

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

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

YOGESH.M

Register No.40410204



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **YOGESH.M 40410204** who carried out the project entitled “**A Study On the Challenges Faced By Gig Economy Workers In Indian Facility Management Industry with special reference to Chennai City**” under my supervision from January 2022 to March 2022.

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DECLARATION

I **YOGESH.M (40410204)** hereby declare that the Project Report entitled “ **A Study on the Challenges Faced By Gig Economy Workers In Indian Facility Management Industry with special reference to Chennai City**” done by me under the guidance of **DR.TR. KALAI LAKSHMI** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

YOGESH.M

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I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my sincere thanks to **Dr. G. Bhuvaneswari, Dean - School of Management Studies** and **Dr. A. Palani, Head - School of Management Studies** for providing me necessary support and details at the right time during the progressive reviews.

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YOGESH.M

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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.

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CHAPTER 1 – INTRODUCTION

1.1. INTRODUCTION:

Gig economy is defined by its focus on workforce participation and income generation via “gigs”, single projects or tasks for which a worker is hired. Gig Workers are independent contractors, online platform workers, contract firm workers, on-call workers and temporary workers. Gig workers enter into formal agreements with on-demand 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 ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. Many factors go into a desirable job, and the best employers focus on the aspects of work that are most attractive to today's increasingly competitive and fluid 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 workers are hired to complete a particular task or for certain period of time. Coordination of jobs through an on-demand company reduces entry and operating costs for providers and allows workers' participation to be more transitory in gig markets.

1.2. INDUSTRY PROFILE:

Facility Management industry in India is dominated by in-house segment; however, these services are increasingly being outsourced. The growing demand for integrated facility management is also propelling the industry growth. The integrated sector in the industry is expected to further grow with the industry increasingly shifting to the organized sector. While, currently, the industry is highly fragmented and is dominated by unorganized small operators, with larger players increasingly acquiring smaller players, the industry is expected to become more organized in the coming years. The commercial sector is the leading end-use industry in the market in India, followed by industrial and other sectors. Corporate offices like IT, BPO, and BFSI sectors are

rapidly shifting towards outsourcing their services, thus, driving the industry growth in India. The industry is primarily concentrated in Tier 1 and metro cities. Pune and Mumbai are expected to witness significant growth within the industry.

1.3. STATEMENT OF THE PROBLEM:

Gig workers get the modest pay. Without the protection of minimum wages, unions, or salary scales, and health insurance, gig workers are often forced to reduce their fees in order to secure a job. Gig Workers enjoy very less benefits. Very few gig jobs come with any sort of health or retirement benefits. While some long-term contracts may come with limited benefit packages, even this is rare. Gig workers undergo a lot of stress. They need to constantly be looking for their next gig and dealing with changes in their current contract can make for increased stress an undesirable tradeoff to the greater flexibility of gig work. The final need is most of the study revolves around white collar employees and their needs but no priority is given to blue collar workers.

1.4. OBJECTIVES OF THE STUDY

This project is designed mainly to identify and evaluate the

1.4.1 Primary objective:

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

1.4.2. Secondary objectives:

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

1.5. NEED FOR STUDY

The main need because the study is conducted is, an undesirable tradeoff to the greater flexibility of gig work. The final need is most of the study revolves around white collar employees and their needs but no priority is given to blue collar workers. Blue Collar Gig Workers don't get the attention they need and most of the time they overused while given very low wages.

1.6. SCOPE & SIGNIFICANCE OF THE STUDY

The study is to identify what are major challenges that faced by a Gig Worker while they are getting into New Contract, the level of work-life balance they get and the expectation for wages and they get in real conditions most importantly the hurdles they face while searching for a new contract when the previous contract work is completed.

CHAPTER 2 – REVIEW OF LITERATURE

In this Chapter, the researcher has made an attempt to study and understand the concepts of Gig Economy Workers and the Challenges they face. This attempt includes, understanding the basic concepts of Gig Workers, analyzing research studies made by earlier researchers in respect of Gig Economy Workers. For this study some of the research Journals and websites were referred.

Gad Allon, Maxime C. Cohen, Wichinpong Park Shinchaisri studied on the topic impact of Behavioral and economic drivers on Gig Economy workers. The result of the study revealed that financial incentives had positive influence on decision to work and on the number of hours worked.

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 organization 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 labor.

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 various causes contribute to such 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, Landscape maintenance services, AMC/Warranty services, Health, Environment and 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 platform companies transact with workers, in particular, has created a burgeoning 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. The study was done taking various considerations on what are the factors to be considered for gig economy workers.

Gerald Friedman (2014) studied on Workers without employers: shadow corporations and the rise of the gig economy to find out whether the rising trend towards Gig economy workers encourages a more approach towards entrepreneurial Action on to reduce the cost of labor.

Woodcock & Graham (2020) studied on the topic defining characteristic of the platform economy is a series of short-term contracts mediated by an online “platform.

The Code on Social Security, 2020 defines platform work as “a work arrangement outside of a traditional employer employee relationship in which organization’s or individuals use an online platform to access other organization’s or individuals to solve specific problems or to provide specific services or any such other activities which may be notified by the Central Government, in exchange for payment.

Kumar & Kumar (2021) studied about working in the informal sector or in low-paying employment is associated with less access to formal social protection measures, lower incomes overall and increased reliance on negative coping strategies in case of financial shocks.

Surie, (2020), studied on how to provide an overview of the literature on platform workers finances, in terms of income from platform work, the types of savings instruments used, and the social protection measures accessed.

Surie & Koduganti, (2016) studied about the estimates of earnings from platform work vary widely. In their study of ride-hailing drivers in 2016. His study reported that drivers reported earning up to Rs. 80,000 per month after joining the ride-hailing platform. 50% of workers earned more than Rs. 25,000 per month before the lockdown.

Medappa (2020) found that workers often earned less than Rs. 10,000 per month after accounting for expenses.

Boston Consulting (2020) found that 78% of platform workers earned less than Rs. 20,000 per month. The average income in Boston Consulting Group’s sample was Rs. 16,000.

Peetz & Robson (2021) found that 15% of the workers in their sample of Canadian gig workers reported that their income varied “uncontrollably” from month to month, and a further 36% reported that the variations in income were manageable.

Morduch & Schneider (2017) found as with other segments of the informal economy, there is a need for platform workers to have access to suitable savings instruments.

The volatility and unpredictability of income from gig work may limit workers ability to plan their savings.

Lalvani & Seetharaman (2020) found that Several commentators have noted that workers took on loans to purchase vehicles or other assets for gig economy work. These loans were taken out with the expectation of higher earnings.

