

## **REFORMING SOCIAL SECURITY PROTECTION FOR PLATFORM WORKERS IN MALAYSIA'S DIGITAL LABOUR PLATFORMS**

Siti Suraya Abd Razak\*

Siti Fazilah Abdul Shukor\*\*

### **ABSTRACT**

Digital labour platforms in Malaysia have seen rapid growth, providing flexible employment options for workers across sectors. However, platform workers lack social security protection while performing their work due to their informal employment status. The current study explores the existing regulatory framework for social security protection in Malaysia and the issues faced by platform workers. It also highlights improvements that should be made to the Employment Act 1955 and the Employee Social Security Act 1969. The study employs qualitative method, in the form of semi-structured interviews conducted with platform workers and relevant authorities, in order to get their views in-depth on issues surrounding social security protection in digital labour platforms. The findings reveal that platform workers are susceptible to work-related injuries without appropriate compensation and retirement benefits due to gaps in the current legal framework. This study provides valuable insights for policymakers in devising social security protection for platform workers. The paper recommends the inclusion of 'platform worker' and 'gig worker' as employees under section 2 of the Employment Act 1955.

---

\* Senior Lecturer, Faculty of Management, Universiti Teknologi Malaysia, 81310 Johor Bahru, Johor, Malaysia, E-mail: sitisuraya@utm.my (Corresponding Author).

\*\* Assistant Professor, Teh Hong Piow Faculty of Business and Finance, Universiti Tunku Abdul Rahman, Jalan Universiti, Bandar Barat, 31900 Kampar, Perak, Malaysia, E-mail: sitifazilah@utar.edu.my

[Received: 29 September 2024, Accepted: 6 May 2025, Published: 28 May 2025]



**Keywords:** Social Security, Digital labour platform, Digital economy, Platform workers, Gig workers, Occupational Safety.

## **MEREFORMASI PERLINDUNGAN KESELAMATAN SOSIAL UNTUK PEKERJA PLATFORM DI PLATFORM PEKERJAAN DIGITAL DI MALAYSIA**

### **ABSTRAK**

Platform pekerjaan digital di Malaysia menunjukkan pertumbuhan pesat, serta menyediakan pilihan pekerjaan yang fleksibel kepada pekerja merentas sektor. Walau bagaimanapun, pekerja platform tidak mendapat sebarang perlindungan keselamatan sosial semasa melaksanakan pekerjaan, disebabkan oleh status pekerjaan yang tidak formal. Kajian ini meneroka rangka perundangan undang-undang perlindungan keselamatan sosial sedia ada di Malaysia dan isu yang dihadapi oleh pekerja platform. Kajian ini juga mengetengahkan penambahbaikan yang perlu dilaksanakan terhadap Akta Pekerjaan 1955 dan Akta Keselamatan Sosial Pekerja 1969. Kajian ini menggunakan kaedah kualitatif dalam bentuk temu bual separa berstruktur dengan pekerja platform dan kementerian untuk mendapatkan pandangan mereka yang mendalam tentang isu-isu berkaitan perlindungan keselamatan sosial untuk pekerja platform. Kajian ini mendapati bahawa pekerja platform terdedah kepada kecederaan semasa bekerja tanpa mendapat pampasan, serta bekerja tanpa pelan persaraan dan tidak mendapat faedah yang sewajarnya kerana kekurangan perlindungan keselamatan sosial dalam rangka kerja perundangan sedia ada. Kajian ini memberikan memberi input yang baik kepada penggubal dasar dalam menyediakan perlindungan keselamatan sosial untuk pekerja platform. Kertas ini mencadangkan agar 'pekerja platform' dan 'pekerja gig' dikategorikan sebagai pekerja di bawah seksyen 2 Akta Kerja 1955.

**Kata Kunci:** Keselamatan Sosial, Platform Pekerjaan Digital, Ekonomi Digital, Pekerja Platform, Pekerja Gig, Keselamatan Pekerjaan.

## INTRODUCTION

In the age of digital transformation, information and communication technology has led to changes in various industries and businesses. This phenomenon has grown rapidly and led to the rise of the digital economy in various parts of the world. The digital economy has transformed how individuals work, providing flexible employment opportunities across sectors. Malaysia has experienced promising growth in the digital labour platform with the emergence of various digital platforms such as Grab, InDrive, AirAsia Ride Driver, MyRide, EzCab, Grabfood, Foodpanda, ShopeeFood, Bekal, Bungkusit, Shoppe, Lazada, Freelancer.com, Upwork, Fiver and many more. The digital labour platform provides flexible work arrangements, enabling workers to decide how they complete their tasks, unlike conventional employment.

This adaptability opens job opportunities for vulnerable groups such as disabled individuals, young people, and women. The digital labour platform seems to be on the rise with the demand and supply of the present labour market.<sup>1</sup> According to the Malaysian Centre for the Fourth Industrial Revolution (4IP Centre) study, around 19% of platform workers plan to work on platforms for the long term.<sup>2</sup> Additionally, it is reported that 80% of platform workers in Malaysia are 25 years old and above, with a large segment in the 25 to 34 age group, and 60% of them have a diploma or higher qualification.<sup>3</sup>

The rise of digital labour platforms in the Malaysian employment landscape comes with significant challenges. Platform workers struggle with labour rights issues such as inconsistent wages

---

<sup>1</sup>Geoffrey Williams, “Don’t Kill the Gig Economy,” *Free Malaysia Today*, accessed February 3, 2024, September 18, 2024, <https://www.freemalaysiatoday.com/category/opinion/2024/02/03/dont-kill-the-gig-economy/>

<sup>2</sup>S. Joan Santani, “19% of Gig Workers Plan to Make it a Long-Term Career – Study,” *New Straits Times*, accessed June 20, 2024, September 18, 2024, <https://www.nst.com.my/business/corporate/2024/06/1066123/19-pct-gig-workers-plan-make-it%20A0-long-term-career-study%20A0>

<sup>3</sup>Santani, “19% of Gig Workers Plan”

and lack of job security.<sup>4</sup> Platform workers receive wages based on the number of units they produce or tasks they perform as per the piece-rate system<sup>5</sup>. This payment system can increase efficiency and productivity, but it also may take a toll on their health.<sup>6</sup> More importantly, platform workers are disqualified from claiming any compensation and benefits from their platform providers in case of injuries or deaths.

P-hailing<sup>7</sup> riders and e-hailing<sup>8</sup> drivers are more vulnerable to accidents than other road users because they are pressured to meet tight deadlines, deliver orders within specific periods, and earn bonuses based on their delivery speed. There are a lot of fatalities and injuries among e-hailing drivers and p-hailing riders. Malaysia has the highest rate of road fatalities, and 50% contributed by motorcyclists.<sup>9</sup> Factors that lead to road or traffic accidents such as riding dangerously or recklessly, road conditions, and crashes resulting from other vehicles.<sup>10</sup> Moreover, the motorcyclists are weaving in and out of traffic, disregarding traffic signals, exceeding speed limits, displaying a reckless disregard for safety, and even neglecting their helmet safety.<sup>11</sup> Inexperienced riders, persons working extended hours or covering

---

<sup>4</sup>Nurfarahin Harun, et al., "An Experimental Measure of Malaysia's Gig Workers Using Labor Force survey," *Statistical Journal of the IAOS* 36(4) (2020): 969–977, accessed 25 September, 2024.

