

RESEARCH ARTICLE

Impact of Awareness Among Gig Workers regarding the Code of Social Security, 2020

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Abstract

The study examined awareness regarding the Code on Social Security, 2020, among Uber and Ola drivers in India. Under Section 2(35), drivers are treated as workers (Gig Workers). However, low awareness and weak implementation are the causes of limiting gig workers' access to social security. Through a descriptive research design, primary data were collected from 223 Uber and Ola drivers using a structured questionnaire on a five-point Likert scale. The data were analysed through SPSS. Descriptive statistics, correlation, and linear regression tests were used.

The results showed that the maximum number of gig workers have low and moderate awareness regarding the Code on Social Security, 2020. The highest level of awareness was found among Uber drivers. A moderate positive relationship was found between awareness and social security. There is a positive impact of awareness on social security. The study suggests that good awareness programmes, enforcement strategies, and digital support need to be improved.

1 INTRODUCTION

The Code of Social Security, 2020, was introduced by the Government of India. This Code covers all previous Social Security laws related to Compensation, Insurance, Provident Funds, Gratuity, Maternity Benefit, etc. As per this code of social security, u/s 2(35), gig workers are included as workers. Section 109 creates a provision for gig workers to be eligible to receive safety, support, and benefits like other workers from the Central Government. Previous laws did not include gig workers as workers. The Code of Social Security, 2020, is new. There is no formal structure for gig workers. They work as freelancers. So, imposing a law for gig workers is a little difficult task.

The Indian gig economy is increasing faster because of the flexibility in jobs. Millions of gig workers are engaged in app-based jobs such as ride-sharing drivers, food delivery personnel, and online shopping agents. But these gig workers go through unsafe jobs, low protection, irregular income, and poor working conditions. As per the Code of Social Security, 2020, gig workers are entitled to receive social benefits. But in reality, most gig workers do not receive PF, pension, insurance, paid leave, gratuity, healthcare facilities, etc. Due to the irregular nature of their employment, they are left behind. They do not have proper awareness of their right regarding social security.

From the above discussion, the lack of awareness related to gaining the benefits of social security among gig workers is a clear problem. Section 109 of the Code on Social Security, 2020, states that the Central Government is to create a Social Security Fund for gig workers to support and protect their social security. So, the study aims to measure gig workers' awareness level regarding safety, welfare, and social security provided by the Government of India, like other workers.

2 REVIEW OF LITERATURE

Bhattacharyya and Jha (2021) examined the social security-related problems faced by gig workers. To solve the problem related to Social Security of Indian gig workers, the Government of India merged 9 old central

labour laws and introduced the Code of Social Security in 2020 with additional features. The Code lawfully recognises gig workers and aims to deliver welfare aids. But due to weak implementation and enforcement, the motive of the Code of Social Security in 2020 was not fulfilled. The result revealed that the employer-employee relationship was the major cause of the limited effectiveness of social security protection for gig workers in India. The employer never passes the full information to their workers regarding the social security funds, which lies under Section 109 of the Code of Social Security, 2020. Due to a lack of awareness, the workers were unable to utilise the Social Security fund to fulfil their needs. Sharma and Ragaur (2021) examined the problems, i.e., lack of awareness, insufficient registration, and inadequate infrastructure, which reduce the limits to the use of social security benefits by gig workers, though there was provision for social security benefits to gig workers in the Code of Social Security, 2020. However, legally, the Government of India introduced the Code of Social Security, 2020, to provide social security to gig workers, but in the real world, they were deprived of the facilities due to low awareness. Low awareness was the main cause of failure of labour reforms in India, particularly for gig workers.

Ramaswamy and Binnuri (2023) studied the impact of the Code of Social Security, 2020, on organised and unorganised sectors. Low awareness, insufficient resources, and weak infrastructure were the key barriers to implementation, especially among unorganized sectors workers. The major reason highlighted by the study was unawareness among workers of their rights and benefits received from the Central Government. Even though the labour laws were formed to provide workers' welfare. This study found that a lack of awareness was the major barrier to access social security benefits and legal protection fully. Verma (2023) examined labour restructurings and industrial relations in India. The study found that very limited training was provided to the workers regarding the benefits associated with social security. The key problem, the study enlightened that unawareness among workers regarding proper grievance

and social security benefits. Because previous labour laws never considered gig workers as workers. Previous labour laws never provided social security benefits to gig workers. Code of Social Security, 2020, u/s 2, sub-section 35, includes gig workers as workers. And the Code of Social Security, 2020, section 109 ordered the generation of a social security fund for gig workers. Therefore, the Code of Social Security, 2020, included new guidelines that were very new to the workers. This is the reason for unawareness. So, this study also said awareness regarding the benefits was low among workers.

