



FINANCIAL WELLBEING AND WORK-LIFE BALANCE OF GIG WORKERS: A STUDY ON INCOME STABILITY AND ECONOMIC SECURITY

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Abstract

Objectives: In light of the importance of income stability and economic security, this research aims to investigate the financial well-being and work-life balance of gig workers. The purpose of this study is to determine the impact on their quality of life of factors such as income instability, absence of social security, and unpredictable yet flexible work hours. **Research Gap:** Academics have paid little attention to gig workers' actual experiences, particularly in developing nations like India, where concerns about financial stability and work-life balance have been raised in relation to the gig economy's expansion and operating characteristics. **Research Methodology:** Using a standardized questionnaire, the study's quantitative research technique was applied to 135 gig workers in the urban food delivery, ride-sharing, and freelancing sectors. To find out how work-life happiness, financial planning, and income patterns were related, we used descriptive statistics and regression analysis on the data. **Data Analysis:** Income stability and financial wellness are significantly correlated, according to the results. Gig workers who had a steady stream of income acted more responsibly with their money and were happier overall. On the other side, financial stress and an imbalance between work and personal life were caused by inconsistent income and the absence of benefits. **Conclusions and Suggestions:** Although gig employment offers some freedom, the research found that it does not provide enough protections. Social security systems, income ceilings, and transferable benefits should be implemented by policymakers. For the well-being of employees as a whole, platforms should also encourage mental health and provide tools to help with time management.

Keywords: Gig Economy, Financial Wellbeing, Work-Life Balance, Income Stability, Economic Security, Gig Workers, Flexible Employment, Social Protection.

I. INTRODUCTION AND BACKGROUND

Diverse new types of employment are on the horizon, and there are indications that digital platforms will play an increasingly mediating role in the workplace of the future (Duggan, Sherman, Carbery & McDonnell, 2020). One option is the gig economy, which is expanding worldwide and had a 41% increase from 2016 to Q1 2023 (World Bank report Sept. 2023). The World Bank's "Working Without Borders: The Promise and Peril of Online Gig Work" research from September 2023 estimates that there are between 154 million and 435 million people working as online gig workers throughout the world. This amounts to 4.4% to 12.5% of the overall workforce. The proliferation of 545 online gig platforms throughout the world is indicative of the increasing need for digitally enabled, flexible labor alternatives. As an example, gig workers account for around 18% of Malaysia's workforce. Innovations in technology, a rise in the conventional labor market's unemployment rate, and the flexibility of gig work—which often involves short or task-based engagements—have all contributed to the growth of Malaysia's gig economy (Uchiyama, Furuoka & Akhir 2022).

In 2020, there were about 4 million gig workers who earned a total of MYR 254 million, according to Uchiyama et al. (2022). More especially, the presence of gig labor on demand apps is acknowledged by a wide range of Malaysians. Online food delivery services like Foodpanda and Grab Food, as well as e-hailing services like Grab and MyCar (GOJO), contribute significantly to the gig economy in Malaysia (Lim, 2021). There are around eight platforms for online meal delivery as of 2019 (Choong & Lai 2019; Lau & Ng 2019), compared

to 42 platforms for e-hailing services. A new kind of work is emerging as a result of technological advancements; it is online-based, flexible, and potentially unstable (Huang et al., 2020). From a health perspective, workers may have to reevaluate their professions in light of the fact that the workplace is changing and may get even more digital in the road. Worker well-being in today's technologically sophisticated workplace is defined as the sum of an employee's health, happiness, and contentment with their job as it relates to their duties, expectations, stress, and work environment. While doing so, it considers critical aspects that may impact the well-being of low-skilled gig workers in the service sector. Here, "low-skilled" means service-based gig labor with low barriers to entry.

Despite the inherent instability of low-skilled platform-based gig employment, the literature review reveals a lack of focus on the welfare of this specific group of employees (Arnoldi, Bosua & Dirksen, 2021). The literature fails to adequately portray gig workers' well-being and provides no suggestions for improving their well-being via the mediation of professional satisfaction, social and financial stability. Because of this, taking a holistic approach to the welfare of gig workers is crucial, especially in the aftermath of the global pandemic and alongside the changing nature of labor and the economy. Even while gig drivers had a good self-image, Choudhary and Shireshi (2022) found that the long hours and fierce peer competition contributed to a poor quality of life. This study examines the mediating role of professional happiness in the well-being of gig workers, drawing on the logic above to examine the social and financial security elements. One growing indicator of a company's health is its ability to hold on to its employees (Aguenza & Som, 2018). Employee retention is a very important aspect of any firm (Ivana & Chiripuci, 2020). According to Kalyanatamitra et al. (2020), there are a number of variables that influence staff retention rates, which in turn affects an organization's ability to remain competitive.

