



A STUDY ON THE CHALLENGES FACED BY GIG ECONOMY WORKERS IN INDIAN FACILITY MANAGEMENT INDUSTRY WITH SPECIAL REFERENCE TO CHENNAI CITY

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ABSTRACT

This study aims to assess the Challenges faced by the Gig Economy Workers working in the Indian Facility Management Industry in Chennai and its suburban Areas. The main purpose of this study is to find out the major challenges faced by a Gig Economy worker who is otherwise a Temporary or a contract worker and how their life is influenced under such a work profile and whether they are satisfied with the kind earning they get. The study followed a Descriptive study method and in this survey, a quantitative survey method using a Google Forms survey from the target individuals who are working in different kind of industries under different role. The sample size stood at 130. The survey found that 58% of the respondents were working as a temporary staff. This study also attempted to find out how satisfied are the Gig Workers with the amount of money they earn and found out that 47.7% are getting the wages as they expect and are satisfied with that and 26.9% of respondents get less than the wage they expect and are dissatisfied. Moreover that 30.8% of the respondents say that it is somewhat tough to find a new contract once the old contract is over. Majority of the respondents say that the major motivation factor to keep up with the work is to get regular new work contracts once the old contract is over followed by some of the respondents saying giving proper wage and monetary incentives.

I INTRODUCTION

Gig economy is defined as a participation where workforce generates their income through single projects for which gig worker is hired. Gig Workers are contractors who are independent, workers through online platform, workers provided through contract firm, need based call workers and temporary workers. Gig workers sign a formal contract with facility management companies to provide services to the company's clients. Gig workers have high levels of flexibility, autonomy, task variety and complexity. Facility Management is a professional management discipline focused on the efficient and effective delivery of logistics and other support services related to real property, it encompasses multiple disciplines to make sure that functionality, comfort, safety and efficiency of the built environment is always maintained at an optimum level by integrating people, place, process and technology. Many factors go in for a desirable job, and best employers always focus on the work aspects that are most attractive in today's increasing competitive and volatile labor force. Traditional workers have long term employer employee relationship in which the worker is paid by the hour or year, earning a wage or salary. Outside of that arrangement, work tends to be temporary or project-based where workers are hired to finish a certain task for a certain period of time. Coordination of jobs through the on-demand company lessens the entry and operating costs for providers and allow workers participation to be more transitory in gig markets. Research methodology is mainly used for the purpose for framing a research process and the design, tools that are to be used for the project. Research methodology helps to find the customer satisfaction based on product. This time research methodology is framed for the purpose of finding Various challenges faced by gig economy workers in Indian facility management industry. The sample size is 130.

II REVIEW OF LITERATURE

Mark R.Gleim, Catherine M.Johnson, Stephanie J.Lawson (2019) studied about Sharers and sellers: A multi-group examination of gig economy workers' perceptions. The study was done to find out the various perceptions of Gig economy workers. **Sarah Kaine, Emmanuel Josserand (2019)** studied about The organisation and experience of work in the gig economy. The study is done to analyze aspects such as job quality, forms of collectivity, identity development, and algorithmic management and control. **Gad Allon, Maxime C. Cohen, Wichinpong Park Sinchaisri (2018)** studied on the topic The Impact of Behavioral and Economic Drivers on Gig Economy Workers. The study was done to find out the motivation factor that makes the gig workers to take decisions regarding the labour. **Audrey M. Bascoul, Iris D. Tommelein, Patricia Tillmann, and Scott**

Muxen (2018) towards facility management participation in Design: A Case Study. The study is a case study of UCSF. This study focus on Facility Management (FM) industry emerged in the 1970s triggered by the concomitance of increasing complexity in the workplace and understanding of an interdependence between users behaviors and building design. The study also focused on the reason why number of buildings today still fail to deliver value during the occupation phase even under the existence of facility management. Although there are various causes that contribute to the failures, this paper focuses on the lack of strategic involvement of Facilities Managers (FMs) in design. **Singh, Rajendra; Gupta, Vinod; Jain, Nina (2017)** studied on the Facility Management and its Audit in India. The study was done to find out the correlation that existed between Facility Management Audit and Facility management services like Administration services, Security services, House-keeping services, Engineering/Technical services, Utility services, garden maintenance services, AMC services, Health, Environment and other safety services, Other FM services. **Andrew Stewart, Jim Stanford (2017)** studied on Regulating work in the gig economy: What are the option? The study is done to find the 5 major options in regards of regulating law for gig worker in digital platform. **Joshua Healy, Daniel Nicholson, Andreas Pekarek (2017)** studied on the topic Should we take the gig economy seriously? The study focus on how gig economy has emerged rapidly as a form of service delivery that challenges existing business models, labour-management practices, and regulations. The ways in which online platform companies maintains transaction with workers, in particular, has created a huge public interest, but has yet to give rise to a corresponding academic literature. In this paper, further it studies whether the gig economy deserves to be a subject of employment relations scholarship, given its current dimensions and likely future. **Sarah A. Donovan, David H. Bradley, Jon O. Shimabukuro (2016)** studied on the topic what does Gig economy refers to workers.