Rao et al. (2023) analysed that due to the continuous growth of the gig economy in India and its influence on job creation, gig workers face major challenges, like insecurity in jobs, lack of social protection, irregular income, and unsafe working conditions. The Code of Social Security, 2020, provides legal protection and proper welfare for gig workers. However, execution issues, registration procedures, low input, and limited awareness still confined the actual social security coverage for gig workers in India. The study concluded that a lack of awareness about the social security fund provision associated with the Code of Social Security, 2020, was a big challenge for gig workers. Patel and Srinivas (2024) studied the enforcement mechanism of labour reform in industrial clusters of Karnataka. The study found that low awareness created limitations for effective labour reform. Lack of knowledge was an obstacle to achieving labour rights and social security completely. Therefore, the study proposed that without boosting the knowledge of workers and without improving enforcement mechanisms, labour reform would never gain victory. The study suggested that enhanced compliance systems, workers' knowledge and enforcement improve implementation. This study also said that low awareness was a barrier to accessing wage and safety protections and successful labour reform. Dwivedi and Dharmpal (2024) studied the challenges faced by gig workers to secure social security in India. Because previous labour and welfare laws did not provide social security to gig workers. In the old labour law, there

was no provision for social security benefits such as health insurance, pensions, paid leave, and unemployment protection. Gig workers were not treated as workers in previous labour and welfare laws. But the Code on Social Security, 2020, provides legal recognition and welfare support to gig workers. The study examined the challenges (weak implementation, low awareness, lack of proper policy, and limited access to social benefits) that influence the social security of gig workers in India. Thakore (2025) studied India's new labour codes and found that many workers still did not fully understand the codes. Because of low awareness and poor knowledge, workers were unable to properly use benefits related to social security, labour rights, and workplace safety. The study explained that labour reforms can become successful only when workers are well informed, communication is clear, and employees actively participate in the process. Choudhary and Saxena (2025) studied the challenges faced in implementing the Code of Social Security, 2020. The study found that informal workers and unions have struggled with very low awareness and poor communication, which were hurdles for achieving social security benefits and workplace protections related to the Code of Social Security, 2020. The study suggested an awareness training programme and digital compliance systems. The study revealed that the problem is associated with legal reforms and actual implementation. The study also proposed technology-based and worker-centred solutions for better execution of the Code of Social Security, 2020.

Vinayaka (2025) examined two objectives, i.e., 1) the implementation challenges of the Code of Social Security, 2020, among gig workers and 2) the actual benefits of the Code of Social Security, 2020 for gig workers. According to the previous labour law of India, gig workers were unable to receive any social security facilities. The Code of Social Security, 2020, introduced and recognised gig workers and made them eligible to receive Social Security benefits. After the implementation of the code, gig workers are equally eligible to receive health insurance benefits, maternity benefits, and old-age

protection benefits. However, the study identified some problems among gig workers, including unclear guidelines, registration difficulties, poor implementation, and low awareness. The study concluded that an effective implementation strategy was required to implement the code properly, through which gig workers get the maximum benefits of social security. Sahu (2025) examined the challenges to implementing the Code of Social Security, 2020. Qualitative research was conducted. The data were collected through interviews, interactions, and case studies on platform workers. The results show that awareness regarding social security was low among gig workers, and Low registration rates were found on the e-Shram portal. Job insecurity, unstable pay, inadequate social security facilities, limited organisational compliance, and weak enforcement were the major problems of labour reform. The study showed that the Code of Social Security prevents gig workers from receiving the full social security benefits. The study suggested that awareness programs should be increased about the available schemes for gig workers. Therefore, the proper implementation of the Code of Social Security 2020 is required.

Jobitha and Dinkar (2025) found that the social security benefits available to gig workers varied across different States. Different policies of different States influenced social security laws. Therefore, gig workers faced many challenges regarding social insecurity, job insecurity, unstable income, etc. The study found that though the Code on Social Security, 2020, aims to provide social security to gig workers by creating a social security fund (section 109), gig workers still face poor implementation, unclear worker classification, weak enforcement, and low awareness challenges, which limit their access to actual social security benefits in India.

