



**Exploring Precarious Working Conditions  
of Food Delivery App Riders**

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## ABSTRACT

Gig economy has been dominant in the pandemic and platform companies have taken advantage of it in order to increase their earnings within their operations. As the gig economy develops, precarious working conditions made by platform companies become more visible to the society. Platform companies such as food delivery services have experienced oversupply of labour as platform workers became interested more about its good wages and additional benefits. The study will look into FoodPanda, a food delivery service application. Foodpanda is an international food delivery platform that caters food business hubs around the country. It has gained great interest from users because of its low-price delivery fees, variety of food shops, discount offers, friendly riders and smooth transactions. However, behind these features lies precarious working conditions behind its platform workers. Several articles have reported trade unions holding rallies and motorcades outside the company. This raises questions about how platform companies utilizes their regulations when it comes to their workers and the gig work. Gig economy was introduced in order to offer flexibility of work arrangements, especially work shifts and schedules, and the freedom of the workers' to bargain conditions from employers to their platform workers.

Keywords: Gig Economy, Food Delivery, Fair Work, Labour Productivity, Platform Worker

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# INTRODUCTION

## **Background of the Problem**

Temporary and flexible jobs are commonplace and companies in a gig economy. They tend to hire independent workers and freelancers instead of full-time employees. (Brock, T., 2021). It undermines the traditional economy of full-time workers who rarely change positions. It has been a trend for a large number of people who have decided to be independent or are just gathering work experience before they apply as regular employees in a company. Employers have a wide range of applicants to choose from because they don't have to hire someone based on their proximity (Brock, T. 2021). According to an excerpt of the International Relations Theory, The 'Global South' is generally understood to refer to less economically developed countries. (Benabdallah, L. et al.).

A gig economy is a free and global market where companies and contractors (independent workers) set short-term and on-demand professional relationships that are both flexible and skill-based. In other words, digital platforms like Upwork or Fiverr have been allowing a big number of freelancers (or people with a fulltime job wanting to make extra money) to show their skill set. On the other hand, businesses can choose specialized staff from all over the world. This allows them to afford expensive skills for a short period or to have low recruitment and selection costs as there's a large pool of candidates to choose from. Some examples of gig economy are Upwork; a website where freelancers can apply for various jobs depending on their skills and talents. Grab and Uber are one of the most popular transportation services here in the Philippines and lastly foodpanda and Grab Food which provides food services to the public. Foodpanda has

been in the gig economy for 6 years, they have hired a huge amount of riders ever since they have started running their business here in our country. So far, foodpanda skyrocketed when the pandemic came, making the civilians rely on food from the riders, which increased the number of bookings every day.

In the Philippines, Food delivery apps are popular among users due to its reliable, quick and convenient service. These applications cater to those who are always in a rush or have no time to prepare their own food. In that case, these food delivery services can be accessed from the comfort of one's own home either via personal computer (PC) or smartphone. (Louie Diangson, Yugatech, 2018) According to a statistic provided by statista.com, about 5% of Filipinos use food delivery services several times a day, while 12% use it 3 to 6 times a week, and 23% use it once or twice a week as of June 2020 in the middle of a pandemic. (Statista, 2020) It shows the growing reliance of people towards these applications as their source of sustenance. Though these services have been around for years, it cannot be denied that the usage of these apps grew larger in scale in 2020 due to the Covid-19 outbreak. People weren't allowed to go out of their homes to purchase food, so the most convenient source is through ordering online. (Charline Li et al., 2020)

According to a third-party market research done by Kantar TNS during December 2018, Grab Food was the most used platform for food deliveries. Kantar TNS, a global market research and market information group, conducted a research indicating the most used food delivery services in the Philippines and how it behaved from December 2018 to

March 2020. Research shows the top 3 food delivery services used includes GrabFood, foodpanda and HonestBee. Statistics show that GrabFood increased consumer rate from 47% to 62%, foodpanda decreased from 30% to 21% and lastly, Honest Bee who decreased from 23% to 18%.

In November 2020, Kantar TNS updated the market research and concluded that GrabFood and Foodpanda are the leading food delivery companies. They also made a comparative analysis between the two based on 8 criterias which includes service availability, food and restaurant selection, desktop and mobile user experience, customer service, price, minimum order requirements, payment options, and delivery speed. Out of 8 criterias, GrabFood won 4, foodpanda won 2 while they tied both on the 2 criterias. GrabFood won the services while foodpanda won when it comes to price.

As a conclusion, GrabFood became the landslide winner. Up until now, this food delivery service is recognized because of their top-notch services and user experiences they offer to the users. However, this pandemic, there has been a crisis over household finance which urges customers to pick delivery services that offer lower prices and lenient payment options. Both services offer cash-on-delivery services and online payment. Food delivery is just one of Grab's services. They also have ventures on other services, like hailriding transportation booking and *pabili* services. foodpanda, on the other hand, only offers food delivery. They also offer lower prices, promotional discounts and a large expansion of businesses, mainly food, for the customers.

FoodPanda is actually an international food delivery company which just launched in the Philippines in 2014. The company is already serving Manila, Makati, Taguig, Pasig, Mandaluyong, Quezon City, Marikina, Muntinlupa, San Juan, Pasay, as well as emerging areas such as Cebu City, Lapu-Lapu City, and Davao City. Ms. Cheena M. Abellon, head of marketing of Foodpanda Philippines, stated “We put ourselves at a competitive standpoint wherein *kami pa rin* ‘yung industry leaders, and with that kind of price point, we’ve managed to acquire new customers, reach out to more people because it became more affordable and not kind of like an elite application,” (*Business World*, 2019).

As Foodpanda adjusts to the “new normal” and maximizes their services in order to sustain consumers’ needs, some underground crisis has been increasing and up until the present, they still haven't resolved it. Thus, their image as a company is prevailed by the negative issues and experiences shared by both riders and consumers on social media. According to a news article, foodpanda riders held a motorcade in front of the Department of Labor (DOLE) because of the alleged unfair labor practices. The delivery riders claimed they are receiving less in their payments per delivery due to the company's supposed unfair grading system. As a result, the company released a statement regarding the new payment structure where they are now compensated based on the distance (*GMA News*, 2020). On the other hand, a social media group named “Order Heroes” was established in Facebook in which is composed of 220,000 netizens rescuing food couriers from botched no-show orders, midway cancelled orders, and even pranking. They have assembled on March 29, 2020 where pandemic started, and a lot of establishments and transportations have closed down (*Philippine Daily Inquirer*, 2020).

Multiple news articles have shown that foodpanda riders experience daily struggles and issues amongst themselves and the company. According to an article from reportr, employees of foodpanda, also referred to as “partners”, do not receive any sort of incentives and basic benefits a common employee should. They are also asking for reforms about the proposed payment schemes last June 2020 in which foodpanda compensates its partners’ based on delivery distance. Management said the new distance-based payment scheme is "more organized and fair" and that foodpanda is working to accomodate more drivers to the platform as demand for food delivery rises during the long-running quarantine.

Having a new system of payout in place, riders are welcomed with new processes and protocols of accepting orders. According to another article from reportr, riders would receive voice calls informing them of orders before. Now, it is app-based and the riders need to tap an "accept" button for the order to proceed.

Besides multiple issues from the “auto-break” system, this also causes the riders to be penalized with a demotion in batch. Riders work in Batches 1 to 6, with 1 being the highest. The higher the batch, the higher the chances of getting an order. Riders in lower batches find it harder to get orders. Apart from that, they also experience issues with fakebooking and no-show orders. “The time, the effort it takes to accept orders at a time when just going out could mean serious consequences—these are dire matters. And yet some people still find the time to deceive delivery guys by canceling or not showing up,” (Ortiz, 2020). Other issues encountered by the riders were the app-glitch which



disconnects the rider from the customer, and customers locating a wrong PIN. Mary Ann Ortiz, the owner of Order Heroes social media group stated that their goal is not to keep saving couriers from their misery but to prompt delivery apps to protect their own, by changing the system into something where their couriers are not compromised. “Until there is no significant move or change from the apps themselves, I think we’ll keep this group up and running. We want to make a difference for the welfare of these couriers.” (Ortiz, 2020).

While FoodPanda continues to operate and offer price-friendly services, the proponents cannot still ignore the fact that people have to live up with this resolution as it is considered as temporary and does not really resolve the issue these precarious workers experience in the daily. People should also keep in mind that they shouldn’t just rely on the Order Heroes as they also have their own boundaries and it is not their responsibility to take the damage for the Foodpanda.

Amidst all the challenges mentioned above, it shows that precarities in gig economy are visible in the media as observed by their work arrangements made by FoodPanda. It clearly resonates the fact that this platform work does not practice fair work and decent employment. Fair work, though considered as a fundamental right for working people, is not being practiced at all industries. This is very common at the gig economy companies even in the past where the technological era has not yet emerged. According to Fairwork Foundation, a universal organization who advocates for fair work, gig work entails five principles to achieve a fair working environment. This includes fair pay, fair conditions,

fair contracts, fair management and fair representation. First, fair pay. The first principle explains that fair pay is achieved if workers' are covered for their substantial work-related costs such as supplies, fuel, insurance and maintenance for the vehicle. It also explains that workers' should earn enough to afford a basic but decent standard of living. Fair conditions explains that companies should mitigate workers' risks and be able to provide policies that would provide protection and management of the known risks. These policies should also include legal pay or income when they are sick or injured. Fair contract explains that workers' should be given transparent and justified terms and conditions before they work. Within these contracts, workers' should be able to gain full access and understand it fully and that the company would take full liability for them at their term. Fair management explains that workers have the right to appeal and be provided with due process behind penalties or disciplinary actions. This principle also aims to eliminate discriminations behind the workforce. Lastly, the principle of fair representation explains that every worker should be given the opportunity to voice out their concerns and be provided with an encouraging environment for them to express their concerns fully. That they may feel no harm nor threat within the company especially when basic human rights are affected. The company should also respond to these concerns and ensure welfare among the workers.

Fair work is considered as a fundamental thing around the industry of labour even at the gig economy (ILO, n.d.). Though the precarity behind platform companies such as FoodPanda develops this pandemic, the company should be responsible for creating a resolution behind those platform workers who have struggled while working. Fair work

leaves no exception when it comes to industries which is why there is a need to determine the current situation in FoodPanda and promote fair working practices in order for the workers to receive the fundamental right of fair work.

### **Research Problem**

Numerous gig economy workers such as Foodpanda riders continue to build trade unions and resistance over the precarities made by their company. The proponents have penned three main questions that would help give conclusion to the center of the research. These research questions will then be the basis of the researcher's interview questions, which then be asked to this study's participants:

1. What are the challenges that Foodpanda delivery riders encounter?
2. How do delivery riders navigate their way in dealing with their customers?
3. What are existing company policies known to delivery riders that protect them from the precarious working conditions of food delivery?

### **Research Objectives**

The given objectives are examples of what the proponents aim to accomplish for their study, these goals examine the nature of platform work such as food delivery:

1. The proponents aim to explore the challenges both the Foodpanda company and riders experience on a daily basis.
2. The proponents seek to discover the company policies and examine how Foodpanda riders emerge from the precarities of the system.

3. The proponents aim to determine the behavioral and economic factors that contribute to the precarity of their work arrangements.
4. The proponents seek to create a resolution in order to increase workers' labour productivity amidst precarious conditions.

## METHODOLOGY

This study will utilize a qualitative research method, the proponents interviewed platform riders from an international food delivery app, which is FoodPanda. The study will only focus on this platform to explore the experiences of riders engagement in this line of work.

The proponents have gathered the participants through joining and posting an invitation poster on a Facebook group, named “HIRING FOODPANDA/Lalafood Rider & Biker” where a total of 7 have acknowledged it and the proponents have toned it down to 4 with the basis of their availability. The in-depth interviews were conducted through video call and chat conversation via Facebook.

The proponents also booked on the FoodPanda app and left a note to the rider, then they were asked for the riders’ ample time for an interview, fortunately one rider confirmed their availability. Whether it will be through video calls, virtual chat or email. The researchers were able to contact 5 individual riders, 4 from Facebook and 1 from the app itself. The researchers will then analyze and tabulate the data given, based on the answers from and insights of the participants.

This study utilized a qualitative method facilitating 5 in-depth interviews via video call through Facebook, chat and email, the duration of the interviews lasted about 1 to 2 hours. Two participants have been interviewed through video call, two were done in Facebook chat and was accomplished within the day, while the other was done through

E-mail, which the interviewee responded a day after. The interviews done through video calls were recorded with the use of a screen recording application. On the other hand, the interviews through Facebook chat and email were transcribed. The participant's answers were then transcribed. The interview answers were reviewed and summarized through schematic analysis.

