

## Gig Workers: The New Employment Form in the New Economy

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### Abstract

Gig workers are part-time workers or freelancers offering their jobs and services via platform economy. The recent Covid-19 pandemic has highlighted the plight of gig workers, in which in most cases, they do not receive similar benefits and perks associated with permanent jobs. This study explores the future direction of the gig economy in Malaysia. A survey questionnaire was distributed to 200 respondents from Universiti Sains Islam Malaysia in August 2020 based on purposive sampling. The results suggest that most of the respondents have at one point, during the movement control order (MCO), involved in gig jobs such as dropship, courier services, and food delivery. They feel that gig jobs have a good prospect and contribution to the economy. For the employers, benefits such as social security contributions and medical benefits received by permanent staff should be made available for gig workers subject to negotiated terms. For gig workers, they need to continue the process of upskilling and reskilling to remain competitive in the job market. Policymakers may utilize the information of the market structure and demand for the gig jobs labor market and devise appropriate strategies to support the gig economy as a new source of growth.

**Keywords:** *gig workers, gig economy, traditional jobs, digital economy*

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## 1.0 Introduction

The gig economy is identified as a new source of economic growth and would be made part of the 12<sup>th</sup> Malaysia Plan as announced by Tun Dr. Mahathir Mohamad in early 2019. The word 'gig' used to be associated with performing artists hired for short-term engagements. The word gig later was identified with any job that is on an *ad hoc* or temporary basis. Examples of gig jobs are freelancers, project-based workers, independent contractors, and part-time hires. The latest trend for this market shows that professionals are starting to offer their services as well such as journalism and copywriting and legal consultation. The gig economy flourishes because remote working, technology advancement such as virtual meetings and co-working spaces, makes hiring freelancers a norm in the human resources industry. McKinsey & Company Report (2016) indicates that the gig economy is predicted to contribute USD2.7 trillion by 2025 to the world, or two percent to the global economy. In Malaysia, according to the World Bank data, about 26 percent of the total of 15.3 million Malaysian workforces are freelancers and the trend is increasing. That is approximately close to four million freelancers.

However, the Covid-19 pandemic highlighted the dark side of the gig economy. The biggest concerns are welfare considerations and financial safety nets for gig jobs. Unlike salaried employees, gig workers generally do not have company-covered insurance plans. Therefore, they must bear the cost if there is a work-related accident. The gig workers also run the risk of being mistreated or disadvantaged by employers due to a lack of proper regulations. Without a policy in place to address such issues, the expansion of the gig economy could create financial instability, which then poses more serious socioeconomic and political issues in the long run for the country. The present work is motivated by the fact that the gig economy is introducing a new market structure and bargaining power into the labor market. It disrupts the traditional employer-employee relationships and permanent employment status. The expectation is that gig jobs are going to be the new normal and the future of work (Ahmad, 2020a; Ahmad, 2020b).

The paper is organized into five sections. After the brief introduction, Section 2 covers the problem statement while section 3 discusses the literature review. Section 4 explains the research method and Section 5 continues with the discussion on results and analysis. Section 6 concludes the paper with some policy recommendations.

## 2.0 Problem Statement

The Covid-19 pandemic has highlighted the problems facing part-time workers, or gig workers. The biggest concerns for them are welfare considerations and financial safety nets. Unlike salaried employees, gig workers generally do not have company-covered insurance plans. Thus, they have to bear the cost if there is a job-related accident. Those who work in the gig economy run the risk of being mistreated or disadvantaged by employers. Without a policy in place to address such issues, the expansion of the gig economy could create financial instability, which then poses more serious socio-economic and political issues in the long run for the country. Should gig workers decide to switch for traditional jobs, it would fail to become the new engine of growth post-Covid-19

pandemic. The present work is motivated by the fact that the gig economy is introducing a new market structure and bargaining power into the labor market. The expectation is that gig job is going to be the new normal in the future. A better understanding of how the gig economy will change how work will be organized in the future will provide a reform labor institution (Ahmad, 2020b).

