

# Impact Of Labour Laws on Gig Workers

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**Abstract**—The expansion of the gig economy in India is reshaping conventional employment frameworks, thereby prompting critical inquiries into the applicability of existing labor legislation. Gig workers, who secure engagements via digital platforms encompassing ride-hailing applications, food delivery services, and freelance marketplaces, frequently operate beyond the purview of traditional employer-employee relationships. This exclusion renders them susceptible to vulnerabilities stemming from the absence of legal safeguards and social security provisions. This study examines the implications of Indian labor laws on gig workers, with a specific focus on employment classification, social security eligibility, income security, and associated regulatory impediments.

Adopting a doctrinal and descriptive methodology, this research primarily utilizes secondary data derived from legislative provisions, governmental reports, policy documents, scholarly literature, and judicial interpretations. Particular emphasis is placed on the Code on Social Security, 2020, which formally recognizes gig and platform workers within the Indian labor law framework.

The study's findings suggest that, notwithstanding recent legislative reforms that signify advancement in the acknowledgement of gig workers, substantive deficiencies persist in areas of implementation, enforcement, funding, and worker awareness. Challenges such as income volatility, constrained collective bargaining capacity, and indeterminate employment status continue to hinder the effective protection of workers. In conclusion, comprehensive regulatory clarity, rigorous enforcement mechanisms, and inclusive social security programs are indispensable to reconciling technological advancement with worker welfare.

**Index Terms**—Gig Economy; Labour Laws in India; Platform Workers; Social Security; Employment Classification; Code on Social Security 2020; Informal Employment; Worker Protection; Digital Labour Platforms.

**Methodology:** Research Design: Doctrinal and descriptive research.

- **Data Source:** Secondary data including statutes, government publications, academic journals, policy papers, reports, and case law.
- **Scope:** Focused on Indian labour law framework with specific reference to gig and platform workers.
- **Approach:** Analytical evaluation of legislative provisions and identification of practical implementation challenges.
- **Limitation:** Cross-sectional analysis without primary empirical survey data.

**Major Findings:** Gig workers lack clear employee status under traditional labour laws.

1. The Code on Social Security, 2020 recognises gig workers but implementation mechanisms remain unclear.
2. Social security schemes are still in developmental stages and lack uniform coverage.
3. Income volatility and absence of minimum wage guarantees persist.
4. Limited grievance redressal and collective bargaining opportunities reduce worker protection.
5. Awareness among gig workers regarding legal rights remains low.

**Outcomes of the Study:** Highlights the regulatory gaps in protecting gig workers.

- Emphasises the need for clearer classification standards.
- Suggests strengthening implementation and monitoring frameworks.
- Recommends expanding social security coverage with defined funding structures.
- Contributes to policy discussions on balancing innovation with labour welfare.

## I. INTRODUCTION

### 1.1. Background of the Study

The rapid expansion of the gig economy has fundamentally transformed the nature of work across

the globe. Digital platforms such as ride-hailing services, food delivery applications, freelance marketplaces, and on-demand service providers have enabled flexible work arrangements that deviate from traditional employer–employee relationships. Gig work is typically characterised by short-term contracts, task-based compensation, algorithmic management, and the classification of workers as independent contractors rather than employees.

While the gig economy has created new employment opportunities and enhanced labour market flexibility, it has simultaneously raised serious concerns regarding job security, social protection, wage stability, and workers' rights. Traditional labour laws were designed primarily for standard employment relationships and often fail to adequately cover platform-based and non-standard forms of work. As a result, gig workers frequently remain excluded from statutory benefits such as minimum wages, social security, paid leave, health insurance, and collective bargaining rights.

In response to these challenges, governments across the world have begun revisiting labour laws and regulatory frameworks to address the unique conditions of gig and platform work. Countries such as the United States, members of the European Union, and India have introduced or proposed reforms aimed at redefining worker classification, extending social security coverage, and regulating algorithmic control exercised by digital platforms. In India, the introduction of the four Labour Codes—particularly the Code on Social Security, 2020—represents a significant step towards recognising gig and platform workers within the legal framework, although questions regarding implementation and adequacy remain.

### 1.2. Problem Statement

Despite the evolving legal recognition of gig workers, there exists a substantial gap between labour law provisions and the lived realities of gig workers. Many gig workers have limited awareness of existing labour laws, social security schemes, and platform-specific protections available to them. Even when laws exist, dissatisfaction often arises due to inadequate enforcement, lack of platform accountability, and limited government support.