The participants of the study are all composed of FoodPanda delivery riders. This study

will examine the day-to-day process of FoodPanda's delivery system which would determine the platform workers' experience in the gig economy and how they respond to the precarious conditions they have experienced while working.

### **Scope and Limitations**

The study covered the challenges that FoodPanda's riders experience on a daily basis while also exploring solutions on how these riders deal with the adversity they encounter in their occupation and discover the different company policies that FoodPanda implements amongst their riders and as a company. All of the participants that the proponents have gathered were male, they are all active food delivery riders for FoodPanda. The data collection was conducted in an interview with 5 participants, these

interviewees were FoodPanda riders who were the main contributors in giving interpretation to the research questions.

## THEORETICAL FRAMEWORK

### **Mass Communication: Gatekeeping Theory**

Kurt Zadek Lewin, a German psychologist and a pioneer in Social Psychology, proposed the Gatekeeping Theory during 1943. Lewin coined the term “gatekeeping” in which refers to blocking of unwanted things by using a “gate”. Because of the emergence of media from time to time, the theory has expanded its use from the field of psychology to the field of communication. “Gatekeeping theory is the nexus between two inarguable facts: events occur everywhere all of the time and the news media cannot cover all of them.” (Lewin, 1943). It explains that the media filters out the information they receive before relaying it to a certain audience.

The theory emphasizes the approaches called “The Gatekeeper” and the “unfreeze - change - refreeze”. First, the gatekeepers. According to Lewin, the gatekeeper serves as the decision-maker. This decision-making process starts when the gatekeeper, who happens to be anyone in an organization, receives information about a specific event. They would have to process this information and decide what part of it would be given and conveyed to another person. An article has mentioned that in this approach, information is either consciously or unconsciously changed by the gatekeepers. It can

also be withheld or remain unchanged as if it wasn't squeezed by the gatekeeper itself. (Bajracharya, S., 2018)

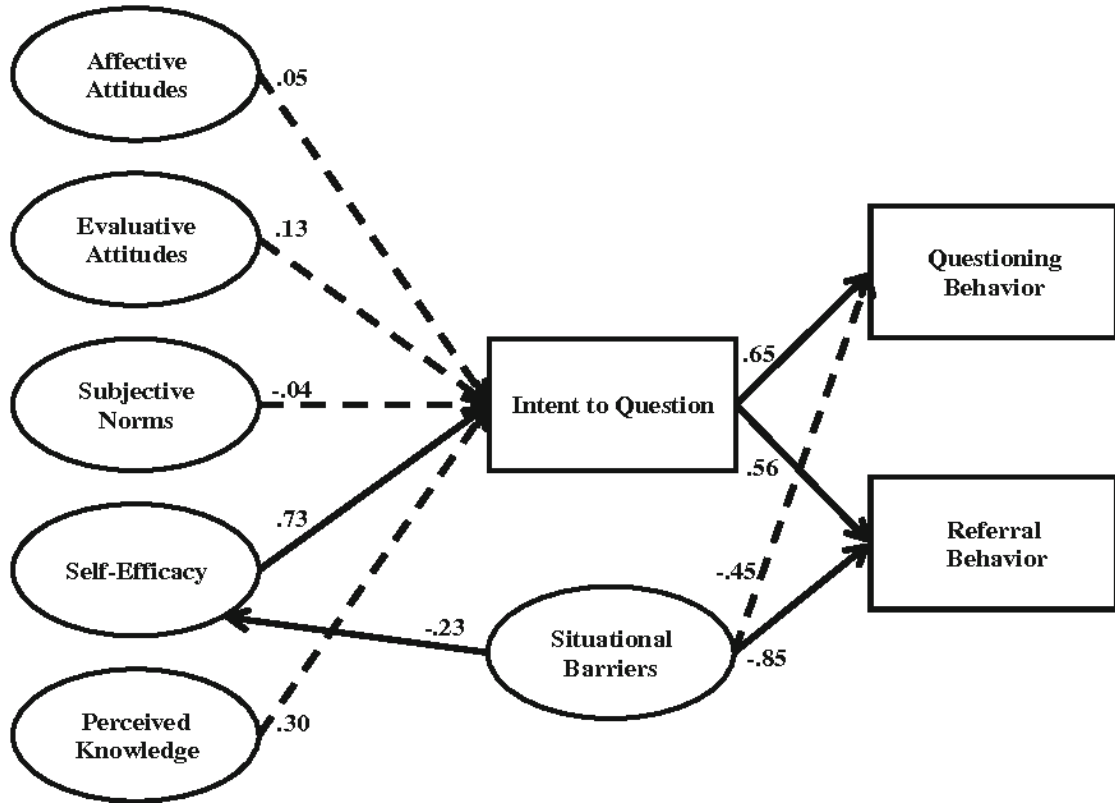
Second, the “unfreeze - change - refreeze” approach. The gatekeepers control the media because of factors that might affect the society socially, economically, culturally and psychologically. A brief example of the gatekeepers are the broadcasting networks even in the past. They carry a great responsibility to produce an unbiased and true information because the majority of people look up to them. In this approach, the gatekeepers who have the “unfrozen” information are being processed and changed, and then refrozen. The refrozen version is then presented to the audiences which are the viewers.

The theory was then expounded through a study entitled: “Intention to Enact and Enactment of Gatekeeper Behaviors for Suicide Prevention: an Application of the Theory of Planned Behavior”. The study was conducted by 3 proponents working in the field of psychology and medicine. The objective of their study was to observe gatekeeper behaviors and its impact towards “suicide prevention”, in which is a very serious matter, by enacting these behaviors by applying the theory of Planned Behavior. (Kuhlman, Walch, et. al, 2017). The evaluation of the study took place in a college campus wherein the participants were students who encountered distress, crisis and suicidal ideation.

The figure below shows the TBP (The Planned Behavior) Model where all of the intended questions were assorted into two different paths. The dashed lines represent



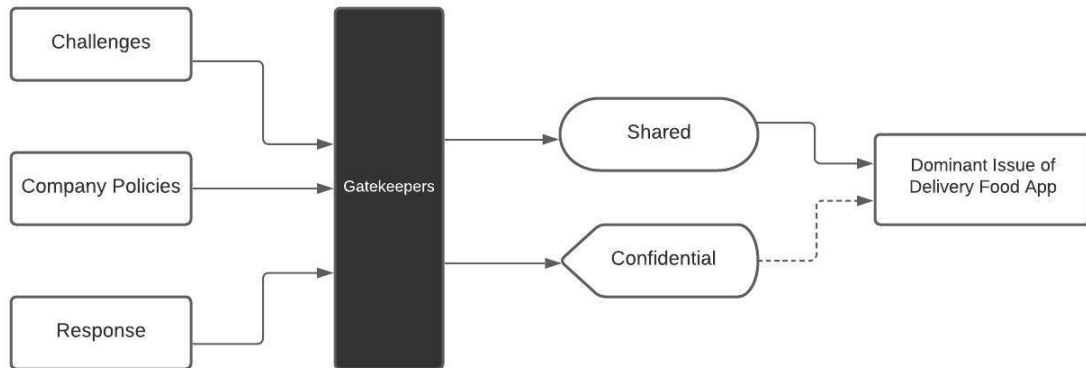
non-significant paths in which they oppose the straight lines. The model also includes situational barriers between self-efficacy and referral behavior.



(Figure 1: Theory of Planned Behavior)

The TPB model shows that all paths were absorbed into two categories connecting to the main behaviors they are trying to determine within the study. The model also included the category of “Situational Barriers” which links to a path they know that the participants might find sensitive throughout the study.

Just like the previous study, the Gatekeeping Theory will help the proponents determine the boundary for the type of questions that they will present to the chosen participants. They will also determine if the information received from the participants would be significant in explaining the main issue of the participants.



*(Figure 1.2: Application of Theory to the Research)*

The Gatekeepers will be the proponents or the interviewers for the research. The sub-categories are based on the research objectives in which case, will be asked throughout the whole interview. The gatekeepers would then absorb the information and sort it into two main categories which is: information that are shared and information that are confidential. The dashed line represents that the information would not all be disclosed in determining the dominant issue of delivery foods companies, specifically. FoodPanda.

### **Communication Accommodation Theory**

The Communication Accommodation Theory or CAT was developed by Howard Giles, a communications professor at University of California. The theory covers a wide range of frameworks which shows how communicative styles accommodate a specific type of people in a limited environment. “Communication accommodation theory also elaborates the human tendency to adjust their behaviour while interacting. The reason behind this behaviour is explained as to control the social differences between the

interactants.” (ItsMeOroro, 2019). “Interactants” refers to the people who interact in the process of communication.

The theory is composed of two types of accommodation. First, the convergence happens when people tend to adapt other people’s communicative style or even their characteristics to reduce social differences. Convergence has two directions. *Upward convergence* refers to when people in subordinate positions converge to people in superordinate positions. For example, Filipino students are required to be formal, and at least speak in English fluently when presenting. *Downward convergence* shows the opposite of it. Whereas, students present suspiciously, and inappropriately. On the other hand, Divergence contradicts the method of adaptations and focuses on the social differences and interruptive interaction. Thus, prevents people from compromising with the communication they try to achieve.

Giles & Ogay (2007) states: “Communication is influenced not only by features of the immediate situation and participants’ initial orientations to it, but also by the socio-historical context in which the interaction is embedded.” (Giles & Ogay, 2007: 294). As a conclusion, the researchers would apply this theory to both FoodPanda company and FoodPanda riders which requires different communicative styles and level of standards. Their social status also contributes to their social differences when communicating. The researchers have to adjust with the way they communicate with the participants and adapt with their environment either because the company and its riders have different status either socially or economically. FoodPanda is an international

company which requires high standards when it comes to interviews and relaying information while the majority of the FoodPanda riders are more of “masa” and not that immense with English skills. In order to communicate with them effectively, the researchers’ have to connect to them and adjust based on their characteristics. This is also to gain the participants’ trust when the interview will take place. The hierarchy of these employees also determine their behavior towards relaying information to the proponents or the interviewers. The FoodPanda riders, who earn less than the associates of the company itself, would have a hard time communicating because of boundaries such as fear of getting caught, lack of knowledge towards the industry and time. Thus, the proponents would be communicating with these participants in a way that would not hinder them from stating their genuine answers behind the interview questions.

## **Discussion of Methodology**

### **Research Design**

For the study to be done, the proponents shall treat this topic with a QUALITATIVE approach because the proponents would like to focus on the in-depth situation of these precarious riders, how their day goes and the different instances they experience on the daily.

### **Participant**

For this study, the proponents have considered 5 food delivery riders under a brand, FoodPanda.

## **Instrument**

Various types of instruments were utilized by the proponents to gather the necessary data used to answer the research questions and gather the proper participants for the interviews, these instruments include, pubmats or posters to be posted on social media sites, particularly on Facebook, interview questions for the participants, and schematic analysis sheet for thorough examination of the participant's answers.

## **Procedure**

The proponents gathered their participants and data through joining a Facebook group named "HIRING FOODPANDA/Lalafood Rider & Biker" and posting an invitation poster. 7 riders were willing to participate and the proponents narrowed it down to 5, the interviews were conducted through video call and Facebook message. Apart from using the social media platform to look for riders, the proponents used the FoodPanda app to book for an order and left a note, asking for his ample time for an interview. Fortunately one rider agreed and his interview was conducted via email. All in all, the proponents have had a total of 5 participants, 4 from the Facebook group and 1 from the FoodPanda app.

## RESULTS, ANALYSIS & RECOMMENDATION

The proponents have conducted 5 in-depth interviews on platform delivery riders from FoodPanda company. The comprehensive analysis will present the common themes observed in the interviews in which would be followed by discussions:

- I. The precarity of gig economy
- II. The preconditions that shape the gig economy
- III. The behavioural theory on labor productivity

The discussions would be introduced briefly before getting into themes to provide context for the results gathered.

