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The Rise of Gig and Platform Workers in India: An Approach Towards Formalizing the Informal Workforce

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ABSTRACT

The world of work is changing rapidly with the growth of the gig and platform economy. This is particularly true in India where the number of gig and platform workers has been on the rise over the past few years. This paper provides an overview of unorganised workers in India, the meaning and scope of gig and platform workers, the constitutional position of gig and platform workers, and the rise of unorganised workers in India. The paper begins by examining the conditions of gig and platform workers in India. The paper then moves on to define gig and platform workers and their scope of work, highlighting the differences between the two. The constitutional position of gig and platform workers is then analyzed, with a focus on the legal framework that governs their working conditions. The paper also highlights the role of International Labour Organisation in promoting the decent working environment to these workers. The paper also highlights the impact of covid-19 on gig economy in India. The paper highlights the various challenges faced by gig and platform workers, including the lack of social security, health benefits, and the absence of formal job contracts. The paper concludes by discussing the rise of unorganised workers in India, which has been driven by the growth of the gig and platform economy. It highlights the need for policy interventions to address the challenges faced by gig and platform workers, and to ensure that they receive fair wages and working conditions. Overall, the paper provides a comprehensive overview of the gig and platform economy in India, and the challenges that lie ahead for this growing sector of the workforce.

Keywords: *Gig worker, Economy, ILO, Platform Worker.*

I. INTRODUCTION

The economy has always been scrutinised in terms of gig and platform workers since they circumvent employment regulations all around the world. In simple terms, the gig economy is defined by the popularity of temporary and mobile company jobs that often use independent

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contractors and freelancers rather than full-time workers.³ The antiquated system in which full-time workers frequently shift occupations and instead focus on a lifelong career is to blame for the economic system's demise. This type of technology is managed by a cell phone, which acts as a means of summoning the service provided by gig workers.

As opportunities for steady employment are dwindling, more people are turning to the gig economy to support themselves. Everybody, especially the young, wants a job to support their way of life, yet the current unemployment rate is extremely risky. Although it might be difficult to find jobs for young people, gig workers have a huge employment potential. The phrase "gig" denotes a job, an alternate kind of employment, and a temporary work arrangement. The gig economy functions as a link between unemployment and long-term employment. In this economy, digital platforms handle the work. It is frequently referred to as the platform economy, sharing economy, collaborative economy, and open-talent economy.⁴ As opportunities for steady employment are dwindling, more people are turning to the gig economy to support themselves. Everybody, especially the young, wants a job to support their way of life, yet the current unemployment rate is extremely risky.

The sweeping changes in the economy are connected to and associated with gig labour; it is no longer an isolated trend. Technology advancements and globalisation have put pressure on businesses to react quickly to market changes. From this vantage point, the growth of non traditional gig employment is a fundamental aspect of the workplace of today.⁵

The three main types of workers in India are employees, contractual workers (such as migrant workers who temporarily traverse state borders), and people who operate in the unorganised labour sector. According to the findings of 2022 research on "India's Booming Gig and Platform Economy" (NITI Report) by India's NITI Aayog (National Institution for Transforming India),⁶ the percentage of the gig economy has increased from 0.54 percent in 2011-2012 to 1.33 percent in 2019-2020. Technology advancements, the internet, increased urbanisation, and most recently, the Covid-19 epidemic, have all been linked to this rise. 15 million gig workers are employed in India in industries like software, shared services, and professional services. A compelling case is being made for the viability of contract labour on social media. The gig

³ Alex de Ruyter et al., *The Fourth Industrial Revolution*, 72(1) J. INT. AFF. 8(2019).

⁴ Ly, B. (2020, December 11). *Employment in the Gig Economy*. On Research. (May 16, 2023, 10:50 PM), https://www.academia.edu/44680356/Employment_in_the_GIG_Economy.

⁵ David Weil, *Understanding the Present and Future of Work in the Fissured Workplace Context*, 5(5) RSF 147-165(2019).