### **3.0 Literature Review**

#### **3.1 Background**

The gig economy refers to a labor market characterized by the prevalence of short-term contracts or freelance work as opposed to permanent jobs. Examples of gig employees are freelancers, independent contractors, project-based workers, and or part-time hires. A recent study predicted that by 2020, 40 percent of American workers would be independent contractors. In Asia, the number of gig workers is growing and their incomes are affected by the Covid-19 pandemic. However, the pandemic highlights their lack of protections like health care, sick leave, workers' compensation, and stable pay. These workers have no benefits and financial safety nets as compared to permanent employees.

In recent years, the share of jobs that do not involve a formal employer-employee relationship is increasing. The term gig economy refers to these less structured work arrangements and flexible jobs mediated through various online platforms. This is also known as non-traditional work arrangements. The trend of working online from home is on the rise, as the Covid-19 pandemic requires governments to impose mandatory work-from-home (WFH) policies. The switch to remote digital work will change the way people work.

Gig jobs are prevalent among younger generations because they can offer their services through apps and websites worldwide and not be hindered by geographical locations. The gig economy thrives when there is massive unemployment or underemployment.

Gig workers' rights and benefits, including healthcare and access to unemployment, have become key topics for governments. It remains to be seen if the recent health crisis will change the future of the gig economy. Gig jobs are impacted by the pandemic as it stops businesses and stalled payments. Many gig workers now become frontliners in the delivery industry as customers stay at home. Food delivery, Grab drivers, and e-hailing drivers, for example, are among those still able to work. Other freelancers such as wedding organizers are not able to operate.

#### **3.2 Recent trend in the Gig Economy Literature**

The recent interest in non-traditional work arrangements reflects the new structure and organization of work that is having important effects on both workers and firms. Making a similar point, Hurst and Pugsley (2011), for example, argue that self-employed workers enjoy substantial non-pecuniary benefits in the form of being one's boss, enjoying flexible hours, and so on. However, there are gig workers who do not enjoy the legal rights and

protections afforded under the unemployment insurance system, the workers' compensation system, and other benefits received by permanent workers.

The literature on the state of knowledge in understanding and measuring the rise of the gig economy is limited. Identifying the key attributes that characterize different forms of non-employee work, such as independent contractors, self-employed business owners, on-call workers, temporary help agency workers, and seasonal workers, helps us close in on the traits of jobs that are most consistent with gig work.

Since gig workers represent a substantial number of the workforce, the government is looking for ways to ensure better social protection for them. According to a survey by Zurich Insurance in early 2020, 38 percent of Malaysians will join the gig economy in 2021. At present, 2.2 million gig workers have registered with the Malaysian Digital Economy Corporation (MDEC). Ultimately it would widen the income gap between the rich and the poor, and affect the country's social support infrastructure to address the needs of an aging population. The gig economy does provide a short-term solution for economic woes, but empirical evidence is required to show its sustainability in the long run. Therefore, is there a need to regulate the gig economy to put in place some protection measures to ensure the well-being of gig workers, at present and in the future.

The gig economy benefits consumers because there are a lot of choices available. It benefits large organizations due to job flexibility and lower cost of productions. For the workers, they enjoy working hours flexibility, good salary and freedom to choose the type of work. Some of them have the benefits of receiving cash upfront instead of having to wait till the end of each month. The New Strait Times reported that in Malaysia, there are 13,000 Foodpanda and 10,000 Grab Food riders in the Klang Valley (Abu Karim, 2020). People take many different jobs to earn more income. The workforce has changed in the last decade where younger generations, who are technology-savvy, prefer to work independently. The gig jobs are mostly occupied by students, unemployed and fresh graduates seeking jobs. The younger generations are less concerned about having savings for retirement purposes.

### 3.3 Advantages and Disadvantages of Gig Economy

The gig economy benefits consumers because there are a lot of choices available. It benefits large organizations due to job flexibility and lower cost of productions. For the workers, they enjoy working hours flexibility, attractive pay, and freedom to choose the type of work. Table 1 lists several advantages and disadvantages of gig works.

Table 1: Advantages and Disadvantages of Holding Gig Jobs

Category	Advantages	Disadvantages
Workers	Greater flexibility in completing jobs compared to traditional jobs or business hours	Zero benefits in terms of social security, sick pay, medical leave, pensions, health care, or compensation packages are usually received by formal labor contracts.