## DISCUSSION

### **The Precarity of Gig Economy**

Jamie Woodcock and Mark Graham (2019), well-known researchers in the fields of gig economy and labour, created a critical review of gig economy in which they have presented evidence of precarious employment seen within platform workers especially in ride-hailing. Gig economy was redefined as the economic transformation where various work sectors are becoming temporary, unstable and patchworked. It necessitates workers with conditions such as spending less time at one job, risk of time spent without income, undertaking more jobs (possibly at the same time), and unpaid time spent searching for tasks or gigs (Woodcock, J. & Graham, M., 2019: 10). Some have argued that the gig economy paved its way into creating an alternative work arrangement where workers and employers would be able to experience greater flexibility within their workplace. The flexibility pertains to short-term contracts rather than the traditional employment

contracts in which they find it difficult to arrange their way of earning due to limitations of company policies. They see the gig economy as a positive connotation for labour development. However, the dark side of the gig economy became dominant especially in the U.S. where platform workers have experienced low pay, precarity, stressful and dangerous working conditions, one sided contracts and a lack of employment protection (Wood et al.,2019). Another issue involves the lack of collective voice of the platform workers towards their employers. Due to oversupply of the labour market, platform workers fail to negotiate wages and working conditions to their employers. They lack the power to resist over precarious conditions which is why in most countries, platform workers have to organize movements inviting other fellow workers to unite as a group and create resolution to these conditions. Ben Tillett (1910: 8), a dock worker who later became a union organizer, explained: “We are driven into a shed, iron-barred from end to end, outside of which a foreman or contractor walks up and down with the air of a dealer in a cattle market, picking and choosing from a crowd of men, who, in their eagerness to obtain employment, trample each other under foot, and where like beasts they fight for the chances of a day’s work.” He stated this as a result of the resistance of the union against the precarity made by the dock labour that took place in the East End of England. The dock workers had to endure unfair working conditions which included no guarantee of work from one week to the next, firing or hiring on a daily basis and no constant time schedule (Woodcock, J. & Graham, M., 2019: 20).

Precariousness in the gig economy has been an ongoing debate by the other proponents since 2005. Precarious work was first defined by International Labour Organization stating:

“Precarious work is a means for employers to shift risks and responsibilities onto workers. It is work performed in the formal and informal economy and is characterized by variable levels and degrees of objective (legal status) and subjective (feeling) characteristics of uncertainty and insecurity. Although a precarious job can have many faces, it is usually defined by uncertainty as to the duration of employment, multiple possible employers or a disguised or ambiguous employment relationship, a lack of access to social protection and benefits usually associated with employment, low pay, and substantial legal and practical obstacles to joining a trade union and bargaining collectively” (ILO, 2011:5).

Precarity was also referred to as “new mode of domination in public life” (Bourdieu, P., 1998: 95) and a “break away” from the system of lifelong full-time work or unemployment towards a “risk-fraught” system of flexibility forcing workers into submission, and acceptance of exploitation (Beck, U., 1992: 144). In other words, precarious work is not just defined by insecure contracts and conditions but rather it is a greater force that could deteriorate platform workers’ labour productivity over time.



## **The preconditions that shape the gig economy**

According to Woodcock (2019), there are more existing factors that have shaped the gig economy besides technology. There are three main factors that resonate with how the gig economy practices today. These factors include society, political economy, technology, and sometimes a combination of those factors. On the other hand, there are nine preconditions that also shaped the gig economy in terms of their work arrangements:

1. Platform infrastructure (technology)
2. Digital legibility of work (technology)
3. Mass connectivity and cheap technology (technology and social)
4. Consumer attitudes and preferences (social)
5. Gendered and racialized relationships of work (social)
6. Desire for flexibility for or from workers (social and political economy)
7. State regulation (political economy)
8. Worker power (political economy)
9. Globalization and outsourcing (political economy and technology)

These preconditions explained that even before the technological era, there were existing factors already that have influenced the gig economy's practices. Graham and Woodcock added that the precarity behind gigs have shown its visibility to the public when digital platforms emerged and platform workers decided to create resistance against the platform companies as shown in various types of media today. With the continuous development of the gig economy, the proponents saw the two sides of it ending with a note: "Workers have the freedom to choose when they would like to work, but the other side of that bargain means that precarity exists at a much finer scale than ever before, and

competition is expanded to a scale never before seen.” (Woodcock, J. & Graham, M., 2019: 43)

### **Behavioural Theory on Labor Productivity: Income-targeting behaviour and Inertia**

Allon, Cohen and Sinchaisri (2018) have formulated two supporting theories of labour supply that determine the impact of behavioral and economic drivers in the gig economy. The theories focused on understanding the motivations that drive the on-demand gig economy behavior. They collaborated with ride-hailing platforms residing in New York in order to determine: how platform workers make labor decisions, how they react to incentives, what are the factors that shape each worker’s decision and how firms design incentives to entice more workers in their gig work.

The first theory was referred to as the “income-targeting theory” where it states: “the closer a worker is to his/her earning goals, the shorter amount of time s/he is likely to work.” (Allon, G., et al., 2018: 4). Farber (2005) developed a study where he chose NYC taxi drivers as the indicator of this theory. Taxi drivers were known because of their intermittent work where they do not have fixed income on a daily basis influenced by a variety of transitory shocks with low within-day variance and high across-day variance. The author concluded that the probability of these drivers to stop working increases once the income target is reached. This is why taxi drivers control their working hours and choose a specific time of the day especially rush hour where people either go to work or go home after work. The second theory was referred to as “inertia”, a phenomenon which captures the tendency of workers to continue working after having worked for some time.

The theory states: “The longer workers have been active so far, the more likely they will continue working and the longer period they will work.” This theory reflects the workers’ loyalty to their service or platform. In other gig works, workers’ have to receive additional benefits and incentives because of their loyalty and dedication to their work.

## **RESULTS & ANALYSIS**

The results and analysis would be divided into three sections followed by the work precarity and impact determined by the proponents in each section:

1. Challenges FoodPanda Delivery Riders Encounter
  - 1.1. Batching: Hierarchical system of FoodPanda
  - 1.2. Dealing with Irate Customers
  - 1.3. Lack of Organizational Support
2. Company Policies and Legal Issues behind Workforce
  - 2.1. Work Arrangement Insecurity
3. Emerging forms of resistance in the workforce
  - 3.1. Trade union formed this pandemic

### **1. Challenges FoodPanda delivery riders encounter**

#### **1.1 Batching in Food delivery riders**

5 out of 5 participants have mentioned that they experienced discrimination towards a work arrangement that was just implemented during September 2020. They refer to it as “batching”. According to FoodPanda’s website, batching refers to a work arrangement where FoodPanda riders are divided into batches 1-6, with 1

being the highest and 6 being the lowest. Through batching, riders are scored within a specific criteria for their performance every week. This also determines their ranking as a FoodPanda rider. The following table represents the scoring criteria for batching:

<b>Rider Score Component</b>	<b>Weight</b>	<b>Explanation</b>
Acceptance Rate	30%	No. of orders riders accept in relation to the no. of orders assigned to them.
Actual vs. Planned	35%	Amount of time riders fulfilled within their shift hours divided by the amount of shift hours they've booked.
Special Hours	35%	Riders will receive a higher score for clocking in more hours during special hours stated below. <b>Mon - Thurs:</b> 11:30 AM - 2:00 PM <b>Fri:</b> 11:30 AM - 2:00 PM, 5:00 - 9:30 PM <b>Sat &amp; Sun:</b> 8:30 AM - 10:00 AM, 11:30 AM - 2:00 PM, 4:30 PM - 9:30 PM

*Appendix 1.1: Batch scoring criteria*

According to FoodPanda, they created this system to treat their dedicated riders fairly. Their batch number determines the shift booking and service fees category they have been placed into, with Batch 1 receiving the highest dockets and being the first batch to book their shifts. It was also mentioned that higher batch numbers receive incentives such as higher delivery rate, higher amount of orders

and higher priority for picking up a good schedule. Batch 6 on the other hand requires 2 to 4 weeks before the riders would be included in batch scoring. Batch scoring is scheduled every 2 weeks. This system is expounded in a detailed manner in which the known “training video” of FoodPanda riders stated below:

<b>Batch No.</b>	<b>Categorization</b>
1	Outstanding Riders
2	Excellent Riders
3	Good Riders
4	Average Riders
5	Inactive Riders
6	New Riders

*Appendix 1.2: FoodPanda Batching Category*

According to FoodPanda’s official guide for its riders, those who are included in Batch 1, 2, and 3, are rewarded with incentives in every successful order. The riders are compensated with Php 15, Php 6, and Php 3 respectively, while those who belong to the lower batches do not receive such incentives. Though this system was tolerated by some, a lot of riders, especially from batch 2 to 6 opposed it. Even 2 out of 5 participants emphasized how this system ruins their overall income in FoodPanda. There was a recent motorcade of FoodPanda riders last November 14, 2021 from Pasay to the Department of Labor and Enforcement (DOLE) office to call for reforms behind the delivery system of their company referred to as “batching”. The riders are complaining about the new scheme that has caused decreased pay compared to those who work in Batch 1. As a response

to this issue, the researchers have analyzed that the term “batching” was implemented to form a hierarchy within the gig workers. One participant mentioned: *“Mataas delivery rate ng batch 1 at sila nakakakuha ng magandang schedule — Opo, unfair po talaga.”*. He has experienced other challenges that result in the issue of batching. He narrated how he struggled to accelerate to Batch 1 from being in Batch 6. The participant had to pay Php 100.00 for load everyday in order to access the application. Mobile data and load is needed by these riders for their daily transactions, which include contacting its customers and the retailers, and also for GPS navigation. In addition to that, he experiences network disruption since there are places that have weak signal coverage. There was one instance where he was outside and he failed to accept an order because he could not access his app which led him to get penalized after. He then referred to this penalty as “auto break” where riders will not be receiving orders from dispatchers for 30 minutes. Thus, will affect their performance as a rider and decrease their acceptance rate . [\(See Appendix 1.1\)](#). The **“Auto-break”** system happens when FoodPanda riders failed to accept an order within 15 minutes. Before, riders would receive voice calls to inform that they received an order. However in the present, it is now app-based where the riders need to tap an "accept" button for the order to proceed. Failure to tap the “accept” button will forfeit the order and the riders will be placed in forced break for 30 minutes.

As this hierarchy is formed, the gap from between Batch 1 to Batch 6 widens over time. One participant mentioned that higher batches (batch 1 to 3) get to receive many orders within the area and they are also in-charge of their working schedule

every week. As for the lower batches, they tend to receive the least number of orders per day and they do not have the ability to choose their own working schedule. However, 4 out of 5 participants intentionally chose to stay from batch 4 to 6 because they want a more lenient schedule just to give a leeway for them to work for a double job. 1 participant mentioned that besides being a FoodPanda rider, he also works as a “habal” driver. Other participants created a mini business of their own and sell essential things such as facemasks whenever they encounter strangers from the road.

Though FoodPanda company claims that this implementation of the new scheme aims to create a more fair and organized system, many riders have testified otherwise. According to a news article found on Reportr World, a rider exclaimed *“What if we’re busy on the road? The system would assume that we aren’t doing our tasks, like going to our vendors. Those are the things that they never consider.”* (Eugenio, A. J. G.). Furthermore, riders worry about the penalties they’d be receiving despite it not being their fault. One of our participants also mentioned that the reason why he was not able to accelerate within the batch system was because of situations like this. Within this matter, the researchers have concluded that there are socioeconomic factors why some riders fail to succeed on their own at a batching scheme which makes it unfair and inhumane. Just like the previous article, it proves that if a specific rider experienced app problems, they would be penalized immediately in an indirect fault. This system creates a “domino effect” especially for those who belong to the lower class of the society. If a specific rider encounters failure to find a location with a signal or even spends

sufficient amount of money to allot load for app use, this will greatly affect their performance as a rider. Thus, they will be demoted from the batch system which also causes them to decrease the amount of orders and decrease income.

