



# The Critical Incident Technique: 1 Method for Learning From, and Helping, Couriers.

Carolynne Lord, Oliver Bates & Adrian Friday

## The Need for CIT

Couriers are having a profound impact of UK cities, with increasing vans and bicycles in urban areas, making them important stakeholders.

Couriering services represent a landgrab on roads and pavements, and though platforms don't have to work with cities and policymakers, there are clear health and safety issues to time-pressured workers using infrastructures without clear management.

By learning about courier work, cities can better design spaces and policies to make their work more efficient and lessen the impacts of this community inefficiently waiting and working in dense urban spaces.



Credit to Joshua Lawrence.

## Critical Incident Technique

The Critical Incident Technique is one method that can be used. Here's how we adapted it:

Question Purpose	CIT	Our Adaptation
1. Cause	What were the events leading up to the critical incident?	Tell us about your experience and what you think caused it?
2. Action	What were the behaviors' that took place during the incident?	<i>Combined with Q1.</i>
3. Sentiment	How did you feel during the incident, and afterward?	How did this make you feel during the experience, and afterwards?
4. Outcome	Did you change how you behaved after the incident?	Has this led to a change in how you work? Or what might happen if you don't change how you work?
5. Ideal Outcome	If behaviors' change, what are other possible future outcomes?	What would have been a better outcome?
6. Anything Else?	n/a	Is there anything else you'd like to tell us about the experience?

← Changed incident to experience to improve intelligibility.

← Changed behaviours to work to increase applicability.

← Open question to learn more about the incident.

## Findings

We learnt from this that problems of the gig-economy are not just about the algorithms.

Other stakeholders (e.g., restaurants, customers, local authorities) impact on the speed and efficiency of the work too. These are problems that cities could and should legislate and educate around.

Because pay is intimately linked to speed of delivery, couriers have the same goal as cities - for each job to go as smoothly and efficiently as possible.

Cities should learn more about the pressure points in couriers' work and intercept in these moments to speed up courier work and better ease congestion in cities and residential areas.



Dr. Carolynne Lord is a Senior Research Associate at Department of Sociology, Lancaster University, UK. Her work has explored the role of personal digital devices and mobile technologies in the digitally connected home, including digital tablets and their relation to changing social practices. Much of her work is interdisciplinary and collaborative, and brings a socio-theoretical perspective to areas where digital technologies are impacting other domains including platform and gig-economy work, and issues of social justice. Contact at [c.lord@lancaster.ac.uk](mailto:c.lord@lancaster.ac.uk)

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