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	Greater independence in performing the task	Lead to a high level of isolation and lead to more work stress. Mistreatment, overwork, and underpaid.
	More employment opportunities. The gig economy increases the pool of easily accessible short-term jobs	Work more hours per week with an uncertain payment structure
	Zero commuting costs in the gig economy due to work from home	Must continue to up-level skills to be competitive. It takes longer to gather experience
Gig Companies/ Employers	Lower cost of doing business	The big companies hiring gig workers are data-driven. They use the algorithm to search for lower wages and removed workers from their platforms. Maximize revenue by not giving workers any benefits.
	Start-up companies don't have to provide physical office buildings, or Human Resource departments, or health care programs.	Workers might be less reliable
	Access to a pool of global workers that can work 24 hours per day due to different time zone	Difficult to recruit upper-level and executive management positions. Difficult to identify and sharpen leadership capability.

Source: Adapted from Gaille (2019).

### 3.4 Current Issues in Gig Economy

The demand and supply for gig jobs are instantly communicated through sharing information and opportunities from work in a digital environment via apps. However, the study by PriceWater Cooperhouse (PwC) reveals that the gig economy may place these workers in skills and career traps (Seekings, 2021). Temporary or part-time positions they hold prevent them from developing solid skills or build in-depth expertise, which can offer a more positive career path. In addition, these temporary jobs would prevent them from having precautionary savings to help them in time of need.

Some gig economy organizations, especially ride-sharing and food-delivery services, have raised public concerns on skills and retirement plans. Although the gig economy freelancers are offered independence and flexibility in working hours, they are not entitled to company-sponsored retirement. In addition, other issues are low-skill level have little or no prospect for career advancement. Gig workers with a higher level of education may be in a situation of skills mismatch. Others include irregular workloads and getting paid on time by different employers.

Unlike full-time workers who receive benefits in the form of the Employees Provident Fund (a mandatory retirement scheme by the Malaysian government), financial safety, pensions, insurance coverage, and more, gig workers do not have such privileges. This is because those who form part of the gig economy are often registered as vendors by businesses who hire them for their services. As the gig economy expanding alongside the

traditional jobs market, it remains to be seen whether the gig economy will replace traditional jobs.

#### 4.0 Methodology

This study conducted a preliminary study of students at Universiti Sains Islam Malaysia (USIM) from mid-August until December 2020. The purpose of the survey is to gather preliminary information on the level of awareness among the Millennials on the usage and future expectation of the gig economy. The respondents are selected among those who have access to the Internet and have been using platform services at least once during the Movement Control Order (MCO) period and its subsequent extension lockdown period of 18 March until August 31, 2020. The instruments were pilot-tested and validated by peer experts before the distribution.

The questionnaires were distributed based on purposive sampling to 200 students of USIM via google form with a usable response rate of 39 percent (78 responses). The survey instrument comprises two sections, with a total of 20 questions. Section 1 collects information on the socio-economic profile of respondents while Section 2 asks questions related to the gig economy. The survey instrument is adapted from the work of Abraham et al. (2017) and Kassi and Lehnorverta (2016). In addition, interviews were conducted in June 2020 with three respondents to gain further insights.

#### 5.0 Results

The descriptive analysis of selected items from the survey is shown in Table 2. The majority of the respondents are female (55.1%), below 25 years old, and single. Most of them are still studying and reside in the central and southern part of peninsular Malaysia.

The gig jobs they performed include dropship, food delivery, courier services, and tutoring. The reasons given for taking up part-time jobs are to cover daily expenses, as savings, and to gain experience. Most of the respondents earn less than RM100 per week performing various tasks. Approximately one-fifth (24.6%) of them earn between RM101 to RM200 per week doing gig jobs. Almost half of them think part-time jobs will replace permanent jobs in the future. In addition, most of them think that part-time jobs help them navigate through the difficult period of the Covid-19 pandemic and they perceive that gig jobs will contribute to the economy in the future.