As result of batching, the researchers have observed that:

1. The batching scheme forms hierarchical work arrangement for the riders, which not only causes an oversupply of the labour market, but also causes unequal gig work opportunities that are provided.
2. Due to the batching scheme, some riders are discouraged and left out from those who receive more orders and incentives (Batch 1-3 riders)
3. Some riders intentionally choose to stay in their low-tier batch instead of moving up higher in the ranks to accommodate other job opportunities as a freelance rider (Some riders work for two companies at the same time)

## **1.2 Dealing with irate customers**

In the food delivery industry, dealing with customers is no easy feat. Every rider can encounter multiple circumstances when approaching a customer, and applying for this particular occupation comes with the understanding that there will be occurrences of dealing with irate clients. In the realm of the gig economy it is apparent that its business model is what lures individuals in trying their luck in finding a job in this industry. These independent workers have the luxury of choosing their time of work as well as switching from one platform to another. (Allon, G. et al., 2018) While it has its benefits, there is no doubt that the risks of



being associated with these types of occupations, in particular, food delivery is distinct, and one of those cases are dealing with customers that are less understanding than others. As mentioned in the methodology, the proponents have utilized a qualitative approach that facilitated 5 in-depth interviews with gig workers, food delivery riders in particular, all freelancing in a well-known food delivery establishment in the Philippines, FoodPanda. As a result of these conducted interviews, the participants openly unfolded their experiences when handling such consumers. 4 out of 5 participants relate to each other when it came to their response to these incandescent clients, they disclosed that the first thing they do is apologize to the person who booked and politely hand them their order. In a scenario where the customer has multiple follow-ups on their order (e.g. the food hasn't been picked up yet, the line on a particular food establishment is long and unforgiving, the service of the establishment is subpar) the participants try their best to calm the customer down through their private message on the FoodPanda app, one particular participant, L, described that trying to compromise with a customer with multiple follow-ups is difficult because most of the time they choose to not understand the situation, this participant had an instance where he encountered several customers direct their frustrations at him even though his rationality for not being able to comply in an instant is quite reasonable, he transparently said:

*“Kadalasan mas pinipili pa ni FoodPanda na kumampi kay customer kahit hindi ko naman kasalanan. Wala naman ako magagawa kaya tuloy parin ako.” (L, 2021)*

In his case, he’s having a difficult time reasoning with the customer because if they gave him a bad review or a complaint, the company will immediately side with the customer even though he’s done nothing wrong. Consequences on customer’s complaints can range from a 1 week suspension or worse, getting released from your duties as a rider, according to L, one of the participants. These are one of the reasons why they have to be alert and ready as riders no matter what. Another experience was shared to the researchers by another participant, A2. He described that once he was met with anger by a customer because he wasn’t delivering the food to the third floor of the consumer’s building where their room is at, he politely said that he cannot do that due to Covid-19 restrictions, but having a an argument with the customer would only hurt his cause, so he just chose to deliver the food right at their door saying:

*“No choice, iaakyat mo pa din. Chill na lang, hatid lang then madalas smile nalang after.” (A, 2021)*

A behavioral theory was observed from these participants, particularly the behavioral bias of **inertia**, where an individual chooses to do more labor even after long periods of work, either to accelerate their rank through batching or they

are aiming for individual achievements to receive better incentives (Allon, G. et al., 2018, p. 3), which reflects workers' loyalty to the particular service or platform they are working for. It also indicates that the reason why platform workers such as A2 choose to remain at the status quo is because of the lack of willingness to alter such behavior even after experiencing horrendous encounters with mentioned customers. 5 out of 5 participants in this case would choose not to argue with the customers even when they are not at fault. This is a decision made by them not only to save time, but also to avoid more problems. It is apparent that the participants don't have a hand in these situations, and as they discussed, they choose to steer clear of disagreements with the consumers to lessen the chance of them experiencing another customer report or complaint that would only make it difficult for them to operate. This is one of the reasons why these participants choose to stay quiet, they can't fight the abusive behaviors of these customers individually since they don't have the power to resist and bargain work arrangements because it will only backfire which will turn the situation in a much worse state than it already is. On the other hand, 2 out of 5 participants encountered good customers that are not only easy to communicate with but are also easy to accommodate. These situations include the following: receiving additional monetary tips and communicating with understanding customers. However, the majority of them have experience irate clients more often than not, which in their case only hinders them from providing good service. This affirms the fact that the participants choose to stay loyal to their work, or in this case, remain at status quo, and neglect their personal experiences towards customers is

due to inertia, as their main goal is to be able to provide for their families and not to cause further setbacks in their line of work. As a result of dealing with irate customers, the researchers have observed that:

1. Participants choose to stray away from disagreements with customers to avoid further penalties on their end.
2. The company lacks employee support, they tend to side with the customer even if the rider gives out a reasonable explanation.
3. Late orders aren't always the rider's fault. Road traffic, long lines inside restaurants, and short staffed food establishments also play a big part.

### **1.3 Lack of Organizational Support**

The participants have pointed out that one of their main concerns as a rider for FoodPanda is that they do not have a good organizational support. The researchers discovered that whenever the riders have concerns, the only thing that they can do is to file a report via the official FoodPanda app, and hope for the best if their concerns will be addressed. They have pointed out that the management typically focuses on customer queries, and then riders are left out of such support.

*“Priority nila lagi customer siyempre, kahit papano priority din naman kami, pero wala, palagi naman kami nasa daan eh.” (J, 2021)*

mentioned by one of our participants. Despite having detailed and complete information and materials for riders, the company still fails to maintain its

consistency in responding to the riders' "tickets". According to the official FoodPandaPH training video posted on youtube for riders to view, "Tickets" are forms that riders use to fill out any important concerns they might have while on duty essentially, inquiries on salary, questions about their shifts, and addressing problems and how to handle them. (e.g. getting scammed, dealing with irate customers, etc.) The FoodPandaPH youtube channel also provided an in-depth explanation in the process of filling out tickets if a particular rider encounters a cancelled order. According to the video, explained in five easy steps, once a rider receives a cancellation, the dispatcher will then cancel the order. The rider must then bring the undelivered food to the vendor, if incase the restaurant won't accept the order, the rider must contact the dispatch team and wait for their reply. Once the dispatch team discloses the situation to the vendor, the rider will hand over the undelivered food to the staff of the restaurant. The rider must also take a picture of the food that is being handed back to the employee of the restaurant, it is important that the sign of the food establishment can be seen in the photo as well as an employee wearing complete uniform as a proof that the food was sent back due to cancellation. The final step is to make a "Ticket" using the Roadrunner Application, fill out the form with important information. (e.g. Subject: Cancelled order, Description: Name of the vendor or restaurant who retook the cancelled order, Attachment: Upload the photo for proof)

However, whenever their concerns are addressed, they don't usually get a response after a few days or even weeks, and when a response comes their way, it

is only automated with a generic corporate message. They also usually get these responses from their dispatchers, who in no particular order, aren't equipped with the sufficient information to address the riders' personal concerns. These riders only plea to receive the support they truly deserve from an enormous company such as FoodPanda. They are expected to offer support which is on par with the service they provide to their customers.

After further observation, the researchers have come to the conclusion that:

1. FoodPanda as a company needs to treat their employees equally as they do with their customers, because without the riders, food will never be delivered.
2. The "Ticket" system needs to be improved, riders should get responses from their employers quicker than what is being implemented currently.
3. The lack of organizational support that the participants are receiving is a clear indication of the absence of fair working conditions.

## **2. Company Policies and Legal Issues behind Workforce**

FoodPanda company offers services that would accommodate a lot of Filipinos to have a job as delivery riders. The company also offers its own policies to its delivery riders as a terms and conditions to achieve a fair workforce. However, even if the company presented policies that concerned the welfare of the riders, many legal issues have emerged especially during the pandemic.

## 2.1 Work Arrangement Insecurity

FoodPanda's protocol of application is done online, via their hiring website. Going through the online application process, the website is straightforward and clear with regards to its instructions. The instructions clearly state an applicant's requirements and also provide step-by-step instructions and video materials to guide users through the process. The instructions are also written in Filipino for ease of access. The participants have also mentioned that they attended a 1-day orientation before hitting the road to work under FoodPanda. Applicants were only required to have a professional driver's license and basic employment papers for their vehicles. Supplementary documents like police clearance and NBI clearance can be made to follow. There is also no prior experience needed to apply for FoodPanda.

The participants have disclosed their process of applying for FoodPanda. Out of the 5 riders we've interviewed, only 2 of the riders have stated that they have signed a contract, while other 3 have not.

*“Bale wala kaming pinipirmahan na kontrata sir, pero may orientation kami. Orientation about sa deliver, about sa mga policies din.” (L, 2021)*

These conflicting instances of application cause broad misconceptions amongst its riders. For one, this raises multiple questions and curiosity to us behind the work enforcement and if they are actual riders working for a legitimate company if they don't have something that would prove them accountable and working under FoodPanda's brand name, beside their uniform and ID.

*“Dito sa lugar namin ngayon, napansin ko, medyo mainit kami sa LTO ganun, kasi sa sobrang dami namin. Parang sa isip namin, wala ba kaming permit or ano? Si FoodPanda ba ay may permit ba talaga? Kami bang mga riders ay naka register ba? May occupational permit ba kami?” (L, 2021)*

He was quite skeptical of FoodPanda's work practices because of how people who enforce the law seem to treat and see their growing community roaming. There were recent developments to these issues however. Last November 16, 2020, over a hundred riders from FoodPanda held a 'unity ride' from Pasay City to the Department of Labor and Employment Office in Manila to show support and address their concerns with regards to the new payment scheme and unclear 'freelancing system' that resulted to lower earnings from the previous schemes.

Riders have claimed to be earning as much as Php90 per delivery back in the early days of the quarantine period, but many of them are now



struggling to earn the same, or even find rides. This new scheme implemented in June computes the rider's pay by the distance traveled, which FoodPanda has called "more organized and fair" for the riders. They also decried a so-called batch system that determines their earning brackets and who gets scheduled to delivery runs.

The concept of job quality was introduced in high-income countries and its application to lower-to middle income countries. (Gandini, A., 2018, p.4), job quality is not only a concern for highly skilled jobs, workers or rich countries. It also relates to jobs at the low skill end of the spectrum (Gandini, A., 2018, p.4) essentially our riders. The riders said they have grown frustrated and felt neglected and asked if this was fair treatment for those who have been hailed as among the frontliners during the Luzon lockdown.

Upon further observation, the researchers have come to the conclusion that:

1. There is an unequal assessment of applicants happening in the company. Some applicants went through proper application with contracts and documents, while others did not have any documentation agreements before entering the field. Gig economy companies exhibit this flexibility, by creating an alternative work arrangement which includes short-term contracts in which it would

be difficult to further discuss company policies and earning arrangements due to the limitations. (Woodcock, J. & Graham, M., 2019: 10)

2. Due to the lack of documentation, a majority of riders question the legality of their occupation.
3. Besides the precarious conditions these riders experience on the road, their own job titles and occupation itself is precarious due to the insecure contracts and conditions they have agreed upon “off-the-books”. (Beck, U., 1992: 144)

### **3. Emerging forms of resistance in the workforce**

Based on the accounts of the participants, some prefer to stray away from arguments with the customers since it would affect their work. L, one of the participants said that creating a kerfuffle with a customer is not worth it because he knows that FoodPanda will only take the side of the customer and would just make things worse than it already is. A one week suspension to even getting fired are examples of the penalties these riders may receive if proven having altercations with customers, so the main thing to do, which is also agreed upon by the 5 participants, is to not cause a fight they cannot overcome. The participants also mentioned when dealing with problems from the application, for example, getting scammed, app becoming unresponsive, and getting autobreak alerts, they tend to get frustrated but in order to overcome the stress and resentment from the situation, they often just continue their shift because time is important for them, wasting it on unnecessary frustrations would only bring them more harm, but when situations get out of hand they have an option to call the dispatcher to see how they can help them.

*“Tapos kadalasan mas pinipili pa ni FoodPanda na kumampi kay customer kahit hindi ko naman kasalanan. Wala naman ako magagawa kaya tuloy parin ako.”*

(L, 2021)

### **3.1 Trade Union formed this pandemic**

Due to the precarious terms and conditions these riders experience everyday, there is also an emerging evidence of worker resistance. Organizing these groups, starting trade unions, and strikes all started as illegal activities in the early days. It was only through the success of these tactics and collective strength of the workers that these acts became legitimized (Woodcock, J. & Graham, M., 2019: 20). Since FoodPanda mostly depends on its external workforce, it is in the hands of the riders to defend themselves from criticism and legal battles, thus the creation of unions. Examples of these present unions are of “Partido Manggagawa” (PM), “*Food Panda Riders Association*” (FPRA) and “*Kapatiran sa Dalawang Gulong*” (KAGULONG). A recent example of one of these union’s collective reach is the number of motorcades and protests actions held by FoodPanda riders last year in front of the Department of Labor and Employment main office in Intramuros where a food delivery rider was arrested during the peaceful protest action. The rider union “*Partido*

*Manggawa*” (PM) slammed the arrest of Food Panda Riders Association (FPRA) member Jack Vergara by the Manila Police.

“We condemn the harassment by the Manila police of a peaceful concerted action by workers that is a constitutionally guaranteed right, that the DOLE area is traditionally a site of protest. But the police are now using the pandemic as an excuse to suppress the right to peaceful assembly,” - PM Chairman (Magtubo, R., 2020)

The threats of legal injunctions mean that workers are not only having an effect on the gig economy, but are redefining what organizing and trade unionism mean today. This is not to say that we are on an inevitable march towards effective resistance and organization of workers, but rather that this work still contains tensions between employers and workers. No matter how work is organized, workers will always have power. (Woodcock, J. & Graham, M., 2019: 20)

After further observation, the researchers have come to the conclusion that:

1. Riders support one another especially when one of their own is affected, because only they can support themselves when their own corporation won't.

2. Gig workers are still utilizing their collective power to pursue changes in their system.
3. FoodPanda tends to side with their customers rather than their 'partner riders, and having these riders suffer the consequences with penalties and deductions.

