Work-Life Balance, Mental Health, Income, and Job Satisfaction among Gig Workers in Selangor, Malaysia

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Abstract

Nowadays, many individuals working in the gig economy are expanding daily. Due to the effect of Covid-19 recently, many individuals lose their work and their source of income and the majority of them go to the gig economy as a method to support their families. The gig economy has always been known for the flexibility of working hours. But despite the rising number of gig workers, gig employment has a lot of effect on the worker. This study aims to identify gig workers' job satisfaction based on the effect of their work-life balance, mental health, and income. The significance of the study will involve two different classes: employees and researchers/academicians. The perspective that employees will receive is better insight into how to achieve job satisfaction in gig employment. It will acknowledge that even though they work in the gig economy, they still have the privilege of job satisfaction. To the researchers and academicians, the data collected in this research can serve as a reference for further research. In this quantitative study, descriptive research is used. By gathering data, quantitative research seeks to get a deeper understanding of society. To study the effects of work-life balance, mental health, and money on job satisfaction, researchers employ quantitative methods. Objective facts that can be conveyed with the use of statistics and figures are provided by quantitative research. The goal of descriptive research is to precisely and methodically characterize a population, situation, or phenomenon. This study uses surveys in descriptive research. The data will be collected from gig workers who are working at Selangor. What, where, when, and how can be addressed, but not why. One or more variables may be studied in a descriptive research plan utilizing a variety of research approaches. In contrast to experimental research, the variables are observed and measured rather than influenced by the researcher.

Keywords: Job Satisfaction; Gig Workers, Work-Life Balance, Mental Health, Income, Selangor

Introduction

According to research conducted for the United Kingdom government, gig work is defined as the exchange of labour for payment between individuals and businesses utilising digital platforms that deliberately promote short-term, task-by-task relationships between service providers and clients. (Warren, 2021). Globally, the term "gig economy" refers to the supply and demand for temporary or task-based employment, which is commonly referred to as "platform economy," "on-demand economy," and "sharing economy." Gig workers are the people who work within the gig economy. Gig work encompasses various employment options, with a wide range of pay rates and skill levels required to do the task (Kässi & Lehdonvirta, 2018). Gig jobs are temporary or project-based jobs that do not provide consistent hours and compensation, fringe benefits, or clear career advancement pathways. Workers are recruited to do a specific task or for a certain length of time, and their hours and earnings are not consistent. Gig workers also have a lack of supervision. There are two categories of gig workers: those with high levels of skill and those with low levels of skill. Low-skilled gig workers include those who work in delivery and transportation services such as Uber and Grab, personal and domestic services such as TaskRabbit, and high-skilled gig workers include those who work in specialised services such as Medicast and GlamSquad, creative and technical freelancing such as Labmate and Freelance.com. This research focuses more on the low-skilled gig worker. In Malaysia, the most common gig work includes e-hailing and p-hailing services. E-hailing is a service provided to reserve public transport services through an online application. These services include taxis and e-hailing vehicles such as Grab and Uber. On the other side, P-hailing services are services that deliver food and parcels such as Foodpanda, Grabfood and Lalamove.

Gig workers accounted for a quarter of Malaysia's total workforce in 2018. That equates to nearly 4 million gig workers, on the surface it appears that the gig economy is dominated by electronic hailing and start-up companies.

According to official figures, In Malaysia, there are already more than 160,000 e-hailing drivers. Young people and moms in Malaysia who wish to take care of their children while supporting their families financially have a choice thanks to the gig economy. It is incredibly advantageous to those who are not working or do not have a job at the moment, self-funded students, and recent college graduates looking for their first job. The people can be specialists whose abilities are urgently required. According to former Malaysian Prime Minister Tun Dr Mahathir Mohamad, it was acknowledged that the gig economy may become a new engine of economic expansion in October 2019. It would be incorporated into Malaysia's 12th plan. This movement will help increase the country's gross domestic profit (GDP). Individuals who work in the gig economy may reap possible advantages such as more straightforward entrance into and exit from the job and increased flexibility in choosing careers and hours to meet their schedules.

At the same time, a person in a typical employment relationship has little to no control over many aspects of their work life, such as working hours and the tasks they do, as they are financially dependent on their employer. On the other hand, economic dependence is often exchanged for a level of financial security, which is provided via benefits and safeguards. The absence of a typical employment connection is likely to have an impact on employer payroll taxes, various labour standards, and associated measures, such as the Minimum Wage, Overtime Compensation, Unemployment Compensation, and Unemployment Compensation. According to Goswami (2020), the benefit of being a gig worker is highly supple. Because it enables them to spend more time with their family, some opt to work from home. For people who were unable to come out for work due to various circumstances, the gig economy has provided an alternative. Gigs allow people to follow their ambitions while still earning money without jeopardizing their duties in the process. Moreover, he also stated that the gig economy provides good opportunities. Employment opportunities can be found worldwide by employers seeking specific skill sets. Whether they are male or female, it makes no difference to them; their nationality is even less considered, and their socioeconomic status is even a concern when appointing employees. They can also be their bosses by working as independent contractors.

