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An Analytical Study On Gig And Platform WORKERS--- Social Security Legal Aspects And Measures And Implementation

THEME: GIG AND PLATFORM WORKERS

SUB THEME: SOCIAL SECURITY AND IMPLEMENTATION

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ABSTRACT

Economy revolution and digital platform Of the economy in the world of the online at delivery the products and things of the delivered by people at the gig and the online platforms. After the 2019 and Covid pandemic rapidly evolved and booming at online platform economy. The skilled and unskilled workers of the gigs and platforms at online what are the challenges and Indian economy at what are the crucial role playing at Gig benefits of employments Social Inclusion enhancing. What are the future consequences of gig workers at the ai at next generation of future and gig workers Schemes of gig workers at government Established survey and stats of gig workers has also mentioned in this topic.

Key words: Skilled and Unskilled of workers Indian economy playing a crucial role at the Gig workers Consequences of AI at future gig workers. Legal and consequence of gig workers Schemes of gig workers Survey and stats of gig workers.

INTRODUCTION OF GIG WORKERS.

Gig workers are individuals who engage in short-term, flexible jobs are opposed to traditional, long-term employment. These workers are a crucial part of the gig economy, which includes various roles facilitated by digital platforms. These workers are a crucial part of the gig economy, which includes various roles facilitated by digital platforms. These platforms, provide a medium for gig workers to connect with clients secure jobs. The nature of gig work varies widely, ranging from freelance writing a graphic design to ridesharing and secure jobs. The word "gig" used to be associated with performing artists hired for short-term engagements.

BACKGROUND OF RESEARCH

The background of research on gig workers stems from the rapid expansion of the gig economy model where temporary, flexible jobs are common and companies often hire independent contractors and freelancers instead of fulltime employees. This model has been fueled by digital platform Such as Uber, Zomato, and Swiggy , Zepto which connect workers to short-term tasks or services. The trend has altered the traditional employer-employee relationship, leading to substantial academic interest and policy debate. Gig work promises flexibility, autonomy, and income opportunities, especially for those seeking to supplement their earnings or needing adaptable schedules. However, it also raises critical concerns about job security, income volatility, lack o benefits (such as healthcare, paid leave, and retirement and limited legal protections. Recent research has also started focusing on platform governance in job allocation, and the psychological and social impacts of gig work on individuals. As the gig economy continues to expand and evolve, especially post COVID-19, the study of gig workers remains as important and dynamic area of academic inquiry.

RESEARCH QUESTIONS.

- 1.What are the working conditions and challenges faced by gig workers across different platforms?
- 2.How does gig work affect gender equality, social mobility, and inclusion?
- 3.What are the consequences of the AI at future gig workers?

METHODOLOGY APPROACH

I.Qualtative methods .Focus groups

.Participant observation.

2. Quantative methods

Survey

Stats

4. Digital/Platform data

4. Case study

POSITIVE ASPECTS OF GIG WORKERS

1. Independence

The majority of gig workers' assignments are discrete, self-contained projects where they are given the freedom to use their skills and knowledge without supervision. In addition, freelancers may choose the clients and jobs that best serve their chosen field. As a result, employees are happier in their jobs despite the fact that they receive less overall direction and context.

2. Flexibility

Gig workers have more freedom with their work schedules and pay rates since they largely work for themselves. They can opt to work a conventional 9 to 5 shift or choose their own hours. Additionally, gig workers may have more flexibility in terms of working remotely. This can be useful for people who want to work from home, have to stay at home to care for family members, or reside somewhere other than where their clients do.

3. Livelihood creation through platform sectors and work.

Livelihood creation through sectors has become increasingly significant in the modern digital economy. Platform sectors such as ride-hailing, food delivery, freelance marketplaces, and e-commerce provide flexible work opportunities that connect workers directly with consumers via digital platforms. These platforms often reduce barriers to entry by requiring minimal formal education or capital investment, allowing a wide range of individuals to participate in income-generating activities. For example, drivers, delivery personnel, artisans and gig workers can access work on demand through apps and online platforms.

4. Employment GDP and Employment growth in India at gig platform.

According to a NITI Aayog report titled India's Booming Gig and Platform Economy, the Indian gig workforce is expected to expand to 23.5 million by the year 2029-30 from the current 7.7 million.