⁶ *India's Booming Gig and Platform Economy: Perspectives and Recommendations on Future of Work*, NITI AAYOG, JUNE 2022 (May 16, 2023, 11:00 PM), https://www.niti.gov.in/sites/default/files/2022-06/25th_June_Final_Report_27062022.pdf.

economy is becoming increasingly commonplace for independent workers, and most people report feeling more secure financially. The statistics demonstrate how economically reliant people are on the gig economy, with many needing to take on additional tasks in addition to their regular employment in order to make ends meet.

Gig workers have the freedom to work concurrently for many employers. Despite the fact that employees can select the projects they wish to be involved with, businesses can control expenses by modifying their flexible workforce in response to demand. The independence from employer enslavement and the flexibility of gig employment are two of the most frequently cited arguments in favour of it. While the gig economy is seen as the pinnacle of liberty by some, it has also been dubbed "the new precariat" because employees are left to fend for themselves. Gig workers are paid according to a variety of models, including time and effort, a predetermined price that is determined at the beginning of the contract, the quality of the work produced, and a mix of these. Additionally, it has been noted that gig workers are typically younger and have lower to middle levels of education than non-gig workers. They often only put in a few hours a day and favour flexible hours. Many gig workers also hold regular, mostly low-paying jobs and may use gig work as a secondary source of income.⁷

In India, the concept of gig work is not new. Due to India's large informal economy and "casual workers" sector, which includes temporary farm workers, daily-wage construction labourers, and domestic assistants, gig work has long existed in India in both urban and rural areas.

II. GIG ECONOMY IN INDIA

(A) Historical Background

According to the human resources experts, Jazz musicians first used the word "Gig" to refer to Job in 1915. In 1940, the first temporary employment agency was established, offering temporary employment to typists and other staff members with clerical training. In tandem with the digital era or environment, the gig economy began to take hold in the late 1990s and early 1990s. In the 1990s, as the demand for more flexible work schedules and non-permanent labour increased, 10% of the US workforce was employed as contractors, temporary employees, or on-call workers. When Craigslist was first released in 1995, it offered local San Francisco-based online classifieds for a variety of jobs, goods that were desired and for sale, gigs, resumes, housing, services, and other things. Up Work, which enabled independent contractors to use the internet to discover new clients and projects, was introduced in 1999. The gig economy acquired

⁷ B.R. Mukhopadhyay & B.K. Mukhopadhyay, *Running to Stand Still: Gig workers in the Gig Economy*, NORTH EAST COLOURS, Editorial, Sept 14th, 2021.

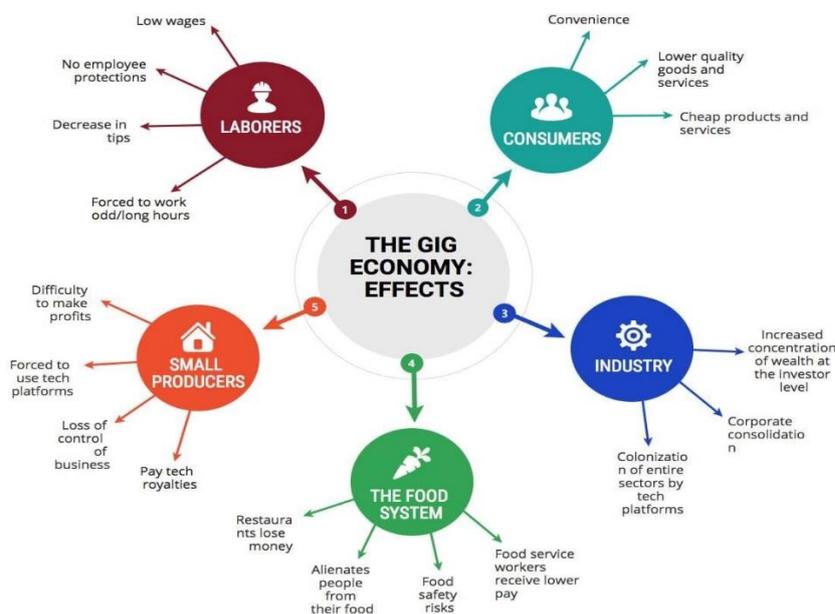
notoriety around the year 2008 when the Great Recession struck and left people with less secure and location-based jobs and unable to find steady employment.⁸

(B) Who is a gig worker?

