

A Study on The Influence of Working Conditions on Job Satisfaction Among Gig Workers in Bengaluru City

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Abstract—The rapid expansion of the gig economy has created new employment opportunities while raising concerns regarding working conditions and job satisfaction among gig workers. This study aims to analyse the socio-economic profile of gig workers, assess their working conditions, identify major employment challenges, and examine the influence of working conditions on job satisfaction in Bengaluru City. The study adopted a descriptive and analytical research design based on both primary and secondary data. Primary data were collected from 200 gig workers using a structured questionnaire through convenience and snowball sampling techniques. The findings reveal that gig workers experience moderate working conditions (Mean = 3.24), with job security and social security benefits identified as the weakest dimensions. Low and uncertain income emerged as the most significant employment challenge. Regression analysis showed a strong positive relationship between working conditions and job satisfaction ($R = 0.812$; $R^2 = 0.660$). Among the working condition factors, Income Stability and Earnings had the strongest positive influence on job satisfaction, followed by Platform Support and Management Practices, Work-Life Balance, Job Security, Working Hours and Workload, and Social Security Benefits. The study suggests that digital platform companies and policymakers should ensure stable income opportunities, strengthen platform support, improve work-life balance, extend social security benefits, and enhance job security to improve the welfare of gig workers. The study concludes that improving these working conditions is essential for enhancing job satisfaction, promoting worker well-being, and ensuring the sustainable growth of the gig economy in Bengaluru City.

Index Terms—Bengaluru City, Gig Economy, Gig Workers, Income Stability and Earnings, Job Satisfaction, Job Security, Social Security Benefits, Working Conditions.

I. INTRODUCTION

The rapid advancement of digital technologies, widespread internet access, and the increasing use of smartphone applications have significantly transformed labour markets worldwide, leading to the emergence of the gig economy. The gig economy refers to a labour market characterized by short-term, task-based, and platform-mediated work arrangements, where workers provide services through digital platforms rather than traditional employment relationships. Platforms such as Uber, Ola, Swiggy, Zomato, Rapido, Urban Company, and Amazon Flex have created flexible employment opportunities by connecting service providers directly with customers. While gig work offers flexibility and additional income opportunities, it also raises concerns regarding job security, income stability, occupational safety, social protection, and job satisfaction [1], [2]. Globally, digital labour platforms have expanded rapidly due to technological advancements, changing consumer preferences, and the growth of the digital economy. Platform-based work has become an important source of employment in sectors such as transportation, food delivery, logistics, e-commerce, and home services. However, despite creating new employment opportunities, platform work is often associated with algorithmic management, irregular working hours, performance-based incentives, and limited employment benefits, leading to growing concerns about the quality of work and workers' well-being [2].

India has emerged as one of the world's fastest-growing gig economies, supported by increasing smartphone penetration, affordable internet services, digital payment systems, and government initiatives

such as Digital India. According to NITI Aayog [1], India had approximately 6.8 million gig workers in 2019–20, which increased to 7.7 million in 2020–21, and this number is projected to reach 23.5 million by 2029–30, accounting for about 6.7% of the non-agricultural workforce. These figures highlight the growing importance of gig workers in India's labour market and their contribution to the country's digital economy.

Bengaluru, known as the Silicon Valley of India, is one of the country's largest centres for digital platforms and technology-based businesses. The city's expanding demand for ride-hailing, food delivery, grocery delivery, logistics, and home services has generated substantial employment opportunities for gig workers. Nevertheless, many gig workers in Bengaluru continue to experience challenges such as long working hours, uncertain income, inadequate social security, occupational risks, and limited platform support. These issues make Bengaluru an appropriate setting for examining the working conditions of gig workers and their influence on job satisfaction.

Working conditions are widely recognized as an important determinant of employees' motivation, well-being, and job satisfaction. In the gig economy, working conditions include dimensions such as working hours, income adequacy, occupational safety, job flexibility, platform support, performance incentives, and access to social security. Although gig work offers flexibility, workers often face income uncertainty, algorithmic management, fluctuating incentives, and limited employment protection, which may affect their satisfaction with their work [2].