Prathap & Khaitan (2016) studied about a structured as a series of detailed monthly interviews with 400 rural panel households in Krishnagiri for a year. The survey found that there was a high level of volatility of income and food expenditure. The median income per month was Rs. 12,000, with a coefficient of variation of monthly income at about 0.48. This translated to a variation +/- 45% each month.

Dasgupta (2021) studied about High-frequency surveys (every 15 days) were conducted for 212 slum-dwelling households in Chennai from February 2019 to February 2020. The households were asked the same set of questions each fortnight, on expenses, income, major shocks and new employment within the household. Many of the households were wage employment, self-employment or employed in retail or construction services.

Shohoz Shonchoy (2015) studied this is an ongoing project, in which 60 households in Bangladesh record their financial transactions on a daily basis. The researchers found that the diarists experienced significant volatility in income, based on factors such as seasons (for farmers) or specific events in the year such as the Bangladeshi New Year (for shopkeepers etc.).

CHAPTER 3 – RESEARCH METHODOLOGY

3.1. 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

3.2. RESEARCH DESIGN:

Descriptive Research Design

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

3.3. SAMPLING TECHNIQUE:

Convenience sampling method

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.

3.4. SOURCES OF DATA:

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – Questionnaire given to 130 respondents
- Secondary Data - Websites and online journals, Published reports & Review of literature from published articles.

3.5. STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about customers and the second part contained the respondents opinions about Challenges Faced.

3.6. SAMPLE SIZE: 130

3.7. PERIOD OF STUDY: 4 Weeks

3.8. LOCATION OF STUDY: Chennai and its Suburban Areas.

3.9. TOOLS FOR ANALYSIS:

3.9.1. Percentage analysis

Research questions are always answered with a descriptive statistic: generally, either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories.

3.9.2. STATISTICAL ANALYSIS (SPSS):

Tool for statistical testing of Hypothesis (SPSS)

TEST TOOLS USED: CHISQUARE & T-TEST

CHAPTER 4 – DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

Table 4.1.1: Age of the respondents

S.NO	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

Source: Primary data.

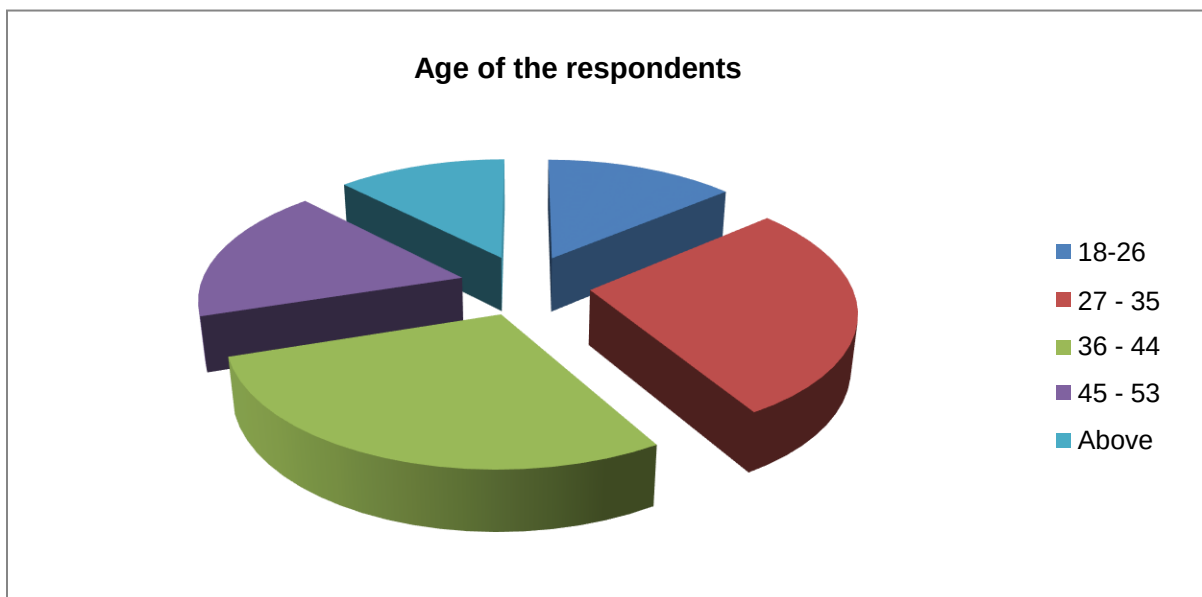


Chart 4.1.1: Age of the respondents

Interpretation:

From the above table it is interpreted that the number of respondents between 18-26 age of respondents are 13.8%, between 27-35 age of respondents 27.7%, between 36-44 age of respondents are 28.5%, between 45-53 age of respondents are 17.7%, 54 and above age of respondents are 12.3%

Inference:

Majority of the respondent (37%) are 36-44 age group

Table 4.1.2: Gender of the respondents

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

Source: Primary data.

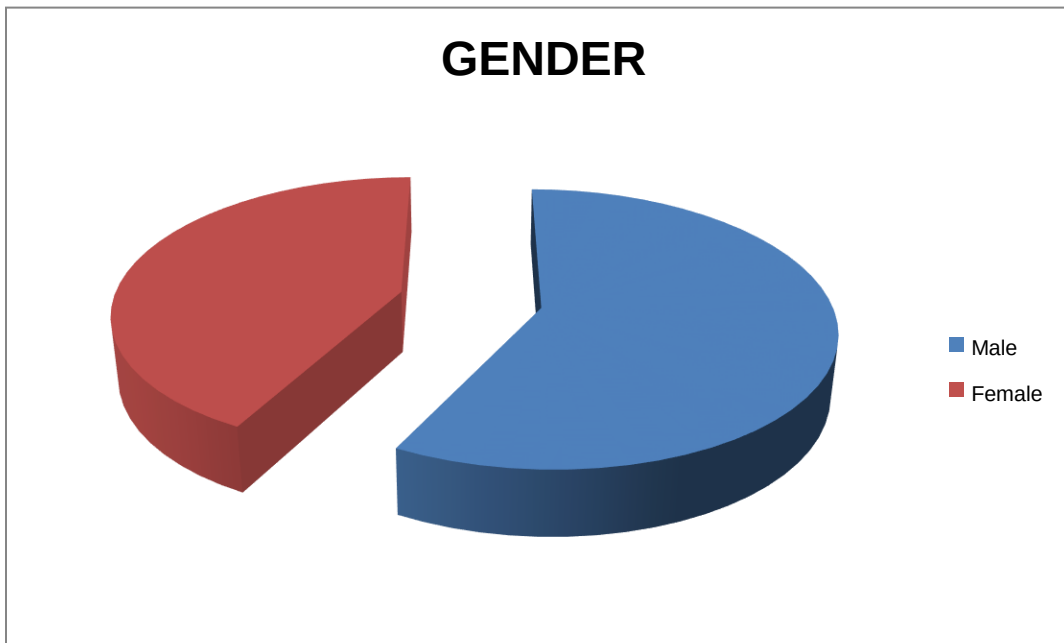


Chart 4.1.2: Gender of the respondents

Interpretation

From the above table it is interpreted that the number of male respondents is 57.7% and female respondent is 42.3%.

