**THE LIVED EXPERIENCE OF ONLINE FOOD DELIVERY RIDERS IN METRO MANILA PHILIPPINES IN TIMES OF PANDEMIC:**

**A BEHAVIORAL ANALYSIS**

A Thesis

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**Approval Sheet**

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Signed by the researchers of this study

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**Certificate of Originality**

This is to certify that the research work presented in this thesis entitled

" The Lived Experience of Online Food Delivery Riders In Metro Manila, Philippines in Times of Pandemic: A Behavioral Analysis ” For the degree of Bachelor of Science in Hospitality Management at Polytechnic University of the Philippines embodies the result of original and scholarly work carried out by the researchers. This thesis is we have duly acknowledged all the sources from which the ideas and extracts have been taken. The study is free from any plagiarism and has not been submitted elsewhere for publication.

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**CHAPTER 1**

**The Problem and Its Background**

This paper conduct data that brings academic research throughout the experience of Online Food Delivery Riders during the Covid 19 Pandemic. This paper aims to present data resulting in the lived experience of Online Food Delivery Riders in connection with the company, customers, and establishments. Chapter 1 discuss the problem and its background regarding the background of the study, theoretical framework, conceptual framework, statement of the problem, scope and limitation of the study, the significance of the study, and definition of terms.

**Introduction**

The Covid-19 pandemic has significantly affected major industries, resulting in the transformation of the business landscape, and small businesses have taken a particularly severe impact. Economic growth and increasing broadband penetration are driving the global expansion of online delivery. Online delivery programming supports client experience, guarantees benefit, drives same-day, and assists brands with acquiring start to finish coordination’s deceivability. Online delivery coordination programming was utilized to smooth out the coordination of the whole conveyance measure.

Consumers are increasingly using online services as their disposable income increases, electronic payments have become more trustworthy, and the range of suppliers and the size of their delivery networks expand. Online to offline (O2O) is a form of e-commerce in which consumers are attracted to a product or service online and induced to complete a transaction in an offline setting. Online to offline (O2O) commerce expands worldwide using online food delivery (FD) platforms. The rise of online food delivery changed how many consumers and food suppliers interact. The sustainability impacts defined by the three pillars of economic, social, and environmental change have yet to be comprehensively assessed.

The research is about conducting an interdisciplinary review and data that brings together academic research on the Philippines. It is impacted upon by the increased use of online food delivery and to discuss the opportunities and impacts of these poses in the Philippines and show how food delivery riders help examine the data that can support businesses to learn more amidst the Covid-19 pandemic. The researchers aim to discuss the behavior through the lived experience of Online Food Delivery Riders.

**Background of the Study**

Establishments were quick to feel the worse effect of the COVID-19 emergency. As the Covid-19 pandemic spread in the Philippines, states started to give stay-at-home requests and expect cafés to do without eating in administrations. Numerous free cafés shut while other speedy assistance and drive-through joints offered just drive-through, takeout, or conveyance administrations. That is why numerous eateries are going to outsider conveyance organizations to empower them to adjust to the new typical rapidly.

The Food Application was worked with governments and dispatched programs for driver-accomplices and conveyance accomplices to relieve the arising effect of COVID-19. Across the locale, a wide range of help measures are now set up. These measures incorporate monetary help and rental waivers for driver-accomplices hospitalized because of COVID-19, protection insurance against sickness, and giving qualified driver-accomplices income support.

The motivation behind this investigation is to know the lived experience of the Online Food Delivery Riders to the customers and the establishments. Moreover, to examine additional information that will help the restaurant industry realize how to work a business amidst the Coronavirus pandemic. The researchers aim to discuss the behavior through the lived experience of Online Food Delivery Riders.

**Theoretical Framework**

Diagram

Description automatically generated

Figure 1. Order – rider Allocation (Seghezzi & Mangiaracina 2020)

According to the process shown in this figure, the algorithm allocates each specific order to a specific rider. Based on the orders to be delivered and the number of riders for the time slot. First, one order will be assigned to all the riders, and the related travel time per rider will be computed. Then, the algorithm selects the “most available” rider, i.e., the rider whose total traveling time (the time for performing the assigned delivery) is the lowest: he/she will be assigned the following order. This order has to come from the closest restaurant to his/her current location (for efficiency reasons). Therefore, the distances of the rider from all the candidate restaurants are computed, and the minimum one is selected. The order from the closest restaurant is thus allocated to the rider, whose travel time value is updated, including the time required to reach the restaurant and perform the delivery. Then, the algorithm checks whether there are still not-assigned orders. If there are, the cycle begins again with selecting the next available rider. Otherwise, the allocation for that time slot is completed.

Diagram

Description automatically generated

Figure 2. TISM analysis of the factors having an influence on the last mile delivery during Covid-19. (Suguna, Bhavin Shah, Karthik Raj & Suresh 2021)

The key factors influencing the last mile delivery projects during the Covid-19 era are meeting fulfillment timelines, types of goods, and achieving routing efficiency. Using the findings of the TISM model often makes better the possibility of more effective use of capital to balance critical factors rather than attempting to do the same through simplistic reasoning. The results would help the management prioritize its activity to streamline its project execution during the Covid-19 era. The present research has delved deep into the repercussions of the last mile delivery projects during pandemic on the cash flow, availability of delivery staff, movement of products, contractual obligations being infringed, transportation bottlenecks, and degradation of perishable products. This gives the management a clear picture of which areas need to be addressed to maximize the performance of delivery projects. This model would help the management decide areas where immediate resumption of work is viable in terms of minimum disruption due to the various factors that can slow down delivery. It gives a clear picture to the management about the essential precautions that they need to look into, like establishing a steady flow of staff reserves to keep the projects up and going.

**Conceptual Framework**

COVID-19   
Pandemic

Lived Experience of

Online Food Delivery Riders

Challenges

* Discrimination
* Weather Conditions
* Hunger
* Accidents
* Lockdown/

Checkpoints

Opportunities

* In-Demand Delivery
* Big Income
* Job Opportunity
* Financial Support
* Flexible Time

Threats

* COVID-19 virus
* Customers Rights
* Riders Safety

How Online Food Delivery Riders Handled These Problems

Customers Expectation

Figure 3. *Conceptual Framework*

Due to the nationwide lockdown, many individuals are forced to stay inside their homes, and they prefer to buy food items through online food deliveries. The researchers developed a conceptual framework to guide the study. The figure shows the flow of detailed steps related to the model to define the lived experience of Online Food Delivery Riders in Metro Manila, Philippines, in times of pandemics. Local governments also encouraged individuals to buy products online to reduce the spread of the disease (Chang & Meyerhoefer, 2020; Richards & Rickard, 2020).

The framework shows the following factors that affect s the online food delivery riders during the COVID-19 pandemic. The factors resulting from the COVID-19 virus have a significant and directly affected online delivery rider: the following Opportunities, Threats, challenges, delivery riders handling the problems, and lastly, customer expectation. These factors are the lived experiences of online food delivery riders in the metro, and under the opportunities are the set of factors that have given them the reason and advantage to take the opportunity of being a delivery rider while under the threats are the risks that were the delivery riders are facing everyday and lastly under the challenges are the difficulties that they are experiencing due to the effects of COVID-19 virus to every place and every city in the metro.

**Statement of the Problem**

This study aims to determine the lived experience of online food delivery riders in the Metro Manila, Philippines in times of pandemic.

Especially this study would like to answer these following questions:

1. What are the experiences of the riders in the following factors during pandemic?
2. Lived experience
3. Opportunities
4. Challenges
5. Threats
6. How did online food delivery riders stay organized in a situation that required them to handle the problems of online food delivery?

**Scope and Limitation of the Study**

This research focuses on studying the behavior through the lived experience of food application drivers during the Covid-19 Pandemic. The study will target 15-20 persons who are food delivery Drivers, consisting of all the genders who live in Metro Manila. To analyze the objectives and simplify the data given by the participants who avail the food delivery application online, Until it reaches data saturation.

The study's findings have to see in the light of some limitations due to the pandemic situations. It will only be feasible to collect the qualitative data through social media and select suitable candidates to participate in a one-on-one interview. The researchers will ensure the quality of the given data.

**Significance of the Study**

The conclusions of this study will assist both riders and businesses who use food delivery services. Learning the aspect of the consumer's behavior towards the digital progression of the food industry will significantly help the development and growth of the food sector.

**The Food Delivery Drivers.** This research can help the food delivery drivers through the food delivery company by recommending that they enhance their system and the application used by the delivery riders to protect them from fake bookings and specific users.

**The Food Delivery Company.** The study can benefit the food delivery company by recommending enhancing their system by detecting the users using the application for fake bookings, which can also help both the food delivery rider and the fast-food chain or restaurant.

**The Restaurants.** This study can help the restaurants and analyze the data to study the behavior of consumers based on what they buy and what they spend. The data analyzed will help them make the necessary adjustments and enhancements regarding their service and approach.

**The Future Researchers.** The ideas represented in this research can be good for future reference data for conducting new research. This study can also be a great help that can serve as their cross-referencing to give them background or an overview of the topic discussed inside the research.

**Definition of Terms**

The following terms are defined operationally:

Consumers. The people who are using the food application to order their needs.

Conveyance. This is the act of transferring property from one party to another. The term is commonly used in real estate transactions when buyers and sellers transfer ownership of land, building, or home.

Covid-19. is a disease caused by a new strain of coronavirus, linked to the same family of viruses as Severe Acute Respiratory Syndrome (SARS) and some types of a common cold.

Deceivability. To cause to believe what is not true; mislead.

Electronic commerce or e-commerce (sometimes written as eCommerce). is a business model that lets firms and individuals buy and sell things over the internet, and in this subject matter, it is a food Application.

Emerging. Newly formed or prominent.

Food Service. A business of preparing food serving people.

Logistics. The handling of the details of an operation.

Online food delivery riders. Refers to the Grab food drivers.

Phenomenology. Is the study of structures of consciousness as experienced from the first-person point of view, which is the Covid-19 Pandemic

Predominance. If someone or something has predominance, they have the most power or importance among a group of people or things.

Qualitative research. Is an interpretative approach that attempts to acquire data and information into the specific meanings and behaviors experienced in a particular phenomenon through the participants' subjective experiences.

Recuperate. To recover from financial loss.

**CHAPTER 2**

**LITERATURE REVIEW**

This chapter provides a literature review for a reader with a general overview of Lived Experience of Online Food Delivery Riders In times of the Covid-19 Pandemic. This chapter aims to identify relevant components regarding the lived experience of online food delivery riders. Chapter 2 discuss the literature review regarding the themes and synthesis of the study.

**COVID-19 Pandemic**

**COVID-19 has quickly influenced our everyday life, organizations, upset the world exchange and movements. Most of the nations have hindered their assembling of the products. This infection affects the different businesses and areas; these incorporate the drugs business, sun-based force area, the travel industry, Information, and gadgets industry. This infection makes a significant thump on consequences for the day-by-day life of residents, just as about the worldwide economy (Haleem & Javaid 2020). The COVID-19 pandemic has constrained numerous organizations to close, prompting a phenomenal business interruption in most industry areas. Retailers and brands face transient difficulties, like those identified with wellbeing and security, the store network, the labor force, income, purchaser interest, deals, and showcasing (Donthu & Gustafsson, 2020). Due to the Covid-19 procedures to smooth the COVID-19 bend like local area lockdowns, social separating, and stay-at-home orders, practically all restaurants approached to restrict their activities to just takeouts (Gorsuy & Chi, 2020). The COVID-19 pandemic has brought about a notable decrease in a worldwide movement. The emerging economies experienced massive capital outpourings attributable to the pandemic, subsequently decreasing venture and causing creation misfortune (Padhan & Prabheesh, 2021). Social removal, self-disconnection, and travel limitations have led to a diminished labor force across every financial area and lost numerous positions (Nicola, Alsafi, Sohrabi, Kerwan, Al-Jabir, Iosifidis, Agha, & Agha, 2020). Take precautions to avoid cross-contamination when preparing and packaging the order (State F. S. 2020). Businesses must give outstanding service to attain customer happiness. It explains that the food quality and the quality of the service are inextricably linked (Yusra Y. 2020).**

**Lived Experience**

**(Chan, W., 2020) stated that Food delivery has a great potential of contributing to the spread of the Covid-19 disease, and delivery workers are fulfilling customer orders. The likelihood that delivery workers have direct contact with novel coronavirus–infected customers without ever experiencing symptoms and may subsequently act as a pre-symptomatic transmitter. Unwittingly passing the novel coronavirus to their healthy customers, coworkers, or families should be considered. (Chan, W., 2020) says that The importance of customer loyalty and its determinants are well discussed in the literature. There is a positive relationship between attitudes towards O.F.D. Services to the lived experiences of O.F.D. Riders. A person's past online food delivery purchase experiences will determine customers' future expectations of the effort required to conduct food online purchasing; it captures their expectations. According to (Alavi et al., 2016; Valaei et al., 2016), Establishing the relationship between online purchase experiences with convenience motivations will significantly improve a customers' Convenience motivation to repeat an order; thus, (Jeng, 2016), the time-saving factor increases the value of services provided because it reduces the amount of time and energy consumers expend (convenience) to purchase a product, and has been proven significant. This has suddenly spurred them to the frontlines of the COVID-19 pandemic. Among the loyalty drivers, literature agrees that quality of product or services, perceived value, and customer satisfaction are building blocks of loyalty (Wirtz &Lovelock, 2016). The impact of the COVID-19 crisis on platform-based food-delivery drivers in China is examined in this article., mainly focusing on labor conditions. Drawing on 52 in-depth interviews with food-delivery drivers from top Chinese food-delivery platforms shows that the precarity of drivers' work and life is dramatically amplified by the pandemic, resulting in escalating work insecurity, financial instability, and subservient class identity. More specifically, drivers struggle with increased physical risks, livelihood crises, and inflamed racism (Huang, Hui, 2020 ).**

**In (Wee Kang Jin Edmund, 2020), a study aims to investigate and explore the realities and lived experiences of Singaporean food delivery riders amid the modern neoliberal ethos. Food delivery gig workers in Singapore tend to be self-aware of their circumstances and have the means to take steps to circumvent them actively. However, increasing government intervention and societal negativity have brewed a sense of discontentment within food delivery riders.**

**Opportunities**

**Online food delivery providers can be classified into food chain restaurants like (McDonald's, Jollibee, Chowking, and more) and mobile applications like (Grab, Food Panda) as restaurant intermediaries for multi-restaurants. It has been seen that OFDO services save consumers time and provide convenience to them as they can order their favorite meal without leaving their offices or homes (Chai, L.T. and Yat, D.N.C., 2019). Moreover, the O.F.D. is multiplying, and it has the potential to expand businesses and develop employees' productivity. The Online Food Delivery platforms can either be responsible for recruiting and training professional delivery people or resort to crowdsourcing logistics, using delivery people not necessarily employed by the online F.D. platform. Professional delivery people are usually trained, and at least part of their salary is guaranteed, while a portion is commission-based.**

**In contrast, the independent delivery people who are frequently known as "riders" are paid on a commission (per order) basis (Li, Charlene, Miranda Mirosa, and Phil Bremer. 2020). Some opportunities and risks have already been reported for most workers, who fall under the category of work-on-demand workers'. Those workers are occasionally labeled as 'system relevant' during the pandemic. It also looks at the implications of on-demand platform work about the geographical, economic, social, and political forms of localization associated with food delivery work and the erosion of labor standards (Codagnone & Martens, 2016; Will-Zocholl, 2017). The riders noticed a significant increase in the number of orders during the pandemic, and, as a result, they were satisfied with the pay they have received. The COVID-19 pandemic makes the precarious situation for platform workers more salient within society and, in the future, provides the opportunity for these workers to enhance their skills and working conditions (Scheiber 2020).**

