
Social Dialogue and the State's Role in Regulating Digital Labor in Chile: Between Institutional Constraints and Emerging Strategies

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Abstract

The governance of digital labour in Chile is shaped by state regulation, worker mobilisation, and institutional activism. Despite the enactment of Law 21.431 to regulate platform work, enforcement has been weak, as companies frequently fail to comply with minimum standards (Martín-Caballero, 2024; Bellido de Luna, 2024). Prior to this law, a tripartite consultative committee attempted to negotiate regulations, but structural barriers and lack of consensus hindered progress (Arab & Frontaura, 2022; Ministerio del Trabajo, 2022). This paper will therefore explore how Chile's social dialogue mechanisms can adapt to discussions of platform work and assess the effectiveness of its institutional responses. It argues that strengthening tripartite initiatives is key to improving labour governance. Using content analysis of social dialogue programmes from the Labour Ministry and 16 interviews with key actors, the study contributes to Global South debates on digital labour governance, highlighting the challenges of enforcing rights in platform economies.

Keywords: Social dialogue, state regulation, platform work, digital work, Chile.

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