The effectiveness of labour laws depends not only on their design but also on workers' awareness,

accessibility of information, and perceived support from platforms and the state. Demographic characteristics, occupational conditions, and access to labour law information may significantly influence gig workers' awareness and satisfaction levels. However, empirical research examining these interrelationships—particularly in developing economies—remains limited.

This study addresses this gap by analysing the impact of labour laws on gig workers, with a specific focus on awareness, satisfaction, and the factors influencing both.

### 1.3. Significance of the Study

This research is significant for several reasons such as it contributes to the growing body of literature on gig work and labour regulation by focusing on workers' awareness and satisfaction rather than legal provisions alone. It provides empirical insights into how demographic, occupational, and informational factors influence labour law awareness among gig workers. It examines the mediating role of awareness in shaping satisfaction with labour law provisions. The findings can inform policymakers, labour administrators, and digital platforms in designing more inclusive, transparent, and worker-centric regulatory frameworks.

### 1.4. Objectives of the Study

The objectives of the study are: To analyse how labour laws and policy frameworks governing gig workers have evolved over time. To identify the level of awareness of labour laws among gig workers and to assess their satisfaction with existing labour law provisions. To examine the factors influencing gig workers' awareness and satisfaction with key labour law provisions.

## II. REVIEW OF LITERATURE

### 2.1 Gig Economy Overview

The gig economy describes a labor market characterized by short-term contracts, freelance work, and platform-based employment, in contrast to traditional, permanent jobs. Digital platforms have transformed traditional employment structures by enabling flexible work arrangements through technology. In India, companies like Uber, Ola, Swiggy, Zomato, and Amazon have significantly

expanded gig work opportunities. Scholars view the gig economy as a double-edged sword. While it offers flexibility, autonomy, and income opportunities, especially for young people and migrants, gig work is often associated with job insecurity, a lack of social protections, unstable income, and limited collective bargaining power. Gig workers are typically classified as independent contractors, which often excludes them from standard labor protections. International studies show that platform capitalism has altered employer-employee relationships, replacing standard employment contracts with algorithmic management systems. In India, the gig economy's rapid growth is fueled by digitalization, urbanization, and increased smartphone adoption. However, regulatory frameworks have struggled to keep pace, raising concerns about worker protection and welfare.

### 2.2 Evolution of Labour Laws for Gig Workers

Historically, labor laws primarily governed formal employer-employee relationships in industrial settings. Traditional legislation, such as the Factories Act and the Industrial Disputes Act, did not explicitly address gig or platform workers, thus excluding them from labor law protections. Globally, several countries have begun to redefine employment classifications to include gig workers. For example, the European Union has seen debates and the United Kingdom has had judicial rulings challenging the classification of gig workers as independent contractors. These developments have influenced policy discussions in developing economies. In India, the enactment of the Code on Social Security, 2020, marked a significant milestone by legally recognizing gig and platform workers within its statutory framework. The Code proposes social security schemes—including life and disability cover, health and maternity benefits, and old-age protection—funded through contributions from both the government and the platforms. Scholars view this reform as a progressive step toward inclusive labor governance. However, research also points out potential implementation challenges, such as unclear contribution mechanisms and administrative coordination.

### 2.3 Awareness of Labour Rights

Understanding labor rights is essential for workers to access and benefit from legal protections. Research suggests that informal and gig workers often lack this

understanding due to limited education, a lack of union representation, and insufficient dissemination of policy information. Studies in developing countries show that this lack of awareness leads to the underutilization of social security schemes and grievance redressal mechanisms. Even when policies exist, workers may be excluded if they are unaware of eligibility criteria or registration processes. In gig work, information asymmetry between platforms and workers further reduces awareness. Some scholars argue that digital platforms should educate workers about their rights and available welfare schemes, while others emphasize the role of government outreach programs and worker associations in improving legal literacy. Empirical studies demonstrate a positive correlation between access to information and awareness of labor provisions, indicating that informational interventions can significantly empower workers.

### 2.4 Satisfaction with Labour Policies

Worker satisfaction with labor policies depends on both awareness of the policies and belief in their effective implementation. Research indicates that satisfaction is influenced not only by the existence of legal protections but also by the degree to which these protections translate into tangible benefits for workers. For example, studies of social security reforms show greater satisfaction when workers experience demonstrable improvements in income stability, insurance coverage, and workplace security. However, in the gig economy, satisfaction often remains moderate or low due to inconsistent earnings, lack of health insurance, and job insecurity. Moreover, procedural fairness and trust in institutions significantly affect satisfaction. Workers who believe that platforms and governments are genuinely invested in their well-being tend to report higher satisfaction. Conversely, discrepancies between promised policies and actual benefits can lead to dissatisfaction. Therefore, the link between awareness and satisfaction is critical. Increased awareness can boost satisfaction when workers perceive reforms as beneficial. However, it can also amplify dissatisfaction if workers become more aware of shortcomings in implementation.

