

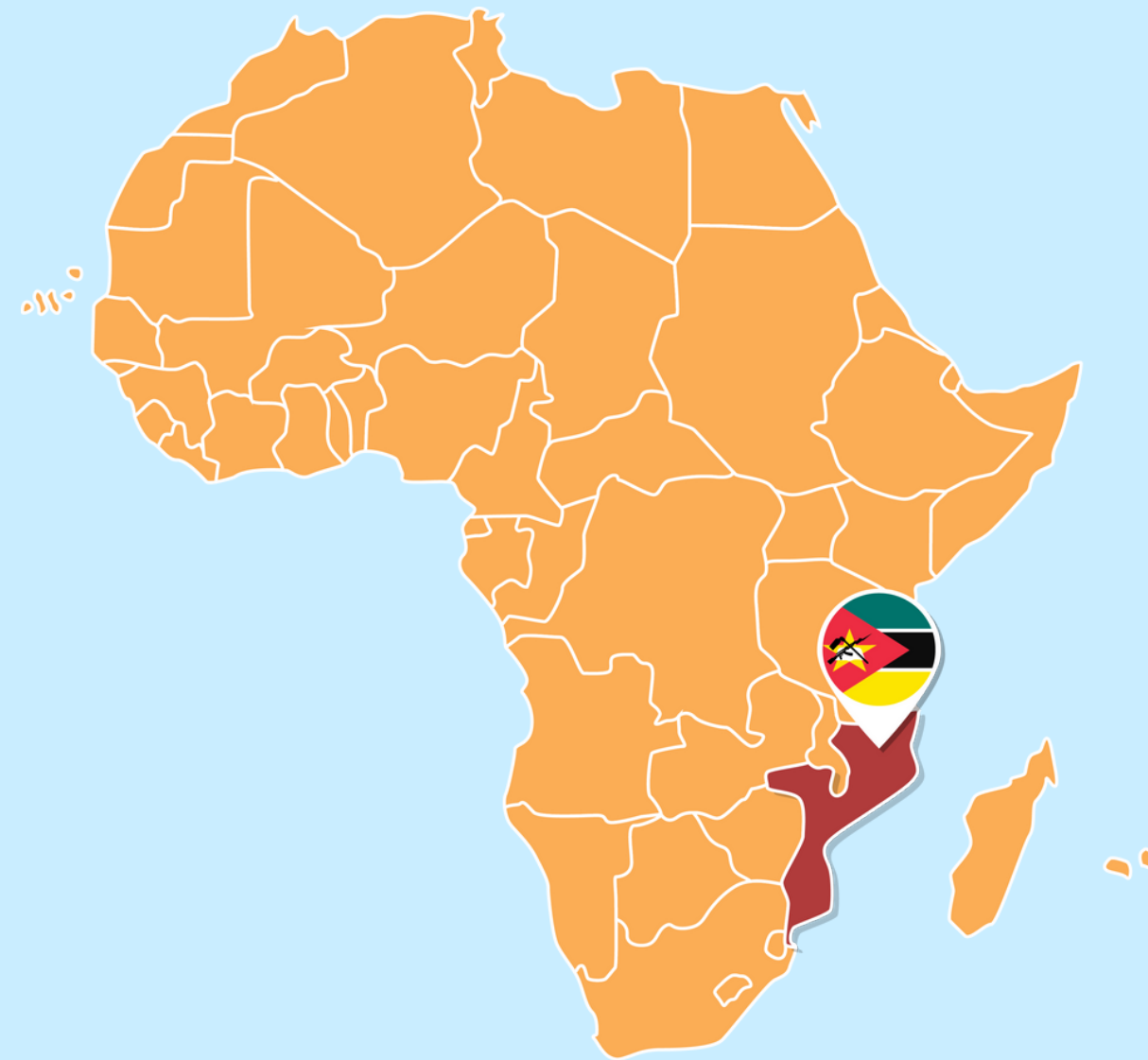


# **DECENT WORK AND THE GIG ECONOMY IN MOZAMBIQUE:** *Understanding Digital and Platform Work Dynamics*

Rogério Marques Júnior

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**IS HERE WHERE  
MOZAMBIQUE  
IS LOCATED**



**EMBLEM OF  
MOZAMBIQUE**



**FLAG OF  
MOZAMBIQUE**

# TABLES OF CONTENT

## 01 - INTRODUCTION

Highlights Mozambique's growing digital infrastructure and its impact on the economy and labor markets.

