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The 8th Southeast Asia International Philanthropy Conference 2023 (SEAIPC2023)

**Future of Philanthropy and Sustainable Development:
Holistic Approach towards Innovative Fundraising
and Strategic Entrepreneurial Partnership
for Societal Well-Being**

7 - 9 November 2023

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DIAGNOSING THE WELL-BEING OF GIG WORKERS IN MALAYSIA: A VIABLE SYSTEM MODEL APPROACH

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Abstract

The aim of this paper is to assess the well-being of gig workers in Malaysia using the Viable System Model (VSM) approach. The weaknesses or gaps derived from the study outcomes will aid in proposing a model that improves the well-being of gig workers. To the best of our knowledge, very scarce research had assessed the extent of adverse effects on the well-being of gig workers, particularly in Malaysia, using the VSM approach. VSM provides a useful framework for understanding the different components and processes involved in the gig economy. It is also used for identifying potential areas of weakness or improvement. The qualitative methodology is employed through semi-structured online interviews with 2 gig workers as well as a focus group discussion with policymakers. One of the key findings is that the Malaysian government is very supportive in welcoming the new era of flexibility and freedom of work, such as gig workers. The current gig system adheres to the five tenets of VSM, signifying the interconnection between policymakers. The operational component of gig work is consistent with the operational definition of gig workers. This represents the strength of VSM in emphasising the importance of flexibility and adaptability in complex systems. This is particularly relevant to the gig economy, which is characterised by a high degree of uncertainty and variability. Several issues must be addressed (such as income security, life protection, legal framework, halal issues and retirement plan) to ensure sustainable well-being of gig workers. The emergent issues significantly call for government and policymakers to design the right policies to overall enhance the welfare of gig workers.