



UNIVERSITI  
MALAYSIA  
KELANTAN

**AWARENESS AND KNOWLEDGE OF SOCIAL  
PROTECTIONS AMONG GIG ECONOMIC  
WORKERS IN KOTA BHARU, KELANTAN:  
A QUALITATIVE STUDY**

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## LIST OF SYMBOLS AND ABBREVIATION

### Abbreviations

BPN	Bantuan Prihatin Nasional
CCTV	Closed-circuit organization
COVID-19	Coronavirus disease 2019
DOSM	Department Statistic of Malaysia
EIS	Employment Insurance System
EPF	Employees Provident Fund
ERP	Employment Retention Programme
P-HAILING	Parcel Hailing
ILO	International Labour Organization
KBS	Kementerian Belia dan Sukan
KL	Kuala Lumpur
KPDNHEP	Kementerian Perdagangan Dalam Negeri dan Kos Sara Hidup
MCO	Movement Control Order
MOH	Ministry of Health
PMQT	Prime Minister Question Time
SESSS	Self Employment Social Security Scheme
SMEs	Small and Medium Enterprises
SOCSSO	Social Security Organization
TERAJU	Unit Peneraju Agenda Bumiputera
TIS	Transportation Information System
UK	United Kingdom
USD	United States Dollar
WSP	Wage Subsidy Programme

## ABSTRACT

This study aimed to explore and analyze the level of awareness regarding social protection among gig economy workers in Kota Bharu, Kelantan. The primary objective of this research was to assess the knowledge of social protection among gig economy workers in the selected region. The study employed a qualitative analysis approach, utilizing personal semi-structured interviews as the primary method of data collection. Eight respondents, who were food delivery riders, participated in the interviews, providing valuable insights and perspectives. The use of personal semi-structured interviews allowed for a comprehensive understanding of the respondents' experiences, opinions, and beliefs regarding social protection. The method facilitated an open and honest exchange of information, ensuring the collection of reliable and authentic data for this research paper. The findings of this study contribute to the existing body of knowledge on gig economy workers and their awareness of social protection in Kota Bharu, Kelantan. By exploring the perspectives of food delivery riders, this research sheds light on their understanding of social protection and the challenges they face in accessing it. The results provide valuable insights into the current state of social protection awareness among gig economy workers and can guide future researchers in conducting similar studies. The implications of this study extend beyond its immediate scope. The findings can inform policymakers, employers, and relevant stakeholders about the importance of social protection for gig economy workers. Additionally, the study emphasizes the need to address any gaps in knowledge and access to social protection, aiming to enhance the overall well-being and security of gig economy workers in Kota Bharu, Kelantan. In conclusion, this research endeavors to deepen the understanding of social protection awareness among gig economy workers in Kota Bharu, Kelantan. The use of qualitative analysis and personal semi-structured interviews provides valuable insights into the knowledge and experiences of food delivery riders. The findings of this study can be utilized by future researchers and stakeholders seeking to improve the social protection measures for gig economy workers in the region.

**Keywords:** Awareness, Knowledge, Social Protection, Gig Economy, Kota Bharu

## ABSTRAK

Kajian ini bertujuan untuk meneroka dan menganalisis tahap kesedaran mengenai perlindungan sosial dalam kalangan pekerja ekonomi gig di Kota Bharu, Kelantan. Objektif utama penyelidikan ini adalah untuk menilai pengetahuan perlindungan sosial dalam kalangan pekerja ekonomi gig di wilayah terpilih. Kajian ini menggunakan pendekatan analisis kualitatif, menggunakan temu bual separa berstruktur peribadi sebagai kaedah utama pengumpulan data. Lapan responden, yang merupakan penunggang penghantaran makanan, mengambil bahagian dalam temu bual, memberikan pandangan dan perspektif yang berharga. Penggunaan temu bual separa berstruktur peribadi membolehkan pemahaman yang menyeluruh tentang pengalaman, pendapat dan kepercayaan responden berkenaan perlindungan sosial. Kaedah ini memudahkan pertukaran maklumat yang terbuka dan jujur, memastikan pengumpulan data yang boleh dipercayai dan sahih untuk kertas penyelidikan ini. Dapatan kajian ini menyumbang kepada pengetahuan sedia ada mengenai pekerja ekonomi gig dan kesedaran mereka terhadap perlindungan sosial di Kota Bharu, Kelantan. Dengan meneroka perspektif penunggang penghantaran makanan, penyelidikan ini menjelaskan pemahaman mereka tentang perlindungan sosial dan cabaran yang mereka hadapi dalam mengaksesnya. Hasilnya memberikan pandangan berharga tentang keadaan semasa kesedaran perlindungan sosial di kalangan pekerja ekonomi gig dan boleh membimbing penyelidik masa depan dalam menjalankan kajian serupa. Implikasi kajian ini melangkaui skop terdekatnya. Penemuan ini boleh memaklumkan penggubal dasar, majikan dan pihak berkepentingan yang berkaitan tentang kepentingan perlindungan sosial untuk pekerja ekonomi gig. Di samping itu, kajian itu menekankan keperluan untuk menangani sebarang jurang dalam pengetahuan dan akses kepada perlindungan sosial, bertujuan untuk meningkatkan kesejahteraan dan keselamatan keseluruhan pekerja ekonomi gig di Kota Bharu, Kelantan. Kesimpulannya, penyelidikan ini berusaha untuk mendalami pemahaman tentang kesedaran perlindungan sosial dalam kalangan pekerja ekonomi gig di Kota Bharu, Kelantan. Penggunaan analisis kualitatif dan temu bual separa berstruktur peribadi memberikan pandangan berharga tentang pengetahuan dan pengalaman penunggang penghantaran makanan. Dapatan kajian ini boleh digunakan oleh penyelidik masa depan dan pihak berkepentingan yang ingin menambah baik langkah perlindungan sosial untuk pekerja ekonomi gig di rantau ini.

**Kata Kunci:** Kesedaran, Pengetahuan, Perlindungan Sosial, Pekerja gig ekonomi, Kota Bharu

# CHAPTER 1

## INTRODUCTION

### 1.1 INTRODUCTION

Understanding the gig economy also entails exchanging labor for cash between people or businesses using an active digital platform to match suppliers and clients based on a pay-per-task model (Kapoor, 2021).

The persistent COVID-19 pandemic has significantly harmed economic growth, and Malaysia is no exception to the threat of the disease. Employment prospects become essential because throughout the Movement Control Order (MCO) period, only a few carefully selected sectors can operate at a minimum level. The doors of many firms and companies had to be closed. Since there are few alternatives, most enterprises and businesses fail, forcing them to downsize or close their doors in the worst case. It impacts the increase in the unemployment rate, especially among Bumiputera.

It compels many people to look for other jobs, especially in the gig economy. One of the finest ways for unemployed people to make extra money or temporary income while they wait for permanent employment or for their country's economy to revive is through the gig economy platform. An autonomous or short-term contract labor market known as the "gig economy" is one in which individuals work for themselves and are aided by digital technologies.

Advertising by companies in the gig economy ecosystem is becoming increasingly popular. Most P-hailing companies open many employment opportunities, such as part-time advertising vacancies, contracts, or economic gigs during the Movement Control Order (MCO) period. Due to the effects of the pandemic, the P-Hailing (parcel hailing) industry has increased, much like mushrooms growing after rain. Food Panda, Grab Food, Bungkusit, Lalamove, and other P-Hailing companies are flooding the Malaysian P-Hailing industry. According to Malaysian Ministry of Transport records, more than ten (10) P-Hailing companies have recently registered with them. It demonstrates that demand for the P-Hailing industry in Malaysia is rapidly increasing, notably during this pandemic stated in the TERAJU report (2021).

However, several issues have arisen among food delivery services, including an increase in accidents among food delivery people, the problem of uncompensated salaries and wages, and the disorganized P-Hailing food delivery service ecosystem, which has left those involved in this industry disappointed and neglected. The fact that gig economy riders are not covered by health insurance or other types of insurance is the biggest problem.

## 1.2 BACKGROUND OF THE STUDY

In a gig economy, independent workers are hired by businesses to fulfill temporary tasks rather than filling permanent positions. Transactions are task-ached, and the service industry employs most people. Furthermore, signing long-term contracts is optional for the employees. Other names for the gig economy include peer, network, and on-demand economies. On the surface, e-hailing and start-ups are critical in the gig economy.

According to assertions by the Malaysian Ministry of Transport, 70,000 individuals have signed up as couriers for food and package delivery businesses in Malaysia using motorcycles or P-Hailing. Up to 200 new riders are thought to register each day, and this tendency is anticipated to continue until the general economics of the populace stabilizes once more as stated in the TERAJU report (2021).

The gig economy is a potential new source of economic development and intends to include it (Ahmad, 2021). At that time, Malaysian young adults and moms with young children also had access to the enormous economic and could choose to care for their children while providing for their families. It benefits independent, jobless, and late students looking for their first job. In contrast to the liberty and control it offers, other groups view outsourcing as a step up the professional ladder. Some people do this because it is their only option, while others do it to gain additional income.



Unquestionably, steps are taken to acknowledge and safeguard the welfare of the gig economy. According to Palansamy (2019), former prime minister Tun Dr. Mahathir Mohamad reportedly said that the gig economy has been identified as a new source of economic growth and be included in the 12th Malaysia Plan during Prime Minister's Question Time (PMQT) in the Parliament. He claimed that his administration has been considering how to regulate the gig economy to preserve workers' well-being. Since then, the Ministry of Youth and Sports has formed a special committee called the "Special Committee to Discuss the Issue of Economic Gig Workers" (KBS), the Ministry of Human Resource, which is overseen by the Ministry of Domestic Trade and Consumer Affairs (Malay Mail, 2020).

In the United States, the gig economy recorded a growth rate of 33% in 2020 from 2019 and is growing faster than other sectors of the United States economy. It is estimated that a total of 1.1 billion gig economy job requests worldwide and as many as 2 million new workers in the gig economy were recorded in America in 2020. According to a report from MasterCard (2019), the size of the gig economy will be worth USD 347 billion in 2021. It is expected to increase the value projected by the economy gig worth USD 455 billion. Apart from that, Unexpectedly, a significant portion of the American economy comprises gig labor. Particularly since the epidemic, more workers are switching to or entering the gig economy.

The gig economy in the UK is quite diverse, though, and according to the most recent official figures from industry groups and research tanks, there were in 2021, there will be an estimated 6.07 million regular gig workers (at most once a week), or 14.7%

of the working population. According to projections based on government data, if the gig economy and UK employment data continued to rise steadily, 7.25 million people would be employed by 2022. (Fennell, 2022).

Nearly 1.37 million persons joined the UK's gig economy between 2019 and 2021; another 1.18 million are expected by the end of 2022. The epidemic led to an increase of 7% in deliveries and online gig work. Given the increased chances for work-from-home jobs, meal delivery services, and other pandemic-related trends. For instance, owing to the absence of personal hospitality, demand for services like Uber Eats and Deliveroo exceeded objectives during the pandemic. Following the initial UK lockdown, Deliveroo announced ambitions to hire 15,000 more drivers and 11,500 more restaurants. (Fennell, 2022)

Although the gig economy has given many people in Southeast Asia a second chance, it has its challenges. The independent workforce in Southeast Asia, commonly called gig workers of the freelancing community has shown a continuous 30% annual growth, according to Digicon Asia Editor, based on World Bank estimates for 2019. Additionally, the TERAJU report claims that "1183 delivery riders in Singapore by organizations that declared their objective is to promote fairness and stability to freelancers" and "an insurance plan's accident coverage was seen the most crucial by 83.90% of respondents, while 74.30% of those who experienced illness sought out income insurance coverage."

According to Grab Singapore (2021), the gig economy has become broader in Indonesia, causing people to transition from idle time to productive time thanks to



technology. If they can achieve that, the economy may benefit more. The goal is to guarantee that all employees are sufficiently safeguarded. Gig workers in Indonesia can accomplish this for platform workers through the requisite augmentation and modification of legislative and regulatory frameworks, however, even as governments look at the best ways to regulate the labor market for the gig economy. As we know, Indonesia is familiar with two mega-platforms, Grab and Gojek. Additionally, the gig economy contributes at least US\$7 billion to Indonesia's economy employs at least four million workers.

Indeed, Indonesia has introduced Gojek since 2010. According to Wikipedia(2022), Gojek is the first digital platform that provides a digital payment technology group based in Jakarta, Indonesia. Meanwhile, Malaysia recorded approximately four (4) million people participating in the gig economy, up from about half a million before the pandemic.