Problem Statement

Since the Conditional Movement Control Order (CMCO) was introduced on May 4, 2020, demand for e-hailing services has progressively increased as regulations grow more stringent, with delivery services continuing to be the most successful (Azman,2020; NST Business,2021). As a result of the Covid 19, many people have lost their permanent jobs, while others find it difficult to stay at home without an income and have turned to the gig economy to support their families. According to "Transport Minister: Names of e-hailing drivers, p-hailing riders collected for Covid-19 vaccination purposes" (2021), currently, for the e-hailing business Grab, there are about 100,000 e-hailing drivers and 50,000 p-hailing riders at work. According to the results of the Bumiputera Agenda Steering Unit (TERAJU) study, more than 65,660 Bumiputeras are expected to have worked in the food delivery industry, with the bulk of them starting their businesses during the Covid-19 pandemic. The bulk of Bumiputera food delivery drivers in Malaysia are young, Muslim, single Malays. Additionally, Bumiputera from Sabah and Sarawak, as well as Orang Asli, make up 93.8% of the country's 70,000 food delivery drivers (Bernama, 2021). Sean Goh, general director of Grab Malaysia, stated that demand for delivery services has risen steadily and by more than 30% in the week following the MCO (Azman, 2020). GrabCar drivers completed more than 25% of all food deliveries compared to the previous month's average, and there were 40% more merchants on our platform.

One issue with gig workers is that their ability to maintain a healthy work-life balance may be impacted. In research by Mas-Machuca et al. (2016) including 374 workers of a Spanish pharmaceutical company, it was discovered that work-life balance was positively correlated with job satisfaction. As a result, employees who have a healthy work-life balance are more likely to be content with their careers. Gig employment is promoted as a flexible and independent career path. However, it happens without the more regular safeguards seen in conventional job settings. Work-life balance may be impacted by the unpredictable nature of work hours and pay, as well as job intensification and financial hardship (Warren, 2021). As stated by Buang (2019), employed in the gig economy. Working in a gig economy may seriously interfere with one's capacity to maintain a good work-life balance, sleep, and do other daily tasks, claims Buang (2019). Flexibility is essential in the gig economy, which means that workers must be prepared to accept jobs at any time, regardless of their other commitments, and they must always be on the lookout for their next chance. In a gig economy, there is more flexibility, but this freedom comes at the cost of not having a steady job with a regular wage and benefits, forcing gig workers to put in more hours to make more money.

Gig workers' mental health may also suffer as a result of the gig economy (Gross et al., 2018). The term "gig economy," which has its roots in the music business, originally applied to artists who performed in the sense of a prior performance at a certain location and time. Because they don't receive a regular paycheck and instead depend on their performance and album sales, musicians are classified as gig labourers. Thirty in-depth qualitative interviews with musicians and business leaders were conducted after a survey with over 2200 music industry participants. The findings showed that music artists' self-reported rates of anxiety (71%) and depression (68.5%) are cripplingly high (Gross et al., 2018). It is crucial that it also looks at the root reasons for their mental illness. The results show that their self-employment circumstances commonly contribute to their psychological anguish. This research can help us grasp the self-employment landscape in the digital era. Not least among these is erratic revenue. Unpredictable revenue may leave some workers with insufficient financial resources. According to Asekun's (2015) study of 96 respondents in Lagos, Nigeria, there is a strong positive association between work satisfaction and compensation. This implies that a worker will be more satisfied with their job if they are paid more for it. However, gig labour offers its employees flexible working hours. According to Warren (2021), the ability to choose your hours might result in unforeseen job situations that may put you in a difficult financial situation and increase your burden.