Agarwal et al. (2025) examined the impact of the Code of Social Security, 2020, on labour welfare and organisations' working conditions. The study found that the Code of Social Security, 2020, provides social security benefits such as health insurance, maternity benefits, accident compensation, and old-age security to gig and platform workers. But the study found a weak

implementation strategy followed by the organisation. It also found that gig workers face challenges, like unstable income, long working hours, algorithmic control, limited grievance facilities, and inadequate access to welfare benefits. The problem was poor enforcement, lack of awareness, administrative delays, and unclear platform responsibilities. Therefore, the study suggested that a good implementation strategy, awareness, and effective welfare were crucial for improving the use of social security facilities for gig workers in India. Ramakrishna and Dakshayani (2025) examined gig workers' awareness and perceptions of Codes. The 250 platform workers were selected through a survey. The results revealed low awareness of Code on Social Security among gig workers. Most gig workers have moderate perceptions about labour. The study concluded that gig workers' education level, work experience, and awareness influenced their perceptions regarding labour reforms. Therefore, the study suggested legal literacy programs, awareness campaigns, and worker-centred implementation strategies.

Parameshwara and Manasavani (2025) investigated the implementation of India's new labour codes on workers who worked in the MSME sector in the Peenya Industrial Cluster, northwestern Bengaluru. The main problem the study focused on was low awareness among Peenya Industrial Cluster workers, which was identified as a barrier to accessing labour rights and social security. So, it is clear that awareness and benefits received were associated. The study found that a large number of MSME workers remained unaware of the social security provisions of the labour codes. So, the study suggested that proper training was required to enhance their knowledge regarding labour codes and the benefits associated with them.

Balaji (2026) examined the awareness and perception regarding labour rights, social security, and welfare and how the implementation of India's new labour codes provides benefits for the iron and steel industry's contract workers. This study confirmed that contract workers have limited awareness regarding labour rights, social security, and welfare provided by the

codes. The benefits of the new labour codes were not shared properly with the contract workers by management. The poor communication led to low awareness. Doreswamy et al. (2026) examined the problem faced by implementing the Code of Social Security, 2020, for gig workers. The study found that the root cause of restricted access to social security benefits and digital compliance systems was weak execution, poor official capacity, and a lack of proper awareness. The study suggested that organisations need to improve their enforcement strategy, digital power, social security coverage, and workers' awareness. The role of well-coordinated coordination between the Central and State governments was a very important factor. The novelty of the study was to compare India's new labour codes with Denmark's labour law model to improve social security and labour reforms.

Rathod and Bhandarkar (2026) investigated the benefits of social security received under the Code of Social Security, 2020 for gig workers. The study mainly focused on policy provisions and their practical implementation. The gig workers were selected from Pune. The results revealed that there were low awareness levels among gig workers. The study also found that difficulties were faced during registration on the e-Shram portal. The study highlighted that retrieving welfare benefits was challenging due to low awareness. It concluded that the Government needed to enhance awareness regarding the social security benefits among gig workers and that registration procedures must be simplified. Along with the study, strong coordination was required between the government and platform companies to implement the code effectively.

3 RESEARCH GAP

Many studies acknowledged that low awareness regarding the Code of Social Security, 2020, was the main cause of gig workers not getting social security benefits.

Null Hypotheses

H₀₁: There will be no significant difference in the level of awareness of the Code of Social Security, 2020, among gig workers.

H₀₂: There will be no significant relationship between awareness and Social Security.

H₀₃: There will be no significant impact of awareness on the Code of Social Security

4 MATERIALS AND METHODS

A descriptive research design is used to examine awareness regarding the Code on Social Security, 2020, among gig workers. The Uber and Ola drivers are considered respondents. The stratified sampling technique is used. Strata are Uber and Ola drivers. Cochran's (1977) sample size formula, coined by Cochran, W. G. in 1977, has been used. The formula used is; $n = z^2 * p * (1-p) / e^2$ which calculates as $n = (1.96)^2 * 0.5 * (1-0.5) / .0025$; therefore $n = 385$. Primary data were collected through a structured questionnaire from gig workers on a five-point Likert rating scale (Likert, 1932), where 1 = "strongly disagree"; 5 = "strongly agree". The reliability score is checked to measure the internal consistency (Cronbach, L. J., 1951) of the questionnaire, which is .767 (a score of 7- 8 is acceptable, Lee Cronbach in 1951) of 32 items. A total of 500 questionnaires were distributed, and only 223 completed responses were received. Descriptive Statistics, Pearson Correlation and Linear Regression Test were used to analyse primary data through SPSS ver. 23.

5 RESULT

Table 1: Reliability Score of the Questionnaire

Reliability Statistics	
Cronbach's Alpha	N of Items
0.767	32

The reliability table shows that Cronbach's Alpha is .767, which is a valid score. According to Lee Cronbach

in 1951, a 7-8 score is acceptable. There is a total of 32 questions in the questionnaire.