III RESEARCH METHODOLOGY

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the customer satisfaction based on product. This time research methodology is framed for the purpose of finding Various challenges faced by gig economy workers in Indian facility management industry. Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study. A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach. This project is designed mainly to identify and evaluate the

Primary objective:

- To find the various challenges faced by the Gig economy Workers.

Secondary objectives:

- Monetary expectation and satisfaction of Gig Workers.
- Work-Life balance of Gig Workers.

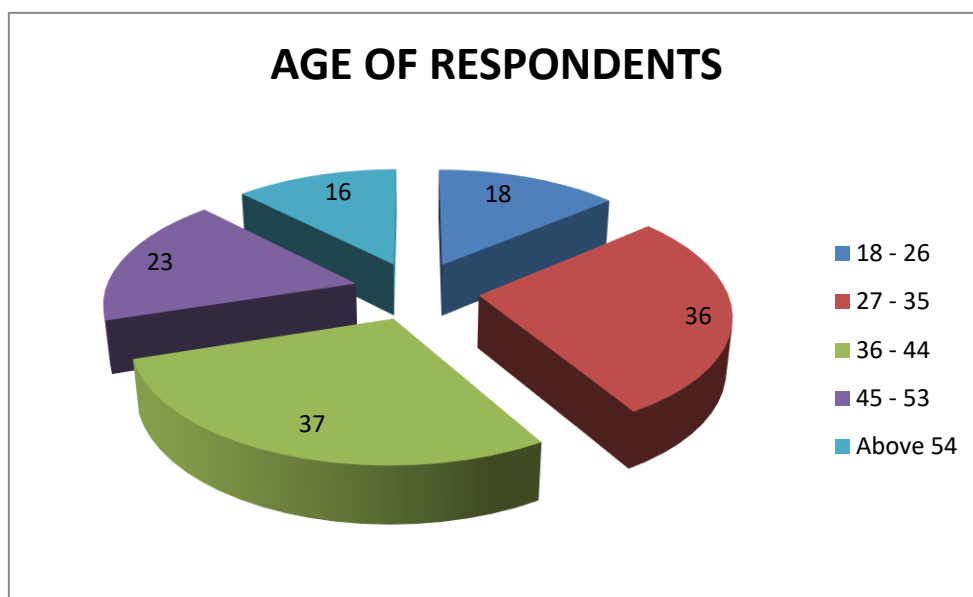
IV DATA ANALYSIS AND INTERPRETATION

A. PERCENTAGE ANALYSIS

TABLE 1:- AGE OF RESPONDENTS

S.N	AGE	NO.OF RESPONDENTS	PERCENTAGE
1.	18-26	18	13.8
2.	27 – 35	36	27.7
3.	36 – 44	37	28.5
4.	45 – 53	23	17.7
5.	Above 54	16	12.3
6.	TOTAL	130	100.00

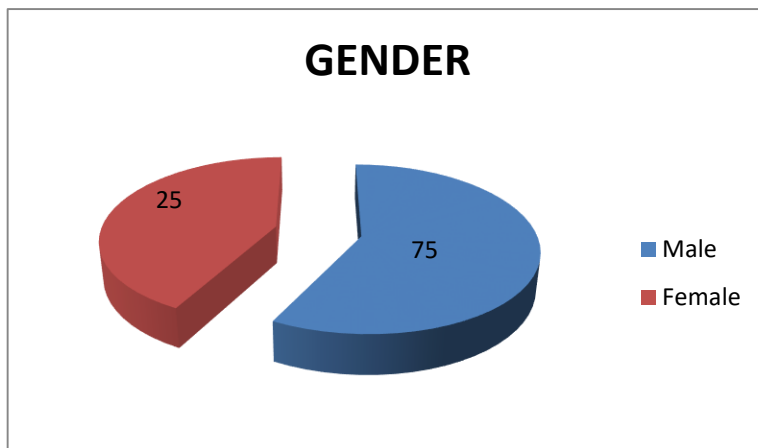
CHART 1:- AGE OF RESPONDENTS

**INFERENCE:-**

From The Above Chart It Shows That Majority Of The Respondent (37%) Are 36-44 Age Group .