Job satisfaction refers to an individual's overall evaluation of his or her job and reflects the extent to which work fulfils personal and professional expectations. Herzberg's Two-Factor Theory [3] suggests that favourable working conditions, fair compensation, job security, and organizational support contribute significantly to employee satisfaction. In the context of the gig economy, improved working conditions are expected to enhance job satisfaction. In contrast, poor working conditions may reduce workers' motivation, commitment, and willingness to continue platform-based work.

II. REVIEW OF LITERATURE

Sharma and Sharma (2025) [4] explored the evolving nature of the gig economy in India, focusing on employment opportunities, work challenges, and policy issues. Using qualitative interviews with 23 gig workers in Delhi, the study identified seven key factors affecting workers' experiences: economic stability, platform policies, government policies, job security, work flexibility, the influence of the gig economy, and inconsistent work opportunities. The study concludes that stronger labour policies and improved platform practices are needed to enhance the working conditions and well-being of gig workers.

Koley (2025) [5] examined the growth, challenges, and policy implications of the gig economy in India using secondary data from government reports, academic studies, and industry sources. The study found that the gig economy has expanded rapidly, creating employment opportunities and offering flexibility to workers. However, gig workers continue to face challenges such as job insecurity, lack of social security, low wages, and limited employment benefits. The study emphasizes the need for stronger labour regulations, worker protection, and inclusive policies to ensure sustainable growth and improve the welfare of gig workers.

Sarker et al. (2024) [6] examined gender differences in job satisfaction among 443 gig workers in Bangladesh using Herzberg's Two-Factor Theory and an ordered probit model. The study found that work-life balance, higher monthly income, and social media support significantly improved job satisfaction. In contrast, long working hours, payment difficulties, poor internet connectivity, additional workload, and time-zone differences reduced job satisfaction. Women mainly engaged in gig work for flexibility and balancing family responsibilities, whereas men were motivated by higher income. The study also identified gender differences in platform usage and work types. It concluded by emphasizing the need for gender-sensitive policies, improved digital infrastructure, and better platform support to enhance gig workers' job satisfaction.

Naz and Raj (2024) [7] examined worker satisfaction among gig workers engaged in platform-based

services. The study found that gig workers value the flexibility and independence offered by gig work. However, they also face challenges such as income instability, long working hours, lack of social security benefits, and job insecurity, which reduce their overall job satisfaction. The study suggested that improving worker protection, social security, and platform support can enhance the job satisfaction and well-being of gig workers.

Radhakrishnan and Singha Roy (2023) [8] explored the experiences of ride-hailing workers in Bengaluru through qualitative interviews. The study found that workers faced challenges such as inadequate labour protection, unfair platform rating systems, and income insecurity. Although gig work provided flexibility, the absence of formal employment benefits and social security increased workers' vulnerability and reduced their overall employment security.

Bekal et al. (2023) analysed the growth and challenges of India's gig economy using secondary data from government reports and academic literature. The study highlighted that economic conditions significantly influence participation in gig work and identified worker satisfaction and retention as major concerns due to limited job security and high workforce turnover. The authors emphasized the importance of labour protection policies to ensure sustainable growth of the gig economy.

III. RESEARCH GAP

Previous studies have extensively discussed the growth of the gig economy and the challenges faced by platform workers. However, limited research has empirically investigated the relationship between multidimensional working conditions and job satisfaction among gig workers, particularly in the Indian context. Furthermore, city-specific evidence from Bengaluru remains scarce. This study attempts to address this gap by analysing the influence of working conditions on the job satisfaction of gig workers using a quantitative research approach.

IV. OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

1. To analyse the socio-economic profile of gig workers in Bengaluru City.

2. To assess the working conditions of gig workers in Bengaluru City.
3. To identify the major employment challenges faced by gig workers in Bengaluru City.
4. To examine the influence of working conditions on the job satisfaction of gig workers in Bengaluru City.

V. HYPOTHESIS OF THE STUDY

H₀: There is no significant influence of working conditions on the job satisfaction of gig workers in Bengaluru City.

H₁: There is a significant influence of working conditions on the job satisfaction of gig workers in Bengaluru City.