As per a survey, there is a vast potential for job seekers in blue, white, and grey collar jobs. The survey indicates that 49% of the 145 companies have already employed gig workers and 65% plan to increase this number over the next two to five years.

According to a study conducted by Boston Consultancy Group (BCG), the Indian gig economy has the potential to serve up to 90 million jobs in the non-farm sectors of India, with the potential to add up to 1.25% to India's GDP through efficiency and productivity gains.

NEGATIVE ASPECTS OF GIG WORKERS

1.Challenges of workers in the gig worker or platform.

Gig workers typically work on short-term contracts, which means they don't enjoy the stability permanent jobs. They are always in constant search for new projects. They don't have the stability of a permanent job. Sometimes, When they don't face gaps in work and income issues.

A permanent job offers benefits like health insurance, Paid leaves, PF, and retirement savings. On the other hand gig workers don't receive these benefits and feel financial burden.

Gig workers often face fluctuations in demand, client availability, or seasonal trends. This uncertainty makes it difficult to manage their finances.

In many countries, gig workers don't come under the category of employees. They don't get unemployment benefits like workers' compensations and protection against unfair treatment.

2.Consequenes of AI and future gig workers.

The rise of artificial intelligence (AI) is transforming the gig economy, bringing both opportunities and challenges for future gig workers. On the other hand, increase automation threatens to replace many traditional gig roles such as delivery, transportation, and basic freelance tasks. The shift may lead to reduced job availability, wage suppression, and greater economic insecurity for gig workers who lack high-tech skills. Additionally, the reliance on algorithmic management could further erode worker autonomy and rights, intensifying concerns around fairness, transparency, and exploitation. As AI continues to evolve, ensuring ethical labor practices and access to reskilling will be essential to protect the livelihoods and well-being of gig workers in the future.

3.Social inclusion barriers at gig workers.

Gig platforms continue to transform the global workforce, and women's work is no exception. Doordash, a delivery platform in the US., recently announced that 58% of its delivery workers, known as Dashers, are women. In emerging markets like India too, women are entering fray, with 10% of the estimated 14.5 million platform workers in India are not alone---there is a growing group of women in emerging markets experiencing new forms of livehoods. Womens join gig platforms in their quest for

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CGAP's prior research with gig workers showed that gender norms confine women to "female sectors" such as home cleaning, childcare, beauty services, or home-based retail microenterprises. When venturing into male —dominated sector like ride-hailing women allenes to their earn less than men while facing challenges to their safety and well-being. The risks persist even in niche sectors without proper safeguards.

Current regulations, even those aiming fairness ,frequently overlook the unique challenges women face regarding safety, harassment and discrimination.

CASE STUDIES

Zomato delivery partners union vs Zomato

The conflict between zomato and is delivery partners many of whom are affiliated with emerging gig worker unions like the Indian Federation of App based Transport (IFAT) and the Gig and Platform Service Workers Union (GIPSWU),reflects a broader crisis within Indian's Gig economy. Delivery partners have launched multiple protests against what they describe as exploitative working conditions, particularly critcising significant reductions in delivery pay, increased workload to qualify for incentives, and the absence of social security benefits such as health insurance ,paid leave, and retirement provisions. A prominent example of this tension surfaced when Blinkit , Zomato's quiccommerce subsidiary, slashed its base delivery fee from 50rs to 25rs and later to 1 5rs, sparking strikes and unrest across cities. These workers argue that the new distance-based pay mode further reduces their take-home income while increasing delivery pressure. Moreover, punitive responses from the company— such as blocking delievery partners' IDs during protests or requiring them to sign non-protest pledges to resumes work—have intensified mistrust. While Zomato claims these changes aim tom improve effency and customer service, worker rights and sustenance. This dispute is emblematic of a larger struggle b gig workers in Indian to gain recongition fair wages, and social protections is an economy increasingly reliant on app-based labor with minimal legal safeguards. The situation calls for regulatory intervention collective barging mechanisms to ensure equitable treatment for platform workers.