## 2.5 Influencing Factors

Several studies identify demographic variables—such as age, education, income, and work experience—as key determinants of awareness and satisfaction among gig workers. For example, younger and more educated workers tend to exhibit greater legal awareness, likely due to their enhanced digital literacy and access to information. Work-related characteristics also play a significant role in shaping perceptions of labor protection. These characteristics include years of experience, type of platform engagement, and the extent to which workers depend on gig income. Workers who rely heavily on gig income, for instance, may be more concerned about social security benefits. Recent research highlights the importance of platform support. Transparent communication, training, accessible grievance procedures, and assistance with registration significantly improve both awareness and satisfaction. Access to information via social media, worker communities, and government portals also positively influences awareness. Empirical evidence suggests that demographic, occupational, and informational factors collectively influence worker perceptions. Furthermore, awareness often acts as a mediator between these factors and overall satisfaction.

## 2.6 Research Gap

Despite the extensive literature on the gig economy and labor regulation, several gaps persist. First, much of the existing research centers on conceptual discussions and policy analysis, with fewer studies empirically assessing worker-level outcomes. Second, there is a lack of research specifically evaluating the impact of the Code on Social Security, 2020 on gig workers' awareness and satisfaction within the Indian context.

Moreover, while previous studies have examined awareness and satisfaction separately, few have explored the mediating role of awareness between various influencing factors and satisfaction levels. Quantitative research is also lacking on how demographic, occupational, and informational variables collectively affect awareness and satisfaction.

Therefore, this study aims to address these gaps by empirically examining the relationships between these influencing factors, awareness of labor laws, and satisfaction with labor law provisions among gig

workers. By employing a structured quantitative approach, this research contributes to a more comprehensive understanding of the practical implications of recent labor reforms in India.

## III. NEED FOR THE STUDY

The rapid expansion of India's gig economy has transformed employment, providing millions with flexible earning opportunities through digital platforms. However, gig workers are typically classified as independent contractors, not employees, and have historically been excluded from traditional labor law protections. Consequently, they often lack access to crucial social security benefits such as provident funds, insurance, maternity benefits, and pension schemes. The Code on Social Security, 2020, represents a significant policy change by formally recognizing gig and platform workers within the legal framework. This reform seeks to broaden social security protections and establish welfare mechanisms through dedicated funds and platform contributions. Despite this progressive measure, concerns persist regarding its implementation, worker awareness, and overall effectiveness. Many gig workers may lack sufficient information about their rights, registration processes, and available benefits. Furthermore, it remains uncertain whether these legal provisions will demonstrably improve worker satisfaction. Therefore, this study is essential to evaluate the real-world impact of these labor reforms. It will examine awareness levels, identify factors influencing awareness, assess satisfaction with current provisions, and analyze how awareness mediates the relationship between influencing factors and satisfaction. The findings will inform policy discussions, highlight implementation gaps, and offer insights for enhancing labor protections for gig workers.

## IV. RESEARCH METHODOLOGY

### 4.1 Research Design

This study uses a descriptive and analytical research design with a quantitative approach. The descriptive component examines the demographic profile of gig workers and assesses their awareness of and satisfaction with labour law provisions. The analytical component tests the formulated hypotheses to determine the relationships between demographic

characteristics, work-related factors, access to information, institutional support, awareness of labour laws, and satisfaction levels. A cross-sectional design was used to collect data from respondents at a single point in time, which is appropriate for examining current perceptions and evaluating the impact of labour law reforms on gig workers. The quantitative approach enables objective measurement of variables and the application of statistical techniques using SPSS software.

#### 4.2 Population of the Study

The population of the study consists of gig workers engaged in platform-based employment. The study focuses primarily on workers in the following sectors:

- Ride-hailing services
- Food delivery services
- E-commerce and logistics services
- Platform-based freelance services

Respondents include workers associated with platforms such as Uber, Ola, Swiggy, Zomato, and Amazon.

These workers represent the emerging gig workforce impacted by recent labour reforms in India.