‘Gig Workers’⁹ and it may even include ‘platform workers’¹⁰ as those individuals who undertake to do platform work under this form of employment where any individual or any organization uses online means to get access to other organizations to solve the problem in exchange for payment.

A person who is considered an employee typically receives periodic fixed wages and hired labour for a longer period of time. However, gig and platform employees are typically hired and paid on a contract basis. This group of workers comprises Ola and Uber drivers as well as Uber and food delivery aggregators like Zomato, Uber Eats, Domino's, and Swiggy.¹¹ With around 200 million gig workers globally, this platform worker system has been successful for a very long time. It also includes both market share and labour.¹²

(C) Major Effects of Gig Economy



⁸ Umaima Rukhsar & Solomon Jayakumar, *A Study on Perception of Employees Towards Gig System*, THINK INDIA JOURNAL 22(4), 5349–5368(2019).

⁹ As defined under Section 2(35) of the “Code on Social Security” means those workers who participate in any work arrangement which is outside the traditional method of employment.

¹⁰ As defined under Section 2(60) of the “Code on Social Security”

¹¹ R. Smith & S. Leberstein, *Rights on Demand: Ensuring Workplace Standards and Worker Security in the On-Demand Economy*, National Employment Law Project, (May 16, 2023, 11:15 PM), <https://nwjp.org/wp-content/uploads/2012/01/Rights-On-Demand-Report-for-invitation.pdf>.

¹² Orchie Bandyopadhyay, *Indian gig workers fight for social security benefits*, (May 18, 2023, 8:15 PM), <https://www.britsafe.in/publications-and-blogs/safety-management-magazine/safetymanagementmagazine/2022/indian-gig-workers-fight-for-social-security-benefits/>

Even if the platform exercises work control because that mode determines the job, gig workers can be categorised as those who can be referred to as "independent contractors" rather than "employees" and whose relationships with their employers can be described as "partnerships." Gig workers are not considered to be "employees" in this situation, and as a result, are not entitled to any of the protections provided by labour laws, such as the right to a living wage, paid parental leave, social security benefits, and protection from workplace and health hazards. Two types of employment fall under the umbrella of the gig economy: crowdwork and work carried out under the direction of a computer or smartphone application. In the instance of Crowdwork, the work is completed using an online platform that involves a number of different organisations, businesses, and people in communication over the internet, allowing the user to job from anywhere in the world.¹³ The type of work done through this medium would be very diverse and may range from simple tasks like filling out surveys, compiling work, etc.¹⁴ to more complex tasks that require coding.¹⁵

(D) Benefits and Challenges of Gig Economy:

	Workers	Companies
Benefits	<ul style="list-style-type: none"> • Affability • Liberty • Access to Opportunity • Work-life balance 	<ul style="list-style-type: none"> • Low Cost • Variety of flexible employment options • Low administrative and compliance costs
Challenges	<ul style="list-style-type: none"> • Lack of employment and social security • Variable workload • Financial instability • Lack of cultural solidarity 	<ul style="list-style-type: none"> • Smaller pool of reliable workers

III. LEGAL MEASURES TO PROTECT THE RIGHTS OF GIG AND PLATFORM WORKERS

¹³ Ibid

¹⁴ L. Irani, *Justice for Data Janitors*, PUBLIC BOOKS Jan 15 ,2015.

¹⁵ Fayomi et. al., *The global opportunities in online outsourcing*, WORLD BANK REPORT (2015).

In India, contract labour, which includes labour done by external independent contractors, is governed by the Contract Labour (Regulation and Abolition) Act of 1970. According to this law, gig workers who work for platforms may be classed as "independent contractors." This enforces employers' responsibilities to adhere to the rules set forth in this Act, including the requirement to offer amenities like canteens, first aid, and other necessities for employees' welfare and health. The majority of platforms and an Indian court, however, have yet to put this regulation into effect.