According to the International Labour Organizational (2020), a study of 12,000 workers in 100 countries found that 50% of people employed in app-based taxi and delivery services reported having health insurance, 30% of whom protect by employment injury insurance, and only 17% were eligible for pension benefits. Gig workers must meet specific requirements to receive the perks generally given to formal employees, including paid time off, vacations, and health insurance for their riders. The gig economy, though, is a concept that has been introduced previously in Malaysia. But in recent years, Malaysia's gig economy has seen considerable growth, especially since the start of the COVID-19 pandemic.

According to The Star Online (2022), from 2018 through May this year, Parliament reported 1,242 accidents involving food delivery drivers (p-hailing drivers). The Ministry of Transport wrote that the figure includes P-hailing drivers who caused 1,048 minor injuries, Eighty-two severe injuries, and 112 fatalities. A written response dated July 19 stated that it has numerous safety and awareness campaigns to inform drivers about the importance of safely performing their delivery responsibilities. The ministry also made public the results of a study on the actions of drivers who use p-hailing services, involved. Sixteen thousand three hundred eight drivers were conducted using CCTV footage covering 11 important roadways in KL at the Transport Information System (TIS) (Carvalho et al., 2022).

Unfortunately, workers in the gig economy are not yet covered by the Labor Act of 1955. The fundamental piece of Malaysian labor legislation is the Labor Act of 1955. If the act does not cover them, operator food delivery firms are not required to provide the facilities or protections outlined in it. Indeed, individuals who deliver meals would like to consider convincing all operators to allow customers to be classified as "Self Employed" with a service agreement under the Self-Employment Social Security Act 2017- Act 789." The rider's legal rights would be protected if he took this route. Currently, drivers and operators of e-hailing services must follow the law outlined in the TERAJU report (2021).

In addition, to safeguard the privacy and welfare of each employee, the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) or the Ministry of Health (MOH) should take the initiative to create a draught employee information contract for p-hailing riders. Instead, this simplifies the government's monitoring and managing of the p-

hailing rider databases. As a result, platform providers may need to be more accurate with the gig economy, resulting in an environment where gig economy workers cannot make a decent wage. Additionally, platform providers with a poorer reputation do not pay decent and equitable wages. Because of this, some gig workers put in more than 10 hours per day to make ends meet and support their families. Furthermore, the platform providers are not liable if workers are involved in legal issues.

Additionally, gig economy workers are not covered by social security. It includes access to benefits for pensions and social protection, such as the Employees Provident Fund (EPF) and Employment Insurance System (EIS), and medical coverage offered by the Social Security Organization (SOCSO). Additionally, they are not eligible for maternity leave or public holidays. It is also highly upsetting to consider getting dismissed without cause or receiving severance compensation (Adzee Amir, 2022).

Although, As the COVID-19 pandemic nears, the vulnerability of employees in the gig economy has been further underlined. For example, the Movement Control Order's (MCO) significant impact on activity, the lack of social protection, the inadequacy of a specific component for stimulus payments, and other factors. Therefore, the government has implemented two programs to assist the gig economy. The Self-Employment Social Security Scheme (SESSS) of SOCSO is the first mandated according to the Self-Employment Social Security Act 2017 and explicitly includes e-hailing drivers (Kumar, 2022).

Eventually, the program protects covered by insurance individuals against workplace diseases, accidents, and work-related injuries. The second alternative is EPF's Voluntary Contribution with Retirement Incentive (i-Saraan), which enables those who are self-employed or do not have a regular source of income to make voluntary contributions towards their retirement while receiving additional government contributions (Ibrahim, 2022).

### **1.3 PROBLEM OF STATEMENT**

As is well known, the e-hailing platform is widely used and is regarded as part of the gig economy, where everyone can express their views. However, even though this platform has numerous benefits, it has drawbacks and difficulties, particularly for food riders.

As a result, there have been many accident instances recently. According to Carvalho et al., (2022) was reported 1242 incidents involving food delivery riders registered from 2018 to May of this year. Therefore, when this occurs, food delivery riders have a level of awareness about social protection in the line of work they have been doing for so long.

Moreover, various issues have arisen among food delivery services, such as an increase in accidents among food delivery people, the issue of uncompensated salaries

and wages, and the disorganized P-Hailing food delivery service ecosystem, leaving those involved in this industry feeling disappointed and neglected.

Furthermore, food delivery people are not classified as employees, and the food delivery operator company is not classified as an employer under the current law's definition of the gig economy. However, it clearly defines employers' and workers' responsibilities for worker safety and health.

Nevertheless, we can see from the preceding issue that failing to protect the rights of food senders clearly can put them in danger and cause injustice to the food senders. Furthermore, security should be prioritized, resulting in the oppression of food delivery workers. This indirectly pressures food couriers to meet the company's quality standards.

At the same time, delivery riders need more knowledge about the social protection that they require to be accepted as gig workers willing to bring food without regard for their own lives to deliver the order on time. Therefore, the following are some newspaper clippings about how many p-hailing accidents have occurred recently.



Penunggang *p-hailing* didakwa kerap laku kesalahan trafik

## Cari rezeki atau tempah maut?

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**PETALING JAYA:** Langgar lampu isyarat, guna telefon bimbit dan berhenti di petak kuning antara kesalahan didakwa kerap dilakukan segelintir penunggang motosikal perkhidmatan penghantaran barangan dan makanan (*p-hailing*).

Ada juga kumpulan itu menunggang motosikal secara berbahaya sehingga merisikokan pengguna jalan lain kerana mengejar *trip* dan memastikan pesanan sampai ikut masa.

Itu sebahagian tinjauan *Utusan Malaysia* di beberapa lokasi di Lembah Klang hampir sebulan mengenai sikap pemandu *p-hailing*.

Mengikut data polis, sebanyak 250 kemalangan melibatkan penunggang *p-hailing* direkodkan sejak 2019 hingga April lalu.

Daripada jumlah itu, 38 kes melibatkan kematian, 31 cedera parah manakala 181 cedera ringan.

Baru-baru ini tular aksi seorang penunggang *p-hailing* yang mengeluarkan kata-kata kesat serta menendang cermin sisi sebuah kenderaan akibat tidak berpuas hati dihon selepas tindakannya melanggar cermin sisi kereta tersebut.

Isu itu bukan baharu, bahkan ramai turut meluahkan pengalaman menjadi mangsa sesetengah penunggang *p-hailing* yang bukan sahaja disifatkan seperti menempah maut.

Pengerusi Pertubuhan Ika



**ANTARA** gelagat penunggang *p-hailing* menggunakan telefon bimbit semasa menunggang motosikal sekali gus membahayakan nyawa sendiri dan mungkin juga orang lain yang dirakam di Jalan Bukit Bintang, Kuala Lumpur baru-baru ini.

tan Komuniti Selamat, Tan Sri Lee Lam Thye berkata, majikan perlu memastikan penunggang *p-hailing* mengutamakan keselamatan bagi mengurangkan risiko kemalangan.

Bagaimanapun, katanya, penunggang perlu menjaga diri sendiri dan pengguna jalan lain.

"Saya pernah nampak beberapa penunggang motosikal *p-hailing* melanggar lampu isyarat dan menunggang melebihi had laju. Kita faham kadangkala mereka kejar *trip* malah

perlu mengikut jadual vendor bagi menghantar pesanan," katanya ketika dihubungi *Utusan Malaysia* baru-baru ini.

Lam Thye berkata, pengendalian operasi perlu membuat saringan latar belakang pekerja *p-hailing* bagi memastikan setiap individu yang mendaftartida kesalahan trafik atau jenayah lain.

Menurut beliau, usaha itu harus dilakukan agar pengendalian operasi tidak semberono dalam mengambil pekerja

perkhidmatan mereka.

Sementara itu, Ketua Pusat Penyelidikan Keselamatan Jalan Raya, Fakulti Kejuruteraan, Universiti Putra Malaysia, Profesor Madya Dr. Law Teik Hua berkata, perkara ini sudah lama diperdebatkan kerana semakin ramai yang mencari rezeki dengan menyertai *p-hailing* ketika pandemik Covid-19.

Katanya, data-data jelas menunjukkan penunggang motosikal termasuk penunggang *p-hailing* antara penyumbang kesalahan jalan raya terbesar.

Bagaimanapun, menurut beliau, majikan kena membantu pekerja mereka dengan meningkatkan kadar kebolehnampakan penunggang *p-hailing* di jalan.

"Biasanya, kita berhati-hati kepada kenderaan besar seperti lori dan trak. Justeru, pengendalian operasi perlu menyediakan kotak penyimpanan barang *p-hailing* yang boleh menarik perhatian orang lain," katanya.

Pada 9 April lalu, media melaporkan kajian pemerhatian Institut Penyelidikan Keselamatan Jalan Raya Malaysia (MiroS) melalui kamera litar tertutup (CCTV) mendapati 70 peratus penunggang *p-hailing* menunjukkan tingkah laku berisiko pada waktu puncak.

Kira-kira 57 peratus didapati berhenti di petak kuning, melanggar lampu merah (16 peratus), menggunakan telefon mudah alih ketika menunggang (15 peratus), menunggang lawan arus (tujuh peratus) dan membuat pusingan U secara haram lima peratus.

Figure 1.1 : Newspaper article sourced from Utusan Malaysia

## Nahas maut penunggang *p-hailing* membimbangkan

Oleh **Noor Atiqah Sulaiman**  
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**Putrajaya:** Kes kemalangan maut membabitkan penunggang motosikal bagi perkhidmatan *p-hailing*, amat membimbangkan.

Ini berikutan statistik Jabatan Siasatan dan Penguatkuasaan Trafik Polis Diraja Malaysia (PDRM) menunjukkan daripada 2,576 kes kematian penunggang motosikal yang direkodkan sepanjang tempoh sembilan bulan pelaksanaan Perintah Kawalan Pergerakan (PKP) tahun lalu, dua pertiga adalah membabitkan penunggang *p-hailing*.

**2,576**  
Kes kematian penunggang motosikal tempoh 9 bulan tahun lalu, dua pertiga babitkan pekerja *p-hailing*

**100,000**  
Individu terbabit dalam perkhidmatan *p-hailing* di negara ini

iaitu perkhidmatan penghantaran barangan dan makanan menggunakan motosikal.

Mendedahkan perkara itu, Menteri Pengangkutan, Datuk Seri Dr. Wee Ka Siong, berkata ia sesuatu yang menyedihkan apabila isu kemalangan jalan raya turut membabitkan golongan *p-hailing* yang juga pencari nafkah kepada keluarga.

"Anak-anak kehilangan bapa atau ibu mereka, dan ini memberi kesan sosial serta ekonomi kepada waris keluarga mangsa.



**Nasional 3** (Foto hiasan)

Figure 1.2 : A newspaper article published by Berita Harian



Figure 1.3 : Newspaper article originating from Berita Harian.



Figure 1.4 : A newspaper article obtained from the online source Utusan Malaysia

#### **1.4 RESEARCH QUESTION**

1. What is the level of awareness of social protection of gig economic workers in Kota Bharu, Kelantan?
2. What is the level of knowledge of social protection among the gig economic workers in Kota Bharu, Kelantan?

#### **1.5 RESEARCH OBJECTIVES**

1. To examine the knowledge of social protection of gig economic workers in Kota Bharu, Kelantan.
2. To analyze the awareness of social protection among the gig economic workers in Kota Bharu, Kelantan.
3. To propose recommendations for the gig economic workers in Kota Bharu, Kelantan.

#### **1.6 SCOPE OF STUDY**

The study focuses on the knowledge and awareness of social protection of gig economy employees in Kota Bharu, Kelantan. The whole atmosphere of the review area



is explained in this section. This research focuses mainly on gig workers like those employed by Food Panda and Grab, who consistently experience a significant risk of accidents when driving. This research primarily focuses on Food Panda and Grab riders because they have wide daily accidents during working hours. According to data from the Social Security Organization, more than 150 traffic collisions using motorcycle food delivery services were reported between March and June 2020.

### **1.7 SIGNIFICANT OF THE STUDY**

The section on the study's significance typically provides the reader with essential information regarding the study's methodology. It can decide who will profit from the research and what is provided.

We intend to investigate the awareness and understanding of gig workers' social protection. In addition, we will emphasize the importance of social protection for gig economy workers. For instance, the Social Security Organization (SOCSO) does not provide legal protection for gig workers, but the Self-Employment Social Security (SESSS) does. The Employment Provident Fund would not receive contributions from the employers (EPF). They must make a voluntary contribution to the retirement incentive program. Yet, the nature of their work might expose them to various risks such as death or injury at the workplace. So, the gig workers should alert aware among them of duty times.

## **1.8 STRUCTURE OF THE REPORT**

Chapter 1 even details the awareness and knowledge of gig economics workers about social protection. The study will also address pertinent concerns considering future research investigation. The researcher will cover the following topics in Chapter 1: introduction, the background of the study problem of the statement, research questions, research objectives, the scope of the study, the importance of the survey, report structure, and summary. This research will use qualitative methodologies to investigate the social protection awareness and knowledge of gig economy employees in Kota Bharu, Kelantan.