Healthcare spending in Malaysia is expected to rise to meet the needs of an aging population and better infrastructure (MIDA, 2020). The pharmaceutical business is seeing a steady annual growth in both the number of firms and personnel, as seen in Figure 1.

A. Objectives of the Study

1. To assess the financial security, savings potential, and access to social security of gig workers.
2. To determine how income irregularity affects the work-life balance of gig workers in different industries, including freelancing, delivery services, and ridesharing.
3. To investigate if there is a connection between gig workers' financial stability and their level of happiness.
4. Determine the difficulties encountered by gig workers as a result of their jobs' insecurity, lack of benefits, and informal nature.
5. To suggest actions at the platform and governmental levels that might improve the long-term financial and personal security of gig workers.

B. Research Gap

Despite the growing popularity of the gig economy as an alternative to traditional 9-to-5 jobs, very little empirical research has examined the interplay between gig workers' financial security and their ability to strike a healthy work-life balance. This is particularly true in developing nations like India.

Without addressing socio-economic vulnerabilities including income volatility, lack of formal contracts, and health and social security benefits, much previous research has concentrated on computer platforms, worker productivity, or the expansion of the gig economy. There has also been a failure to appropriately address the emotional and psychological consequences of dealing with unpredictable work schedules. To address this important knowledge vacuum, our research will examine the financial and emotional experiences of gig workers from an empirical perspective.

II. LITERATURE REVIEW AND HYPOTHESES DEVELOPMENT

Alterations to social security policies may affect mental health in two ways: on a societal and an individual level (Lundberg, Fritzell, Åberg Yngwe, & Kolegård, 2010). In a previous study, Ouwenel (2002) examined the impact of social security on the welfare of the unemployed in 42 nations. The results showed that while the unemployed's well-being decreased in nations that reduced their benefits, it remained stable or even improved in countries that increased them. Overestimating one's Social Security income is associated with worse retirement well-being, according to convincing evidence found by Rohwedder and van Soest (2006). A highly developed society, as portrayed by Gnatenko et al. (2020), would provide social security to cover its members' basic needs, from food and shelter to healthcare and the freedom to seek happiness on their own terms. In addition, those who participate in many insurance plans or who have social insurance tend to be happy (Pak, 2020). Organizations usually foot the bill for social insurance. This research presupposes that gig workers face extra risks, such as the possibility of being involved in a vehicle accident or being in an unpredictable environment, when carrying out their duties. Here, social insurance may provide gig workers a sense of stability, which might affect how they feel about their jobs and their health. Consequently, this study proposes the following research principles: Hypothesis 1: The welfare of gig workers is improved by social security.

Financial Well-Being: According to the literature, financial security is defined as the degree to which one's income, liquidity, and assets are sufficient to cover one's current and future expenses, both anticipated and unanticipated. As a subjective condition demonstrating the adequacy and stability of monetary resources relative to financial commitments, financial security was defined by Munyon, Carnes, Lyons, and Zettler (2020). To assess whether one's resources are sufficient to meet present and future financial obligations, this view incorporates one's own estimations of one's income, credit availability, savings, and other assets (e.g., Howell & Howell, 2008; Gorgievski-Duijvesteijn, Bakker, Schaufeli & Van der Heijden, 2005). Therefore, when people evaluate their own financial security, they take into account not just their present assets and debts, but also the possibilities and threats that may arise in the future (Brief & Atieh, 1987). Financial stability, according to Brief and Atieh (1987), is an important factor in the stress processes associated with employment, particularly when occurrences either jeopardize or improve financial stability. One way that gentrification might harm health is via financial uncertainty, according to Binet, Zayas del Rio, Arcaya, Roderigues, and Gavin (2022). Anxiety, despair, and post-traumatic stress disorder have all been shown to be more prevalent among those who are financially insecure, according to Nelson and Kaminsky (2020). The following research hypotheses are so presented in this study. Claim 2: Gig workers' well-being is favorably affected by financial stability.