Table 2: Selected Profile of Respondents

Items	Frequency	Percentage (%)
Gender		
Male	35	44.9
Female	43	55.1
Total	78	100
Age (years)		
Below 25	44	56.4
26 – 35	32	41
36 - 45	2	2.6
Total	78	100

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You provide the following services during MCO besides your permanent job.		
Food delivery	11	14.1
House cleaning	0	0
Tutoring	8	10.3
Personal shopper	2	2.6
Dropship	28	35.9
Personal assistance	4	5.1
Designing	1	1.3
Babysitting	1	1.3
Towing services	1	1.3
None	34	43.6
Total	78	100
I do part-time jobs because		
Help family	6	8.8
Cover daily expenses	14	20.6
Pay for education	5	7.4
Savings	15	22.1
Hobby	1	1.5
To gain experience	12	17.6
To increase net worth	3	4.4
Networking & gain experience	5	7.4
To get out of depression	1	1.5
Salary not enough	1	1.5
None	6	7.4
Total	68	100
Your average earning from all part-time jobs per week (RM).		
Less than 100	35	53.8
101-200	16	26.4
201-300	4	6.2
301 and above	10	15.4
Total	65	100
Part-time job (gig workers) is the future economic trend		
Yes	57	82.6
No	3	4.3
Not Sure	9	13
Total	69	100

Notes: Some figures may not tally because respondents can answer more than once, or the question is not relevant to them. Since there are many different types of gig works, some questions do not apply to all respondents. Details of survey results are available in Appendix 1.

Source: Survey (2020).

In addition to the survey, interviews were conducted in June 2020 with three respondents who have been freelancing before MCO was implemented and continued to do so until the present. The respondents are in their late 20s, early 30s, and early 40s. Below are their responses towards how gig jobs are affecting them during the pandemic.

Respondent 1 is doing the gig job as part of his social responsibility. He has been doing part-time tutoring to small primary and secondary school children long before the pandemic started. Therefore, he can adjust to the situation and while maintaining his full-time teaching career.

*“Since I have my day job, I continue with home tutorials for primary and secondary school students who cannot afford to pay online tuition fees. I continue to do so during MCO, but I give them a discount. Some of them do not have a computer and access to the Internet at home. Some have only one computer and they must share it with their siblings. I also*

*provide dinner and lunch to them, if they take more than three subjects with me. I teach English, Maths, and Sciences mostly for primary school children. My intention is more to help them. I consider this as my social work, helping the community in the time of crisis."*

*Respondent 1, Bachelor in the English Language*

Respondent 2 has his own business and was badly affected during the Covid-19 pandemic. However, he has a good family support system and has been able to continue with his daily activities uninterrupted.

*"The competition is stiff in the food delivery service. Some of the orders come from different locations and all of them want their order to be delivered as quickly as possible. During MCO, it is difficult to earn even less than what we usually earn before this. But since I live with my family and all my sisters are already married, the MCO has not been affecting me much. Besides, before this, I help my father repair the car and motorcycle at home. So from time to time, I repair my friends' bikes so I earned some money. But my mother, who takes care of our neighbors' children, is affected since parents do not send their children during MCO."*

*Respondent 2, Secondary Education*

Respondent 3 has a family and his wife is working. He has a positive outlook on the current health crisis and is willing to learn new skills to be able to maintain his grab services.

*"I have been involved in the platform economy for quite some time now. I have a business online and I also offer Grab services. The online business selling traditional medicine is having low sales during the MCO period. But since I have regular customers, the business can sustain itself. For the Grab services, I experience people moving office equipment such as chairs and computers home to work from home. I learn how to keep up in the online business and make a great effort to keep good ratings for my services. I also read and learn. Even during my spare time, for example, when I go fishing, I will ask for business advice from another person sitting next to me. For the Grab services, I usually get business tips from European tourists. It is good that I understand English. At the beginning of the MCO period, I was jobless for about one and a half months, luckily my wife works in the essential electronic industry. So our family can survive."*

*Respondent 3, Diploma in Mechanical Engineering*

To summarise the results of interviews, all respondents own a set of survival skills, have a good family support system, and are willing to get new skills to remain relevant in the new platform economy. Their experiences managing the current situation set a good benchmark for the Millennials in handling the new normal of working in the virtual digital economy.

## **6.0 Discussion**

The latest statistics combining recent studies and data on platform economy by Warner (2020) show that 35 percent of Americans freelanced in 2019, an increase of seven percent



since 2013. As a comparison, non-freelancers grew by only two percent. The data also shows that 53 percent of Generation Z (18 - 22 years old) consider freelancing as a lifestyle, not just a financial supplement. About 40 percent of the millennials are also freelancing full-time. The most popular freelance platforms that connect millions of freelancers and clients are Upwork, Freelancers.com, and Fiverr. Figure 1 shows the difference between income earned by men and women while performing gig works in the United States. On average, men are earning more per gig job as compared to women, except in the case of web and graphic design and marketing.