According to studies by Gross et al. (2018), the gig economy may have an effect on employees' take-home pay. Gig workers are not paid wages or salaries, and there is neither an implied nor a written agreement that the employment connection will continue. Additionally, there is no fixed work schedule or regular pay when employed. Consequently, gig workers are susceptible in terms of dependable revenue. Malaysian gig workers were surveyed by the United Nations Capital Development Fund (UNCDF) between February and August 2020, and it was found that having flexible working hours and having a secondary source of income were the main drivers of their participation in the gig economy (Yatim, 2021). In Malaysia, less than half of the gig workers assessed were able to complete their daily tasks, and the majority of them found it difficult to save money for unforeseen needs. This confirms the findings of the Department of Statistics' 2020 study, which found that just 5% of Malaysia's self-employed workers had access to enough money to last for at least three months in an emergency. Unlike typical employees who receive regular income, gig workers earn from several sources and their salaries may fluctuate between peaks and troughs. This suggests that they might not be as sure of their capacity to make yearly premium payments or that their credit ratings might not be high enough to qualify them for a loan. Concerning the three variable elements of work-life balance, mental health, and income, the purpose of this study is to comprehend the viewpoints of gig workers on whether they feel happy or not working in the gig economy.

Research Objectives

The purpose of this study's research is to determine the variables affecting job satisfaction among gig workers in Selangor. The following is a list of the study's research aims:

a) To ascertain the connection between job satisfaction and work-life balance among gig workers in Selangor, Malaysia.

b) To ascertain the link between gig workers' mental health and job happiness in Selangor, Malaysia.

c) To find out how much money gig workers in Selangor, Malaysia, are satisfied with their jobs.

Literature Review

Gig Worker

Gig workers are independent contractors or freelancers who, in most cases, work on a contract basis for a variety of customers on a short-term basis. Working on an hourly or part-time basis, and for an extended period, are all possibilities for gig workers. The role might be permanent or temporary. Individuals who work in the gig economy may be able to take advantage of potential benefits such as easier entry into and departure from their jobs, improved flexibility in picking vocations and working hours to accommodate their schedules, and enhanced job security. Employees in the gig economy may hold down another work, even full-time employment, but they also work in the gig economy in addition to their regular duties. As a result, although some people may consider their work on gig platforms to be their principal source of income, many others may disagree (Keith et al., 2019). A previous study has also revealed that not all gig workers consider what they perform to be a legitimate occupation.

A smartphone is a necessity for gig workers. The majority of employees engage in the gig economy through various online sites. Whether they supply goods or services, most businesses in the gig economy have developed mobile applications to reach and connect with their clients within their expertise. These applications also include numerous functionalities for both their clients and employees. The Grab driver, for example, may use the company's app to accept a trip request, obtain traffic information, and pick faster routes. Other than that, Foodpanda drivers utilize their company's app to take order requests, restaurant locations, and customer locations to transport their food. These mobile apps also enable clients to give extra tips and have built-in payment tools that pay them for their services. The Employment Act of 1955 (Act 265), the Labour Ordinance of Sabah Chapter 67, and the Labour Ordinance of Sarawak Chapter 76 do not include gig workers in their definition of a worker. Fewer protections are in place for jobs. In contrast to contractual workers, who run the same risks as regular employees and for whom employers are legally immune from a legal obligation, employers have less legal responsibility for gigs, are allowed to end the partnership at any time, and are not required to provide severance compensation, disability benefits, or sick days. These jobs are exempt from the Minimum Wage Act.

Job Satisfaction

In general, there is no clear definition of contentment. Researchers have worked hard to define the idea of satisfaction, and they all concur that it is the outcome of a psychological process, according to Garcia-Bernal et al. (2005). Davis and Newstrom's (1991) multidimensional idea may be viewed of as a collection of positive or negative sentiments that employees may have about their jobs. Churchill et al. (1974) described job satisfaction as a function of all the aspects of the job and the workplace that allow employees to experience rewards, contentment, and satisfaction or emotions of frustration and/or discontent. The achievement of job happiness is a crucial objective since it. Employees who are happier at work are more productive, according to a study. This could also lead to a boost in profit margins as a result of greater sales. Because they are happy with their working environment, satisfied employees are more inclined to stick with their companies. As a result, there is a decrease in turnover, which lowers the expense of the HR division. Retaining workers improves the workplace, makes it simpler to find qualified candidates, and helps the business save money. Results from research involving 138 employees of WIDAD Education Sdn. Bhd. show a statistically significant relationship between job satisfaction and attitudes towards belonging, supervision, and the workplace (Zahari et al., 2020). Workplace supervision is regarded as one of the most important factors that may significantly contribute to progress. Employee performance improves when they feel encouraged and accepted at work, and these two factors are essential for making sure of this. Another study by Abuhashesh et al. (2019) found that benefits, organisational culture, compensation, and perks are all related to job satisfaction, with pay having the most influence. This shows that because everyone has different priorities in life, work happiness can vary depending on the individual. The link between work-life balance, mental health, and income and its relevance to job satisfaction is the main topic of this study.

