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Quality of life among food delivery workers in southern Chennai: A cross sectional survey

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Abstract

Background: Quality of life can be defined as an individual's perception of his/her position in life in the context of the culture and value systems in which he/she lives and in relation to his/ her goals, expectations, standards and concerns. It is a broad ranging concept affected in a complex way by the person's physical health, psychological status, social relationships, and his/her (person) environment.

Methods: A Cross-sectional study was conducted among 173 participants who are working as food delivery workers in Chennai. Data were collected using semi-structured questionnaire after obtaining the consent from the participants. Data entry was done in Microsoft excel and the data was analysed using SPSS-ver-24.

Results: Around 103 (59.5%) participants were under the age group of 20-29 years. 111 (64.2 %) were unmarried. Their education level was under graduation. Most of the workers earning >40,000 salary per month. And most of the participants were satisfied with their work.

Conclusion: Most of the unemployed graduates involved in the food delivery work. Since they are getting more salary than for their professional, they are happily doing this job. Due to this rash driving accident may occur also they are more tensed while driving. Otherwise, they are doing their work with more satisfaction and their Quality of life was good.

Keywords: Food delivery workers, quality of life, job satisfaction, unemployment

Introduction

Online food ordering is the process of food delivery or takeout from local restaurants or food cooperative through a web page or app. With just nothing but a bike and a smartphone, many a youth are now attracted to the incentive laced job of food delivery, where some of them earn on an average Rs 1500 per day. Each delivery-based incentive encourages them to do more work with some of them ending up with working more than 12 hours at a stretch. The vast number of people who supply your door with consumer products is a small part of the informal economy. Instead of permanent employment with stability and guaranteed benefits, this growing form of contract labour, which has recently become the "gig economy," is characterised by a prevalence of short-term contracts or freelance work. Quality of life (QOL) can be defined as an individual's perception of his/her (person's) position in life in the context of the culture and value systems in which he/she (person) lives and in relation to his/ her (person) goals, expectations, standards and concerns. It is a broad ranging concept affected in a complex way by the person's physical health, psychological status, social relationships, and his/her (person) environment ^[2]. Quality of life is the most important problem in every field of organisation. Psychosocial risks arise from the interaction between job content, work organization, technological and environmental conditions, and the employees' own competencies, resources, and needs ^[3].

Methods

A cross-sectional study was carried out among food delivery workers working in swiggy, zomato etc., in the food pickup centres or hotels in south Chennai were enrolled to this study. A sample size of 173 food delivery workers were included in the study. The convenient sampling method was used to recruit the samples in the study. A semi-structured questionnaire were used to interview the study participants after explaining them about the

study. Informed consent was obtained from the participants. Socioeconomic status of the participant were assessed. All the data were entered in SPSS ver. 24. Both descriptive and inferential statistics were used for data analysis and interpretations. The data obtained were tabulated, organized and analysed based on the objectives of the study using descriptive statistics.

Results and Discussion

A total of 173 Food delivery workers were interviewed during the period of study. Analysis and interpretation of the data of this study were done using descriptive and inferential statistics. It is found that most of the respondents are undergraduate, single and they are working in this job. Majority of the participants were doing this job in part time. The data reflect the populations as most of the workers are having the same criteria. The below Table 1 depicts that out of the 173 participants, majority 103 (59.5%) were under the age group of 20-29 years. 111 (64.2 %) were unmarried. Most of the workers >40,000 salary per month while compared with other workers. The details of the respondents are shown in Table 1.

Table 1: Demographic variables

Variables	Sub category	Frequency (n)	Percentage (%)
Age	<20 years	2	1.2
	20-29 years	103	59.5
	30-39 years	60	34.7
	40-49 years	7	4.1
	>50 years	1	0.6
Marital status	Married	62	35.8
	Unmarried	111	64.2
Educational qualification	PG Degree	12	6.9
	UG Degree	114	65.9
	Diploma	18	10.4
	School	29	16.8
Monthly income of the family	<10,000	5	2.9
	11,000-20,000	10	5.8
	21,000-30,000	34	19.7
	31,000-40,000	60	34.7
	>40,000	64	37.0

In order to explain about the job satisfaction, most of the participants were satisfied with their work and the remaining of them were may or may not be satisfied with their work. (Table 2)

Table 2: Distribution of job satisfaction

Variables	Frequency	Chi square	P value
Satisfied	99	40.886a	0.000*
Neutral	17		
Dissatisfied	56		

The results above indicate that there is a significant relationship between job satisfaction and quality of work life. Job satisfaction is found to carry more weightage in explaining the relationship among job satisfaction, job involvement and job security with quality of work life. Internal migration is a survival tactic in the developed world for many workers seeking better livelihoods and opportunities. The majority of employees in our sample group are 26-30 years of age with a mean of 26.3 (SD- 4.3 years).

Discussion

Since this is a first study conducted among food delivery workers all over the world, no studies are available to compare this study findings. There is, to date, only limited research available on the influence of Quality of Work Life on the perceived service delivery and productivity of employees in the food and beverage sector. The results indicated that job satisfaction is a major contributor to Quality of Work Life and, as expected, has a large influence on the perceived service delivery and productivity of employees. Job satisfaction incorporates a vast range of possibilities and is the major contributor to perceived service delivery and productivity [4]. We had a good relationship with employees and it was easier during the interview to express their opinions. We have not assessed employees mental health and have not discussed job stress and productivity. These factors will impact Quality of Life greatly. In the analysis tool we could have added some more independent variables that could influence Quality of Life.

Conclusion

Most of the unemployed graduates involved in the food delivery work. Since they are getting more salary than for their professional, they are happily doing this job. The major risk factor identified in this study is fast driving to supply the food on-time to the customer. Due to this rash driving accident may occur also they are more tensed while driving. This can be avoided by the food delivery workers. Otherwise, they are doing their work with more satisfaction and their Quality of life was good. Even though, have not assessed mental status of the food delivery workers, we can able to identify some tension while working due to fast delivery, road traffic etc., this may have stress in their life. This could be a one of the reason to meet with an accident. They need counselling to relieving the stress. Then only the rate of accident will be reduced.

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