The Survey on Gig Economy

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1. Abstract

We want to learn more about the effectiveness, efficiency, and work-life balance of gig workers. The majority of workers in nations such as India rely on freelancing and gig economies as one source of income. A worker's perspective on the long-term viability of this employment arrangement is crucial, even if it helps to reduce unemployment rates nationally. In order to determine what factors most affect gig workers' productivity, understanding their psychological requirements is essential. This is only an abstract, but we're hoping to show how many variables influence the efficiency of gig workers. Using this theoretical framework, researchers may evaluate success by looking at how factors like job stability and motivation affect things like work-life harmony and productivity. The study's primary goal is to evaluate the efficiency of gig workers in the food and courier businesses (like Swiggy and Amazon's Prime Now) by looking at how various variables affect their output. With the use of focus group interviews, we extrapolated from our sample to the overall population in the region. A researcher uses the basic procedure to collect data. There was no evidence that any of the factors we looked at had any effect on production. The freedom to set their own schedules and report to no one at the organization both contribute to a greater sense of satisfaction. Taking into consideration the aforementioned factors improves gig workers' overall happiness. The gig worker's ability to strike a work-life balance may not change regardless of the other considerations.

2. Introduction

The term "gig economy" refers to a labor market that relies heavily on temporary and part-time positions filled by independent contractors and freelancers rather than full-time permanent employees. Client or consumer interaction in these sectors is often conducted through some sort of digital medium. This type of labor market is known as "gigging." the main significant advantage of the Gig economy is they are cheaper and provide more efficient services for ex: uber, ola, amazon, etc. Work offered in this platform can range from driving a uber to teaching in a university as a

part-time professor and most of the jobs offered by this platform are blue-collar jobs who pay on an hourly basis and some of them are white-collar jobs who pay on monthly basis and in some cases, some employees are offered part-time jobs and because of their skill they will reinstate them permanently so they will become permanent employees but this a negative aspect for the platform which is providing those jobs and according to an article one-third population of America is involved in Gig economy which is a considerable fraction. Despite a lot of advantages, there are also a number of critics and disadvantages as it makes the life of full-time employees have a more difficult time progressing in their careers since gig workers are easier to find, more flexible, and less expensive to recruit. Additionally, there are potential health risks associated with inconsistent sleep habits.

It affects the work-life balance and they don't have health benefits or retirement funds so they have to work at older ages also and they are in very heavy competition and there are also some risks. The global labor market has seen dramatic shifts in recent decades as a result of technological development, a rising desire for flexible work, and rising unemployment. The rise of the gig economy is posing serious problems for the traditional job market. From the standpoint of both the company and the employees, there are a number of advantages to this. Human capital mobility, better access to talent, higher productivity, and lower costs for businesses are just a few of the advantages.

For workers, the benefits of the gig economy include the ability to take on many tasks at once, the independence to set their own hours and decide where and when they want to conduct their job, and the potential to increase their income. Additionally to these upsides, the gig economy has also been studied for its potential to reduce unemployment. Babysitters, musicians, truck drivers, artists, food delivery people, freelance programmers, and so on are all examples of workers who participate in the gig economy. Uncertainty, employees' lack of receptivity to organizational corporate culture, the absence of gig workers' rights and insurance, inconsistent work schedules, and isolation are some of the drawbacks. In order to get to some conclusions on the matter, the purpose of this study is to investigate the connection that exists between a variety of parameters and the productivity of gig workers and what makes them successful. The study will focus on companies like Swiggy, Zomato, and Amazon Food Delivery. So far, studies on the gig economy have focused on defining the term, discussing the advantages of working in the gig economy for both employees and businesses and examining the drawbacks of this relatively new kind of employment. The success of gig workers, their productivity, and their ability to strike a work-life balance has been little studied. There has not been a structure in place to investigate how gig workers define success until now. A developing nation like India, where unemployment is rampant, relies heavily on the gig economy to provide for its workforce. Even though this employment structure helps reduce unemployment rates, it is still vital to consider the implications for people and their futures.