Table 2: Awareness level of Code on Social Security, 2020, among Uber and Ola drivers

Awareness Level				
Count				
		Organization Name		Total
		Uber	Ola	
Awareness Level	Low	56	36	92
	Medium	42	26	68
	High	41	22	63
Total		139	84	223

From Table 2, it is found that 56 Uber drivers have low awareness of the Code of Social Security, 2020, 42 Uber drivers have medium awareness of the Code of Social Security, 2020 and 41 Uber drivers have high awareness of the Code of Social Security, 2020. The total number of Uber drivers is 139. From Table 2, it is also found that 36 Ola drivers have low awareness of the Code of Social Security, 2020, 26 Ola drivers have medium

awareness of the Code of Social Security, 2020, and 22 Ola drivers have high awareness of the Code of Social Security, 2020. The total number of Ola drivers is 84. A total of 92 drivers has low awareness of the Code of Social Security, 2020; a total of 68 drivers has medium awareness of the Code of Social Security, 2020; and a total of 63 drivers have high awareness of the Code of Social Security, 2020. The total number of drivers is 223.

Table 3: Correlation between Awareness and Social Security among Gig Workers

Correlations			
		Awareness Code	Social Security
Awareness Code	Pearson Correlation	1	.374**
	Sig. (2-tailed)		.000
	N	223	223
Social Security	Pearson Correlation	.374**	1
	Sig. (2-tailed)	.000	
	N	223	223
**. Correlation is significant at the 0.01 level (2-tailed).			

Table 3 shows that a positive correlation exists between Awareness and Social Security among Uber and Ola drivers. But the correlation is weak. Because the correlation value is .374. The correlation is statistically

significant. Because the p-value is less than 0.05. Here, the p-value is .000. The drivers who have higher awareness can gain better access to social security benefits.

Table 4: Model Summary showing the Impact of Awareness of the Code on Social Security

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.374 ^a	.140	.136	2.401
a. Predictors: (Constant), Awareness Code				
b. Dependent Variable: Social Security				

Table 4 shows the impact of Awareness of the Code on the Code of Social Security. The correlation value ($R = 0.374$) indicates a moderate positive relationship between awareness of the Code and social security. The R

Square = 0.140 shows that awareness about the Code affects social security by 14%, while 86% is affected by other factors.

Table 5: Significance of Awareness of the Code on Social Security

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	207.751	1	207.751	36.040	.000 ^b
	Residual	1273.944	221	5.764		
	Total	1481.695	222			
a. Dependent Variable: Social Security						
b. Predictors: (Constant), Awareness Code						

Table 5 shows that the P value is .000, which is less than 0.05. Therefore, the regression model is

statistically significant. So, awareness of the Code has a significant impact on social security.

Table 6: Effect of Awareness of the Code on Social Security

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	21.142	.904		23.380	.000
	Awareness Code	.291	.048	.374	6.003	.000
a. Dependent Variable: Social Security						

Table 6 shows that the unstandardized coefficient ($B = 0.291$), indicates that a one-unit increase in awareness of the Code leads to a 0.291-unit increase in social security. The p-value is .000. So, the result is statistically significant.

6 DISCUSSION

The findings show that awareness regarding the Code on Social Security, 2020 influences the social security of Uber and Ola drivers. Cronbach's Alpha score of 0.767 proved the questionnaire's consistency and

reliability. The descriptive statistics results show that the maximum number of drivers have low awareness. So, from the result, it is clear that there is inadequate knowledge among gig workers regarding social security benefits. A moderate positive correlation was found between awareness and use of social security ($r = 0.374$, $p < 0.01$). It indicates that when awareness increased, use of social security benefits increased.

Further, through regression analysis, it is confirmed that awareness has a positive effect on social

security ($\beta = 0.374$, $p < 0.001$), 14% of the variation in social security is explained by awareness, whereas the remaining is influenced by other factors. These findings clearly show policymakers, platform companies, and government agencies that more awareness programmes are required to enhance knowledge about the available social security benefits for gig workers.

7 SUGGESTIONS

The study suggests that a good awareness training program, better communication between the government and platform companies, and implementation of the Code of Social Security, 2020, are important to access social security benefits.

CONCLUSION

The study found that most Uber and Ola drivers have low to moderate awareness of the Code on Social Security, 2020. But there is a positive relationship between awareness and social security. Drivers who have more awareness about the Code have access to more social security benefits. Awareness has a significant impact (.291) on social security among drivers.

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