Work-life Balance

The capacity to manage one's job, family, and other non-work duties and activities is known as work-life balance (Delecta, 2011). Two of the most important components of most people's lives are work and family. Major causes of stress for employees were their job and family responsibilities, which forced them to balance the conflicting needs of both. Some academics go even further, including everything related to family, spirituality, pleasure, and health as part of the living component of this balance. Nayak & Pandey (2015) state this. The concept of work-life balance was initially used in the United States in the late 1970s, and since then, it has emerged as a new obstacle for human resource development. This is because maintaining a work-life balance is essential to ensuring employees' greatest levels of productivity and avoiding burnout. Additionally, the services that employee offers have an impact on customer satisfaction, making them a significant component of the success of the business. In addition, Hassan (2016) noted that due to a work-life balance that is unbalanced, employees deal with problems like low job satisfaction, high stress, absenteeism, and turnover. Additionally, there is a rise in divorce cases and problems with bad family connections at home, all of which affect a person's physical, emotional, and social well-being. Additionally, potential workers are more inclined to apply for positions at organisations that value work-life balance, according to Clark (2001).

According to Malone & Issa (2013), individuals are more drawn to businesses that emphasise work-life balance because it exemplifies a strong bond between the company and employee, fairness and respect, challenges at work, success, and a sense of value. They said that if the benefits of work-life balance are not provided to them, it makes

them feel less appreciated as employees. Work-time flexibility, which has been at the centre of years of campaigning to develop a better work-life balance for employees, is one of the most well-known perks promoted, according to Warren (2021). He added that gig workers are given the freedom to choose whether or not to work, what kind of work to do, how much work to do and when to complete it, where to do it, for how much money, and how long to remain with any one work-provider of their choosing. These much-heralded advantages are also advertised to working-class women and men rather than just to professional employees, and diverse groups of people are included in this advertising. Maintaining a healthy work-life balance is crucial when managing highly technical people since their steadfast dedication and devotion are essential to the success of the organisation. The idea of gig work is promoted as a flexible and independent career path. The idea of gig employment appeals to the majority of people in part because of this. But unlike normal employment, it is carried out without the protections that are more typical in traditional working environments (Warren, 2021). As a result, work schedules become erratic, and job demands might increase, which could affect one's ability to maintain a healthy work-life balance.

Relationship Between Work-Life Balance and Job Satisfaction

According to a study by Omar (2016), which included 681 employees of private hospitals in Malaysia, 562 of whom were female and 108 of whom were male, the work-life balance had a favourable and substantial effect on total job satisfaction. Additionally, it has been demonstrated that increasing an employee's work-life balance will increase their job satisfaction by one unit. According to research by Silaban and Margaretha (2021), a questionnaire was also given to 196 members of the millennial generation working in Bandung, Indonesia, including 133 female respondents and 63 male respondents. According to the study's findings, there is a considerable link between job satisfaction and work-life balance. In research conducted by Haar et al. (2014) with 1,416 workers from six nations—New Zealand, Spain, France, Italy, Malaysia, and China—the same conclusion was reached.

Mental Health

There isn't a consensus on how to define mental health, but Manwell et al. (2015) define it as the absence of mental illness or a state of being that includes biological, psychological, and social factors that affect a person's mental state and ability to function in their environment, while the World Health Organisation (WHO) defined it as a state of well-being in which an individual recognises and manages their own needs. One of society's most challenging health issues is mental illness. It is the cause of many hospital admissions, elevated suicide risk, and other problems. One's physical and mental wellness are interconnected. A few chronic diseases brought on by poor mental health include diabetes, asthma, cancer, cardiovascular disease, and arthritis. Furthermore, compared to the general population, those with depression or other mental health problems have a worse survival rate from cancer and heart disease (Brennan, 2019). Mentally sick individuals are also more likely to experience sleep disturbances including insomnia. Numerous genetic and environmental variables, including inherited features, environmental exposures before birth, and brain chemistry, can contribute to the development of mental diseases. Numerous elements, such as a family history of mental illness, demanding living circumstances, brain injury, traumatic events, and drug and alcohol use, might raise the chance of developing a mental illness.

