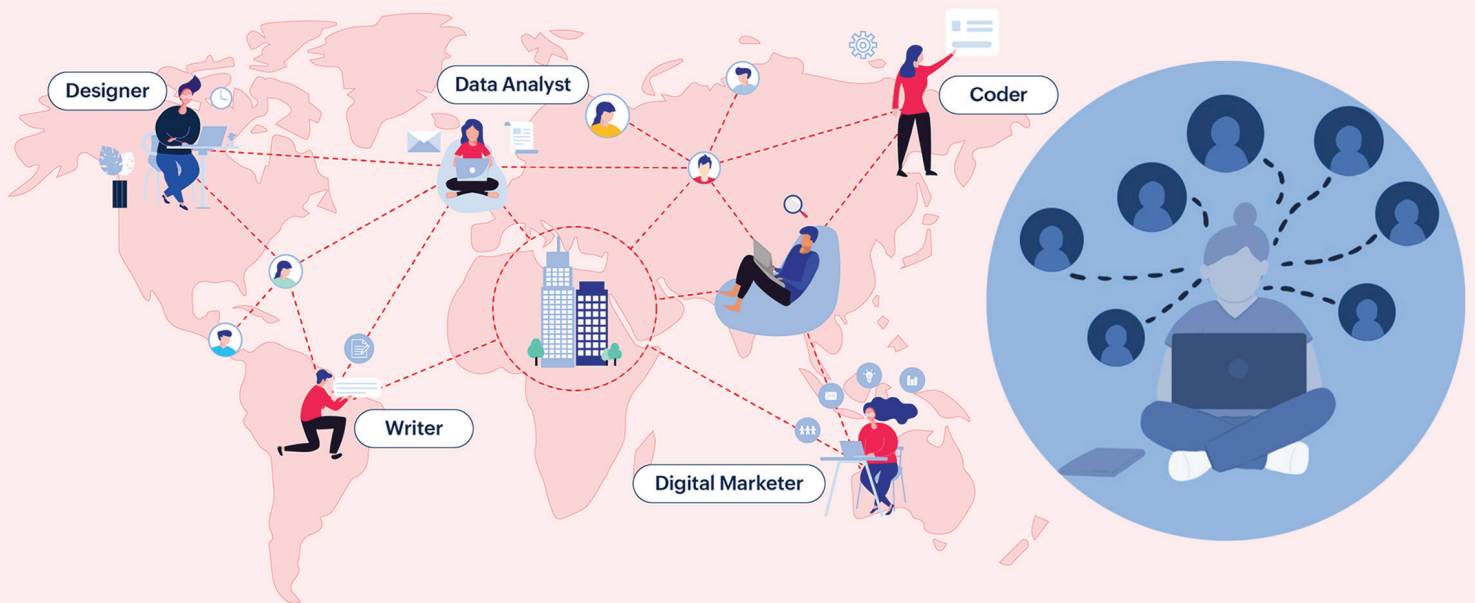


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# Gig Workers and Platform Economy: Benefits, Challenges and the Way Forward

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## Abstract:

The emergence of part time, on demand platform-based jobs is a growing feature of today's global economy. This article explored the drivers of gig economy and the benefits and challenges associated with gig economy. Information from secondary and primary sources have been collected in this study. The study finds that the emergence of ICT, and the flexibility that online based part time, temporary jobs offer for both employers and workers are the main reason for the rising popularity of the gig economy. MNCs' practice of employing contract-based workers to curb operational expenses and manage time of huge recruitment procedure also powered gig economy. Gig work arrangement also affords the provider with a high degree of autonomy in task selection, i.e. flexibility in terms of work schedules and autonomy. A gig economy can increase work-life balance of the workers over traditional jobs. Gig economy, however poses risks to gig workers/on demand workers in the form of reduced job security; it wields power in favour of employers. Gig workers work as freelancers rather

than full-time employees and are deprived of the benefits associated with formal employment, including sick leave, casual leave, annual leave, insurance, and gratuity. Protection of gig workers needs enactment of regulatory provisions; platforms may be required to recognise unions and to listen to the collective voices. It seems also necessary to establish a body or a “Platform of Platforms” with legislative backing, which would establish a standard set of guidelines that the platforms must adhere to.