## **1.9 SUMMARY**

In sum, this chapter contains the introduction, study background, and problem statement of the gig economics workers' awareness and knowledge about their gig economics workers in Kota Bharu, Kelantan. This paper aims to determine whether gig economy workers understand, think, and know about their social protection. This chapter also investigates the problems or concerns with social security that gig economy workers should get.

## CHAPTER 2

### LITERATURE REVIEW

#### 2.1 INTRODUCTION

A literature review is a written overview of the research writing and other topics related to the research. According to Paul et al. (2020), the literature review provides an overview of the literature related to themes, theories, and methods and synthesizes previous studies to strengthen the knowledge base. By reviewing the literature, the researcher can understand the breadth and depth of the existing scope of the research and know the gaps to explore (Xiao & Watso, 2019). A literature review must be intelligent, unique, and objective to present a balanced perspective that includes the most recent and established ideas. It should be more than just a list of everything published (Winchester & Salji, 2016).

A literature review is a thorough description of prior research on a subject; it may be used as an introduction to a study or as the entire article; it is the first step in a significant research effort and enables the authorities to ensure the students are on the right road. A literature review critically appraises the most recent body of knowledge on a subject. Systematic literature research goes beyond a quick evaluation of the literature and requires more than just a few bullet points. It is an extension of the information

gathering that the researcher may do to obtain a personal view of the history of a topic. A thorough literature evaluation is necessary for developing research ideas, integrating what is known about a subject, finding any knowledge gaps, and determining how the study may contribute to a greater understanding of the subject (Winchester & Salji, 2016). There are five critical steps to writing a literature review, first is searching for relevant literature; the second is evaluating sources; the third is identifying themes, debates, and gaps; the fourth is outlining the structure; and lastly, writing the literature review (McCombes, 2019).

This literature review will discuss the issues of gig economy workers, their rights as gig economy workers, their safety and legal protection as a worker, and their awareness. This topic is critical because it can help the gig economy workers in Kota Bharu to improve their knowledge and be an eye-opener to the students at University Malaysia Kelantan who may want to do a part-time gig economy job in the future.

## **2.2 DISCUSSION OF THE ISSUES**

### **2.2.1 GIG ECONOMY**

According to Amanda Yeo (2021), firms recruit independent employees for short-term projects under a free market system known as the gig economy, where temporary employment is joint. A "gig" is the colloquial term for work held for a

specific period. Musicians have long used the expression to describe live performances. Gig workers include individuals who work as project-based workers, impermanent or part-time laborers, independent contractors, and freelancer employees. Gig applications and other digital technology frequently connect customers and gig workers.

There is a tendency called the "gig economy," which has grown due to many circumstances. The two most significant drivers are the rising mobility of the workforce and the use of digital platforms for remote work. Jobs and regions are hence becoming less linked. Awani (2021) declared that independent contractors could take a position or undertake any place worldwide with an appointment. Employers might select the best candidate for a specific project from a wider pool than is available in a particular location. The exchange culture, economies, gift economy, and other economies' flexible work environments are all components of the evolving cultural and economic landscape. The COVID-19 pandemic has significantly changed recruiting habits, illustrating how the gig economy's cultural influence is still growing.

In the gig economy, there are employers, employees, and clients. Not every gig worker is created equally. Other compensated employees include part-time employees who are not employed full-time, self-employed individuals who complete tasks and deliver them under contract, and freelancers paid per task. Some temporary employees, independent contractors, project-based workers, and contractors may get project-by-project compensation, as reported by Awani (2021).

As mentioned in Awani (2021), jobs in the gig economy include prominent positions in a variety of fields, including administrative assistants, musicians or graphic

designers, carpenters, independent consultants, mortgage representatives, accountants, and other tradespeople in the building industry, substitute teachers and tutors, content writers and copywriters, computer scientists, information security engineers and network analysts, technical writers, photographers, project or office managers, DevOps engineers, and more. The benefits of the gig economy vary depending on whether you approach it from the perspective of businesses, employees, or consumers.

Businesses save money and resources by participating in the gig economy. They frequently don't have to offer their employees office space, equipment, and training, and they often don't have to worry about employee benefits like sick time and health insurance. The gig economy also enables businesses that hire specialists who are otherwise too expensive to hire as full-time staff on a proposal basis.

According to Awani (2021), the gig economy can enhance work-life balance from the employee's viewpoint compared to many traditional occupations. Freelance tasks that meet their tastes and schedules, give fresh prospects and are attracted to them can be chosen by self-employed employees. They avoid being forced into a full-time position that doesn't suit them or offer the freedom they require. Additionally, these employees can choose their hours in the freelance economy, which keeps them from dependent on a single employer.

Customers frequently discover that a gig model gives more personal service options and convenience. Services are often more affordable and of more outstanding quality. Additionally, services are provided more flexibly, with more opportunities for providers, hours, and locations, as stated in Awani (2021).

### 2.2.2 SOCIAL PROTECTION

According to the DOSM definition, self-employed individuals run their businesses, shop, or trade without raising wages or labor to help run the business. E-hailing drivers, couriers, freelancers, and snack bar owners are self-employed. Unlike regular employees who must adhere to fixed hours, self-employed workers tend to have irregular hours. Even have to go to work nights or weekends. (Department of Statistics of Malaysia. This situation may impact them in a wrong way. The gig economy worker is usually exposed to the risk of injury and hazard compared to the traditional employee who works inside the building. The gig economy worker, such as contractors or food delivery riders, are at risk of accidents that may damage their physical activities, affecting their job. These workers work flexibly and are only paid based on the number of “jobs” completed. They need social protection programs that have supported policies in any aspect to help them.

Social protection is to minimize the risks and vulnerabilities impacting people and households from shocks, stresses, and deprivations; critical health services and cash transfers have been widely adopted worldwide (Drolet, 2015). "social protection" refers to a set of fundamental social security or social assistance guarantees at the national level intended to prevent or lessen poverty, vulnerability, social exclusion, and inequality (Drolet, Citation 2014). This covers monetary transfers and noncash benefits like pensions, job perks, and in-kind benefits like assistance with expenses. Along with financial aid packages, tax exemptions, Social Security payments, salary subsidies, worker loans and guarantees, and other advantages to improve access to social and



health services, there are also benefits in the form of in-kind assistance and other benefits to boost access to health care services.

However, in many countries, self-employed workers are not covered by social insurance systems or are only covered voluntarily. Self-employed workers are categorized as independent contractors (Eichhorst et al., 2013). However, even when they are legally protected, provisions for self-employed workers are frequently less attractive regarding coverage of various risks, particularly for those who work part-time or irregular hours and still need to fulfill the minimum qualifying requirements outlined in the national legislation.

On the other hand, according to the Asian Development Bank (2003), “Social safety net” and “social security” are sometimes used as an alternative to “social protection” and can be defined as the set of policies and programs that are explicitly designed to reduce poverty and vulnerability by promoting efficient labor markets, diminishing people's exposure to risks, and enhancing their capacity to protect themselves against hazards and interruption/loss of income. In many countries, self-employed workers are not covered by social insurance systems or are only covered voluntarily. Self-employed workers are categorized as independent contractors (Eichhorst et al., 2013). However, even when they are legally protected, provisions for self-employed workers are frequently less attractive regarding coverage of various risks, particularly for those who work part-time or irregular hours and do not fulfill the minimum qualifying requirements outlined in the national legislation.



### **2.2.3 AWARENESS OF SOCIAL KNOWLEDGE GIG WORKERS PROTECTION**

The gig economy's flexibility has prompted more Malaysians to work for themselves recently, but the COVID-19 outbreak exposes Malaysia's social protection system's frailty. More and more self-employed individuals are finding it challenging to sustain their business operations due to the numerous measures implemented in the nation. When the Movement Control Order (MCO) went into effect in early March of last year, many firms were forced to close temporarily, and the Department of Statistics Malaysia discovered in its study that 46.6% of freelancers lost their jobs. In Malaysia, only 5% of self-employed individuals have enough money saved to sustain themselves for at least three months (Department Statistics of Malaysia, 2021).

To keep up with the rising cost of living, the self-employed must draw from various sources of income, unlike the usual employee who receives a fixed monthly wage. Because traditional employees receive a set bonus at the end of the year, they may also save more money. A self-employed person, however, must exert more effort to retain their income and savings. Self-employed people may be unable to pay annual bonuses or have enough creditworthiness to get credit because their income can fluctuate. Their last resort is to borrow money from family and friends if they need help to obtain credit from a recognized financial institution. The only way they could at least pay their rent, utilities, and other monthly overhead expenses would be through this, as reported by Awani (2021).

Additionally, because they are not eligible for sick pay, self-employed people may be pushed to labor through illness. Self-employment is therefore viewed as a milder variety of work. Self-employed people may not qualify for certain job benefits like paid vacation and sick time or are not protected by work-related social protection programs like health insurance and pension insurance. According to the Department of Labour and Statistics (2021), there are four types of employment in the nation: salaried employees or people who work for others for money. Self-employed people, or people who work on their dime, unpaid contributing family members, or people who work in family businesses without getting paid, and employers who run companies with at least one employee (Department of Statistics of Malaysia, 2021)

The self-employed are now the second largest Malaysian workers in the second quarter (Q2) of 2021. 17.2% 2.61 15.21 million working individuals work for themselves (Department of Statistics of Malaysia, 2021). According to the DOSM definition, self-employed individuals run their businesses, shop, or trade without raising wages or labor to help run the business. E-hailing drivers, couriers, freelancers, and snack bar owners are self-employed. Unlike regular employees who must adhere to fixed hours, self-employed workers tend to have irregular hours. Even have to go to work nights or weekends. (Department of Statistics of Malaysia, 2021).

Despite this, small and medium-sized craft enterprises are more susceptible to economic shocks than major corporations since they have less intense cash flow. Due to their lack of the option to work from home, e-hailing drivers, delivery persons, and

snack bar proprietors are all affected by the epidemic to a greater extent. The movement limitations brought on by the Covid 19 pandemic have restricted their ability to walk out on the street and earn a day's salary to exist, as they must be physically present to execute their tasks (Awani, 2021).

More Malaysians were having trouble putting food on the table as a result of previous lockdown measures. Due to losing employment and money, several people had to raise the white flag and request assistance. The Malaysian government has put in place several stimulus programs to assist the self-employed; however, due to the high number of self-employed people in the nation, efforts to maintain employment have been less successful, even though there are overall 15.21 million people with jobs as opposed to 15.23 million unemployed people (Department of Statistic of Malaysia, 2021).

Aside from micro-credits for business owners, the stimulus package provisions expressly targeted at the self-employed include a one-time payment for the full-time cab and e-hailing drivers. Only a particular subset of independent contractors are eligible for the past help. The micro-credit effort, on the other hand, lowers associated operating expenses rather than providing direct financial support. Additionally, only traditional workers who are listed in the databases of the Social Security Organization (SOCSO) and Employees Provident Fund (EPF) are protected under the current social security and Insurance system (International Labour Organization, 2020).

As a result, the only sources of assistance for independent contractors are the annual BSH and a one-time cash payment from the Bantuan Prihatin Nasional (BPN).

Self-employed individuals are only eligible for financial aid designed exclusively for Small and Medium Enterprises if they register their businesses (SMEs). Traditional workers, however, can also use the Employment Retention Programme (ERP), the EIS, and the Wage Subsidy Programme (WSP), in addition to the i-Lestari plan and the BPN (International Labour Organization, 2020).

EMIR Research has the following policy proposals for the current administration to reduce the disparities between the ordinary employee and the self-employed in social security and insurance programs. For instance, the government may offer self-employed people WSP, utility bill savings, ERP benefits, and special tax deductions for rent refunds. Consideration should be given to a monthly use comparable to that of traditional workers because it would make the labor force more resilient to potential economic shocks. It is crucial to produce high-quality data analysis for Malaysia to establish people-centered public policies so that labor improves labor market statistics to make them completer and more detailed and update data on labor market developments (Department of Statistics of Malaysia, 2021).

Then, work with various government institutions (such SOCSO and EPF) to perform thorough studies of the current social security and insurance programs to boost social welfare among the self-employed while protecting all self-employed. The Self-Employed Social Security Act of 2017 (Act 789) and the Employment Insurance Scheme Act of 2017 (Act 800) should change to safeguard self-employed people in a work-related accident, illness, or loss of employment. The red tape that

prohibits independent contractors from accessing critical benefits should also be removed (Ibrahim, 2022).

While Amanda Yeo (2021) stated that the Malaysian government now has the chance to provide social security for the self-employed to weather the healthcare crisis instead of introducing a general policy that primarily focuses on the dynamic interaction between employers and employees.