According to Schmidt (2007), certain gene variations increase some people's risk of developing mental illnesses like depression and schizophrenia, whereas situations like sexual abuse, becoming a victim of crime, or ending a relationship can cause feelings of pure loss that can result in depressive disorders and feelings of pure danger that can result in anxiety disorders. If one identical twin has schizophrenia, there is a less than 50% chance that the other will also get the illness, suggesting that environmental variables must be involved (Schmidt, 2007). The effects of gig economy employment on one's mental health are well established. Employees in the gig economy enjoy greater flexibility, a sense of independence, and control over their schedules. The ability to arrange one's days may enhance one's quality of life for certain people. However, there are some substantial disadvantages. Since it is a dangerous activity, a lot of individuals are worried about money and customer feedback. Additionally, a lot of marketplaces are overly competitive, making it challenging for people to obtain enough work to pay their living expenses. Particularly when given the freedom to make their schedules, freelancers may struggle to set boundaries with their employment, have a high level of job availability uncertainty, and struggle with time management. Gig economy labour may cause burnout despite having a flexible schedule and the freedom to choose which activities are rewarding. To guarantee they receive the next payment or keep their employment,

some people could start working too much. Inconsistency can cause worry, which might affect other areas of one's life.

Relationship Between Mental Health and Job Satisfaction

Numerous studies have found a significant connection between occupational happiness and mental health. According to recent research by Bartoll et al. (2018), there is a connection between gig workers and poor mental health in older adults, people who live in regions with few employment opportunities, and manual workers who experience higher employee turnover. These findings were based on 6283 observations from the Spanish National Health Survey in 2006–07 and 4505 observations from the same survey in 2011–12. In addition, Nadinloyi (2013) studied 90 workers from two Ardabil-based enterprises. Mental health, somatic problems, anxiety, depression, social function, work satisfaction, age, and experience are among the indicators used in this study. The findings revealed a mild negative relationship between anxiety and work satisfaction and a high negative relationship between depression, social dysfunction, and job satisfaction. According to Gross et al. (2018), participating in the gig economy may hurt one's mental health. Self-reported sadness and anxiety among music producers are at cripplingly high levels, according to the findings of research they performed and sent to 2200 gig workers in the music industry: 68.5 per cent and 71%, respectively. The inquiry also examines the root causes of their mental illness, which is crucial. According to the research, the psychological discomfort they experience is often brought on by the circumstances of their self-employment. As a result, the study's findings indicate that among gig workers, there is a bad correlation between job happiness and mental health.

Income

The money we utilise for daily expenses is called income. Income can be obtained in a variety of ways, including wages, salaries, freelancing payments, and small company revenues. In the study of human wants, Maslow's Hierarchy of wants is regarded as the benchmark. Physiological, safety and security, social connection, esteem, and self-actualization were the five fundamental needs that Maslow listed. When the lowest-order physiological demands are satisfied, all other considerations come second. Salary falls under this category since it is necessary to pay for housing, clothes, and food. Then there is the matter of security and safety. Higher-order demands for esteem and self-actualization are linked to high wages, although this is mostly because high pay can lead to a larger sense of self-worth and success. According to a 2013 study by Bakan and Buyukbese, there is a connection between income level and happiness. The fact that 85.4% of respondents agree and 7.2% disagree with the statement "I am interested in my work" serves as evidence. In addition, 79.8% of those surveyed concur with the statement "In general, I like my job," with only 10.5% disagreeing. The survey's findings suggest that employees are happy with their jobs at this organisation based on these findings.

Since May 2022, Malaysia's minimum salary has increased from RM1,200 to RM1,500, a 25% increase. In addition, Malaysia's annual inflation rate rose to 2.8% in May 2022 from 2.3% the previous month, beating market expectations of a 2.6% increase. This is the highest level since last December, and food prices increased to 5.2%, the highest level since October 2011, amid rising commodity prices. Some workers in Malaysia chose to join the gig economy since the minimum income is insufficient to pay daily costs. According to a study from 456 samples of Malaysians collected by the United Nations Capitals Development Fund in 2020, 60% of the data acquired indicated that choosing a gig economy was motivated by the desire to earn more or extra money. Malaysia's gig economy is developing quickly. In Malaysia, there are around four million independent contractors, and that number is rising daily. Some people decide to work in the gig economy as a result of layoffs brought on by the COVID-19 outbreak. There are several platforms on the market that gig workers may pick from, like Foodpanda, Grab, BungkusIt, and many others. How many orders or flights they successfully deliver in a day determines how much money they receive. For instance, from September 30 to October 12 2021, the Foodpanda firm offered a marketing incentive (Rahim, 2019). The Employment Act of 1955 (Act 265), the Labour Ordinances of Sabah and Sarawak, and the Employment Act of the United Kingdom do not include gig workers in their definition of workers. Fewer protections are in place for jobs. In contrast to contractual workers, who run the same risks as regular employees and for whom employers are legally immune from a legal obligation, employers have less legal responsibility for gigs, are allowed to end the partnership at any time, and are not required to provide severance compensation, disability benefits, or sick days. The Minimum Wage Act does not apply to such employment.