## 02 - METHODS

The study employed an exploratory analysis to examine the experiences of workers engaged in informal digital work platforms.

## 03 - RESULTS

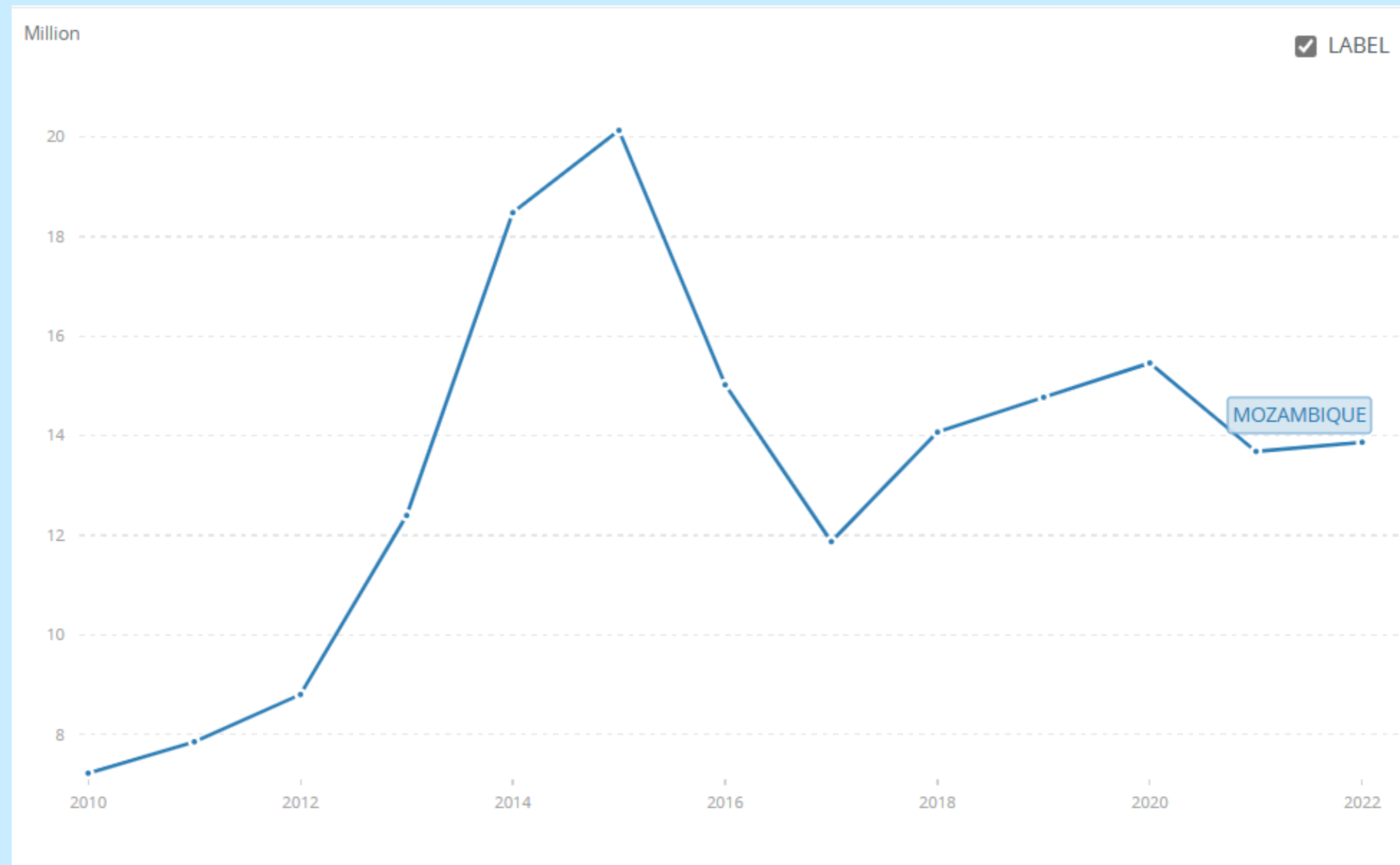
Outlines the operational dynamics and challenges faced by two digital work platforms in Mozambique: Speed Taxi & Delivery and Biscate.

## 04 - CONCLUSION

The conclusion underscores the challenging landscape workers face in these digitally-mediated environments.

# INTRODUCTION: MOZAMBIQUE'S DIGITAL LANDSCAPE

- Rapid growth of digital infrastructure is changing the Mozambican economy.