**Challenges**

**According to (Rowden, Peter, Watson, Barry, Wishart, Darren, & Schonfeld, Cynthia 2009), motorcyclists' risk-taking behavior contributes to a substantial proportion of road crashes in Australia abroad. This study discusses raising awareness of risk issues for motorcycle riders versus behavior change. Additionally, interviews conducted with riding instructors are concerned regarding the challenges of implementing a rider safety program. As stated (Maimaiti, M., Zhao, X., Jia, M., Ru, Y., & Zhu, S. 2018), more than 1/5 of the total population in China has already become users of the O2O food delivery market. This game-changing trend brings excellent opportunities to improve food accessibility and availability. It also poses inevitable challenges to the whole public health system and social environment. Drivers struggle with increased physical risks, livelihood crises, and inflamed racism. It shows that the precarity of drivers' work and life was dramatically amplified by the pandemic (A. Huang, Taylor & Francis 2021). Services such as Meituan and Uber Eats have revolutionized the way customers can order from restaurants. There are some operational challenges that takeout food service providers face, e.g., customer demand fluctuates over time and region (Xue, G., Wang, Z., & Wang, G. 2021).**

**Threats**

**We surveyed thousands of otherwise regular transit users who avoided riding during COVID-19 to assess the burdens associated with making this choice. Most respondents did not find it much harder to reach essential destinations without transit, although our selection of digital recruitment likely underrepresents those most negatively affected by the crisis. We caution that our data does not measure the true extent of these challenges population-wide. Future research drawing on representative data can fill that gap. Our data instead were able to compare differences in the experience of these challenges between different groups of riders. In that regard, the prevalence of transportation disadvantage among transit avoiders during COVID-19 fell along socio-demographic lines well established in the literature. Women, people in poorer health, careless travelers, and people with disabilities were more likely than other riders to have trouble reaching essential activities without public transit.**

**Matthew Palm (2021). Exacerbating the lack of funding in many nations are accessibility issues. Barriers in the last mile of health delivery prevent millions of people from accessing primary healthcare. These last-mile issues could resolve through an influx of resources and support: new clinics, more health workers, more drugs, and better road networks. However, policymakers in developing regions constrain by minimal resources. Identifying the best solution in light of constraints is the strength of operations research. Thus, researchers can use operations research McCoy, (2021). Drawing on the lived experiences of platform food-delivery riders during the COVID-19 pandemic presents a survey on how the pandemic impacts the labor conditions of insecure and nonstandard employment in the digital age. By discussing the key elements that characterize platform food-delivery work to generate precarity, this article argues three critical forces in producing platform precarity: the bogus employment relationship, algorithmic management of labor process, and the vulnerable citizenship. By situating the discussions of precarity in the context of the global pandemic in China, this article examines how the insecurity of work, the instability of income, and drivers' racialized identity are performed and exercised by the coalition of platform management Chinese states. Specifically, this article finds that anti-pandemic initiatives and measures adopted by JOURNAL OF CONTEMPORARY CHINA 13 food-delivery platforms and states, which incur shifts in the conventional algorithmic labor process and management, have created amplified precarious working conditions and job insecurity, a livelihood crisis, and inflamed racism against drivers Hui Huang (2021).**

**The shared mobility industry has seen many changes in this decade more through digitalization, and currently, The shared mobility business is home to some of the world's most powerful corporations. This astonishing growth has had some significant barriers and opponents. It seems that the COVID-19 outbreak would be its arch-enemy by far. By looking through the impacts of the COVID-19 attack on shared mobility, this study tried to explain the opportunities and challenges this pandemic has brought. In this regard, contemplating different opinions and having a comprehensive attitude in a study was crucial, which has made the Delphi method a perfect setting for this purpose. By assessing social, economic, and environmental together, we realized that all of them have had almost equal importance if we wanted to mitigate the negative impacts of the COVID-19 outbreak on shared mobility. Suppose any recovery plan for shared mobility does not consider social and environmental factors as necessary as economic constructs. In that case, it might result in more severe problems with dangerous impacts on the whole industry (Shokouhyar et al., 2021).**

**Customer Expectations**

**According to this study (Sjahroeddin, F. 2021), food quality is the most crucial factor to consider when evaluating O.F.D. Service. Although food quality is an essential factor, O.F.D. Service providers must maintain their e-service quality to meet consumer expectations. The fulfillment component most contributes to increasing consumer satisfaction and perceived value in O.F.D. Service among the E-S-Qual dimensions.**

**In summary, this research recommends that O.F.D. Service providers maximize food quality and keep client promises. As (Chinho L. 2016) said, in the post-purchase phase, adjusted expectations are crucial. By examining changes in individual-level expectations in the post-purchase period, this study investigates the moderating effects of the level of online shopping habit on the linkages between changed expectancies and their antecedents.**

**Furthermore, perceived equity has a beneficial impact on adjusted expectancies for the high-habit group, but felt sacrifice has a negative effect. These findings help practitioners design more effective online business strategies by providing excellent knowledge of how client expectations vary. According to (Xu X. 2018), this study discovered an asymmetric effect between the focus of online reviews and customer satisfaction determinants. Not all positive/negative textual factors mined from online customer reviews significantly influence their overall satisfaction. The relative importance level of a specific attribute's influence on overall customer satisfaction differs from the emphasis level of the quality in customer reviews. This diagram depicts the various psychological mechanisms by which customers write online reviews and generate total satisfaction. As stated in (Bagla, R. K., & Khan, J. 2021), lack of time to prepare food, variety, rewards, and cashback are all factors that contribute to the popularity of online food ordering. There is room for improvement in consumer satisfaction by better understanding their expectations and providing more appealing options when buying food online. The need for online services has risen dramatically due to continuous corporate evolution and the global sanitary problem in 2020. They were shifting from a physical-based client experience to one that focuses on online customer support. Research on the online customer experience and customer expectations in the goods market conduct (Poncin, I., & Walter-Malcurat, J. 2021) E-commerce continues to expand. New, inventive, and more flexible delivery options are part of a competitive environment in the company-to-customer sector.**

**Furthermore, an online survey examined customer expectations for delivery forms. These findings compared to industry experts' predictions. Same-day delivery is a niche sector these days and will continue to be in the future. This concept has not been a necessary or desired mode of transmission in the mainstream. However, it can be used as a marketing strategy to promote specific product categories during peak seasons (Stephan, S. 2019).**

**How Online Food Delivery Handled These Problems**

**During the pandemic and lockdowns, there is no question that food delivery has become essential for half the food consumer population, making food delivery riders a necessary member of the front-liners. Recent studies show that during the peek of the growing cases of COVID-19, food delivery riders have become exposed and were tested positive for the virus. Moreover, since most of their patients were asymptomatic, they were not aware they were infected, representing a health risk for the company they work for and the people who use their services. They are even a risk for their own families (Ortiz et al., 2020). As regular people who aim to survive just like the rest of us, their safety should be part of the last priority. Keeping their income, delivery workers are vulnerable because they cannot rely on a stable income and exclude from formal employees' labor and social protection systems (Apouey et al., 2020).**

**Aside from the virus itself, riders also face and experience different challenges that threaten their safety, such as traffic accidents. Owing to the online Food Delivery platform's commission and management systems, Delivery persons frequently race against the clock in order to fulfill delivery deadlines and earn more excellent commissions, which can influence road safety because riders may disregard red lights and fail to ride according to road conditions, increasing the risk of traffic accidents. For instance, in Nanjing, China, over the first six months of 2019, there were 3,357 traffic accidents involving food delivery electric bicycles, resulting in 2,584 injuries and three deaths (Li et al., 2020). Another threat is discrimination brought by being a front liner. Such as being labeled as a virus carrier. The consequence of this is that it further deteriorates the labor conditions for drivers, epitomized by frustration, anxiety, and alienation (Huang, 2021).**

**Synthesis**

**Similarities**

**There are several similarities between the journal of Haleem & Javaid, Gorsuy & Chi, Nicola et al., and Huang (2020) agrees that COVID-19 has quickly influenced our everyday life, organizations, upset the world exchange and movements. This infection affects the different businesses and areas; these incorporate the drugs business, sun-based force area, the travel industry, Information, and gadgets industry. This infection makes a significant thump on consequences for the day-by-day life of residents, just as about the worldwide economy (Haleem & Javaid 2020). This study coincides with (Gorsuy & Chi, 2020), who stated that the Covid-19 procedures to smooth the COVID-19 bend like local area lockdowns, social separating, and stay-at-home orders, practically all restaurants approached to restrict their activities to just takeouts. Moreover, Social removal, self-disconnection, and travel limitations have led to a diminished labor force across every financial area and made numerous positions lost (Nicola, Alsafi, Sohrabi, Kerwan, Al-Jabir, Iosifidis, Agha, & Agha, 2020).**

**(Huang 2020), in his study, he revealed that his article examines the impact of the COVID-19 crisis on platform-based food-delivery drivers in China, mainly focusing on labor conditions. Drawing on 52 in-depth interviews with food-delivery drivers from top Chinese food-delivery platforms shows that the precarity of drivers' work and life is dramatically amplified by the pandemic, resulting in escalating work insecurity, financial instability, and subservient class identity. More specifically, drivers struggle with increased physical risks, livelihood crises, and inflamed racism.**

**As stated in the articles of (Maimaitiet al. 2018) and (Hui Huang 2021) agree that being a delivery rider is a risky job. It is, in fact, one of the most dangerous professions. As stated in the articles of (Maimaiti M., Zhao, X., Jia, M., Ru, Y., & Zhu, S. 2018), this game-changing trend brings excellent opportunities to improve food accessibility and availability. However, it also poses inevitable challenges to the public health system and social environment. Drivers struggle with increased physical risks, livelihood crises, and inflamed racism. Moreover, (Hui Huang 2021), food-delivery platforms and states, which incur shifts in the conventional algorithmic labor process and management, have created amplified precarious working conditions and job insecurity, a livelihood crisis, and inflamed racism. This article occurs that the delivery platform poses specific challenges that the riders are experiencing.**

**Differences**

**According to the study of Calvin Clark, online food delivery riders must practice good hygiene. Before handling food, they should keep their hands clean and avoid touching contaminated surfaces to mitigate the spread of the COVID-19 transmission to customers. However, due to trouble reaching essentials for the safety of the online delivery riders and customers, standards for the protection of online food delivery protocols were not always followed. There is a higher risk of spreading the virus thru food handling.**

**Justification**

**The journal articles mentioned that being a food delivery rider as a vocation is a vocation switch because of the COVID-19 pandemic. It is an emerging occupation due to the booming of online commerce, especially during the pandemic. The pandemics' inevitable consequences harmed the economy resulting in either losing jobs or shifting the source of income. Moreover, because of that majority of the individuals change from dining-in to ordering food at home, making the food delivery vocation an in-demand job. The experience of the online food delivery riders varies from what kind of character their customers' attitude, the weather, the distance of the delivery location, and unexpected phenomena like accidents and vehicle difficulties such as checkpoints. This study about analyzing the factors affecting food delivery riders is essential. Because other researchers have not yet achieved this kind of research, it is significant because it will help the researchers study and analyze the opportunities, challenges, threats, and some things on how food delivery riders handled situations such as fake booking, harassment, and thief. This paper also analyzes the factors that might affect the delivery rider's behavior that can or might result in a positive or a negative result.**

**CHAPTER 3**

**Methods and Procedure**

Chapter 3 exhibits the outline methods and procedures the researchers will follow for the study. Research design, participants, research instrument, validation, data gathering procedure, data analysis, population, and sampling provides the information and criteria inclusion of the study.

**Research Design**

The researchers choose the qualitative method. According to Catherine Palmer from the University of Toronto and Amanda Bolderston from the University of Alberta, qualitative research is an interpretative approach that attempts to acquire data and information into the specific meanings and behaviors experienced in a particular phenomenon through the subjective experiences of the participants. Phenomenology is the type of approach that the researchers will use. Moreover, according to Stan Lester, the phenomenological approach is to illuminate the specific, identify the phenomena through how the participants perceive them in the situation. It is a perfect suit for better understanding the experiences of the food delivery riders in our study.

The researchers will choose this method because it is the best method for our research. It will help the researchers understand and directly know the experience of the food delivery riders. The phenomenology approach will be used by asking open-ended questions for our interviewees to answer frankly or openly to express their emotions accordingly without hesitating that it might be the answer. The answers that the researchers can collect from our participants will be weighted and analyzed to understand their shared experiences by using the application of the food delivery company. From there, we can determine their shared experiences and conclude the study appropriately.

**Population and Sampling/ Selection**

The research participants are the online food delivery riders who work as online delivery riders during the Covid-19 Pandemic consisting of all the genders living in Metro Manila, Philippines only. The data will collect by conducting an interview.

The researchers prefer to use a purposive sampling method, which researchers rely upon when choosing participants that match the criteria and are willing to participate in the study. The researchers used the interview method to gather the behavior through the lived experience of Online Food Delivery Riders in times of the Covid-19 Pandemic.

**Participants of the study**

The research participants are online food delivery riders during the Covid-19 Pandemic consisting of all the genders living in Metro Manila, Philippines only.

Our research participants are twenty (20) persons from Metro Manila, Philippines. The researchers will be selecting suitable candidates that match the criterias’ that will participate in a one-on-one interview.

**Research Instrument and Validation**

The researchers choose the interview as a research instrument in our study. We use the descriptive method to provide and gather as much informative and relative evaluation. This method will be the primary data gathering instrument for this study. It was divided into two main sections: the profile and the five major questions for the interviewee. The profile contains socio-demographic characteristics of respondents such as name, age, address, and route. We will be having five questions consisting of insights from respondents about the research topic. First, we ask their personal information, followed by the five major questions. Interviews range from highly organized, in which particular questions and their order are set ahead of time, to unstructured, in which topic categories are established. However, neither the questions nor the order is predetermined. Most interviews fall somewhere in between. The semi-structured interview includes both organized and unstructured inquiries. Usually, specific information is desired from all the participants; these forms are a highly structured section of the interview. For the most part, the interview is directed by a list of questions or issues to be explored. Moreover, neither the exact wording nor the order of the questions is determined ahead of time. We are the 4th Year students of Bachelor of Science in Hospitality Management of the Polytechnic University of the Philippines. Furthermore, currently researching “The Lived Experience of Online Food Delivery Riders In Metro Manila, Philippines in Times of Pandemic: A Behavioral Analysis” In this regard, we respectfully request your time in responding honestly to the interview. The participant/s can rest assured that the information provided will be kept confidential.

Sincerely yours,

Mheldrenz S. Calingo (Group Leader)

Sygrid Kate Cariaga

Jill A. Comoda

Ralph Vincent P. Galzote

Davidson V. Tacata

**DATA PRIVACY NOTICE**

This interview is going to be used for the research study on “The Lived Experience of Online Food Delivery Riders In Metro Manila, Philippines in Times of Pandemic: A Behavioral Analysis” As a respondent of this study, I allowed the researchers to use the information provided for academic purposes only. I firmly believe that confidentiality will strictly be observed in the entire process of the research. Furthermore, I hereby give my consent to the researchers in adherence to the data Privacy Act of 2012.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature over Printed Name of the Respondent/Date

1. What are your lived experiences during the pandemic?
2. What are the challenges that you encountered during the pandemic?
3. What are the opportunities that you encountered during the pandemic?
4. What are the threats that you encountered during the pandemic?
5. How do you handle a customer who put your health at risk such as fake booking, theft and harassment?

**Data Gathering Procedure**

The researchers decided to gather data from online food delivery riders in face-to-face interviews. This research data gathering procedure is obtained from people one-on-one or a group if the researchers interview them together. In this case, we researchers already have several predetermined questions. Some of our questions can be close-ended, like when the participants expected to provide the ‘YES’ or ‘NO’ type of responses. We will also present open-ended questions, in which the participant is free to respond in any way they see fit. We will ask participants who offer confusing information follow-up questions to verify that the data obtained is rich in the needed substance.The researchers have to plan and review our paper in preparation for an interview. Thorough preparation is one of the best ways to maximize our chances of a successful search. When an interview starts, we should already have a clear sense of what we are looking for, with whom we are speaking, what we will ask them, and how we will allocate the time. Before we begin our interview, we first review our paper and ready our prepared questions. After we review our questions, we have to search for Grabfood application drivers who have experience using the app—being an interviewer. We need to script the essential questions for them. We have to draft, refine and write down the essential questions for our interview. We will script out questions that will drive insight on the interviewees and assess their ability to perform the role in question. Lastly, we will prepare ourselves to answer the participant's questions.