**Keywords:** Gig work, Gig economy, Platform economy, Granularity of Work, Autonomy, Flexibility, Self-employed

## 1.0 Introduction

The term ‘gig economy’ refers to labour markets that are characterized by independent contracting that happens through, via, and on digital platforms. A common feature of the gig economy is the use of digital labour platforms –that allow employers to access a pool of on demand workers (Woodcock and Graham, 2020). That’s why gig economy is also termed as ‘platform economy’. It is also called ‘sharing economy<sup>1</sup>’ or collaborative economy’. In gig economy, work is accomplished by independent workers, contractors, short term and non-permanent workers. Gig economy work that is offered is contingent: casual and non-permanent work. ‘Gig work’ refers to the increase in short-term/temporary contracts for contingent jobs that happen through, via and on digital platforms. Gig workers are officially considered to be self-employed. Platform-based companies such as Airbnb and Uber employ such workers. The digital platforms shape their working conditions and compensation to varying degrees. In today’s age of information and communication technology, the rise of the ‘gig economy’ bears the testimony to the fact that the nature of work is changing. The higher granularity of work lies at the heart of the gig economy.

## 2.0 Literature Review

The gig economy predominantly relies on ‘on-demand’ work. Gig<sup>2</sup> work is a subsection of the overall economy. It is the higher granularity of work

(where firms can buy work in ever smaller quantities) that lies at the heart of the gig economy (Bieber, & Mogga, 2021). Gig workers within digital labor platform firms pose unique HR-related challenges and opportunities. Vallas and Schor (2020) identified five types of gig work, recognizing overlap and varying boundaries among them.

The first category of the typology includes the architects and technologists of the platforms, who are founders, highly skilled employees, and independent contractors. A second type of platform work is performed by cloud-based consultants or freelancers. Like architects and technologists, these persons provide professional services, but they are users rather than creators of platforms. A third type of gig workers provide services via platforms and generally performed offline. Examples are: ride-hail, food delivery, and care work etc., There is large market for this type of business that includes delivery, day-labor, and odd-job tasks. This arrangement affords the service provider with flexibility in terms of work schedules and autonomy (Ravenelle 2019, Schor 2020). A fourth type of platform work is performed entirely online, involving what is termed micro-tasking, as represented by workers engaged on Amazon Mechanical Turk (AMT). These jobs generally require less training and experience than the work of cloud-based consultants and freelancers. Examples include describing or classifying the content of images, editing computer-generated text, or transcribing brief audio clips (Wood et al., 2019).

A final type of platform worker exists in the shadow of social media. It includes the content producers and influencers who perform what Duffy (2017) calls aspirational labor. This type of platform work is often provided on an unpaid basis, in the hope of gaining adequate prominence in the attention economy (Marwick, 2013) to create a regular source of revenue. This typology of platform workers is based on skill levels; the nature of the work being done, whether it is performed on- or off-line, rooted in a given locality or globally dispersed, and the kind of product being produced. Gussek and Wische (2022) proposed the following classification for a better differentiation of gig work.

1 Two broad forms of the sharing economy are: asset-based (utilises over-capacity of the assets and consumer goods) and labour-based (gives opportunities to a skilled force to provide labour/professional services)

2 The term “gig” is used to refer to a single performance by a musician or group of musicians.

**Table: I Classification of work forms in the gig economy**

		location dependency	
		location-based (offline, physical)	not location-based (online, virtual)
Person dependency	Bound to persons	gig work task to an individual hospitality services (e.g., Airbnb) transport services (e.g. Uber) logistic services (e.g. Deliveroo) households services (e.g. TaskRabbit)	freelancing-based crowd work task to an individual freelancing (e.g. Upwork, Fiverr)
	Not bound	gig work task to many individuals local micro-tasking (e.g. Streetspotr)	competition-based crowd work task to many individuals micro-tasking (e.g. Amazon MTurk) creative contests (e.g. 99designs)

The gig economy consists both of work that is transacted via platforms but delivered locally through physical presence of workers, and work that is transacted and delivered remotely via platforms. Local gig work includes food delivery, transport and manual labour while remote gig work consists of a wide variety of digital services, including data entry to software programming. Gig economy facilitates the path for economic transformation where workers find their full-time regular jobs unsustainable and instead gets temporary and part time jobs. Gig workers enjoy flexibility to choose where to work, when to work, and which work to perform (Kuek, et.al, 2015). The gig workers do not have real bosses. They work for apps.