VI. RESEARCH METHODOLOGY

A. Research Design

The study adopts a descriptive and analytical research design to examine the influence of working conditions on the job satisfaction of gig workers in Bengaluru City. The descriptive component is used to analyse the socio-economic profile, working conditions, and employment challenges of gig workers, while the analytical component examines the influence of working conditions on job satisfaction using multiple linear regression analysis.

B. Sources of Data

The study is based on both primary and secondary data, wherein primary data were collected from gig workers through a structured questionnaire, while secondary data were obtained from books, peer-reviewed journals, research articles, government publications, reports of NITI Aayog, the International Labour Organization (ILO), the Ministry of Labour and Employment, and other relevant published sources.

C. Study Area

The study was conducted in Bengaluru City, Karnataka, one of India's largest metropolitan cities and a major hub for digital platform-based employment. Bengaluru has a high concentration of gig workers engaged in ride-hailing, food delivery, e-commerce delivery, and home-based services, making it an appropriate location for the study.

D. Population of the Study

The population comprises gig workers operating in Bengaluru City who are engaged with digital labour platforms such as Uber, Ola, Rapido, Swiggy, Zomato, Blinkit, Zepto, Urban Company, Amazon Flex, and other app-based service providers.

E. Sample Size

A total of 200 gig workers were selected as respondents for the study. The sample size was considered adequate for conducting descriptive statistical analysis and multiple linear regression.

F. Sampling Technique

The study employed convenience sampling, supported by snowball sampling, to identify and collect data from gig workers. These non-probability sampling techniques were considered appropriate due to the absence of a comprehensive sampling frame and the dynamic nature of platform-based employment.

G. Statistical Tools Used

The collected data were coded and analysed using the Statistical Package for the Social Sciences (SPSS). Frequency and percentage were used to analyse the socio-economic profile of the respondents. Mean, standard deviation, and rank were employed to assess the working conditions and identify the major employment challenges faced by gig workers. Cronbach's Alpha was used to examine the reliability and internal consistency of the measurement scales. Multiple linear regression analysis was employed to examine the influence of working conditions on the job satisfaction of gig workers in Bengaluru City. The Garrett Ranking Technique was used to rank the employment challenges faced by gig workers.

VII. DATA ANALYSIS AND INTERPRETATION

The collected data were analysed using appropriate statistical tools to achieve the objectives of the study. The socio-economic characteristics of the respondents were analysed using frequency and percentage analysis, while descriptive statistics such as mean, standard deviation, and ranking were employed to assess the working conditions and employment challenges of gig workers. Further, multiple linear regression analysis was used to examine the influence of working conditions on job satisfaction among gig workers in Bengaluru City.

A. Socio-Economic Profile of Gig Workers in Bengaluru City (N = 200)

The socio-economic profile provides an understanding of the demographic and employment-related characteristics of the gig workers included in the study. The profile includes variables such as gender, age, educational qualification, marital status, type of gig work, work experience, monthly income, and working hours. The results are presented in Table I.

TABLE I: SOCIO-ECONOMIC PROFILE OF GIG WORKERS IN BENGALURU CITY (N = 200)

Sl. No.	Variable	Category	Freq. (n)	Percent (%)
1	Gender	Male	170	85.0
		Female	28	14.0
		Others	2	1.0
		Total	200	100.0
2	Age Group	Below 25 years	36	18.0
		25–34 years	92	46.0
		35–44 years	52	26.0
		45 years and above	20	10.0
		Total	200	100.0
3	Educational Qualification	SSLC and below	30	15.0
		PUC/Higher Secondary	54	27.0
		Diploma	32	16.0
		Graduate	68	34.0
		Postgraduate and above	16	8.0
		Total	200	100.0
4	Marital Status	Unmarried	82	41.0
		Married	110	55.0
		Divorced/Widowed	8	4.0
		Total	200	100.0
5	Type of Gig Work	Ride-hailing Services (Uber/Ola/Rapido)	74	37.0
		Food Delivery Services (Swiggy/Zomato)	62	31.0
		Grocery/E-commerce Delivery	44	22.0
		Home Services/Other Platforms	20	10.0
		Total	200	100.0