A phenomenological approach is another way to get data and results if the interviewee cannot attend or participate in a face-to-face interview setup. In this alternative or option, we could still add data and results to more accuracy and authenticity to the research. In this manner, the researchers could also gather data for the interviewee and from others' perspectives or views, delineating that it gives information. It also concludes that the study is accurate and precise.

**Data Analysis**

The study team transcribed and verified the audio recordings. The data was analyzed using reflexive thematic analysis, a valuable method for exploring individual experiences, perspectives, and opinions. Initially, we read and reread the transcripts to understand each professional’s experience. After reading each transcript, we produced written reflections outlining thoughts about the individual story. Then, we manually coded the data, detailing inductive descriptive codes by marking similar phrases or words from the professionals’ narratives. Reflexive thematic analysis was a practical approach to enabling us to reflect and engage with the data, generating themes from the codes using mind mapping techniques. The written reflections aided in constructing the themes. Themes were discussed and refined through discussion with all authors.

Coding

Iterative Comparison

Themes

Codes

Qualitative Data

**CHAPTER 4**

**Results and Discussion**

This chapter presents the data analysis, presentation, and interpretation of the findings resulting in this study. The findings are presented in tables under the lived experience of online food delivery riders in times of pandemic.

**Lived Experiences**

Table1. Lived Experiences of Online Food Delivery During the Pandemic

|  |  |
| --- | --- |
| TRANSCRIPTION | CODES/ CATEGORIES |
| I2. Nung bago bago pa yung pandemic, medyo malakas pero ngayong okay-okay na yung mga tao naglabasan na, kaya humina na ulit. Kase parang namiss nila lumabas, hindi katulad dati medyo takot sila lumabas. Kaya noon, tuloy-tuloy yung deliver; ngayon wala.  I3. Medyo gumanda yung kita namin kase kami lang ang nakakalabas; tsaka medyo takot, pero dahil sa hirap ng buhay kailangan nating kumita kaya nakipag-sapalaran kame nung kasagsagan nung pandemic; at saka nakaipon ako nung pandemic.  I20. Pag nagdedeliver ako okay naman yung mga daan, pero naa-ano lang din sa mga traffic ganyan di maiiwasan yun, okay din yung kitaan niya. Oo, pwede kang kumita ng… pinaka malaking kinikita ko as delivery kapag gabi 500 hapon lang yung hanggang gabi | Financial Support |
| I5. Okay naman atleast ngayon kahit papaano maluwag na hindi katulad nung total lockdown halos rider lang ang labas, bago magka pandemic, rider na ako January ako natanggap March nag-lockdown ayun simula noon, nahirapan rin kame sobra. Unang una kapag may deliver ka tapos syempre yung pera na mangagaling sa customer ina-alcoholan rin namen para for safety lang din namen.  I6. Yung ano hassle sa pagdedeliver kasi ano eh lockdown yung karamihan lalakarin mo yung customer kasi nakalockdown mga ganon lang.  I7. May halong takot din habang nasa kalsada nagdedeliver syempre pandemic eh may COVID, COVID po yun eh nakakatakot pero laban lang kasi pamilyado na po.  I8. Hirap bumiyahe dahil nga nung pandemic sarado mga barangay diba? hanggang kanto lang kami minsan naf-fakebook pa kami. Yun, tas yun buti yung mga panahon na yun na kapag kinansel pwede mong ibalik eh ngayon kapag nag-cancel ngayon talagang ibabalik mo talaga dahil kapag nareport ka kay Panda mate-terminate ka.  I13. Mahirap syempre. Lahat naman eh. Siguro sa mayayaman hindi. Sa mga katulad naming ano kumakayod, syempre mahirap. Parang ano, hindi naman isang kayod isang tuka, kumikita pa naman kahit papano e. May naiuuwi parin sa pamilya, ganun.  I14. Yung paghigpit sa mga kalsada. Di kami makapasok agad sa mga dedeliveran namin, tapos may mga customer talaga na pag dating namin sa kanila, pag dala namin ng booking, uhm nakalayo sila. Yung iiwan namin yung product sa labas ng bahay. Nakakatakot kase hindi mo pwedeng iwan basta yung pagkain sa labas baka kase may kumuha o kaya baka galawin ng mga pusa ganon.  I15. Mahirap, kase syempre di naten nakikita yung virus. Kalaban naten hindi naten nakikita, pero sa kabila non syempre ang hirap umuwi ng pera lalo na pandemic. Eto lang talaga yung trabahong pwedeng pagkakitaan sa ngayon. | Lockdowns/Covid 19 |
| I9. During the pandemic maraming stores na sarado, maraming kalye na sarado tapos marami tayong mga kabababayan na gustong magpadeliver satin do medyo struggle samin kasi maraming kalye ang sarado partikular dito sa Soccoro. Sarado lahat yan o kaya dito sa San Juan kailangan namin na umikot pa ng Ortigas Ave. Instead na mag A-Annapolis nalang kami like parang one and a half kilometers lang magiging six kilometers pa, pangalawa mga normal na problema ng mga nagmo-motor pag umuulan tsaka yung agony about sa virus kapag ka umuuwi.  I10. Mahirap po ma’am, kahit sabihin nyo na bumibyahe kami nandon yung panganib na baka mahawaan kami dahil lumalabas kami, pero kahit paaano maswerte pa rin kami dahil nakakalabas pa rin kami di kagaya sa iba na walang trabaho atleast kami kumikita kami kahit papaano.  I11. Mahirap po kasi sumasagupa po kami sa virus eh, di naming alam kung may virus yung nakakasalamuha syempre dapat ligtas ka kapag may inuuwian kang pamilya.  I19. Uhmm experience ko, medyo mahirap din as a rider dati syempre ano na rin yun e parang nilagay mo na rin sarili mo sa piligro kasi di mo rin alam kung sa lugar na yun may nahawaan ba ng virus or wala tapos minsan iba iba pa nakakasalamuha mo yun mahirap parin naman pero syempre pinipilit parin kayanin | Riders Safety |
| I17. Ahh yung mga experience ko is as in matumal siya from the first yung unang ano unang tawag dito unang lockdown sobrang tumal niya since yung mga tao takot umorder then ayon kalaunan is nakakarecover naman paunti-unti, to be honest sobrang ano nga niya ngayon e in-demand since yung iba-ibang tao takot parin lumabas and ayon.  I18. Ahh etong pandemic siguro yung ano, nagging delivery rider ako ng isang Pedi Corp. ako yung nag dadala ng mga cheque ng mga papeles and pagkain | In-Demand Delivery |

In this table, it is noticeable that the factor "lockdowns/COVID-19" is the most mentioned experience and difficulty by the riders, followed by the characteristic "financial support." The online food delivery riders often said those difficulties and opportunities because given that the country is suffering from the COVID-19 virus, it has also been an opportunity for them to employ themselves and make it a source of income that can financially support some of their necessities.

Delivery riders (usually two-wheel riders employed in the delivery industry) are emerge due to booming online commerce (Zheng, Ma, Guo, Cheng, and Zhang 2019). In this case, online food delivery service is an emerging job/ occupation because of the pandemic and constant improvements of technology and endless pursuit of people to comfort and convenience.

**Challenges**

Table 2. Challenges that Online Food Delivery Riders Encountered During the Pandemic

|  |  |
| --- | --- |
| TRANSCRIPTION | CODES/ CATEGORIES |
| I2. Sa pandemic? Yung una, nung lumabas nako nungpandemic yung pag alalala napag uwi mo ng bahay may dala kang virus.  I3. Yung mga customer na ano, yung mga akala mo pag magde-deliver kame akala mo may sakit kame, yun yung mga challenges samin lalo na yung mga may edad, yung matatanda, mga senior mga maseselan sila.  I7. Dahil sa ano yung sa COVID sympre parang ang tingin nila samen nagiging carrier kami ng COVID.  I10. Yung kagaya ng sinabi ko po natatakot ka na baka yung isa sa mga nakasalamuha mo may COVID.  I11. Yung pinakamahirap siguro yung ano eh, syempre di mo nakikita yung virus  I16. Siguro yung challenges siguro yung pagpasok namin araw-araw sa Food Panda rider na sa kalagitnaan ng pandemic. Dun pa lang challenges na yon e. Kase, ikaw magiging carrier ng virus papunta sa family mo e.  I17. Nakakatakot nga kasi syempre yung virus since airborne yun di natin maeexpect if ever na makuha natin siya or not di natin alam baka since sari-sari yung nakakasalamuha natin kahit anong safety measures pa yan kapag pinasok ka ng virus is papasukin ka talaga. | Discrimination of Riders |
| I11. Sa weather syempre umulan umaraw binabakbak namin, bumibyahe ako simula alas onse hanggang alas tres ng madaling araw.  I13. Kung challenges marami. Lahat naman siguro tayo kahit mayayaman meron non. Init, ulan | Weather Conditions |
| I12. Magutom, magutom lang talaga  I13. Dami eh, challenges yung di ka makakain minsan ganon | Hunger |
| I13. Tapos minsan nasisiraan ka pa ng motor… ayun.  I15. Tulad ng syempre araw-araw kami sa kalsada, yung mga semplang hindi naten maiiwasan, yung mga disgrasya, yung mga makakagirian mo na sasakyan, yung mga makaka-away mo. Syempre hindi na naten papatulan yon hanap-buhay lang hinahanap naten e, kaya hindi tayo pwedeng makipag-away.  I16. Siguro yung mga yun, yung daily routine namin sa biyahe, mga accident, maraming pwedeng mangyare sa pagiging rider e. | Accidents |
| I1. Mga check-point  I2. At saka yung mga delivery na maraming check-point kase andaming hinahanap kaya ang hassle.  I5. Yung pinipilit ni customer na naka-lockdown yung building nila pinipilit nilang pumasok ako ideliver ko daw sa floor nila pero sinabe na ng guard na ano na naka-lockdown yan hindi ka pwede pumasok, pinipilit ni customer inaaway ako.  I6. Ayun nga madalas checkpoint tapos hahanapin mo yung customer kasi nakalock yung mga ano hindi ka papapasukin basta-basta.  I8. Yun nga yung ang hirap ng mga saradong kalye, yun lang sarado yung kalye hirap bumiyahe.  I17. Uhmm para sakin yung pinaka challenging dun is yung halimbawa recently may mga granular lockdown may mga lugar na hindi pwedeng pasukin since ayun nga naka lockdown siya.  I19. Ano nahirapan lang siguro ako sa mga checkpoint.  I20. Yun lang yung mahirap sa paged-deliver saka lalo na kapag yung lugar di ka familiar tas madilim ganyan syempre titignan mo pa yung mga bahay yung number ng bahay ganun. | Lockdown, Checkpoint |

Table 2 shows the different challenges faced by OFD riders in this time of the pandemic. Interviewees thought about Lockdown, Checkpoint, and Discrimination among riders as significant challenges they faced. However, these issues could be handled with an influx of resources and assistance, such as new policies, more health staff, and improved road networks.

According to Huang et al. (2021), the impact of the COVID-19 crisis on platform-based food-delivery drivers shows that the pandemic dramatically amplifies the precarity of drivers' work and life. Due to unforeseen circumstances, the number of orders coming every day is still limited. In this case, drivers tend to have a difficult day attending to the needs of their customers. Check-point and granular lockdown are also the reason for delayed delivery.

**Opportunities**

Table 3. Opportunities that Online Food Delivery Riders Encountered During the Pandemic

|  |  |
| --- | --- |
| TRANSCRIPTION | CODES/ CATEGORIES |
| I2. May opportunity yung gumanda din yung mga byahe namin nung pandemic kase medyo malakas.  I6. Medyo lumakas yung ano namen yung booking.  I8. Malakas nung pandemic dahil bawal lumabas mga tao eh.  I9. Yung business, yung mga small business malakas yung mga delivery apps sustainable para sa pamilya pero yung nga lang risk sa virus talagang andyan pero okay lang yun yung napili ko eh.  I17. Uhmm ang opportunities for me is yun nga naging in-demand siya for now since maraming ngang tao na takot pa lumabas and yung pagka in-demand niya kasi like isipin mo na kung dati hindi ganun ka in-demand since yun nga tao freely nakakalabas ngayon talagang nag boom sobra yung mga ano delivery rider like Grab, Food Panda etc. Since yun nga yung mga tao nga takot silang lumabas and ayon more income.  I18. Opportunities kasi yung ano e yung mas umangat yung riding community nung pandemic kasi kami yung mas nagdadala ng ano e, kasi more on delivery na tayo e. More in padala, more on pa deliver, even food and bev (inaudible) kahit clothes, delivery na yan e padala na, so sa mga rider nabigyan ng ano, nabigyan ng, kung baga ahh pano (inaudible) mas kinailangan e yung mga rider nung etong pandemic. | In-Demand Delivery |
| I5. Kay Panda pa rin hindi nya ako pinabayaan nung pandemic. Malakas talaga siya sa malakas hindi ka kakapusin. Hindi nya naman kami napabayaan kumbaga hindi na kami umaasa sa ayuda kumikita naman eh.  I6. Gumanda yung kita.  I8. Maganda rin yung biyahe non kumikita rin ng maayos.  I13. Ayun nga, kumikita ka ng higit sa minimum, minsan kumikita ka ng malaki pero hindi naman araw araw kase hindi naman lahat ng tao umo-order kay Grab e. Tsaka marami kaming kalaban e, may Panda narin, Tok Tok, Lalamove. | Big Income |
| I2. Pabor din samen kase nagtatrabaho kame, hindi katulad sa iba na nawalan ng trabaho sa pandemic, na-stop. Ayun yung opportunity na nabigay samen ng Grab.  I3. Mga wala silang trabaho, ako lang yung nakakatrabaho nun.  I4. Dito may pasok at kita ako palagi. Sa Mcdo kase ako nung pandemic kaya di ako palaging may pasok kase nagbabawas ng tao sa store. Buti napasok ako sa Food Panda palagi ako may pasok.  I10. Yung bilang isang delivery rider po malaking bagay po iyon sakin dahil yung iba walang trabahao kami kahit papaano meron paring trabaho  I14. As a part time rider kase, nasa company din kase ako e. Syempre nung lockdown wala kaming pasok sa company. Yung opportunity na dumating sakin syempre naibiyahe ko yung Grab account ko, dun ako kumuha ng pagkakakitaan. Kase wala kaming trabaho sa company e.  I15. Unang una yung financial problem, simula nung pumasok ako kay Grab talagang nagulungan ako ng Grab. Kase nung wala pa ko kay Grab, 2 months nung bagong pandemic pa lang, walang wala talagang pera. As in wala talaga, gutom. Tapos nung napasok ako kay Grab, okay naman na. Natulungan talaga, sobra. Laking tulong ng Grab samin. | Job Opportunity |
| I1. Ayun nabubuhay namin yung pamilya naming.  I3. Madame, natulungan ako ng Grab, anlaking tulong sa buhay ko si Grab kase dating minimum wage lang ako; pero nung dumating sa akin si Grab lumuwag-luwag kame, kahit mga kapatid ko natulungan ko nung pandemic  I11. Salamat pa rin kay Grab dahil nung pandemic ito ang bumuhay sa amin eh  I12. Malaking tulong po yung food delivery dahil doon kami kumukuha ng pang-kain.  I7. Marami malaki naging tulong samen ni Grab eh tapos dito na ako kumukuha ng ano pang araw-araw na pangkabuhayan namin ng asawa ko at ng anak ko. Marami po ma’am eh ano eh ah lahat ng ano ng gusto ng anak ko nabili ko. | Financial Support |
| I16. And opportunities naman siguro bilang isang Food Panda rider kase ano e, date akong empleyado ng company. Sa pagiging rider ano, hawak ko yung oras ko. Yun yung opportunity, nacocontrol ko yung oras ko, wala akong amo. Ayun yung opportunity para sakin.  I20. Kasi kapag delivery rider ka hawak mo oras mo diba kunayari, pwede kang magonline class habang nagdedeliver ka diba? Kung kaya mong pagsabayan studies mo and then may sideline ka pa na trabaho diba. | Flexible Time |

In Table 3, opportunities that the riders encountered during the Covid-19 Pandemic are being In-Demand of food delivery during the Pandemic that results in having a significant income and financial support that helps their everyday needs in life. The covid-19 Pandemic affects the increase of unemployment; therefore, job opportunities are among the riders' opportunities during the Covid-19 Pandemic. Thus, having this job, the riders can possess a flexible time.