<sup>5</sup> Shamzaeffa Samsudin, et al., "Exploring Health Status of Gig Workers: Advancing Social Protection Initiative", (Paper presented at 9th Annual ECOFI Symposium 2023, Malaysia, November 9, 2023).

<sup>6</sup> Mary E. Davis and Eric Hoyt, "A Longitudinal Study of Piece Rate and Health: Evidence and Implications for Workers in the US Gig Economy," *Public Health* 180 (2020): 1-9, accessed 25 September, 2024.

<sup>7</sup> P-hailing refers to the delivery of food, drink and parcels using an online in-order app.

<sup>8</sup> E-hailing or electronic hailing refers to service provided to book public transport services through electronic applications

<sup>9</sup> World Health Organisation. (2023). Global Status Report on Road Safety. WHO. <https://www.who.int/publications/i/item/9789240086517>

<sup>10</sup> Arafat, Md Eaysir, Grégoire S. Larue, Sebastien Demmel, Andry Rakotonirainy, and Sepehr Ghasemi Dehkordi. "Evaluating interventions for phone distracted pedestrians in a virtual reality environment." *Transportation research part F: traffic psychology and behaviour* 98 (2023): 354-367.

<sup>11</sup> Yesuiah, "Urgent Action Needed"

greater distances, and those dependent on p-hailing as their sole revenue source, had significantly elevated levels of these hazardous practices.<sup>12</sup> The government has taken appropriate steps to reduce road accidents in Malaysia, but the number keeps increasing. Ministry of Transport mentioned that 6,443 people died in road accidents in 2023 and two-thirds or 4,880 involved motorcyclists.<sup>13</sup> P-hailing riders prefer to use motorcycles as it is convenient and cheap in fuel consumption.<sup>14</sup> According to the Malaysian P-Hailing Riders Association, an average of three to four road accidents are reported a week involving p-hailing riders in the country due to fatigue.<sup>15</sup> Their informal employment status denies them the right to claim compensation from platform providers, worsening their situation. Thus, an immediate reformation must be done to the existing social security protection regulatory framework in the digital labour platform. This effort is important to pave the way for Malaysia in becoming the regional lead in the digital economy and to achieve inclusive, responsible and sustainable socioeconomic development as stated in MyDIGITAL.<sup>16</sup> One of the identified key thrusts in MyDIGITAL is to build agile and competent digital talent through ensuring gig workers are protected in terms of their social protection and rights at the workplace.

This study explores the existing social security protection legal framework in Malaysia and the issues faced by platform workers in claiming social security protection from the platform providers. Existing research on social security has predominantly focused on traditional employment contexts, leaving knowledge gap concerning

---

<sup>12</sup>Abdullah, Muhammad Safizal, Adi Anuar Azmin, and Muhammad Asyraf Mohd Kassim. "Risky Riding Behaviours among p-Hailing Riders in Malaysia: Implications for Business Operations and Workforce Safety in the Gig Economy." *International Journal of Business and Technopreneurship (IJBT)* 15, no. 1 (2025): 51-68.

<sup>13</sup>Shamsudin, "Death by Roads,"

<sup>14</sup>Junaid Ibrahim, Martin Carlvaho and Terrence Tan, "Over 1,200 Accidents, 112 Deaths Involving Food Delivery Riders Since 2018," *The Star*, April 4, 2023, accessed September 18, 2024, <https://www.thestar.com.my/news/nation/2023/04/04/over-1200-accidents-112-deaths-involving-food-delivery-riders-since-2018>

<sup>15</sup>Ibrahim, et al., "Over 1,200 Accidents"

<sup>16</sup>Malaysia Digital Economy Blueprint, Economic Planning Unit, Prime Minister's Department.

platform workers. Further research is necessary to understand how current policies might adapt to ensure comprehensive coverage and identify practical mechanisms for integrating platform workers into inclusive social protection systems that address their distinct socio-economic challenges. It also highlights improvements that should be made to the Employment Act 1955 to enhance social security protection for platform workers. The first part of this article explains the qualitative method employed in this study to reach the research objectives. Thereafter, it explores the existing literature on the digital labour platform and social security protection in Malaysia. Additionally, the article discusses the challenges platform workers face in claiming social security protection and analyses the current regulatory framework on social security protection in digital labour platforms. In the final part of the paper, research objectives of this study are revisited and improvements to the Employment Act 1955 and the Employee Social Security Act 1969 suggested. Reforming social security protection would ensure sustainability of the digital labour platform ecosystem in Malaysia.

## RESEARCH METHODOLOGY

This research adopts a qualitative approach to collect and analyse descriptive data, exploring individuals' attitudes, beliefs, motivations and social realities which is suitable to achieve the objective of this research.<sup>17</sup> Specifically, an in-depth interview is used to explore the experience of platform workers in claiming social security protection from platform providers while working digital labour platforms. Four platform workers working in location-based platforms were interviewed in this study. Four platform workers are sufficient for this qualitative study due to data saturation, meaning additional interviews would yield minimal or no new insights. Additionally, interviews with the ministry officers and a representative from a government-linked company were conducted to get their insights on the existing regulatory framework on social security protection for platform workers and the

---

<sup>17</sup>Aspers Patrick and Ugo, Corte, "What Is Qualitative in Qualitative Research," *Qualitative Sociology*, Springer. 42(2) (2019): 139–160, accessed 2 September 2024.

way forward. The data collected from the interview were then transcribed and the discussion was themed using thematic analysis. Besides, content analysis of the Employment Act 1955 and the Employees Social Security Act 1969 was adopted to review the loopholes in the provisions that contributed to the issue of social security protection for platform workers.

## DIGITAL LABOUR PLATFORM

The International Labour Organisation (ILO) has categorised the digital labour platform into two broad groups, online web-based, where work is outsourced through an open call to a geographically dispersed crowd. For example, a person who performs tasks online, remotely, or in person like freelancing, tutoring, coaching and proofreading and editing services.<sup>18</sup> The second category of digital labour platforms is known as location-based platforms. These platforms allocate work to individuals in a specific geographical area, typically to perform local, service-oriented tasks such as in the e-hailing and p-hailing sectors.<sup>19</sup> While platform providers refer to business entities that adopt a digital platform in providing services to customers through the service of platform workers. In Malaysia, digital labour platforms are dominated by location-based platforms, constituting 77% of digital labour platforms registered with the Malaysia Digital Economy Corporation.<sup>20</sup> Workers in digital labour platforms are known as platform workers, and the terms are interchangeably known as gig workers. This is because gig workers mostly use digital platforms to perform work. A gig worker is defined as a person in temporary or freelance work,

---

<sup>18</sup>MyDigital Corporation and Ipsos Malaysia, “What Gig Workers Really Want: Understanding Gig Workers’ Work and Welfare Preferences in Malaysia,” *A Whitepaper by Malaysia Centre for the Fourth Industrial Revolution*.

