# **Michael David Maffie**

Cornell University  
School of Industrial and Labor Relations   
309 Ives Hall, Ithaca NY 14853  
ph: 937.626.6803 | e: [mdm283@cornell.edu](mailto:mdm283@cornell.edu) | tw: @maffiemd

## Education

## M.S./Ph.D. Cornell University, Ithaca *Expected May 2018*

## School of Industrial and Labor Relations

## Dissertation: *I Got 1099 Problems But Finding a Cab Ain’t One: Conflict and Conflict Resolution in the Rideshare Industry*

My dissertation examines how the relationship between rideshare drivers and platforms (Uber, Lyft, etc.) is shaped by conflict, such as wage reductions, passenger arguments, or de-activations. Drawing on survey data from over 500 rideshare drivers and 75 in-depth interviews, my research suggests that the relationship between workers in the gig economy and their platforms has manifest impact on their work behaviors. Drivers who report higher levels of conflict are less likely to spend time on platforms, often recruit passengers (and other drivers) to their preferred services, and “drop” platforms that are unable (or unwilling) to resolve their workplace disputes. This research demonstrates that, while gig work lacks the directive control found in a traditional workplace, the management of conflict and workplace disputes plays a central role in cultivating dense platform network effects. This result blends the theoretical work of platform economics with the organizational dispute resolution literature. In doing so, my work extends the exit-voice-loyalty framework into the digital 1099 economy and suggests that the interplay between people and organizations is a central strategic concern for platform managers and developers.

## Committee: Alexander J.S. Colvin (Cornell), David B. Lipsky (Cornell), Louis R. Hyman (Cornell)

## 

## MILR Cornell University, Ithaca NY May 2013

School of Industrial and Labor Relations

## B.A. Miami University, Oxford Ohio May 2008

## Economics

## Publications and Works in Progress

**Maffie, Michael.** 2017.“Labor Standards Violations and Employment Arbitration: An Empirical Assessment”. Under Review*.*

Lipsky, David Bruce, J. Ryan Lamare, **Michael Maffie**. 2014. “Mandatory Employment Arbitration: Dispelling the Myths”. *Dispute Resolution Journal*. Vol. 29, Issue 9. Pp.136-146

## Klingel, Sally and Michael Maffie. 2011. “Conflict Management Systems in Higher Education” *Alternatives.* Vol. 66 No. 3.

**Maffie, Michael.** “A Theoretical Model of Employer Control in Platform Labor Exchanges” (2017). Target Journal: *Harvard Negotiation Law Review*

**Maffie, Michael.** “Getting Organized for a Gig: The Role of Social Networks in Workers’ Support of Union Campaigns on App-Based Labor Exchanges” (2017). Target Journal: *ILR Review*

## Awards, Recognition, and Fellowships

Academy of Management, Conflict-in-Context Award Winner 2017

Academy of Management, Newman Award Nominee 2017

Academy of Management Best Paper Selection 2017

*“Conflict and Conflict Resolution in the Rideshare Industry”*

LERA Best Paper Proceedings 2017

*“Bargaining Power in the Gig Economy”*

ILR Representative, Cornell “Festival of Scholarship” 2017

Benjamin Miller Award 2016

Seidman Prize2015

## Debate Critic of the Year 2009

**Conference Presentations**

Academy of Management (2017), Atlanta, GA.

*“Conflict and Conflict Resolution in the Rideshare Industry”*

Labor and Employment Relations Association (2017), Anaheim, CA.

*“Bargaining Power in the Gig Economy”*

Labor and Employment Relations Association (2016), Minneapolis, MN.

*“An Empirical Assessment of Dispute Resolution Procedures in Fortune 1000 Corporations”*

**Teaching Assistant Positions**

ILRLR 6011/LAW 6738: Negotiation, Theory, and Practice (Spring 2017, 2016, 2015, 2014)

* Teaching Assistant for David Lipsky

ILRLR 6012: Introduction to Collective Bargaining (Fall 2017)

* Teaching Assistant for David Lipsky

ILRLR 6020: The Practice of Labor Arbitration (Spring 2013, 2014, 2015, 2016, 2017)

* Teaching Assistant for David Lipsky and Martin Scheinman

ILRLR 4012: Managing and Resolving Conflict (Fall 2014, 2015)

* Teaching Assistant for David Lipsky

ILRLR 6080: Special Topics in Labor Relations: Policy Design and Practice (Spring 2014-2017)

* Teaching Assistant for David Lipsky, Robert Fersh, and Richard Korn. Robert and Rich are the founders of Convergence, a non-profit dedicated to using conflict resolution techniques to solve public policy problems.

ILROR 1120: Introduction to Organizational Behavior (Spring 2013) Evaluation: 4.3/5

* Teaching Assistant for Michelle Williams

**Professional Service**

**Labor and Employment Relations Association,** *Ph.D. Student Consortium Organizer*

**Academy of Management Conference**, *Ad-hoc Reviewer*

**University Service**

**Student Mediator**, Office of the Judicial Administrator Fall 2016-Present

Cornell University

**Conflict Management Instructor**, Residential and New Student Programs Fall 2016, 2017

Cornell University

**ILR Graduate Student Government**, Athletics Coordinator Fall 2012

Cornell University

**Invited Talks**

ILRLR 6080, Public Sector Labor Law, “The Uber-ization of Work: Emerging Challenges” Fall 2017

Cornell University, Ithaca, NY.

ILRLS255, Labor History – “The Emergence of the Gig Economy” Spring 2017  
Cornell University, Ithaca, NY.

Department of Labor Relations, Law, and History, “Conflict and Conflict Resolution in the ‘Gig Economy’”Spring 2017

Cornell University, Ithaca NY.

STCM25100, “Persuasion and Conflict Management” Spring 2015

Ithaca College, Ithaca, NY.

**Work Experience**

**Assistant Residence Hall Director** August 2013-Present

Cornell University

**Assistant Director of Forensics** August 2008-May 2010

Cornell University

**Debate Lab Leader**June-July, 2008-2010

Samford University

**Debate Lab Leader** June-July, 2007

Miami University

**References**

Alexander J.S. Colvin

Associate Dean for Academic Affairs, Diversity, and Faculty Development

Martin F. Scheinman Professor of Conflict Resolution

School of Industrial and Labor Relations

Cornell University

ILR Research Building, Room 154

[ajc54@cornell.edu](mailto:ajc54@cornell.edu)

(607)-254-8206

David B. Lipsky

Ann Evans Estabrook Professor of Dispute Resolution

School of Industrial and Labor Relations

Cornell University

ILR Research Building, Room 341

dbl4@cornell.edu

(607)-255-5378

Louis R. Hyman

Director, Institute for Workplace Studies

Associate Professor

School of Industrial and Labor Relations

Cornell University

Ives Hall, Room 356

[louishyman@cornell.edu](mailto:louishyman@cornell.edu)

@louishyman