According to (Scheiber 2020), delivery is in-demand nowadays due to being satisfied with the pay they receive because of the Covid-19 Pandemic situations. In this case, OFD services save consumers time and provide convenience to order their favorite meal without leaving their offices or homes.

**Threats**

Table 4. Threats that Online Food Delivery Encountered During the Pandemic

|  |  |
| --- | --- |
| TRANSCRIPTION | CODES/ CATEGORIES |
| I2. Treat? Mga problema no? Wala naman akong problema nung pandemic; yun lang yung nagaalala na pagdating ko sa bahay may dala akong virus katulad ng COVID; yun lang naman, yung virus lang.  I8. Syempre delikado bumyahe non diba dahil nga may COVID kaya maingat kami todo mask kame tas faceshield yun.  I9. Virus, technically virus yun lang talaga  I14. Na-hassle lang kami nung ayon nga, hindi nga makalabas ng bahay yung mga tao, pati kami hindi kami makalabas minsan ng area namin. Nahihirapan din kami.  Oo, nung naglockdown, nakakatakot kase e, hindi mo kakilala yung mga makakasalamuha mo. | COVID – 19 Virus |
| I5. Syempre minsan iinit din naman yung ulo mo pero sympre nagtrabaho ka eh ang mahirap kasi doon kahit sila na may kasalanan katulad nyan wrong pin iba yung address nya sa lugar nya edi hahanapin namen sympre nakakainit ng ulo yun hindi mo sila pwedeng anuhin dahil kapag ikaw naman ang nireport tanggal ka agad-agad.  I13. Sa customer. Syempre hindi mo maiiwasan yung may magagalit na customer e. Minsan yung natatapon yung pagkain. Nakaexperience naman na ko ng ganon pero totally pinaliwanagan ko naman sya. Si merchant naman yung may kasalanan kase hindi binalot ng maigi, syempre matatagtag sa biyahe yon, kailangang selyadong maigi. Lalo yung mga long distance pa, yung malayuan? Kaya nagagalit si customer pero kapag pinaliwanagan mo naman, kakalma naman. Pero wala pa naman sa point ko ah, sa point ko na mumurahin ako? Wala pa naman.  I17. Since given na siya already is yung lalo na sa pag gabi sabihin nating disoras ng gabi lalo na yung walang curfew i mean at some lugar lang na walang curfew ayun nga yung banta like sa mga di natin masasabi na may mga tambay dyan na loko-loko or masasamang loob yung iba syempre ako naka bike lang ako may mga kapwa rider din ako na naka bike na nanakawan lalo na kapag nakagarahe tuwing gabi since yung Food Panda, Grab or something na mga delivery rider mostly 24 hrs nagtatrabaho i mean 24 hrs may rotation siyang nangyayari ayun kadalasan banta ayun manakawan or mapasama yung kalagayan mo  I18. (inaudible) naman ng rider na delikado lagi yan kasi dalawang gulong lang ano natin dala-dala natin pati sa ano siguro (inaudible) yung time na pinaka ano ko, naalala ko yung time na bumabagyo, tapos nasa ako ano ahh Cainta e mababa yung lugar na yun madalas bumaha dun e, yun kailangan ko parin ituloy, kahit ano abot na yung makina ko ng tubig kailangan ko ituloy yung ano kasi improtante yung dala kong papel mga cheque, kailangan ko siyang ituloy kahit abot yung makina ko kaya siguro ano sumama sa, (inaudible) yung tubig baha duon e, parang siyang umaagos yun umano yung motor ko dumulas, tapos yung nasa gilid ko is ano truck na ten wheeler ata yun.  I19. Uhmm. Parang wala pa naman kasi uhh talagang nag-iingat lang sa kalsada kasi syempre bilang delivery rider, minamadali ka ng customer minsan binibilisan ko pero syempre, magiingat parin sa kalsada (inaudible)  I20. Uhmm minsan di maiiwasan sa kalsada syempre kalsada yung traffic kailangan mong sumingit tapos minsan di nagkakaintindihan yung, di nakakapagbigayan ganun minsan may mga nagagalit saka kapag nagde-deliver ka tapos mag-isa ka lang tapos bago ka lang dun sa lugar ahh minsan parang naa-ano ka kung safe ba o ano hindi yung lugar na pupuntahan mo kasi di mo rin naman alam yung possible na mangyayari sayo, pwede ka mahold-up sa madilim na lugar mga ganon nagaabang yun yun sa tingin ko. | Customers Rights |
| I6. Ayun sympre hold-up baka mahold-up ka kasi wala masyadong tao, madilim sa gabi ayun mga ganon. Mga ibang kasamahan ko lang kasi may mga gc eh nagsasabe na “huy wag kayo dito nakuha yung pagkain naming” mga ganon.  I7. Yung one time yung gabi parang ano may napasok kaming, may napasok ako na lugar na ano na medyo madilim tapos parang may ano parang manghohold-up ganon sympre ako advance na mag-isip ano humaripas nalang agad ako ng takbo.  I10. Noong pandemic pa rin po syempre sa hirap ng buhay talagang di maiiwasan na ano may mga kasamahan akong nahohold-up kasi hanggang gabi din po yung trabaho naming ma’am eh.  I12. Kasi maraming nangyari noong pandemic syempre sabik sa pera nagagawa nilang manghold-up.  I15. Sa kalsada marami. Yung mga kamuntikan na sumemplang ganon, yung sa mga customer naman na ano, minsan kase may mga customer na nagbobook tapos hohold-upin ka lang. Maraming ganon e. Sa awa ng dios nakakaiwas naman tayo sa ganon. Tsaka, ingat lang talaga palagi.  I16. Tsaka siguro yung mga ano, yun yung sa aksidente. Naaksidente kase ako non, nasa kalagitnaan ako ng pagmamaneho nag slide ako gawa ng may nag counter sakin na taxi ayun, ayun yung ano ko… aksidenteng nangyare sakin. | Riders Safety |
| I11. Mga hindi kami pinapapasok ng mga gwardiya di nila naiintindihan yung trabaho naming parang may discrimination kaming natatanggap sa mga store ayaw kaming papasukin  I16. May harassment din e, kase yung mga CS tayo, di naman naten maiiwasang may ma-encounter tayong balasubas na ano… kase iba-iba naman talaga ugali ng tao e. May mga parang ano nalang yung tingin nila sa rider. Tsaka kung pano nila kami itrato. Parang pusa, aso kung bugaw bugawin kami ganon. | Discrimination |

In table 4, the riders' threats are the concerns of having a covid-19 virus, rider's safety including riding the motor safely, uncertain wrongdoings from evil persons who need money, the discrimination in the workplace area, and the use of Customers Rights inappropriately. Still and all, as these threats identify, the lived experiences were laid bare. Moreover, the researchers will better understand how behavioral patterns imprint due to this.

According to (Huang Hui 2020 ), The article examines the impact of the COVID-19 crisis on platform-based food delivery drivers in China, mainly focusing on labor conditions. The article shows that the precarity of drivers' work and life is dramatically amplified by the pandemic, resulting in escalating work insecurity, financial instability, and subservient class identity. More specifically, drivers struggle with increased physical risks, livelihood crises, and inflamed racism.

**Ways on How OFD Riders Handled Problems**

Table 5. How Online Food Delivery Riders Handle a Customer Who Put Their Health at Risk Such as Fake Booking, Theft and Harassment

|  |  |
| --- | --- |
| TRANSCRIPTION | CODES/ CATEGORIES |
| I4. Wala hinahayaan ko nalang kase wala naman tayo magagawa  I12. Marami pong ganon na pangyayari eh, di rin po minsan maiiwasan lalo na sa fakebooking hinahayaan nalang po  I14. Pero sa customer na abusive kase hahabaan mo nalang yung pasensya mo  I16. Siguro para sakin ano bibigyan mo lang sya ng ano e, big smile. Parang i t-treat mo lang sya as a friend kase kailangan una palang makukuha mo na kiliti ni CS e. Para at least bago mo pa mahatid yung pagkain, good mood na sya. Kunware ichachat mo sya ng “good morning, have a nice day” mga ganon. Kumbaga i w-welcome mo sya. Para maging ano sya, komportable sya sayo. Yun lang.  I19. Ahh kapag ka ganun ginagawa ko especially huminga ka ng pasensya kung ano man yung nangyari sa pagkain ganun  I20. Sa mga violent customers naman kalma lang ako kasi wala ring magagawa kung lalabanan mo sila e kasi lagi nilang ibabato sayo “the customer is always right” which is hindi naman talaga. | Give patience to your customers |
| I1. Wala, nirereport nalang naming kay Grab.  I2. Sa fake booking naman kase pag di talaga nagrereply yung customer ng 30mins na, ayun narereport naming kay Grab; tapos pag sinabi ni Grab na umalis na kame dun at dalhin na naming yung pagkaen; ayun aalis na kame.  I4. Sa fake booking naman wala naming problema kase sinasagot naman ni Food Panda  I5. Sa fakebooking naman hindi naman kami pinapabayaan ni pande eh pagkanireport mo naman na fakebooking tutulungan ka niyang contact-in si customer ngayon kapag hindi niya talaga ma-contact, yun ic-cancel niya yung order ngayon ang mangyayari sa pagkain ibinabalik namin sa vendor.  I6. Fakebooking meron pero binabalik sa ano eh sa merchant kunware nafakebook kami ibabalik lang namin yung pagkain tas report ganun lang.  I8. Wala, wala na kami nagagawa ron kapag naf-fakebook kami kundi ibalik nalang o kung minsan abono. Pwede kapag ibabalik sa vendor wala hindi tatama samen basta ibalik, return to vendor basta ibabalik yung booking ay yung item.  I9. Pag fakebooking nakapaliit na bagay yung mga fakebooking dahil may mga remedy naman kaming ginagawa binabalik lang namin sa store tapos pag na-confirm na fakebooking nai-declare na na fakebooking nawawala na sa app namin ibibigay na sa amin yung pagkain iuuwi naming regardless kahit gaano pa karami yung pagkain, sa totoo lang maganda yung fakebooking marami kaming pagkain.  I10. Yung fake booking po ako ranas na ranas ko yan, syempre sa amin naman pong Food Panda rider sinasauli naman po yung order  I11. Sa fakebooking okay lang kahit maapektuhan kasi naiuuwi naman naming  I13. Ako, naka-experience nako dalawa eh. Dalawang fake booking. Hassle sobra. Sobrang hassle, dadaan mo nalang sa ano, kung fake booking may magagawa ka pa ba don, alangan hanapin mo yon sa wala.  I15. Fake booking kase, hindi na mawawala yan e. Syempre yung ibang tao akala napakalaki ng kinikita namin.  I18. Fake booking siguro may isang beses na naranasan ko yun, oo isang beses palng uhh pero ano pa naman kasi yun e wala pa naman akong nakukuha na package, pero parang under na rin yun ng fake booking e kasi syempre na accept mo yung book na yun pupunta ka talaga dun tinext mo yung customer sinasabi na mismo dun ka na sa lugar na yun na tinuro wala naman siya so syempre naano ko na kaagad yun sa pinagtatrabahuhan ko na ganito yung customer para ma-cancel na agad.  I19. Fake booking naman ang ginagawa namin syempre ipopost muna yung tao na yun para aware yung ibang nagbu-business.  I20. Fake booking na rereport naman siya kung tutuusin pwede siyang ireport sa pulis or pwede rin siyang ipa-track since, since isa rin akong IT student suma-sideline pwede ko rin nga siyang i-track or pwede siyang then blotter sa pulis or barangay sure na yun like magkakaron ng record yun. | When you experience fake booking, you must return it to the vendor or establishments, then report it to Grab/ Food Panda |
| I3. Pero sa harassment marami akong naranasan na harassment tulad ng inuutusan kame; yung mga akala mo kung sino ng mag-utos samen, eh yung nabayaran naman samen yung delivery fee lang, kumbaga masyado sila tapos pag di mo naman sinunod grabe yung mga matatanggap mong salita, mga hindi naman naming kasalanan, kasalanan naman ng store.  I13. Tapos may mga customer kase na ano, diba pandemic, pinapaakyat pa nila sa 4th floor, 3rd floor, kahit alam naman na bawal. Magagalit pa, eh wala kang magagawa, iaakyat mo nalang diba… kaysa naman i-cancel yung booking bigyan ka ng pangit na rate. Kase samin hinahabol namin rating e. Kumbaga bigyan ka ng one star don, laking sira mo non diba?  I19. Pag harassment yung mga simpleng typical na mga pinoy pag minura mo na ko mumurahin na rin kita | Handling Bossy Customers |

In Table 5, Many riders expressed fake bookings and told the public to stop making fake bookings. Because that is not easy to handle, it causes a lot of time loss for those riders who are doing their jobs to earn money to provide the necessities of their families and loved ones. Fortunately, some other company has already had an idea on how they can handle the situations about fake booking. If the riders experience a fake booking, they can report it to the company and find out what they should do; if they return it to the establishments or take it home, their company will not ask them to pay for it. Some riders also experience harassment such as swearing, profanity, being a servant to those bossy customers.

According to (Huang 2021), another threat is discrimination brought by being a front liner. Such as being labeled as a virus carrier. The consequence of this is that it further deteriorates the labor conditions for drivers, epitomized by frustration, anxiety, and alienation.

**CHAPTER 5**

**Summary of Findings, Conclusions, and Recommendations**

**Conclusion**

The rise of urbanization has led to rising demand for the delivery of products. Traditional e-commerce revolutionized the delivery landscape through online ordering. The demand for delivery is expanding the opportunity of creating ways to adapt to the fast-paced economy has come up with the idea of creating applications with logistics and technology. Furthermore, this is a part of shaping the future method of delivery. It is essential to understand and know the lived experiences of online food delivery riders in Metro Manila during pandemics. Hence, in this study, the researchers found out that the lived experiences of online food delivery riders in Metro Manila in times of pandemic are in-demand but highly at risk. While the community quarantine measures continued to be imposed all over the country. The online food delivery riders became front liners to serve people who never want to go out of their houses to buy foods and groceries, and at the same time to help mitigate the situation of spreading the virus.

In terms of the usage of the applications, the level of agreement of consumers when it comes to the influencing factors, the researchers found out that the online food delivery riders greatly impacted how a consumer will expect satisfaction or dissatisfaction. It may be possible to determine through the help of several factors and barriers. In General, the online food delivery riders have been allowed to profit and support themselves financially through online food delivery despite the risks of the COVID-19 virus towards their health and safety to fulfill and deliver customers' needs during this time of the pandemic.

**Recommendation**

Based on what we gathered, Online Food Delivery Riders' services are in-demand nowadays. The study revealed that the riders must have good wages and proper benefits in their work. The researchers recommend that Online Food Delivery Riders have guarantees regarding their work. Like to expound the fairness in implementing the Freelancers Protection Act to protect the rights and welfare of these essential workers and other freelancers, fix the applications settings in riders point of view to alleviate scammers or individuals placing fake orders.

