thematic overview of these papers.

The papers published in this volume are complemented by contributions from the two keynote speakers at the conference: Renana Jhabvala and Michael Barrett.

Renana Jhabvala, Chairperson SEWA Bharat and Grih Rin Ltd, is an Indian social worker, who has been active for decades in organizing women in the informal economy into trade unions, co-operatives, and financial institutions in India, and has been extensively involved in policy issues relating to poor women and the informal economy.

Michael Barrett, Professor of Information Systems and Innovation Studies at the Cambridge Judge Business School, UK, has a long track record of engaging with social aspects of digital technologies, also with a view to the global south.

The editors would like to take this opportunity to thank all the contributors to this volume. We are very grateful to all the members of the Program Committee who participated in the review process. We give special thanks to Arunima S. Mukherjee and Divya Sharma for all their hard work on the conference organization. We would also like to recognize Eija Karsten, who has initiated the joint conference, working closely with the conference chairs Rajesh Chandwani, Shirin Madon, and Jungwoo Lee, who also took responsibility for the RIP stream, and Miriam Costales and her colleagues at Springer, who helped in producing these proceedings.

The local host organizations are the Indian Institute of Management, Ahmedabad, India, and Society for Health Information Systems Program – HISP India, New Delhi, India.

October 2020

Rajendra K. Bandi  
Ranjini C. R.  
Stefan Klein  
Shirin Madon  
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