Inference

Majority (57.7%) of the respondents are Male.

Table 4.1.3: Educational Qualification of the 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

Source: Primary data

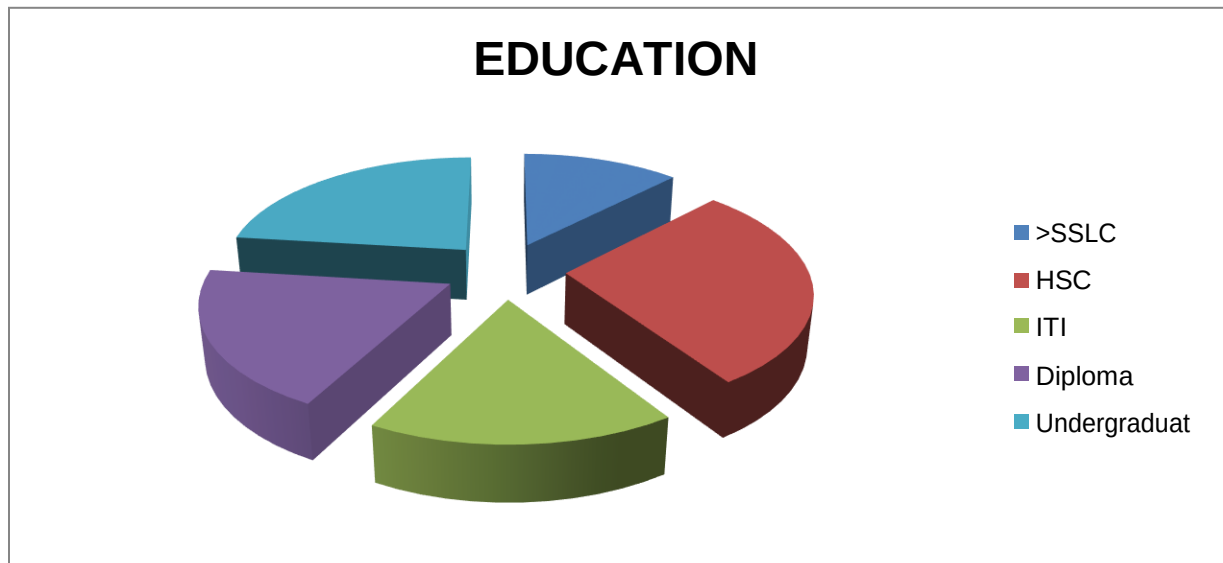


Chart 4.1.3: Occupation of the respondents

Interpretation

From the above table it is interpreted that 12.3% of respondent's education was less than SSLC, 28.5% were studied till HSC, 16.9% were ITI Holders, 19.2% were Diploma Holders and 23.1% were UG Holders.

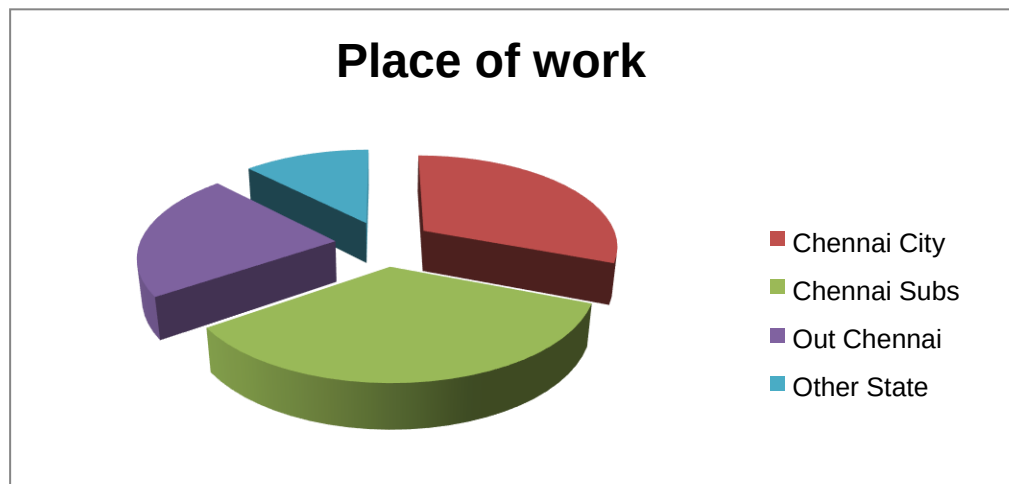
Inference

Majority (28.5%) of the respondents are HSC Holders.

Table 4.1.4: Respondent's Place of Work

Source: Primary data.

S NO	Place of Work	No. of Respondents	Percentage
1.	Chennai City	40	30.8
2.	Chennai Suburban	45	34.6
3.	Outside Chennai	29	22.3
4.	Other States	16	12.3
	TOTAL	130	100



Charts 4.1.4: Place of Work of Respondents

Interpretation:

From the above table it is interpreted that 30.8% of respondents work in Chennai City, 34.6% of respondents work in Chennai Suburban, 22.3% of respondents work outside Chennai and 12.3% respondents work in other states.

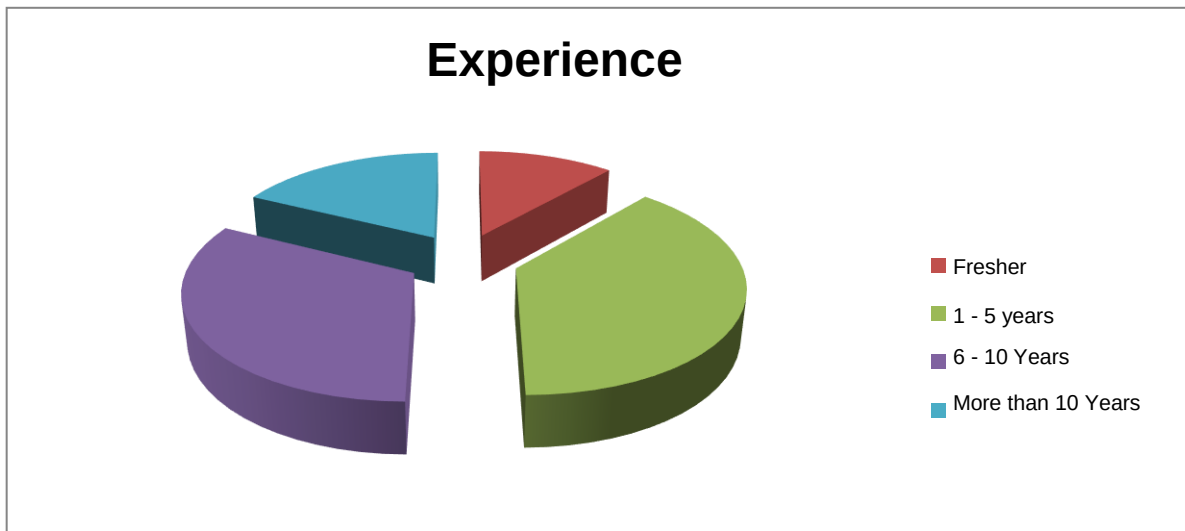
Inference:

Majority of the respondent (34.6%) are working in Chennai suburban areas.