It creates and implements a work-life balance, working conveniently and in a healthy atmosphere. That can result in a more efficient system for the riders and good quality service towards the guest, potentially increasing the profitability of online food applications that can significantly aid financial support towards online food delivery riders. Lastly, it is for the riders to have team-building activities regarding their city location placement to maintain and enhance the camaraderie among the riders. The online food delivery future is exciting. We must continue to reflect on what is occurring and ask if things may be better to ensure the industry evolves to benefit all stakeholders.

Lastly, it is for the riders to have team-building activities regarding their city location placement to maintain and enhance the camaraderie among the riders. The online food delivery future is exciting, and we must continue to reflect on what is occurring and ask if things may be better to ensure the industry evolves in a way that benefits all stakeholders.

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**Appendices**

**INTERVIEW GUIDE**

**“The Lived Experience of Online Food Delivery Riders In Metro Manila, Philippines in Times of Pandemic: A Behavioral Analysis”**

**DATA PRIVACY NOTICE**

This interview is going to be used for the research study on “The Lived Experience of Online Food Delivery Riders In Metro Manila, Philippines in Times of Pandemic: A Behavioral Analysis” As a respondent of this study, I allowed the researchers to use the information provided for academic purposes only. I firmly believe that confidentiality will strictly be observed in the entire process of the research. Furthermore, I hereby give my consent to the researchers in adherence to the data Privacy Act of 2012.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature over Printed Name of the Respondent/Date

1. What are your lived experiences during the pandemic?
2. What are the challenges that you encountered during the pandemic?
3. What are the opportunities that you encountered during the pandemic?
4. What are the threats that you encountered during the pandemic?
5. How do you handle a customer who put your health at risk such as fake booking, theft and harassment?

**LETTERS**

**December 01, 2021**

**Prof. Haydn I. Calabig**

**Faculty of Department of Hospitality Management**

**Polytechnic University of the Philippines**

Dear Prof. Haydn I. Calabig,

We are fourth year Bachelor of Science in Hospitality Management student of Polytechnic University of the Philippines. Part of the completion of the program is the Research in Hospitality course where we have our study entitled, “The lived experience of online food delivery riders in Metro Manila Philippines in times of pandemic: A behavioral analysis”.

The objective of the study are as follows:

* What are your lived experience during the pandemic?
* What are the challenges that you encountered during the pandemic?
* What are the opportunities that you encountered during the pandemic?
* What are the threats that you encountered during the pandemic?
* How do you handle a customer who put your health at risk such as fake booking, theft, and harassment?

In this regard, we need your support and assistance to be our validator for the face and content of our research instrument. Your knowledge and expertise are very much needed in order to check or suggest enhancement for the attainment of our objectives through data collection. The input will be necessary for us to change if needed our research instrument. Moreover, we will be requesting you to sign in our face content validity certification to assure that our paper underwent this process. Attached is the copy of our questionnaire. If not too much, may we follow-up on this favor three (3) days upon receipt of this request.

Thank you very much in anticipation of your most favorable response.

Sincerely yours,

Calingo, Mheldrenz S. (Group Leader)

Cariaga, Sygrid Kate

Comoda, Jill A.

Galzote, Ralph Vincent P.

Tacata, Davidson V.

**January 04, 2022**

**Prof. Rochelle May E. Garcia**

**Faculty of Department of Hospitality Management**

**Polytechnic University of the Philippines**

Dear Prof. Rochelle May E. Garcia,

We are fourth year Bachelor of Science in Hospitality Management student of Polytechnic University of the Philippines. Part of the completion of the program is the Research in Hospitality course where we have our study entitled, “The lived experience of online food delivery riders in Metro Manila Philippines in times of pandemic: A behavioral analysis”.

The objective of the study are as follows:

* What are your lived experience during the pandemic?
* What are the challenges that you encountered during the pandemic?
* What are the opportunities that you encountered during the pandemic?
* What are the threats that you encountered during the pandemic?
* How do you handle a customer who put your health at risk such as fake booking, theft, and harassment?

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Thank you very much in anticipation of your most favorable response.

Sincerely yours,

Calingo, Mheldrenz S. (Group Leader)

Cariaga, Sygrid Kate

Comoda, Jill A.

Galzote, Ralph Vincent P.

Tacata, Davidson V.

**November 13, 2021**

**Mr. Dondon B. Bocar**

**Grab Rider**

**Grab Food**

Dear Mr. Bocar,

We are fourth year Bachelor of Science in Hospitality Management student of Polytechnic University of the Philippines. Part of the completion of the program is the Research in Hospitality course where we have our study entitled, “The lived experience of online food delivery riders in Metro Manila Philippines in times of pandemic: A behavioral analysis”.

The objective of the study are as follows:

* What are your lived experience during the pandemic?
* What are the challenges that you encountered during the pandemic?
* What are the opportunities that you encountered during the pandemic?
* What are the threats that you encountered during the pandemic?
* How do you handle a customer who put your health at risk such as fake booking, theft, and harassment?

In this regard, we need your support and assistance to be our validator for the face and content of our research instrument. Your knowledge and expertise are very much needed in order to check or suggest enhancement for the attainment of our objectives through data collection. The input will be necessary for us to change if needed our research instrument. Moreover, we will be requesting you to sign in our face content validity certification to assure that our paper underwent this process. Attached is the copy of our questionnaire. If not too much, may we follow-up on this favor three (3) days upon receipt of this request.

Thank you very much in anticipation of your most favorable response.

Sincerely yours,

Calingo, Mheldrenz S. (Group Leader)

Cariaga, Sygrid Kate

Comoda, Jill A.

Galzote, Ralph Vincent P.

Tacata, Davidson V.

**TRANSCRIPTION**

**Grab Rider**

**Interviewee #1**

**Name: Michael**

**Age: 24**

**Address: Valenzuela**

**Route: Cubao**

**MHELDRENZ:** Ano pong naexperience niyo during the pandemic?

**MICHAEL:** Pandemic? Anong nangyare nung pandemic? Nahirapan kame kase walang masyadong trabaho.

**MHELDRENZ:** Ano pong mga challenges ang naeencounter niyo?

**MICHAEL:** Mga check-point

**MHELDRENZ:** About sa store atsaka sa customer po?

**MICHAEL:** Ilag na ilag sila, pero mas malinis pa kame sa kanila.

**MHELDRENZ:** Ano pong mga opportunities ang nakukuha niyo sa pagiging food delivery riders?

**MICHAEL:** Ayun nabubuhay naming yung pamilya naming, tapos may pang date ako

**MHELDRENZ:** Next, yung threats po?

**MICHAEL:** Ah wala naman

**MHELDRENZ:** Paano niyo po nahahandle yung mga customers na nagfafake booking atsaka yung mga nanghaharas po?

**MICHAEL:** Wala, Nirereport nalang naming kay grab.

**MHELDRENZ:** Yung sa harassment po?

**MICHAEL:** Ah sa harassment? Wala pa naman akong naeencounter na ganyan.

**Grab Rider**

**Interviewee #2**

**Name: Norman**

**Age: 26**

**Address: San Jose, Del Monte, Bulacan**

**MHELDRENZ:** Ano pong mga naranasan niyo during the pandemic po?

**NORMAN:** Nung bago bago pa yung pandemic, medyo malakas pero ngayong okay okay na yung mga tao naglabasan na, kaya humina na ulit. Kase parang namiss nila lumabas eh, hindi katulad dati medyo takot sila lumabas. Kaya noon tuloy tuloy yung deliver; ngayon wala e.

**MHELDRENZ:** Next po, ano yung mga challenges na naeencounter niyo?

**NORMAN:** Sa pandemic? Yung una, nung lumabas nako nungpandemic yung pag alalala napag uwi mo ng bahay may dala kang virus. At saka yung mga delivery na maraming check-point kase andaming hinahanap kaya ang hassle.

**MHELDRENZ:** Next po yung mga opportunities na naeencounter niyo po? As a driver po, lalo na po nung meron na pong grab food application.

**NORMAN:** My opportunity yung gumanda din yung mga byahe naming nung pandemic kase medyo malakas. Pabor din samen kase nagtatrabaho kame, hindi katulad sa iba na nawalan ng trabaho sa pandemic, nastop. Ayun yung opportunity na nabigay samen ng grab.

**MHELDRENZ:** Next po, ano po yung threats na naeencounter niyo?

**NORMAN:** Treat? Mga problema no? Wala naman akong problema nung pandemic; yun lang yung nagaalala na pagdating ko sa bahay may dala akong virus katulad ng covid; yun lang naman, yung virus lang.

**MHELDRENZ:** Next po, paano niyo po nahahandle yung mga customers niyo na pinuput yung health niyo on risk such as fake booking, theft and harassment po?

**NORMAN:** Samin kase di panamin nararanasan yung harassment, sa fake booking naman kase pag di talaga nagrereply yung customer ng 30mins na, ayun narereport naming kay grab; tapos pag sinabi ni grab na umalis na kame dun at dalhin na naming yung pagkaen; ayun aalis na kame tapos itatapon nalang naming yung pagkaen. Yung sa treat naman, ang dalikado is yung sa gabi yung pag nagpapagabi ako o madaling araw na; yung sa mga eskinita baka kase set-up pagka nag dekiver ka dun. Kaya pag gabi na, di na kame pumapasok sa eskinita, hinahayaan naming yung customer yung lumabas para Ipick-up yung order nila.

**MHELDRENZ:** Anong oras po kayo nagbabyahe?

**NORMAN:** Minsan pag galling ako rest day maaga ako, tapos minsan hanggang madaling araw; mga 12- 5.

**GRAB RIDER**

**INTERVIEWEE #3**

**NAME: RICHARD**

**AGE: 29**

**ADDRESS: PROJECT 4, QUEZON CITY**

**MHELDRENZ:** What is your lived experience po during the pandemic?

**RICHARD:** Ano, Medyo gumanda yung kita naming kase kami lang ang nakakalabas; tsaka medyo takot pero dahil sa hirap ng buhay kailangan nating kumite kaya nakipagsapalaran kame nung kasagsagan nung pandemic; atsaka nakaipon ako nun, nung pandemic.

**MHELDRENZ:** Next po, ano po yung mga challenges na naeencounter niyo?

**RICHARD:** Yung mga customer na ano, yung mga akala mop ag magdedeliver kameakala mo may sakit kame, yun yung mga challenges samin lalo na yung mga may edad, yung matatanda, mga senior mga maseselan sila.

**MHELDRENZ:** Yung sa mga store naman po?

**RICHARD:** Ayun sa mga store grabe, sobrang daming booking nun, sobrang haba ng pila nung kasagsagan nga nung pandemic; pero laban lang.

**MHELDRENZ:** Next po yung opportunities. Yung nabigay po ng grab sa inyo po.

**RICHARD:** Madame, natulungan ako ng grab, anlaking tulong sa buhay ko si grab kase dating minimum wage lang ako; pero nung dumating sa akin si grab lumuwag luwag kame, kahit mga kapatid ko natulungan ko nung pandemic kase mga wala silang trabaho, ako lang yung nakakatrabaho nun.

**MHELDRENZ:** Next po, ano po yung mga threats po na naeencounter niyo during the pandemic?

**RICHARD:** Yung mga fake booking ganun?

**MHELDRENZ:** Opo, atsaka po yung mga check-point po.

**RICHARD:** Ayun grabe kase yung check-point nun, kumbaga nandito na yung ididiliver mo tapos pwede mon a siyang lakarin kaso may motor ka papaikutin ka nila, kumbaga exit lang siya iikot ka pa; kaya hassle din samen na iikot ka ng napaka layo imbis eto nalang, pero minsan nakikiusap kame sa check-point pero pag bawal, bawal po talaga wala kang magagawa kundi sumunod; iikot ka po talaga ng malayo.

**MHELDRENZ:** Next po, paano niyo po nahahandle yung mga customers niyo na pinuput yung health niyo on risk such as fake booking, theft and harassment po?

**RICHARD:** Sa fake booking atsaka sa mga pagnanakaw hindi ko pa nararanasan yan, pero sa harassment marami akong naranasan na harassment tulad ng inuutusan kame; yung mga akala mo kung sino ng magutos samen, eh yung nabayaran naman samen yung delivery fee lang, kumbaga masyado sila tapos pag di mo naman sinunod grabe yung mga matatanggap mong salita, mga hindi naman naming kasalanan, kasalanan naman ng store. Pero sa fake booking wala naman, di ko pa nararanasan yan.

**MHELDRENZ:** Anong oras po kayo bumabyahe?

**RICHARD:** Pagka masipag at may kailangan akong bayaran, umaabot ako ng alas singko ng madalingaraw hanggang alas dose ng gabi; nakikita naman nila yun kung gaano ako kasipag bumyahe.

**FOOD PANDA RIDER**

**INTERVIEWEE #4**

**NAME: RON**

**AGE: 23**

**ADDRESS: SAN JUAN**

**MHELDRENZ:** What is your lived experience po during the pandemic?

**RON:** Wala nasa bahay lang hindi kase pinapayagan lumabas.

**MHELDRENZ:** Next po, ano po yung mga challenges na naeencounter niyo during the pandemic?

**RON:** Mahirap kumita, lalo na pag nawalan ka ng trabaho

**MHELDRENZ:** Next po, ano po yung opportunities po na binibigay sa inyo ni food panda?

**RON:** Dito may pasok at kita ako palagi, sa mcdo kase ako nung pandemic kaya di ako palaging may pasok kase nagbabawas ng tao sa store. Buti napasok ako sa food panda palagi ako may pasok.

**MHELDRENZ:** Anong mga threats ang naeencounter niyo po?

**RON:** Wala naman akong naeencounter

**MHELDRENZ:** Next po, paano niyo po nahahandle yung mga customers niyo na pinuput yung health niyo on risk such as fake booking, theft and harassment po?

**RON:** Wala hinahayaan ko nalang kase wala naman tayo magagawa, sa fake booking naman wala naming problema kase sinasagot naman ni food panda. Wala pa akong nararanasang harassment atsaka yung pagnanakaw.

**FOOD PANDA RIDER**

**INTERVIEWEE #5**

**NAME: JOHN CAMASIS**

**AGE: 28 YEARS OLD**

**ADDRESS: BLUMENTRIT, ESPANA**

**ROUTE: MANILA NORTH**

**KATE:** yung una pong tanong anong experience nyo po bilang rider ngayong pandemic?

**RIDER JOHN:** okay naman atleast ngayon kahit papaano maluwag na hindi katulad nung total lockdown halos rider lang ang labas, bago magkapandemic rider na ako january ako natanggap march naglockdown ayun simula noon, nahirapan rin kame sobra.

**KATE:** pwede nyo po ba sabihin kung ano po ang mga yun?

**JOHN:** unang una kapag may deliver ka tapos syempre yung pera na mangagaling sa customer inaalcoholan rin namen para for safety lang din namen.

**KATE:** yung pangalawang tanong po ano po yung mga challenges na naencounter nyo po during pandemic?

**JOHN:** yung pinipilit ni customer na nakalockdown yung building nila pinipilit nilang pumasok ako ideliver ko daw sa floor nila pero sinabe na ng guard na ano na nakalockdown yan hindi ka pwede pumasok, pinipilit ni customer inaaway ako.

**KATE:** ano pong mga nangyare kapag may ganon pong sitwasyon?

**JOHN**: kinacancel ko na lang yung order niya kesa naman ako ang mapahamak diba kasi nakalockdown nga sila eh.

**KATE:** yung pangatlo pong tanong ano po yung mga opportunities po naencounter nyo po during pandemic?

**JOHN**: kay panda pa rin hindi nya ako pinabayaan nung pandemic.

**KATE:** malakas po?

**JOHN:** malakas talaga siya sa malakas hindi ka kakapusin pero nakakatakot lang talaga no kasi sympre nasa labas ka araw-araw nakikipagbakbakan ka sa kalye talagang total lockdown hindi nya naman kami napabayaan kumbaga hindi na kami umaasa sa ayuda kumikita naman eh.