TABLE 2:- GENDER OF RESPONDENTS:-

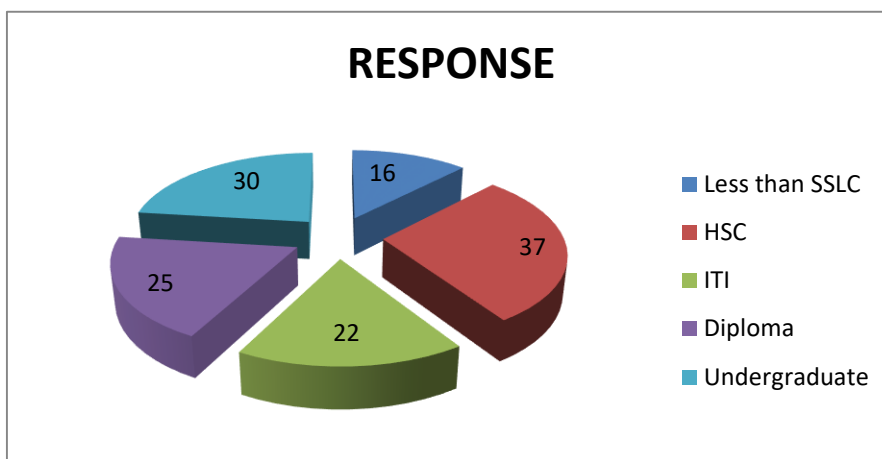
S NO	Gender	No. of Respondents	Percentage
1.	Male	75	57.7
2.	Female	55	42.3
	TOTAL	130	100.00

CHART 2:- GENDER OF RESPONDENTS:-**INFERENCE:-**

Majority of the respondent (75%) are male.

TABLE 3:- EDUCATIONAL QUALIFICATION OF RESPONDENTS:-

S NO	Educational Qualification	No. of Respondents	Percentage
1.	Less than SSLC	16	12.3
2.	HSC	37	28.5
3.	ITI	22	16.9
4.	Diploma	25	19.2
5.	Undergraduate	30	23.1
	TOTAL	130	100

CHART 3:- EDUCATIONAL QUALIFICATION OF RESPONDENTS:-**INFERENCE:-**

Majority of the respondent (37%) are HSC.

B. STATISTICAL ANALYSIS:**Chi square Test: Inability to find New Contract:**

H₀ (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Inability to find New Contract).

H₁ (ALTERNATE HYPOTHESIS): There is significant association between Type of employment and Challenges faced in their Employment (Inability to find New Contract).

Crosstab						
INABILITY TO FIND PROPER CONTRACT						
			Most frequently faced	Neutral	Least frequently faced	Total
EMPLOYMENT	Permanent Payroll	Count	10	20	27	57
		Expected Count	11.6	26.0	19.5	57.0
	Temporary Payroll	Count	7	25	9	41
		Expected Count	8.3	18.7	14.0	41.0
	Individual	Count	8	11	6	25
		Expected Count	5.1	11.4	8.5	25.0
	Total	Count	25	56	42	123
		Expected Count	25.0	56.0	42.0	123.0

INTERPRETATION: - From the above test the obtained value (0.026) is lesser than 0.05. So, the Null hypothesis is rejected and Alternate hypothesis is accepted which says there is significant association between Type of employment and Challenges faced in their Employment (Inability to find New Contract).

V. FINDINGS, SUGGESTIONS & CONCLUSION:-**A. FINDINGS:**

Majority Of The Respondent (37%) Are 36-44 Age Group. Majority of the respondent (75%) are male. Majority of the respondent (37%) are HSC. From the above test the obtained value (0.026) is lesser than 0.05. So, the Null hypothesis is rejected and Alternate hypothesis is accepted which says there is significant association between Type of employment and Challenges faced in their Employment (Inability to find New Contract).

B. SUGGESTIONS:

The study reveals that there is no difference between Experience of a gig worker and satisfaction of expectation over their wages. This means that a gig worker is earning a correct wage based on the experience and most of the gig workers are satisfied with their overall wage they expect and they earn. From the 130 respondents 35 of the respondents report that they don't get expected wage based on their experience but test concludes that wage is based on the experience. To this the workers can be given a annual increment based on performance of the worker which even was reported by 50 respondents in the study.

C. CONCLUSION:

This study aims to assess the Challenges faced by the Gig Economy Workers working in the Indian Facility Management Industry in Chennai and its suburban Areas. The main purpose of this study is to find out the major challenges faced by a Gig Economy worker who is otherwise a Temporary or a contract worker and how their life is influenced under such a work profile and whether they are satisfied with the kind earning they get. The study from 130 different respondents who are gig workers from different industry revealed that gig worker is earning a correct wage based on the experience and most of the gig workers are satisfied with their overall wage they expect and they earn. Also most of the gig workers said that they have proper work – life balance even though they work as contract workers. The major objective of the this study is to find which is the major challenge that affects the gig worker during his employment and whether type of employment plays a major role in this challenge. The result is there is no any association between type of employment and various challenges except Lack of proper government regulation. The only major challenge faced by the gig worker during his employment with respective to type of employment is government regulation and to avoid this a proper governing regulation should be framed in co-ordination with facility management companies and gig workers.

REFERENCES

- **Mark R.Gleim, Catherine M.Johnson, Stephanie J.Lawson (2019)** Sharers and Sellers: A Multi-Group Examination of Gig Economy Workers' Perceptions https://www.researchgate.net/publication/332787831_Sharers_and_sellers_A_multi-group_examination_of_gig_economy_workers'_perceptions
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