Table 4.1.5 Experience in Work of Respondents

Source: Primary data.

S NO	Experience in Work	No. of Respondents	Percentage
1.	Fresher	15	11.5
2.	1 – 5 years	50	38.5
3.	6 - 10 Years	42	32.3
4.	More than 10 Years	23	17.7
	TOTAL	130	100



Charts 4.1.5: Experience in Work of Respondents

Interpretation:

From the above table and chart it is interpreted that 11.5% of respondents are Fresher in their field of work, 38.5% have 1-5 Years of Experience, 32.3% of respondents have 6-10 Years of Experience and 17.7% of respondents have More than 10 years of Work Experience.

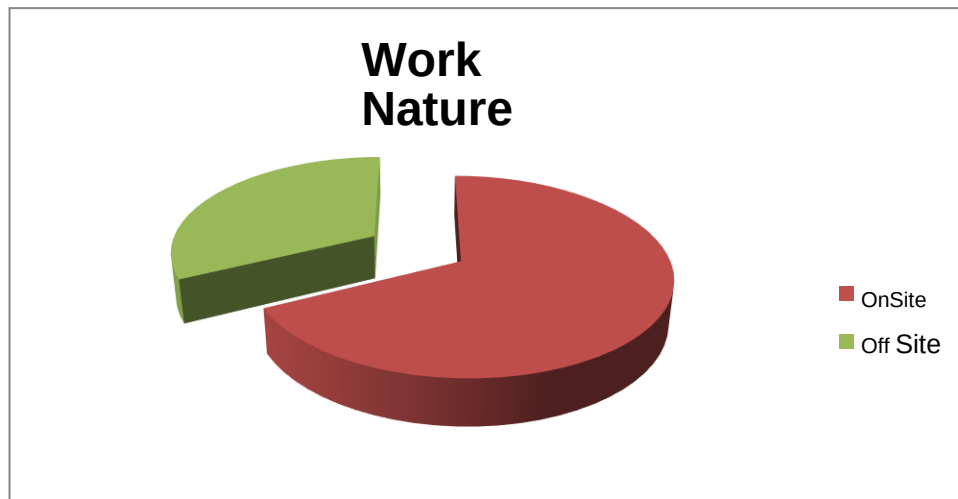
Inference:

Majority of the respondent (38.5%) have 1-5 years of Experience.

Table 4.1.6 Work Nature of Respondents

Source: Primary data.

S NO	Work Nature	No. of Respondents	Percentage
1.	On-Site	88	67.7
2.	Off-Site	42	32.3
	TOTAL	130	100



Charts 4.1.6: Work Nature of Respondents

Interpretation:

From the above table and chart it is interpreted that 67.7% of respondents are working On-Site and 32.3% of respondents work Off-Site.

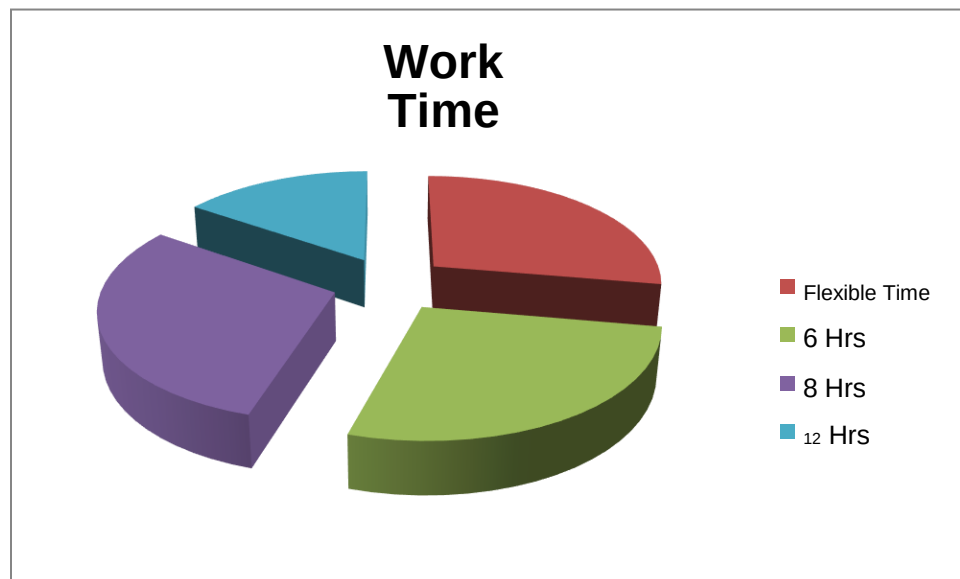
Inference:

Majority of the respondent (67.7%) work On-Site.

Table 4.1.7: Work Time of Respondents

Source: Primary data.

S NO	Work Time	No. of Respondents	Percentage
5.	Flexible Time	36	27.7
6.	6 Hrs	35	26.9
7.	8 Hrs	39	30
8.	12 Hrs	20	15.4
	TOTAL	130	100



Charts 4.1.7: Work Time of Respondents

Interpretation:

From the above table it is interpreted that 27.7% of respondents work in Flexible Time, 26.9% of respondents work in 6 Hrs shift, 30% of respondents work in 8 Hrs shift and 15.4% respondents work in 12 Hrs Shift.