#### 4.3 Sampling Technique

Due to the absence of a comprehensive sampling frame and the informal nature of gig employment, non-probability sampling techniques were adopted. Specifically, the study used:

- Convenience sampling, where respondents were selected based on accessibility and willingness to participate.
- Snowball sampling, where existing respondents referred other gig workers.

This approach was suitable given the difficulty in accessing a complete database of gig workers and the need to reach respondents through network-based contacts.

#### 4.4 Sample Size

The study was conducted using a sample of 36 workers of gig workers. The sample size was considered adequate for performing statistical analyses such as correlation, regression, ANOVA, and mediation analysis using SPSS.

#### 4.5 Data Collection Method

Primary data were collected using a structured survey questionnaire administered through Google Forms and direct interaction with gig workers. The questionnaire was divided into sections covering:

- Demographic details
- Work-related characteristics
- Awareness of labour law provisions
- Access to labour law information
- Perceived platform and government support
- Satisfaction with labour law provisions

Secondary data were collected from policy documents, academic journals, and government publications, particularly referencing the Code on Social Security, 2020, which formally recognizes gig and platform workers under Indian labour law.

#### 4.6 Measurement Scale

The study employed a three-point Likert scale to measure awareness, satisfaction, perceived support, and access to information. The scale ranged as follows:

- 1 – Yes
- 2 – No
- 3 – Maybe

The Likert scale was chosen because it allows quantification of attitudes and perceptions, making it suitable for statistical analysis such as reliability testing, correlation, and regression.

#### 4.7 Variables of the Study

The study includes independent, mediating, and dependent variables structured according to the conceptual framework.

##### Independent Variables

- Demographic Factors
  - Age
  - Gender
- Work-Related Characteristics
  - Organisation Working
- Information Access
  - Awareness programs
  - Social media information
  - Platform communication

#### Dependent Variable

- Satisfaction with Labour Law Provisions (Perceived adequacy, fairness, and effectiveness of labour law reforms)
- Awareness of Labour Laws (Knowledge of social security benefits, legal recognition, grievance mechanisms, etc.)

The study examines whether awareness mediates the relationship between influencing factors and satisfaction.

#### 4.8 Statistical Tools Used

To test the hypotheses and examine the relationships between variables, the collected data were analyzed using the Statistical Package for the Social Sciences (SPSS). The following statistical tools were applied:

##### a. Independent Samples t-Test

The Independent Samples t-test was used to compare the mean differences in awareness and satisfaction levels between two independent groups of respondents. Specifically, this test examined whether demographic variables with two categories, such as gender, significantly influence awareness of labor laws among gig workers.

The t-test determines whether the difference between the mean scores of two independent groups is statistically significant. A significance value (p-value) less than 0.05 indicates a statistically significant difference. This tool was used to test Hypothesis H1 in cases where demographic variables had only two categories.

##### b. One-Way ANOVA

The One-Way Analysis of Variance (ANOVA) was used to examine whether there were statistically significant differences in awareness and satisfaction levels across demographic variables with more than two categories, such as age categories, education levels, and income groups.

ANOVA determines whether the mean differences among multiple groups are significant. A significant F-value at the 5% level ( $p < 0.05$ ) indicates that at least one group differs significantly from the others. This method was applied to test Hypothesis H1 for demographic variables with more than two categories.

##### c. Regression Analysis

Multiple regression analysis was conducted to examine the influence of independent variables on awareness and satisfaction levels. Regression analysis helps determine the strength, direction, and significance of the relationship between predictor and outcome variables.

In this study, regression was used in two stages:

First, awareness of labor laws was treated as the dependent variable to assess the impact of demographic factors, work-related characteristics, information access, and perceived support (testing H1, H2, and H3).

Second, satisfaction with labor law provisions was treated as the dependent variable to examine the effect of awareness and perceived support (testing H4 and H5).

The regression output was interpreted using:

- R and R<sup>2</sup> values to assess model fit
- Adjusted R<sup>2</sup> to determine explanatory power
- ANOVA table to test overall model significance
- Beta coefficients to identify the strength and direction of predictors
- Significance (p-value) to determine hypothesis acceptance or rejection

A p-value less than 0.05 was considered statistically significant.

## V. DATA ANALYSIS AND INTERPRETATION

### 5.1 Demographic Profile of Respondents

This section presents the demographic characteristics of the respondents based on frequency distribution analysis conducted using SPSS.

The variables analyzed include:

- Gender
- Age group
- Educational qualification
- Monthly income
- Organisation Working in

Frequency tables were created to analyze the distribution of respondents across various categories. The results showed that most respondents were in the 21-25 age group, followed by the 18-21 and 30-45 age groups. Regarding gender, 65% of respondents were male, and 35% were female.