### **2.3 SUMMARY**

This chapter examines the literature on the issues affecting gig economy workers, including their rights as gig economy workers, their safety and legal protection as employees, and their awareness. This is significant because it can help the gig economy workers in Kota Bharu gain more knowledge and open their eyes to University Malaysia Kelantan students who might be interested in working part-time in the gig economy in the future. Due to technological development, an increase in the need for flexible labor, and unemployment regarding the safety risk element, the worldwide work structure has undergone a dramatic change.

## CHAPTER 3

### METHODOLOGY

#### 3.1 INTRODUCTION

This research used the qualitative research approach to examine how well-informed gig economy employees in Kota Bharu, Kelantan, were about social protection. The researcher applied a qualitative research methodology in this study. The qualitative research design enables the researcher to understand respondents' viewpoints better and delve into their unique insights.

Additionally, the researcher used the judgment sample method in Kota Bharu, Kelantan, to gauge workers in the gig economy's awareness and knowledge of social protection. Judgment sampling is a non-probability sampling procedure as a result. The study's goal influenced the selection of sample participants for this sampling method. It is referred to as judgment sampling.

To collect data for this research, an in-depth interview approach was used where open-ended questions were asked to each of the 8 respondents. This approach allowed a more detailed understanding of the participants' perspectives and experiences. The primary sources of information were utilized for this data collection process, ensuring

that the data was gathered directly from the respondents and was not influenced by any third-party sources. This approach helped to ensure the accuracy and reliability of the data collected for the study.

In this study, data was collected by conducting in-depth interviews with all 8 respondents, which aligns with prior research indicating that conducting 8 interviews can enable researchers to identify 90 to 95 percent of all customer feedback. This in-depth interview approach provides researchers with valuable insights and allows them to gather rich and detailed data about the topic under investigation.

### **3.2 RESEARCH DESIGN & STRATEGY**

The form of the research design revealed the nature of the research study and organizational structure. The researcher will implement a predominantly used descriptive research approach to analyze the awareness and knowledge of social protection among gig workers in Kota Bharu, Kelantan. A qualitative research strategy aids the researcher in evaluating respondent perspectives and exploring unique ideas more thoroughly. The qualitative research approach is a suitable alternative since it allows us to determine whether gig workers know their social rights and what they can do in this study's case of gig workers in Kota Bharu, Kelantan.

Therefore, qualitative research is concerned with reality's ill-defined characteristics, focusing on comprehending and explaining social processes. The



universe of meanings, motives, ambitions, beliefs, values, and attitudes is the focus of qualitative research, it covers a broader range of interactions, procedures, and events and is not only a matter of operationalizing variables (Grossoehme, 2014).

There are three study designs: exploratory, descriptive, and explanatory. Experimental research is carried out when insufficient knowledge of a phenomenon or problem needs to be adequately described. Its objective is not to offer conclusive answers to the research questions but to investigate the subject matter at various levels. It relies on the three categories of experimental, descriptive, and explanatory study designs. The descriptive study seeks causes, explanations, and evidence that this method can use to prove or disprove a theory or prediction. Its goal is to explore the topic at different depths rather than provide definitive solutions to the research questions (Glass and Hopkins, 1984).

Finding the reasons for a phenomenon's recurrence depends on descriptive and exploratory research. Technically the researcher ensure will use a form of study called descriptive research to describe the features of a population. It compiles details about a specific community or team to act to various how, when, and what queries. The three primary types of descriptive research are case studies, naturalistic observation, and surveys. The descriptive study seeks out causes, explanations, and evidence that this method can use to prove or disprove a theory or prediction.

The advantage of using the qualitative technique is that it provides greater depth and information. Analyzing thoughts, feelings, and behaviour to find out why. Second, it encourages discourse; when individuals explain why they feel or act in



certain ways, it may bring up previously undiscovered topics of discussion. Finally, it provides more flexibility since questioning may respond to the quality and type of information obtained in real time.

The researcher in this study will employ a semi-structured interview to address the first, second, and third research questions. The researcher will directly ask the interviewer the question. The semi-structured personal interview is consistent with open-ended questions asked of all interviewers.

The research on social protection awareness and knowledge of gig workers in Kota Bharu, Kelantan utilized personal semi-structured interviews as the qualitative methodology. The interviews were used to gain insights on the framework of knowledge and level of social protection awareness among gig workers in Kota Bharu, Kelantan, as well as provide recommendations for these workers. By employing semi-structured interviews, the study's findings can offer valuable insights to other researchers in this area.

### 3.2.1 QUALITATIVE RESEARCH

Qualitative research is an interactive process in which the scientific community acquires a better understanding of a topic by developing new meaningful distinctions from digging deeper into the subject under investigation. Interviews and observations are standard qualitative research methodologies, although case studies and surveys are also used (Grossoehme, 2014). Qualitative research is diverse and approaches its issues in an interpretative and realistic manner. This means that qualitative researchers look for anything in their natural surroundings to understand or interpret occurrences in terms of the significance and persons have. In quality studies, numerous empirical materials such as case studies, personal experiences, introspection, life stories, interviews, observations, anecdotes, interactions, and visual texts are investigated and gathered to depict the problem temporarily (Flick, 2007).

Citations in this category pertain to discussions of qualitative research without drawing parallels to quantitative research. It is challenging to acquire an adequate definition from those who have labeled qualitative research as disciplined, trans-disciplinary, and occasionally count-disciplinary. According to them, the discipline is riddled with inconsistencies, disagreements over-emphasis, techniques, and approaches to attaining interpretations and conclusions (Flick, 2007).

Denzin and Lincoln (2003) explained that qualitative research offers the advantage of bringing researchers together to explore personal data more deeply. Through qualitative research, it is critical to obtain information about who was questioned, their views, demography, behavioral patterns, and emotions rational reasoning. As new information and findings become available, the goal and organization of a study can be quickly updated.

Observation is one of the oldest and most fundamental qualitative research strategies. This strategy comprises gathering data methodically and usefully using one's senses, notably looking and hearing. Similarly, observations are utilized in social and behavioral sciences to be characterized as the foundation of all research approaches. Qualitative research does not include measurements or numbers but focuses on monitoring aspects (Gilbert, 2009). In this example, the researcher thoroughly watched the responses by conducting personal semi-structured interviews with eight gig workers around Kota Bharu. Researchers can obtain more accurate results by using a descriptive study design.

### **3.2.2 DESCRIPTIVE RESEARCH**

A study style known as descriptive research collects and qualitatively analyses data. Glass and Hopkins (1984) classified that several respondents are observed in their surroundings throughout the descriptive analysis, categorized as a scientific investigation. Descriptive research describes the features of the population

or topic studied. This method emphasizes the "what" of the study topic more than the "why" of the research problem.

Using a population, the descriptive research time study, situation, or phenomenon is correctly and methodically defined. However, what, where, when, and how questions can be answered, but not why. An illustrative research plan may study one or more variables using some research methods. Theoretically, descriptive research does not attempt to develop theories or hypotheses (Borg & Gall, 1989).

The objectivity or neutrality of the study is another hallmark of descriptive research. Descriptive analysis aims to explain how things are in the real world. Descriptive research is distinct from perspective research because it primarily focuses on how reality ought to be. In contrast to normative research, which is a prescriptive study, creating an inventory is descriptive research (Borg & Gall, 1989).

As Borg and Gall (1989) mentioned, descriptive research is split into several forms based on the technique employed to perform descriptive research. Descriptive research may be classified into several categories: descriptive survey, status, normative survey, analysis, comparison, and correlative survey. Descriptive research approaches include surveys, correlation studies, qualitative investigations, and content analysis. These subcategories differ regarding data collection and/or analysis procedures rather than data availability.

### **3.3 SAMPLING STRATEGY**

Through sampling, researchers can infer communities from the results of a subset of the population rather than focusing on every single person. The population is divided into smaller subsets. To assume something about the entire population or make a broad generalization. These key categories each have their distinct sampling techniques. As a surveyor, Kota Bharu, Kelantan, will gather data for this project. Workers in the gig economy made up our respondents. There can only be eight respondents in total for the data collection.

#### **3.3.1 TARGET POPULATION.**

A population is any individual or group of individuals who reside in a particular geographic area, are members of the same group, and can interact. A population is a collection of similar individuals and can be used as a sample in research to evaluate and gather information. The data from the people is followed by a subset of the requirements that the researcher will use to perform the study for both studies, whether it implements quantitative or qualitative approaches. The sampling strategy method is chosen because of the large population. Population studies are carried out as a source of knowledge and for future use.

The location for data collection in this study is Kota Bharu, Kelantan. Following that, the target population includes gig economy workers. This population was chosen for the study because gig workers were asked about their awareness and knowledge of social protection for gig economic workers in Kota Bharu, Kelantan.

### **3.3.2 SIZE SAMPLE.**

While the sample size is defined as the total number of participants or members of the general population included in the study, it is often used in research to determine the total number of participants who may be classified as a population. The sample size frequently determines the sampling technique used in the study.

Only five will be subject to approaches like semi-structured one-on-one interviews with open-ended questions given to all interviewers and in-person surveying because the overall respondent only picked 8 respondents. To assumptions regarding, the questionnaire was distributed to each respondent individually.



### 3.3.3 SAMPLING METHOD

A group is chosen by sampling, from which the researcher will gather data. In order to maximize representation and minimize errors and biases, sampling techniques should be as exact as feasible. Probability sampling and non-probability sampling are the two types of sampling (Gentle et al., 2015).

A non-probability sampling technique will be employed in this study. Purposive or judgmental sampling is a suitable strategy for this research, too. Using the purposive sampling technique, the researcher uses judgment to choose respondents or individuals of the population to take part in the study. In the last three decades, there has been a tremendous increase in the number of qualitative studies published in peer-reviewed publications. Purposive sampling is a sample approach linked to the researcher's criteria. The study focused on gig workers in Kota Bharu, Kelantan.

Furthermore, this sampling method is efficient in terms of time and minimizes the amount of travel required by the researcher. By using sampling, the study aims to obtain high-quality qualitative responses, enhance observation, increase the accuracy of the study's results, and reduce expenses. The study focuses on demonstrating and exploring the effectiveness of personal semi-structured interviews in gathering information from a selected group of gig workers in Kota Bharu, Kelantan.

### 3.4 DATA COLLECTION METHOD

Data collection is the deliberate process of acquiring information about a specific topic. Thus, it is critical to ensure your data is reliable and gathered in a way that meets all applicable moral and legal standards. Depending on the research topic or approach used for quantitative or qualitative data definition, the integrity of the study is contingent on unique data collection. Using appropriate data-gathering tools (existing, altered, or refurbished) and following well-outlined instructions for proper application reduces the potential for error (Pritha Bhandari, 2020). Data gathering is one of the most crucial stages of any research project.

Primary and secondary data collection methods were utilized to gather information for the study. Primary data was collected through personal semi-structured interviews that included open-ended questions for eight gig workers in Kota Bharu, Kelantan. Gathering data from these workers took approximately three weeks to complete. In addition, secondary data from various sources, such as magazines, websites, books, journal articles, and newspapers, had already been collected and published.

### 3.4.1 PRIMARY DATA

"Primary data" refers to information researchers have gathered directly from primary sources through experiments, surveys, interviews, and observations. Primary data has the advantage of being specific. It satisfies the researchers' specific needs. As it is based on data collection, the researchers can be pretty specific about the aims, objectives, and justifications (Zamani, 2021). The researcher can gather and add more information based on the respondents' daily routines regarding the topic by conducting the semi-structured. Primary data benefits from greater control researchers have much control in primary research.

The semi-structured interview questions will elicit information on the respondents' daily habits regarding the issue. Four sections have been created for in-depth interview questions. Whereas section A contained demographic questions intended to gather basic information about respondents such as their background. Section B discusses the awareness of social protection of Gig Economy workers in Kota Bharu, Kelantan. In contrast, Section C discusses the level of knowledge of social protection among the Gig Economy workers in Kota Bharu, Kelantan and the last section D discusses the recommendations for the Gig Economy workers in Kota Bharu Kelantan. The questions were asked in Malay to ensure that the respondents understood the study questions and responded appropriately.

### **3.4.2 SECONDARY DATA**

The data obtained from secondary data is a source and has already been published and can be accessed by another researcher. In any research, secondary data is also utilized in the literature review (Syed & Donnellan, 2020). Secondary data sources include books, libraries, and research articles from other scholars (journals). According to Maxwell (2016), library research is a process that entails the examination of materials such as historical records and documents. The information gained from the library can be referred to as secondary data.

This process involves gathering knowledge from library materials such as textbooks, journal articles, newspapers, and theses, both published and unpublished, which is also part of it. The results of an online search are also included in library research secondary data. The benefit of secondary data is that the researcher can get much information while saving efforts and expenses.