3. Literature Review

From the Society point of view, people think that work should be from 9 to 5. Workers are accomplishing their duties faster. IT platforms have accelerated this tendency over the previous decade. After the 2008 financial crisis, non-traditional workers emerged. Workers utilize Zepto, Blinkit, uber, and Rapido to submit applications for work with clients in the gig economy that are just temporary. In One form of job is transacted through apps but provided locally, like an Amazon delivery person, while the other is transacted and delivered via apps, like a freelance software coder. Freelancing boosts productivity and labor involvement. Gig economy jobs have several advantages. Freelancing takes 2-7 days, whereas conventional recruiting takes 34 days(2015 Survey). The gig economy matches people with specific skills, knowledge, and ability with com-

panies that need them. The gig economy changed employer-employee to customer-freelancer. SMEs(Small and medium-sized enterprises) with more access to gig workers benefit more from them. This even assists in aligning workers to demanding hours there could be instances whenever user demand is excessive therefore, a greater amount of work is required. This can be accounted for with the use of this system. Gig workers are more innovative than regular employees, who may become complacent and hinder productivity and creativity. Gig workers in high, low, and medium-income nations value money, health, autonomy, and control over work habits, hours, and social connections. (Wood et al. 2018). Online job portals intrigue 70percent of Australians under 34. (2016).

Gig workers may work from home, which may lead to isolation and long, irregular hours. A small fraction of individuals make lots of money via side hustles like Airbnb, while Uber drivers have no insurance, salary, or retirement benefits. Financial constraints force some to join gigs. Some older, lettered freelancers make well. Most gig workers earn less than their similarly educated peers on old contracts, while younger and less educated workers fare much worse in various written agreement arrangements. when (2014) This suggests that most gig workers use it to "smooth" their core income, Ultimately, gig economy participants must meet positive criteria (e.g., a clean, late-model automobile) and acquire positive talents (e.g., social skills to elicit good consumer reviews). These skills and capital needs are not much different from those in the idea economy. Thus, although the gig economy may change some employees' fluctuating salaries, it's unlikely to assist many job searchers.
WHO confronts various significant obstacles to employment (Healy, Nicholson, Pekarek, 2017). It is possible for workers to be discriminated against according to their religion, quality, or apparent inability (Reskin, 2000), or for workers to be segmented into market groups according to their gender or performance (Reskin, 2000). Second, they'll push employees to go to distant market-places regardless of prejudice or segregation. The digital media will encourage employees to join their local market by disguising the concept of discrimination. Digital work as an economic tool is advantageous. Nigeria, Malaysia, the Philippines, and the World Bank are increasingly using digital labor to help the world's poorest escape limited economic prospects (Graham, Hjorth, Leh). Politics, outsourcing, and technology created the gig economy. A McKinsey analysis on digital platforms and the labor market found that 37 of worldwide survey respondents were in positions that underutilized their talents, resulting in a huge productivity loss. Gig employment is more creative and imaginative. Online platforms allow employees to do any assignment internationally, giving them additional alternatives based on their preferences. . Gig workers have better work-life balance than regular employees due to their autonomy and flexibility.

4. Survey Methodology

Our research will use a primary data collecting approach in the form of a focused interview with the participants (employees), in order to glean information on their level of job satisfaction and perceptions of their work-life balance from the participants themselves. In order to arrive at a link between inputs and outputs, both qualitative and quantitative data are employed. Quantitative data will help us gauge how well we're doing. while qualitative data will deepen our comprehension of the issue. Here Age, income, and hours worked are all examples of continuous variables however, education, gender, health, languages spoken, technological proficiency, and marital status are all examples of categorical variables that need to be binned and transformed into dummy variables. Earnings and quality of life outside of work are the end results. First, we have determined that gig economy employees in the city of Delhi represent our primary audience.

We used all of Delhi city as our sample frame. To conduct the tests, we will use a probabilistic

strategy based on a random selection of participants. Our ability to extrapolate from our sample to the overall population in this area is greatly enhanced by the use of focused group interviews. The researcher uses the principal approach to gather information. Gender, years of schooling, marital status, yearly family income, monthly income, evaluations, and years on the job are all examples of inputs (Independent Variables; IV) included in this research. Work-life balance (DV) is the dependent variable, while motivation (MV) is the moderating variable (it may vary from person to person). Isolation from one's peers functions as a control variable (CV). An unrelated Factor is a Physical Condition. Since there is more than one independent variable, the model is tested using some statistical techniques. A model-defined statistical technique is one that evaluates the nature of the connection that exists between a single quantitatively based dependent variable and two or more qualitatively based independent variables by means of a single straight line. Using statistical techniques that can be used to analyze the relationship, we may examine the impact of each independent variable on the dependent one. In this case, we are testing the hypothesis that the specified independent factors do not influence the dependent variable (work-life balance) in any way, also known as the null hypothesis. It would be necessary to invalidate the null hypothesis in order to establish beyond a possible suspicion that our independent variables do. In point of fact have an impact on the variable we're looking at. Within the framework of statistical technique, the decision about whether or not to deny the null hypothesis is made with the assistance of the coefficient. While statistical techniques cannot prove causation between variables, they may demonstrate a correlation between them.