**KATE:** pangatlong pong tanong, ano po yung mga threats po naecounter nyo po during pandemic? bukod po sa lagi kayong nasa kalsada delikado ano pa po naexprience nyo na threats bukod don?

**JOHN:** para saken yun lang eh yung mga threats lang saken yung mga customer na salbahe, hindi nawawala yun hanggang ngayon hindi nawawala yun.

**KATE:** paano nyo po nahahandle kapag may ganon pong customer?

**JOHN:** eh customer sila eh.

**KATE:** wala pong ano eh choice

**JOHN:** syempre minsan iinit din naman yung ulo mo pero sympre nagtrabaho ka eh ang mahirap kasi doon kahit sila na may kasalanan katulad nyan wrong pin iba yung address nya sa lugar nya edi hahanapin namen sympre nakakainit ng ulo yunhindi mo sila ppwedeng anuhin dahil kapag ikaw naman ang nireport tanggal ka agad-agad.

**KATE:** yung last po na tanong, paano niyo po nahahandle yung mga customer na nagffakebooking o kaya hinaharass po kayo or theft nakaencounter na po ba kayo non?

**JOHN:** sa fakebooking naman hindi naman kami pinapabayaan ni pande eh pagkanireport mo naman na fakebooking tutulungan ka niyang kontakin si customer ngayon kapag hindi niya talaga makontak yun iccancel niya yung order ngayon ang mangyayari sa pagkain ibinabalik namin sa vendor, mas maganda ngayon kasi dati hindi dati hindi ganon kapag fakebooking bahala kana, kumbaga ngayon kahit papaano love na kami ni panda eh hindi nya na kami pinapabayaan kapag fakebooking.

**KATE:** meron na rin po ba kayo naencounter na naharass po kayo? or nanakawan po kayo?

**JOHN:** sa iba yung ibang mga panda lalo na kapag gabi lalo na nung pandemic holdap, agaw cellphone, snatchan, ako naman awa ng diyos hindi pa naman, wala pang nangyayare na ganon saken.

**KATE:** yun lang po salamat po.

**GRAB FOOD RIDER**

**INTERVIEWEE #6**

**NAME: MARK JOSEPH**

**AGE: 33 YEARS OLD**

**ADDRESS: QUEZON CITY**

**ROUTE: WELCOME ROTONDA**

**KATE:** ito po yung unang tanong ano po yung mga experience nyo po during pandemic?

**MARK:** yung ano hassle sa pagdedeliver kasi ano eh lockdown yung ano eh yung karamihan eh.

**KATE:** ano pa po mga experience?

**MARK:** mga lalakarin mo yung ano yung customer kasi nakalock mga ganon lang.

**KATE:** pangalawa pong tanong, ano po yung mga challenges po naencounter niyo po during pandemic?

**MARK:** ayun nga madalas checkpoint tapos hahanapin mo yung customer kasi nakalock yung mga ano hindi ka papapasukin basta-basta.

**KATE:** ano naman po yung mga opportunities naencounter nyo po during pandemic?

**MARK:** medyo lumakas yung ano namen yung booking gumanda yung kita.

**KATE:** ano naman po yung mga threats naecounter nyo po during pandemic?

**MARK:** ayun sympre holdap baka maholdap ka kasi wala masyadong tao, madilim sa gabi ayun mga ganon.

kate: nakaexperience na po ba kayo nung mga ganoon na threats po?

**MARK:** mga ibang kasamahan ko lang kasi may mga gc eh nagsasabe na huy wag kayo dito nakuha yung pagkain namin mga ganon.

**KATE:** yung last na tanong, paano niyo naman po nahahandle po yung mga customer po na nagffakebooking or nagnanakaw or naharass po kayo?

**MARK:** sa aken hindi pa ako nakaexperience ng ano eh ng mga ganon eh.

**KATE:** kahit po fakebooking po? wala?

**MARK:** fakebooking meron pero binabalik sa ano eh sa merchant kunware nafakebook kami ibabalik lang namin yung pagkain tas report ganun lang.

**KATE:** wala pong lugi na nangyayare?

**MARK:** ah wala naman.

**KATE:** yun lang po salamat po.

**GRAB FOOD RIDER**

**INTERVIEWEE #7**

**NAME: JAY R GARCIA**

**AGE: 28 YEARS OLD**

**ADDRESS: MANILA, PANDACAN**

**ROUTES: MANILA-MANILA**

**KATE:** ano po yung experience nyo po during pandemic?

**JAY R:** ayun may ano may halong takot din habang nasa kalsada nagdedeliver syempre pandemic eh may covid, covid po yun eh nakakatakot pero laban lang kasi pamilyado na po eh.

**KATE:** yung pangalawang tanong po ano po yung mga challenges na naencounter nyo po during pandemic as a rider po?

**JAY R:** marami na po eh may mga ano fakebooking tapos mga customer na ano yung mga parang nagiging ano na rin kami parang ano sila naiilang yung ibang customer na pagkadedeliveran namin.

**KATE**: ah ano po kayang rason?

**JAY R:** dahil sa ano yung sa covid sympre parang ang tingin nila samen nagiging carrier kami ng covid tapos hindi na rin maiwasan yung mga suplado supladang customer din sympre kami ginagawa lang namin trabaho namin, professional lang.

**KATE:** yung pangalawang tanong po ano po yung mga opportunities po naecounter nyo po during pandemic as a rider po?

**JAY R:** marami malaki naging tulong samen ni grab eh tapos dito na ako kumukuha ng ano pang araw-araw na pangkabuhayan namin ng asawa ko at ng anak ko.

**KATE:** pwede nyo po ba sabihin kung ano po yung way na naitulong nung grab?

**JAY R:** marami po ma’am eh ano eh ah lahat ng ano ng gusto ng anak ko nabili ko.

**KATE**: malaki po ang rate po?

**JAY R:** dati malaki magbigay si grab tapos itong mga buwan medyo bumaba na rin bigay niya samin.

**KATE:** ano naman po yung mga threats po naecounter nyo po?

**JAY R:** yung one time yung gabi parang ano may napasok kaming, may napasok ako na lugar na ano na medyo madilim taposparang may ano parang manghoholdap ganon sympre ako advance na magisip ano humaripas nalang agad ako ng takbo.

**KATE:** ano po yun? parang may nagbook po sa inyo doon po kayo dinala?

**JAY R:** oo ganon, may nagbook.

**KATE:** bale doon po papasok yung paano nyo po nahandle yung ganong sitwasyon?

**JAY R:** bale kasi kapag deliver ko non parang ramdam kona na ano eh na fakebook yung deliver ko tapos kasi ang dilim ng lugar tapos walang tao sympre naisip ko na agad yun tapos yung napansin ko na parang dalawang lalake na nagaantay doon sa dilim doon na ako nagano umalis agad sympre tas hindi na ako bumalik sa lugar na yon.

**KATE:** yun lang po salamat po.

**FOOD PANDA RIDER**

**INTERVIEWEE #8**

**NAME: ARIEL**

**AGE: 40 YEARS OLD**

**ADDRESS: SAMPALOC MANILA**

**ROUTE: MANILA NORTH**

**KATE:** unang tanong po, ano po yung experience nyo po during pandemic as a rider?

**ARIEL:** hirap bumiyahe dahil nga nung pandemic saradio mga brgy diba hanggang kanto lang kami minsan naffakebook pa kami, yun tas yun buti yung mga panahon na yun na kapag kinansel pwede mong ibalik eh ngayon kapag nagkansel ngayon talagang ibabalik mo talaga dahil kapag nareport ka kay panda mateterminate ka.

**KATE:** pangalawa pong tanong ano po yung mga challenges naencounter nyo po during pandemic?

**ARIEL:** yun nga yung ang hirap ng mga saradong kalye tapos ayun nga yung naffakebook pa kame kapag ano diba, yun lang sarado yung kalye hirap bumiyahe.

**KATE:** pangatlong tanong po, ano po yung mga opportunities na dumating sa inyo nung nagkapandemic as a rider?

rider ariel: maganda rin yung biyahe non kumikita rin ng maayos.

**KATE:** malakas po?

**ARIEL:** oo, malakas nung pandemic dahil bawal lumabas mga tao eh.

**KATE:** yung pang apat na po na tanong ano naman po yung mga threats po naencounter nyo?

**ARIEL:** sympre delikado bumyahe non diba dahil nga may covid kaya maingat kami todo mask kame tas faceshield yun.

**HOW TO HANDLE CUSTOMER:**

**KATE:** yung last na tanong po, paano nyo naman po nahahandle yung customer po na nagffakebooking or nagnanakaw or naharass po kayo?

**ARIEL:** wala, wala na kami nagagawa ron kapag naffakebook kami kundi ibalik nalang o kung minsan abono.

**KATE:** abono? hindi po sinasagot ng kompanya nyo po?

**ARIEL:** pwede kapag ibabalik sa vendor wala hindi tatama samen basta ibalik, return to vendor basta ibabalik yung booking ay yung item.

**KATE:** yun lang po salamat po.

**FOOD PANDA RIDER**

**INTERVIEWEE #9**

**NAME: ALDRIN GARCIA**

**AGE: 36 YEARS OLD**

**ADDRESS: PROJECT 4 QUEZON CITY**

**What are your lived experiences during the pandemic?**

During the pandemic maraming stores na sarado, maraming kalye na sarado tapos marami tayong mga kabababayan na gusting magpadeliver satin do medyo struggle samin kasi maraming kalye ang sarado partikular ditto sa soccoro sarado lahat yan o kaya ditto sa san juan kailangan naming na umikot pa ng ortigas ave. intead na mag aannapolis nalang kami like parang one and a half kilometers lang magiging six kilometers pa, pangalawa mga normal na problema ng mga nagmomotor pag umuulan tsaka yung agony about sa virus kapag ka umuuwi.

**What are the challenges that you encountered during the pandemic?**

Sa customers oo di mo maintindihan eh, tattawagan mo hindi sumasagot mga around 15-30 minutes kapag nagreklamo ka sakanila sila pa galit kaya minsan iinit din ulo mo kaya minsan kapag balanse din ang byahe mo minsan kailangan din mang away ng mga customers eh

**What are the opportunities that you encountered during the pandemic?**

Yung business, yung mga small business malakas yung mga delivery apps sustainable para sa pamilya pero yung nga lang risk sa virus talagang andyan pero okay lang yun yung napili ko eh.

**What are the threats that you encountered during the pandemic?**

Virus, Technically virus yun lang talaga. He delivers from 8 am to 12pm then 3pm to 7 pm.

**How do you handle a customer who put your health at risk such as fake booing, theft and harassment?**

Pag harassment yung mga simpleng typical na mga pinoy pag minura mo na ko mumurahin na rin kita, pag fakebooking nakapaliit na baghay yung mga fakebooking dahil may mga remedy naman kaming ginagawa binablik lang namin sa store tapos pag naconfirm na fakebooking naideclare na na fakebooking nawawala na sa app namin ibibigay na sa amin yung pagkain iuuwi naming regardless kahit gaano pa karami yung pagkain, sa totoo lang maganda yung fakebooking marami kaming pagkain.

**INTERVIEWEE 10:**

**Timoteo (FOOD PANDA)**

**46 YEARS OLD**

**Montalban/ Cubao**

**What are your lived experiences during the pandemic?**

Mahirapo po mam kahit sabihin nyo na bumibyahe kami nandon yung panganib nab aka mahawaan kami dahil lumalabas kami eh, pero kahit paaano maswerte pa rin kami dahil nakakalabas pa rin kami di kagaya sa iba na walang trabaho atleast kami kumikita kami kahit papaano

**What are the challenges that you encountered during the pandemic?**

Yung kagaya ng sinabi ko po natatakot ka nab aka yung isa sa mga nakasalamuha mo may covid.

**What are the opportunities that you encountered during the pandemic?**

Yung bilang isang delivery rider po malaking bagay poi yon saking dahil yung iba walang trabahao kami kahit papaano meron paring trabaho

**What are the threats that you encountered during the pandemic?**

Noong pandemic pa rin po syempre sa hirap ng buhay talagang di maiiwasan na ano may mga kasamahan akong nahohold up kasi hanggang gabi din po yung trabaho naming mam eh

**How do you handle a customer who put your health at risk such as fake booing, theft and harassment?**

Yung fake booking po ako ranas na ranas ko yan, syempre sa amin naman pong food panda rider sinasauli naman po yung order, wala pa namang harassment na nangyari sa akin.

**INTERVIEWEE 11:**

**Jake (Grab)**

**34 YEARS OLD**

**Commonwealth / Cubao**

**What are your lived experiences during the pandemic?**

Mahirap po kasi sumasagupa po kami sa virus eh, di naming alam kung may virus yung nakakasalamuha syempre dapat ligtas ka kapag may inuuwian kang pamilya.

**What are the challenges that you encountered during the pandemic?**

Yung pinakamahirap siguro yung ano eh, syempre di mo nakikita yung virus, sa weather syempre umulan umaraw binabakbak namin, bumibyahe ako simula alas onse hanggang alas tres ng madaling araw.

**What are the opportunities that you encountered during the pandemic?**

Salamat pa rink ay grab dahil nung pandemic ito ang bumuhay sa amin eh

**What are the threats that you encountered during the pandemic?**

Mga hindi kami pinapapasok ng mga gwardiya di nila naiintindihan yung trabaho naming parang may discrimination kaming natatanggap sa mga store ayaw kaming papasukin

**How do you handle a customer who put your health at risk such as fake booing, theft and harassment?**

Sa fakebooking okay lang kahit maapektuhan kasi naiuuwi naman naming, ang problema lang eh yung mga harassment sa mga customer, guwardiya ang tingin sa amin eh marumi madiidscriminate kami ng mga gwardiya, manager makikiihi lang kami bawal umihi sa water ganon din bihira mga nagbibigay ng tubig.

**INTERVIEWEE 12:**

**Ermil Bastarrechia (Food Panda)**

**24 YEARS OLD**

**Philcoa/ Pureza/ Cubao**

**What are your lived experiences during the pandemic?**

Mahirap po kasi pag di ka bumiyahe wala kang kakainin eh

**What are the challenges that you encountered during the pandemic?**

Magutom, Magutom lang talaga

**What are the opportunities that you encountered during the pandemic?**

Malaking tulong po yung food delivery dahil doon kami kumukuha ng pang kain

**What are the threats that you encountered during the pandemic?**

Kasi maraming nangyari noong pandemic syempre sabik sap era nagagawa nilang manghold up

**How do you handle a customer who put your health at risk such as fake booing, theft and harassment?**

Marami pong ganon na pangyayari eh, di rin po minsan maiiwasan lalo na sa fakebooking hinahayaan nalang po, umaga at tanghali iyong byahe ko.

**INTERVIEWEE #13**

**JOVEN VALENCIA**

**27 YEARS OLD**

**12 M. CUENCO QC**

**GRAB FOOD**

**QC – MANILA**

**RV:** Ano po yung mga lived experience nyo po during pandemic po?

**JOVEN:** Mahirap, mahirap syempre. Lahat naman eh. Siguro sa mayayaman hindi. Sa mga katulad naming ano kumakayod, syempre mahirap. Parang ano, hindi naman isang kayod isang tuka, kumikita pa naman kahit papano e. May naiuuwi parin sa pamilya, ganun.