The Relationship Between Social Security and Job Contentment: Although different people have different ideas on what social safety and security are, it is clear that it is an important issue. According to Skrabacz and Sulowski (2012), it's about making sure people can work, go

to school, get health care, and save for retirement, all while meeting their basic material and spiritual needs and pursuing their dreams in life. Social security, according to Such-Pyrgiel and Dzurzyński (2015), protects people against economic and social problems, including aging, unemployment, disease, and other dangers that make it impossible for people to achieve their basic necessities via their wages. Social security, they say, is an attempt to keep the peace and prevent social disintegration, anomie, and wars from breaking out in the state. In a study conducted by Brusa and Bahmani-Oskooe (2020), it was shown that social security increases employee happiness. Similarly, Gunawan and Naningsih (2018) found that labor social security had a substantial positive effect on employee satisfaction at PT. Kallarent in Makassar City. A similar association between social security benefits and happiness was noted by Patil and Jadhav (2022). This article proposes that gig workers report higher levels of occupational satisfaction when their employers provide social security measures. Hypothesis 3: The happiness of gig workers is favorably affected by social security.

Financial stability and contentment in one's work life: In contrast to financial necessity, which indicates how much workers rely on pay to make ends meet, financial security is a more abstract term (e.g., Hastert et al., 2019). According to Locke (1969), workers' happiness on the job is a reflection of how well they are able to accomplish their job goals. Employees report higher levels of work satisfaction when they are able to achieve both their professional and personal objectives (Huo & Jiang, 2021). Considering that many workers seek employment in order to cover their financial obligations (see to Ochnik & Arzenšek, 2021 for pertinent debate), this research anticipates that attaining financial stability would enhance workers' happiness with their jobs. Sokoya (2000) cites research showing that workers report higher levels of occupational satisfaction when their employer guarantees their financial security via stable employment or competitive pay. According to Munyon, Carnes, Lyons, and Zettler (2020), having a solid financial foundation may greatly enhance job satisfaction. Workers may be less invested in their jobs if they are unable to achieve financial stability, even when they put in a lot of time and effort at work. This leads us to the following proposition: Null hypothesis: gig workers are less likely to be dissatisfied with their jobs if they are financially secure.

Happiness and Contentment in the Workplace: According to Judge, Cable, Boudreau, and Bretz (1995), an individual's level of occupational satisfaction is influenced by several elements, including their overall performance, the progress they've made toward their objectives, their income, and the opportunities they've had to enhance their skills. According to Greenhaus Parasuraman and Wormley (1990), work satisfaction may be measured by how well job requirements and personal career goals are met. While the strength of the link is often low, empirical data usually points to a positive relationship between happiness and general well-being (Ortan, Simut & Simut, 2021). This finding is in line with the spillover theory put forward by Wilensky (1960), which states that feelings or attitudes related to work may influence aspects of life outside of work, indicating a positive relationship between happiness and contentment. Based on their review of the literature, Khan, Elahi, and Abid (2021) and Dreer (2024) found that occupational satisfaction and well-being are highly correlated and mutually impact one another. As a result, the following study theories are put out in this work. The health and happiness of gig workers is favorably affected by job satisfaction (H 5).

Contentment in One's Work as a Mediator: To be satisfied is to be in an internal state that manifests itself in actions and reactions. People who are happy in their jobs are more likely to be patient and resilient when things become tough. They aren't afraid to tackle crises head-on, keep their optimism intact no matter how bad things get, and always look for ways to do better (Dreer, 2024). Xu, Guo, Zheng & Zhang (2023) and Khan et al. (2021) are only two of many

studies in the behavioral and management sciences that have shown how overall contentment affects an individual's well-being and performance on the job. One of the most important ways to keep people happy at work is to cater to their requirements.

This research assumes that gig workers would report higher levels of professional satisfaction and overall well-being if they are financially and socially secure. In the expectancy disconfirmation hypothesis, as stated by Petrovsky et al. (2017), when outcomes surpass expectations, it leads to positive disconfirmation and satisfaction. Conversely, when outcomes fall short of expectations, it causes negative disconfirmation and reduced pleasure. According to fairness preference theory, people always want things to be fair (Fehr & Schmidt, 1999). Gig workers report higher levels of job satisfaction when they believe their social and financial security is being treated fairly, which is when their expectations are met or exceeded. On the other side, if people think social and financial stability isn't fair, it may cause disconfirmation bias, disappointment, and discontent, which in turn impacts happiness and contentment. Theoretically, these findings support the idea that social and financial stability affect professional satisfaction, which in turn affects health. Hypothesis 6: The connection between social security and the well-being of gig workers is moderated by occupational satisfaction. Hypothesis 7: The connection between financial stability and the well-being of gig workers is moderated by occupational satisfaction.