The laws governing employment in India haven't altered all that much over the years. However, as a result of the pandemic, some states, including Uttar Pradesh, Madhya Pradesh, and Gujarat, have relaxed important legal standards such as minimum wages, worker safety, and work hours.¹⁶ These states have the authority to enact these reforms because labour is a component of the Concurrent List. Thus, it suggests that new labour laws could be passed by the national government as well. However, given that the platform economy is not equally present throughout the nation and that those who work in it are seen as belonging to the informal sector, this is crucial, particularly in a discussion of the platform economy.

The gig economy in India is largely unregulated because platforms classify these workers as "contract workers," denying them access to benefits like employee provident funds (EPF) accounts, overtime pay, annual leave, severance pay, pension pay, and anti-discrimination laws.¹⁷ Gig and platform workers were not previously subject to any rules or regulations, therefore employers were not compelled to offer social security. This leads to weak negotiating power, which is further weakened by a lack of recourse options and the informal nature of the gig economy. Unfortunately, even the most recent legal modifications brought about by the Code on Social Security fall short of expectations.

All organised and unorganised industries, including gig workers, shall receive a universal minimum pay and floor wage, according to the "Code on Wages, 2019". While the gig economy is given recognition as a new employment category under the Code on Social Security, 2020. There are still some problems with the code even though gig workers are now eligible for benefits including maternity benefits, life and disability insurance, old age protection, provident fund, employment injury compensation, etc. However, eligibility does not guarantee that employees would receive the aforementioned perks.

¹⁶ Samrat Sharma, *Gujarat joins UP, MP, other states in easing labour laws; new projects get major relief*, FINANCIAL EXPRESS (May 19, 2023, 4:30 PM), <https://www.financialexpress.com/economy/gujarat-joins-up-mp-other-states-in-easing-labour-laws-new-projects-get-major-relief/1952577/>.

¹⁷ *Rights of Platform Workers*, WAGE INDICATOR FOUNDATION (May 19, 2023, 4:30 PM), <https://wageindicator.org/labour-laws/platformeconomy/rights-of-platform-worker>.

By integrating the preexisting regulations, the Code on Social Security, 2020 has made it simpler to grasp the breadth and ambit of social security laws. The Code also specified a number of terminology that had not before been defined, including gig workers and platform workers. By hiring workers on a temporary basis and providing them with social security, the Code will contribute to an increase in employment prospects.¹⁸ The report¹⁹ presents a thorough, rigorous methodology to estimating the extent of the gig economy now and its potential to generate new jobs. It also illustrates international best practises for social security programmes and analyses the advantages and difficulties of the gig and platform economies. Understanding the importance, creating jobs, and suggesting strategies to promote employment in the field were the study's goals.

The study outlined how women's employment opportunities and participation in the gig economy are growing. In India, where the labour force participation rate for women is at an all-time low, the author has discovered that there is a significant gender disparity.²⁰ This study²¹ brought up the growing popularity of the gig economy, as well as its benefits and drawbacks in both the international and Indian contexts. The author of the paper covered the most current action made by the Indian Central Government. Further Research has looked at how independent employees build their professional identities over organisational identities and how learning agility affects professional identities while participating in the gig economy.²² The study²³ examined how aware of and how the employee perceived the Gig system. The writers also examined the issues and some potential fixes. They've discovered that the gig system allows for greater networking both inside and outside of the company, and it doesn't impose any restrictions on the talent. The ubiquity of gig employment, which is also being incorporated in management education with all aspects of organising, was the topic of further research. This research also indicated three main areas for future research, including how the gig economy may affect students, faculty, and universities.²⁴

The government of India recently submitted laws on the Code on Social Security, 2020, which includes a Chapter on gig and platform employees. The legislation's purpose is to instruct the

¹⁸ Code on Social Security, 2020

¹⁹ *Supra* note 6 at 3.

²⁰ Ruchika Chaudhary, *India's Emerging Gig Economy: Shaping the Future of Work for Women*, 7 GEORGET. J. INT. AFF. 50, 50–57(2020).

