

22ND MARCH 2024

# WORKING CONDITIONS AND WAGES OF GIG WORKERS - A COMPARATIVE STUDY OF FIVE COUNTRIES

## INSIGHTS BASED ON WAGEINDICATOR'S GIG SURVEY

WageIndicator



PRESENTED BY

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## Research Objectives

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To provide insights in to the working conditions, rights and wages of platform economy workers in five countries:

- Argentina
- South Africa
- Spain
- India
- the Netherlands



# Data and Methodology

- **Data: WageIndicator's Gig WorkersSurvey data**
- **Countries Covered: Argentina, Spain, South Africa, India and the Netherlands**
- **Data collection method: Face to face surveys and online surveys**
- **Data time: 2019 - ongoing**
- **Number of observations: 3100**

## Data Collection Spain

- Face to face interviews
- Facebook Ad Campaign
- Workers contacted through platforms

## Data Collection India

- Structured telephonic interviews
- Sample selected through snowballing method

## Data Collection Netherlands

- Face to face interviews
- Online surveys
- Paid and unpaid targeted advertisements

## Data Collection South Africa

- Face to face interviews
- Posters informing gig workers about the survey and encouraging them to complete the survey

## Data Collection Argentina

- Survey posts shared on social media
- Workers contacted through social media networks and groups
- Telephonic interviews



# SURVEY RESULTS - PAYMENTS

## Satisfaction with pay

AR	IN	ES	SA	NL
21%	38%	31%	52%	55%

## Income Certainty

AR	IN	ES	SA	NL
8%	22%	10%	8%	15%

## Pay based on task performed &/or time worked

AR	IN	ES	SA	NL
90%	80%	80%	90%	90%

## Weekly Payments

AR	IN	ES	SA	NL
50%	87%	10%	18%	64%

## Pay varies from month to month

AR	IN	ES	SA	NL
92%	75%	95%	85%	94%

## Paid sick leave

AR	IN	ES	SA	NL
4%	9%	8%	8%	9%

## Payments as per the contract

AR	IN	ES	SA	NL
15%	54%	22%	10%	30%

## Disability insurance

AR	IN	ES	SA	NL
3%	50%	6%	1%	5%

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## Worker's Profile

- ~70% are in the age group of 20 - 29 years (AR, IN, ES, NL)
- ~60% are in the age group of 30 - 39 years (SA)
- ~90% - 95% are male
- ~60% live with their partners
- ~22% have children
- ~42% find it difficult to combine work and family life
- ~44% have high school education

Source: [www.wageindicator.org](http://www.wageindicator.org)

# EARNINGS - A COMPARISON

**Average Living Wage (typical family)**  
per month  
INR 26,000  
€ 370

Source: WageIndicator Living Wage Database

**Monthly Median Wage of Gig Workers**  
INR 20,000  
€ 285

Source: WageIndicator Gig Survey

**Monthly Regional Minimum Wage**  
INR 2,326 - 16,064  
€ 33 - € 229

Source: WageIndicator Minimum Wage Database  
(West Bengal - New Delhi)

WageIndicator



Source: [www.wageindicator.org](http://www.wageindicator.org)



20% - 30% Commission charged by platforms

Women are not selected for delivery jobs

Salary deducted if worker takes leave even for medical reason

Overtime compensated only if it exceeds 45 minutes

Reviews affect incentives

Bonus payments after targets are met

Payments are per delivery, which are low

Jobs are not timing based, they are target based

Peak order times - multiple packages to be picked and delivered

Monetary penalty if delivery time exceeds the promised time

Wrong delivery - deducted payments plus no next order for sometime

Some platforms are prompt in payments

Platforms have targets for incentives, but never pay

Workers are required to pay for uniform and the bag



Complaint against the delivery person - no orders given for a day

Gas money is given as incentive if workers work for extra hours

Fixed start time but no fixed end time - workday

Monetary penalty for workers if they fail to wear the uniform

Some platforms reimburse the gas bill every 2-3 days

Damaged delivery - half the value of the good is deducted from salary

# WORKERS' VOICES (INDIA)

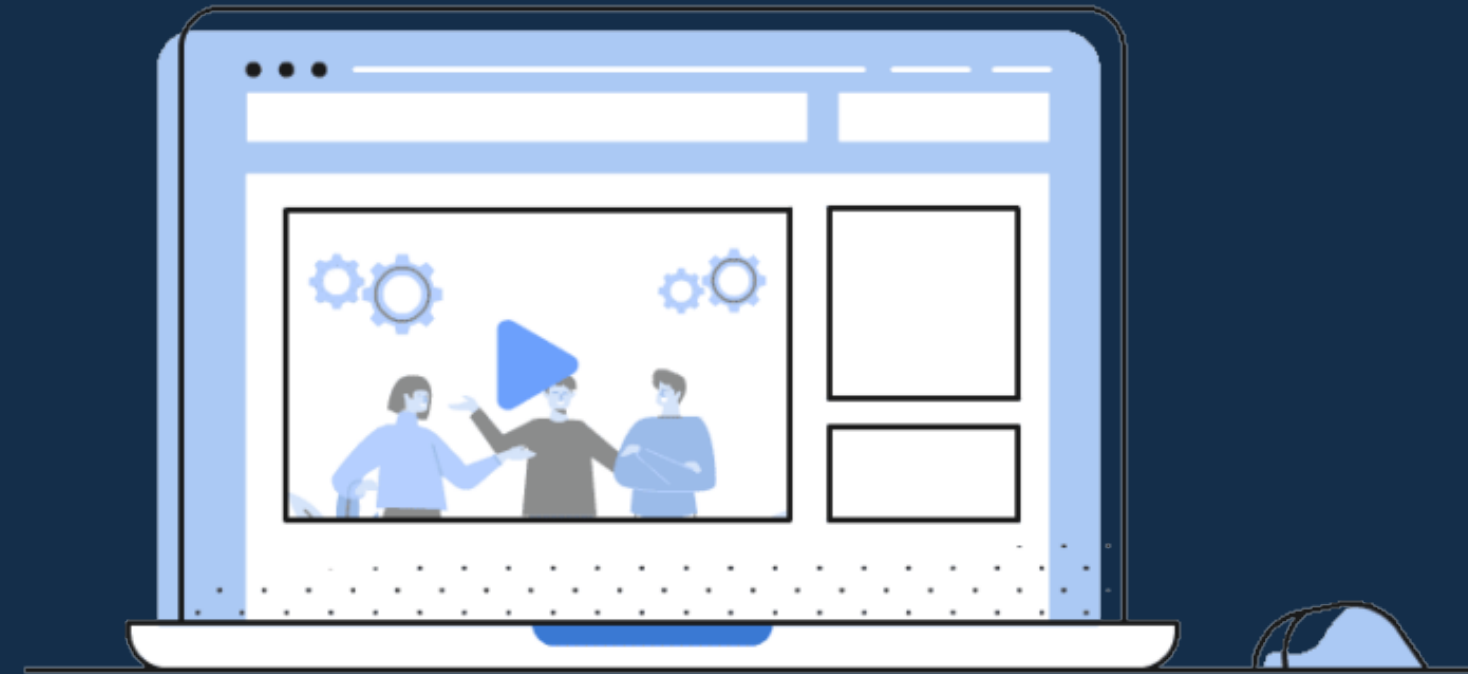
Incentives in the form of gift vouchers and food coupons

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FUTURE?



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# THANK YOU

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