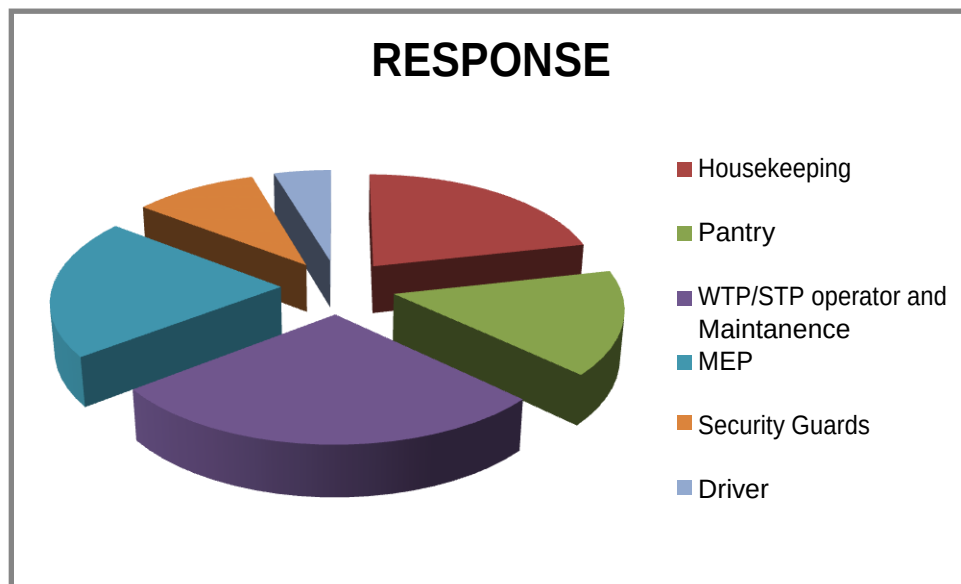
Inference:

From the above chart it shows that majority of the respondent (30%) are 8hrs category.

Table 4.1.8: Work in FM Industry of Respondents

Source: Primary data.

S NO	FM Industry	No. of Respondents	Percentage
1	Housekeeping	28	21.5
2	Pantry	20	15.4
3	MEP	27	20.8
4	WTP/STP operator and Maintenance	36	27.7
5	Security Guards	13	10
6	Drivers	6	4.6
	TOTAL	130	100



Charts 4.1.8: Work in FM Industry of Respondents

Interpretation:

From the above table and chart it is interpreted that 21.5% of respondents are working in Housekeeping Domain, 15.4% Work in Pantry, 20.8% of respondents Work as MEP, 27.7% of respondents work as WTP/STP Operators, 10% of respondents work as Security Guards and 4.6% of respondents work as Drivers.

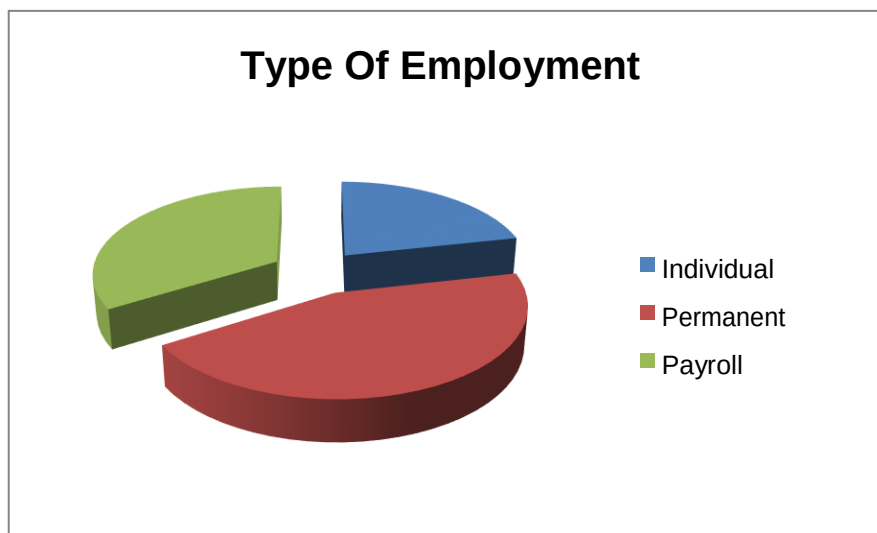
Inference:

Majority of the respondent (27.7%) work as WTP/STP Operators.

Table 4.1.9: Type of Employment of Respondents

Source: Primary data.

S NO	Type of Employment	No. of Respondents	Percentage
1	Individual	28	21.5
2	Temporary Payroll	43	33.1
3	Permanent Payroll	59	45.4
	TOTAL	130	100



Charts 4.1.9: Type of Employment of Respondents

Interpretation:

From the above table and chart it is interpreted that 21.5% of respondents are working as individual, 33.1% work in Permanent Payroll, 45.4% of respondents Work in Temporary Payroll.

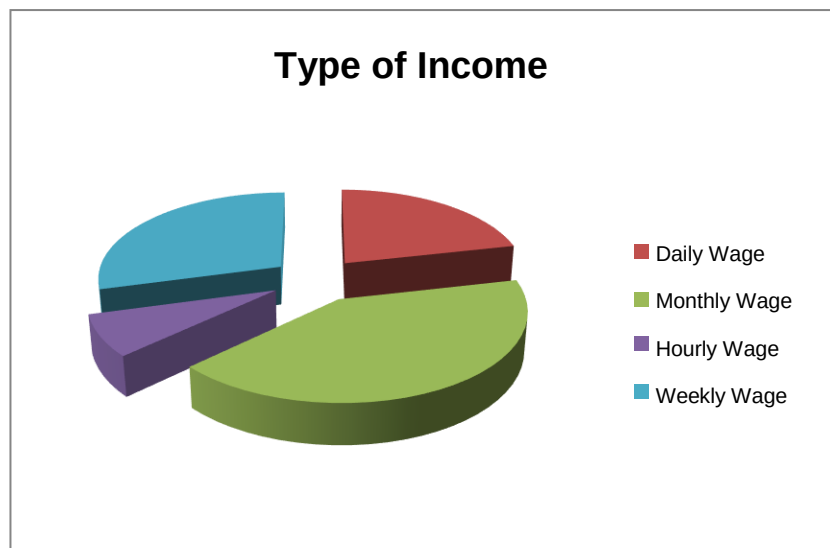
Inference:

Majority of the respondent (45.4%) work in Permanent Payroll.

Table 4.1.10: Type of Income of Respondents

Source: Primary data.

S NO	Particulars	No. of Respondents	Percentage
1	Hourly Wage	10	7.7
2	Daily Wage	28	21.5
3	Weekly Wage	38	29.2
4	Monthly Wage	54	41.5
TOTAL		130	100



Charts 4.1.10: Type of Income of Respondents

Interpretation:

From the above table and chart it is interpreted that 7.7% of the respondent earn in hourly basis, 21.5% of the respondents earn in daily basis, 29.2% of the respondents earn in weekly basis and 41.5% earn in monthly basis.

Inference:

Majority of the respondent (41.5%) earn in Monthly basis.

Table 4.1.11: Wage Expectation of Respondents

Source: Primary data.