Clients and customers can reap the benefits of the flexibility gig environment offers: getting food delivered quickly, hiring a web developer and ordering a taxi on demand has never been easier. It is to be noted that the gig economy became the norm during the financial crises when people faced unemployment or under-employment problems and had to look for other sources of work. The gig economy has now ventured into two major segments: knowledge-based gigs and service-based gigs. Knowledge-based gigs include jobs such as machine-learning data scientists and independent management consultants while service-based gigs include tradespeople and delivery drivers. Gig economy also bring millions of jobs to potential workers in lower-income countries by capitalizing on the opportunities offered by online outsourcing and remote gig work (World Bank, 2016).

However, gig economy has downsides as well. With the rise of gig economy, Organisations and their Human Resource Department confront a two-tier system of employment, where gig workers find themselves at considerable disadvantage relative to the normal employees. Such unequal situation is likely to give rise resentment as are increasingly visible in the US and the UK. The loss of stable manufacturing jobs and their frequent replacement by gig workers (on-demand work) have fueled the wrath of (political) elites (Hothchild, 2016). In contrast to the opportunities that traditional employment system provides for the development of career competencies, such opportunities to help gig workers develop their career competencies are absent in the case of gig work. This is because of the mediated nature of gig work (Kost, Fieseler, Wong, 2020).

Researchers have suggested (e.g., Schwartz, 2018) that gig workers should collaborate with other workers and form networks. Such networks with other workers would increase their knowing-whom competencies. Gig workers are not as autonomous as scholars have often assumed; rather, they often rely on networks of workers for support, advice, and collaboration (Gray, Suri, Shoaib Ali, & Kulkarni, 2016; Kittur et al., 2013). When gig workers collaborate with co-workers of similar situation (whether online or offline), they need less time to find tasks with minimum time and efforts and can identify reliable employers (Gray et al., 2016; Schwartz, 2018).

Despite the growing presence of gig workers in modern economy, research on the benefits, and challenges and the quality of gig work remains limited (D’Cruz and Noronha, 2016). This study has been undertaken to fill the void.

### 3.0 Objectives of the study

The main objectives of this article are:

- To explore the factors that contributed to the rise of gig economy
- To identify the benefits of gig economy for workers and firms
- To identify the challenges of gig economy
- To provide avenues/way forward for protection of gig workers

### 4.0 Methodology

This study is predominantly based on secondary data. Academic articles, conference papers and other e-sources were used for secondary data on gig economy. For complementing the secondary data, eight in-depth interviews were conducted with HR professionals/experts to explore the benefits, challenges and way forward. In particular, the interviews conducted with the respondents helped obtain important insights for the protection of gig/platform-based workers.

### 5.0 Results and Discussion

The findings from secondary sources and respondents with regard to factors contributing to gig economy, benefits and challenges of gig economy are summarized in this section. This section is divided into five subsections. In the subsection 1, the factors that powered the gig economy is presented. Then, benefits of gig economy are presented in subsection 2 followed by challenges of gig economy in sub-sections 3 and 4. Regulatory responses to protect right of gig workers are highlighted in sub-section 5. The Bangladesh scenario of gig workers is then presented in subsection 6.

Finally, how to overcome the challenges including giving protection to gig workers are presented.

