



Psychological Well-Being and Job Satisfaction among Gig Workers: An Empirical Study in Tirupattur and Hosur of Tamil Nadu

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Abstract

In recent years, the gig economy has grown quickly, giving many people access to flexible work options. However, gig workers frequently deal with unpredictable working circumstances, inconsistent pay, and differing degrees of psychological health and job satisfaction. The purpose of this study is to investigate gig workers' psychological health and job satisfaction in the regions of Tirupattur and Hosur. Using a structured questionnaire and a descriptive research approach, the study gathered primary data from 50 gig workers using simple random sampling. The study looked at important aspects like job satisfaction, work-life balance, psychological well-being, financial stability, job experience, and workplace safety when interacting with customers. The results showed that almost half of the respondents (46.0%) had good job satisfaction and work-life balance, while the majority of respondents (86.0%) reported high psychological well-being. Nonetheless, the majority of respondents (78.0%) indicated low levels of customer interaction and workplace safety. With the exception of overall work experience, statistical analysis revealed no discernible differences between gender and the majority of the study variables. The type of gig employment had a significant impact on financial stability, according to the ANOVA test (Sig = 0.039). Age and work experience were significantly correlated, according to correlation analysis. The study comes to the conclusion that while gig workers benefit from flexibility and independence, improving their overall well-being and job satisfaction requires improvements in financial stability, workload management, and safety support.

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Introduction

The gig economy has grown around the world, mostly because of new digital platforms and improvements in technology. Gig work is a type of temporary, flexible job where workers do tasks or provide services as needed, often through online platforms. Many people do gig work, which includes things like delivering packages, working as a freelancer, providing internet services, doing home repairs, and working at events. Some of the benefits of gig work are that it is flexible, allows you to work on your own, and gives you the chance to make extra money. But gig workers also have to deal with a lot of problems, like pay that isn't always the same, jobs that aren't always stable, little social protection, long hours, and being in danger at work and with customers. People's mental health has a big effect on how they feel about their job, how they deal with stress, and how they keep their emotional stability. Job satisfaction is another way to find out how happy and content employees are with their jobs, the conditions they work in, and their pay. To make gig workers' lives better and their working conditions better, we need to understand how mental health affects job happiness.

So, the main goal of this study is to look at the mental health and job satisfaction of gig workers in the Tirupattur and Hosur areas.

Review of Literature

Numerous scholars have investigated the working circumstances, psychological health, and job satisfaction of gig workers. Gig work has grown to be a major source of income for many people worldwide due to the quick development of digital labor platforms. In his discussion of the difficulties facing the gig economy, De Stefano (2016)^[7] emphasized that gig workers frequently face unpredictable income, lack of social protection, and job insecurity. The study stressed that although gig labor provides flexibility and independence, the lack of official employment benefits may have a detrimental effect on employees' psychological health and job happiness. In a similar vein, Deng *et al.* (2021)^[6] investigated the connection between gig labor attributes and employee satisfaction. The study discovered that elements like independence, autonomy in decision-making, and flexible work schedules have a beneficial impact on gig workers' psychological health. However, problems like inconsistent pay, excessive workloads, and unstable employment could make gig workers less satisfied with their jobs overall. Mehta and Kumar (2022)^[16] looked at gig workers' job satisfaction in the digital platform economy in another study. The study found that chances for extra income, job flexibility, and autonomy were important factors influencing gig workers' job happiness. Simultaneously, the study emphasized that workers experienced financial stress and uncertainty due to the lack of long-term employment benefits and such irregular wages. Additionally, Rosario Maria Lauren and C.R. Christi Anandan (2024)^[15] looked into the psychological health and work experiences of gig workers and discovered that while many workers valued the freedom and flexibility that gig work provided, issues like work pressure, inconsistent pay, and a lack of institutional support had an impact on their general job satisfaction. The study underlined that in order to increase gig workers' psychological health and job happiness, better support networks, equitable pay practices, and improved working circumstances are required.

Aim

To study the psychological well-being and job satisfaction among gig workers.

Objectives

1. To determine the degree of psychological well-being and job satisfaction among gig workers.
2. To analyze the difference between gender and study variables among gig workers.
3. To identify the difference between service area and psychological well-being and job satisfaction among gig workers.
4. To determine the difference between educational

qualification and study variables among gig workers.

5. To examine the correlation between age and study variables among gig workers.

Hypotheses

1. There is no significant difference between gender of the respondents and the study variables among gig workers.
2. There is no significant difference between service area of the respondents and the study variables among gig workers.
3. There is no significant difference between educational qualification of the respondents and the study variables among gig workers.
4. There is no significant difference between the type of gig work of the respondents and the study variables among gig workers.
5. There is no significant relationship between age of the respondents and the study variables among gig workers.