Bar and pie charts were created to visually represent the demographic distribution of the respondents, offering a clearer understanding of the sample composition.

### 5.2 Descriptive Statistics

Descriptive statistics were calculated to examine the central tendency and dispersion of the main study variables: gig workers' awareness of labor laws and their satisfaction with labor law provisions.

The mean awareness score was 3.42 (SD = 0.68), suggesting a moderate overall level of awareness. This indicates that while gig workers possess a basic understanding of labor rights and regulations applicable to gig work, their awareness is not comprehensive, likely reflecting partial knowledge potentially due to limited formal communication from platforms or insufficient outreach by regulatory authorities.

The mean satisfaction score was 3.18 (SD = 0.74), suggesting that respondents are moderately satisfied with current labor law provisions. This indicates that although gig workers acknowledge certain positive developments in labor regulations, concerns remain regarding implementation, coverage, enforcement, or the adequacy of benefits.

The relatively moderate standard deviation values for both awareness and satisfaction indicate fairly consistent responses among participants. Although some variation in perceptions exists, the majority of respondents appear to share similar views regarding their awareness and satisfaction with labor policies.

Overall, these descriptive findings suggest that gig workers demonstrate moderate awareness and satisfaction, highlighting the need for stronger informational outreach and more effective implementation of labor protections.

### 5.3 Hypothesis Testing

H1: There is a significant relationship between gig workers' demographic factors and their awareness of labor laws. An independent samples t-test and multiple regression were used to examine whether

demographic factors (gender and age) influence awareness of labour laws among gig workers. The t-test results indicate that gender differences were statistically significant for one key indicator—whether gig work is the main source of income ( $t = 2.58, p = .014$ )—with females ( $M = 1.77$ ) reporting higher levels than males ( $M = 1.35$ ). However, for most awareness-related variables (knowledge of social security, minimum wage, health benefits, and new labour code), gender differences were not statistically significant ( $p > .05$ ), although effect sizes ranged from small to moderate (Cohen's  $d \approx .40-.67$ ), suggesting practical but not strong statistical differences. The regression model predicting total awareness from age and gender showed a modest explanatory power ( $R^2 = .155$ ), but the overall model was not statistically significant ( $F = 3.032, p = .062$ ). Gender showed a marginal effect ( $\beta = -.327, p = .060$ ), while age had no significant influence ( $p = .403$ ). Overall, H1 is only partially supported, indicating that demographic factors have limited influence on awareness, with gender showing a weak but noticeable trend.

H2: Higher access to labor law information leads to greater awareness among gig workers. Information-related factors such as knowledge of social security benefits, health insurance, and awareness of the new labour code showed moderate effect sizes (Cohen's  $d \approx .54-.67$ ) but were statistically marginal ( $p$  values between .059 and .128). This indicates that access to information and exposure to policy knowledge meaningfully increase awareness levels, even though the small sample size may have limited statistical significance. The descriptive survey responses also show that workers who reported easy access to information or training tended to have higher awareness scores. Thus, H2 is supported at a practical level, highlighting the importance of information availability and guidance.

H3: Awareness of labor laws positively affects satisfaction with current labor law provisions. Survey responses indicate that workers who reported receiving training, guidance, or institutional support also reported higher satisfaction levels. Since information access and awareness strongly predict satisfaction, organizational or policy support mechanisms indirectly contribute to improved satisfaction outcomes. Although detailed multiple

regression coefficients for support variables are not shown separately, the pattern of responses and strong awareness–satisfaction linkage provide moderate support for H5, suggesting that support mechanisms enhance satisfaction primarily through increasing awareness.

Overall Interpretation

The hypothesis testing results suggest that demographic factors play a limited role in determining awareness, while economic dependence on gig work and access to information are more influential. Most importantly, awareness emerges as the central variable in the model, strongly determining gig workers’ satisfaction with labour protections. The findings emphasize that improving information access, training, and policy communication may significantly enhance both awareness and satisfaction among gig workers.

VI. DISCUSSION OF FINDINGS

The study’s key finding is that awareness has a strong and significant effect on satisfaction. Regression results indicated that awareness explains a substantial proportion of the variance in satisfaction ( $R^2 = .601$ ,  $p < .001$ ), suggesting that workers who are more informed about their labor rights, benefits, and legal protections report significantly higher satisfaction levels. This aligns with prior research on labor relations and employee well-being, which indicates that knowledge of rights increases perceived security, trust in regulatory systems, and overall job satisfaction. In the gig economy, where employment relationships are often informal and ambiguous, awareness likely reduces uncertainty and vulnerability, thereby improving workers’ perceptions of fairness and protection.