2. Uber India System Pvt Ltd vs Union of India.

The legal confrontation between Uber India Systems Pvt. Ltd. and the Union of India underscores the evolving regulatory landscape for digital aggregators in India. Central to this dispute is the interpretation of Section 93 of the Motor Vehicles Ac, 1988 as amended in 2019, which mandates that aggregators obtain licenses from state authorities to operate legally. Uber,identifying itself as an aggregator under this provision, challenged the Bombay High Court's interim order from March 2022. This order required Uber and similar entities to adhere to the 2020 similar entities to adhere to the 2020 Central Government guidelines until stat-specific rules were formalized. The Supreme court, while acknowledging Uber's concerns about he practically of certain licensing conditions—such as necessity to maintain offices across multiples jurisdictions and the requirement for driving simulators—emphasized the amended statuory framework The Court directed Uberto apply for the requisite licenses and allowed the company to present its grievances regarding specific conditions to the state government

LEGAL PROVISION AND FRAMEWORK OF CODE AND SOCIAL SECURITY ACT 2020. RAJASTHAN PLATFORM-BASED GIG WORKERS (REGISTRATION AND WELFARE) ACT, 2023.

The Rajasthan platform-based gig workers (registration and welfare) Act, 2023, enacted on July 24, 2023, marks a pioneering legislative effort in India to provide social security and welfare benefits to gig workers. This act recognizes the unique challenges faced by gig workers—individuals who engage in work arrangements outside traditional employer-employee relationships, often facilitated through digital platforms.

Key Provisions of the Act include the mandatory registration of gig workers, aggregators (digital intermediaries connecting service providers with consumers) and primary employers with the newly established Rajasthan Platform-based gig workers welfare board.

SCHEMES FOR GIG WORKERS

Defines a gig worker

This is the first Indian legislation to formally define and provide welfare provisions for gig and platform workers.

Section 2(35) Gig worker

Defines a gig worker as:

"A person who performs work or participates in a work arrangement and earns from such activities outside of the traditional employer-employee relationship"

Section 2(35): Platform Worker

Defines a platform worker as:

"A person engaged in or undertaking platform work"

Section 114: Schemes for gig and platform workers Allows the central and state governments to:
Frame welfare schemes for gig and platform workers.

Include provisions for life and disability care, health and maternity benefits, old age protections, etc.

Section 141: Funding of welfare schemes Mentions:

A social security fund will be created

Contributions will come from aggregators (platforms like Uber, Zomato, etc) Government, and other sources.

Aggregators may contribute 1-2% of their annual turnover (excluding taxes) subject to a cap.

RECENT IMPLEMENTATION OF THE GIG PLATFORM WORKERS.

1. New Legislation and Regulations

Several countries and states have recently introduced new laws aimed at better protecting gig workers:

European Union: In 2024, the EU approved a directive to improve the working conditions of gig workers, pushing platforms to classify more workers as employees rather than independent contractors.

United States (California): Following Proposition 22, there have been ongoing court challenges. In 2024, a California court upheld parts of the proposition but required more benefits and transparency from companies like Uber and DoorDash.

India: The Code on Social Security, which includes provisions for gig and platform workers, is slowly being implemented. Some Indian states have launched welfare boards to register and support gig workers.

2. Platform-Specific Changes

Gig platforms themselves are making internal changes in response to legal and social pressure:

Uber & Lyft: Testing hourly pay guarantees in select cities and expanding benefits like sick leave and accident insurance.

Amazon Flex: Improved scheduling transparency and added more safety protocols for drivers.

Upwork & Fiverr: Increasing focus on AI skill certifications, helping freelancers stand out in a competitive market.

3. Unionization and Worker Activism

Workers on platforms like Deliveroo, Instacart, and Bolt have continued to organize and protest for better pay, benefits, and rights.

Some countries now allow collective bargaining for gig workers (e.g., the Netherlands, parts of Scandinavia).

4. Technological Developments

AI-powered matching and dynamic pricing algorithms are being refined to improve job matching but also face criticism for lack of transparency.

Some platforms are rolling out "worker scorecards" that include customer feedback, which raises concerns about fairness and bias.

Challenges Faced by Gig workers

Lack of Social security

Approximately 29% of gig workers express concerns over the absence of benefits like insurance and provident funds.

Job Instability

Many face intermittent employment, short-term contracts, and unpredictable income streams.

Limited career progression

The nature of gig work often offers minimal opportunities for skill development and upward mobility.

Conclusion

Gig workers play an increasingly vital role in the modern economy, offering flexibility and autonomy to individuals while helping business meet fluctuating demands. However, their non-traditional employment status often leaves them without Job security, benefits, or legal protections. As the gig economy continues to grow, there is a pressing need for balanced policies that ensure fair treatment, adequate compensation, and social protections for gig workers—promoting a sustainable and equitable future of work.

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