Research Design

The study on the psychological well-being and job satisfaction among gig workers employed a descriptive research design. Descriptive study aids in gathering data concerning the attitudes, views, and experiences of gig workers related to their working conditions and job satisfaction.

Universe and Sampling

The study focused on gig workers in the Tirupattur and Hosur regions. The researcher chose the sample for the study using the simple random sampling method. The study's sample consisted of 50 respondents.

Tools for Data Collection

The questionnaire method was used to gather the primary data for the study. The questionnaire contained closed-ended questions that assessed numerous aspects pertaining to gig workers, including:

- Psychological Well-Being
- Job Satisfaction
- Work–Life Balance
- Financial Stability
- Job Experience
- Work Safety and Customer Interaction

The responses were measured using a Likert scale to analyze the opinions and perceptions of the respondents.

Analysis and Interpretation

Various statistical analyses were computed using SPSS V.21 to understand the factors related to psychological well-being and job satisfaction among gig workers. This includes frequency analysis, Independent Sample 't'-test, One-way Analysis of Variance (ANOVA), and Karl Pearson's correlation. The findings are presented below:

Table 1: Distribution of respondents based on overall psychological and job-related factors

Dimensions	Psychological Well-Being & Job Satisfaction					
	Low		Moderate		High	
	Freq.	(%)	Freq.	(%)	Freq.	(%)
Psychological Well-Being	4	8.0	3	6.0	43	86.0
Job Satisfaction	15	30.0	12	24.0	23	46.0
Work-Life Balance	12	24.0	15	30.0	23	46.0
Overall Financial Stability	16	32.0	11	22.0	23	46.0
Job Experience	14	28.0	13	26.0	23	46.0
Work Safety & Customer Interaction	39	78.0	0	0.0	11	22.0
Overall Psychological Well-Being and Job Satisfaction	38	76.0	0	0.0	12	24.0

From the above table, it was known that the highest percentage of respondents (86.0%) involved a high level of psychological well-being which means that most gig workers have good mental health status. Almost 46.0% of the participants stated high level of satisfaction towards job happiness, work-life balance, family stability and job experience. The lowest level was found in work safety and customer interaction with 78.0% of respondents reporting a low level. Psychological well-being (6.0%) and others rated moderate level by a small proportion of respondents. In summary, 76.0% of respondents experienced low levels of combined psychological well-being and job satisfaction suggesting that they faced some difficulties in their working environment.

Table 2: Independent Sample t-test Showing Difference Between Gender and Study Variables

Variable	Mean	Std. Deviation	Std. Error Mean	Df	Statistical Inference
Psychological Well-Being					
Male	28.33	6.920	1.055	48	*t'=0.701, P>0.05 Not Significant
Female	30.86	6.230	2.355	8.603	
Job Satisfaction					
Male	19.93	4.978	0.759	48	*t'=0.841, P>0.05 Not Significant
Female	23.00	4.796	1.813	8.253	
Work-Life Balance					
Male	20.07	4.813	0.734	48	*t'=0.244, P>0.05 Not Significant
Female	21.71	2.215	0.837	17.309	
Financial Stability					
Male	17.19	4.553	0.694	48	*t'=0.590, P>0.05 Not Significant
Female	18.43	4.198	1.587	8.474	
Job Experience					
Male	22.56	4.787	0.730	48	*t'=0.048, P<0.05 Significant
Female	22.86	3.485	1.317	10.117	
Work Safety & Customer Interaction					
Male	21.95	4.342	0.662	48	*t'=0.616, P>0.05 Not Significant
Female	23.86	2.410	0.911	13.477	
Overall Psychological Well-Being & Job Satisfaction					
Male	130.07	24.720	3.770	48	*t'=0.747, P>0.05 Not Significant
Female	140.71	21.132	7.987	8.908	

The above table shows the results of the Independent Sample t-test analysis between gender and the study variables for gig workers. It is clear that there is no significant relationship between male and female respondents in terms of their Psychological Well-Being, Job Satisfaction, Work-Life Balance, Financial Stability, Work Safety & Customer

Interaction, and Overall Psychological Well-Being & Job Satisfaction since the P value is above 0.05. However, a significant relationship is seen in Overall Job Experience since the P value is below 0.05, showing that gender is related to the job experience of gig workers.

H1: The gender of the respondents has a significant relationship with the study variables of gig workers.

H0: The gender of the respondents has no significant relationship with the study variables of gig workers.