#### 5.1 Factors that contributed to the popularity of the Gig Economy:

A number of factors lead to the rise of gig economy. The main reason for the rising popularity of the gig economy may be attributed to the emergence of ICT, and the flexibility that online based part time, temporary jobs offer for both employers and workers. Higher quality and lower costs of information technology (IT) infrastructure, and the development of international finance and information flows have created an enabling environment for new

jobs and forms of work globally. Digital technology has supported users to seek work, and has enabled employers to overcome skills shortages and meet fluctuating labour demands promptly (e.g., through online recruitment websites). According to the OECD (2019), rise of the gig economy is powered by digital platforms that facilitate temporary employment of an on-demand job. MNCs' practice of employing contract-based workers has also paved the way for gig culture. They are doing flexi-hiring to curb operational expenses and manage time of huge recruitment procedure. The flexible working arrangements offered on ICT platforms is another factor contributing to the advent of gig economy. Migai, Jong and Owens (2018) are of the view that "the growth of the gig economy is mainly driven by the cost advantage it gives the platforms with the flexibility provided to suppliers and users of the services". One of the respondents indicated ongoing technological changes and economic uncertainties to be the main factors for gig work to be more relevant. Due to economic uncertainties, MNCs and firms are more willing to recruit gig workers instead of full-time employees with a long period of employment. Gig economy is also driven by sharp growth in the number of tech-savvy, middleclass consumers (Hunt and Samman, 2019).

According to the respondents, a common benefit of gig work for the owners/firms is the reduced risk and economic burden. Firms do not need to bear the burden of full-time employment. Gig work results in a shift of risk from capital owners to workers. This reduction of business risk exposes workers to increased personal risk. The gig economy signals further evolution of digitally-mediated human resource management and online purchase in the on-demand economy. This trend of online good and services delivery has been driven by significant growth in the number of tech-savvy, middleclass consumers. Such platforms offer affordability and greater choice –and are therefore more desirable – to workers than other forms of labour market participation.

The global trend of moving away from the 'standard employment' model, under which workers effectively sell some level of control over their labour to their employer in return for a salaried wage also facilitated the growth of gig economy. Firms and entities are gradually moving away from the paradigmatic form of employment in the industrial age—a job with a fixed number of hours, in one place, and for a predetermined

salary ('standard employment')-towards contractual work on the basis of current demand ('gig work').

### 5.2 Benefits of Gig Economy for Firms (employers) and HR:

Gig economy allows firms to rid themselves of well-paid employees, replacing them with cheap freelancers. This seems to be a benefit for employers to rid of the lifelong commitment towards employee's salary and welfare. Instead, they can choose to hire the worker just for the hours the service is required for.

**Benefits for Workers:** Gig economy has both benefits and costs for workers. Among the benefits of platform based on independent gig workers, flexibility is the main benefit of gig environment. Gig work arrangement affords the provider (worker) with flexibility in terms of work schedules and autonomy. They can supposedly choose what to do, how, when, where and for whom. Gig employees can dedicate more time to learning new skills than traditional workers because they can engage in low-intensity jobs while learning complementary skills. A gig economy can increase work-life balance of the workers over many traditional jobs that most millennials and Gen Z seek. The rise of the gig economy is also considered beneficial for new generation of employees, as they can have multiple sources of income, as gig workers can work on several jobs simultaneously. providing new job opportunities. Further, gig economy lowers barriers to entry.

### 5.3 Challenges of Gig Economy:

Hunt & Samman (2019) argued that the implications of the gig economy for workers vary according to context and the pre-existing configuration of the labour market. The cross-country experience shows that being a high-income country, UK divides individuals into broadly three categories: self-employed, employees and a middle-category called "worker." Gig workers can fall into any of these three categories. While the "self-employed" are entitled to almost no benefits and the "employees" have complete employment benefits including parental leave, the "worker" category is entitled to a minimum wage, paid vacation and pension.

The ride hailing, delivery and personal errand services are the manifestations of such instances. Whatever be the case, the gig economy enabled by digital platforms is growing rapidly, and increasingly replacing non-platform gig work. Globally, more than half of gig jobs are for low-skilled, low-wage work. Only

around 30 percent of them require specialized skills and expertise. According to the 2022 report by India's public policy think tank, NITI Aayog, on 'India's Booming Gig and Platform Economy', the share of gig workers in total workers increased from 0.54% in 2011-12 to 1.33% in 2019-20. This study reveals that about 47% of the gig work is in medium-skilled jobs, about 22% in high-skilled, and about 31% in low-skilled jobs (NITI Aayog, 2022).