<sup>19</sup>Digital Labour Platform, International Labour Organisation, accessed September 19, 2024, <https://www.ilo.org/digital-labour-platform#news>

<sup>20</sup>Ghorpade Yashodhan, et al., “Informal Employment in Malaysia: Trends, Challenges and Opportunities for Reform” World Bank, Washington, DC.

especially an independent contractor engaged on a freelance or on-demand basis for a job that has uncertainty.<sup>21</sup>

Workers prefer to work in the digital labour platform because of flexibility, supplemental income and accessibility. The digital labour platform gives autonomy to platform workers to have freedom in deciding their time and location as well as provides a balance between work and personal commitments. Besides, it is a source of additional income to the platform worker's financial security. It gives accessibility to platform workers to enter the digital economy without barriers in terms of education, skills, age, sex, and experiences. Notably, platform workers are more likely to have higher education qualifications, with at least a diploma and beyond. The non-location-based platform workers show a higher prevalence of knowledge-intensive compared to location-based platform workers.

## **SOCIAL SECURITY PROTECTION IN MALAYSIA**

According to the International Labour Organisation, social security protection refers to a system of contribution-based for health, pension and unemployment protection.<sup>22</sup> Social security is a fundamental human right under the Universal Declaration of Human Rights 1948 and the International Covenant on Economic, Social and Cultural Rights 1966. Every person is entitled to social security that protects them from the consequences of life events that can lead to economic hardship.<sup>23</sup> Social security protection plays an important role in reducing poverty and inequality in society by providing financial assistance to vulnerable groups, such as the elderly, disabled individuals, and low-income families. It also promotes well-being of a person through benefits like maternity leave and child allowances. Providing access to medical services for workers without facing financial difficulties is crucial for maintaining health of a person.

---

<sup>21</sup>Oxford Dictionary, Oxford University Press, accessed September 20, 2024, <https://www.oed.com/search/dictionary/?scope=Entries&q=gig+workers>

<sup>22</sup>About the Rights to Social Security and Human Rights, United Nations, accessed September 20, 2024, <https://www.ohchr.org/en/social-security/about-right-social-security-and-human-rights>

<sup>23</sup>United Nations. "About the Rights"

Additionally, social security protection is important for vulnerable groups such as persons with disabilities to support their ability to live.

In Malaysia, the Employee Social Security Act 1969 (ESSA) is the main statute that regulates social security protection for workers. It provides a comprehensive framework for social security protection for employees in various contingencies such as sickness, maternity, disability, and death. ESSA provides benefits to workers under Part V of the Act which covers occupational disease, temporary or permanent disability benefits, claim benefits, dependant benefits, funeral benefits, education benefits, medical benefits and others. Social Security Organisation (SOCSO) is established to administer two types of social protection schemes, namely the Employment Injury Scheme and the Invalidity Scheme. The Employment Injury Scheme protects an employee against accident or an occupational disease arising out of and in the course of his employment, while the Invalidity Scheme provides 24-hour coverage to an employee who suffers from invalidity or death due to any cause and not related to his employment.<sup>24</sup> The protection under SOCSO gives protection to employed workers, foreign workers, domestic workers, self-employed workers, and housewives.

Social security protection for platform workers is essential to ensuring fair labour practices and economic stability in the evolving digital economy. The establishment of comprehensive social security systems for platform workers contributes significantly to social equity. The digital economy must evolve inclusively, providing fair conditions to all participants regardless of employment structure. The next section discusses issues confronted by platform workers in claiming social security protection while working on digital labour platforms.

### **Ineligibility of Platform Workers for Social Security Protection**

Determining employee classifications is important since it determines the contracting parties' respective roles and the applicability of common laws or regulations regarding employment.<sup>25</sup> Workers in

---

<sup>24</sup>Definition of Employment Injury Scheme and Invalidity Scheme, Pertubuhan Keselamatan Malaysia (PERKESO), accessed March 20, 2025 at <https://www.perkeso.gov.my/en/>

<sup>25</sup>Raja Raziff Raja Shaharuddin, et al., "The Concept of Rights and Protection to Employees: A Comparative Overview," *International Journal of Islamic Thought* 4(1) (2013): 58–64, accessed September 1, 2024.

Malaysia can claim for social security protection under the ESSA if they work under a contract of service with the employer. This can be observed through the provision under the ESSA which defines an employee as:

- “Any person who is employed for wages under a contract of service or apprenticeship with an employer, whether the contract is expressed or implied or is oral or in writing, on or in connection with the work of an industry to which this Act applies and
- (i) who is directly employed by the principal employer on any work of, or incidental or preliminary to or connected with the work of, the industry, whether such work is done by the employee on the premises of the industry or elsewhere;
  - (ii) who is employed by or through an immediate employer on the premises of the industry or under the supervision of the principal employer or his agent on work which is ordinarily part of the work of the industry or which is preliminary to the work carried on in or incidental to the purpose of the industry; or
  - (iii) Whose services are temporarily lent or let on hire to the principal employer by the person with whom the person whose services are so lent or let on hire has entered into a contract of service”<sup>26</sup>

From the provision, it can be understood that the contract of service is an important element to be proved. Only employees under the ESSA shall be insured by the employer.<sup>27</sup> In the case of *Liang Jee Keng v Yik Kee Restaurant Sdn Bhd*<sup>28</sup> a worker suffered an injury to his left arm when it got entangled in a meat mincing machine. Consequently, he underwent an above-the-shoulder amputation. The court ruled that he was considered an employee under the ESSA and the employer is obliged to pay contribution for the employee. This is because he met the requirements to be considered as an ‘insured person’ at the time of the accident. In *Lian Ann Lorry Transport & Forwarding Sdn Bhd v Govindasamy*<sup>29</sup>, the Federal Court ruled:

“That the duration and nature of an employment, be it temporary or permanent, is immaterial for the purpose of determining the existence of a contract of service. As long as there exists a

---

<sup>26</sup> Section 2(5) of the Employee Social Security Act 1969

<sup>27</sup> Section 5 of the Employee Social Security Act 1969

<sup>28</sup> (2002) 2 Malayan Law Journal 650

<sup>29</sup> (1982) 2 Malayan Law Journal 232

relationship of a master and servant or that of an employer and employee, the law will infer a contract of service existing between them, notwithstanding the fact that the service or the employment is intended by the person in the position of master to be temporary or of a short duration only. And the law will imply the existence of such relationship where a person is hired by another as an integral part of the latter's business.”

According to the case, the most important factor to determine the eligibility of a person to be insured is for the worker to be under a contract of service. The length of the contract is immaterial. In the context of this study, the question further arises of whether a platform worker is under a contract of service while working on a digital labour platform. The word ‘contract of service’ is not defined under the ESSA. However, it is defined under the Employment Act 1955 (EA). The EA provides basic employment rights for workers under contract of service.<sup>30</sup> Due to the absence of specific meaning of contract of service under ESSA, it is proposed that ESSA to be read together with EA since EA provides for such definition. A contract of service is defined as:

“Any agreement, whether oral or in writing and whether express or implied, whereby one person agrees to employ another as an employee and that other agrees to serve his employer as an employee and includes an apprenticeship contract”.<sup>31</sup>

A contract of service creates a relationship between employer and employee where the employee agrees to provide his services to the employer on terms of remuneration. In addition, the employee is also subject to the control and direction of the employer.<sup>32</sup> The employer cannot change any of the terms and conditions of employment that have been originally set except with the permission and consent of the employer. Any terms and conditions that are less favourable than the relevant provisions under the EA are illegal, null, and void. On the other hand, a contract for service, also known as a contract for

---

<sup>30</sup>Zuraini Ab Hamid, et al., “Rights of Migrant Workers under Malaysian Employment Law,” *Journal of East Asia International Law* 11 (2) (2018): 359–360, accessed September 1, 2024.