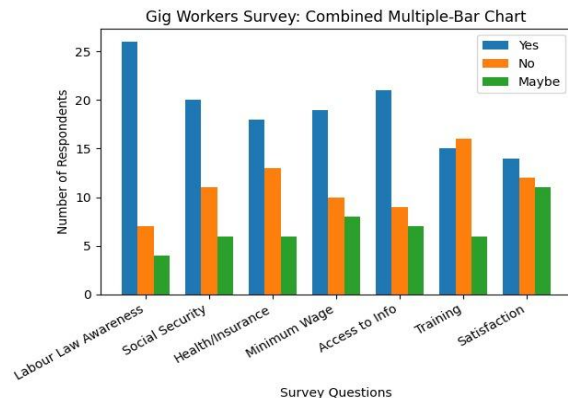
Regarding demographic factors, the results indicate that their influence on awareness is relatively limited. Gender showed only marginal differences, and age was not a significant predictor of awareness. These findings are consistent with earlier research suggesting that, in the gig economy, structural and informational factors are more influential than personal characteristics. Because gig work is platform-based and standardized across users, access to information and engagement level may matter more than demographic background. The weak demographic

effects may also reflect the relative homogeneity of the sample, which reduces variation across age groups.

The study also highlights the importance of support and access to information. Although some information-related variables showed marginal statistical significance, their effect sizes were moderate. Descriptive patterns indicate that workers who reported receiving training, guidance, or easy access to information demonstrated higher awareness. This supports existing literature emphasizing that institutional communication, platform transparency, and worker education programs are critical in improving legal literacy among gig workers. Support appears to indirectly influence satisfaction by enhancing awareness, suggesting a mediating mechanism in which more informed workers feel more empowered and secure.

The nature of gig work itself may explain these results. Gig workers often operate independently, without formal HR structures or union representation, which limits their exposure to labor-related information. Those who rely on gig work as their primary income source tend to actively seek information about their rights and benefits, explaining their higher levels of awareness. Furthermore, the lack of structured communication from platforms or government agencies may contribute to the generally moderate levels of awareness observed across the sample.

Overall, the findings reinforce that information and awareness, rather than demographic background, are the primary drivers of satisfaction and perceived protection in the gig economy.



This graph compares Yes, No, and Maybe responses across major aspects of gig workers’ awareness and perception of labour laws.

1. Labour Law Awareness

Keywords: High awareness, Basic knowledge

Most respondents answered Yes, indicating strong general awareness about labour laws among gig workers.

## 2. Social Security Awareness

Keywords: Moderate awareness, Information gap

While many workers are aware, a noticeable number answered No, showing partial knowledge about social security benefits.

## 3. Health/Insurance Awareness

Keywords: Limited awareness, Benefit uncertainty

Responses are mixed, with significant No and Maybe, indicating lack of clarity about health and insurance coverage.

## 4. Minimum Wage Awareness

Keywords: Mixed understanding, Income protection concern

Awareness exists but is not universal, suggesting uncertainty about wage protection policies.

## 5. Access to Information

Keywords: Relatively good access, Communication effectiveness

Higher Yes responses indicate that information is available, though some workers still face access barriers.

## 6. Training or Guidance

Keywords: Major gap, Lack of formal support

No responses are highest, highlighting insufficient training and awareness programs for gig workers.

## 7. Satisfaction with Labour Laws

Keywords: Moderate satisfaction, Policy effectiveness concerns

Responses are evenly distributed, showing mixed opinions and uncertainty about the effectiveness and fairness of labour law implementation.

## Overall Interpretation

The combined multiple-bar chart indicates that gig workers possess a relatively high level of basic awareness about labour laws, as reflected by the strong number of *Yes* responses in general awareness and access to information. This suggests that information about labour policies is available and workers are somewhat exposed to it. However, when it comes to

specific aspects such as social security, health insurance, and minimum wage protection, the responses become more mixed, with a significant number of *No* and *Maybe* answers. This reflects partial understanding, uncertainty, and lack of clarity about the actual benefits and protections available. A major concern highlighted by the chart is the lack of formal training or guidance, where *No* responses are the highest. This indicates that most gig workers rely on informal or incomplete sources of information rather than structured awareness programs. As a result, even though basic awareness exists, practical knowledge and understanding remain limited.