²¹ Baishali Pal, *Rising Popularity in Gig Economy: A Case Study from India*, 3(2) INT. J. CULT. STUD., 203–208(2021).

²² Pushpa Suryavanshi, *Gig Economy*, 12(11), 145 JUNI KHYAT (2022).

²³ Umaima Rukhsar & Solomon Jayakumar, *A Study on Perception of Employees Towards Gig System*, THINK INDIA JOURNAL 22(4), 5349–5368(2019).

²⁴ Arran Caza, *The Gig Economy's Implications for Management Education*, 44(5) J. MANAG. EDUC., 594–604(2020).

federal government and state governments to develop publicly funded welfare programmes that can offer insurance, pension plans, maternity and child care benefits, and other benefits. The law establishes the boundaries of the State's accountability whereby they acknowledge that employees are being exploited but still do nothing to stop the businesses where these gig workers are employed. According to the Code on Social Security, there is a distinction between a gig and platform worker and an unorganised worker. In the former situation, legal protection is not offered. The Code of Social Security does not, in the current environment, permit the execution of government programmes, and neither is any employee permitted to enforce this right in court.

The Centre has the authority to make announcements about some social programmes, such as the EPS, EPF, and ESI for the benefit of employees in all industries, thanks to the Code on Social Security 2020, which incorporates nine pieces of legislation. Additionally, it gives the Centre the flexibility to create any new initiatives for the families of gig, platform, and self-employed workers.²⁵

IV. CONSTITUTIONAL POSITION OF GIG AND PLATFORM WORKERS

The Constitution sets a mandate under Article 23 to take steps against any kind of 'forced labour'²⁶ and in **People's Union for Democratic Rights v. Union of India**,²⁷ The supreme court has ruled that even when workers are offered low-quality occupations and the nature of the labour is not of higher quality, the ongoing fear of starvation and a lack of economic security may force them to accept the job that is offered to them. In the end, The right can be applied horizontally, according to the court's ruling, allowing private employers to be held liable for setting conditions at work that result in compelled labour. This level of coercion, which still exists in the labour market, breaks down where no compensation is being paid.

In **National Textile Workers vs P.R. Ramakrishnan and Others**,²⁸ the supreme court emphasised the value of the Constitution's underlying principles, which go beyond the definition of forced labour, and the social order in which promises are made to give workers a meaningful way to participate. This is also reflected in the ideas outlined in the DPSP, which directs government policy in accomplishing the objectives of social welfare.

²⁵ Bhupender Yadav, *Almost all states prepared draft rules on labour codes; implementation at an appropriate time*, THE ECONOMIC TIMES (May 20, 2023, 8:30 PM), <https://economictimes.indiatimes.com/news/india/almost-all-states-prepared-draft-rules-on-labour-codes-implementation-at-an-appropriate-time-bhupender-yadav/articleshow/92892472.cms?from=mdr>.

²⁶ INDIA CONST. art. 23.

²⁷ AIR 1982 SC 1473.

²⁸ AIR 1983 SC 75.

When looking at the goals that are outlined in Article 39,²⁹ the primary focus has been placed on the role that the state plays in ensuring that all persons have access to the essential means of subsistence. This is done to ensure that no one is subjected to forced labour that might have a negative impact on their health. Aside from that, Articles 42 and 43, which make the instruction upon the government so that beneficial laws may be produced to promote reasonable and humane conditions of labour to guarantee that the quality of living is maintained and opening possibilities for everyone, have been included.

“According to Article 23 of the Universal Declaration of Human Rights” along with the International Labour Organisation advocates for the decent work³⁰ which includes all aspects of working like fair wages, decent working hours, occupational safety, and the provision of social security benefits which are to be considered within the ambit of the basic rights, apart from that India has ratified the 1957 ILO Convention Abolition of Forced work, which forbids States from using any type of work for economic growth as specified in Article 1(b)”.

According to “International Labour Organisation (ILO)” polls, employees with greater educational attainments are not always able to find work that matches their talents. Gig workers are the stronger foundations in our economy throughout the Digitalization Era. We must bridge the gap between asking feedback and actually implementing working circumstances. Fear of unemployment will rise as the country's economy grows, wars and pandemics cause supply-side disruptions. Women are gaining ground, and the gig economy is bringing about social gender wage equality. Women make up the majority of workers in South East Asia's food delivery industry.