Sl. No.	Variable	Category	Freq. (n)	Percent (%)
		Total	200	100.0
6	Experience in Gig Work	Less than 1 year	32	16.0
		1–3 years	74	37.0
		3–5 years	62	31.0
		Above 5 years	32	16.0
		Total	200	100.0
7	Monthly Income	Below ₹20,000	46	23.0
		₹20,001–₹30,000	86	43.0
		₹30,001–₹40,000	48	24.0
		Above ₹40,000	20	10.0
		Total	200	100.0
8	Average Working Hours per Day	Below 6 hours	18	9.0
		6–8 hours	68	34.0
		8–10 hours	82	41.0
		Above 10 hours	32	16.0
		Total	200	100.0

Source: Computed from primary data using SPSS

The socio-economic profile of gig workers indicates that the majority of respondents were male (85%), highlighting the male-dominated nature of gig employment in Bengaluru. Most workers belonged to the 25–34 years age group (46%), showing that gig work is largely adopted by young and economically active individuals. In terms of education, graduates (34%) formed the largest group, followed by PUC/Higher Secondary educated workers, indicating varied educational backgrounds among gig workers. A majority of respondents were married (55%), suggesting that gig work also acts as a source of livelihood for family earners. Among different categories of gig work, ride-hailing (37%) and food delivery services (31%) were the major occupations. Most respondents had 1–3 years of experience (37%), earned a monthly income of ₹20,001–₹30,000 (43%), and worked 8–10 hours per day (41%), reflecting the dependence on gig work as a regular employment source with significant time commitment.

B. Assessment of Working Conditions of Gig Workers in Bengaluru City

Working conditions are an important aspect of gig employment as they influence the overall work experience of gig workers. This objective assesses the working conditions of gig workers in Bengaluru City based on six key dimensions, namely working hours

and workload, income stability and earnings, job security, social security benefits, platform support and management practices, and work-life balance. The responses were analysed using mean score, standard deviation, and ranking. The results are presented in Table II.

TABLE II: ASSESSMENT OF WORKING CONDITIONS OF GIG WORKERS IN BENGALURU CITY (N = 200)

Item Code	Working Condition Dimensions	Mean Score	S.D.	Rank	Level
WC1	Working Hours and Workload	3.86	0.76	I	High
WC2	Income Stability and Earnings	3.42	0.84	II	Moderate
WC3	Platform Support and Management Practices	3.18	0.81	III	Moderate
WC4	Work-Life Balance	3.10	0.86	IV	Moderate
WC5	Social Security Benefits	2.98	0.89	V	Low
WC6	Job Security	2.91	0.92	VI	Low
	Overall Mean Score	3.24	0.85	—	Moderate

Source: Computed from primary data using SPSS

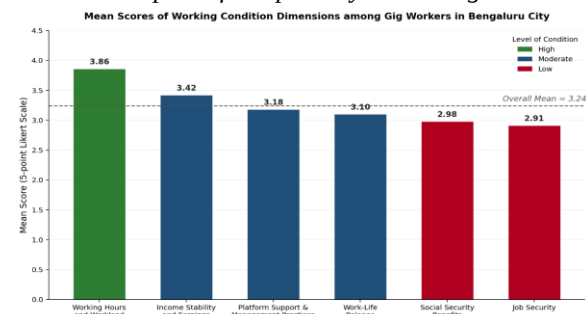


Fig. 1. Mean scores of working condition dimensions of gig workers in Bengaluru City

Table II shows the assessment of the working conditions of gig workers in Bengaluru City. The

overall mean score of 3.24 indicates that the working conditions of gig workers are at a moderate level. Among the six dimensions, Working Hours and Workload (WC1) ranked first with the highest mean score (3.86), followed by Income Stability and Earnings (WC2) with a mean score of 3.42. Platform Support and Management Practices (WC3) and Work-Life Balance (WC4) were found to be moderate, with mean scores of 3.18 and 3.10, respectively. Social Security Benefits (WC5) and Job Security (WC6) recorded the lowest mean scores of 2.98 and 2.91, indicating that these are the weaker aspects of gig workers' working conditions. Overall, the results suggest that gig workers experience moderate working conditions, with greater concerns related to job security and social security benefits.