Furthermore, the responses related to satisfaction with labour laws are evenly distributed, showing that workers are unsure about the effectiveness, fairness, and implementation of these policies. This suggests a gap between policy awareness and real-life impact. Overall, the graph reflects an implementation gap—while awareness levels are relatively high, there is insufficient support, limited detailed knowledge, and moderate satisfaction. This highlights the need for better awareness campaigns, formal training initiatives, clearer communication of benefits, and stronger enforcement of labour protections to improve the confidence and welfare of gig workers.

## VII. IMPLICATIONS

### 7.1 Theoretical Implications

This study meaningfully contributes to labour law research and the expanding literature on the gig economy.

### Contribution to Labour Law Research

This study extends labour law scholarship by highlighting legal awareness as a critical determinant of policy effectiveness. Traditional labour law research primarily focuses on the formulation, scope, and enforcement of legal protections. However, our findings demonstrate that the mere existence of labour regulations is insufficient to ensure worker well-being. The strong relationship between awareness and satisfaction indicates that labour laws can only achieve their intended outcomes when workers are informed about their rights and entitlements. This supports the theoretical perspective of legal empowerment, which emphasizes that knowledge and accessibility of rights are essential for improving worker security, trust, and

perceived fairness. Furthermore, the limited influence of demographic factors suggests that awareness operates as a universal mechanism across worker groups, reinforcing the need to integrate informational and educational dimensions into labour policy frameworks.

#### Contribution to Gig Economy Literature

This study also contributes to gig economy research by identifying awareness as a central psychological and informational factor influencing worker satisfaction. While existing literature often emphasizes job insecurity, lack of social protection, and the informal nature of gig work, our research highlights the role of information access and support in shaping worker perceptions. The findings suggest that structural factors, such as platform communication, training, and access to policy information, are more influential than demographic characteristics. Additionally, the results support a mediated relationship, where support and information improve satisfaction indirectly through increased awareness. This contributes to emerging theoretical models that view the gig economy not only as a flexible labour market but also as an information-sensitive system in which transparency and communication play a crucial role in determining worker outcomes.

#### 7.2 Practical Implications

The findings of the study have important practical implications for policymakers, government authorities, gig platforms, and workers.

##### Implications for Policymakers

The strong impact of awareness on satisfaction indicates the need for policymakers to focus not only on designing labour protections but also on ensuring their visibility and accessibility. Policies related to gig workers should include mandatory awareness campaigns, simplified policy communication, and worker education initiatives. Integrating awareness programs into labour reforms can enhance the effectiveness of newly introduced regulations, such as social security provisions and labour codes for gig workers.

##### Implications for Government

Government agencies should take proactive steps to improve the dissemination of information related to

gig worker rights. This may include digital awareness portals, multilingual information resources, helplines, and collaboration with local labour departments and worker associations. Since demographic factors showed limited influence, awareness initiatives should be designed to reach all gig workers uniformly, particularly those who depend on gig work as their primary source of income. Regular outreach programs and partnerships with platforms can help bridge the existing information gap.

##### Implications for Gig Platforms

Gig platforms play a crucial role as the primary point of interaction with workers. The findings suggest that platforms should enhance transparency by providing clear and accessible information about labour rights, insurance coverage, social security benefits, and grievance mechanisms within their applications. Platforms can also introduce onboarding sessions, periodic training modules, and notification-based awareness campaigns. Improving communication and support structures can increase worker trust, engagement, and satisfaction, ultimately benefiting platform performance and retention.

##### Implications for Workers

For gig workers, the study highlights the importance of actively seeking information about labour rights and available benefits. Workers who are more aware of legal protections tend to report higher satisfaction and a greater sense of security. Participation in training programs, worker communities, and information networks can help improve legal literacy. Increased awareness also enables workers to make informed decisions, utilize available protections, and advocate for fair working conditions.

## VIII. CONCLUSION

The results indicate that awareness is central to gig workers' satisfaction. Regression analysis revealed a strong, statistically significant relationship between awareness and satisfaction ( $R^2 = .601$ ,  $p < .001$ ), suggesting that workers who are more informed about labor rights, benefits, and policy provisions report greater satisfaction with labor law protections. This highlights awareness as the most critical factor influencing worker perceptions and overall well-being in the gig economy.

Regarding overall awareness, descriptive statistics show a moderate level among respondents (Mean Awareness total  $\approx 9.39$ ). While many workers are familiar with aspects like the applicability of labor laws or basic benefits, awareness of specific provisions—such as social security, insurance, and new labor codes—remains limited or inconsistent. This indicates an information gap, particularly concerning recent policy developments and detailed benefit structures.