The rapid growth of the gig economy also poses significant challenges for the HR department/human resources professionals. A key respondent stated: "In the gig work environment, HR professionals face a big challenge in leading the change in culture, programs, processes, and policies originally designed for permanent employees to a new era when more of the work is done by contingent workers" (also referred to as platform workers, temporary workers, agency workers, on-call workers, contract workers, independent contractors, or freelancers).

### Gig Economy-Challenges (Costs for Workers):

Gig workers however pose risks to gig workers/on demand workers in the form of reduced job security or i.e., reduced protections enjoyed by traditional permanent employees. They also need to conform to the temporal features of customer demand, which can reduce their autonomy substantially (Ravenelle 2019; Schor 2020). Furthermore, the gig job involves shifting risk on to workers who might have limited resources to resist it. In gig economy, the greater granularity of work contracts enables firms to wield more power (resulting in power imbalance) over conditions of employment. As firms can buy work in ever smaller quantities, this higher granularity of work contributes to put at least some gig firms into a position to exploit their workers (Bieber & Moggia, 2021). In this regard, a respondent cited: "Pathao treats its workers as independent contractors. At the moment, Pathao does not reimburse its workers for mobile phone costs. Workers have uneven power vis a vis Pathao". In gig work scenario, the giggers are deprived of the benefits associated with formal employment, including sick leave, casual leave, annual leave, insurance, gratuity, etc. The platforms deny worker rights and protections; Online labour platforms frame their workforces as 'on-demand', ('freelancers' or 'independent contractors'). They could be 'fired on the spot' by ending their contract without notice. Moreover, these platforms typically classify gig workers

as independent contractors rather than employees. Platforms typically retain significant control over the labour process, through their automated systems of work allocation, surveillance, and discipline. This has led many to argue that workers are not independent contractors, but are in fact workers for the platforms.

With regard to the challenge of gig work, a majority of the respondents opined that *gig workers often face unfair terms and conditions due to temporal nature of work and balance of power in favour of employers*. This findings from the primary source is consistent with Fieseler, Bucher, and Hoffmann (2019) who observe, "... the perceived fairness of gig work is often low. Working in the gig economy also involves many unpaid expenses and costs. Gig workers have to bear the cost of any equipment they may need themselves"

A renowned HR expert of the country observes: ***There is a tendency among firms to classify workers as independent contractors with the intent to deny their responsibilities. Potential misclassification of workers as independent contractors rather than employees allows them to deny workplace entitlements and job security. For example, employees are entitled to minimum wage, paid leave, minimum/maximum hours, pension, unfair dismissal protection. But these benefits are not entitled by temporary or on demand workers who are classified as independent contractors.*** Example: Drivers for Uber and Lyft, as well as most workers in the gig economy, are classified as independent contractors, although their employers direct much of their work activities. As they are classified as independent contractors, drivers are responsible for ensuring their own vehicles, and the company does not provide them with health insurance, paid vacation etc. Gig form of employment also increases the vulnerability of workers.

The shift of business risks from firms to workers (in gig economy) provides extensive power to firm over the conditions of employment. Such control over the conditions of work in gig work environment puts gig workers in vulnerable situation. The increased personal risk of workers as stated earlier, often results in cost externalities borne by families, communities, and the society (Bieber, & Moggia, 2021). On-demand workers may also be underemployed: they will still have work, only less of it or at a lower rate. In a gig economy environment, the greater granularity of work contracts enables firms to wield more, and perhaps

arbitrary power over conditions of employment. Gig economy also weakens the labor market standards.