### **3.4.3 PERSONAL SEMI-STRUCTURED INTERVIEW**

A personal semi-structured interview is a mixture and combination of structured and unstructured questions type of interview. The semi-structured interview method encourages two-way communication. Questions will be asked in

non-formal languages and may not follow the schema; however, the information must still follow the correct format. This method is the most effective way to gain an honest answer from the respondent because the interview's tone is casual, which can make the respondent feel more comfortable while answering the questions by the interviewer.

Structured, semi-structured, and unstructured research interviews are the three main categories. Structured interviews are research instruments that operate exceedingly rigidly, allowing little to no room for questioning the respondents to obtain the desired results. This interview, also known as a standardized one, heavily relies on quantitative methods. To gather the specific information needed for the research article, some questions in this interview were pre-planned, and some were unplanned. Structured interviews are widely used in survey research to ensure consistency throughout all interview sessions. Based on the objectives and the context, the inquiries might be either open-ended or closed-ended.

### **3.5 DATA ANALYSIS PROCESS**

Data analysis is collecting, manipulating, purging, and modeling data to discover the required information. Sharing the results allows for interpretations and decision-making. The data analysis is occasionally displayed using data visualization. Data patterns have the potential for good. The terms "data analysis" and "data

modeling" are interchangeable. Data analysis is collecting, manipulating, purging, and modeling data to discover the required information (Miles et al., 1994).

No matter the study's subject or selected quantitative or qualitative data definition techniques, the integrity of the research depends on the collection of reliable data. The likelihood of errors is decreased using appropriate data collection technologies (existing, modified, or newly designed) and specified instructions for their practical use. Data gathering is one of the most critical phases of any research effort (Fielding and Fielding, (1986).

In order to obtain a deeper understanding of the social protection awareness and knowledge of gig workers in Kota Bharu, Kelantan, the researchers utilized personal semi-structured interviews as a means of data collection. All four students in the study conducted in-person interviews with 8 gig economy employees in Kota Bharu, Kelantan. This process, although time-consuming, took approximately three weeks to complete and provided valuable insights into the framework of awareness of social protection among gig workers in the region and their level of social protection knowledge.

Researchers have gathered directly from primary sources through experiments, surveys, interviews, and observations. Primary data has the advantage of being specific, which meets the needs of the researchers. Because it is based on collecting actual data, the researchers can be reasonably specific about the purposes, goals, and justifications. The researcher can obtain and add more information depending on the respondents' everyday activities surrounding the topic by performing the semi-structured interview.



Researchers have much more control while conducting primary research, which advantages primary data. The study participants, hiring practices, sample size, and sampling techniques are all subject to researcher discretion (Akinyode, 2017).

### **3.6 SUMMARY**

The primary aim of this study is to assess the level of social protection awareness and knowledge among gig economy employees in Kota Bharu, Kelantan. To accomplish this objective, the researchers utilized a qualitative technique, which involved conducting semi-structured personal interviews with field gig workers in the region. However, for future studies, it is recommended to consider additional variables that can provide a more comprehensive understanding of social protection knowledge and awareness among gig workers in Kota Bharu, Kelantan. By doing so, researchers can gain a more nuanced understanding of the factors contributing to the social protection awareness and knowledge levels among gig workers in the region.

## CHAPTER 4

### FINDING AND DISCUSSION

#### 4.1 INTRODUCTION

Chapter 4 states the results of field research on the awareness and knowledge of social protection among gig workers in Kota Bharu. It took the researchers around one week to collect data from the respondents that have been done from 21 April 2023 until April 27, 2023. The data collection method employed in this study utilized personal semi-structured interviews. Researchers conducted face-to-face interviews, engaging in conversations with the participants and asking open-ended questions to gather detailed insights. The duration of the interviews varied between 15 to 25 minutes, with an average length of approximately 20 minutes per interview. A diverse group of 8 gig economy workers, specifically food delivery riders from Kota Bharu, were interviewed for this study, ensuring a breadth of perspectives among the participants.

Following the 6-step process proposed by Braun and Clarke (2006), thematic analysis was employed to analyze the data collected for this research study. This methodological approach facilitated the systematic exploration, analysis, organization,

summarization, and interpretation of the ideas and insights contained within the dataset. By following the step-by-step process outlined by Braun and Clarke (2006), the researchers could identify patterns, develop categories, and derive meaningful themes from the data, providing a comprehensive and in-depth understanding of the research topic. The thematic analysis delivered a robust framework for uncovering and making sense of the key findings from the collected data.

In addition, the thematic analysis examines three areas. The first area which is section A contained demographic questions and was created to gather basic information about respondents such as their background. Section B analyzes the awareness of social protection among the gig economy workers Kota Bharu, Kelantan and section C examines the knowledge of social protection of gig economy workers in Kota Bharu, Kelantan. The questions were written in a bilingual language to ensure that respondents understood the study questions and responded appropriately.

## **4.2 DISCUSSION BASED ON RESEARCH QUESTION**

The purpose of this discussion was to interpret data from 8 food delivery riders. The researchers obtained information through personal semi-structured interviews with the respondents. Thematic analysis, following a 6-step process (Braun and Clarke, 2006), was used to analyze the data. The analysis involved dividing the information into three parts: respondent transcripts, codes, and themes. Theme one focused on the

awareness of social protection among gig economy workers, while theme two explored their knowledge of social protection. The researchers organized codes for both themes and listed the answers of the 8 respondents. They then selected one respondent from each theme who provided more information to address the research questions and fulfill the research objectives.



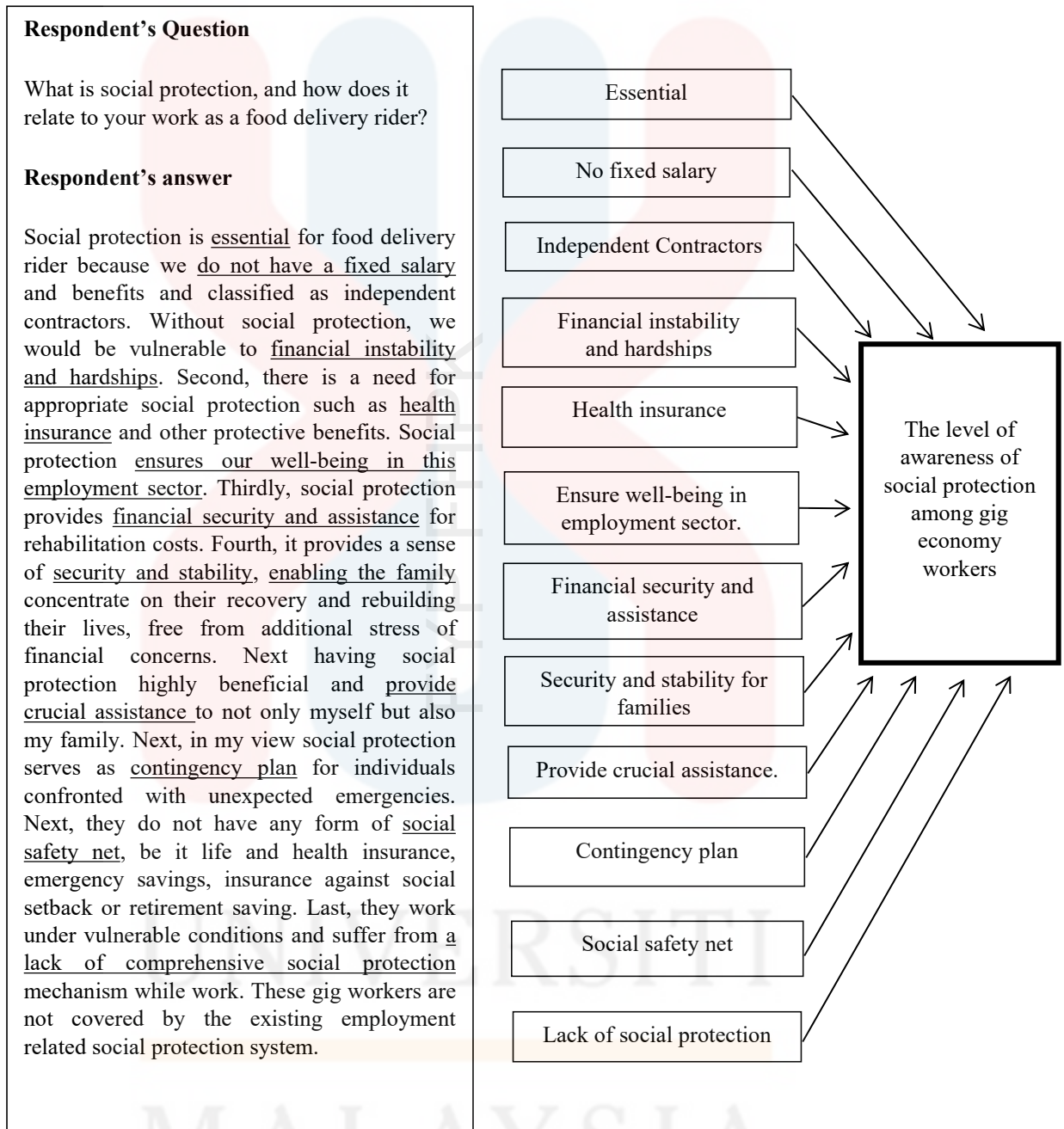
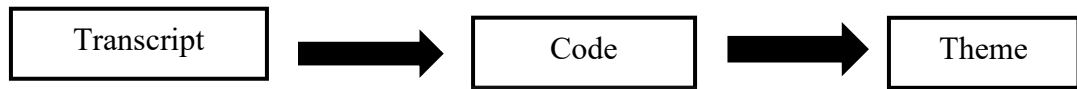


Diagram 4.1: Theme one the level of awareness of social protection among gig economy workers

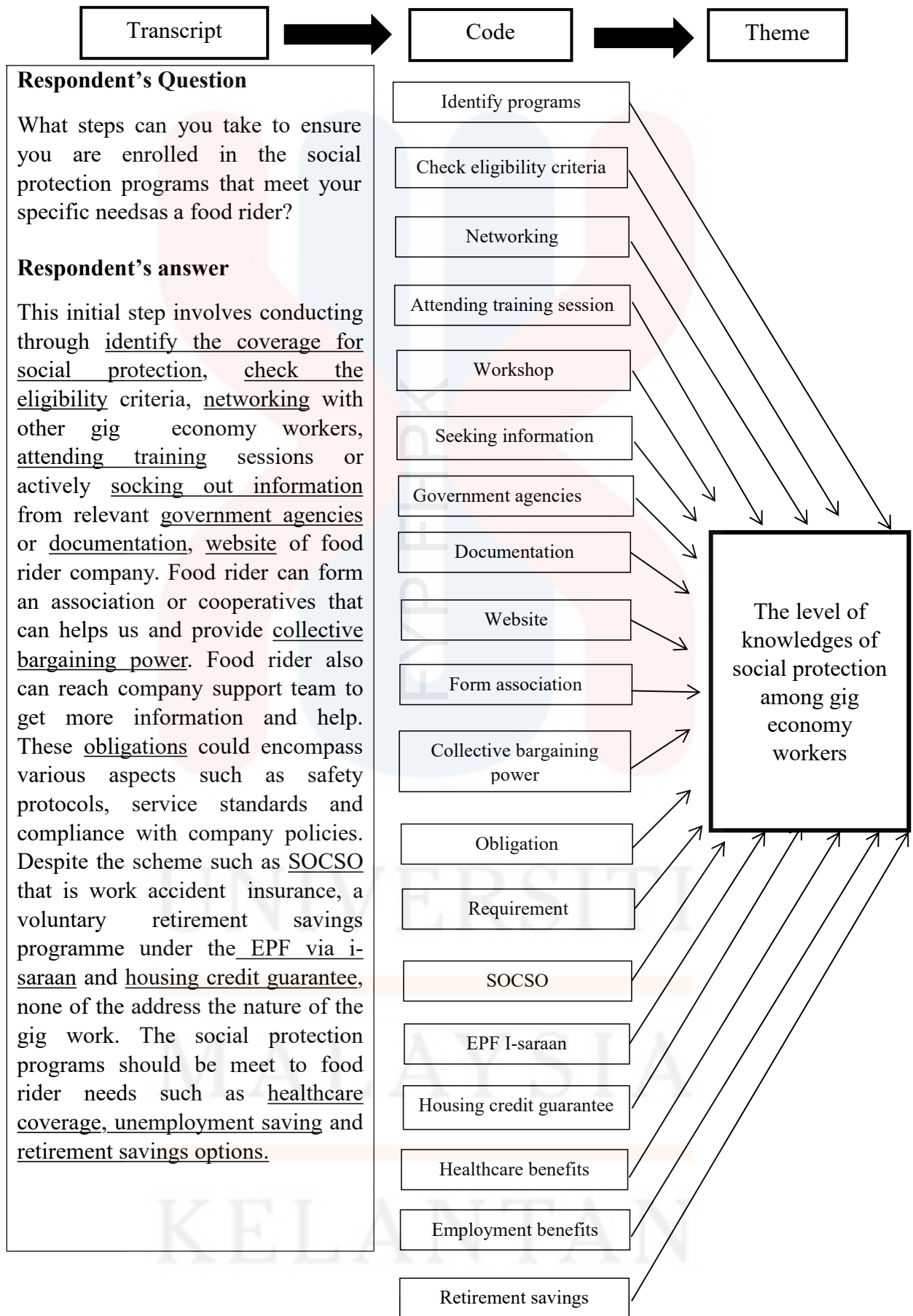


Diagram 4.2: Theme two the level of knowledges of social protection among gig economy workers