<sup>31</sup>Section 2 of the Employment Act 1955.

<sup>32</sup>Fauziah Mohd Safar, Siti Farhana Hasnudin and Noor Saidatul Natrah Saaidun, "The Elements of a Genuine Fixed-Term Contract: A Review on Malaysian Legal Framework." *International Journal of Law, Government and Communication* 7 (28) (2022): 263–272.

independent work, is an agreement whereby one party hires the services of the other as an independent contractor, not as its permanent employee. Unlike a contract of service in which a worker would be under the close supervision and control of the principal as an employee would, a contract for service puts the independent contractor under limited supervision and control. The employer doesn't have to provide or pay for the tools, equipment, and materials that the independent contractor uses, and this person has considerable independence or so-called autonomy in accomplishing the tasks.<sup>33</sup>

Platform workers are not subject to the control and direction of the platform provider. Platform workers have the freedom to choose when and where they perform the work by accepting tasks through the apps. Therefore, platform workers are known as independent contractors having a contract for service with the platform provider.<sup>34</sup> Consequently, a platform worker is not eligible for social security protection under the ESSA. This is supported by a recent case involving e-hailing driver in Malaysia who claims unfair dismissal from the platform provider. In the case of *Loh Guet Ching v. Menteri Sumber Manusia and Ors*<sup>35</sup> the court stated that there is no legal provision in Malaysia that acknowledges an e-hailing driver as a 'workman'. In Malaysia, the relationship between platform workers and platform providers is governed by contractual terms set by the platform provider, which primarily protects the provider's interests. Since platform workers are generally classified as independent contractors rather than employees, platform providers are not legally obligated to contribute to SOCSO or EPF on their behalf.

### **Physical and Psychological Hazards in Digital Labour Platforms**

Platform workers face a range of workplace hazards due to the nature of their work and the environments they operate in. They are prone to

---

<sup>33</sup>Suhana Saad, et al., "Use of Local Labour in Oil Palm Agriculture," *International Journal of Academic Research in Business & Social Sciences* 11 (2021):9, accessed August 28, 2024.

<sup>34</sup>Siti Suraya Abd Razak, et al., "Young Workers on Digital Platform Work: A Review of Rights and Protection in Malaysia." (paper presented at the International Conference on Business and Technology, November 21, 2023) Springer Nature.

<sup>35</sup>[2022] Malayan Law Journal Unreported 2503

physical and psychological hazards while working in a digital labour platform. Platform workers are exposed to physical health issues like musculoskeletal problems.<sup>36</sup> A study shows that there is a prevalence of back pain among food delivery riders due to the weight of the delivery bag and bad posture while riding a motorcycle.<sup>37</sup> Long hours of working without a break and may cause chronic back pain due to prolonged periods of sitting, riding a motorcycle and poor posture. Working in the digital labour platform can lead to overwork and cause exhaustion among platform workers. Due to unstable income, they are pressured to meet tight deadlines and maintain ratings for high payment.<sup>38</sup> Platform workers work in irregular working hours which may cause sleep disorders and eventually cause other health related problems and increase the risk of accidents and injury.

Besides, the mental health of platform workers is also affected due to these scenarios. The absence of a traditional workplace and co-workers might lead to feelings of loneliness. Platform workers often face financial instability, job insecurity, and the stress of navigating digital platforms for tasks. It can lead to anxiety, depression, or burnout among the platform workers. Besides, the lack of social interaction and support systems also may cause mental health issues because platform workers are working remotely and alone. Moreover, study proves that job insecurity may impede one's thinking and behaviour (Dahl & Pierce, 2019). Irregular working hours, volatility in income, and lack of safety monitoring in the long term may adversely impact the health and well-being of the platform workers.<sup>39</sup>

---

<sup>36</sup>Louzado-Feliciano, Paola, et al., "Characterizing the Health and Safety Concerns of US Rideshare Drivers: A Qualitative Pilot Study." *Workplace Health & Safety* 7 (2022): 310-318, accessed August 28, 2024.

<sup>37</sup> Nurul Izzah Abdul Samad, et al., "Prevalence of Back Pain Among Food Delivery Riders in Kota Bharu, Kelantan: A Preliminary Study," *Journal of Energy and Safety Technology* 5 (2022): 52-60, accessed August 28, 2024.

<sup>38</sup> Khaizie Sazimah et al., "Policies Improving the Well-Being of Gig Workers in Malaysia," *Information Management and Business Review* 16, 1 (2024): 182-189, accessed August 28, 2024.

<sup>39</sup> Samsuddin et al, "Exploring Health Status"

## **Lack of Employment Injury Benefits for Platform Workers**

As mentioned in the earlier part of this article, this research has managed to conduct an in-depth interview with four platform workers working in a location-based platform. In this part, the focus is given on the results of the interviews with the respondents about social protection. Respondent 1 is a female platform worker, shared her experience where she was involved with an accident while on her way to the customer's house for babysitting service:

“I had a rear-end accident on my way to the customer's house and that accident had caused injuries to my arm. I pay the medical treatment on my own because the company does not cover any injury compensation.”

Many platform workers are prone to motor vehicle accidents as they spend a significant amount of time on the road like p-hailing and e-hailing workers. Studies have found that p-hailing and e-hailing workers have higher rates of motor vehicle accidents compared to traditional employees (Bergström, 2018; Burgard, 2019; Ahmad et al., 2024). According to Respondent 2, a food delivery rider:

“I've been hit by a car during food delivery and suffered a broken pelvis. I had to stop delivering for 4 months. I had to pay the treatment cost on my own because I don't have any insurance. It was a hard time for me to pay my bills as I was unable to work for a long time.”

A similar experience was also shared by Respondent 3, a young platform worker who is also a university student working as food delivery rider:

“I was once involved in an accident with another food delivery rider. I suffered fractured shoulder from that accident. Unfortunately, the rider who hit me ran away. The injury was so severe that I had to take an emergency leave from my studies. The medical treatment cost was so high. I had to withdraw first from studying at my university because I had to undergo series of treatment.”

While according to Respondent 4, a food delivery rider, he has experienced many accidents. One of the minor accidents he recounted occurred during a traffic jam at peak hour when a van changed lanes without giving a signal and hit his vehicle from behind. He suffered several injuries, and his motorcycle was damaged. Despite all the misfortunes he has encountered, which include both minor and major

accidents, he has never claimed compensation from the delivery company. Instead, he claimed directly to the other party in the accident.