S NO	Particulars	No. of Respondents	Percentage
1	Less than expectation	35	26.9
2	Getting Expected Wage	62	47.7
3	Getting more than expected wage	33	25.4
	TOTAL	130	100



Charts 4.1.11: Wage Expectation of Respondents

Interpretation:

From the above table and chart it is interpreted that 26.9% of the respondents are getting wages less than what they expected and are not satisfied with the wage they earn, 47.7% of the respondents earn what they expected and are satisfied with the wage they earn and 25.4% of the respondents earn more than their expectation and are extremely satisfied.

Inference:

Majority of the respondent (47.7%) earn a wage that they expected and are satisfied.

4.2 STATISTICAL ANALYSIS:

4.2.1 Independent t-test:

Hypothesis: 1

H₀ (NULL HYPOTHESIS): There is no significant difference between experience in work and their satisfaction towards their expected wage.

H₁ (ALTERNATE HYPOTHESIS): There is significant difference between experience in work and their satisfaction towards their expected wage.

Group Statistics					
EXPERIENCE		N	Mean	Std. Deviation	Std. Error Mean
GIG WORKER SATISFIED YOUR EXPECTATION	1 - 5 years	50	6.1600	0.71027	0.10045
	6 - 10 Years	42	5.9524	0.69677	0.10751

Independent Samples Test										
		Levene's Test for Equality of Variances					t-test for Equality of Means		95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
GIG WORKER SATISFIED YOUR EXPECTATION	Equal variances assumed	0.602	0.440	1.409	90	0.162	0.208	0.147	-0.085	0.500
	Equal variances not assumed			1.411	87.825	0.162	0.208	0.147	-0.085	0.500

INTERPRETATION: - From the above test the obtained value (0.162) is greater than 0.05. So, the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant difference between experience in work and their satisfaction towards their expected wage.

4.2.2 Chi square Test: Lower Bargaining Power of Employees

Hypothesis:

H_0 (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Lower Bargaining Power of Employees).

H_1 (ALTERNATE HYPOTHESIS): There is significant association between Type of employment and Challenges faced in their Employment (Lower Bargaining Power of Employees).

Crosstab						
		LOW BARGAINING POWER OF EMPLOYEES				Total
			Most frequently faced	Neutral	Least frequently faced	
EMPLOYMENT	Permanent Payroll	Count	13	15	30	58
		Expected Count	12.1	15.7	30.1	58.0
	Temporary Payroll	Count	5	12	26	43
		Expected Count	9.0	11.7	22.3	43.0
	Individual	Count	9	8	11	28
		Expected Count	5.9	7.6	14.5	28.0
Total		Count	27	35	67	129
		Expected Count	27.0	35.0	67.0	129.0

Chi-Square Tests				
	Value	df	Asymptotic Significance (2-sided)	
Pearson Chi-Square	5.052 ^a	4	0.282	
Likelihood Ratio	5.205	4	0.267	
Linear-by-Linear Association	0.644	1	0.422	
N of Valid Cases	129			

a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 5.86

INTERPRETATION: - From the above test the obtained value (0.282) is greater than 0.05. So, the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Lower Bargaining Power of Employees).

4.2.3 Chi square Test: Inability to find New Contract:

H_0 (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Inability to find New Contract).

H_1 (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				Total
			Most frequently faced	Neutral	Least frequently faced	
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
Chi-Square Tests						
		Value	df	Asymptotic Significance (2-sided)		
	Pearson Chi-Square	11.091 ^a	4	0.026		
	Likelihood Ratio	10.804	4	0.029		
	Linear-by-Linear Association	5.443	1	0.020		
	N of Valid Cases	123				

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).

4.2.4 Chi square Test: Less Scope for Skill Upgradation:

H_0 (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Less Scope for Skill Upgradation).

H_1 (ALTERNATE HYPOTHESIS): There is significant association between Type of employment and Challenges faced in their Employment (Less Scope for Skill Upgradation).

Crosstab						
		LESS SCOPE FOR WORKERS				Total
			Most	Neutral	Least	
EMPLOYMENT	Permanent Payroll	Count	13	26	16	55
		Expected Count	15.3	23.0	16.7	55.0
	Temporary Payroll	Count	13	15	13	41
		Expected Count	11.4	17.1	12.4	41.0
	Individual	Count	8	10	8	26
		Expected Count	7.2	10.9	7.9	26.0
Total		Count	34	51	37	122
		Expected Count	34.0	51.0	37.0	122.0
	Chi-Square Tests					
		Value	df	Asymptotic Significance (2-sided)		
	Pearson Chi-Square	1.434 ^a	4	0.838		
	Likelihood Ratio	1.439	4	0.837		
	Linear-by-Linear Association	0.120	1	0.729		
	N of Valid Cases	122				

INTERPRETATION: - From the above test the obtained value (0.838) is greater than 0.05. So, the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Less Scope for Skill Upgradation).

4.2.5 Chi square Test: Largely Unregulated:

H0 (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Largely Unregulated).

H1 (ALTERNATE HYPOTHESIS): There is significant association between Type of employment and Challenges faced in their Employment (Largely Unregulated).

Crosstab						
		LARGELY UNREGULATED				Total
			Most frequently faced	Neutral	Least frequently faced	
EMPLOYMENT	Permanent Payroll	Count	15	17	23	55
		Expected Count	13.3	23.5	18.2	55.0
	Temporary Payroll	Count	5	24	14	43
		Expected Count	10.4	18.4	14.2	43.0
	Individual	Count	10	12	4	26
		Expected Count	6.3	11.1	8.6	26.0
Total		Count	30	53	41	124
		Expected Count	30.0	53.0	41.0	124.0

INTERPRETATION: - From the above test the obtained value (0.014) 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 (Largely Unregulated).

4.2.6 Chi square Test: Unstable Income:

H_0 (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Unstable Income).

H_1 (ALTERNATE HYPOTHESIS): There is significant association between Type of employment and Challenges faced in their Employment (Unstable Income).

Crosstab						
		UNSTABLE INCOME				Total
			Most frequently faced	Neutral	Least frequently faced	
EMPLOYMENT	Permanent Payroll	Count	11	12	31	54
		Expected Count	13.7	13.7	26.6	54.0
	Temporary Payroll	Count	11	10	20	41
		Expected Count	10.4	10.4	20.2	41.0
	Individual	Count	9	9	9	27
		Expected Count	6.9	6.9	13.3	27.0
Total		Count	31	31	60	122
		Expected Count	31.0	31.0	60.0	122.0
	Chi-Square Tests					
		Value	df	Asymptotic Significance (2-sided)		
	Pearson Chi-Square	4.262 ^a	4	0.372		
	Likelihood Ratio	4.330	4	0.363		
	Linear-by-Linear Association	3.537	1	0.060		
	N of Valid Cases	122				

INTERPRETATION: - From the above test the obtained value (0.372) is greater than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Unstable Income).