Table 4.1: The level of awareness of social protection among gig economy workers

Theme	Code
<p>What is social protection and how related to food delivery rider?</p>	<ul style="list-style-type: none"> <li>● Essential</li> <li>● Do not have fixed salary or benefits</li> <li>● Independent contractor</li> <li>● Vulnerable to financial instability and hardships</li> <li>● Health insurance</li> <li>● Ensure well-being in employment sector</li> <li>● Financial security and assistance</li> <li>● Security and stability for families</li> <li>● Provide crucial assistance</li> <li>● Serves as a contingency plan for individuals confronted with unexpected emergency</li> <li>● Guarantee to get money for treatment and compensation</li> <li>● Emergency saving and safety net, retirement</li> <li>● Social security coverage</li> <li>● Suffer from a lack of comprehensive social</li> </ul>

Table 4.2 : The level knowledge of social protection among gig economy workers

Theme	Codes
<p>Steps to ensure enrollment in social protection programs</p>	<ul style="list-style-type: none"> <li>● Identify program</li> <li>● Check eligibility criteria.</li> <li>● Networking</li> <li>● Attending training sessions</li> <li>● Workshop</li> <li>● Seeking out information</li> <li>● Government agencies</li> <li>● Documentation</li> <li>● Website</li> <li>● Support team</li> <li>● Form Associations</li> <li>● Collective bargaining power</li> <li>● Obligation</li> <li>● Requirement</li> <li>● SOCSO</li> <li>● EPF via i-saraan</li> <li>● Housing credit guarantee</li> <li>● Healthcare benefit</li> <li>● Unemployment benefit</li> <li>● Retirement saving</li> </ul>



Research Objectives 1: To analyze the level of awareness of social protection among the gig economy workers in Kota Bharu, Kelantan

Theme 1: The level awareness of social protection among the gig economy workers

Interviewer's Transcription ( 8 delivery rider respondents)

Respondent 1, 25- 34 years old, male food rider in full time job. His monthly income is between RM 1000- RM 1499 and he never received any social protection before. Social protection is essential because food riders don't have a fixed salary. We are the independent workers that have to bear the cost of any injuries. We would be vulnerable to financial instability and hardship without social protection. If policies could help us access affordable healthcare or provide a safety net it would be great.

*(Respondent 1)*

Respondent 2, 18- 24 years old female food rider in part time job. Her monthly income is less than RM 1000 and she did not receive any social protection benefits before. I think social protection is very important for female gig workers because this job is full of risks and challenges including road safety and high workload. The purpose

of health insurance and other protective benefits is to protect our rights and ensure our well being as a food delivery rider.

*(Respondent 2)*

Respondent 3, 35- 44 years old male food rider in full time job. He received around RM 2000- RM 2499 as monthly salary and he hasn't received any social protection benefits previously. If we apply for social protection, we can guarantee to get money for treatment and compensation whenever we are involved in any accidents. Social protection also provides additional benefits such as financial assistance for rehabilitation, emotional support and access to a network of advisory and support for individuals and families involved in the accident.

*(Respondent 3)*

Respondent 4, 25- 34 years old male food rider who works as a part time job. His monthly income is less than RM 1000 and he has previously received social protection benefits. Social protection is essential because the consequences of an accident can disrupt the family's income due to the inability to work. This loss of earning capacity can create significant financial hardship. Social protection becomes crucial to ensure the safety net. It also provides security and stability to the workers and the family.

*(Respondent 4)*

Respondent 5, 25- 34 years old male food rider who works a full time job. He received around RM 2000- RM 2499 as his monthly income and he has received the

benefits of social protection before. Social protection such as life insurance is an invaluable safeguard for me. Having social protection would be quite advantageous considering the potential risks of my job. Social protection will provide crucial assistance to not only myself but also my family.

*(Respondent 5)*

Respondent 6, 18- 24 years old a male food rider who works a full time job. His monthly income is between RM 2000- RM 2499 and he never received any social benefit. Social protection serves as a contingency plan for individuals confronted with unexpected emergencies. Personally, I consider it to be the lowest priority expense because I have diligently saved funds and I am confident in my own ability to handle it if I am ever involved in any incidents.

*(Respondent 6)*

Respondent 7, 25- 34 years old a male food rider who works full time. His monthly income is around RM 2000- RM 2499 and he has received benefits from social protection before. Social protection plays a big role for riders who work permanently because we are exposed to the accident risk and have the least protection. Riders that didn't have any social security coverage are not aware of their safety.

*(Respondent 7)*

Respondent 8, 18- 24 years old male food rider who works part time. He received around RM 2000- 2499 as his monthly income and he never got any benefits

from social protections. They endure unsafe working circumstances and a dearth of complete social safety nets while doing their jobs. In an effort to beat deadlines and increase the number of pickups and deliveries, these delivery riders put their bodies and lives in danger. The current system of social protection tied to employment does not apply to these gig workers.

*(Respondent 8)*

Research Objectives 2: To examine the level of knowledge of social protection among the gig economy workers in Kota Bharu, Kelantan.

Theme 1: The level of knowledge of social protection among the gig economy workers  
Interviewer's Transcription ( 8 food delivery rider respondents)

Respondent 1, a 25-34-year-old male food rider with a full-time job, earns a monthly income between RM 1000 and RM 1499 and has not received any social protection before. The first step is to research and identify the most relevant programs to our needs. Once we've identified these programs, we should check if we meet the eligibility criteria and apply accordingly.

*(Respondent 1)*

Respondent 2 is a female food rider, aged 18-24, who works part-time and earns a monthly income below RM 1000. She has not received any social protection benefits in the past. To begin addressing her situation, we can initiate networking with fellow food riders, participate in training sessions or workshops that offer insights on social protection, and actively seek information from relevant government agencies. Additionally, joining or establishing associations can facilitate negotiations for improved terms and conditions with food delivery platforms and provide collective bargaining power.

*(Respondent 2)*

Respondent 3 is a male food rider, aged 35-44, who works full-time and earns a monthly salary ranging from RM 2000 to RM 2499. He has not received any social protection benefits before. Although unsure about the specific steps to take, he can consult the Foodpanda application to gather the relevant information needed.

*(Respondent 3)*

Respondent 4 is a male food rider in the age range of 25 to 34 years old, working part-time. His monthly income is below RM 1000, and he has received social protection benefits in the past. The company imposes certain obligations and requirements on all workers, including safety protocols, service standards, and compliance with company policies. While I may not have specific details about these obligations, it is

recommended to refer to Grab's documentation, websites, or contact their support for accurate information.

*(Respondent 4)*

Respondent 5 is a male food rider in the age range of 25 to 34 years old, working full-time. His monthly income falls between RM 2000 and RM 2499, and he has previously received social protection benefits. It is crucial to choose a policy that offers comprehensive coverage and brings advantages in multiple aspects, all while remaining affordable. This policy should fulfill our specific requirements, such as providing healthcare coverage, unemployment benefits, and options for retirement savings.

*(Respondent 5)*

Respondent 6 is a male food rider in the age range of 18 to 24 years old, working full-time. His monthly income falls between RM 2000 and RM 2499, and he has never received any social benefits. I believe it is important to increase knowledge of the social protection initiatives at our disposal. We can begin by establishing connections with other food riders, participating in training sessions or workshops that educate participants about social protection, and proactively requesting information from pertinent government authorities.

*(Respondent 6)*

Respondent 7 is a male food rider in the age range of 25 to 34 years old, working full-time. His monthly income is approximately between RM 2000 and RM 2499, and

he has previously received benefits from social protection. These benefits include the SOCSO work accident insurance, participation in a voluntary retirement savings program through i-Saraan under the EPF, and a housing credit guarantee.

*(Respondent 7)*

Respondent 8 is a male food rider in the age range of 18 to 24 years old, working part-time. His monthly income falls between RM 2000 and RM 2499, and he has not received any benefits from social protections. I am determined to actively explore and collect information regarding social protection policies and what they provide. I am motivated to delve into this subject and conduct thorough research in order to gain a better understanding.

*(Respondent 8)*



Table 4.3 : Theme one the level of awareness of social protection among the gig economy workers

Theme	Interview's Transcription (8 respondents)
<p>1. What is social protection and how related to food delivery rider?</p>	<p><b>R1:</b> Social protection is essential for food delivery riders because we don't have a fixed salary or benefits like sick leave or health insurance. We are often classified as independent contractors.</p> <p><b>R2:</b> I think social protection is very important especially for female gig workers. The purpose is to protect our rights and ensure our well-being in this employment sector.</p> <p><b>R3:</b> If we apply for social protection, we can guarantee to get money for treatment and compensation in the event of an accident involving the loss of life. social protection also provides additional benefits such as financial assistance for rehabilitation costs and emotional support.</p> <p><b>R4:</b> Protection in the event of an accident is essential because the consequences of an accident can disrupt the family's income. Having social protection measures in place becomes crucial as it ensures a safety net, offering financial support and assistance during these challenging circumstances.</p> <p><b>R5:</b> Social protection, such as life insurance, is an invaluable safeguard for someone like me. It would provide crucial assistance to not only myself but also my family.</p> <p><b>R6:</b> In my view, social protection serves as a contingency plan for individuals confronted with unexpected emergencies. Consequently, I do not believe it necessary to acquire social protection, such as insurance, as I have diligently saved funds and possess greater confidence in my own ability.</p> <p><b>R7:</b> These highly delivery riders think that they did not have any social security coverage and aren't aware of all of their rights. They do not have any form of social safety net, be it life and health insurance, emergency savings, insurance against social setbacks or retirement savings.</p> <p><b>R8:</b> They work under vulnerable conditions and suffer from a lack of comprehensive social protection mechanisms while at work. These gig workers are not covered by the existing employment-related social protection system.</p>

Table 4.4 : Theme two the level of knowledge of social protection among the gig economy workers

Theme	Interview's Transcription (8 respondents)
<p>Steps can you take to ensure you are enrolled in the social protection programs that meet your specific needs as a food rider?</p>	<p><b>R1</b> : The first step is to research and identify the most relevant programs to our needs. Once we've identified these programs, we should check if we meet the eligibility criteria and apply accordingly.</p> <p><b>R2</b> :The first step is addressing the situation. We can initiate networking with fellow food riders, participate in training sessions or workshops that offer insights on social protection, and actively seek information from relevant government agencies. Additionally, joining or establishing associations can facilitate negotiations for improved terms and conditions with food delivery platforms and provide collective bargaining power.</p> <p><b>R3</b> : Although I am unsure about the specific steps I should take, I can consult the Food panda application to gather the relevant information needed.</p> <p><b>R4</b> : The company imposes certain obligations and requirements on all workers, including safety protocols, service standards, and compliance with company</p> <p><b>R5</b> : It is crucial to choose a policy that offers comprehensive coverage and brings advantages in multiple aspects, all while remaining affordable.</p> <p><b>R6</b> : The first step I can begin, by establishing connections with other food riders, participating in training sessions or workshops that educate participants about social protection, and proactively requesting information from pertinent government authorities.</p> <p><b>R7</b> : These benefits include the SOCSO work accident insurance, participation in a voluntary retirement savings program through i-Saraan under the EPF, and a housing credit guarantee.</p> <p><b>R8</b> : I am determined to actively explore and collect information regarding social protection policies and what they provide. I am motivated to delve into this subject and conduct thorough research in order to gain a better understanding</p>

### 4.3 SUMMARY

In summary, this chapter will cover findings and discussion based on research questions. The purpose of this chapter is to know the respondent's answers about the level of awareness of social protection of gig economy workers in Kota Bharu, Kelantan and the level of knowledge of social protection of gig economy workers in Kota Bharu, Kelantan. Researchers list down 8 respondents' answers for answering the questionnaire during the in-depth interview.

## CHAPTER 5

### CONCLUSION

#### 5.1 INTRODUCTION

This chapter five is a concluding chapter that will state the link with previous studies, research findings, the limitations of this study, the recommendation for improvement for the future and a summary. The link with previous studies is related to the literature review from past researchers on social protection among gig economy workers.. The researchers come out with the research findings from the data analysis after making an in- depth interview, in which the researchers conducted the personal semi-structured interview and asked all interviewers open-ended questions using both formal and non-formal languages to gain the honest review from the respondent. The researchers also come out with limitations of study during making the research and when collecting data from the respondents. Lastly, the researchers come out with a recommendation for the future of the research topic which is awareness and knowledge

of social protections among gig economy workers in Kota Bharu, Kelantan and conclude this study by summary.