## CONCLUSION & RECOMMENDATIONS

### **Workers' experience to gig economy**

The proponents have observed that these platform workers are not fully aware about the nature of the gig economy and its work arrangements. The platform workers have revealed that they took up the platform gig work because they heard about the “high” income of the current workers earn every month and the incentives offered by the company. With the following events, they became overwhelmed about the work arrangements and may have misinterpreted it as a “precarity” and owe all of the damage to the company. An example of it was the incentive system for the platform riders. The company formed a hierarchical system where the top three performing workers would receive incentives such as higher rates and more advantage. Another example was the “contract” which was not given to all of the platform workers. Graham and Woodcock (2019) highlighted that gig works were offered to give work flexibility for the workers by giving them the freedom to choose their own working schedules and the freedom to give short-term contracts rather than the traditional employment contracts (Graham & Woodcock, 2019: 11). The authors also mentioned that employers have their own different terms and conditions before they hire their workers. This explains that the platform workers' may have received different terms and conditions whereas some were given contracts while some were not given. Afterall, the participants applied for different hubs of the company and different hubs have different employers. Last example includes the customer-centered system. Platform workers have argued that their company always favored customers' concerns despite the fact that is not the platform workers' fault when

encountering issues. This situation may have fallen under the company's arrangement which includes the customer-centered system.

There is precarity because the platform company has not fulfilled what they have advertised. They have abused the fact that the gig economy is on-demand especially this pandemic. On the other hand, the platform workers were not able to respond to these information because of several barriers such as language, availability of technology, and legibility of the media. The proponents have discovered that there are two types of precarity behind the gig economy, which is the “**known**” and the “**not known**”. The known precarity are the precarious working conditions that existed in the gig economy but not overlooked by the platform workers. This includes an incentive-driven system, customer-centered system and selective contracts. The not known precarity are the precarious working conditions that are the gig works that are advertised by the company but have not been fulfilled for the workers. This includes work arrangement insecurity, app-system errors, and scamming issues. This concludes that the gig economy, though established for flexible labour, is more of a negative pillar of labour because of the outcomes it gave to the workers.

### **Theory, approve or disapprove?**

Income-targeting behaviour became a strategy for the workers and it became evident when the participants mentioned that they stopped working in a day if they were able to meet the “maximum” daily income of 1,500-2000 pesos. These platform workers choose their own working schedules based on their own peak hours discovered through their

experience of working. The phenomenon of inertia was applied when the platform workers stated that they managed to work and maintain their loyalty to the company despite all the precarious conditions they encountered. They kept their loyalty and activeness within the company because of the arrangements they utilize in order for them to gain more workers. The company has utilized their work arrangements by applying a performance scoring system referred to as batching where the top performers would be able to get incentives and advantages.

### **Trade unions and forms of resistance**

Gig economy, which continuously develops because of modernity and technology, has also increased the visibility of its precarity among the platform workers. This is the reason why trade unions such as “Partido Manggagawa” (PM), “Food Panda Riders Association”(FPRA) and “Kapatiran sa Dalawang Gulong” (KAGULONG) have emerged. The said trade unions form its resistance by holding motorcades and rallies outside the company as well as the labor department of the government. They were established in order to defend the platform workers’ rights when one of them has experienced injustices.

### **Fair work**

Despite the lack of awareness that some platform workers endured while working in the company, there is still a need to initiate fair working conditions in the gig works. Both known and not known precarity should be resolved in order to promote fair labor practices and not be repeated by other companies in the gig economy. The four practices



were formulated by Graham and Woodcock (2019) to direct the needs of the gig economy for the future:

First, **transparency**. With all the emergence of technology, most companies in the gig company perform digital production works. Both users and workers often know little about what is happening in the media and what is behind their screens. Majority of the platform workers experienced barriers such as language which hindered them from understanding what is really stated in the contract and how the company really works. Some experienced technological barriers which is why platform workers do not know how to cope with app issues happening even at the middle of their working hours. The company should also be responsible for the information and advertisement they show in the media so platform workers would not misinterpret the work arrangements and think before entering the gig works. Second, **accountability**. The company should not just blame their employees behind the precarious working conditions encountered by the platform workers. They should be fully aware about the lives of the platform workers that fuel their business. As workers have mentioned above, the company should respond and acknowledge the workers' issues so they could work successfully each day. Third, **worker power**. While companies should practice accountability, they should also be aware of the worker power where workers have to gather together in order to communicate and achieve their interest. Platform workers have the ability to withdraw their labour when

their interests are not acknowledged. The fact that the workers have a small bargaining power, the company should also help them give alternatives in order to gain more earnings outside of their company. Lastly, **democratic ownership**. Platforms operate as mediators: bringing together workers and customers (Sage, J., 2019: 141-142). Instead of promoting monopolistic tendencies in the gig economy, companies should learn how to regulate their financial system instead of taking advantage of their platform workers' cut in their wages. For example, essential transportation essentials and devices such as helmet, bag, load and phone should be offered by the company with a fair price. Those things make up the whole working system of food delivery. Instead of decreasing the costs of those to the platform workers' wages, they should have offered it either in a one time price or for free if a certain achievement has met. They should not take advantage of the fact that their company is on-demand (Woodcock, J. & Graham, M., 2019: 122-14).

## **RECOMMENDATIONS**

For future researchers that seek to pursue a similar study. The study on Food delivery riders will benefit from adding interviews from the corporate management, particularly the logistics team to further enrich the data. Another suggestion would be to explore the nuances of the types of riders such as walkers, bikers, different genders, different batches, etc. since the food delivery is not only limited to one particular type of rider. Having an expansive group to evaluate will help determine the dissimilar working conditions of

food delivery freelancers. Another recommendation is to be updated with the latest schemes that FoodPanda has implemented. Since conducting this study, the researchers discovered that FoodPanda has been implementing different policies throughout the years, and for future researchers, the policies being administered currently might be different in the future, so being updated with FoodPanda's current policies will help make the future researcher's study relevant. Providing comparative analysis within the pandemic, and post-pandemic workflows would also help compare and contrast the situations. A final recommendation to future researchers is to be updated with different issues with regards to FoodPanda as a company (e.g. selling of accounts etc.) These recommendations will help provide future researchers some insight on what to tackle if they choose to succeed in this particular topic.

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# APPENDICES

## Consent Forms



Dear Food Panda Rider,

De La Salle-College of Saint Benilde prides itself with relevant programs aimed at developing competencies of students in their chosen field. One of these competencies is exposure with immersion in the industry, through actual field study.

In connection with the required actual field study of Calvin Jacob Gaffud, Cecilio Joaquin Jabrica, Ysabelle Santiago and Gian Emmanuel Tolentino, may we request that you entertain their inquiries related to their Capstone project, "**FoodPanda: Exploring Precarious Working Conditions of Food Delivery App Riders**". The students are currently enrolled in the Multimedia Arts Capstone series, which involves research, conceptualization, execution, and testing of a socially relevant multimedia project.

As part of their project, they will be gathering documents and conducting a 30-minute interview the precarious work arrangements under Food Panda and how you emerge from it as a platform rider, from March 7 to March 12.

De La Salle-College of Saint Benilde believes that with your help and guidance they will be given the appropriate industry exposure and information that will help students develop their confidence and equip them with the necessary skills in their field. By signing to this form, you agree on the following conditions:

1. the interview will be recorded and a transcript will be produced
2. you will be sent the transcript and given the opportunity to correct any factual errors
3. the transcript of the interview will be analysed by the researchers
4. access to the interview transcript will be limited to the researchers and the professor only
5. any summary interview content, or direct quotations from the interview, that are made available through academic publication or other academic outlets will be **anonymized** so that you cannot be identified, and care will be taken to ensure that other information in the interview that could identify yourself is not revealed.
6. The actual recording will be kept for transcription and will be destroyed after the project ends.

Thank you.

**(Signature over printed name)**

## Collateral (Facebook Post)

**Cecilio Joaquim**  
6m · 🌐

Magandang Araw po!

Kami po ay mga mag-aaral mula sa DLS - College of Saint Benilde, at nagahahanap po kami ng mga FOOD PANDA RIDERS na pwedeng ma-interview para sa aming thesis.

Ang aming thesis ay patungkol sa paghahanap ng paraan kung paano maiiwasan ang bogus orders sa FoodPanda. Taos-puso naming nais makatulong sa mga riders, kaya hinihikayat namin kayong matulungan kami para sa aming pananaliksik.

4 - 6 RIDERS po ang aming nais ma-interview, ito ang mga requirements:

- Full time or part-time rider ng FoodPanda (with proof)
- Service area within Metro Manila, preferably Alabang, Makati, or Fairview Q.C.
- May available na oras; 20 - 30 mins of your time para sa interview

Ang interview na ito ay pwede natin gawin via video call sa Messenger para din hindi na po mahirapan sa inyong pagbiyahe at oras.

Makakatanggap din po pala ng kaunting pabuya ang ating mga kalahok kung sakaling mapili, bilang pasasalamat po sa inyong oras at serbisyo. 😊

Kung interisado, PM is da key lang mga mamser!

Maraming Salamat po! 📧



CALLING  
**FOOD PANDA  
DRIVERS**

30-MINUTE INTERVIEW LANG NAMAN BADI

WITH INCENTIVES INCLUDED

4-6 RIDERS

VIRTUAL OR ACTUAL

## **Interview Guide & Transcriptions**

Interviewee: A

Interviewer: Ysabelle A. Santiago

Date of Interview: March 11, 2021 (9 am)

Location of Interview: Facebook (Virtual chat)

List of Acronyms: **AT** = Interviewee **IN** =  
Interviewer

[Begin 9:05 am]

### **Sir A Interview transcription**

Interviewee: A

Interviewer: Ysabelle A. Santiago

Date of Interview: March 11, 2021 (9 am)

Location of Interview: Facebook (Virtual chat)

List of Acronyms: **AT** = A **IN** = Interviewer

[Begin 9:05 am]

**IN:** Okay po kuya! Paalala lang po na pwede po kayo sumagot ng pa-type sa chat o kaya po audio message po sa chat. Para lang po sa kaalaman niyo, ang interview na to ay may sumusunod na kondisyon. Ang mga personal na impormasyon tulad ng iyong pangalan ay hindi ipapakita sa thesis at hindi ito makakarating sa kompanya ng Food Panda. Ang impormasyon na ibibigay niyo sa bawat tanong ay para sa aming thesis lamang. Ang thesis na to ay ginawa para maresolba at alamin kung okay nga ba ang kompanya ng Food Panda

**AT:** Noted po mam.

**IN:** Unang tanong po. Gano katagal na po kayo nagtatrabaho sa food panda? Kailan po kayo nagsimula? Paano ang work arrangement ninyo sa Food Panda? Meron ba kayong pinirmahang kontrata bago pumasok?

Nabasa niyo ba ang mga terms? Isa ka bang "full-time" na rider sa FoodPanda or "part-timer?"

**AT:** 2 years na ko kay food panda nag start ako kay food panda, year 2019. May mga kontrata naman na pinirmahan through online yung contract pero sa dame ng kontrata na yun di naman na nabasa lahat. May mga terms and condition lang doon as a freelance rider. Isa akong full time food panda pero sa ngayon bihira na ko mag food panda, naghahabal po din kase ako.

Freelance rider.

Okay po second tanong mam.

**IN:** Okay po! Pangalawang tanong: Paano ka nakapag-apply sa FoodPanda? Anu-ano ang mga requirements na kailangan ipasa? Sa inyo o sariling gastos ba iyong gas at mga kagamitan tulad ng helmet, uniform, motorbox? May pinoprove bang mga gamit, insentibo at safety gears ang kompanya (masks, alcohol, vitamins)?

May sinabe po ba silang kondisyon o gagawin pag ang isang rider ay naaksidente?

**AT:** For this, wala mam. Wala silang sinabi or nakasaad sa contract. Pero dati kase walang insurance. As of now, meron na insurance sa food panda pero di ko kase inabot yang insurance.

Paano ako nakapag-apply kay food panda. Dati kase akong collector sa lending company. Yung maintenance dun isang food panda rider. Nag ask ako kung okay ba kitaan dyan. Nung nakita ko magkano sinasahod nya, doon ako nahumaling mag apply. Siya nagbigay ng address ng hub ng food panda sa Ortigas, pero as of now sarado na yun. Nalipat na sa branch ng San Juan.

For requirements. NBI or police clearance, barangay clearance, ORCR ng motor, lisensya, resume, valid id and picture.

Sa gastos naman, sagot ng rider ang gasolina at sariling helmet. For uniform naman, sila nag provide ng uniform. Salary deduct. Magdown ka lang ng 500 then yung kulang ikakaltas sa sahod. Sa incentive wala naman

mask, alcohol etc. Wala naman binigay. Nagbigay lang sila nung December at bago mag pasko then after nun wala na.