Relationship Between Income and Job Satisfaction

The association between income and work satisfaction is determined using information from the 1999 respondents of the General Social Survey (GSS) of the United States. 54% of responders are female, while 46% are men. According to the findings (O'Donnell & Broderson, 2015), there is a positive association between relative income and work satisfaction as well as the respondent's perception of their income and job happiness. The association between income and work satisfaction is determined by Grund and Sliwka (2001) using data from the German Socio-Economic Panel (GSOEP) with a sample size of 3568 employees. The study's findings indicate that a rise in income and compensation has a beneficial impact on work satisfaction. Males who believe they are underpaid, according to Ward and Sloane (2000), are less happy in the Scottish academic labour market. According to a study performed by (Asekun, 2015) on 96 respondents—43 men and 53 women—at certain business organisations in Lagos, Nigeria, it was found that work satisfaction and pay satisfaction were highly and positively correlated. According to the findings, people are more likely to be content with their work if they have a higher degree of pay satisfaction.

Based on the theoretical framework above three hypotheses are identified:

H_1: There is a positive relationship between work-life balance and job satisfaction among gig workers.

H_2: There is a positive relationship between mental health and job satisfaction among gig workers.

H_3: There is a positive relationship between income and job satisfaction among gig workers.
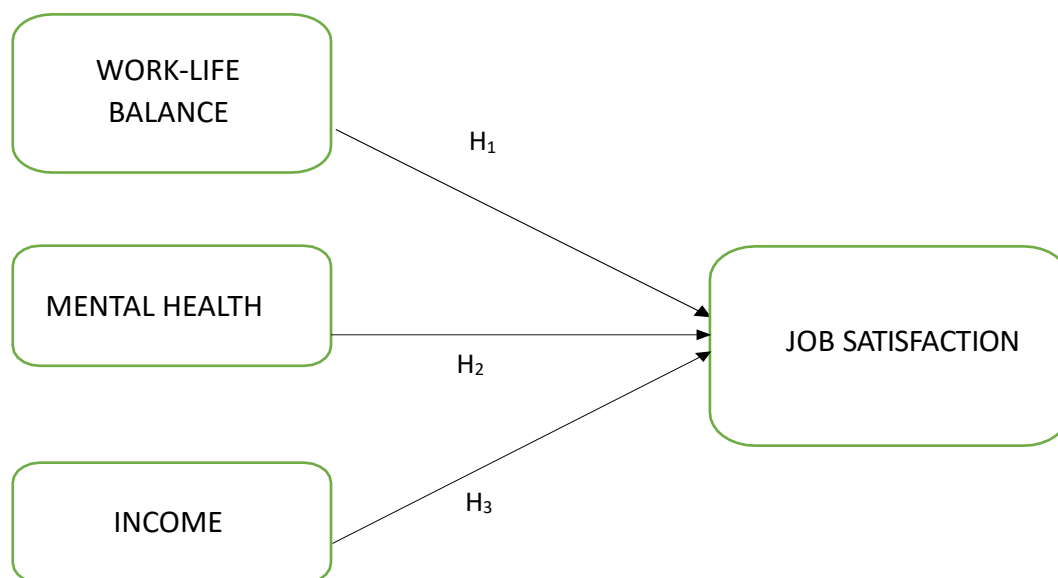

Figure 1. Research Framework

Research Methodology

The researcher chose a quantitative research design for this investigation. The quantitative research approach is recommended over the qualitative research design because it is more objective, quick, focused, and acceptable to the general public. Making predictions, establishing facts, and testing previously stated hypotheses are the goals of quantitative research. Additionally, depending on the circumstance, it will assist in locating evidence that either confirms or refutes an existing notion. In this study, descriptive research is employed.

A descriptive study gives a detailed account of the population, circumstance, or phenomena under study. Descriptive research is essential to this study since it demonstrates how all the information gathered from Malaysian citizens will be gained. In addition to the fact that descriptive research often employs a high sample size, data collecting is simple and affordable. The study's participants are contract labourers who deliver food in Selangor. Malaysia's gig economy employs four million gig workers or 26% of the total labour force in the nation.

The number of gig workers in Selangor is not yet accessible in statistics. In this study, an individual working in the gig economy in the state of Selangor serves as the analytical unit.