III. RESEARCH METHODOLOGY

A. Sample and Data Collection Procedure

This study aims to investigate the link between gig workers' social and financial stability and their well-being, specifically looking at the role that professional satisfaction plays as a mediator between the two. One hundred thirty-five gig workers made up the study's sample. Given its simplicity, efficiency, and cost-effectiveness, convenience sampling was deemed the best suited approach (Jager, Putnick, and Bornstein, 2017). Convenience samples are often used in social science research due to their practical benefits, despite their reputation for poor generalizability compared to random samples. Participants required to be 18 or older, active on the Grab Malaysia or Food Panda Malaysia platforms, and have started working after completing the platform training in order to be considered for participation. Only current or recently employed gig workers for Grab or Food Panda were eligible to participate.

B. Data Analysis Procedure

Data processing was carried out using a variety of applications, such as SPSS 24, SmartPLS, and Microsoft Excel 2016. Data coding and filtering were done in Microsoft Excel, and descriptive analysis was done in SPSS. In order to do structural equation modeling (SEM), which combines factor analysis with multiple regression analysis, we used SmartPLS, following the instructions given by Lowry and Gaskin (2014).

C. Measurement and Scale

To determine how much participants agreed with the items on the measurement, a five-point Likert scale was used. With a midpoint denoting neutral agreement and a scale from strongly disagree (1) to strongly agree (5), respondents were asked to identify the degree of agreement with each statement. Diener, Emmons, Larsen, and Griffin (1985) provided the three questions used to measure well-being, which included both subjective and objective components of well-being ($\alpha = .87$). With a Cronbach alpha value of 0.89, two questions developed by Zhao (2020) were used to assess occupational satisfaction. In order to gather basic information regarding social security, a questionnaire based on Qi's (2021) instrument was used for social security

measurement ($\alpha = .78$). Furthermore, a one-item scale modified from Lawrence Halbesleben and Paustian-Underdahl (2013) was used to assess financial stability ($\alpha = .71$).

IV. RESULTS

Gender, age, education level, and income were some of the demographic variables that were descriptively analyzed in this section. In Table 1 you can see the results.

Table 1: Analyzing Demographics

Variable	Category	Percentage / Value
Gender	Men and Women	Not specified
Age Group	26–35	48.7%
	36–45	11.9%
	46–55	16.3%
	56+	8.8%
Education Level	SPM (Secondary School Cert.)	9.6%
	Diploma / Certificate	35.6%
	Associate's Degree	7.4%
	Bachelor's Degree	28.1%
	Postgraduate	25.2%
Proficiency Level	General	3.7%
Monthly Earnings	500–1000	6.7%
	1001–2000	12.0%
	2001–3000	23.7%
	3001–4000	18.5%
	4001+	9.5%
	>5501	3.0%

Table 1 shows that the survey was distributed according to the sample survey's specifications. Men in their middle years with college degrees who worked as gig workers were disproportionately represented among those with lower incomes. In particular, males made up 88.1% of the total and women only 11.9%, according to the gender findings. Based on the data, the majority of the workers were in the 26–50 age bracket. Specifically, 16.3% were in the 26–35 age bracket, 46–45 age bracket, 46–55 age bracket, 27.4% in that bracket, and 9.6% older than 56. There were 71.1% of employees with a certificate or diploma and just 28.9% with a bachelor's degree or above, according to the data on education. While 12.6% of workers had salaries of MYR 4000 or less, the majority of workers had monthly incomes below that amount, indicating that workers' wages were usually low.

A. Well-Being Evaluation Results

The average score for gig workers' satisfaction with their social security was 3.74, as shown in Table 2. However, with 2.24, 2.66, and 2.92 points, respectively, for financial security, occupation satisfaction, and overall well-being, we may deduce that there is significant discontent with these three aspects of life. Accordingly, more safeguards for this group's rights and interests are urgently required.

Table 2: Gig workers' statistical results on several variables

Variable	N	Min	Max	Mean (M)	Standard Deviation (SD / MSE)
Government Assistance Programs	135	1.00	5.00	3.7407	0.81692
Safeguarding Financial Assets	135	1.00	5.00	2.2444	0.93415
Job Contentment	135	1.00	5.00	2.6630	1.02183
Health	135	1.00	5.00	2.2185	0.89819

B. Correlational Analysis

Social security, financial security, job happiness, and overall well-being are all positively correlated, according to the research. There is a direct association between financial security and well-being ($r=.360$, $p<.001$) and a relationship between social security and well-being ($r=.642$, $p\}.001$). Furthermore, a robust relationship was found between contentment in one's work and overall health and happiness ($r=.667$, $p <.001$). According to these results, employee well-being is positively correlated with financial stability, social security, and occupational satisfaction (see Table 3).