Pero ngayon online application na sa food panda gawa nung nagka-pandemic.

**IN:** Mas mahirap po ba mag apply ngayong pandemic kumpara nung di pa pandemic po?

**AT:** Mas madali mag apply noon kesa ngayon. Medyo madami kasi nagbago sa sistema ng food panda, hindi kagaya dati, maganda ang rate kumpara sa ngayon. Madami nagbago sa sistema.

Dati pwede ka rekta sa hub mag apply. Ngayon napakatagal. If mag apply ka, aabutin ng ilang buwan. Minsan wala ng chance na matawagan sa daming gusto mag apply.

**IN:** Ohh okay po noted po! Pangatlong tanong po. Paano kayo nasusweldohan? May mga fees ba kayo kada buwan? Pwede niyo bang idescribe ang inyong "payment scheme", kung pano kayo sinuswelduhan. Kada order ba? Kada araw? May quota ba? etc. Meron po ba kayong operator. Kung okay lang naman maitanong, pwede niyo ho bang mai-share sa amin ang estimated na kita niyo araw-araw?"

**AT:** Ang sahod kay food panda is Martes at Huwebes through Gcash payment. Depende sa batching ang rate ng deliver. Walang quota kay food panda. Ang bukod tanging operator is yung hub namen na tinatanong. Estimate kita sa isang araw almost 2,000 [pesos] depende sa area at lakas ng booking. Mababa 1500.

**IN:** Sa 2,000 [pesos] po na yan, mga ilang oras po kayo nagtatrabaho sa isang araw?

**AT:** 8 hours to 10hours. Max 12 hours lang kase schedule ng food panda. Ang shift kase kay food panda, ikaw mamimili ng oras ng duty mo.

**IN:** Tapos po, yung nakukuha nyo pong delivery fee, napupunta naman po sainyo o babawasan po sya ni food panda? kung may ibabawas po, mga magkano po?

**AT:** Wala naman na binabawas. Kung magkano yung delivery fee, yun na yung makukuha mo. Sample, 52 pesos sayo na yun. Ang kaltas lang naman kay food panda is tax lang. Maliit lang naman yun.

**IN:** Okay po! Sige po pang apat po na tanong: Ano anong uri ng mga problema or isyu ang nararanasan niyo bilang rider? Gaano kadalas ninyo naeexperience yung ganito? Paano niyo nareresolba ang ganito

**AT:** Problema lagi dyan, system. Auto break kaya wala napasok na order. Pag may order ka naman sasabihin ng system sayo “not moving”, kapag tumunog yung tatlo apps mo, matik yan break ka ng 30 minutes na my order ka raw na hindi inaccept.

Halos sa isang linggo apat [na cancellation of orders]. Lalo na hindi na sakop ng area mo yung drop off. Tapos nasa malayo ka babatuhan ka ng alanganin sa standard kilometer.

**IN:** Ano naman po ginagawa ni food panda pag ganyan po nangyayari? Pinapalitan po ba nila o hindi? O kaya, nasusumbong nyo po ba yung mga ito sa kompanya mismo?

**AT:** Hindi napapalitan, bawas sa performance yan. Wala naman naging aksyon dyan. Paulit ulit lang naman nangyayari yan. Gawa ka lang ticket sa rider support.

**IN:** Para saan po yung ticket po na yan?

**AT:** Ticket para sa mga concern ng rider.

**IN:** Tapos di man lang po mag rereply? Grabe naman po sila.

**AT:** Wala kase signal converge, hindi ko ma-open apps ko. Nagrereply naman system error

**IN:** Kahit kame po nag email sa kanila, hindi naman din po nag rereply. pati tawag, wala pong sumasagot. Kayo rin po ba nag babayad sa load nyo pang gamit sa app habang nasa labas po kayo?

**AT:** Mas okay pa magrekta sa main branch kesa email wala sasagot dyan.

Sariling sim ko kase TNT (Talk n' Text). Load ko is 100 [pesos] good for 1 week. Pero may inooffer sa food panda about dyan pero di ko na naman sinubukan.

**IN:** Bakit po di niyo sinubukan?

**AT:** Pick-up at drop lang po kay food panda. Pag punta sa vendor, prepare na ang food. Ipick-up nalang ng rider. Pero may mga vendor na hindi nasusunod standard protocol ng food panda. Nag-aantay pa rin sa rider. Ang orient kase sa amin at sa mga vendor, priority sa food panda.

**IN:** Pano po ba yung protocol ng food panda sa mga vendor po?

**AT:** Na hindi nag aantay nang matagal ang rider. Dapat pag punta, pick-up nalang.

**IN:** Okay po. Pang anim po na tanong: "Naka-encounter na ba kayo ng mga "no-show" orders mula sa mga customers? Gaano kadalas? Ano ang nangyayari kapag may "no-show" na orders? Mga ilang minuto/oras niyo hinihintay yung customer? Pwede niyo bang makwento sa amin yung proseso ng pagrereport ng mga "no-show" order? Narereimburse o narerefund ba kayo ng FoodPanda? Meron bang polisiya sa FoodPanda na nagpoprotekta sa inyo sa mga ganitong sitwasyon?"

No show po yung mga di po nakipagkita sa rider ganun po.

**AT:** Paanong "no show" mam?

**IN:** Hindi po nagpakita kuya.

**AT:** Ang "no show" kase na tinatawag is yung nawala shift mo kase hindi ka nakapag remit sa tamang oras.

**IN:** Kunware nag order tas biglang cinancel po kung kailan nandun na po kayo.

**AT:** May meaning kase no show sa amin.

**IN:** Okay po salamat po nainform nyo kame, mali po kame ata ng salita na nagamit.

**AT:** Standard waiting time ng rider is 10 to 15 mins lang. Kapag hindi ma-kontak or “fake booking”, automatic chat sa dispatcher. Papatawagan sa customer kapag hindi ma-kontak, dispatcher ang nagcacancel.

Pero kagandahan lang kase kapag mga ganyan, cancel or “fake booking”, hindi binabayaran ng rider. Irereport lang sa dispatcher naming mga Indian. Depende kay rider ano gagawin sa cancelled orders kung uuwi mo, itatapon mo o ibibigay mo sa mga homeless.

Meron naman kase through chat sa apps at cellphone number ng customer.

**IN:** Ano po ginagawa ng mga dispatcher sa food panda? So ibig sabihin po napapalitan mga binayaran nyo po pag na fake booking po kayo?

**AT:** Kay food panda po, walang abonong nangyayari mam. Hindi siya kagaya ng Grab na need mo mag abuno. Tanging pick-up at drop lang. Cash payment online payment. Wala pong nilalabas na pera si rider para magbayad sa inorder ng customer.

**IN:** Okay po bale nalulugi lang po yung rider dahil sa gas po?

**AT:** Bayad po ng food panda yan sa vendor kahit macancel yan. Kaso alam ko 2 weeks ata bago mabalk sa vendor yun. Totally hindi naman lugi si rider sa laki ng sinasahod kay food panda. System lang naman umiiyak ibang rider kapag baguhan.

**IN:** Pero diba po pag nag oorder po kayo para sa customer, pera nyo po ginagamit nyo?  
may "pocket money" po kayo ganun?

**AT:** Hindi po. Nabayaran na ng foodpanda yun. Ire-reremit mo lang mga bayad ng customer through dragon loan. Pocket money lang panukli sa pera nila na ibabayad.

**IN:** Okay po kuya. Pang pitong tanong po: Paano ito nakaka-apekto sa inyo bilang rider? Paano niyo nalalagpasan ang mga ganitong sitwasyon?



**AT:** Hindi po siya katulad ng Grab na magbabayad sa counter. Pupunta si rider sa vendor, pipick-up nalang yung food then hahatid kay customer. Doon na babayaran yung amount then after shift, kung magkano collection mo, nireremit po sya.

Sa akin naman, wala namang problema dyan tutal habal rider naman din ako saka matagal na rin ako kay food panda. Kung sasabay ka lang sa flow ng sistema ng food panda, hindi mo na iisipin yan. Halos lahat ng pagbabago sa sistema ng food panda, nadaanan ko na pero mas maganda pa rin yung dating sistema nila kumpara sa ngayon.

**IN:** Pero kuya pano po kung nakagawa po kami ng solusyon para maiwasan na po yung mga bogus scammer o kaya naman mga vendor na di sumusunod po sa protocol, mas okay po ba?

**AT:** Sa akin lang mam, okay yun. Pero hindi na maiiwasan yang bogus scammer sa larangan ng delivery service apps. Kase kung gusto mawala ng food panda yung mga ganyan bogus scammer, gagawa sila ng paraan matagal na pero paulit ulit lang naman nangyayari.

**IN:** Yun nga po eh hindi po sila gumagawa ng paraan kaya po kami na rin po gumawa ng aksyon para dyan, para ma-trace po saka ma-ban na po yung mga nang scam po agad agad.

**AT:** Madali lang naman matrace yan mga scammer n yn kong nilalakad talaga nila ng legal process cyber crime unit.

**IN:** Sunod na tanong po. Kamusta ang experience ninyo sa mga customers? Ano ano ang mga uri ng customers na napapagdeliver-an niyo? Naka-encounter na ba kayo ng mga scammers? Ano ang napapansin niyo kapag may scammer na umorder? (Pano niyo nasasabing scam ang isang order?) Gano katagal ninyo hinihintay ang isang customer bago sumagot?

**AT:** Sa encounter ng scammer, oo kapwa mo rider ang gumagawa. Dati kase uso palipad na tinatawag. Oorder sila, aabangan nila yung rider na pinasukan ng booking kase nakikita sa apps ng food panda kung sino rider pinasukan, gawa nga ng navigation ng location.

5 to 10 minutes lang waiting, depende sa area ng customer kung condo or apartment. Matagal na 20 minutes. Dyan sila lang lagi matagal lumabas.

Madalas nangyayari sa cancelled order is yung mga customer na nag order mali mali pinned location at hindi makontak. Yan lagi kong nararanasan. Once na pinatawagan sa dispatcher yan, hindi nila makontak, automatik cancel. May mga customer na mabait, nagbibigay ng tip, meron ding mga suplado pag-kaabot mo ng food, talikod agad. Meron din kasi customer na through meet-up lang. Iba kasi ayaw ipaalam location nila.

**IN:** Kuya pwede nyo po ba ikwento yung unang araw na nascam po kayo?

**AT:** Year 2019 po yun mam. Baguhan ako kay food panda. Mga galit sa sistema na rider din gumagawa ng fake booking. Mga dating food panda na nasa Grab na ngayon madalas yan dati sa Katipunan, UP Town.

**IN:** Ano po pina-order saka nasaan po kayo noon?

**AT:** Sa my stop light, malapit. Nakalimutan ko na kung anong street yun mam. Basta malapit doon sa KFC. Ang tambayan kase namin nun, sa tapat ng UP town sa gilid ng school.

**IN:** Okay po kuya, sunod po na tanong. Importante ba sa inyong mga riders ang ratings ng customers? Nakakaapekto ba ito sa inyong trabaho? Sa paanong paraan?

**AT:** Tinatamaan kase performance ng rider dyan sa “batching” na tinatawag.

**IN:** Pero kuya pag kunware po 3 stars lang po binigay sainyo pag tapos umorder, may bawas po ba sa sweldo nyo po yun?

**AT:** Wala naman po bawas yan. Kumbaga yung rating ni customer sa rider if good service ba siya or hindi parang ganun.

**IN:** Okay po. Sunod po na tanong. Nagkaroon na po ba kayo ng araw na may naka-alitan kayong customer? Paano niyo nireresolba kapag may alitan kayo sa customers? Paano niyo hina-handle ang mga nagagalit na customer?"

**AT:** Sakin hindi pa naman ako nakaexperience ng ganyan eh. Kase ginagawa ko lagi ako nag-uupdate kay customer about sa order nya. If ilang minutes niya need mag wait kase hindi naman nasusunod yung oras ng deliver sa apps.

**IN:** Okay po. Sunod po. Anu-ano ang mga polisiya na meron ang FoodPanda pagdating sa suporta nila sa kanilang mga riders? Nagkaroon po ba ng orientation bago po kayo mag simula? Maari ba kayo magbigay ng halimbawa? Nararamdaman niyo ba ang suportang ito? Paano? Sa paanong paraan?"

**AT:** Sa suporta parang piling rider lang dyan. Isang araw na orientation meron food panda. Ang orientation lang naman about sa apps at mga area at hm ang rate tapos as sa policy naman may limit ang cancelation ng order at pag accept. Wala nga lang benefits. Kase kung may suporta sila sa mga rider nila aayusin nila yang sistema nila sa dame ng rider na nagreklamo lalo sa page nila.