#### **5.4 Gig Economy and Challenges for Tax Authority:**

Gig economy creates a regulatory challenge which is of a fiscal in nature. Under traditional employment contract, collection of taxes from employees are relatively easy to collect, because employers are under obligation to disclose their wage payments to the tax office. But tax collection from gig workers and sharing consumers is much more difficult. In reality, much of freelance work has always been informal meaning that workers did not necessarily declare their income at the tax office. A probable measure could be to ensure that platform companies withhold the taxes for their gig workers, but without being classified as employers (Koutsimpogiorgos, Slageren, Hermann, Frenken, 2020). In Bangladesh, Section 124 of the newly enacted Income Tax Act 2023 prescribes 10% withholding tax on income that any Bangladeshi resident taxpayer earns from abroad by providing services (including income from permission given to use online platform for advertising or other purposes) or through revenue sharing (The Income Tax Act, 2023, GoB)

Developed countries however, have regulations to capture gig activities under law. For instance, in the United States, gig-workers are classified as self-employed and tax them. The European Commission made it clear that individuals who ***"carry out independently economic activity [...] through sharing economy platforms"*** fall within the scope of the Value Added Tax (VAT) directive (Council Directive 2006/112/EC)<sup>3</sup>. These persons are subjected to tax by qualifying them as taxable persons (European Commission, 2015). Whether a gig worker will be a taxable person depends on his classification. If the platform is defined as an intermediary, the gig worker is under compulsion to charge and pay VAT. On the contrary if the platform is considered an employer, the platform is subject to VAT regulations while the gig worker will be subject to income tax (Pantazatou, 2018). At times regulatory loopholes allow platforms to avoid tax. This aspect has been vividly expressed in the following quote: "Despite its reliance on labour, Uber's business model involves

<sup>3</sup> However, the VAT Directive rules do not specify whether the 'small taxable persons' that participate in the sharing economy; for example, somebody who rents out his apartment occasionally, could benefit from the exemption of small businesses. This VAT Directive allowed Member States to exempt small businesses from VAT registration up to a given threshold.

avoiding sales taxes, the cost of vehicles, repairs, insurance, and meeting obligations for social security for its drivers. The main legislative loophole that Uber has taken advantage of is the categorization of its workers as self-employed independent contractors” (Woodcock and Graham 2020 p. 53). Regarding the challenge in collecting tax from giggers, a resource person in tax matters asserted: **there are provisions in the tax law of Bangladesh to tax income of any person. However, temporary and on demand gig workers/providers are yet to be brought under tax net due mainly to lack of documents/formal contracts with gig workers and enforcement.** Another respondent opined: **any economic activity is taxable, unless exempted by regulations or is below the de minimis level in Bangladesh.** The concern is: **we do not have the requisite capacity and data to tap all the gig works in informal economy.**

**Increased awareness of the income earners and their obligations may help taxation of gig activities. Measures may be taken for increasing awareness of the income earners.** For example, In the UK, measures are taken for Increasing awareness of the taxpayers of their tax obligations arising from the gig economy.

A study conducted for the HMRC finds: **there is evidence that advice and tolls deployed by the HMRC, for example, the Tax Calculation Tool, HMRC email correspondence, and website, helped self-employed people to be aware of their tax obligations. These can facilitate their registration as taxpayers and help them to understand their tax obligations and complete and file self-assessments as required<sup>4</sup> (Migai, Jong and Owens, 2018 p. 305)**

### 5.5 Regulatory Response to Protect Rights of Gig Workers

New legislature in the UK provides rights to gig workers to request permanent roles and paid time-off. Under new legislation, firms will have to provide a ‘statement of rights’ (SoR) on the first day of a person’s employment. This SoR specifies the paid leaves they are entitled to, including sick, maternity, and paternity leaves. The Australian government, meanwhile, recognized the importance of regulations

<sup>4</sup> Nilufer R., et al., Research on the Sharing Economy, n.56 supra p.56.

for gig workers and has brought out the Fair Work Amendment to ensure that all workers have the protection of the Fair Work Act, 2009, and access to the labor standards, minimum wages, and conditions established under the act. China is yet formally defined or recognize gig workers in its employee classifications. In India, the legal framework does not seek to equate gig or platform workers with employees; Indian jurisprudence refers to gig workers as independent contractors.

### 5.6 Gig Economy and Bangladesh:

There has been a meteoric rise of gig companies in Bangladesh, e.g., Uber, Pathao, Hungry Naki) in the last decade. A key respondent articulated: **Internet access at low cost and the availability of smartphones have played a key role in the growth and expansion of the gig economy in Bangladesh.**

The online freelancing segment of the gig economy includes some 500,000 active workers. Bangladesh’s ridesharing industry is worth USD 259 million, representing 23 percent of the transportation sector. Within the next five to seven years, the estimated market value of ridesharing start-ups in Bangladesh is likely to reach USD 1 billion (The Bangladesh Standard, 2020).

