



A STUDY ON THE WORK ENVIRONMENT OF PROFESSIONAL AND NON-PROFESSIONAL GIG WORKERS

* Suman Suraj Yadav & ** Kajal Avinash Chavan

* Vidyavardhini's A.V. College of Arts, K. M. College of Commerce, E. S. Andrades College of Science.

Abstract:

The work environment for both professional and non-professional gig workers is characterized by uncertainty, lack of traditional organizational structures, and potential income instability. Gig workers rely on short-term contracts and projects, often facing unpredictable earnings and job security. Unlike traditional employees, they typically work independently, with minimal managerial oversight and without access to employment benefits such as health insurance, paid leave, or retirement plans. Professional gig workers, such as consultants, freelancers, and specialized service providers, tend to have higher expertise and command competitive rates. In contrast, non-professional gig workers, including delivery drivers, retail workers, and service industry personnel, often take on short-term or task-based work with lower wages and fewer skill requirements. Despite these challenges flexibility and autonomy. work offers wowing individuals to non-professional gig workers, including delivery drivers, retail workers, and service industry personnel, often take on short-term or task-based work with lower wages and fewer skill requirements. Despite these challenges, gig work offers flexibility and autonomy, allowing individuals to choose their work schedules and projects. However, the absence of social security protections and career stability remains a concern. The evolving nature of gig work requires workers to be self- reliant and continuously adapt to market demands.

Keywords: Professional Gig Workers, Non-Professional Gig Workers, Work Environment, Flexibility, Income Instability.

Copyright © 2025 The Author(s): This is an open-access article distributed under the terms of the Creative Commons Attribution 4.0 International License (CC BY-NC 4.0) which permits unrestricted use, distribution, and reproduction in any medium for non-commercial use provided the original author and source are credited.

Introduction:

The gig economy has transformed the traditional work environment, offering flexible employment opportunities to both professional and non-professional workers. Unlike conventional jobs, gig work is characterized by short-term contracts, project-based assignments, and a lack of long-term job security. Gig workers operate outside traditional organizational structures, often working independently or through digital platforms that connect them with clients and customers. Professional gig workers, such as consultants, freelancers, and specialized service providers, leverage their expertise to secure higher-paying assignments. They often work on long-term

projects and prioritize quality to maintain their competitive edge. On the other hand, non-professional gig workers like retail workers, etc engage in short-term, task-based jobs where they require minimal specialized training.

Non-Professional Gig Workers (More Common) Non-professional gig workers are generally more common because gig platforms heavily rely on them for short-term, task-based jobs. These workers do not need specialized training and often perform labor-intensive or service- based tasks. Examples include Delivery drivers (Uber Eats, DoorDash) Rideshare drivers (Uber, Lyft) Retail and warehouse workers (Amazon Flex, Instacart) Hospitality workers (bartenders, hotel

staff) Cleaning and handyman services (TaskRabbit) These jobs require fewer qualifications and have a larger workforce, making non-professional gig work more widespread. While gig work offers flexibility and autonomy, enabling individuals to set their own schedules and select their tasks, it also presents significant challenges. Many gig workers lack access to traditional employee benefits like health insurance, paid leave, and retirement plans. Moreover, they face income instability and must constantly seek new opportunities to maintain a steady income. This paper examines the work environment of both professional and non-professional gig workers, highlighting the benefits, challenges, and long-term career impacts of gig-based employment. It also delves into the evolving gig economy and its effects on workers' financial security and overall well-being.

Non-professional gig workers are more prevalent, as gig platforms depend heavily on them for short-term, task-oriented jobs. These workers typically don't require specialized skills and often engage in labour-

intensive or service-oriented tasks. Examples include delivery drivers (Uber DoorDash), rideshare drivers (Uber), retail and warehouse workers (Amazon Flex, Instacart), hospitality staff (bartenders, hotel personnel), and cleaning or handyman services (TaskRabbit). Since these jobs require fewer qualifications, they involve a larger workforce, making non-professional gig work more widespread.

Professional Gig Workers (Less Common but Higher Paying) Professional gig workers are fewer in number but often earn more because they provide specialized services. They typically work in industries where expertise, education, or experience is required. Examples include Freelance writers, graphic designers, and video editors IT specialists, software developers, and

cybersecurity experts Business consultants, financial advisors, and legal consultants Medical professionals (telehealth doctors, therapists) Since these jobs require high skill levels, professional gig workers are less common compared to non-professional gig workers

Factors affecting professional and non-professional gig workers

FACTORS	PROFESSIONAL GIG WORKERS	NON-PROFESSIONAL GIG WORKERS
Job nature	Skill-based project oriented	Task based short term
Income level	Higher based on expertise and demand	Lower often set by platform
flexibility	High worker choose project and schedules	Moderate dependent on demand
Job security	Moderate competition for contracts exists	Low irregular work availability
workplace	Remote or client based	On site delivery
career	Opportunities for skill development	Limited growth potential
Control over work	High direct client interaction	Low dependent on platform rules
Benefits	No traditional benefits	No traditional benefits

Review of Literature :

1. **Kuhn and Maleki (2017)** suggests that freelancing offers substantial autonomy and flexibility, with the

potential for high earnings. These characteristics are appealing to professionals in various fields, such as consultants, freelancers, and specialized service

providers. while freelancers enjoy these benefits, they face notable challenges. The need for ongoing skill development and constant competition for clients contribute to job insecurity.