Convenience sampling, which selects respondents at random, was the method utilised to conduct this study. Additionally, this sampling method was best suited for this investigation since it is simple to use and widely accessible (Sundram et al., 2016). 278 respondents from Selangor's gig economy were collected for this study. Through social media sites like Facebook, Twitter, Telegram, WhatsApp, and others, the survey was disseminated online. The data were tabulated and analysed using descriptive statistics, such as frequency, mean, and standard deviation, as well as correlation and regression analysis, using the Statistic Package in Social Science Software (SPSS) version 28.0. The measurement that was used in this investigation is described in Table 1.

Table 1. Sources and Description of Variables Measures

Variable	Item	Construct	Source	Scale
Dependent	3	Job Satisfaction	Job Satisfaction (Faragher, Cass, & Cooper, 2013)	1 = Strongly Disagree, to 5 = Strongly Agree.
Independent	12	Mental Health	General Health Questionnaire 12 Items. (GHQ-12) (Bartoll et al., 2018)	1 = Better Than Usual, 2 = Same as Usual, 3 = Less Than Usual, 4 = Much Less Than Usual
Independent	7	Work-life Balance	Satisfaction with Work-life Balance Scales of Seven Items (Omar, 2016)	1 = Strongly Disagree, to 5 = Strongly Agree
Independent	4	Income	Pay Satisfaction Questionnaire (PSQ) (Asekun, 2015)	1 = Not Satisfied, 2 = Somewhat Satisfied, 3 = Satisfied, 4 = Very Satisfied, 5 = Extremely Satisfied

Findings

After a week of data collection, the researcher collected 310 responses from food delivery riders in Selangor. The researchers discarded no responses as the researchers ensured that every question must be answered to submit the Google Form. As a result, Table 2 displays the findings from the demographic profile of the gig workers in Selangor, Malaysia.

Table 2. Demographic Profile of the Respondent

Demographics		Frequency	Per cent (%)
Gender	Female	17	5.5
	Male	293	94.5
Ethnic	Malay	298	96.1
	Chinese	2	0.6
	Others	10	3.2
Age	<20	6	1.9
	20-30	206	66.5
	31-40	86	27.7
	41-50	9	2.9
	>50	3	1.0
Employment status	Full time	165	53.2
	Part-time	145	46.8

Level of qualification	Graduates	201	64.8
	Non-graduates	109	35.2
Current Employment	Government	27	8.7
	Private sector	98	31.6
	Self-employment	150	48.4
	Student	35	11.3

Table 3 showed that all of the variables in this study were reliable as their Cronbach's Alpha were all above the 0.80 minimum level. Table 4 discovered that the highest mean belongs to the work-life balance variable, followed by job satisfaction, mental health, and income.

Table 3. Reliability Analysis Result

Variables	Cronbach's Alpha	No of items	Interpretation
Job Satisfaction	.815	3	Good
Work-life Balance	.963	7	Excellent
Mental Health	.859	12	Good
Income	.911	4	Excellent

Table 4. Results of Descriptive and Normality Analyses

	Mean	Std. Deviation	Skewness	Kurtosis
Job Satisfaction	3.8495	.83668	-.630	.488
Work-life Balance	4.1382	.84244	-1.089	1.283
Mental Health	3.0056	.53116	-.374	1.328
Income	3.2903	1.05568	-.249	-.446

Table 5 presents the results of the multiple regression analysis. The significance level in the table is 0.000, but the F-value is 144.373. Please take note going forward that the model is statistically significant and fit. As a result of the data's interpretation, it has also been determined that the R-square, also known as the coefficient determination, is equal to 0.586. This meant that the variation in work-life balance, mental health, and income was responsible for explaining 58.6% of the variation in the dependent variable, which was how much a person valued their job. Conclusion: Other independent variables that were not investigated may explain and reflect the remaining percentage of variation, which was determined to be 41.4%.

A good work-life balance, mental health, and income, each with a beta value of (=0.386), (=0.141), and (=0.393), respectively, have been found to have a substantial positive effect on the dependent variable based on the results of the regression analysis. Significant values for each of these variables are all less than 0.05. Since all significant values are less than 0.05, it may be concluded that all factors are related to work satisfaction. The unstandardized beta coefficient is the value of the function that the regression equation offers for predicting the value of the dependent variable based on the independent variables.

The column of Table 5 contains the values for 0, 1, 2, and 3 related to this equation. Work-life balance + 0.384% job satisfaction + 0.0223 mental health + 0.312 income = 5.568. Accordingly, it can be inferred from the regression result that all of the factors, including work-life balance, mental health, and income, significantly affect job satisfaction. All three hypotheses, H1 (work-life balance is positively correlated with job satisfaction among gig workers in Selangor), H2 (mental health is correlated with job satisfaction among gig workers in Selangor), and H3 (income is correlated with job satisfaction among gig workers in Selangor) are accepted.