It can be observed that all respondents experienced accidents and suffered injuries while working as platform workers. All respondents also bear the cost of medical treatment from their own pocket due to the lack of insurance protection from the platform provider.

In some instances, some platform providers provide their own insurance protection for its workers, this can be supported through a statement by Respondent 4:

“The company does provide insurance protection for its employees, known as Group Personal Accident insurance. This program offers free, exclusive insurance for drivers to ensure they are protected while working. I am aware of this protection and that the coverage is automatically provided during the online sign-up process on the app, with no additional documentation required.”

However, the platform workers choose not to claim from the platform provider due to its lengthy and complicated process. The procedure involves going to the nearest healthcare centre. Then, the complainant needs to lodge a police report and to the company support team. After making a report, injured riders need to provide all the necessary documents as evidence in order to receive the compensation, and all the claim reports must be submitted no later than 30 days after the accident occurred. Only then will they have to wait for claim approval to finally receive compensation.

According to Respondent 3:

“There are indeed many riders who do not claim compensation because of its tedious and complicated process. Many riders do not have enough money and resources to pay for those costs in advance, so they mostly decide not to.”

“We really hope that the process of claiming compensation would be faster because most riders do not have enough money of their own to cover all those costs, especially the hospital bills. The process could be immediately settled without much hustle, so that all the riders who experience accidents while working, whether just small or huge injuries, will be able to claim their well-deserved compensation to cover all the costs.”

The complicated and time-consuming insurance claims process are the barrier in compensation claims for platform workers. By

simplifying the process, it could assist the platform worker to claim compensation.

## NATIONAL INITIATIVES

The government's initiatives are important to provide a sustainable and decent work environment in the digital labour platform. In 2017, the Malaysian government introduced the Self-Employment Social Security Scheme (SKSPS), administered by the SOCSO. It provides a social security protection to self-employed individuals, including platform workers. SKSPS provides medical benefits, permanent disability benefits and corpse management benefits, among others.<sup>40</sup> SKSPS, established under the Self-Employment Social Security Act 2017 offers medical, temporary and permanent disablement, and dependents' benefits, which the government covers 90% of the contribution costs, with the remaining 10% funded by companies.<sup>41</sup>

Grab's participation in the SKSPS programme was laudable as it paid a 10% contribution for its 180,000 drivers and delivery partners, a move he encouraged other platforms to emulate.<sup>42</sup> According to Dato' Sri Dr Mohammed Azman Aziz Mohammed, Group Chief Executive Officer of SOCSO, "through the collaboration with Grab, SOCSO not only aims to increase social security coverage to Grab partners and their family, but also raise awareness on prevention, safety, and health at work".<sup>43</sup> Platform workers can voluntarily contribute to this scheme, which provides coverage for accidents or injuries incurred during work, allowing platform workers to contribute to limited insurance

---

<sup>40</sup>Saimah et al., "Policies"

<sup>41</sup>FMT Reporters, "Malaysia Mulls Automatic Social Security Registration for Gig Workers Targets One Million Registrations By Year-End," *Free Malaysia Today*, accessed September 18, 2024, <https://hr.asia/top-news/malaysia/malaysia-mulls-automatic-social-security-registration-for-gig-workers-targets-one-million-registration-by-year-end/>

<sup>42</sup>FMT Reporters, "Malaysia Mulls"

<sup>43</sup>Grab Malaysia extends partnership with PERKESO to support top partners' self-contributions, Grab Malaysia, last modified November 2, 2023, <https://www.grab.com/my/press/others/grab-malaysia-extends-partnership-with-perkeso-to-support-top-partners-self-contributions/>

coverage voluntarily. SOCSO extends legal protection to platform workers through the Self-Employment Social Security Scheme under the Self-Employment Social Security Act 2017. The platform worker is known as a self-employed person and is eligible for the benefit under the Act if he/she has registered with the Organisation and has paid the contributions under the Act. With the contribution made, the platform workers are entitled to claim benefits arising from a self-employment injury, or personal injury caused by an accident or an occupational disease during the self-employment activity carried out by the platform workers. Moreover, the government has also conducted a program to support the youth in the gig economy and the young workers are supported with insurance coverage. The initiatives by the government, SOCSO and other agencies give benefits to platform workers for the long term. A study shows that young platform workers are willing to contribute a certain percentage of their income toward social protection contributions, indicating their interest in financial security and social protection.<sup>44</sup> According to Respondent 6, a ministry official:

“We have launched a program in 2021 to support youth in gig economy. Young platform workers that joined our program will be protected under insurance while they work in the digital labour platform.”

Apart from that, platform workers often face unstable and unpredictable incomes due to the temporary and on-demand nature of their work, leading to financial insecurity. Platform workers live on a daily income without the ability to save for future needs or emergencies. This financial insecurity can lead to debt, difficulty meeting basic needs and long-term poverty. Thus, the Malaysian government has initiated voluntary contributions of i-Saraan through the EPF, which can enjoy the benefit of full-time KWSP.<sup>45</sup> This initiative is to encourage platform workers to save and accumulate funds. It also provides increasing tax relief for contributions up to RM4,000. In addition, platform workers could make contributions to private retirement schemes focused on savings and investment by one voluntary effort. This scheme is applicable for both employed and self-employed, and platform workers fall under the categories of self-

---

<sup>44</sup> Abd Razak et al., *Young Workers*”

<sup>45</sup> Saimah, et al., *“Policies”*

employed. This scheme is supplemented for retirement savings with a well-structured and regulated environment.

However, the participation of platform workers remains low due to a lack of awareness, financial constraints, and the voluntary nature of these schemes. Despite the subsidies provided by the government to enhance social security protection for platform workers, yet the schemes are focused on self-contribution which makes the workers reluctant to contribute. In the long term, the social security scheme could be stagnant because of platform workers' myopia or lack of information.<sup>46</sup>

Platform workers should be aware that social security protection which includes savings, insurance, and retirement plans, are essential for safeguarding individuals and families from unforeseen hardships and fostering long-term financial sustainability. Platform workers should take the opportunity provided by the government and make a self-contribution for their better lives in the future. Those initiatives are initiated by the government to safeguard their financial vulnerability due to job insecurity and income in the long term. Thus, individuals need to have knowledge of financial literacy towards their financial security to address financial challenges in the long term. Studies have proven that platform workers with high financial literacy, are significantly more likely to be willing to pay for social protection schemes compared to low financially literate platform workers.<sup>47</sup> Platform workers with a strong understanding of financial matters are much more inclined to contribute to social protection programmes.<sup>48</sup>

An initiative to tackle the well-being of platform workers should also be taken to ensure that they are equipped with the skills and knowledge needed to succeed in the digital labour platform.<sup>49</sup> Most

---

<sup>46</sup>Salmie Jemon, et al., "A Knight Without Shining Armour: The Paradox of Being a Gig Worker in Malaysia", *International Journal of Academic Research in Business and Social Sciences* 11(11) (2021): 262 – 269, accessed September 26, 2024.