**IN:** Okay po kuya, sunod na tanong po Meron bang mga benefits na binibigay si FoodPanda? Meron ba silang mga penalties na binibigay sa mga rider? Magbigay ng halimbawa.

**AT:** Benefits wala. Insurance lang pero sagot ng rider. Penalties parang natural nalang din yan. Penalties lang naman kapag hindi ka nagalaw sa location mo mag nonotify sa apps yan. Kapag tatlong beses tumunog yan, matik break ka.

**IN:** Ano pong nangyayari pag nag break po kayo?

**AT:** Walang order na papasok. Pag natapos yung break saka ka lang bibigyan ng order. 30 mins maximum break.

**IN:** Okay po kuya gets po. Sunod po, Nagbibigay ba si FoodPanda ng paunang kapital para sa inyong mga deliveries? O sariling pera ninyo ang pinambibili niyo ng orders.

**AT:** Sagot po ni food panda yan. Walang perang nilalabas ang rider para pambili ng order.

**IN:** Okay po kuya, sunod po. Pwede niyo ho bang maikwento sa amin ang mga experience niyo bilang delivery rider ngayong COVID-19 pandemic? Anu ano ang mga challenges sa inyo? Meron bang binibigay na suporta sa inyo ang FoodPanda sa mga oras na ito? Meron bang binibigay na suporta ang gobyerno sa mga tulad ninyong workers na deliver riders?

Nagkaroon sila ng incentive that time at yung rate medyo tumas ng konti. Pero sa suporta na binigay ng gobyerno, wala naman naibigay sa food panda. Nagbigay lang ng alcohol at mask mga ganyan, once lang.

Mas kumita ako that time ng pandemic dahil hindi ko ginamit ang pagiging food panda rider. Pinasok ko maging seller ng facemask at faceshield.

**IN:** Kuya tanong lang po, pang ilang batch po kayo? ngayon lang po namén nalaman na may mga batch daw po food panda riders? saka may pinagkaiba po ba mga batch?

**AT:** Batch 5 ako mam. Kapag batch 5, ibig sabihin bihira na mag biyahe or matagal hindi nakabyahe. Batch 3, 4, 5, at 6, pahirapan na makakuha ng shift gawa ng dami ng rider.

**IN:** Yung batch 1 po naman ano po meron sa kanila?

**AT:** Mataas delivery rate ng batch 1 at sila nakakakuha ng magandang schedule.

**IN:** Parang ang daya naman po pala kung ganon

**AT:** Opo, unfair sa mga lower batch.

**IN:** Sige po kuya last na tanong. Kapag po ba may discount o coupon na ginamit yung customer, pag free delivery po ginamit nila, may bawas po ba sa sweldo nyo po yun? saka po yung mga bag po na pang delivery nyo, binigay po ba ng food panda yun o nirentahan nyo po?

**AT:** Wala naman po kaltas yan kay rider. Mga coupon at free delivery, implemented na ng food panda yan. Yung binigay na bag is may bayad kaltas sahod.

**IN:** Bale kada sahod nyo po may kaltas sya?

**AT:** Once a month.

**IN:** Okay po kuya, pwedeng magtanong po ulit? yung sa batches po, pano po yun, yung kompanya po mismo pumipili kung ano pong batch kayo? saka po kunware batch 5 po kayo, may chance po ba kayo na maging batch 1?

**AT:** Rider po mismo nag papaangat ng batch nila. Pag bago ka kay panda ang batch mo is 6. Ikaw ang magpapataas ng batch mo.

**IN:** Pano po mapapataas batch nyo po?

**AT:** Performance po. Eto po ang bale ng performance.  
Hello Ka-Panda!

Please be informed na ito ang bagong scoring criteria for all cities except for Metro Manila, South Metro Manila, Cebu, and Davao.

40% Acceptance Rate

40% Actual vs Planned

20% Special Hours

Salamat at ride safe!

**IN:** Okay po gets po! salamat po sa pag participate sa interview, bale matatangap nyo nalang po yung bayad namin sa gcash ngayon araw po. Salamat po!

[End 11:07 A.M]

## **Sir A2 Interview Transcription**

Interviewer: Cecilio Joaquin O. Jabrica

Interviewee: A2

Date of Interview: March 11, 2021 (11 am)

Location of Interview: Facebook (Virtual chat)

List of Acronyms: **A2** = A2 **IN** = Interviewer

[Begin 11:03 am]

**IN:** Okay Kuya so bale gano ka na katagal sa FoodPanda?

**A2:** 2 years

**IN:** So within those 2 years ba kuya, nung pumasok ba kayo may kontrata kayong pinirmahan?

**A2:** Wala.

**IN:** Okay Sir, so full-time ka na ba sa FoodPanda or part-time lang yang pagiging rider mo?

**A2:** Minsan full-time, minsan part-time. Kami kasi kumukuha ng schedule namin. Pwede 2 hours to 12 hours.

**IN:** So bale kuya, halimbawa may gustong mamasukan sa foodpanda bilang rider, ano yung mga requirements na kailangan nila ipasa? Follow up lang don, yung mga helmet, motorbox, uniform, mga safety gears nyo tulad ng alcohol face mask, sino nag provide non? Kayo ba or foodpanda mismo?

**A2:** Ang requirements na kailangan ay NBI clearance at professional driver's license. May initial 500 pesos na deducted from your salary para sa box, thermal bag, at uniform/s. Sila rin nagprovide ng raincoat.

**IN:** Okay sir thank you, so sa usapang safety gear po. Ano yung mga safety protocols na kailangan nyong sundan bilang rider? Lalo na nasa gitna tayo ng pandemya. Sa pagbili nyo ng pagkain pano nyo nasisiguro yung safety mo at safety nung umorder sayo?

**A2:** Ang SOP (standard operating procedure) ay ang pagsusuot ng facemask at faceshield. Sinisiguro namin na sealed ang food bago namin tanggalin from vendor. At may mga customer nman na magbabayad nakalagay sa plastic ang payment pag COD.

Kung card payment nman, kinokontak nmin ang customer, madalas sa lobby lang iiwanan or sa guard. Redundant pero alcohol after every transaction for safety of both parties involved.

**IN:** Opo sir may point po kayo importante talaga ang safety lalo na ngayon.

So bale Sir sa usapang sahod naman po. Pano kayo kumikita sa FoodPanda if okay lang po na matanong? Kada order po ba ang bayad sainyo? Kada araw? Or kada kinsenas?

**A2:** Weekly ang sahod kay FoodPanda. Dalawang cutoff yun, Tuesday at Thursday.

**IN:** Okay kuya noted po. So syempre wala pong trabahong madali, lahat talaga mahirap at pagsisikapan para sa hanapbuhay. Ang tanong ko kuya, ano yung mga problema na nararanasan mo bilang rider at ano yung mga problemang nararanasan mo sa tuwing nag dedeliver ka?

**A2:** Minsan matagal lumabas ang customer.

**IN:** Mula sa panda mismo kuya ano yung nararanasan mong problema sa kanila? Sa iba naming nainterview, ang sabi nila minsan palpak daw yung sistema. Nakaranas ka na nito? Pwede mo na maikwento yung karanasan mo?

**A2:** Auto break at System error. Palpak ang sistema nila.

**IN:** Sa anong paraan kuya? Baka sakaling may similar experiences ka rin sa ibang riders na nakausap namin.

**A2:** Yung papunta ka na sa vendor tapos biglang undispached.

**IN:** Hassle yun kuya kasi syempre bumyahe ka pa tas pag dating mo undispached ka. Yan nga rin ang sabi ng iba. Pero kuya naranasan mo na ba ma "no-show" ng customer mo? Or ma scam?

**A2:** Yung wala naman pumapasok na order biglang hindi ko daw tinanggap ang order. Tapos no show or fakebooking. Pag maliit ang amount inaabonohan na lang, pero pag malaki pinapacancel sa dispatcher, supported ng report pictures screenshot. Yun nga lang pag madalas ang cancelation, suspension ang sanction, kahit hindi namin kasalanan.

**IN:** Galing to sa sarili nyong pera kuya? Hindi to provided ng foodpanda if na scam ka?

**A2:** Actually wala naman talagang abono kay panda kasi pickup at deliver lang kami. Kung masamang ka yun ang consequences, for example amount ay 1,750 na COD. Kukunin namin ang food sa vendor pickup, no cash out. Ang problema pag nasa drop off ka na at nag no show ang customer, either cancel or undispached ka.

**IN:** Grabe pala ang consequences rin kuya kahit hindi nyo naman kasalanan. Bilang rider kuya, pano nakakaapekto yung mgs ganyang problema sayo? Pano nyo nalalampasan yung mga sitwasyon na ganyan?

**A2:** Apektado ang trabaho kapag ganito, aksaya oras, gasolina at mababa ang kita. Para malampasan, sipag tyaga, at dasal. Laban lang palagi, positive thinking palagi.

**IN:** Oo kuya kaya hanga talaga kami sainyo. Kaya namin naisipan gawan ng thesis yan kasi gusto rin namin ipaglaban yung trabaho nyo kasi para samin frontliners rin kayo eh. Konting questions nalang kuya matatapos na rin interview natin salamat talaga sa oras nyo. Konti nalang kuya bale; para sayo ba kuya importante ba yung ratings ng mga customer? Pag ba mababa ang rating mo nakakaapekto na to sa trabaho mo?

**A2:** Rating namin sa performance din namin galing, walang late, accept lahat order, walang decline, walang cancel. Batch 4 ako ngayon pero okay lang, laban pa din. Di maiwasan ang late at decline lalo na pag malayo ang hatid at mababa ang rate



**IN:** Ano meaning nung batch 4 kuya? If pwede ko lang rin isingit?

**A2:** Batch 1-5 Ang sa amin. Batch 1 yuon ang mga halimaw ng FoodPanda, meaning walang late, walang decline at accept lahat. Kumikita pa din nman ang batch 4 Basta masipag ka at full schedule kaya pa 1k per day. Full schedule means 12 hours tops.

**IN:** Tapos within 12 hours kuya, average nyo is 1k?

**A2:** Yes sa batch 4 nasa 21 deliveries yun. Pag batch 1-2 mga 16-18 deliveries, or depende sa rate per delivery. Iba iba kasi depende sa layo ng drop off.

**IN:** Yung batch 1 ba kuya mas mataas ang kita sa mas mababang batch or parepareho lang kayo in average?

**A2:** In average yes, pero mas madami kasi sila magagawa na delivery minimum 25 to 30 per day. Kaya at the end of the day kumikita sila mga 1,400+ or 1,700+ pag swerte sa delivery. Per day ito ha.

**IN:** Pero kuya kung batch 4 ka ba, pwede ka parin ba mailipat sa batch 1? Or talagang batch 4 ka na?

**A2:** Pwede nman. Malipat sa batch 1 Basta dapat consistent

**IN:** Kuya nakaranas ka na ba na magkaron ng alitan sa mga customer mo? Ano po example?

**A2:** Marami, example is yung pinapaakyat ang food kasi nasa 3rd floor sya pero as per pandemic bawal. At alam nila yun na dapat sila ang bumaba.

**IN:** Pano nyo po hinahandle yung ganyan?

**A2:** No choice, iaakyat mo pa din pag hindi exclusive village o subdivision, kasi doon pag bawal, bawal talaga. Chill na lang, hatid lang then alcohol after. Madalas smile nalang after.

**IN:** Bilang rider kuya, anong klaseng support ang binibigay ng foodpanda sayo pag nakakaranas ka ng mga problema sa sistema? Sumasagot ba sila agad pag may reklamo ka? May ginagawa ba sila para maresolba yung mgs problemang kinakaharap mo?

**A2:** Wala. Sasabihin lang sa iyo i-restart mo ang cellphone mo. FYI "Indian" national ang dispatcher. May instances lang na may mga Pinoy na dispatcher na nakakausap o tatawag kapag malala na ang sitwasyon. Example, austomer claiming na nasa kanya na ang food at binayaran na nya kahit nasa rider pa, facebooking scam. Kaya alerto kaming mga rider pag ganun, picture support agad.

**IN:** Yung load mo ba kuya at data, pera mo yun or provided ng foodpanda yun?

**A2:** Mine, load at data galing sa sariling bulsa.

**IN:** Last question na tayo kuya, Pwede mo ba maikwento yung experience mo bilang rider ngayong may Covid? Ano yung mga challenges sayo? Gubyrno ba may support sa mga riders na tulad nyo syempre lalo na nung nag lockdown, kayo ang main source ng pagkain ng karamihan tulad namin. Ano yung experience mo ngayong may covid?