**68%**  
Mobile phone  
Penetration Rate

**21%**  
Internet Penetration  
Rate

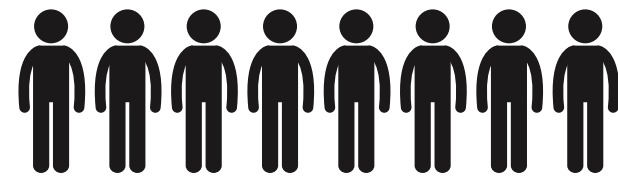
*Mobile cellular subscriptions - Mozambique [ Source: World Bank]*

# INTRODUCTION: MOZAMBIQUE'S DIGITAL LANDSCAPE

- Digital work platforms are emerging alongside traditional sectors.
- Mobile money is a key driver of financial inclusion.
- Study explores worker experiences in the “gig” economy.



6M+



4M+



200K+



# RESEARCH QUESTIONS?

01

How is the gig economy evolving in Mozambique?

02

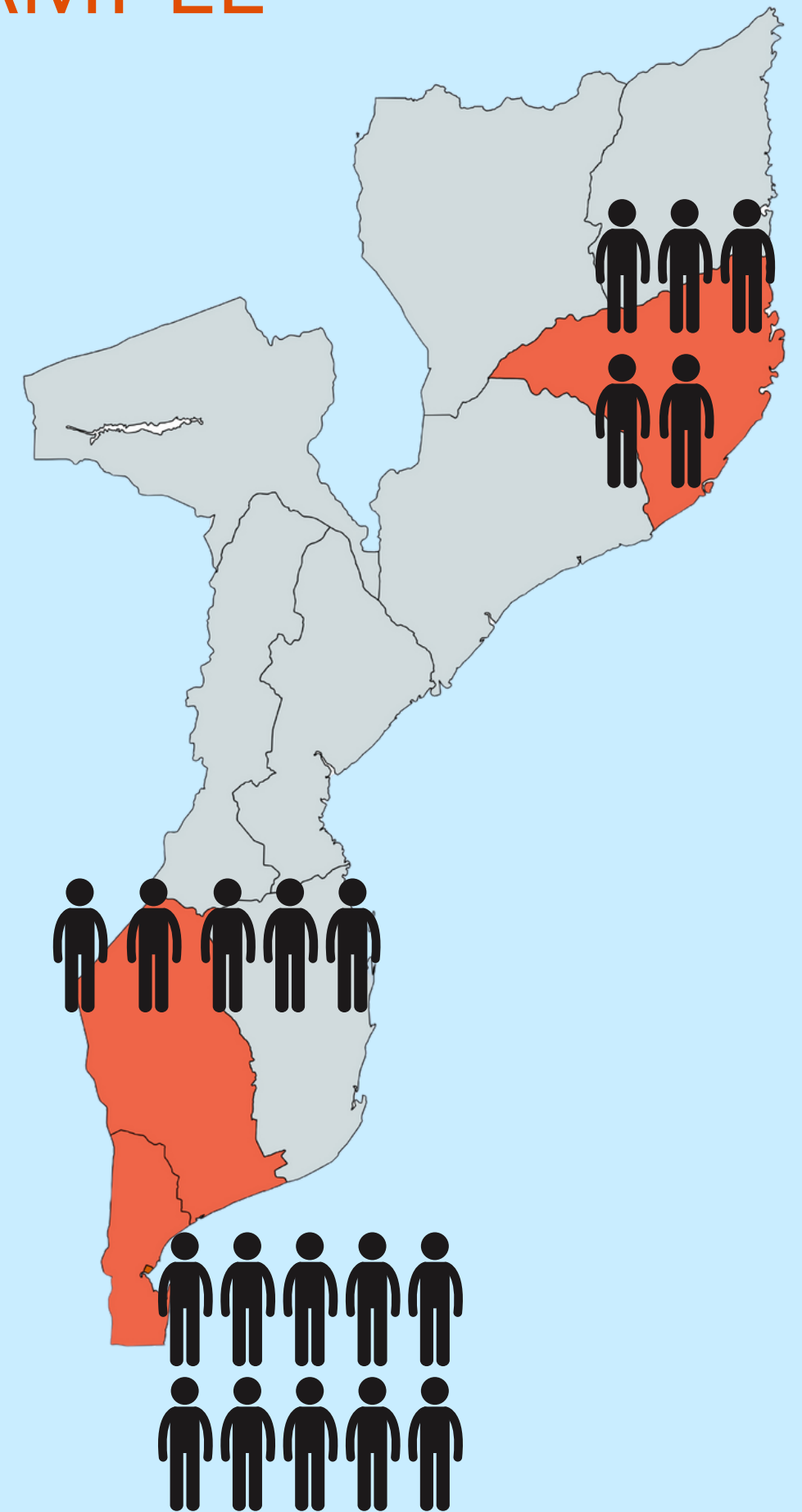
What challenges do gig workers face in accessing decent work?