<sup>47</sup>Ng Jia Jia, et al., "Examining Youth's Willingness to Pay For Social Protection Schemes: Evidence From Malaysian Economy," (Paper presented at 9th Annual ECOFI Symposium 2023, Malaysia, November 9, 2023)

<sup>48</sup>J.J. Ng, et al., "Examining Youth"

<sup>49</sup>Saimah, et al., "Policies"

importantly, to promote prevention measures on work safety and health of e-hailing drivers and p-hailing riders. The Department of Occupational and Safety and Health (DOSH) has promoted prevention and health measures through the "Vision Zero" campaign, which is the development of modules or additional promotion guides for work safety and health for platform workers.<sup>50</sup> A mandatory training about health and safety, as well as to have basic education and awareness pertaining to workplace hazards are vital for platform workers.

## **IMPROVING THE SOCIAL SECURITY PROTECTION FOR PLATFORM WORKERS**

From the above discussion, it can be observed that the emergence of digital labour platforms has created new opportunities for income generation. However, the precariousness of platform workers, especially regarding social security protection, has stunted the sustainability of the ecosystem. This section revisits the research objectives of the study. The first objective of this study was to explore the existing social security protection legislation in Malaysia. This study finds that the Employee Social Security Act 1969 (ESSA) is the main statute that regulates social security protection for workers, however, the ESSA will only cover workers under a contract of service. Due to the absence of a specific meaning of contract of service under the ESSA, it is assumed that the ESSA to be read together with the EA since the EA provides definition on contract of service. Unfortunately, the employment contract entered between platform worker and platform provider is not considered as contract of service due to its criteria that lacks control element by the employer. Thus, due to this situation platform worker is not eligible for social security protection under the ESSA.

Additionally, the second objective of this study was to explore issues faced by platform workers in claiming social security protection. This study finds that the main issues confronted by the platform workers are firstly, on their employment status as independent contractors which disqualified them from claiming for employment rights, Secondly, on the issue of physical and psychological hazards faced by them while working on the digital labour platform without

---

<sup>50</sup>Saimah, et al., "Policies"

proper compensation for their injuries. These issues have withdrawn the platform workers interest to work in the digital labour platform.

The third objective of this study was to explore the strategies to improve the social security protection in Malaysia specifically for platform workers. For a start, it is recommended to categorise ‘platform worker’ and ‘gig worker’ as an employee under section 2 of the EA. Categorising a platform worker as an employee will establish an employee and employer relationship between the platform provider and the platform worker. It is aimed that their contractual relationship is defined as a contract of service so that platform workers can enjoy the basic labour rights under the act. Besides that, the inclusion of the word platform worker as a category of worker in the Employment Act 1955 will also solve the issue of social security protection coverage for platform workers. This opinion is supported by Respondent 7, an officer from a government-linked company which stated that:

“A proper definition of platform workers in the legislation is important to solve the issue of labour rights and social security protection of platform workers. The position of platform workers and the relationship with the platform provider are currently not clear.”

According to the Human Resource Minister, a new employment law to protect platform workers is being drafted.<sup>51</sup> The bill comprises four aspects: definitions, wages and salaries, grievance mechanisms and social protection. He also mentioned that “a detailed assessment of establishment and operational costs will be carried out to ensure that all financial aspects are carefully and comprehensively taken into account”. The bill was drafted to safeguard the welfare and rights of platform workers in the developing platform economy. It will also ensure fair compensation and legal recognition, as well as address issues faced by platform workers. According to Respondent 5, a ministry officer, he stated that:

---

<sup>51</sup>Junaid Ibrahim, Martin Carlvaho and Khoo Gek San, “Proposed gig workers law to be tabled by year-end, says Human Resources Ministry,” *The Star*, June 26, 2024, accessed on September 18, 2024, <https://www.thestar.com.my/news/nation/2024/06/26/proposed-gig-workers-law-to-be-tabled-by-year-end-says-human-resources-ministry>

“Flexibility in working is the main attraction for platform workers. They are not hoping for extensive labour rights protection except for a stable payment system in the platform. Thus, we have to take into consideration on this factor when regulating the platform workers so as not to distort the platform economy and drawing away the investors.”

The regulations or policies introduced by the government for the platform economy must take into consideration of the interest of the platform workers and the investors of the industries. Many countries have taken steps to reform their regulatory framework on employment to accommodate the digital labour platform. In New Zealand, the Court of Appeal has released a landmark judgment that will reform the rights of platform workers.<sup>52</sup> In an appeal case between Uber and First Union, the court dealt with the issue of whether Uber drivers are employees of the Uber companies for the purpose of New Zealand employment law. Section 6 of the Employment Relations Act 2000 (ERA) requires the court to determine whether the four Uber drivers were, in reality, employed by the Uber companies to do work for hire and reward under a contract of service. The Appeal Court agreed with the decision of the Employment Court deciding that the Section 6 requirement was met. The court in its judgment stated that:

“The real nature of the relationship between the four drivers and Uber was that the drivers were employees of the Uber companies at times when they were logged into the Uber driver app. They were not carrying on their own independent transport service businesses during these periods.”

The court decision has allowed the Uber drivers to claim labour rights under the ERA from the Uber companies. The court's interpretation of the word ‘employees’ has extended the employment rights coverage to platform workers.

In India, the definition of gig workers and platform workers is included in the newly introduced Code of Social Security 2020 (the Code).<sup>53</sup> The term gig worker is defined as:

---

<sup>52</sup>Rasier Operations BV, Uber Portier BV, Uber BV, Portier New Zealand Limited & Rasier New Zealand Limited v E TU Incorporated & First Union Incorporated [2024] NZCA 403.

<sup>53</sup>“New Social Security Measures for Gig and Platform Workers: What You Need To Know”, Legality Simplified, accessed September 25, 2024,

“A person who performs work or participates in a work arrangement and earns from such activities outside of traditional employer-employee relationships.”

Platform work is interpreted as:

“A work arrangement outside of a traditional employer employee relationship in which organisations or individuals use an online platform to access other organisations or individuals to solve specific problems or to provide specific services or any such other activities which may be notified by the Central Government, in exchange for payment”

While the word platform worker is defined as “a person engaged in or undertaking platform work.” The inclusion of the words platform work and platform worker in the Code confers power upon the government to provide welfare schemes for the platform workers. The Code aims to provide platform workers with various benefits such as Life and Disability Cover, Accident Insurance, Health and Maternity Benefits and Old Age Protection.<sup>54</sup>

In Indonesia, there is also an urgent requirement to expand the regulations to provide access to social security protection for platform workers.<sup>55</sup> Currently, the status of platform workers in Indonesia is still unclear and sometimes the relationship is referred to as a partnership agreement which disqualifies the platform worker from claiming for social security protection.<sup>56</sup> Apart from that, in Singapore, instead of inserting platform workers in the existing law, a new employment

---

<https://www.legalitysimplified.com/new-social-security-measures-for-gig-and-platform-workers-what-you-need-to-know/#:~:text=The%20Code%20on%20Social%20Security%2C%2020%2C%20aims%20to%20provide%20gig,accidents%20that%20occur%20while%20working.>

<sup>54</sup>Rudra Srivastava and Aman Gupta “Gig Workers and Platform Workers: The Code on Social Security 2020”, Sighania & Partners.