4.2.7 Chi square Test: Lack of Legal Protection:

H_0 (NULL HYPOTHESIS): There is no significant association between Type of employment and Challenges faced in their Employment (Lack of Legal Protection).

H_1 (ALTERNATE HYPOTHESIS): There is significant association between Type of employment and Challenges faced in their Employment (Lack of Legal Protection).

Crosstab						
		LACK OF LEGAL PROTECTION				Total
			Most frequently faced	Neutral	Least frequently faced	
EMPLOYMENT	Permanent Payroll	Count	20	19	18	57
		Expected Count	23.2	20.0	13.8	57.0
	Temporary Payroll	Count	19	16	8	43
		Expected Count	17.5	15.1	10.4	43.0
	Individual	Count	13	10	5	28
		Expected Count	11.4	9.8	6.8	28.0
Total		Count	52	45	31	128
		Expected Count	52.0	45.0	31.0	128.0
	Chi-Square Tests					
		Value	df	Asymptotic Significance (2-sided)		
	Pearson Chi-Square	3.207 ^a	4	0.524		
	Likelihood Ratio	3.198	4	0.525		
	Linear-by-Linear Association	2.356	1	0.125		
	N of Valid Cases	128				

INTERPRETATION: - From the above test the obtained value (0.524) is lesser than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Lack of Legal Protection).

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1. FINDINGS

- From the above chart it shows that majority of the respondent (75%) are male.
- From the above chart it shows that majority of the respondent (37%) are 36-44 age group
- From the above chart it shows that majority of the respondent (37%) are HSC
- From the above chart it shows that majority of the respondent (45%) are Chennai suburban
- From the above chart it shows that majority of the respondent (39%) are 8hrs category
- Majority of respondent (38.5%) have 1-5 years of Experience.
- From the above chart it shows that majority of the respondent (45.4%) work in Permanent Payroll.
- From the above chart it shows that majority of the respondent (27.7%) work as WTP/STP Operators.
- From the above chart it shows that majority of the respondent (41.5%) earn in Monthly basis.
- From the above chart it shows that majority of the respondent (47.7%) earn a wage that they expected and are satisfied.
- From the above test the obtained value (0.162) is greater than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant difference between experience in work and their satisfaction towards their expected wage.
- From the above test the obtained value (0.282) is greater than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Lower Bargaining Power of Employees).

- 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).
- From the above test the obtained value (0.838) is greater than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Less Scope for Skill Upgradation).
- From the above test the obtained value (0.014) 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 (Largely Unregulated).
- From the above test the obtained value (0.372) is greater than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Unstable Income).
- From the above test the obtained value (0.524) is lesser than 0.05. So the Alternate hypothesis is rejected and Null hypothesis is accepted which says there is no significant association between Type of employment and Challenges faced in their Employment (Lack of Legal Protection).

5.2 SUGGESTIONS & RECOMMENDATIONS

- 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.

- Some of the gig workers have said that they face a tough time finding new contracts when they are not in payroll of a company. To avoid this the workers can be given a agreement of understanding to provide new contracts on regular basis so that that the worker can satisfied and also at the same time work for the company without being in payroll when not needed.
- Majority of the gig workers don't face any major challenges when compared to their employment type except a challenge which is lack of proper government regulation. To avoid this a proper governing law can be framed which was also found in this study during the survey.
- Only Lack of proper regulation is the major challenge faced by a gig worker in Indian Facility Management industry. Even it is seen that the gig worker is satisfied with the wage he earns and it is mostly based on the workers experience.

5.3. LIMITATIONS OF STUDY

- The study is confined to Chennai and its suburban areas and some within Tamilnadu.
- The study is based upon the Gig Workers perception who work in Some of the industries and the data's were collected from random gig workers in random industries and might have not covered some of the industries which might change the result.
- The data collected for the research is fully on primary data given by the respondents. There is chance for personal bias. So the accuracy level might vary.
- Due to storage of time and other constraints and unknown population, the study has been limited 130respondents only.

5.4. 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.

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- **Andrew Stewart, Jim Standford (2017)** studied on Regulating work in the gig economy: What are the option?
- **Joshua Healy, Daniel Nicholson, Andreas Pekarek (2017)** studied on the topic Should we take the gig economy seriously? <https://www.tandfonline.com/doi/abs/10.1080/10301763.2017.1377048>
<https://journals.sagepub.com/doi/abs/10.1177/1035304617722461>
- **Sarah A. Donovan, David H. Bradley, Jon O. Shimabukuro (2016)** What Does the Gig Economy Mean for Workers?
<https://sgp.fas.org/crs/misc/R44365.pdf>
- **Jane Dokko, Megan Mumford, and Diane Whitmore Schanzenbach (2015)** Workers and the Online Gig Economy https://www.hamiltonproject.org/assets/files/workers_and_the_online_gig_economy.pdf
- **Gerald Friedman (2014)** studied on **Workers without employers: shadow corporations and the rise of the gig economy.** <https://www.elgaronline.com/view/journals/roke/2-2/roke.2014.02.03.xml?>

STUDY ON CHALLENGES FACED BY GIG ECONOMY WORKERS IN INDIAN FACILITY MANAGEMENT INDUSTRY

* Required

1. Name *

2. Gender *

Mark only one oval.

Male

Female

3. Age *

Mark only one oval.

18 - 26

27 - 35

36 - 44

45 - 53

Above 54

4. Educational Qualification *

Mark only one oval.

Less than SSLC

HSC

ITI

Diploma

Undergraduate

5. Place of Work *

Mark only one oval.

Chennai City

Chennai Suburban

Outside Chennai

Other States

6. Experience in your field of Work *

Mark only one oval.

Fresher

1 - 5 years

6 - 10 Years

More than 10 Years

7. Nature of Work *

Mark only one oval.

On-Site

Off-Site

8. Type of Employment *

Mark only one oval.

Individual

Temporary Payroll

Permanent Payroll

9. Type of Income *

Mark only one oval.

Hourly Wage

Daily Wage

Weekly Wage

Monthly Wage

10. Work in FM Industry *

Mark only one oval.

Housekeeping

Pantry

MEP

WTP/STP operator and Maintenance

Security Guards

Driver

11. Timing of Work *

Mark only one oval.

Flexible Time

6 Hrs

8 Hrs

12 Hrs

12. How tough it is to find a New job after the old contract*

Mark only one oval.

Very Tough

Somewhat tough

Manageable

Easy to Find

Very easy to find

13. Major Challenges faced *

Check all that apply.