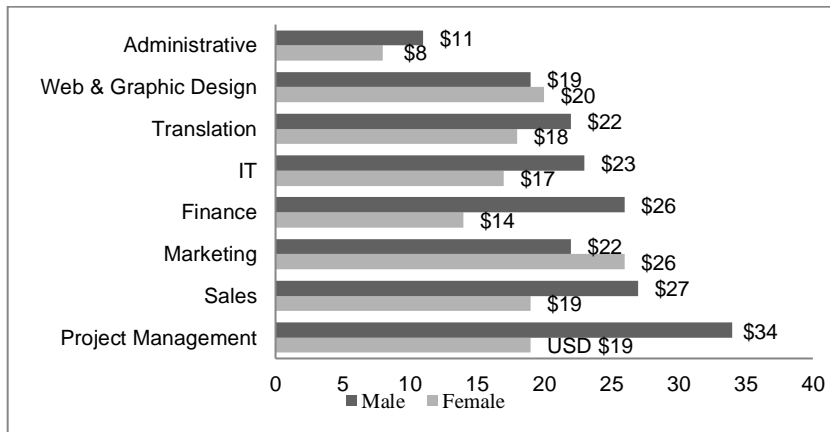


Figure 1: Comparing Income Earned Between Men and Women per Gig Job  
Source: Adapted from Warner (2020).

Based on survey findings listed in Table 2, dropship, food delivery, tutoring and personal assistant are the most common part-time jobs. Most of the respondents earn less than RM100 per week for the jobs performed. To further differentiate the responses between men and women, we look at the average income earned per week, types of part-time jobs, and future perceptions of the gig economy. The findings suggest that women are more likely to undertake dropship and personal shopper jobs while men are most likely doing part-time jobs in the food delivery business, tutoring, and personal assistant. There is a higher number of women earning less than RM100 per week as compared to men. In general, respondents believe that they have acquired new skills while doing gig jobs, which reflects millennials' preferences in gaining experiences at the workplace for career advancement. When asking if they believe gig jobs are going to replace traditional jobs in the future, the respondents are not sure about the issue as shown in Figure 2.