Therefore, the use of legal fiction by the Indian State to avoid implementing the employment rights granted to gig and platform workers shows the use and exploitation of labour for economic development, which is in conflict with international agreements.

By merely implementing minimum wage laws, the rights of gig and platform workers cannot be compromised under this strategy. They should be given the opportunity so that they can be held legally responsible for offering them secure employment and social security benefits that can lay the foundation for a typical life cycle.

The government has a responsibility to detect and prohibit exploitative practises that might lead to forced work. The Supreme Court ruled in **Bandhua Mukti Morcha v. Union of India**³¹ that

²⁹ INDIA CONST. art. 39

³⁰ *Decent work indicators*, ILO (May 20, 2023, 10:30 PM), https://www.ilo.org/integration/themes/mdw/WCMS_189392/lang--en/index.html.

³¹ AIR 1984 SC 802.

the government cannot deny its responsibility to provide safe working conditions and cannot claim that there is a lack of court orders on worker exploitation, as this case indicated from the petitioner's perspective. It bears the obligation of aggressively investigating incidences of exploitation and implementing actions to keep the workplace safe.

V. IMPACT OF COVID-19 ON GIG AND PLATFORM WORKERS

"The Covid-19 pandemic has demonstrated to be a driving driver for the transformation of the labour market." Individuals, corporations, and sectors all profit from the rise of gig economy as remote work becomes the norm. "During the lockdown period,³² India saw a 115% surge in work from home (WFH) engagements". While the epidemic has hastened the expansion of the gig economy, it has also shown the unstable character of occupations that were previously enticing. Whether it's a lack of healthcare insurance, financial security, or long-term job, gig workers have borne the brunt of the epidemic in the absence of safety nets. This has raised awareness regarding the vulnerability of numerous gig-economy jobs.

According to the "International Labour Organisation (ILO)", salary irregularities and bad working conditions occur. Most platform-based gig workers make far less than the local minimum wage. Because there is asymmetric knowledge and little possibility for collective bargaining for improved working conditions and compensation, the advantages readily outweigh the costs.³³ The epidemic has put gig workers on the front lines in the cab and food delivery industries, with no job benefits or financial stability.

A few platform-related companies have stepped up to the plate to offer one-time financial support to chosen personnel. However, "companies like the Urban Company, Flipkart, and Uber have declared plans to raise wages for temporary and part-time workers, but India's ground-level reports are ambiguous over whether the employees received any money," despite Zomato and Swiggy's announcements that they intended to use crowd-funding to do so. Furthermore, employers have ignored worker health and safety precautions.³⁴ Platforms are more concerned with lowering COVID anxiety than with ensuring workers' well-being under the guise of contactless delivery and social distance.

According to a Flourish Ventures report, 90% of gig workers have lowered their income since

³² Press trust of India, *Covid-19 pandemic prompts workers, corporates to adopt gig economy*, BUSINESS STANDARD (May 21, 2023, 11:30 PM), https://www.business-standard.com/article/companies/covid-19-pandemic-prompts-workers-corporates-to-adopt-gig-economy-120101800493_1.html.

³³ Bhaskar Pant & Geetima Das Krishna, *COVID-19 and Gig Workers: Need to democratize the Gig Economy in India*, ECONOMY (May 21, 2023, 11:30 PM), <https://government.economicstimes.indiatimes.com/news/economy/covid-19-and-gig-workers-need-to-democratize-the-gig-economy-in-india/78567292>.

³⁴ *ibid*

the shutdown, 47% were unable to meet their expenditures without borrowing, and 83% had to utilise their savings.³⁵ The COVID-19 caused lockdowns in significant portions of the economy, initially total and then partial, which sped up demand for gig workers, with sales and marketing positions recording the highest pay rates. The need for gig workers increased significantly during COVID-19 in the business, health technology, finance, and e-commerce sectors. The delivery of groceries and other necessities is one of the quick commerce categories that continues to have a high need for gig workers, and an increasing number of established companies are ramping up their recruiting, particularly in top cities.