**RV:** Matagal na po kayong rider?

**JOVEN:** Almost 1 year and a half. Tricycle driver kase ako dati.

**RV:** Ano po yung mga Challenges na naencounter nyo po netong nagpandemic?

**JOVEN:** Dami eh, challenges yung di ka makakain minsan ganon. Mahirap yon… kase syempre lahat gagawin mo para sa pamilya mo e. Ako, may dalawang anak ako e diba? Kung challenges marami. Lahat naman siguro tayo kahit mayayaman meron non

**RV:** de kayo po as OFD rider

**JOVEN:** Init, ulan, pagkahilo, pagkadehydrated, tapos minsan nasisiraan ka pa ng motor… ayun.

**RV:** Ano naman po yung mga opportunities po na naencounter nyo po during pandemic?

**JOVEN:** opportunities…

**RV:** Mga oportunidad po

**JOVEN:** Na binigay ni Grab? Ayun nga, kumikita ka ng higit sa minimum, minsan kumikita ka ng malaki pero hindi naman araw araw kase hindi naman lahat ng tao umoorder kay Grab e. Tsaka marami kaming kalaban e, may Panda narin, tok tok, Lalamove,

**RV:** Ano po yung mga threats po na naencounter nyo po during pandemic as rider

**JOVEN:** Sa customer. Syempre hindi mo maiiwasan yung may magagalit na customer e. Minsan yung natatapon yung pagkain. Nakaexperience naman na ko ng ganon pero totally pinaliwanagan ko naman sya. Si merchant naman yung may kasalanan kase hindi binalot ng maigi, syempre matatagtag sa biyahe yon, kailangang selyadong maigi. Lalo yung mga long distance pa, yung malayuan? Kaya nagagalit si customer pero kapag pinaliwanagan mo naman, kakalma naman. Pero wala pa naman sa point ko ah, sa point ko na mumurahin ako? Wala pa naman.

**RV:** pano po yon, ibabalik nyo po sa merchant po?

**JOVEN:** ah hindi, kinukuha narin naman ni customer, papaliwanagan mo lang ng mabuti. Kunware may natapon lang na kaunting kaunti lang ganon diba? Ma'am natapon lang yung sabaw nyan kase nga ano hindi naibalot ni merchant ng mabuti.

**RV:** for last question po. Paano nyo po nahahandle yung mga customer po na nilalagay yung sarili nyo po sa alanganin tulad ng fake booking, pagnanakaw o kaya harassment?

**JOVEN:** ako, naka-experience nako dalawa eh. Dalawang fake booking. Hassle sobra. Sobrang hassle, dadaan mo nalang sa ano, kung fake booking may magagawa ka pa ba don, alangan hanapin mo yon sa wala. Tapos may mga customer kase na ano, diba pandemic, pinapaakyat pa nila sa 4th floor, 3rd floor, kahit alam naman na bawal. Magagalit pa, eh wala kang magagawa, iaakyat mo nalang diba… kaysa naman I-cancel yung booking bigyan ka ng pangit na rate. Kase samin hinahabol namin rating e. Kumbaga bigyan ka ng one star don, laking sira mo non diba? Ayon, sa harassment naman wala pa, mumurahin ka ng customer? Wala pa, wala pa kong naexperience na ganon.

**INTERVIEWEE #14**

**DANIEL MULACRUZ**

**23 YEARS OLD**

**BLUMINTRITT**

**GRAB FOOD**

**QC – MANILA**

**RV:** Ilang taon na po kayong rider?

**DANIEL:** 3 years na.

**RV:** ah so pre-pandemic pa lang po rider na kayo?

**DANIEL:** oo, rider nako.

**RV**: ano po yung mga naexperience nyo po during pandemic po?

**DANIEL:** yung paghigpit sa mga ano, sa mga kalsada. Di kami makapasok agad sa mga dedeliveran namin, tapos may mga customer talaga na pag dating namin sa kanila, pag dala namin ng booking, uhm nakalayo sila. Yung iiwan namin yung product sa labas ng bahay. Nakakatakot kase hindi mo pwedeng iwan basta yung pagkain sa labas baka kase may kumuha o kaya baka galawin ng mga pusa ganon.

**RV:** ano po yung nga challenges po na naencounter nyo po as a rider po during pandemic?

**DANIEL:** challenges uhm, bumaba yung fair pero tumaas yung booking. Yan yung nangyare samin. Naaksyunan naman ni Grab.

**RV:** ano po yung mga opportunities po na dumating po sa inyo neto pong nag pandemic?

**DANIEL:** As a part time rider kase, nasa company din kase ako e. Syempre nung lockdown wala kaming pasok sa company. Yung opportunity na dumating sakin syempre naibiyahe ko yung Grab account ko, dun ako kumuha ng pagkakakitaan. Kase wala kaming trabaho sa company e.

**RV:** ano po yung mga threats po na naencounter nyo po during pandemic?

**DANIEL:** nahassle lang kami nung ayon nga, hindi nga makalabas ng bahay yung mga tao, pati kami hindi kami makalabas minsan ng area namin. Nahihirapan din kami.

**RV:** nung nag lockdown po

**DANIEL:** oo, nung naglockdown, nakakatakot kase e, hinsi mo kakilala yung mga makakasalamuha mo.

**Rv:** for last question po, paano nyo po nahahandle yung mga customer na nilalagay yung sarili nyo po sa alanganin such as fake booking po, theft, harassment po?

**DANIEL:** sakin kase, so far wala pang nangyayare saking ganon e, fake booking. Pero sa customer na abusive kase hahabaan mo nalang yung pasensya mo. Yun lang.

**INTERVIEWEE #15**

**KENNETH HERRERA**

**25 YEARS OLD**

**TONDO MANILA**

**GRAB FOOD**

**MALABON, QC, MANILA**

**RV:** ilang taon na po kayong rider?

**KENNETH:** isang taon mahigit na.

**RV:** sir, sa isang taon na yon po, ano po yung mga lived experiences nyo po during pandemic po as rider?

**KENNETH:** mahirap, kase syempre di naten nakikita yung ano virus. Kalaban naten hindi naten nakikita, pero sa kabila non syempre ang hirap kumita ng pera lalo na pandemic. Eto lang talaga yung trabahong pwedeng pagkakitaan sa ngayon.

**RV:** ano po yung mga challenges po na naencounter nyo po neto pong nagpandemic po? As rider po ni Grab.

**KENNETH:** marami eh, tulad ng syempre araw-araw kami sa kalsada, yung mga semplang hindi naten maiiwasan, yung mga disgrasya, yung mga makakagirian mo na sasakyan, yung mga makaka-away mo. Syempre hindi na naten papatulan yon hanap-buhay lang hinahanap naten e, kaya hindi tayo pwedeng makipag-away.

**RV:** ano po yung mga opportunities po na pumasok po sa inyo? yung dumating po sa buhay nyo po.

**KENNETH:** unang una yung financial problem, simula nung pumasok ako kay Grab talagang nagulungan ako ng Grab. Kase nung wala pa ko kay Grab, 2 months nung bagong pandemic pa lang, walang wala talagang pera. As in wala talaga, gutom. Tapos nung napasok ako kay Grab, okau naman na.

**RV:** bale natulungan po kato ni Grab, financially po?

**KENNETH:** natulungan talaga, sobra. Laking tulong ng Grab samin.

**RV:** ano po yung mga threats na naencounter nyo po during pandemic?

**KENNETH:** sa kalsaa marami. Yung mga kamuntikan na sumemplang ganon, yung sa mga customer naman na ano, minsan kase may mga customer na nagbobook tapos hohold up-in ka lang. Maraming ganon e. Sa awa ng dios nakakaiwas naman tayo sa ganon. Tsaka, ingat lang takaga palagi.

**RV:** papasok po dun yung last question po nahahandle yung mga customer na ayun nga po, nalalagay yung kaligtasan nyo po sa panganib po o nadadala kayo sa alanganin.

**KENNETH:** panong dadalhin kami sa alanganin?

**RV:** halimbawa po, fake booking, harassment, pagnanakaw.

**KENNETH:** fake booking kase, hindi na mawawala yan e. Syempre yung ibang tao akala napakalami ng kinikita namin. Tapos yung iba inggit. Syempre unang una, kung halimbawang minsan din kapwa Grab mo, yun din yung sisira sayo talaga e, sila din yung nagfafake book e.

**RV:** oh? Nangyayare po yon?

**KENNETH:** nangyayare yon. Kunware tambay ka dito tapos ayaw nila sayo, magpapatay silang lahat ng account nila, ikaw lang nakabukas. Ngayon, kunware nagbook sila halagang dalawa tatlong libo, fakebook nila yon ganon. Pag trip ka nila.

**RV:** paano nyo po nahahandle po yung ganon?

**KENNETH:** kase samin kase may rein verse kami kay Grab. Pag fake booking, binabayaran ni Grab samin.

**RV:** sagot po ni Grab yon?

**KENNETH:** oo, sagot ni Grab yon, yun lang maganda kay Grab talaga.

**INTERVIEWEE#16**

**CYRIL TEANDRES**

**24 YEARS OLD**

**FOOD PANDA**

**QC – MANILA**

**CYRIL:** I'm Panda Rider since 2019

**RV:** ah so, pre-pandemic pa lang po rider na kayo?

**CYRIL:** ah yes po, nasa gitna kami ng kalamidad na pandemic nagrider na kami ni Food Panda.

**RV:** ahhh so ano po yung lived experiences nyo po during pandemic as rider po?

**CYRIL:** medyo mahirap na masarap. Kase, masarap, kami lang yung nakakalabas, kami lang yung nasa gitna ng kalye, uhm ayun yung advantage namin sa iba kase nasa ano kame ahhh nasa mga…

**RV:** frontliner po?

**CYRIL:** oo, kami yung frontliner. Kami yung mga nagdedeliver ng mga foods ng mga hindi makalabas. Then yung disadvantage naman, syempre kami yung prone ng virus na pwedeng maging carrier pa pagdating sa family namin. Ayun yung disadvantage.

**RV:** ano po yung mga challenges na naencounter nyo during pandemic po?

**CYRIL:** siguro yung challenges siguro yung pagpasok namin araw-araw sa Food Panda Rider na sa kalagitnaan ng pandemic. Dun pa lang challenges na yon e. Kase, ikaw magiging carrier ng virus papunta sa family mo e. Dun palang sobrang hirap na. Tapos yung mga ibang challenges siguro yung mga yun, yung daily routine namin sa biyahe, mga accident, maraming pwedeng mangyare sa pagiging rider e.

**RV:** ano po yung mga opportunities na naencounter nyo po during pandemic?

**CYRIL:** and opportunities naman siguro bilang isang Food Panda rider kase ano e, date akong empleyado ng company. Sa pagiging rider ano, hawak ko yung oras kom yun yung opportunity,nacocontrol ko yung oras ko, wala akong amo. Ayun yung opportunity para sakin.

**RV:** ano naman po yung mga threats po na naencounter nyo po during pandemic?

**CYRIL:** as a rider, mga threats na naranasan namin lalo na ko, siguro yung mga cancel booking, fake booking, tapos yung harassment, may harassment din e, kase yung mga CS tayo, di naman naten maiiwasang may maencounter tayong balasubas na ano… kase iba iba naman talaga ugali ng tak e. May mga parang ano nalang yung tingin nila sa rider. Tsaka kung pano nila kami itrato. Parang pusa, aso kung bugaw bugawin kami ganon. Tsaka siguro yung mga ano, yun yung sa aksidente. Naaksidente kase ako non, nasa kalagitnaan ako ng pagmamaneho nag slide ako gawa ng may nag counter sakin na taxi ayun, ayun yung ano ko… aksidenteng nangyare sakin.

**RV:** for our last question po, paano nyo naman po nahahandle yung mga customer po na nalalagay po yung sarili nyo sa alanganin, tulad po ng yun nga po… fake booking, harassment katulad po ng sinabe ninyo?

**CYRIL:** siguro para sakin ano bibigyan mo lang sya ng ano e, big smile. Parang I t-treat mo lang sya as a friend kase kailangan una palang makukuha mo na kiliti ni CS e. Para at least bago mo pa mahatid yung pagkain, good mood na sya. Kunware ichachat mo sya ng “Good morning, have a nice day” mga ganon. Kumbaga I w-welcome mo sya. Para maging ano sya, komportable sya sayo. Yun lang.

**JAY-R POLANCO**

**INTERVIEWEE #17**

**DAVIDSON:** Start na natin yung interview so, ahh dun tayo sa unang tanong, what is your lived experience this pandemic? So, kung itatranslate ko siya, ano yung mga na-experience mo bilang isang delivery rider etong pandemic?

**JAY-R:** Ahh etong pandemic siguro yung ano, nagging delivery rider ako ng isang pedi corp ako yung nag dadala ng mga cheque ng mga papeles ganun

**DAVIDSON:** uhmm

**JAY-R:** tapos yun lang naging work ko as delivery rider pero until now parin naman ano parin ako ehh, ahh member parin ako ng Angkas, Padala Philippines, mga grupo ng riders din na, delivery riders din mga pasabay, pabili, Angkas padala.

**DAVIDSON:** I see, I see so etong pandemic ano yung mga opportunities na na-encounter mo or na-experience mo as a delivery rider, ano yung mga Nakita mong mga maganda sa perspective niyong mga riders

**JAY-R:** Opportunities kasi yung ano e yung mas umangat yung riding community nung pandemic kasi kami yung mas nagdadala ng ano e, kasi more on delivery na tayo e

**DAVIDSON:** Totoo yan

**JAY-R:** more in padala, more on pa deliver, even food and bev (inaudible) kahit clothes, delivery na yan e padala na, so sa mga rider nabigyan ng ano, nabigyan ng, kung baga ahh pano (inaudible) mas kinailangan e yung mga rider nung etong pandemic

**DAVIDSON:** okay, okay

**JAY-R**: siguro yung ano yung mas magandang term dun,

**DAVIDSON:** I see, so diba alam natin na as delivery riders mejo takaw tayo sa aksidente takaw din tayo sa fake booking, so sayo sa naging experience mo as delivery rider ano ano yung mga na-experience mo na delikado or hindi maganda etong pandemya

**JAY-R:** (inaudible) naman ng rider na delikado lagi yan kasi dalawang gulong lang ano natin dala-dala natin pati sa ano siguro (inaudible) yung time na pinaka ano ko, naalala ko yung time na bumabagyo, tapos nasa ako ano ahh Cainta e mababa yung lugar na yun madalas bumaha dun e, yun kailangan ko parin ituloy, kahit ano abot na yung makina ko ng tubig kailangan ko ituloy yung ano kasi improtante yung dal akong papel mga cheque, kailangan ko siyang ituloy kahit abot yung makina ko kaya siguro ano sumama sa, (inaudible) yung tubig baha duon e, parang siyang umaagos yun umano yung motor ko dumulas, tapos yung nasa gilid ko is ano truck na ten wheeler ata yun

**DAVIDSON:** Anlaki! (chuckles)

**JAY-R:** dun ako sumandal

**DAVIDSON:** Buti na lang

**JAY-R:** sa Cainta nangyari yun, pero nakahinto naman siya

**DAVIDSON:** That’s a good thing kasi ano e

(inaudible)

**JAY-R:** sila yung nakakaderecho kasi sila yung malalaki

**DAVIDSON:** so kadalasan naiipit kayo ng mga trucks no?

**JAY-R:** oo ganun, minsan di ka pa makikita kasi yung side mirror kalimitang nakikita likod lang hindi yung baba

**DAVIDSON:** so ayun kuya goks sa huling katanungan paano mo hinandle yung mga customer na nilagay yung sarili, na nilagay mo yung sarili mo sa alanganin kagaya nung mga nagfafake booking o kaya minsan mga customer na bayolente, yung nagagalit kapag may nasira sa produkto nila or maiba bayung itsura kasi kadalasan sa mga ano diba, sa mga pagkain naaalog, mga ganun

**JAY-R:** may mga na-experience naman  di naman ganun ka ano e, kung baga yung mga naexperience ko lang e yung mga nalalate sa delivery, ganun tapos yung yun nga ganyan, more on pagdating sa pagakin maano lalo sa cake yan ang pinaka (inaudible) yan ang pinaka tinatanggihan namin cake, kasi kaunting ano lang sira agad yung decoration niyan nawawala sa ano  kaya maraming tumatanggi sa delivery lalo na kapag cake,(inaudible) kagaya ng red ribbon, may delivery na sila e (inaudible) yung mga nagaano talaga niyan talagang mahirap kasi maraming nagagalit jan nasisisra yung design naaalog sa mga ganyan nanghihingi na lang ng pasensya tapos ano lang hingi lang talaga ng pasensya tapos ano malumanay ka lang kasi kung sasabayan mo ng init ng ulo yung init ng ulo ng customer magaaway lang kayo. Kaya mas kalmado ka kesa customer.