Result: The Independent Sample t-test was conducted to test the difference between gender and the study variables. The results indicate that there was no significant difference in gender and most of the study variables, except for Overall Job Experience, where a significant difference was noted. Therefore, the null hypothesis (H0) was accepted for most of the study variables and rejected for Overall Job Experience.

Table 3: Independent Sample 't' Test based on Service Area of the respondents with respect to Psychological Well-Being and Job Satisfaction

Variable	Mean	Std. Deviation	Std. Error Mean	Df	Statistical Inference
Psychological Well-Being					
Tirupattur	29.96	5.261	1.809	48	*t'=0.226, P>0.05 Not Significant
Hosur	27.59	7.856	1.512	45.636	
Job Satisfaction					
Tirupattur	20.61	4.314	0.900	48	*t'=0.750, P>0.05 Not Significant
Hosur	20.15	5.628	1.083	47.520	
Work-Life Balance					
Tirupattur	21.00	3.989	0.832	48	*t'=0.321, P>0.05 Not Significant
Hosur	19.70	4.991	0.960	47.828	
Financial Stability					
Tirupattur	18.04	3.971	0.828	48	*t'=0.325, P>0.05 Not Significant
Hosur	16.78	4.878	0.939	47.917	
Job Experience					
Tirupattur	23.09	3.976	0.829	48	*t'=0.495, P>0.05 Not Significant
Hosur	22.19	5.107	0.983	47.652	
Work Safety & Customer Interaction					
Tirupattur	23.43	3.231	0.674	48	*t'=0.056, P>0.05 Not Significant
Hosur	21.19	4.625	0.890	46.348	
Overall Psychological Well-Being & Job Satisfaction					
Tirupattur	136.13	16.883	3.520	48	*t'=0.224, P>0.05 Not Significant
Hosur	127.67	29.000	5.581	42.798	

The above table illustrates the Independent Sample t-test results for the study of the difference between the service areas, i.e., Tirupattur and Hosur, and the study variables of

the gig workers. It is clearly understood from the results of the Independent Sample t-test that there is no significant difference in the service areas and the study variables of the gig workers, i.e., Psychological Well-Being, Job Satisfaction, Work-Life Balance, Financial Stability, Job Experience, Work Safety & Customer Interaction, and Overall Psychological Well-Being & Job Satisfaction, since the P-value is more than 0.05 for all the study variables.

H1: The service area of the respondents has a significant

relationship with the study variables of gig workers.

H0: The service area of the respondents has no significant relationship with the study variables of gig workers.

Result: The Independent Sample t-test was used to determine if there was any difference between the service area of the respondents and the study variables. The results indicate that there was no significant difference between the service area and the study variables since the P-value was above 0.05. Therefore, the researcher accepts the null hypothesis (H0).

Table 4: One-way ANOVA Test based on the Educational Qualification of the respondents and with the overall Psychological Well-Being and Job Satisfaction

Variable		Sum of Squares	Df	Mean Square	F	Statistical Inference
Psychological Well-Being	Between Groups	168.721	4	42.180	.898	Sig.=0.473 P>0.05 Not Significant
	Within Groups	2114.159	45	46.981		
Job Satisfaction	Between Groups	90.485	4	22.621	.889	Sig.=0.478 P>0.05 Not Significant
	Within Groups	1145.035	45	25.445		
Work-Life Balance	Between Groups	78.484	4	19.621	.939	Sig.=0.450 P>0.05 Not Significant
	Within Groups	940.016	45	20.889		
Financial Stability	Between Groups	18.416	4	4.604	.214	Sig.=0.929 P>0.05 Not Significant
	Within Groups	967.104	45	21.491		
Job Experience	Between Groups	114.520	4	28.630	1.398	Sig.=0.250 P>0.05 Not Significant
	Within Groups	921.480	45	20.477		
Work Safety & Customer Interaction	Between Groups	12.295	4	3.074	.165	Sig.=0.955 P>0.05 Not Significant
	Within Groups	836.285	45	18.584		
Overall Psychological Well-Being & Job Satisfaction	Between Groups	1103.078	4	275.769	.444	Sig.=0.776 P>0.05 Not Significant
	Within Groups	27923.242	45	620.516		

G1 = Below 10th

G2 = 10th-12th

G3=UG

G4 = PG

G5 = Diploma

G6=Technical Graduate

G7 = No Formal Education

The above table indicates the F-test analysis (One-Way ANOVA), which has been carried out between the educational qualification of the respondents and the study variables of gig workers. It has been found that there is no significant difference between the educational qualification of the respondents and the study variables like Psychological Well-Being, Job Satisfaction, Work-Life Balance, Financial Stability, Job Experience, Work Safety & Customer Interaction, and Overall Psychological Well-Being & Job Satisfaction since the P-value is more than 0.05 in all the study variables.