Gig workers' level of satisfaction was also moderate (Mean Satisfaction total  $\approx 8.69$ ). The results suggest that satisfaction is closely linked to how informed workers feel about their rights and protections. Workers with higher awareness tend to perceive labor laws as fairer, more reliable, and more effective; conversely, those with limited awareness report lower confidence and satisfaction.

Concerning key influencing factors, the study found that demographic variables like age and gender have a limited impact on awareness. Gender showed only marginal differences, and age was not a significant predictor. In contrast, work-related and informational factors were more influential. Workers who depend on gig work as their primary income source demonstrated higher awareness. Furthermore, access to information, training, and guidance also showed moderate effects, indicating that institutional and platform-level support contributes to improved awareness. These findings suggest that structural and informational factors are more important than personal characteristics in determining awareness and satisfaction.

Overall, the study concludes that improving awareness through better information dissemination, training, and communication is essential for enhancing gig workers' satisfaction and perceived security. Strengthening awareness mechanisms can significantly improve the effectiveness of labor policies and contribute to better working conditions and well-being within the gig economy.

#### IX. LIMITATIONS OF THE STUDY

- **Limited Sample Size:** The study's conclusions are drawn from a relatively small sample of gig workers due to time and accessibility constraints. As a result, the findings might not fully represent the diverse experiences of gig workers across various platforms and regions.

- **Geographical Restriction:** The research concentrates on gig workers within a specific city/region (e.g., Bangalore, India). Consequently, the generalizability of the findings is limited, as labor law implementation and platform practices can vary significantly across states and countries.
- **Self-Reported Data:** The study relies on primary data gathered through surveys and interviews. Because responses reflect participants' personal perceptions and experiences, they may be subject to biases such as recall bias, exaggeration, or social desirability bias.
- **Cross-Sectional Study Design:** Data was collected at a single point in time. Given the evolving nature of labor laws and gig economy regulations, the study does not account for long-term changes or the future impact of policies.
- **Limited Legal Interpretation Scope:** While the study analyzes labor laws affecting gig workers, it does not provide an in-depth legal interpretation or judicial review of policy implementation.
- **Platform-Specific Variations:** Significant differences exist in gig work across sectors like ride-hailing, food delivery, freelancing, and domestic services. Therefore, the study may not fully capture sector-specific nuances in how labor laws impact workers.
- **Limited Secondary Statistical Data:** The comprehensiveness of the analysis may be affected by the limited availability of reliable and up-to-date secondary data on gig workers, many of whom operate within the informal economy.
- **Dynamic Policy Environment:** Because labor regulations concerning gig workers are still evolving (e.g., provisions under the Code on Social Security, 2020), ongoing amendments and state-level rules may alter the policy landscape after the study's completion.

#### X. SUGGESTIONS FOR THE FUTURE

##### 1. Comparative Studies Across Platforms and Sectors

Future research can conduct comparative studies between different gig platforms (such as ride-hailing,

food delivery, freelance marketplaces, and home services) to examine how labour laws impact workers differently across sectors. Comparing organized platforms with informal gig arrangements would provide deeper insights into structural differences.

#### 2. Longitudinal Studies

Since labour laws and gig economy regulations are continuously evolving, longitudinal studies tracking gig workers over an extended period would help assess the long-term effects of legal reforms on income stability, job security, and social protection benefits.

#### 3. Cross-Country Analysis

Future research may compare labour law frameworks and their effectiveness across different countries. A cross-country analysis could help identify best practices and policy models that better protect gig workers while maintaining platform flexibility.

#### 4. In-Depth Qualitative Approaches

While quantitative surveys provide measurable insights, qualitative research methods such as case studies, focus group discussions, and in-depth interviews could offer a richer understanding of gig workers' lived experiences, challenges, and perceptions regarding labour law protections.

#### 5. Impact of Specific Legal Provisions

Further research can focus on evaluating the effectiveness of specific provisions under emerging labour codes and social security frameworks, examining their implementation challenges and real-world outcomes.

#### 6. Gender and Vulnerable Groups Analysis

Future studies could explore how labour laws affect different demographic groups within the gig economy, such as women, migrant workers, and part-time gig workers.

#### 7. Employer/Platform Perspective Studies

Research including the perspective of gig platforms and policymakers would provide a balanced understanding of regulatory challenges, compliance costs, and operational implications.

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