# METHODOLOGY: TECHNIQUES USED AND SAMPLE

## EXPLORATORY ANALYSIS OF THE EXPERIENCES OF WORKERS INVOLVED IN INFORMAL DIGITAL WORK PLATFORMS.

- Conducted interviews digitally.
- Analyzed two types of platforms:
  - > *Formal delivery service with salaried workers (**Speed Taxi and Delivery**).*
  - > *Informal recruitment platform (**Biscate**) (connecting gig workers with clients).*
- Geographic spread: **Gaza, Nampula, Maputo** (most concentrated).

Mozambique  
■ Provinces reached by the paper



# METHODOLOGY: CATEGORIES ANALYSED



**EMPLOYMENT  
CONTRACT**



**HEALTH AND  
SAFETY AT WORK**



**COLLECTIVE  
ORGANIZATION**



**SALARIES**



**EQUIPMENT, TOOLS,  
AND WORK MEANS**



**REGULATORY  
FRAMEWORK**



**WORK HOURS**



**SOCIAL  
PROTECTION**



# PRELIMINARY RESULTS: PROFILE OF THE COMPANIES STUDIED

The logo for Biscate, featuring the word "biscate" in a black, lowercase, sans-serif font. To the right of "biscate" is ".CO.MZ" in a smaller, black, uppercase font, and below that is "+777#" in a red, uppercase font.

**Established in June 2016.** Is an online platform connecting informal workers to clients in Mozambique. It categorizes workers by occupation, experience, and location, accessible via USSD and SMS technology. **With around 35,729** registered workers.



SPEED TAXI & DELIVERY

**Since early 2020**, employing around eight individuals, the company provides **delivery, advertising, and cargo services** in Maputo and Matola using moto-taxis. Orders can be placed via phone, SMS, WhatsApp, or Facebook. **Operating from 11 am to 8 pm**, they have partnerships with 22 restaurants and stores, although their mobile app is inactive.

# PRELIMINARY RESULTS: WHAT WE HAVE LEARNED SO FAR



## EMPLOYMENT CONTRACT

- Differs among platform companies, with 90% of interviewed cases **having no written form and being based on verbal agreements**, such as in the case of food delivery and domestic workers.



## SALARIES

- Most workers are **unclear about how salaries are determined**.
- The majority receive **daily wages**.
- Many interviewees reported earnings **below the minimum wage**.
- Some "gig" workers only manage to work three to five effective days per month.
- Others depend on the **availability of work** to be done, for example, delivery workers.

# PRELIMINARY RESULTS: WHAT WE HAVE LEARNED SO FAR



## WORK HOURS

- Work hours vary but are **typically controlled by the employer**. Some delivery workers appear to **work more than eight hours**, depending on demand.



## HEALTH AND SAFETY AT WORK

- The majority of interviewees **are not covered**, and among those who are, some have coverage up to a certain “agreed-upon” level.



## EQUIPMENT, TOOLS, AND WORK MEANS

- The working conditions vary from company to company and can change over time. Currently, **workers themselves mostly provide these conditions**, such as motorcycles, fuel, and maintenance. However, during the initial implementation period, these companies used to provide them.

# PRELIMINARY RESULTS: WHAT WE HAVE LEARNED SO FAR



## SOCIAL PROTECTION

- Only a **few workers are covered**. For instance, many of the interviewed workers indicated that they are not registered with the National Social Security Institute (INSS) and **lack benefits such as unemployment insurance, pensions, or maternity leave**. Additionally, they do not have coverage for work-related accidents.



## COLLECTIVE ORGANIZATION

- **There is no union** or worker association for digitally-mediated "gig" work.



## REGULATORY FRAMEWORK

- Digital work platforms and "gig" work are currently **not regulated in Mozambique**.

# CONCLUSION:

**Precarious Work:** Informal, irregular jobs with limited security and contracts.

**Unfair Pay:** Many workers unclear on pay calculation, earning below minimum wage.

**Long Hours & Safety Risks:** Demanding schedules with limited health and safety protections.

**Lack of Voice:** No strong worker associations or regulations for gig platforms.

**THANK YOU!**