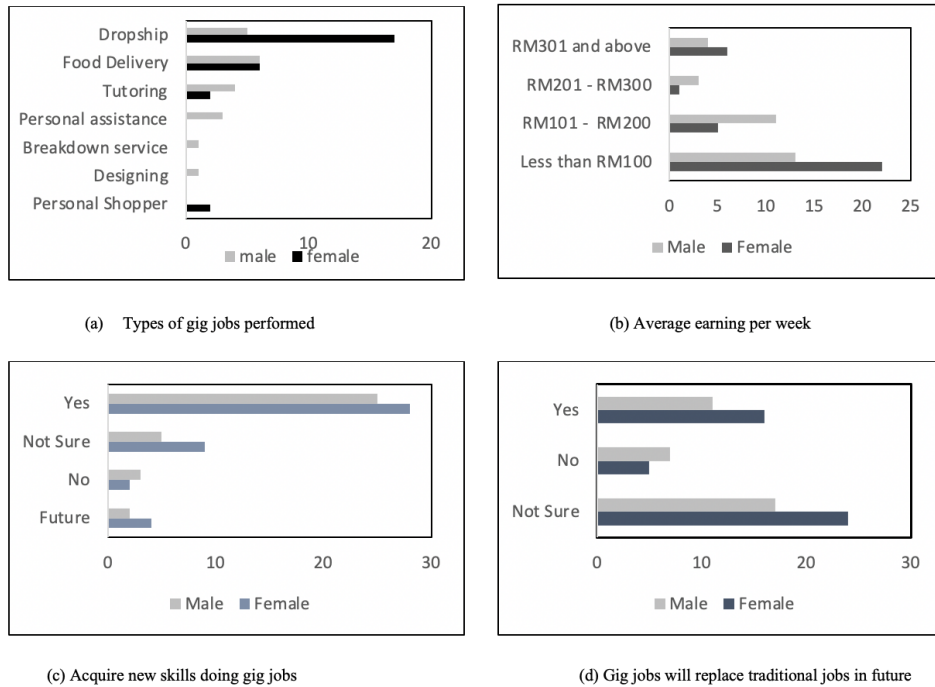


Figure 2: Selected Findings from the Survey

There are two categories of gig work. The first category is based on geographical location, which requires workers to be in a particular place. The second category is an online platform, which refers to work that can be completed remotely via a computer. From the survey conducted, most of the respondents are doing unskilled gig jobs, except for a few. Therefore, they can up-skilled and re-skilled themselves and move into either semi-skilled or medium-level skilled jobs.

Based on the findings, some of the respondents are not aware of the changing pattern of jobs and how gig jobs would affect the labor market in the future. Their responses also indicate that they are not aware of the monopoly power of employers and the debate surrounding the rights of gig workers in more advanced economies such as Europe and the United States. In China, for example, the MCO period implemented by the government shows that millions of unemployed gig workers are not able to switch to traditional jobs at will. In addition, the West highlighted the welfare aspect of the gig workers in the new economy that is digital-based. However, based on the interviews conducted, the respondents pointed out the importance of planning for the future and the strong family support to get through the crisis period. Another observation is that all interviewees have a set of skills, and they take time to acquire new skills to be able to offer better services and remain competitive in their respective gig works.

The Covid-19 crisis highlights gig workers' lack of protections like health care, sick leave, workers' compensation, and stable pay. The gig economy does provide a short-term solution for economic woes, but more evidence is required to ensure sustainable footing. Therefore, there is a need to regulate the gig economy and to provide some protection measures to the workers. The recent health crisis has put a spotlight on gig workers. If the

gig economy is expected to be the new engine of growth, safety net benefits should be provided to them.

In Malaysia, there is a plan to include the provisions for gig workers' benefits in the 12<sup>th</sup> Malaysia Plan, 2021 to 2025. Several initiatives are undertaken to leverage on gig economy since it currently represents about four million jobs in the country. There is empirical evidence from previous studies supporting the claim that digital gig jobs do contribute to economic growth. For instance, the National Infrastructure Commission Report 2017 suggests that the digital economy could add between one-third and two-thirds of one percent to the growth rate of the United Kingdom's economy.

## **7.0 Conclusion**

The present work examines the perception of the gig economy and gig workers among millennials. Based on the findings, in general, the respondents agree that the gig jobs help them survive during the Covid-19 pandemic. Furthermore, part-time work has a promising future, and it does contribute to the present economy.

The World Bank estimates that for every one month of MCO, the economy would shrink by 2.5 percent. The crisis impacted all sectors in the economy, including gig workers that formed the gig economy. Gig jobs are prevalent among younger generations because they can offer their services through apps and websites worldwide and not be hindered by geographical locations. The gig economy thrives when there is massive unemployment or underemployment. To gig workers, freedom is a new form of wealth. Provision of gig workers benefits like permanent jobs will ensure they stay in the industry, thus help the economy achieve the intended growth rate. Re-skilling and up-skilling, especially in lower-skilled gig jobs, will help sustain the gig economy's contribution as a new source of growth.

Gig workers increased during the 2007 global financial crisis, and now they represent a third of the workforce. A consulting firm in New York predicts that by 2030, it will increase to 80 percent. They provide the so-called 'liquid workforce' with their knowledge organized via the Internet or the digital earning platform. The United States Bureau of Economic Analysis estimates that the digital economy grew by an average of 5.6 percent per year from 2006 to 2016 compared to 1.5 percent growth in the overall economy. The gig workers account for four percent of total US employment. This is comparable to industries such as finance and insurance and transportation. This trend will continue with the 5G technology whereby the end of 2019, 90 percent of millennials own a smartphone. Millennials in the workforce represent the largest segment of today's population. They are shaping the new normal in the modern workplace by turning many traditionally real-life experiences virtual. For the policymakers, gig economy employment law or guidelines in terms of work permits and taxable income and social safety nets should be enacted to protect the welfare of gig workers.