Table 3: Welfare, Financial Stability, Job Contentment, and Health: A Correlational Analysis

Factors	Security for Financial Assets	Job Contentment	Quality of Life
Security for Financial Assets	1.000		
Job Contentment	0.348**	1.000	
Quality of Life	0.697**	0.447**	1.000
Health and Welfare	0.642**	0.360**	0.667**

** indicates significance at the 0.01 level (2-tailed).

Path coefficients and significance levels among the research variables are shown in Table 4. H1 was confirmed as social security was shown to positively impact well-being ($\beta=0.188$, $t=2.245$, $p <0.05$). Furthermore, there was a statistically significant relationship between financial stability and well-being ($\beta=0.311$, $t=3.106$, $p=0.002$), lending credence to H2. In addition, the results showed that there was a strong correlation between social security and occupational contentment ($\beta=0.168$, $t=2.015$, $p <0.05$), which supports hypothesis 3. Similarly, there was a substantial correlation between financial security and occupational satisfaction ($\beta=0.669$, $t=10.169$, $p=0.000$), which supports hypothesis 4. There was a strong correlation between professional satisfaction and well-being, supporting Hypothesis 5, with a $\beta=0.457$, $t=4.488$, $p=0.000$ link between the two.

Table 4: Validation of Hypotheses Regarding Direct Effect

Hypothesis	Relationship	O	M	STDEV	T-value	p-value
H1	Welfare Benefits → WB	0.188	0.188	0.086	2.245	0.035
H2	Financial Security → WB	0.311	0.301	0.100	3.106	0.002
H3	Social Security Income → Operating Expenses	0.168	0.168	0.083	2.015	0.044
H4	Financial Asset Security → Operating Expenses	0.669	0.669	0.066	10.169	0.000
H5	Operating Expenses → Welfare Benefits	0.457	0.466	0.102	4.488	0.000

Note: OS=Occupational Satisfaction; WB=Wellbeing

C. Reporting Mediation Analysis

The results of the bootstrapping analysis showed that there were two statistically significant indirect effects (H6 and H7), with β values of 0.177 and 0.306, respectively, as shown by t-values of 2.730 and 4.023. Inaccurate Bootstrap 95% CI According to Preacher and Hayes (2008), mediation is suggested by the fact that the corrected intervals for the indirect effects, [LL = 0.018, UL = 0.298] and [LL = 0.006, UL = 0.426], do not cover zero. This lends credence to hypothesis 6 and 7, as it suggests that the mediation effects are indeed statistically significant. Table 5 displays the comprehensive findings of the mediation analysis.

Table 5: Testing the Hypothesis of Mediation

Hypothesis	Link	Standard Beta	Standard Error	t-value	p-value	Result
H6	Social Security → OS → WB	0.298	0.177	3.720**	0.018	Supported
H7	Finance → OS → WB	0.306	0.076	4.023**	0.006	Supported

Note: * $p < 0.05$, ** $p < 0.01$, BC = Bias Corrected, UL = Upper Level, LL = Lower Level

V. DISCUSSION

The results showed that gig workers' well-being was positively and significantly correlated with social security. Alternatively stated, gig workers reported higher levels of well-being when social security levels were increased. The significance of social security in ensuring the financial stability of gig workers sheds light on this result. These workers' well-being is greatly impacted by social security, which gives them a feeling of security and empowers them to live better lives. The Self-Employment Social Security Scheme (SESSS) and the Employees' Provident Fund (EPF) via i-Saraan are two of the self-funded social security schemes that gig workers in Malaysia may take advantage of.

This research demonstrated a favorable and statistically significant association between financial stability and well-being. This data reveals that gig workers report better health when they have a good sense of financial stability. Financial stability for Malaysian gig workers is being able to pay all of one's bills and live comfortably. Having a steady income and feeling financially secure are also important for improving one's well-being. There are similar results in the literature; for example, Binet et al. (2022) shows that having a stable income is associated with better health and happiness.

Gig workers' social and financial stability correlates positively with their job happiness, according to the studies. To put it simply, gig workers report more job satisfaction when they have more social and financial stability. Establishing the rights of gig workers is seen as predicated on social and financial stability.