<sup>55</sup>Pratomo Devanto Shasta, et al., . "Gig Workers In The Digital Era In Indonesia: Development, Vulnerability And Welfare." In Proceedings of the 2023 Brawijaya International Conference (BIC 2023), vol. 294, p. 47. Springer Nature, 2024.

<sup>56</sup>Hadiati, Dian, et al., "Legal Relationship Between Platform Service Providers and Online Transportation Driver as Gig Workers (Platform Workers)." *International Journal of Islamic Education, Research and Multiculturalism (IJIERM)* 5, no. 3 (2023): 751-771.

status of “platform workers” will be created. Through this effort, Singaporean platform providers will need to provide some basic benefits for example, pension, compensation for work-related injuries, medical insurance and collective bargaining right to their workers.<sup>57</sup>

Based on the above analysis, it can be observed that New Zealand, Singapore and India have taken steps to reform their legal framework on social security to adapt to the ecosystem of the digital labour platform. New Zealand is taking a judicial approach in interpreting the contract of service to include the platform workers. While in India, the legislation has been amended to include platform workers and gig worker as a type of worker that is eligible to claim for social security protection similar to other types of employees. Both of these countries are suitable to be adapted to Malaysia's legal frameworks as they share similar traits as countries with common law legal systems.

In Malaysia, currently there is no judicial decision that interprets platform worker as under a contract of service.<sup>58</sup> The Malaysian government is introducing a specific law to provide social security protection for the gig workers which is known as Gig Workers Bill following the model from Singapore. However, platform providers stated that with the introduction of the Bill, there is a significant risk that the proposed law could unintentionally disrupt the gig economy industry.<sup>59</sup> It is recommended that the EA to include the interpretation of platform workers and gig workers under Section 2 of the EA so that platform workers can claim for social security benefits. Reforming the legislation is vital to adapt with the changing labour market and to protect platform workers in the digital labour platform landscape.

---

<sup>57</sup>Advisory Committee on Platform Workers. (2022) Strengthening Protections for Platform Workers. Available from: <https://www.mom.gov.sg/-/media/mom/documents/press-releases/2022/strengthening-protections-for-platform-workers-report.pdf>

<sup>58</sup>See the case on *Loh Guet Ching v. Menteri Sumber Manusia and Ors*

<sup>59</sup>FMT Reporters, “Gig Workers Bill needs to be refined, say platforms,” *FMT*, February 27, 2025, accessed on 18 March, 2025 <https://www.freemalaysiatoday.com/category/nation/2025/02/27/gig-workers-bill-needs-to-be-refined-say-platforms/>

## **CONCLUSION**

The rise of the gig economy in Malaysia has brought significant opportunities for workers, but it has also exposed major gaps in social security protection. Platform workers, who often operate without the safety nets enjoyed by traditional employees, face financial instability and vulnerability in the absence of comprehensive social security protections. While the government and private sector have taken steps to address these issues, much more needs to be done. Ensuring the long-term welfare of platform workers requires introducing mandatory contributions to social security protection schemes. Besides, the government may encourage platform providers to voluntarily protect platform workers in terms of social protection benefits. Social security protection benefits should expand the coverage to include healthcare and other form of essential benefits. The policymaker should reform the regulations with the aim to protect the rights of this growing segment of the workforce. With the proper regulations and policies, Malaysia can build a more inclusive and resilient labour market, one that safeguards the well-being of platform workers in an increasingly digital economy.

## **ACKNOWLEDGEMENT**

The authors acknowledge the Ministry of Higher Education (MOHE) under Fundamental Research Grant Scheme (FRGS) grant number FRGS/1/2023/SSI12/UTM/02/2 for funding this research.

The authors acknowledge the Universiti Teknologi Malaysia, UTM FR, cost number Q.J130000.3829.23H51 for funding this research.

## REFERENCES

- Abdullah, Muhammad Safizal, Adi Anuar Azmin and Muhammad Asyraf Mohd Kassim. "Risky Riding Behaviours among p-Hailing Riders in Malaysia: Implications for Business Operations and Workforce Safety in the Gig Economy." *International Journal of Business and Technopreneurship* Vol.15. No.1. (2025): 51-68.
- Advisory Committee on Platform Workers. (2022) Strengthening Protections for Platform Workers. Available from: <https://www.mom.gov.sg/-/media/mom/documents/press-releases/2022/strengthening-protections-for-platform-workers-report.pdf>
- Annamaria Westregard, "Platform work in Sweden: How to improve working conditions and social protection", (paper presented at Peer Review on "Platform Work" – Peer Country Comments Paper, Germany, 12-14 October 2020).
- Aspers Patrick and Ugo, Corte, "What Is Qualitative in Qualitative Research," *Qualitative Sociology*, Springer. 42(2) (2019): 139–160.
- Caban-Martinez, A. J., Santiago, K. M., Louzado Feliciano, P., et al., Ogunsina, K., Kling, H., Griffin, K., & Schaefer Solle, N. "Acute Musculoskeletal Pain Reported among Rideshare Drivers in the Health/Safety Investigation among Non-Standard Workers in the Gig Economy (H.I.N.G.E.) Pilot Study." *Journal of Occupational and Environmental Medicine*, 62(5), (2020): E236–E239. <https://doi.org/10.1097/JOM.0000000000001849>;
- Digital Labour Platform, International Labour Organisation 2024, <https://www.ilo.org/digital-labour-platform#news>
- Eizairi Shamsudin, "Death by roads," *New Straits Times*, May 26, 2024, <https://www.nst.com.my/opinion/leaders/2024/05/1055337/nst-leader-death-roads>

Fauziah Mohd Safar, Siti Farhana Hasnudin and Noor Saidatul Natrah Saaidun, "The Elements of a Genuine Fixed-Term Contract: A Review on Malaysian Legal Framework." *International Journal of Law, Government and Communication* 7 (28) (2022): 263–272.

FMT Reporters, "Gig Workers Bill needs to be refined, say platforms," *FMT*, February 27, 2025, <https://www.freemalaysiatoday.com/category/nation/2025/02/27/gig-workers-bill-needs-to-be-refined-say-platforms/>

FMT Reporters, "Malaysia mulls automatic social security registration for gig workers targets one million registrations by year-end", *Free Malaysia Today*, July 1, 2024, <https://hr.asia/top-news/malaysia/malaysia-mulls-automatic-social-security-registration-for-gig-workers-targets-one-million-registration-by-year-end/>

Geoffrey Williams, "Don't Kill the Gig Economy," *Free Malaysia Today*, February 3, 2024, <https://www.freemalaysiatoday.com/category/opinion/2024/02/03/dont-kill-the-gig-economy/>

Ghorpade Yashodhan, Amanina Abdur Rahman, Alyssa Farha Jasmin, Natalie Fang Ling Cheng and Soonhwa Yi "Informal Employment in Malaysia: Trends, Challenges and Opportunities for Reform" World Bank, Washington, DC.