**JIMENEZ**

**INTERVIEWEE #18**

**DAVIDSON:** Yun tol start natin yung interview so dako agad tayo dun sa first question ano yung mga naexperience mo etong pandemic as delivery rider

**JIMENEZ**: Ano yung naexperience ko ngayon nag pandemic pag nagdedeliver ako okay naman yung mga daan pero naaano lang din sa mga traffic ganyan di maiiwasan yung, okay din yung kitaan niya.

**DAVIDSON:** Compared noh sa nag employed

**JIMENEZ:** Oo, pwede kang kumite ng, pinaka malaking kinakita ko as delivery kapag gabi 500 hapon lang yung hanggang gabi

**DAVIDSON:** Uhmm laki din ah

**Jimenez:** 500-300

**DAVIDSON:** Uhmm okay so pagdating naman sa second question ano yung mga challenges o mga bagay na let say nahirapan ka as a delivery rider

**JIMENEZ:** Mahihirapan ka especially kapag yung nag deliver ka tapos syempre tapos kapag nag delivery ka marami kang dalang pakain e yung customer na dinilebiran mo minsan antagal lumabas nadedelay yung sa iba, parang (inaudible) kinakain yung oras ganun

**DAVIDSON:** I see Isee

**JIMENEZ:** Yun lang yung mahirap sa pagdedeliver saka lalo na kapag yung lugar di ka familiar tas madilim ganyan syempre titignan mo pa yung mga bahay yung number ng bahay ganun

**DAVIDSON:** So sa tingin mo ano ano naman yung mga opportunities na Nakita mo as a delivery rider itong pandemic

**Jimenez**: Kasi kapag delivery rider ka hawak mo oras mo diba kunayari, pwede kang magonline class habang nagdedeliver ka diba? Kung kaya mong pagsabayan studies mo and then may sideline ka pa na trabaho diba (inaudible)

**DAVIDSON:** Para dun sa pang apat na tanong anong klaseng mga risk or bantay sa buhay na naencounter mo as delivery rider

**JIMENEZ:** Uhmm minsan di maiiwasan sa kalsada syempre kalsada yung traffic kailangan mong sumingit tapos minsan di nagkakaintindihan yung, di nakakapagbigayan ganun minsan may mga nagagalita saka kapag nagdedeliver ka tapos magisa ka lang tapos bago ka lang dun sa lugar ahh minsan parang naaano ka kung safe ba o ano hindi yung lugar na pupuntahan mo kasi di mo rin naman alam yung possible na mangyayari sayo, pwede ka maholdap sa madilim na lugar mga ganon nagaabang yun yun sa tingin ko yung mga

**DAVIDSON:** Para naman sa pinaka huling question paano mo na handle yung mga klase ng customer na mga nagfafake booking or mga customer na ano nagagalit kapag halimbawa naalog yung pagkain nila sa delivery

**JIMENEZ:** Ahh kapag ka ganun ginagawa ko especially huminga ka ng pasensya kung ano man yung nangyari sa pagkain ganun tapos kapag faek booking naman ang ginagawa namin syempre ipopost muna yung tao na yun para aware yung ibang nagbubusiness then ganyan and then yung pagkain na yun imbis na mastress ka na ano isipin mo pa na nafake booking ka kami na lang din yung ano kami na lang din yung kumakain or family ko ganun para hindi rin saying diba.

**DAVIDSON:** So yun lang yung mga katanungan i-stop ko na yung recording

**JIMENEZ:** Sige sige thanks

**KARL**

**INTERVIEWEE #19**

**DAVIDSON:** Okay (inaudible) para sa interview uhh dako agad tayo dun sa first question so ano yung mga naexperience mo etong pandemya as a delivery rider

**KARL**: Ahh yung mga experience ko is as in matumal siya from the first yung unang ano unang tawag dito unang lockdown sobrang tumal niya since yung mga tao takot umorder then ayon kalaunan is nakakarecover naman paunti unti to be honest sobrang ano nga niya ngayon e in demand since yung iba ibang tao takot parin lumabas and ayon.

**DAVIDSON**: Para naman sa pangalawang question ano yung tingin mo mga challenges or nahirapan ka as a delivery rider

**KARL:** Uhmm para sakin yung pinaka challenging dun is yung halimbawa recently may mga granular lockdown may mga lugar na hindi pwedeng pasukin since ayun nga naka lockdown siya and nakakatakot nga kasi syempre yung virus since airborne yun di natin maeexpect if ever na makuha natin siya or not di natin alam baka since sari sari yung nakakasalamuha natin kahit anong safety measures pa yan kapag pinasok ka ng virus is papasukin ka talaga then ayun okay

**DAVIDSON:** Para naman sa third question ano naman sa tingin mo yung mga naging opportunities mo this pandemic as delivery rider

**KARL:** Uhmm ang opportunities for me is yun nga naging indemand siya for now since maraming ngang tao na takot pa lumabas and yung pagkaindemand niya kasi like isipin mo na kung dati hindi ganun ka indemand since yun nga tao freely nakakalabas ngayon talagang nag boom sobra yung mga ano delivery rider like grab food panda etc since yun nga yung mga tao nga takot silang lumabas and ayon more income

**DAVIDSON:** Sa tingin mo ano yung mga naging threats sayo as a delivery rider or yung mga naging banta sayo bilang delivery rider this pandemic

**KARL:** Bukod sa virus since given na siya already is yung lalo na sa pag gabi sabihin nating disoras ng gabi lalo na yung walang curfew I mean at some lugar lang na walang curfew ayun nga yung banta like sa mga di natin masasabi  na may mga tambay jan na lokoloko or masasamang loob yung iba syempre ako naka bike lang ako may mga kapwa rider din Ako na naka bike na nanakawan  lalo na kapag nakagarahe tuwing gabi since yung food panda, grab or something na mga delivery rider mostly 24 hrs nagtatrabaho I mean 24 hrs may rotation siyang nangyayari ayun kadalasan banta ayun manakwan or mapasama yung kalagayan mo

**DAVIDSON**: Ayun okay okay noted para naman sa last question paano mo na handle yung mga customer na nagfafakebooking or yung mga customers na nagiging violent kasi yung pagkain nila naalog or nagiba ng itsura lalo na yung mga cake diba kapag naalog ganon.

**KARL:** Nahahandle ko is maging kalmado lang sa una lahat sa fake booking na rereport naman siya kung tutuusin pwede siyang ireport sa pulis or pwede rin siyang ipa track since, since isa rin akong IT student sumasideline pwede ko rin nga siyang I track or pwede siyang then blotter sa pulis or barangay sure na yun like magkakaron ng record yun. Sa mga violent customers naman kalma lang ako kasi wala ring magagawa kung lalabanan mo sila e kasi lagi nilang ibabato sayo the customer is always right which is hindi naman talaga, given the circumstances na minsan umuulan di naman maiiwasan di rin naman nila alam ang hirap ng isang delivery rider despite the challenges na sinusubok araw araw.

**PETER**

**INTERVIEWEE #20**

**DAVIDSON:** okay so simulan na natin yung interview sa first question so as a delivery rider dati ano yung mga naexperience mong, naexperience mo as a delivery rider nung pandemic

**PETER:** uhmm experience ko, mejo mahirap din as a rider dati syempre ano na rin yun e parang nilagay mo na rin sarili mo sa piligro kasi di mo rin alam kung sa lugar na yun may nahawaan ba ng virus or wala tapos minsan iba iba pa nakakasalamuha mo yun mahirap parin naman pero syempre pinipilit parin kayanin

**DAVIDSON:** kasi kailangan e noh? Tawag ng pangangailangan so dun naman sa pangalawang question ano ano yung mga challenges siguro yung mga remarkable challenges na naexperience mo habang delivery rider ka etong pandemic

**PETER:** challenges uhh, siguro ano ba ahh, ang nahirapan siguro (inaudible) ano nahirapan lang siguro ako sa mga checkpoint, ahh syempre kasi diba yun na nga may covid syempre talagang maghihigpitan yan tapos minsan di mo pa agad masasagot yung mga guest sa txt mo mga chat mo saying oras din pero wala e ganun talaga buhay e

**DAVIDSON:** so usually ano mga check points tapos yun mga makukulit na guest saka yung mga late delivery noh?

**PETER:** tapos minsan mali pa yung pinipin-point na address,

**DAVIDSON:** uhmm, isa pa yun, edi ano yun parang saying pa sa gas ganun

**PETER:** tapos minsan di pa nila babayaran yun

**DAVIDSON:** yun lang, pero wala ka naman naexperience yung parang kulang yung bayad? Or ano? Mga ganung klase

**PETER:** wala pa naman akong (inaudible) na ganun kasi puro sakto naman minsan okay din naman minsan yung mga nadedeliveran

**DAVIDSON:** uhmm okay okay, so para sa pangatlong tanong ahh ano yung mga opportunities na naexperience mo as a delivery rider?

**PETER:** opportunities uhmm, yung masayang bagay na rin dun yung nakapunta ka parin sa ibang lugar kahit sabihin mong pandemic kasi syempre isa ka na rin sa mahalagang tao sa ano e  sa bansa kahit sabihn mong delivery rider syempre isa ka na rin sa nangangailangan, minsan kailangan rin ng mga tao na hindi makalabas ng bahay, yun na rin yung masayang sakin syempre nakakatulong parin sa pagdedeliver tapos nakakpunta ka parin sa ibat ibang lugar sabihin natin na di ko alam yung ganitong lugar tapos mapupuntahan ko matutuwa ako dun syempre kasi bago yun e

**DAVIDSON:** so parang ano nagbabase ka lagi sa mga new experiences saka mga new adventures kasi diba may bago kang napupuntahan

**PETER:** oo, masaya na rin naman e

**DAVIDSON:** (chuckles) so tapos sa susunod na tanong yung fourth question, ano naman yung parang mga banto or risk na naencounter mo bilang isang food delivery rider?

**PETER:** uhmm. parang wala pa naman kasi uhh talagang nagiingat lang sa kalsada kasi syempre bilang delivery rider, minamadali ka ng customer minsan binibilisan ko pero syempre, magiingat parin sa kalsada (inaudible)

**DAVIDSON:** kasi mejo takaw sa aksidente mga motor e noh

**PETER:** oo kaya doble ingat talaga sa kalsada

**DAVIDSON:** okay so yung pinaka last question pano mo hinahandle yung klase ng mga transactions halimbawa fake booking kung nagkaronka man or mga ano guest na masyadong violente lalo na kapag yung mga produkto nila is parang nadamage ganun,

**PETER:** fake booking siguro may isang beses na naranasan ko yun, oo isang beses palng uhh pero ano pa naman kasi yun e wala pa naman akong nakukuha na package, pero parang under na rin yun ng fake booking e kasi syempre na accept mo yung book na yun pupunta ka talaga dun tinext mo yung customer sinasabi na mismo dun ka na sa lugar na yun na tinuro wala naman siya so syempre naano ko na kaagad yun sa pinagtatrabahuhan ko na ganito yung customer para ma cancel na agad, pero sa mga violent customer, ahh wala pa naman ako naexperience na ganun kasi halos lahat naman mababait nabibigyan ko ng package.

(inaudible)

**PETER:** maswerte lang sa pagkuha ng booking

**DAVIDSON:** okay naman na yun ganun diba kesa yung sa lagi kang nadadali nung mga klaseng tao

**PETER:** maswerte ka na kapag mabait yung customer na nadedeliveran mo

**DAVIDSON:** okay so ayun lang kuya petes.

**FACE and CONTENT VALIDITY CERTIFICATION**

This is to attest that the following students listed below asked for my comments and suggestions as part of the face and content validity for their research instrument to be used in their “The Lived Experience of Online Food Delivery Riders in Metro Manila in Times of Pandemic: A Behavioral Analysis” The said comments and suggestions were given to them already for notation and improvement I hereby affix my signature as an attestation of this process as part of their requirements for the course.

Section: 2D

Research Title:

“The Lived Experience of Online Food Delivery Riders in the Philippines in Times of Pandemic: A Behavioral Analysis”

Names of Students:

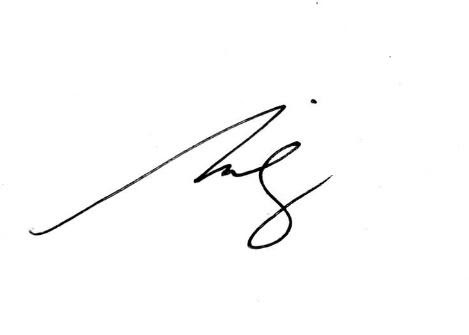
\_\_\_\_\_\_\_\_\_\_\_Mheldrenz S. Calingo (Group Leader) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**JILL A. COMODA**

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Contact Number : +639150697391

E-mail : [comodajill@gmail.com](mailto:comodajill@gmail.com)

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**Personal Information**

Age : 21

Date of Birth : June 03, 2000

Gender : Female

Height : 5’0” ft.

Weight : 43 kg.

Civil Status : Single

Citizenship : Filipino

Father’s Name : Juanito C. Comoda

Mother’s Name : Liberty A. Comoda

Address : Park 23 Champagnat St. Marikina heights, Marikina City

**Educational Background**

Tertiary : Polytechnic University of The Philippines

2018- Present

Senior High School: Polytechnic University of The Philippines- SHS

S.Y. 2016-2018

Junior High School : Valeriano E. Fugoso Memorial High School

S.Y. 2012-2016

Primary : Valeriano E. Fugoso Memorial Elementary School

S.Y. 2007 – 2012

**RALPH VINCENT P. GALZOTE**

Address : 19 Mariveles st. Quezon City

Contact Number : +639991887843

E-mail : [ralphvincentgalzote@gmail.com](mailto:ralphvincentgalzote@gmail.com)

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**Personal Information**

Age : 22

Date of Birth : November 24, 1999

Gender : Male

Height : 5’9” ft.

Weight : 65 kg.

Civil Status : Single

Citizenship : Filipino

Father’s Name : Vladimir P. Galzote

Mother’s Name : Raquel P. Galzote

Address : 19 Mariveles st. Quezon City

**Educational Background**

Tertiary : Polytechnic University of The Philippines

2018- Present

Senior High School : Southeast Asian College Inc.

S.Y. 2016-2018

Junior High School : Esteban Abada High School

S.Y. 2012-2016

Primary : Dr. Alejandro Albert Elementary School

S.Y. 2007 – 2012

**DAVIDSON V. TACATA**

Address: Block 6 Lot 15-B Washington St. Phase 2 Greenland Newtown Executive Village, Banaba, San Mateo, Rizal

Contact Number : 09957815147

E-mail : [davidsontacata2@gmail.com](mailto:davidsontacata2@gmail.com)

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**Personal Information**

Age : 22

Date of Birth : August 15, 1999

Gender : Male

Height : 5’7” ft.

Weight : 80 kg.

Civil Status : Single

Citizenship : Filipino

Father’s Name : Sanny M. Tacata

Mother’s Name : Chenette M. Tacata

Address : Block 6 Lot 15-B Washington St. Phase 2 Greenland

Newtown Executive Village, Banaba, San Mateo, Rizal

**Educational Background**

Tertiary : Polytechnic University of The Philippines

2018- Present

Senior High School : Polytechnic University of the Philippines

S.Y 2016 - 2018

Junior High School : Moses Cradle Academy

S.Y 2010 - 2016

Primary Guardian Angel Academy

S.Y 2009-2010