## **5.2 LINK WITH PREVIOUS STUDIES**

In this section, the link with previous studies related to the literature review from past research on awareness and knowledge of social protection among gig economy workers in Kota Bharu, Kelantan. Researchers link with previous studies related to the literature review from past researchers on awareness and knowledge of social protection among gig economy workers in Kota Bharu, Kelantan by using 8 food delivery riders to answer section B and section C research questions. Research question for section B are what is the level of awareness of social protection among gig economy workers in Kota Bharu, Kelantan ? While the research question for section C is what is the level of knowledge of social protection among gig economy workers in Kota Bharu, Kelantan ? The way of gathering data through personal semi-structured interviews. The researchers conducted interviews face to face with open ended questionnaires asked to all interviewers through personal semi-structured interviews. Personal semi-structured interview entails the use of open ended questions and follow up inquiries to learn more about the respondents' experiences, perspectives, opinions, feelings and experiences. In section B, researchers ask respondents what they know about the level of awareness of social protection among gig economy workers? And what are the challenges faced while delivering the food in Kota Bharu and how have they impacted your desire to keep waiting? The answer from respondent 1, 2, 3, 4, 5, and 7 is that social protection are

policies that help the worker in financial benefits and income support. This answer is linked to the previous study in which the term "social protection" refers to a set of fundamental social security or social assistance guarantees at the national level that are intended to prevent or lessen poverty, vulnerability, social exclusion, and inequality (Drolet, Citation 2014). This covers monetary transfers as well as non cash benefits like pensions, job perks, and in-kind benefits like assistance with expenses. Along with financial aid packages, tax exemptions, Social Security payments, salary subsidies, worker loans and guarantees, and other advantages to improve access to social and health services, there are also benefits in the form of in-kind assistance and other benefits to boost access to health care services. Furthermore, the answer from respondent 2, 3 and 4 shows that social protection is a program that protects the worker and the family from shock, ensures our well-being, security and stability. This answer is linked to the previous study which mentioned that social protection is to minimize the risks and vulnerabilities impacting people and households from shocks, stresses, and deprivations, critical health services and cash transfers have been widely adopted around the world (Drolet, 2015). Other than that, the answer from respondent 1, 2, 3, 4, 5 and 6 is social protection should provide safety, financial hardship coverage and invaluable safeguard which can be linked to the previous study that stated according to the Asian Development Bank (2003) "Social safety net" and "social security" are sometimes used as an alternative to "social protection" can be defined as the set of policies and programs that are designed specifically to reduce poverty and vulnerability by promoting efficient labor markets, diminishing people's exposure to risks, and enhancing their capacity to protect themselves against hazards and interruption/loss of income. Meanwhile, respondents 6 and 8 do not believe in the social protection policies, they prefer to save money on their own as their emergency funds. This answer is linked

to the previous study which mentioned that in many countries, self-employed workers are not covered by social insurance systems or are only covered on a voluntary basis. This is because self-employed workers are categorized as independent contractors (Eichhorst et al., 2013). However, even when they are legally protected, provisions for self-employed workers are frequently less attractive in terms of coverage of various risks, particularly for those who work part-time or irregular hours and who do not fulfil the minimal qualifying requirements outlined in the national legislation.

In section C, researchers asked respondents what steps can be taken to ensure the food delivery rider is enrolled in the social protection programs that meet their specific needs as a food rider? The answer from respondent 1,2,3,4,5,6,7 & 8 linked to the previous studies which are social protection programs are offer some assistance toward the gig economy that are most relevant to our needs such as healthcare coverage, unemployment benefits or retirement savings (Department of Statistic of Malaysia, 2021). Additionally, respondents 2 and 6 suggested that a potential approach would involve connecting with fellow food riders and engaging in networking activities. They also recommended attending training sessions or workshops that specifically address social protection and offer valuable information in this regard. Drawing from previous studies, a recommended approach to enhance the knowledge of social protection among food riders who may lack familiarity with it is to encourage their participation in training sessions or relevant workshops. Attending these sessions can offer valuable insights into various aspects of social protection, encompassing details about available benefits, rights, and the procedures for accessing them. Furthermore, these platforms provide opportunities for food riders to exchange experiences, establish connections with fellow gig workers, and benefit from shared insights and strategies. Through these proactive measures, food riders can acquire the necessary knowledge and understanding



to navigate the social protection landscape effectively. Moreover, respondent 1, 2, 4, 6 and 8 states to overcome challenges in accessing social protection programs, food riders can seek assistance from relevant government agencies or NGOs. This can be achieved by actively reaching out to these organizations and proactively requesting information and support from the appropriate government authorities. This answer linked with previous studies where the government plays a crucial role in seeking information about social protection, particularly for gig economy workers such as food delivery riders, to ensure a comprehensive understanding and implementation of social protection measures. Conversely, respondents 3 and 4 linked to the previous studies where they emphasized that being part of the Food panda and Grab Food platforms has proven beneficial in terms of receiving important information about social protection. These platforms have taken proactive steps to provide their workers with valuable guidance and resources regarding social protection measures. This involvement is likely to involve imposing specific obligations and requirements on all workers, covering areas such as safety protocols, service standards, and adherence to company policies. In accordance with prior research, respondent 5 highlighted the significance of conducting in-depth investigations into social protection policies and their associated advantages. It is crucial to select a comprehensive and cost-effective policy that fulfills specific criteria. This necessitates careful evaluation of different policies to ensure they adequately address the needs and vulnerabilities of individuals and families. This viewpoint aligns with the understanding that social protection policies aim to shield individuals from various economic and social risks by offering provisions such as unemployment benefits, pensions, healthcare coverage, social welfare programs, and more. The ultimate objective is to foster well-being, security, and inclusive for all members of society. Last but not least, Respondent 7 highlighted that although certain schemes such

as the SOCSO work accident insurance, the voluntary retirement savings program through EPF (i-Saraan), and a housing credit guarantee have been introduced, they do not adequately address the unique characteristics of gig work platforms, which revolve around factors like delivery fares, payment schedules, and rating systems. This answer linked with previous studies SOCSO and EPF schemes have a significant impact on gig workers, including food riders in Kota Bharu, Kelantan. These schemes provide benefits like work accident insurance, retirement savings, and housing credit guarantees. It is crucial to ensure these schemes address the specific needs of gig workers with irregular income and flexible work arrangements. Promoting awareness and utilization of these schemes can enhance gig workers' financial security and well-being.

### **5.3 RESEARCH FINDING**

The researchers list down 8 respondents' answers for both themes and then find one respondent from both themes who answer the research questions which fulfil the research objectives with more information.

Findings of Theme 1 which is the level of awareness of social protection among gig economy workers. The term "social protection" refers to a set of fundamental social security or social assistance guarantees at the national level that are intended to prevent or lessen poverty, vulnerability, social exclusion, and inequality (Drolet, Citation 2014). Gig economy workers in Kota Bharu generally lack awareness of social protection

programs. This is due to limited access to information, the transient nature of gig work, and unclear communication channels. As a result, these workers may not fully understand or benefit from important social protection measures such as health insurance, retirement plans, and unemployment benefits. Efforts are required to raise awareness and ensure gig economy workers in Kota Bharu have access to and can benefit from these vital safeguards.

Table 5.1 : Finding of Theme 1

No	Finding of Awareness of social protection among gig economy workers	Interviewer's Transcription
1	What is social protection and how related to food delivery riders?	<p><i>Respondent 7 is a male food rider in the age range of 25 to 34 years old, working full-time. His monthly income is approximately between RM 2000 and RM 2499, and he has previously received benefits from social protection. Social protection is playing a big role in gig riders who work permanently. I think the most delivery riders are the most exposed and have the least protection. These highly delivery riders think that they did not have any social security coverage and aren't aware of all of their rights. They do not have any form of social safety net, be it life and health insurance, emergency savings, insurance against social setbacks or retirement savings.</i></p> <p>Researchers choose respondent 7 because this respondent answers the question more accurately and clearly. This respondent better understands the Awareness of social protection among gig economy workers by answering what is social protection and how related to food delivery riders and this respondent also answered all questions about this theme with more confidence. This respondent was very clever. Researchers gain a better grasp of this respondent's opinions and experiences through in-depth interviews.</p>

Findings of Theme 2 which is the level of knowledge of social protection among gig economy workers in Kota Bharu, Kelantan. Essential knowledge required for providing social protection to gig economy workers in Kota Bharu includes an understanding of their rights, entitlements, and access to social protection benefits. This encompasses knowledge of relevant labor laws, social security schemes, insurance coverage, and avenues for resolving disputes or grievances. It is crucial that gig economy workers in Kota Bharu possess this knowledge to ensure fair and adequate support for their livelihoods and well-being.

Table 5.2 : Finding of Theme 2

No	Finding of Knowledge of social protection among gig economy workers	Interviewer's Transcription
1	Steps can you take to ensure you are enrolled in the social protection programs that meet your specific needs as a food rider?	<p><i>Respondent 1, a 25-34-year-old male food rider with a full-time job, earns a monthly income between RM 1000 and RM 1499 and has not received any social protection before. I think it's crucial to stay informed about the social protection programs available to us. The first step is to research and identify the programs that are most relevant to our needs, such as healthcare coverage, unemployment benefits, or retirement savings options. Once we've identified these programs, we should check if we meet the eligibility criteria and then apply accordingly. It's important to keep track of the application deadlines and document requirements to avoid any delays or issues in the application process. Lastly, we can seek assistance from relevant government agencies or NGOs if we face any challenges in accessing social protection programs.</i></p> <p>Researchers choose respondent 1 because this respondent answers the question more accurately and clearly. This respondent better understands the Knowledge of social protection among gig economy workers by answering the Steps you can take to ensure you are enrolled in the social protection programs that meet your specific needs as a food rider in terms of viewpoint food rider, attitude, food rider's real life circumstance, and personal experiences. Researchers gain a better grasp of this respondent's opinions and experiences through in-depth interviews. Researchers are acquiring a deeper understanding of this respondent 1 and learning more from this respondent. The answers from this respondent to the research questions fulfil the research objectives with more information. This was the reason researchers chose respondent 1 to do the research findings.</p>

## 5.4 LIMITATION

The design or methodological aspects of the study that affected or influenced how the findings were applied or interpreted constitute the study's limitations. They are the limitations on the generalization and applicability of findings as a result of the study's design choices and/or the procedures employed to determine internal and external validity.

Lack of Knowledge among workers in the gig economy frequently lack access to knowledge about their legal rights and accessible social security programme. While ble for delivering social protection benefits to their workers. With this classification, platforms are released from several legal duties and workers are now responsible for their own social protection.

Next financial constraints about Gig workers frequently experience financial limitations and may put more emphasis on earning money right away than on devoting time and effort to learning about social security programme. They might not have the financial security to save aside money for social security, healthcare, or retirement plans. workers in the gig economy may find it difficult to locate pertinent information or comprehend their options, traditional employment arrangements typically offer clearer guidelines and assistance for social safety.

Next, fragmented Workforce about the gig economy is distinguished by its decentralized and fragmented structure. Gig workers frequently work autonomously, accepting numerous projects from different platforms or clients. Due to their dispersion

across several workplaces, gig workers are difficult to reach and inform about social protection programme.

Then, Limited Employer Responsibilities in Gig economy platforms frequently identify their employees as independent contractors, in contrast to traditional employers who are normally responsible for delivering social protection benefits to their workers. With this classification, platforms are released from several legal duties and workers are now responsible for their own social protection.

Language and literacy challenges can further reduce the awareness of and knowledge of social protection among gig workers. Some gig workers might not have access to information in their native tongue or they could struggle to understand the complicated legal and administrative jargon used in social protection programme.

A multifaceted strategy is needed to overcome these restrictions. It entails increasing information accessibility through focused outreach activities, streamlining legal and administrative jargon, working with gig economy platforms to spread knowledge, and investigating cutting-edge options for offering social security to gig workers. To guarantee that gig workers obtain enough social protection benefits regardless of their employment categorization, legislators might also take legal reforms into consideration.



## 5.5 RECOMMENDATIONS

The recommendation is suggested for future researchers to improve data collection methods and effectively tackle respondents during interviews, specifically in the context of studying the gig economy and social protection. For data collection, a combination of quantitative and qualitative methods such as surveys, interviews, and focus group discussions should be employed. In terms of interviewing respondents, researchers should aim for a personal and semi-structured approach while being mindful of time limitations. To achieve this, they can prepare concise and well-thought-out questions, prioritize open-ended inquiries, actively listen to respondents, maintain a friendly demeanor, and ensure all essential topics are covered within the allotted time.