5. Conceptual Framework

The success of gig workers may be broken down into a number of critical criteria, one of which is their psychological requirements. By analyzing this summary, we want to learn more about the elements that contribute to gig workers' overall performance. The conceptual basis for this research is the link between job stability and motivation, which in turn may lead to better work-life balance and greater productivity. The study's overarching goal is to quantify the efficacy of gig workers in the grocery delivery, food and free shipping sectors (such as Zomato and Flipkart delivery services) are by investigating a range of characteristics that influence productivity.

The question under investigation is: What quantitative characteristics, such as income, age, education, and flexible working hours, as well as qualitative elements, such as languages known, gender, technical competence, and motivation, are the most important in determining whether or not an individual would be successful in the gig economy? The goal of this study is to determine the elements that are responsible for the success of gig workers in the city of Delhi in India.. The study will focus on companies like Swiggy, Zomato, and Amazon Food Delivery. As indicated in the study's conceptual framework, the success of a gig worker may be measured in part by the worker's demographic characteristics such as marital status, age, gender, level of education, etc. Technology and a person's fundamental requirements are two other factors that might influence the procedure. This research provides valuable insight into the impact of explanatory factors on the construct of interest (in this case, the quality of one's personal life relative to one's professional life). Work-life balance is measured along many aspects, including employees' time spent on personal and professional pursuits, as well as their level of contribution and happiness on the job. The data obtained will be used to analyze the challenges faced by gig workers and the success or happiness they experience. This will allow us to make informed decisions about how to best improve the lives of gig workers. We defined "work-life balance" as an individual's level of happiness and success in all areas of life, including his or her personal relationships, professional success, and overall quality of life.

5.1. Status in different countries

As we provide the statistics of the Gig economy in the presentation population and revenue-wise we will see the various aspects in the statistics in detail the top five countries considering the size in terms of the Gig economy are the U.S, China, Brazil, Japan, and India. According to revenue, the top five are the U.S, U.K, Brazil, Pakistan, and Ukraine countries in terms of freelance work and during the years 2015-2019 Japan has seen a 513 % raise and Spain a 329 % U.K a 300% and women make up just 24% of the global gig force and 61% of full-time freelancers around the world have at least a four-year degree Income statistics of Gig workers are 59% of gig workers are satisfied with their financial situation most of the gig workers in all countries are 18-38 years old.

Average hourly rates across the world are $44 in North America, 31$ in Western Europe,24$ in South America,22$ in Central America,22$ in Asia,22$ in Africa 22$ in central and Eastern Europe and the main difference is different countries are because of the different Gig economy laws followed in countries are different first we will See the U.S Economy law the U.S government makes laws which are very helpful considering basic labor rights and they are advocating for better gig economy regulations this include protection for gig workers and greater legal benefits they will sue the companies that fail to meet the provided requirement example the incident we discussed amazon delivery boys problems in summer van conditions and they immediately reacted to the problem and implemented some laws and tax laws in U.S are individuals must file tax returns if they have net earning form self-employment of 400$ this include gig work and part-time jobs. In Canada's Gig Economy Law gig workers a treated as independent contractors before the pandemic gig economy is low it increased exponentially after the pandemic in Canada individuals who earn over 30,000$ they must pay taxes

In the U.K the laws present were not sliding with the self-employment models of the gig economy like uber tried to prove that employees are self-employed but their licenses were revoked due to safety concerns and the self-employed people will not be recognized as workers and have to pay taxes only on their profits rather than total income In the Australian gig economy workers fall into two categories contractors and employees contractors are not provided the same rights as employees which include minimum pay rate, leave entitlement and maximum work hours and protection from termination of employment Australia classified gig workers as contractors and it brings Fair Work Act to cover all kinds of workers including contractors France's Gig economy law recognizes gig employees as self-employed these differences are vital between a regular employee and self-employed passed laws which are very helpful in case of work accidents they give rights to form a union The gig economy is also constantly evolving with time differently in different countries