2. **Schor et al. (2020)** highlight the difficult working conditions experienced by non- professional gig workers, such as ride-share drivers and delivery workers. These platforms often dictate pay rates, working hours, and performance expectations.
3. **Berg (2016)** further reinforces this disparity, indicating that while professional gig workers can leverage specialized skills to secure high-paying jobs, non-professional gig workers often face low wages and minimal protections.
4. **Katz and Krueger (2016)**, the rapid expansion of the gig economy has been filled by advancements in digital platforms that connect workers with short-term, task-based jobs.
5. **Friedman (2014)** describes gig work as a form of non-traditional employment, where individuals operate as independent contractors rather than full-time employees. While this shift allows businesses to reduce costs by outsourcing tasks to freelancers, it also places gig workers in financially vulnerable positions.
6. **Graham, M., et al. (2017)** This research assesses the various factors influencing gig workers' experiences, including job satisfaction, income stability, and the role of digital platforms. It contrasts the experiences of professional gig workers (e.g., tech professionals, consultants) with those of non-professional gig workers (e.g., delivery drivers, cleaners).
7. **Healy, J., et al. (2017)** This paper reviews how the gig economy impacts income inequality, with a focus on how non-professional gig workers experience the most financial volatility. Professional workers often have better outcomes due to higher skill levels and the ability to negotiate

higher pay.

Objectives :

- To explore the advantages and challenges of gig work.
- To Compare Professional and Non-Professional Gig Workers

Research Methodology:

This study gather data from a range of secondary source including published research paper , reports for collecting information of benefits and challenges faced by professional and non- professional gig workers on their work place. This study employs qualitative research design, utilizing a systematic review of secondary data to explore the challenges and benefits of professional and non-professional gig workers.

Findings:

Income Disparity Professional Gig Workers generally enjoy higher income levels due to the specialized skills Non-Professional Gig Workers earn lower wages. Job Flexibility Both professional and non-professional gig workers benefit from the flexibility gig work offers, Job Security and Stability Job security for both groups are same. Benefits to Both groups of gig workers lack traditional employment benefits such as health insurance, paid leave, and retirement plans.

Conclusion:

The gig economy offers both professional and non-professional workers a blend of flexibility and autonomy, allowing them to tailor their work schedules and select assignments that align with their preferences. However, this flexibility often comes at the expense of job security and access to traditional employment benefits. Professional gig workers, such as consultants and specialized service providers, typically command higher earnings due to their expertise. Nonetheless, they face challenges like the necessity for continuous skill development and stiff competition for contracts, which can lead to periods of income instability. Non-professional gig workers,

including delivery drivers and retail staff, frequently encounter lower wages and less favorable working conditions. Their dependence on digital platforms for job assignments subjects them to variable pay rates and performance expectations, often without the protections associated with traditional employment. Recent surveys indicate a high level of job satisfaction among gig workers, with approximately 84% expressing contentment with their work.

Suggestions:

The paper presents a well-rounded analysis of the differences between professional and non-professional gig workers, including benefits, challenges, and their work environments. To strengthen and expand the study, here are some suggestions:

1. Consider discussing the role of gig platforms in shaping the working conditions of both professional and non-professional gig workers both play a very vital part in contributing towards growth of gig economy.
2. While the paper touches on job insecurity and income instability, exploring the psychological and emotional challenges gig workers face could provide deeper insights into their work life. Stress, burnout, loneliness, and social isolation are common issues in gig work.
3. Provide a deeper analysis of the long-term career outlook for both groups of gig workers.

4. Expand on how gig work compares to traditional full-time employment beyond income and flexibility. This could include job satisfaction, career development, and security over time.

Bibliography:

1. Berg, J. (2016). *The effects of platform work on workers' job quality*.
<https://pmc.ncbi.nlm.nih.gov/articles/PMC6380453/>
2. De Stefano, V. (2016). *The rise of the "just-in-time workforce": On-demand work, crowdwork, and labor protection in the gig-economy*. *Comparative Labor Law & Policy Journal*, 37(3), 471-504.
3. D'Cruz, P., & Noronha, E. (2016). *The gig economy and the implications for employment and industrial relations in India*. *Employee Relations*, 38(6), 1024-1041.
4. Friedman, G. (2014). *Workers without employers: Shadow corporations and the rise of the gig economy*. *Review of Keynesian Economics*, 2(2), 171-188.
5. Katz, L. F., & Krueger, A. B. (2016). *The rise and nature of alternative work arrangements in the United States, 1995-2015*. *ILR Review*, 72(2), 382-416.
6. Standing, G. (2016). *The precariat: The new dangerous class*. Bloomsbury Publishing.

Cite This Article:

Yadav S.S. & Chavan K.A. (2025). *A Study on the Work Environment of Professional and Non-Professional Gig Workers*. In **Aarhat Multidisciplinary International Education Research Journal**: Vol. XIV (Number II, pp. 112–115).