C. Analysis of Challenges Faced by Gig Workers in Bengaluru City Using Garrett Ranking Technique

Gig workers in Bengaluru City face several employment-related challenges that affect their earnings, job security, and overall working conditions. To identify the most significant challenges, the Garrett Ranking Technique was employed. This technique converts the ranks assigned by the respondents into Garrett scores and ranks the challenges based on their mean Garrett scores. The results are presented in Table III.

TABLE III: GARRETT RANKING OF EMPLOYMENT CHALLENGES FACED BY GIG WORKERS IN BENGALURU CITY (N = 200)

Item Code	Employment Challenges Faced by Gig Workers	Total Garrett Score	Mean Garrett Score	Rank
EC1	Low and uncertain income due to fluctuating demand and incentives	15,890	79.45	I
EC2	Long working hours and work pressure to achieve income targets	14,980	74.90	II
EC3	High fuel, vehicle maintenance, and operational expenses	14,120	70.60	III
EC4	Lack of social security benefits (insurance, pension, and paid leave)	13,460	67.30	IV

Item Code	Employment Challenges Faced by Gig Workers	Total Garrett Score	Mean Garrett Score	Rank
EC5	Lack of job security and uncertainty of continuous employment	12,780	63.90	V
EC6	Algorithm-based control, changing incentives, and platform policies	11,960	59.80	VI
EC7	Customer pressure, negative ratings, and complaints	10,980	54.90	VII
EC8	Traffic congestion, accidents, and road safety issues	10,540	52.70	VIII
EC9	Lack of career growth and skill development opportunities	9,620	48.10	IX
EC10	Absence of effective grievance redressal mechanisms	8,870	44.35	X

Source: Computed from primary data using SPSS

Table III presents the Garrett ranking analysis of the challenges faced by gig workers in Bengaluru City. The findings indicate that low and uncertain income due to fluctuating demand and incentives emerged as the most significant challenge, securing the first rank with the highest mean Garrett score of 79.45. This was followed by long working hours and work pressure to achieve income targets (74.90) and high fuel, vehicle maintenance, and operational expenses (70.60), which ranked second and third, respectively.

Further, lack of social security benefits (67.30) and lack of job security (63.90) were identified as other major concerns affecting gig workers. Challenges such as algorithm-based control, customer pressure and negative ratings, traffic and road safety issues, limited career growth opportunities, and absence of effective grievance redressal mechanisms received comparatively lower mean Garrett scores but continue to influence the overall working conditions of gig workers.

D. Influence of Working Conditions on the Job Satisfaction of Gig Workers in Bengaluru City

To examine the influence of working conditions on the job satisfaction of gig workers in Bengaluru City,

Multiple Linear Regression Analysis was employed. In this analysis, Job Satisfaction was considered the dependent variable, while Working Hours and Workload, Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Social Security Benefits, and Job Security were treated as the independent variables. The analysis was conducted using the responses collected from 200 gig workers (N = 200).

TABLE IV: RELIABILITY ANALYSIS OF RESPONSES

Cronbach's Alpha	No. of Items
0.894	35

Source: Primary data (computed using SPSS)

Table IV presents the reliability statistics of the questionnaire used to measure the working conditions and job satisfaction of gig workers in Bengaluru City. The obtained Cronbach's Alpha value of 0.894 indicates a high level of internal consistency among the 35 questionnaire items. Since the alpha value is greater than the recommended threshold of 0.70, the measurement scale is considered reliable for further statistical analysis. Therefore, the collected data are suitable for conducting Multiple Linear Regression Analysis.

TABLE V: MODEL SUMMARY OF THE INFLUENCE OF WORKING CONDITIONS ON JOB SATISFACTION OF GIG WORKERS

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.812	0.660	0.649	0.421
a. Predictors: (Constant), Working Hours and Workload, Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Social Security Benefits, and Job Security.				
b. Dependent Variable: Job Satisfaction.				