6. Results/Observation

6.1. Concerns in India

We discuss the stats of people working in different sectors in the gig economy of India there are so many millions of gig workers in retail trade and sales are considered as approximately around,1.3 million in the transportation sector and 600000 in manufacturing, and 600000 in finance and insurance. In India 31% are low-skilled jobs ,47% are medium-skilled jobs,22% are highly-skilled jobs and the main challenges faced by workers are lack of job security ,irregular wages and uncertain employment status like people work in their own region because of some mutual misunderstandings delivery boys got removed from their jobs rising stress due to uncertainty and employee pressure like rating system in uber and ola and people are limited access to technology

like they don't know how to make internet payments and link between the owner of the platform and the gig worker that precludes the latter from accessing numerous workplace rights and rating system is very bad for the driver because it creates such a pressure and key solutions to these problems are they must have have institutional credit like giving ranks based on experience and some characteristics so that pressure can be decreased and they must give some appreciation letters so that they can get unsecured loans under priority sector lending and government must bring awareness and training programs to increase employment gig works involving risk must have health access and insurance for workers people who working for long time must be having retirement/pension plans and other Contingency plans .

6.2. Tools for Collective action

We discussed in the presentation there must be worker's unions and implement some worker-friendly schemes and must disclose important information to the workers. Software platforms must provide the relationship between worker and employer like workers must use platforms like Turkopticon as we know gig economy is a very flexible economy mostly they are temporary jobs maintaining a union on platforms is difficult we never took employers behavior into consideration and these platforms don't ensure accountability of the employer and in case of termination of an employer the company must give a chance to defend themselves considering ethical and bill of rights of the worker a Turkopticon platform is developed so it will take reviews of the worker for an employer after completing the tasks and it will use this information in the task assigning algorithms so that in some cases when the employer wanted to give a low rating it won't affect the rating of the worker majorly. They have to follow some protocols and schemes while terminating a worker

6.3. Fairness aspects of the working platform

The gig economy platform must implement the following principles to ensure fairness to the worker these conditions are finalized after a number of workshops held in different countries debating among the gig workers, platforms, trade unions, and labor lawyers, and these principles have thresholds depending on local regions because as we discussed there are different gig economy laws in different countries and they are provided below

6.3.1. Fair Pay

Workers, regardless of their work classification, need to be given a reasonable wage that takes into account the cost of living in their particular regions.

6.3.2. Fair Conditions

They must have policies, schemes, and protocols regarding sensitive matters to protect workers from occupational risks, and health measures and Make sure that the employees are safe

6.3.3. Fair Contracts

It is essential that the terms and conditions of the job be clearly accessible and understandable because most of the persons appearing are not educated and the platform's liability must not be unreasonably excluded from the party contract with the worker, which must be in accordance with

local law and be considered regardless of the employment status of the worker. Additionally, It can't include any stipulations that unjustly absolve the platform of responsibility for anything that happens on it.

6.3.4. Fair management

Terminating and appointing a worker plays a crucial role considering the ethical aspects of the platform so there must be a documented process and certain protocols must be implemented in which workers are acquainted with decisions made and the reasons behind them It is essential that there be an open line of interaction/communication. which involves the chance for the worker to defend themselves during termination or other decisions like transferring or changing the allotted regions and algorithms implemented for assigning tasks must include ethical and transparent fair measures so the worker must not be affected

7. Conclusions

According to the theoretical and survey we have done, the ability to work flexibly has an effect on the level of contentment experienced by gig workers. However, the parameters that we analyzed for this research did not have an impact on overall productivity. If we take into account the two aspects that were just discussed, then the amount of pleasure that may be achieved via gig labor will grow. A gig worker's ability to maintain a healthy work-life balance is mostly unaffected by any of the other elements. It is important to give incentives and rewards in order to boost productivity and encourage people to do their tasks to a higher standard. They should be given with flexible working hours so that they may spend time with their families in addition to working; this will help build a balance between their home lives and their professional lives.

During times of uncertainty, workers have to get the ensuring support and will, since this helps them get the confidence and drive they need to continue working and living their lives. It is not possible to examine or make predictions about productivity using elements such as motivation and fundamental ones such as wealth, which we employed in the research. When compared to full-time employees, the satisfaction level of the worker is dependent on the fact that the worker is afforded flexible scheduling and is not required to report to anybody on a daily basis. Companies may concentrate on the technology component to increase the productivity component, therefore expanding their market reach and providing comprehensive service to clients.

They can provide incentive schemes to workers in order to raise their overall level of satisfaction, which will demonstrate a beneficial impact on their productivity, which would also, in turn, boost their own balance between work and life and happiness, which will, in turn, give them the motivation to work happily, canceling out the influence of other factors such as the benefits that office employees enjoy. The single most crucial aspect that acts as a link between an individual's personal life and their professional life is the integration of their personal and professional lives. and professional lives. Utilizing this point to their advantage and formulating strategies in accordance with it may help companies produce total value.

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