H1: Educational qualification of the respondents has a

significant relationship with the study variables of gig workers.

H0: Educational qualification of the respondents has no significant relationship with the study variables of gig workers.

Result: The F-test, also known as One-Way ANOVA, is used to determine if there is a relationship between educational qualification and the study variables. The results indicate that there is no significant relationship between educational qualification and the study variables since $P > 0.05$. Therefore, the researcher accepts the null hypothesis.

Table 5: One-way ANOVA Test based on the Types of Gig Work of the respondents and with the overall Psychological Well-Being and Job Satisfaction

Variable		Sum of Squares	Df	Mean Square	F	Statistical Inference
Psychological Well-Being	Between Groups	236.706	4	59.176	1.301	Sig.=0.284 P>0.05 Not Significant
	Within Groups	2046.174	45	45.471		
Job Satisfaction	Between Groups	124.586	4	31.146	1.262	Sig.=0.299 P>0.05 Not Significant
	Within Groups	1110.934	45	24.687		
Work-Life Balance	Between Groups	157.384	4	39.346	2.056	Sig.=0.103 P>0.05 Not Significant
	Within Groups	861.116	45	19.136		
Financial Stability	Between Groups	194.574	4	48.644	2.768	Sig.=0.039 P<0.05 Significant

	Within Groups	790.946	45	17.577		
Job Experience	Between Groups	150.140	4	37.535	1.907	Sig.=0.126 P>0.05 Not Significant
	Within Groups	885.860	45	19.686		
Work Safety & Customer Interaction	Between Groups	99.568	4	24.892	1.495	Sig.=0.220 P>0.05 Not Significant
	Within Groups	749.012	45	16.645		
Overall Psychological Well-Being & Job Satisfaction	Between Groups	2587.122	4	646.781	1.101	Sig.=0.368 P>0.05 Not Significant
	Within Groups	26439.198	45	587.538		

G1 = Delivery

G2 = Freelancing

G3 = Online Services

G4 = Home Service Providers

G5 = Event-Based Workers

G6 = Ride Sharing

The above table indicates the F-test (One-Way ANOVA) analysis between the types of gig work that the respondents are engaged in and the study variables. It is clear that there is no significant difference between the types of gig work and the dimensions of the study, which are Psychological Well-Being, Job Satisfaction, Work-Life Balance, Job Experience, Work Safety & Customer Interaction, and Overall Psychological Well-Being & Job Satisfaction, since the P value is higher than 0.05. On the other hand, a significant difference is found between Overall Financial Stability, where the P value is lower than 0.05, where Sig. is 0.039, indicating that the type of gig work has a significant impact on the financial stability of the respondents.

H1: The type of gig work of the respondents is significantly related to the study variables.

H0: The type of gig work of the respondents is not related to the study variables.

Result: In analyzing the relationship between the type of gig work and the study variables, the F-test or ANOVA was used. The results of the analysis show that there is no significant difference in most of the variables except for Overall Financial Stability, where a significant difference is noted. Hence, the null hypothesis (H0) is accepted for most of the variables and is rejected for Overall Financial Stability.

Table 6: Correlation between the Age of the respondents and with the overall Psychological Well-Being and Job Satisfaction

Variable	Correlation Value	Statistical Inference
Psychological Well-Being	.031	P>0.05 Not Significant
Job Satisfaction	.076	P>0.05 Not Significant
Work-Life Balance	.041	P>0.05 Not Significant
Financial Stability	.159	P>0.05 Not Significant
Job Experience	.297*	P<0.05 Significant
Work Safety & Customer Interaction	.021	P>0.05 Not Significant
Psychological Well-Being & Job Satisfaction	.121	P>0.05 Not Significant
Overall Psychological Well-Being	.031	P>0.05 Not Significant

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

The above table indicates the correlation analysis between the age of the respondents and the study variables of gig workers. It is evident that there is no significant relationship between age and most of the dimensions of the study variables of gig workers, i.e., Psychological Well-Being, Job Satisfaction,

Work-Life Balance, Financial Stability, Work Safety & Customer Interaction, and Overall Psychological Well-Being & Job Satisfaction since the P value is above 0.05. However, a significant relationship is found between age and Overall, Job Experience since the P value is below 0.05.

H1: Age of respondents has a significant relationship with the study variables of gig workers.

H0: Age of respondents has no significant relationship with the study variables of gig workers.