Source: Primary data (computed using SPSS)

Table V shows the extent to which working condition factors influence the job satisfaction of gig workers in Bengaluru City. The multiple correlation coefficient (R = 0.812) indicates a strong positive relationship between the combined working condition factors and job satisfaction. The R Square value of 0.660 shows that 66.0 percent of the variation in job satisfaction among gig workers is explained by the selected

working condition factors included in the regression model. The remaining 34.0 percent variation is influenced by other factors not included in the present model.

The Adjusted R Square value of 0.649 indicates that even after adjusting for the number of independent variables, the model explains 64.9 percent of the variation in job satisfaction, showing that the regression model has good explanatory power. The Standard Error of the Estimate (0.421) indicates the average deviation between the observed and predicted values of job satisfaction.

TABLE VI: ANOVA FOR THE INFLUENCE OF WORKING CONDITIONS ON JOB SATISFACTION OF GIG WORKERS

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	66.412	6	11.069	62.487	0.000
Residual	34.188	193	0.177		
Total	100.600	199			
a. Predictors: (Constant), Working Hours and Workload, Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Social Security Benefits, and Job Security.					
b. Dependent Variable: Job Satisfaction.					

Source: Primary data (computed using SPSS)

Table VI presents the results of the multiple regression analysis examining the effect of Working Hours and Workload, Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Social Security Benefits, and Job Security on Job Satisfaction. The F-statistic of 62.487 with a significance value (Sig.) of 0.000 indicates that the regression model is statistically significant. This means that the combined effect of these six predictor variables has a significant influence on job satisfaction. The Regression Sum of Squares is 66.412, while the Residual Sum of Squares is 34.188, indicating that a substantial portion of the total variation in job satisfaction is explained by the selected independent variables.

The statistically significant regression model implies that job satisfaction is meaningfully influenced by working conditions, financial stability, organizational support, work-life balance, social security benefits, and job security. Therefore, organizations and

platform managers should focus on improving these factors to enhance employees' job satisfaction. Providing a balanced workload, ensuring stable earnings, strengthening platform support, promoting work-life balance, offering adequate social security benefits, and enhancing job security can contribute to higher job satisfaction, improved employee well-being, and better organizational performance.

TABLE VII: REGRESSION COEFFICIENTS FOR THE INFLUENCE OF WORKING CONDITIONS ON JOB SATISFACTION OF GIG WORKERS

Model	B	Std. Error	Beta	t	Sig.
(Constant)	0.652	0.238	—	2.739	0.007
Working Hours and Workload	0.146	0.047	0.153	3.106	0.002
Income Stability and Earnings	0.238	0.050	0.269	4.756	0.000
Platform Support and Management Practices	0.214	0.046	0.243	4.652	0.000
Work-Life Balance	0.191	0.043	0.221	4.442	0.000
Social Security Benefits	0.108	0.042	0.124	2.571	0.011
Job Security	0.176	0.045	0.198	3.924	0.000

a. Dependent Variable: Job Satisfaction.

Source: Primary data (computed using SPSS)

Table VII presents the results of the multiple regression analysis examining the influence of Working Hours and Workload, Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Social Security Benefits, and Job Security on Job Satisfaction. The findings indicate that all six independent variables have a positive and statistically significant relationship with job satisfaction.

Among the predictor variables, Income Stability and Earnings has the strongest positive influence on job satisfaction ($B = 0.238$, $\text{Sig.} = 0.000$), indicating that higher income stability and better earnings significantly improve employees' job satisfaction. Platform Support and Management Practices also have a significant positive effect ($B = 0.214$, $\text{Sig.} = 0.000$), suggesting that improved organizational support and

effective management practices enhance job satisfaction. Similarly, Work-Life Balance significantly influences job satisfaction ($B = 0.191$, $\text{Sig.} = 0.000$), implying that employees with a better balance between their professional and personal lives are more satisfied with their jobs.

Further, Job Security demonstrates a significant positive relationship with job satisfaction ($B = 0.176$, $\text{Sig.} = 0.000$), indicating that employees who perceive greater job security experience higher levels of satisfaction. Working Hours and Workload also positively and significantly affect job satisfaction ($B = 0.146$, $\text{Sig.} = 0.002$), suggesting that manageable working hours and workload contribute to increased satisfaction. In addition, Social Security Benefits have a positive and statistically significant influence on job satisfaction ($B = 0.108$, $\text{Sig.} = 0.011$), indicating that the availability of social security benefits enhances employees' satisfaction, although its influence is comparatively lower than the other predictors.