Businesses are increasingly looking for gig workers to fill positions in business development, field sales, last-mile delivery, digital promotion, brand promotion, and micro influencers, according to the survey. According to the newly formed gig index by such study,³⁶ the demand for marketing and sales employment has increased by a triple-digit rate overall. Following COVID19, the gig economy established itself in Tier 2 and Tier 3 markets. It was discovered that these cities saw an increase in demand for gig workers as a result of businesses moving outside of metro areas by opening subsidiary offices in smaller locations. Employing a tech-driven strategy, recruiters went above and beyond to entice employees from smaller cities, “offering multilingual support, job tracking and monitoring tools, as well as simplicity in payment”.

Furthermore, since many professions may now be performed remotely, which is also in accordance with the desires of the workers, location was no longer a deciding factor.³⁷ One might infer from the explanation above that both waves of COVID-19 significantly impacted the workers' quality of life and ability to support themselves. Due to the complete closure of economic activities during the first wave of COVID-19 in April 2020 and to partial closures in April 2021, many of them were forced to leave the labour force, a significant number were left without jobs, and a large number had to change their activity status, the industry in which they worked, as well as the occupation in which they were employed.

³⁵ Divya J Shekhar, *Why the Code on Social Security, 2020, misses the real issues gig workers face*, FORBES INDIA (May 22, 2023, 3:30 PM), <https://www.forbesindia.com/article/take-one-big-story-of-the-day/why-the-code-on-socialsecurity-2020-misses-the-real-issues-gig-workers-face/63457/1>.

³⁶ Sreeradha Basu, *Gig jobs see surge in demand for sales and marketing roles: Taskmo Gig Index*, ET BUREAU (May 22, 2023, 3:30 PM), <https://www.freepressjournal.in/business/gig-jobs-see-surge-in-demand-for-sales-andmarketing-roles-taskmo-gig-index>.

³⁷ S. Atal, *Towards a Gender Equal Future of Work for Women: A Preliminary Case Study of Women in the Gig Economy in India During Covid-19*, TANDEM RESEARCH (May 23, 2023, 2:30 PM), <https://tandemresearch.org/assets/Women-Platform-TR-2020-5.pdf>

VI. CONCLUSION AND SUGGESTIONS

India has a growing population and a persistent unemployment issue since a sizable portion of the population continues to work in unskilled labour, which highlights the vulnerability of employees who use online platforms. Therefore, in order to safeguard these employees' rights, we need to classify the kind of jobs they perform on these online platforms as well as the regulations that might control them. It's time for us to advance since many tasks are now completed using technology, and consumer behaviour plays a bigger part in identifying these employees and protecting their rights.

Because of the low hurdles to entry for employees, Gig and platform work in India can help to reduce the unemployment rate. However, due to the informal nature of the labour, which does not allow for adequate salary and employee benefits, this may not be the case. The Government of India has established the Code of Social Security, 2020, to help with this. However, researchers and professionals argue that the framework of the Social Security Code suggests ineffectiveness since it fails to address important issues on platform work. The Code on Social Security, on the other hand, is the first time the Government of India has accepted that gig and platform workers must be regarded as employees.

The government can play an important role in maximising the benefits of the gig economy. It must reduce market-regulatory impediments. Organisations should be allowed to engage contract workers. At the same time, it is the government's responsibility to protect the interests of both contractual and independent employees. Gig workers and contractual employees, like normal workers, must be protected by minimum wages, maternity benefits, and other social requirements. Appropriate employment legislation must be drafted in this regard. The Gig and Platform Economy is quickly expanding, and with it comes an urgent need for comprehensive regulation. In India, there is no regulatory framework for gig platforms and digital marketplaces, so changing the current labour laws and providing social benefits for gig workers such as health safety, insurance facilities, maternity leaves, job security, mental peace, other financial provisions, etc. will protect the rights of the labour and businesses. We may say that this study will help us comprehend the importance of the gig economy in the future.

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