This can only be accomplished if gig workers are given the social and financial stability they need to make sound decisions that will benefit themselves and their families. The integration of gig workers' rights and freedoms, which protect them from dangers and threats while preserving their worth and dignity, is crucial to their existence. This helps to guarantee their financial and social stability, which is important because, as pointed out by Patil and Jadhav (2022) and Munyon et al. (2020), social and financial security protects people from unexpected changes at work, gives them a steady income and savings, and makes gig workers happier overall.

There is a favorable relationship between gig workers' well-being and job satisfaction in Malaysia, according to the data. This highlights the significance of putting gig workers' happiness first, as these factors might improve their health in the long run. When workers are happy and fulfilled in their work, they are more likely to give their full attention to their jobs and enjoy being in the office.

This state of affairs is known as occupational satisfaction. Findings from this research suggest that gig workers' health and well-being might be favorably impacted by occupational satisfaction. In addition, these findings are in line with those of Dreer (2024), who found a positive and statistically significant correlation between job satisfaction and employee well-

being. Job satisfaction, as a mediating variable, may moderate the positive association between social and financial stability and happiness, according to the study's results. This suggests that a happy worker strengthens the link between material and social security. Both Munyon et al. (2020) and Patil and Jadhav (2022) found that employees' sense of social and financial stability had a significant impact on their occupational happiness. Similarly, Ortan et al. (2021) found that job satisfaction had a positive moral effect on health and happiness. If gig workers believe they will have financial and social support no matter what, they are more likely to be happy in their jobs, which is good for their health.

To help gig workers feel more secure in their jobs, both socially and financially, platform companies or governments could establish policies that encourage job happiness. Gig workers in Malaysia are not covered by SOCSO, but they are able to pay into SESSS, the country's self-employment social security system. Even while gig workers are eligible to participate in the Voluntary Contribution with Retirement Incentive (i-Saraan) plan, neither they nor their employers are required to pay into the Employment Provident Fund (EPF).

Worries over workers' safety have grown in tandem with the gig economy's meteoric development, which has created more job opportunities throughout the world. Recognizing and capitalizing on the synergies between public and private insurance systems is crucial in resolving several of these challenges (Ghorpade, Abdur Rahman, and Jasmin, 2023). To achieve this goal, social insurance programs' design elements should be carefully considered to better meet the needs of gig workers in terms of payments and benefits, and outreach should be strengthened to increase participation in these programs.

VI. CONCLUSION

In shedding light on the pros and cons of gig labor, this research emphasizes the intricate relationship between financial security and work-life harmony for gig workers. There is a trade-off between the independence and adaptability offered by the gig economy and the precarious financial situation, lack of health insurance, and irregular schedules that workers must contend with.

The study's findings showed that gig workers who had more consistent sources of income were happier and more capable of handling their financial obligations. Stress levels, financial planning capabilities, and work-life integration were all negatively impacted for those dealing with intermittent incomes and little social protection. This highlights the need of shifting our perspective on gig work from a flexible employment alternative to a labor sector that needs regulatory protections and structural support. In order to make the gig economy a sustainable and inclusive model of long-term livelihood, stakeholders must tackle these difficulties.

A. Suggestions

1. **Legislative Changes:** Governments should establish rules that allow gig workers to have social security benefits including health care, retirement plans, and accident insurance.
2. **Firms in the gig economy** should implement worker-friendly practices, such as clear grading systems and consistent payment cycles, as part of their platform accountability.
3. **Third, a minimum wage guarantee:** to shield employees from extreme wage swings, a base pay model should be instituted.
4. **Programs for Mental Health and Training:** Online resources should include tools to help users deal with stress, organize their time better, and understand how to handle their money.

B. Limitations of the Study

- The study's sample size is small (250 people), thus it could not be representative of the variety of India's gig economy in all its parts.
- It is heavily dependent on information that participants themselves provide, which might be skewed due to memory lapses or social desirability bias.
- For one, it doesn't take into consideration platform-specific regulation variations that may impact worker experiences; second, it only looked at metropolitan locations, thus it doesn't include gig workers in rural or semi-urban areas.

C. Scope of the Research

This research looks at the lives of gig workers in India's cities, namely those who utilize services like Uber, Lyft, and Freelancer. It delves at the ways in which variables like salary stability, access to social security, and job flexibility impact their financial well-being and work-life balance. By drawing attention to a historically marginalized group in the workforce, this study makes a contribution to the fields of labor studies, public policy, and HRM. The scope of this study might be broadened in future research to include sector-specific analyses, longitudinal studies to monitor changes in the outcomes of gig employment over time, and cross-national comparisons.

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