Table 5. Multiple Regression Analysis

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.568	.198		2.873	.004
Work-life Balance	.384	.0.46	.386	8.278	.000
Mental Health	.223	.065	.141	3.442	.001
Income	.312	.036	.393	8.564	.000

F value	144.373
Significance of F value	.000
R^2	.586
Adjusted R^2	.582

The link between the independent variable and dependent variable is determined using several studies, such as reliability analysis, normality analysis, descriptive analysis, Pearson's correlation, and multiple regression analysis. Based on the analysis's findings, every questionnaire utilised in this study was trustworthy, and every result demonstrates that every variable falls within the allowed skewness range. Work-life balance, mental health, and income all clearly had a strong association with job satisfaction among gig workers in Selangor, as shown by the findings of multiple regression analysis. The conclusion of the hypothesis test is shown in Table 6.

Table 6. Hypothesis Testing Result

Hypothesis	Supported/ Not supported
H1: There is a positive relationship between work-life balance and job satisfaction among gig workers	Supported
H2: There is a positive relationship between mental health and job satisfaction among gig workers	Supported
H3: There is a positive relationship between income and job satisfaction among gig workers	Supported

Discussion

The goal of this study is to determine the variables that affect gig workers' job satisfaction in Selangor. The study is furthered by the researcher's investigation of the connections between job happiness, income, mental health, and work-life balance.

Research objective 1

Finding the connection between work-life balance and job satisfaction among gig workers in Selangor is the initial goal of this study. Regression analysis results indicate that there is a substantial link between work-life balance and job satisfaction. As a result, employees who have a healthy work-life balance are more likely to be content with their careers. Prior research by Omar (2016), Mas-Machuca et al. (2016), and Silaban and Margaretha (2021) provides more evidence for this association. A regression study reveals a substantial correlation between work-life balance and job satisfaction, with significance being defined as 0.000. Additionally, work-life balance has a Pearson Correlation of 0.672, the highest correlation with job satisfaction. H1 is therefore supported in this study. Omar (2016), Mas-Machuca et al. (2016), and Silaban & Margaretha (2021) all provide more support for the linkage of the relationship. This study adds to the growing body of evidence supporting the importance of work-life balance and job happiness.

Research objective 2

The study's second goal is to ascertain the connection between gig workers in Selangor's mental health and job happiness. A substantial correlation between mental health and job happiness is revealed by the regression analysis. As a result, employees who are in good mental health are more likely to be content with their occupations. Studies conducted in the past by Nadinloyi (2013), Bartoll et al. (2018), and Gross et al. (2018) provide more evidence for this connection. Regression analysis reveals a substantial correlation between mental health and work satisfaction, with a significance set at 0.01. Additionally, the Pearson Correlation between mental health and work satisfaction is 0.448, which indicates a moderate link. H2 is therefore supported in this study. Furthermore, earlier research by Nadinloyi (2013), Bartoll et al. (2018), and Gross et al. (2018) further supports the linkage of the relationship. Therefore, this study provides fresh evidence for the link between mental health and occupational happiness.

Research objective 3

Finding the link between income and job happiness among gig workers in Selangor is the third goal of this study. Income and work happiness are significantly correlated, according to the regression study. As a result, those who earn more typically report being happier at work. Grund and Sliwka (2001) and O'Donnell and Broderson (2015) found a strong association between income and work satisfaction, with a 0.00 significance level, supporting this relationship. Additionally, there is a significant correlation between income and work happiness (Pearson Correlation for income is 0.670). H3 is therefore supported in this study. Additionally, earlier research has provided additional support for the linkage of the relationship. This study provides new evidence supporting the link between income and work happiness.

Conclusion

The study's findings show that all factors—including income, work-life balance, and mental health—have a substantial impact on job satisfaction among gig workers in Selangor, Malaysia. Therefore, regardless matter whether their employees are independent contractors or freelancers, all gig operators in Malaysia should always treat them well. Their salary should occasionally be increased, and their capacity to manage work and life as well as their mental health should always be monitored. Future researchers ought to think about using the qualitative approach. In quantitative studies, self-report bias could be brought on by the survey study design. Respondents correctly comprehend the information provided to them, but they are unable to provide the researcher with a clear account of how they did so. As a consequence, by integrating a sizable sample from a range of sectors and growing the sample size, the study's scope may be expanded. Anybody might be included in the study's large sample as long as they are gig workers in Selangor, Malaysia. Collaboration with businesses that offer platforms for gig workers, such as GrabFood, Shopeefood, and Foodpanda, is advised.

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