Gig workers in Bangladesh such as ride-sharers, delivery drivers, domestic workers-often face dangerous conditions and high levels of insecurity, perpetuated by the business models and policies of digital labour platforms (Fair work Bangladesh, 2022). It is a matter of concern that there are no safeguards for gig workers in the workplace. A study titled, “Fairwork Bangladesh Ratings 2022: Labour Standards in the Platform Economy” reveals the majority of workers in Bangladesh’s gig economy do not receive fair pay, benefits or even a contract from online platforms (Fairwork Bangladesh,2022). Our interviews suggest that Bangladesh is yet to have regulations on HR and Industrial Relations concerning gig workers. But there are few developments. In 2017, the government issued The Ridesharing Service Policy 2017 to regulate ridesharing companies and providers. Ironically, the policy does not lay down stricter background checks for ridesharing car owners and drivers (The Financial Express, 2018).

Thus, there is a growing public policy debate over how to regulate and measure new labor models including



protection of workers and ensuring the safety and social security of gig workers. With this “Whether Bangladesh’s legal frameworks support platform workers’ collective representation remains unclear. For example, section 176 of enshrined in Bangladesh Labour Act, 2006 specifies a right of the ‘worker’ to form trade unions. However, in reality, forming a trade union by temporary/gig workers is difficult. Gig workers deserve recognition and protection under the Labour Act, 2006, since they occupy a crucial portion of the country’s workforce and national productivity, and provide a significant contribution to GDP.


## 6.0 Avenues/Way Forward for Protection of Gig Workers

Although workers enjoy considerable autonomy in deciding their working hours, and nature of work, these benefits often come at a cost to workers. Firms in the gig economy deny basic social embeddedness of labour by treating labour as a constantly transferable and a granular commodity. Workers also face uncertainty and exploitation due to the temporary nature of work and lack of formal employment contract. In such a scenario, policymakers and the courts must find a way to ensure a greater degree of stability and protection for workers in the gig economy.

The following are some of the proposals that may be considered for better protection of gig workers:

- **Dispute redressal body:** The platforms have no specific policies for gig workers for grievance redressal. Much of the existing labour market legislation is still based on people having a standard-employment contract. It seems necessary to find the right balance between protecting workers and allowing the flexibility to firms in making HR decision. The establishment of a dispute redressal body would be especially effective where both parties could sit together to raise, discuss and settle their issues especially if there is any problem that emerges during the service.
- **Labour Rights and Protection-** Policymakers may review and update labour laws to provide gig workers with better protection, such as minimum wage guarantees, protection against discrimination, and access to collective bargaining rights.

- Platforms need to incorporate and provide mechanisms for worker voice and social inclusion. A key respondent put his observation aptly: Policymakers and labour rights activists play a big role in Bangladesh to protect gig workers’ rights. At the moment, platforms do not have a legal obligation to recognise and engage with unions. Platforms may be required to listen to these collective voices.
- In most of the countries across the world, there are few/no legislations or institutions to comprehensively regulate digital platforms. Thus, a new and updated set of regulations is required, especially in light of the expansion of the gig economy network. The need of the hour is to establish a body or a “Platform of Platforms” with legislative backing, which would establish a standard set of guidelines that the platforms must adhere to. The proposed platform also needs to monitor these platforms.
- Employment contracts should ensure at least reasonable protection for all workers, including gig/temporary workers. On demand workers/giggers who are employed for more than 90 days should be given formal employment.
- Companies using non-standard employees (i.e., gig workers) do not invest in their workers’ career development. As such, Gig workers need to invest for their upskilling and coach each other with regards to maintaining access on the platform or securing a high-performance evaluation.

This article contributes to the management /human resource literature by expanding the knowledge about the perspectives of the gig work, gig worker, and the gig economy and its implications in terms of benefits and risks for both the employers and giggers. It also provides observations to provide protection to giggers, which may help enact new legislations/regulations keeping gig economy in mind. 

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