Since the significance values of all the independent variables are less than 0.05, the null hypothesis stating that Working Hours and Workload, Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Social Security Benefits, and Job Security have no significant influence on Job Satisfaction is rejected. Therefore, it is concluded that all six factors significantly influence job satisfaction, with Income Stability and Earnings emerging as the most influential predictor, followed by Platform Support and Management Practices, Work-Life Balance, Job Security, Working Hours and Workload, and Social Security Benefits. These findings suggest that improvements in these workplace factors can significantly enhance the job satisfaction of the respondents.

VIII. MAJOR FINDINGS

1. The socio-economic profile revealed that the majority of gig workers were male (85%), belonged to the 25–34 years age group (46%), were graduates (34%), married (55%), engaged in ride-hailing services (37%), had 1–3 years of work experience (37%), earned ₹20,001–₹30,000 per month (43%), and worked 8–10 hours per day (41%).
2. The overall assessment of working conditions indicated a moderate level (Mean = 3.24). Among the working condition dimensions, Working Hours

and Workload ranked first (Mean = 3.86), while Job Security (Mean = 2.91) and Social Security Benefits (Mean = 2.98) were identified as the weakest aspects.

3. The Garrett Ranking analysis identified low and uncertain income (Mean Garrett Score = 79.45) as the most significant challenge faced by gig workers, followed by long working hours and work pressure (74.90) and high operational expenses (70.60).
4. The regression model demonstrated a strong positive relationship between working conditions and job satisfaction ($R = 0.812$). The model explained 66.0% of the variation in job satisfaction ($R^2 = 0.660$), indicating good explanatory power.
5. The ANOVA results confirmed that the regression model was statistically significant ($F = 62.487$, $p < 0.001$), indicating that the combined effect of the selected working condition factors significantly influences job satisfaction among gig workers.
6. The regression coefficient analysis revealed that all six working condition factors had a positive and statistically significant influence on job satisfaction. Among them, Income Stability and Earnings emerged as the strongest predictor ($B = 0.238$), followed by Platform Support and Management Practices ($B = 0.214$), Work-Life Balance ($B = 0.191$), Job Security ($B = 0.176$), Working Hours and Workload ($B = 0.146$), and Social Security Benefits ($B = 0.108$).

IX. SUGGESTIONS

1. Digital platform companies should introduce more stable and transparent income policies to reduce earnings uncertainty and improve workers' financial security.
2. Platforms should adopt fair workload management practices by limiting excessive working hours and ensuring realistic performance targets to promote employee well-being.
3. Platform companies should strengthen support and communication systems, including effective grievance redressal mechanisms and timely assistance to gig workers.
4. Greater emphasis should be placed on improving work-life balance by providing flexible scheduling options and minimizing excessive work pressure.
5. Policymakers and platform companies should extend social security benefits, including health

insurance, accident insurance, pension schemes, and paid leave, to improve the welfare of gig workers.

6. Measures should be taken to enhance job security through transparent platform policies, fair contract terms, and protection against arbitrary account deactivation.
7. Government agencies should develop a comprehensive regulatory framework to safeguard the rights of gig workers while ensuring sustainable growth of the gig economy.

X. CONCLUSION

The study concludes that working conditions have a significant influence on the job satisfaction of gig workers in Bengaluru City. Although gig workers experience moderate overall working conditions, challenges such as income uncertainty, limited job security, and inadequate social security benefits continue to affect their level of job satisfaction. The regression analysis confirms that Income Stability and Earnings, Platform Support and Management Practices, Work-Life Balance, Job Security, Working Hours and Workload, and Social Security Benefits all significantly and positively influence job satisfaction, with Income Stability and Earnings emerging as the most influential factor. Therefore, improving financial security, organizational support, work-life balance, employment security, and social protection will enhance job satisfaction, promote worker well-being, and contribute to the long-term sustainability of the gig economy in Bengaluru City.

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