Grab Malaysia. "Grab Malaysia extends partnership with PERKESO to support top partners' self-contributions," *Grab Malaysia*, <https://www.grab.com/my/press/others/grab-malaysia-extends-partnership-with-perkeso-to-support-top-partners-self-contributions/>

Hadiati, Dian, Abdul Rachmad Budiono, and Hanif Nur Widhiyanti. "Legal Relationship Between Platform Service Providers and Online Transportation Driver as Gig Workers (Platform Workers)." *International Journal of Islamic Education, Research and Multiculturalism (IJIERM)* 5, no. 3 (2023): 751-771.

Junaid Ibrahim, Martin Carlvaho and Khoo Gek San, “Proposed gig workers law to be tabled by year-end, says Human Resources Ministry,” *The Star*, June 26, 2024, <https://www.thestar.com.my/news/nation/2024/06/26/proposed-gig-workers-law-to-be-tabled-by-year-end-says-human-resources-ministry>

Junaid Ibrahim, Martin Carlvaho and Terrence Tan, “Over 1,200 Accidents, 112 Deaths Involving Food Delivery Riders Since 2018,” *The Star*, April 4, 2023, <https://www.thestar.com.my/news/nation/2023/04/04/over-1200-accidents-112-deaths-involving-food-delivery-riders-since-2018>

Khaizie Sazimah Ahmad, Khairunnisa Abd Samad, Nur Hayati Abd Rahman, et al., “Policies Improving the Well-Being of Gig Workers in Malaysia,” *Information Management and Business Review* 16, 1 (2024): 182-189.

Legality Simplified. “Ensuring Social Security for Gig and Platform Workers: A New Era of Inclusion”, <https://www.legalitysimplified.com/ensuring-social-security-for-gig-and-platform-workers-a-new-era-of-inclusion/>

Legality Simplified. “New Social Security Measures for Gig and Platform Workers: What You Need To Know”, <https://www.legalitysimplified.com/new-social-security-measures-for-gig-and-platform-workers-what-you-need-to-know/#:~:text=The%20Code%20on%20Social%20Security%2C%202020%2C%20aims%20to%20provide%20gig,accidents%20that%20occur%20while%20working.>

Loh Guet Ching v. Menteri Sumber Manusia and Ors (2022) *Malayan Law Journal* 2503

Louzado-Feliciano, Paola, Katerina M. Santiago, Kemi Ogunsina, et al., “Characterizing the Health and Safety Concerns of US Rideshare Drivers: A Qualitative Pilot Study.” *Workplace Health & Safety* 7 (2022): 310-318.

Malaysia Digital Economy Blueprint, Economic Planning Unit, Prime Minister’s Department

Mary E. Davis and Eric Hoyt, "A Longitudinal Study of Piece Rate and Health: Evidence and Implications for Workers in the US Gig Economy," *Public Health* 180 (2020): 1-9, accessed 25 September, 2024.

Ministry of Transport, Malaysia.

MyDigital Corporation and Ipsos Malaysia, "What Gig Workers Really Want: Understanding Gig Workers' Work and Welfare Preferences in Malaysia," *A Whitepaper by Malaysia Centre for the Fourth Industrial Revolution*.

Ng Jia Jia, Shamzaeffa Samsudin and Siti Nurazira Mohd Daud, Examining Youth's Willingness to Pay For Social Protection Schemes: Evidence From Malaysian Economy, *9th Annual ECOFI Symposium 2023*

Nurfarahin Harun, Noraliza Mohamad Ali, & Nur Layali Mohd Ali Khan, N. An experimental measure of Malaysia's gig workers using labor force survey." *Statistical Journal of the IAOS*, 36(4), (2020): 969–977. <https://doi.org/10.3233/SJI-200749>

Nurul Izzah Abdul Samad, Ain Farisha Zainul Maridin, Nurul Ainun Hamzah, Siti Marwanis Anuar, Mohd Noor Mamat and Mohd Nasrom Mohd Nawi, "Prevalence of Back Pain Among Food Delivery Riders in Kota Bharu, Kelantan: A Preliminary Study," *Journal of Energy and Safety Technology* 5 (2022): 52-60, accessed August 28, 2024..

Oxford Dictionary, Oxford University Press. 2024.

Pertubuhan Keselamatan Malaysia (PERKESO).

Pratomo Devanto Shasta, Putu Mahardika Adi Saputra, Dien Amalina Nur, Christiayu Natalia<sup>1</sup> Asrofi, and Salma Labita Zenritami. "Gig Workers In The Digital Era In Indonesia: Development, Vulnerability And Welfare." In *Proceedings of the 2023 Brawijaya International Conference (BIC 2023)*, vol. 294, p. 47. Springer Nature, 2024.

- Raja Raziff Raja Shaharuddin, Lukman Abdul Mutalib and Hasnizam Hashim, “The Concept of Rights and Protection to Employees: A Comparative Overview,” *International Journal of Islamic Thought* 4(1) (2013): 58–64.
- Rasier Operations BV, Uber Portier BV, Uber BV, Portier New Zealand Limited & Rasier New Zealand Limited v E TU Incorporated & First Union Incorporated [2024] NZCA 403.
- Roger Partridge, “Parliament takes the wheel on contractor rules,” *NZ Herald*, September 19, 2024, <https://www.nzinitiative.org.nz/reports-and-media/opinion/parliament-takes-the-wheel-on-contractor-rules/>
- Rudra Srivastava and Aman Gupta “Gig Workers and Platform Workers: The Code on Social Security 2020”, Sighania & Partners.
- S. Joan Santani, “19% of Gig Workers Plan to Make it a Long-Term Career – Study,” *New Straits Times*, June 20, 2024, <https://www.nst.com.my/business/corporate/2024/06/1066123/19-pct-gig-workers-plan-make-it%C2%A0long-term-career-study%C2%A0>
- Salmie Jemon, Mohd Safri Saiman, Mohammad Puad Bebit and Mohd Ali Hindia, “A Knight Without Shining Armour: The Paradox of Being a Gig Worker in Malaysia”, *International Journal of Academic Research in Business and Social Sciences* 11(11) (2021): 262 – 269.
- Samuel Yesuiah, “Urgent Action Needed to Stop Motorcycle Accident,” *The Sun*, September 7, 2023, <https://thesun.my/opinion-news/urgent-action-needed-to-stop-motorcycle-accidents-BII1191154>
- Shamzaeffa Samsudin, Shazida Jan Mohd Khan and Ng Jia Jia, “Exploring Health Status of Gig Workers: Advancing Social Protection Initiative”, (Paper presented at 9th Annual ECOFI Symposium 2023, Malaysia, November 9, 2023).

Siti Suraya Abd Razak, Harlida Abdul Wahab, Ahmad Jusoh, and Nasiibah Ramli. "Young Workers on Digital Platform Work: A Review of Rights and Protection in Malaysia." (paper presented at the International Conference on Business and Technology, November 21, 2023) Springer Nature.

Social Protection, International Labour Organisation, 2024.

Suhana Saad, Zaimah R., and Novel Lyndon, "Use of Local Labour in Oil Palm Agriculture," *International Journal of Academic Research in Business & Social Sciences* 11 (2021):9.

Zuraini Ab Hamid, Siti Fazilah Abdul Shukor and Ashgar Ali Ali Mohamed, "Rights of Migrant Workers under Malaysian Employment Law," *Journal of East Asia International Law* 11 (2) (2018): 359–360.