	Least frequently faced	Neutral	Most frequently faced
Lower bargaining power of employees	☐	☐	☐
Lack of legal protection	☐	☐	☐
Unstable income	☐	☐	☐
Inability to Find Proper New Contram	☐	☐	☐
Less scope for workers to get skill up-gradation	☐	☐	☐
Largely unregulated	☐	☐	☐

14. What are the main areas of improvements for a Gig Worker*

Mark only one oval.

Framing a proper governing Law

Proper Stable New Jobs

Stable Income through Legal Compliance during job search period

15. What is the most preferred mode for getting a new contract? *

Mark only one oval.

Online Platforms

Agents

Referrals

Working as a permanent staff in FM company

16. As a Gig Worker Has your Wage satisfied your Expectation *

Mark only one oval.

Less than expectation

Getting Expected Wage

Getting more than expected wage

17. What is the motivation factor to keep up your work *

Mark only one oval.

Regular monetary incentive

Regular availability of new job after contract period

Giving Recognition among other workers

18. As a Gig Worker are you able to manage your personal and work Life? *

Mark only one oval.

0 1 2 3 4 5

Strongly Disagree

Strongly Agree

19. What are some suggestions to improve Job Security for a Gig Worker

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 by its focus on workforce participation and income generation via “gigs”, single projects or tasks for which a worker is hired. Gig Workers are independent contractors, online platform workers, contract firm workers, on-call workers and temporary workers. Gig workers enter into formal agreements with on-demand 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 ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. Many factors go into a desirable job, and the best employers focus on the aspects of work that are most attractive to today's increasingly competitive and fluid 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 workers are hired to complete a particular task or for certain period of time. Coordination of jobs through an on-demand company reduces entry and operating costs for providers and allows workers' participation to be more transitory in gig markets. 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. 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 various causes contribute to such 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, Landscape maintenance services, AMC/Warranty services, Health, Environment and safety services, Other FM services. **Andrew Stewart, Jim Standford (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 platform companies transact with workers, in particular, has created a burgeoning 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.

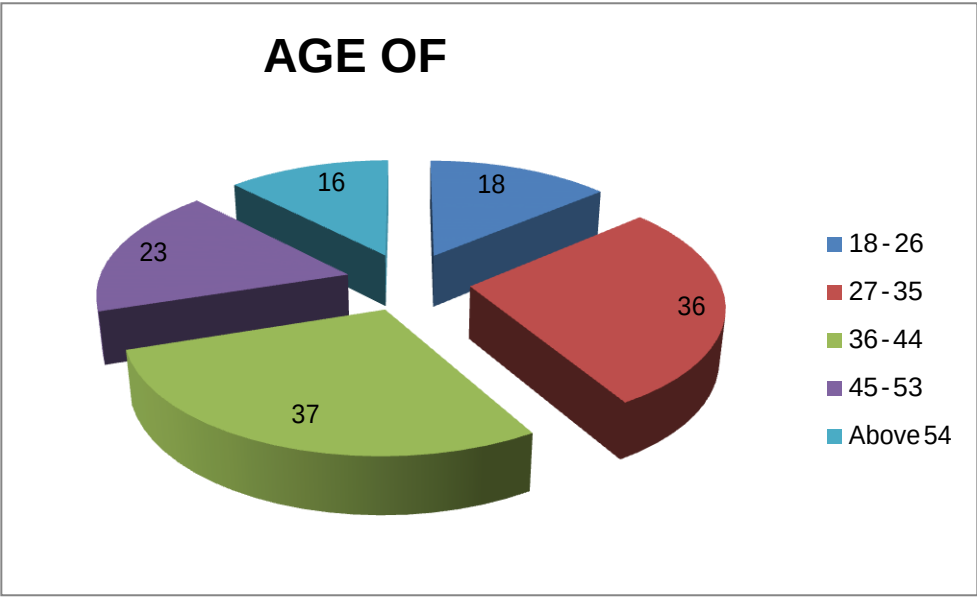
IV DATA ANALYSIS AND INTERPRETATION

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



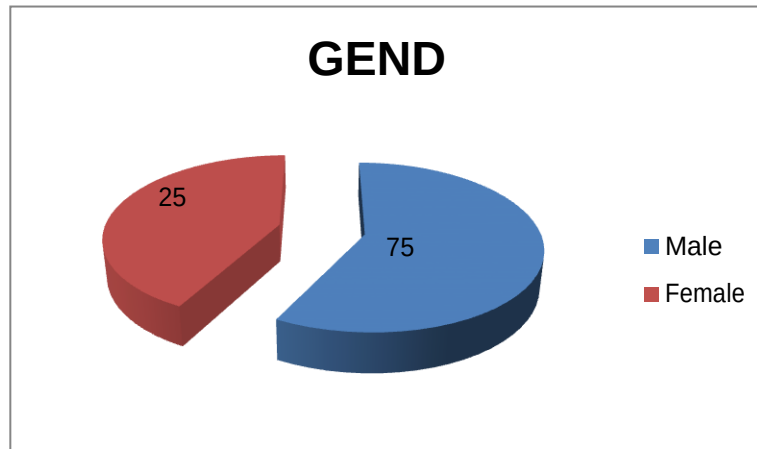
INFERENCE:-

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:-



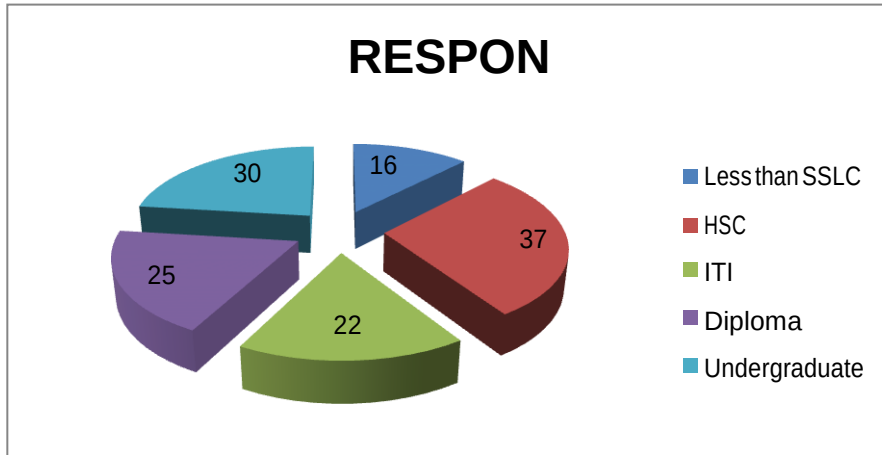
INFERENCE:-

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				Total
			Most frequently faced	Neutral	Least frequently faced	
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 an 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.

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