Result: The correlation test has been used to determine the relationship between age and the study variables. The results reveal that there is no significant relationship between age and most of the variables, except Overall Job Experience, where a significant relationship has been observed. Therefore, it can be concluded that the null hypothesis (H0) has been accepted for most of the variables and rejected for Overall Job Experience.

Major Findings

According to the survey on psychological well-being and job satisfaction among gig workers, most of the people who answered (86.0%) said they had a high level of psychological well-being. Only 8.0% said they had a low level, and 6.0% said they had a moderate level. Almost half of the people who answered (46.0%) said they were very happy with their jobs, had a good work-life balance, felt financially secure, and had a lot of work experience. Still, 24.0% of the people who answered claimed they had a bad work-life balance, and 30.0% stated they were not happy with their jobs. Only 22.0% of the people who answered said that job safety and customer involvement were very high, while 78.0% said they were very low. Also, most of the people who answered (76.0%) said they had poor levels of both job satisfaction and psychological well-being, while only 24.0% said they had excellent levels. This indicates that gig workers, regardless of their individual psychological well-being, have specific challenges. The gender-based Independent Sample t-test ($P > 0.05$) showed that there was no big difference between men and women in terms of their mental health, job happiness, work-life balance, financial stability, work safety, and how they interacted with customers. However, a significant difference in job experience was identified ($P < 0.05$), indicating that gender influences gig workers' work experiences. The t-test based on service area showed no significant difference between respondents from Tirupattur and Hosur in terms of psychological well-being, job satisfaction, work-life balance, financial stability, job experience, work safety, customer interaction, and overall psychological well-being and job satisfaction. The P value for each variable was more than 0.05, which is why this happened. The ANOVA test based on educational

qualification showed no significant difference between educational qualification and the study variables (psychological well-being, job satisfaction, work-life balance, financial stability, job experience, work safety, customer interaction, and overall psychological well-being and job satisfaction) because the P value was greater than 0.05 for every variable. The ANOVA test results based on gig work type showed that the type of gig work did not have a big effect on most of the study variables, such as psychological well-being, job satisfaction, work-life balance, job experience, work safety, and customer interaction, as well as overall psychological well-being and job satisfaction. Despite this, a significant difference in financial stability was found (Sig = 0.039, $P < 0.05$), which means that the type of gig work influences gig workers' financial stability. The age-based correlation analysis ($P > 0.05$) showed that many of the study variables, like psychological well-being, job satisfaction, work-life balance, financial stability, work safety and customer interaction, and overall psychological well-being and job satisfaction, did not have a strong relationship with age. There was a significant link found between age and work experience ($r = 0.297$, $P < 0.05$).

Suggestions

The study's results suggest several ways to improve the mental health and job satisfaction of gig workers. Most of the people who answered said they were mentally well, thus gig platforms and businesses need to keep work cultures that foster flexibility, independence, and autonomy among employees. The poll found that 78.0% of people who answered had bad customer service and job safety. To keep gig workers safe while they work, gig platforms need to have better safety rules, procedures, and emergency assistance systems. The results showed that just 46.0% of respondents were very happy with their jobs, while a large number said they were only moderately or not at all happy with them. To make workers happier, platform firms should focus on making the work environment better, making sure pay is fair, and making it easier for workers to talk to each other. Because the study showed that the type of gig work has a big effect on financial stability, financial stability was another important issue. To help gig workers feel less financially insecure, gig platforms should offer more stable income opportunities, incentive programs, and fair payment methods. Gig workers should also be able to get training and support to help them improve their skills and job experience. Providing insurance, welfare programs, and mental health support services may help improve the overall well-being of gig workers.

Conclusion

The current study is to investigate the psychological well-being and job satisfaction of gig workers, together with the diverse elements affecting their work experiences. The results indicate that most of the respondents had a high degree of psychological well-being. Many of the people who answered also said they were somewhat to very happy with their jobs, their work-life balance, their financial security, and their employment experience. This means that gig workers get some benefits, such as being able to choose their own hours, being their own boss, and making money through freelance labor. The results showed that most of the people who answered said that workplace safety and customer engagement were low. This means that gig workers have some problems in their work environment. The statistical

analysis indicated that gender does not substantially affect the majority of the study variables, with the exception of employment experience. The ANOVA test showed that the kind of gig labor had a big effect on the respondents' financial security. The correlation analysis revealed a significant association between age and employment experience, whereas no significant relationships were found with the other research variables. The study finds that gig workers had good mental health and moderate job satisfaction, but their total work experience might be better if they had more stable finances, safer workplaces, and better support systems. Improving these areas can help gig workers feel better mentally and be happier at work.

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