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## Appendix

Table A1: Profile of Respondents

Items	Frequency	Percentage (%)
Gender		
Male	35	44.9
Female	43	55.1
Total	78	100
Age (years)		
Below 25	44	56.4
26 – 35	32	41
36 - 45	2	2.6
Total	78	100
Marital Status		
Married	19	24.4
Single	58	74.4
Widow	1	1.3
Total	78	100
Household Size		
4 people or less	34	43.6
5 - 7 people	33	42.3
More than 7 people	11	14.1
Total	78	100
Job Sector		
Private	26	33.3
Further Study	29	37.2
Self-Employed	12	15.4
Government	7	9
Farmer	1	1.3
Looking for job	1	1.3
Takaful	1	1.3
Unemployed	1	1.3
Total	78	100
Income per month (RM)		
Less than 2,500	52	66.7
2,501 – 3,000	9	11.5
3,001 – 5,000	12	15.4
More than 5,000	5	6.4
Total	78	100
Geographical location		
North (Perlis, Kedah, Perak & Penang)	13	16.7
Central (Selangor, WP & Putrajaya)	36	46.2
South (Johor, Melaka & Negeri Sembilan)	17	21.8
East Coast (Pahang, Kelantan & Terengganu)	10	12.8
Sabah, Sarawak & Labuan	2	2.6
Total	78	100
Education		
Degree	63	80.8
Master	5	6.4
PhD	1	1.3
SPM	3	3.8
Diploma	6	7.7
Total	78	100

You provide the following services during MCO besides your permanent job.		
Food delivery	11	14.1
House cleaning	0	0
Tutoring	8	10.3
Personal shopper	2	2.6
Dropship	28	35.9
Personal assistance	4	5.1
Designing	1	1.3
Babysitting	1	1.3
Towing services	1	1.3
None	34	43.6
Total	78	100
You provide the following services to self-employed individuals or companies.		
Consultation	14	21.9
Editing work	10	15.6
Maintenance or repair	2	3.1
Dropship	27	42.2
Setting/Maintaining a computer system	3	4.7
Courier services	6	9.4
Administration	1	1.6
House call	1	1.6
Retail products	1	1.6
Legal work	1	1.6
Towing services	1	1.6
None	5	7.8
Total	64	100
You provide ride-sharing services such as Grab and Uber.		
Yes	10	13.5
No	64	86.5
Total	78	100
You have assisted with medical, marketing and/or other research.		
Yes	15	20
No	63	80
Total	75	100
You have posted a video, blog, or other contents online, such as YouTube that generates income or commission.		
Yes	16	20.5
No	62	79.5
Total	78	100
You do other types of informal work or part-time jobs (please specify)		
Researcher	2	6.62
Design	1	3.31
Grab food	2	6.7
Selling dessert	1	3.31
Waiter	2	6.62
Child care services	1	3.31
Facilitator	1	3.31
Coaching	1	3.31
Runner	1	3.31
Stockist	1	3.31
WFH	1	3.31
BB Bed & Breakfast	1	3.31
None	9	30
Total	30	100
I do part-time jobs because		
Help family	6	8.8
Cover daily expenses	14	20.6
Pay for education	5	7.4

Gig Workers: The New Employment Form in the New Economy

Savings	15	22.1
Hobby	1	1.5
To gain experience	12	17.6
To increase net worth	3	4.4
Networking & gain experience	5	7.4
To get out of depression	1	1.5
Salary not enough	1	1.5
None	6	7.4
Total	68	100
Your average earning from all part-time jobs per week (RM).		
Less than 100	35	53.8
101-200	16	26.4
201-300	4	6.2
301 and above	10	15.4
Total	65	100
You acquire new skills while working part-time.		
Yes	53	77.9
No	5	7.4
Not Sure	4	5.9
Maybe in future	6	8.8
Total	68	100
Part-time jobs will replace permanent jobs in the future.		
Yes	27	39.1
No	12	17.4
Not Sure	30	43.5
Total	69	100
Part-time jobs (gig workers) helps during the COVID-19 situation		
Yes	63	91.3
Not Sure	6	8.7
Total	69	100
Part-time job (gig workers) is the future economic trend		
Yes	57	82.6
No	3	4.3
Not Sure	9	13
Total	69	100

Notes: Some figures may not tally because either respondent can tick more than one answer, or the questions do not apply to them, or nonresponses.

Source: Survey (2020).