In terms of publishing the study, researchers are advised to target relevant academic journals or conferences specializing in labor economics, social policy, or the gig economy. Adhering to ethical guidelines and collaborating with co-authors or experts in the field can enhance the study's credibility. It is essential to present the research methodology, data analysis, and findings in a clear and accessible manner. Additionally, researchers should consider disseminating their findings beyond academic circles by presenting at industry conferences or workshops and utilizing social media and traditional media channels to reach a wider audience. By following these recommendations, researchers can contribute to the advancement of knowledge in the field of gig economy and social protection.

Future research should focus on identifying the specific barriers and challenges faced by gig economy workers in accessing and utilizing social protection.



Understanding the underlying reasons for the gaps in utilization and the lack of importance placed on social protection can inform the development of targeted interventions. By conducting in-depth qualitative studies and surveys, researchers can gather valuable insights into the factors that hinder gig workers from fully benefiting from social protection measures, such as limited awareness, complex enrollment processes, or concerns about the impact on their income stability. This research can provide a foundation for designing tailored solutions that address these barriers and promote greater utilization of social protection among gig economy workers.

Additionally, future research should explore the long-term impacts of social protection on gig economy workers' financial security, well-being, and job satisfaction. By conducting longitudinal studies, researchers can assess how access to social protection programs affects workers' ability to cope with financial shocks, maintain a sustainable livelihood, and experience greater job satisfaction and stability. This research can provide empirical evidence on the tangible benefits of social protection for gig workers, strengthening the case for policy reforms and encouraging greater support and investment in social protection programs for this growing segment of the workforce.

Based on the data collected, it is encouraging to note that all eight respondents were aware of the concept of social protection. However, it is concerning that only a few of them have actually utilized social protection measures, while the rest acknowledged its existence but did not prioritize its importance. To improve awareness of social protection among gig economy workers in the future, it is crucial to prioritize effective communication and targeted campaigns that emphasize the benefits and significance of social protection. One strategy could involve leveraging the power of media and influential voices to highlight success stories and the positive impact of social protection on gig workers' lives, thus pressuring awareness. Furthermore,

partnerships with gig economy platforms and employers can facilitate the implementation of transparent and accessible social protection schemes, enhancing worker engagement. Additionally, developing educational programs and workshops to equip gig workers with knowledge about their rights and available social protection options can empower them to make informed decisions. By promoting a culture that values and supports social protection, we can work towards a future where gig economy workers are aware of its importance and prioritize its utilization.

For future implementation, several recommendations can be proposed to upgrade the knowledge of social protection among gig economy workers in Kota Bharu. Firstly, creating a user-friendly mobile application or online platform dedicated to gig workers would serve as a centralized hub of information. This platform should provide easily accessible resources, including simplified explanations of rights, benefits, and available support programs. Additionally, establishing community-based support networks or peer-to-peer mentoring programs can foster a sense of solidarity and encourage knowledge sharing among gig workers. Experienced workers should be encouraged to mentor newcomers and share their insights and experiences related to social protection. Lastly, collaboration with local organizations or NGOs specializing in workers' rights can offer targeted workshops or consultations to address gig workers' specific concerns and questions about social protection. These recommendations aim to provide convenient and effective access to knowledge on social protection, empowering gig workers in Kota Bharu.

## 5.6 SUMMARY

This study focused on investigating the level of awareness and knowledge of social protection among gig economy workers in Kota Bharu. The researchers selected a sample of eight respondents who were actively engaged in the gig economy and aged 18 years or older. The primary goal was to determine the extent to which gig economy workers were aware of social protection measures and to assess their knowledge regarding this topic.

The study's findings indicated that there is a need to raise awareness of social protection among gig economy workers in Kota Bharu. Many gig economy workers were found to have limited knowledge about the social protection benefits and resources available to them. This knowledge gap highlights the importance of providing information and resources to help gig economy workers access and benefit from social protection schemes.

The researchers provided a comprehensive explanation of the concept of social protection and its relevance to gig economy workers. They also outlined the specific challenges and issues faced by this group in terms of accessing social protection. Based on the findings, the researchers made recommendations to address these challenges and improve awareness and knowledge among gig economy workers. These recommendations could involve targeted information campaigns, partnerships with gig platforms, or the development of specialized support services.

Overall, the study concluded that the objectives set by the researchers were achieved. It shed light on the level of awareness and knowledge of social protection

among gig economy workers in Kota Bharu and identified areas for improvement. The researchers hope that the findings will serve as a valuable resource for future studies and contribute to a broader understanding of social protection in the gig economy context. By building upon this research, future studies can delve deeper into the topic, generating more data and ideas for further exploration.



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## APPENDICES



UNIVERSITI  
MALAYSIA  
KELANTAN

**Faculty of Hospitality, Tourism, and Wellness**

**Fakulti Hospitaliti, Pelancongan dan Kesejahteraan (FHPK)**

**AWARENESS AND KNOWLEDGE OF SOCIAL PROTECTIONS AMONG  
GIGECONOMIC WORKERS IN KOTA BHARU, KELANTAN:  
A QUALITATIVE STUDY**

**KESEDARAN DAN PENGETAHUAN PERLINDUNGAN SOSIAL DALAM  
KALANGAN PEKERJA EKONOMI GIG DI KOTA BHARU, KELANTAN:  
KAJIAN KUALITATIF**

Dear Respondent,

Responden yang dihormati,

We are year three Bachelor of Entrepreneurship (Tourism) students with Honours at University Malaysia Kelantan (Campus Kota). We are surveying as part of our Final Year Project (FYP). This study aims to identify the awareness and knowledge of social protection among gig economic workers in Kota Bharu, Kelantan. We value you taking the time to complete this survey. Your response will be completely kept private unless the law demands disclosure.

Kami merupakan pelajar tahun tiga Sarjana Muda Keusahawanan (Pelancongan) dengan Kepujian di Universiti Malaysia Kelantan (Kampus Kota). Kami sedang meninjau sebagai sebahagian daripada Projek Tahun Akhir (FYP) kami. Kajian ini bertujuan untuk mengenalpasti kesedaran dan pengetahuan perlindungan sosial dalam kalangan pekerja ekonomi gig di Kota Bharu, Kelantan. Kami menghargai anda meluangkan masa untuk melengkapkan tinjauan ini. Respons anda akan dirahsiakan sepenuhnya melainkan undang-undang menuntut pendedahan.

Yours Sincerely,

Yang Ikhlas,

**SITI AISYAH BINTI AZMAN (H20A1905)**

**SITI FARZZANAH BINTI KADER IBRAHIM (H20A1906)**

**SITI SARAH AQILAH BINTI RUDISHAM (H20A1909)**

**HARINI A/P HARIKRISNAN (H20A1921)**

FYP FHPK

UNIVERSITI

MALAYSIA

KELANTAN

## **SECTION A: DEMOGRAPHIC PROFILE**

### **BAHAGIAN A: PROFILE DEMOGRAFI**

**1. What is your gender?**

Apakah jantina anda?

- a) Male / Lelaki
- b) Female / Perempuan

**2. What is your age?**

Berapakah umur anda?

- a) 18 – 24 years old / 18 -24 tahun
- b) 25 - 34 years old / 25 – 34 tahun
- c) 35 – 44 years old / 35 – 44 tahun
- d) 55 years old and above / 55 tahun dan ke atas

**3. What is your monthly income from food delivery gig work?**

Berapakah pendapatan bulanan anda dari kerja penghantaran makanan dalam ekonomi gig?

- a) Less than RM 1,000 / Kurang daripada RM 1, 000
- b) RM 1,000 – RM 1,499 / RM 1,000 – RM 1, 499
- c) RM 1,500 – RM 1,999 / RM 1, 500 – RM 1,999
- d) RM 2,000 – RM 2,499 / RM 2,000 – RM 2, 499
- e) RM 2,500 or more / Lebih daripada RM 2,500

**4. Are you a full-time or part-time food delivery rider?**

Adakah anda seorang penghantar makanan sepenuh masa atau separuh masa?

- a) Full- Time / Sepenuh masa
- b) Part- Time / Separuh masa

**5. Have you previously received social protection benefits, such as health care or unemployment benefits?**

Adakah anda sebelum ini pernah menerima perlindungan faedah sosial seperti faedahkesihatan atau faedah pengangguran?

- a) Yes / Ya
- b) No / Tidak

## **SECTION B: AWARENESS OF SOCIAL PROTECTION**

### **BAHAGIAN B: KESEDARAN PERLINDUNGAN SOSIAL**

- 1. What is social protection, and how does it relate to your work as a food rider?**

Apakah kefahaman anda tentang perlindungan sosial, dan bagaimana ia berkaitan dengankerja anda sebagai penghantar makanan?

- 2. If you were to be involved in a fatal accident, what provisions would be in place to support your family? How do they claim compensation in the event of your death?**

Sekiranya anda terlibat dalam kemalangan maut, apakah peruntukan yang disediakan untuk menyara keluarga anda? Bagaimana cara mereka menuntut pampasan sekiranya anda meninggal dunia?

- 3. What challenges have you faced while delivering food in Kota Bharu, and how have they impacted your desire to keep working and your social protection as a food delivery rider?**

Apakah cabaran yang anda hadapi semasa menghantar makanan di Kota Bharu, dan bagaimanakah ia mempengaruhi keinginan anda untuk terus bekerja dan perlindungan sosial anda sebagai penunggang penghantaran makanan?

- 4. As a food delivery rider, what additional social protection benefits should you be entitled to when working during public holidays or festive seasons, and why?**

Sebagai penghantar makanan, apakah faedah perlindungan sosial tambahan yang anda percaya patut anda peroleh apabila bekerja semasa cuti umum atau musim perayaan, dan mengapa?

- 5. How do food riders perceive the value of social protection programs, and what factors influence their decision to enroll or not?**

Bagaimanakah penghantar makanan melihat nilai program perlindungan sosial, dan apakah faktor yang mempengaruhi keputusan mereka untuk mendaftar atau tidak

## **SECTION C: KNOWLEDGE OF SOCIAL PROTECTION**

### **BAHAGIAN C: PENGETAHUAN PERLINDUNGAN SOSIAL**

- 1. How does the lack of social protection for gig workers impact their overall financial stability and well-being, and what strategies can be implemented to mitigate these effects?**

Bagaimanakah kekurangan perlindungan sosial untuk pekerja gig memberi kesan kepada kestabilan kewangan dan kesejahteraan keseluruhan mereka, dan apakah strategi yang boleh dilaksanakan untuk mengurangkan kesan ini?

- 2. What are the key benefits of social protection for gig workers like food riders, and how do these benefits compare to those offered to traditional employees in the same industry?**

Apakah faedah utama perlindungan sosial untuk pekerja gig seperti penghantar makanan, dan bagaimanakah faedah ini dibandingkan dengan faedah yang ditawarkan kepada pekerjatradisional dalam industri yang sama?

- 3. How can you determine your eligibility for social protection programs as a food rider, and what criteria are used to determine eligibility?**

Bagaimanakah anda boleh menentukan kelayakan anda untuk program perlindungan sosial sebagai penghantar makanan, dan apakah kriteria yang digunakan untuk menentukan kelayakan?

- 4. From your perspective, why is it important for food riders to know about social protection programs, and how can it help you in the long run?**

Menurut pandangan anda, mengapakah penting bagi penghantar makanan mengetahui tentang program perlindungan sosial, dan bagaimana ia boleh membantu anda dalam jangka masa panjang?

- 5. What steps can you take to ensure you are enrolled in the social protection programsthat meet your specific needs as a food rider?**

Apakah langkah yang boleh anda ambil untuk memastikan anda didaftarkan dalam program perlindungan sosial yang memenuhi keperluan khusus anda sebagai penghantar makanan?

## TURNITIN RESULT

TURNITIN T68 RESULT FULL REPORT			
ORIGINALITY REPORT			
<b>16%</b>	<b>14%</b>	<b>1%</b>	<b>5%</b>
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS
PRIMARY SOURCES			
1	<a href="http://discol.umk.edu.my">discol.umk.edu.my</a> Internet Source		6%
2	<a href="http://www.dosm.gov.my">www.dosm.gov.my</a> Internet Source		1%
3	<a href="http://www.malaymail.com">www.malaymail.com</a> Internet Source		1%
4	<a href="http://onlinelibrary.wiley.com">onlinelibrary.wiley.com</a> Internet Source		1%
5	<a href="http://refsa.org">refsa.org</a> Internet Source		1%
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8	<a href="http://www.thesundaily.my">www.thesundaily.my</a> Internet Source		<1%
9	<a href="http://apcz.umk.pl">apcz.umk.pl</a> Internet Source		<1%