**A2:** Masasabi ko na supported ng gobyerno kami biglang rider kasi nag provide sila ng ID pass para makatuloy kami kahit pandemic lalo na nung lockdown kasi kung wala kami access, wala kaming byahe. Challenge yung pumupunta ka sa mga bahay not knowing kung ano ang risk. Mas mahirap gumalaw kasi palaging nagaalala. Syempre umuuwi ka everyday sa mga mahal mo praying na wala kang dala na virus.

**IN:** Okay kuya, bale that's all my questions. Thank you sa time mo and sa mga answers mo.

**A2:** Thank you and good luck sa thesis sana nakatulong din ako.

[END 12:35PM]

## **Sir G Interview Transcription**

Interviewer: Calvin Jacob F. Gaffud

Interviewee: G

Date of Questions Sent : March 11, 2021

Date of Answers Sent : March 12, 2021

Location of Interview: E-Mail (Virtual Chat)

**G** = G & **IN** = Interviewer

[Begin 9:00pm March 11]

**IN:** Gaano katagal na po kayo nagtatrabaho sa Food Panda?

**G:** Almost one month na akong nagtatrabaho sa food panda as a delivery rider mula noong nagsara ang pinapasukan kong company as a computer and Cctv installer

**IN:** Paano ang work arrangement ninyo sa Food Panda?

**G:** Pickup ng item sa vendor and deliver sa Customer

**IN:** Meron ba kayong pinirmahang kontrata bago pumasok? Nabasa niyo ba ang terms?

**G:** Wala akong pinirmahan na anumang. Kontrata sa Food Panda at ang tanging nabasa ko ay ang pag agree sa kasunduhan na magtatrabaho ako sa kanila as a freelance delivery lamang.

**IN:** Isa ka bang full-time na rider sa Food Panda or part time?

**G:** Hindi po ako full time na empleyado ng Food Panda, isa lang po akong freelance

**IN:** Paano ka nakapag-apply sa Food Panda?

**G:** Nakapag apply ko ako dahil na rin sa payo ng aking kababata sapagkat maganda raw ang bigayan o kitaan ng pera.

**IN:** Anu-ano ang mga requirements na kailangan ipasa?

**G:** Ang mga requirements na kailangan isumiti ay ang mga sumusunod... Valid ID gaya ng mga government ID SSS, Tin, Nbi or Police Clearance and etc...

**IN:** Sa inyo / sariling gastos ba iyong gas at mga kagamitan tulad ng helmet, uniform, motorbox?

**G:** Ang gastos namin bilang isang rider ay ang gasolina, maintenance ng motor at mga iba pang mga kagamitan o safety gears kasama narin mga safety personal hygiene gaya ng alcohol, face mask, face shield at iba pa. Pagdating naman sa kasuotan at box na pinaglalagyan namin ng mga item na aming pinipickup at idedeliver sa customer ay ikinakaltas sa aming sahod ng Food Panda.

**IN:** Anu-ano ang mga safety protocols na kailangan ninyong sundan bilang delivery rider?

**G:** Pangalagaan ang kaligtasan naming mga rider sa pamamagitan ng maingat na pagmamaneho at social distancing and proper way upang mapangalagahan din ang kaligtasan sa kalusugan ng aming mga customer lalo na sa panahon ng pandemya (covid).

**IN:** Paano niyo napapractice and social distancing?

**G:** Napapractice o napapanatili namin ang social distancing sa pamamagitan ng maayos at maliwanag na pagsasagawa or pagpapayo sa aming mga customer ng mga tamang pakiki harap sa amin alang alang narin sa kanilang kalusugan at kaligtasan.

**IN:** Sa pagbili at pagdeliver ng pagkain, paano ang proseso?

**G:** Sa Pagbili naman ng mga customer ng kanilang item ay mayroong sariling website si Food Panda kung saan makikita ang sari-saring vendo at pagkaen na kanilang iniaalok ng online at kasama narin ang mga discount sa mga piling item.

Kapag nakapag avail na sila ay mamimili sila ng selection kung papaano nila babayaran, maaring COD o cash on deliver o gcash payment. At pag nakompleto na ang payment ay agad ng ibibigay sa aming mga rider ang

next step at Ito ay ang pag accept ng delivery , pickup sa vindo at Deliver sa client.

**IN:** Paano kayo nasusweldohan?

**G:** Pinapasahod kami ni Food Panda dalawang beses sa isang linggo at sag cash ni Food Panda ito ipinapadaan, ang laki or taas ng sasahurin naming ay nakadepende sa booking or sa pag accept ng delivery,pag maraming accept the more mas malaki ang sasahurin

**IN:** May mga fees ba kayo kada buwan?

**G:** Sa aking pagkakaalam ay may ibinabawas si Food Panda sa bawat sahod namin ito ay ang tinatawag na adjustment or tax deduction.

**IN:** Pwede niyo bang idescribe ang inyong payment scheme, kung pano kayo sinuswelduhan. Kada order ba? Kada araw? May quota ba? Etc.

**G:** Ang pagpapasahod sa amin ay naka depende sa bawat booking or acceptance ng mga deliveries sa bawat araw, pag marami kang accept ng booking the more na mas malaki ang sasahurin mo kada 2x a week na sahurin at kong mahina naman ang acceptance mo ng order bawat araw ay asahan mong maliit din o mababa ang sasahurin mo kahit na sabihing walang quota. Ang masasabi ko lang sa aking sinasahod ay mas malaki kesa sa nangangamuhan pero nakadepende parin ang sasahurin ng isang rider sa kanyang sipag at tiyaga...kaya malaking tulong si panda samin lalo na nitong nasa gitna tayo ng pandemic.

**IN:** Ano anong uri ng problema or issue ang nararanasan niyo bilang rider?

**G:** Ang isa sa mga problema na nararanasan naming bilang isang rider ay ang pagkakaroon ng mga fake booking at maling pin ng address ng mga customer na nagdudulot sa amin ng pagkaantala at pagkuha ng iba pang booking.

**IN:** Gaano kadalas ninyo naexperience yung ganito?

**G:** Ang pagkakaroon ng fake booking ay paminsan minsan lamang ngunit hindi maiiwasan, Subalit ang pagkakaroon ng customer na mali ang pagkakapin ng address ay halos madalas na nagiging sanhi ng matagal na pagdidiliver ng item sa customer.

**IN:** Paano niyo nareresolba ang ganito?

**G:** Nareresolba namin ang mga ganitong problema sa pamamagitan ng maayos na pakikipag usap sa customer upang makuha ang tamang address at malapit na land mark sa kanilang titirhan.

Subalit ang pagkakaroon ng mga fake booking ay sinisigurado namin na hindi talaga makontak, matawagan at mali ang nilagay na address ng customer na may kalakip na larawan ng maling lugar na pinag dropan ng item at ipinadadala naming sa aming rider support upang maiwasan ang mga di kanais nais na paratang na ikasisira ng aming imahe at pagkawala ng hanapbuhay.

**IN:** Pwede nyo ho ba saming maikwento ang proseso ng pagdedeliver ng mga order?

**G:** Ang mga proseso ng aming pagdedeliver ng mga order ay ang mga sumusunod..

Bago kami magpickup at sinisigurado muna naming na nasa zone area kami mag iin, ang tinatawag na zone ay iyong area o lugar kung saan ka naka assign upang kumuha ng mga booking or deliver, gaya ng mga sumusunod..North QC, South QC, North Nova at South Nova kasama narin ang mga iba pang lugar.

Kapag nakapasok kana sa zone at nagsimula ng mag umpisa ang iyong duty ay saka papasok ang mga booking or deliver at pag inaccept mo na ang booking na pumasok sa iyong account ay agad mo ng pupuntahan at kukunin ang item para ideliver kay customer.

Hindi ka naman mangangamba kahit hindi mo alam ang lugar na pag pipickupan at pag dedeliveran ng item sapagkat may mapa ka naman na susundan, ito ay ang google map or waze map.

Kapag nadrop muna ang item kay customer ay agad kang papasukan ng mga panibagong booking at ganun lang ang proseso pickup and deliver hanggang sa makarami ka.

**IN:** Anong mga issue ang nararanasan niyo sa pagdedeliver?

**G:** Ang kadalasan lang na issue na nararanasan namin sa pagdedeliver mula sa Food Panda ay ang paminsan minsang log or bagal ng application na ginagamit namin sa pagkuha at pagdeliver ng item sa mga customer at ang nagiging sanhi nito ay ang pagbagal ng pagpasok ng booking, pagpickup at pag deliver ng item sa customer kung бага pag nagluco ang apps ng rider ay damay na lahat.

**IN:** Naka encounter na ba kayo ng mga “no show” order mula sa mga customer? Paano ito nakaka-apekto sa inyo bilang rider?

**G:** Sa ganyang problema ay hindi ko pa naman nararanasan ang mga ganyang pangyayari mula ng pagpasok ko sa Food Panda, subali may mga naririnig narin akong mga balita mula sa mga kapanda na may mga nangyayari na minsan ay nagdodrop ang rider ng item kahit hindi pa nakakarating o natatanggap ng customer.

Ganun din naman sa customer na kahit nakuha o nadrop ng rider ang item sa customer ay tatawag ang customer sa Food Panda upang ireport na hindi pa nila nakukuha ang item nila, kong бага nagsisinungaling si customer upang sa ganun ay mabigyan or maibalik ang pera kay customer kaya ang mangyayari ay kawawa si rider na maaari niyang ikatangal sa trabaho.

Sa ngayon ay wala pa akong nababasa na polisiya mula kay Food Panda na maprotektahan ang mga rider mula sa mga mapag abusong customer. Sa pag iintay naman sa customer upang maibigay ang kanilang item ay tumatagal lamang ng minute pero depende narin sa tagal ng pakikipag communicate ni customer kay Panda Rider kong minsan naman kapag ang customer ay nakatira sa mga exclusive subd. o condo ay mas matagal sapagkat maraming mga proseso ang ipinapagawa sa mga rider ng pamunuhan ng subdivision o condo na tinitirhan ng mga customer upang maka iwas sa pandemya o covid na amin namang sinusunod sapagkat iyon ang kanilang patakaran na nagiging dahilan sa mabagal na proseso ng pag deliver.

Ang lahat ng ito ay nalalagpasan namin sapagkat ito lang sa ngayon ang nagsisilbing pagkakakitaan at inaasahan naming upang masuportahan ang

aming mga pamilya lalo na sa panahong nakakaranas tayo ng kahirapan dulot ng kumakalat na sakit na sadyang nagpapahirap sa bawat tao.

Sa ngayon ay ipinamumungkahi ng pamuhuan ng Food Panda na kapag naideliver or naiabot na sa customer ang item n inorder nila ay kailangang kuhanan ng picture ang customer na hawak ang item upang magsilbing ebedensya kong sakali mang magreklamo ang customer at sabihin niyang hindi pa niya nakukuha ang kanyang item.

Sa pagbibigay naman ng penalties ni Food Panda pumapasok ito sa tinatawag na batch or level kong saan binabase ang inyong performance sa level or batch 1,2,3,4 and 6

Kapag ikaw ay nakagawa ng mga bagay na labag kay Panda ay malaki ang epekto nito sa magiging performance mo. Mula sa pinaka mataas na 1 ay sinasabing mas priority ka ni Panda na bigyan ng maraming booking at priority din sa pagkuha ng schedule every week at ang pinaka worse ay ang batch 4 na masasabing mahirap makakuha ng schedule at booking at bakit hindi 6 ang worse sapagkat sa 6 lahat nilalagay ni Food Panda ang mga new comers or bagong riders isa rin ang 6 sa mga binibigyan ni panda ng priority upang makapag simula or makapagpakita ng kasipagan na maaaring maglagay sa kanila sa Good and Bad batch.

Kailanman ay hindi nagbibigay ng pera or capita si Food Panda sa mga riders sapagkat lahat ng iyong gastusin ay si riders lamang ang gagastos mula sa gasoline,maintenance ng motor at bag and uniform na pedeng ideduct sa iyong pagsahod.

Sa incentives naman ay wala pa akong naririnig mula nung unang pagpasok ko okay Food Panda mula sa ibang mga Panda rider kong meron man ay agad naman itong ipagbibigay alam sa telegram na agad naming makakarating sa bawat riders.

**IN:** Kamusta ang experience ninyo sa mga customer?



**G:** Sa ngayon at sa awa naman ng Diyos ay hindi pa ako nakaka experience ng mga customer na gaya ng mga naibabalita sa TV na modus or magagaspang ang ugali,demanding at mapag abuso sa mga riders at karamihan sa mga nakakaharap ay mga maayos ang pag uugali at mababait. Sa ngayon ay hindi ko pa nararanasan na ma scam dati man o ngayon kaya wala pa akong idea kong papaano ma scam, pero sana wag na kasi mahirap.

**IN:** May mga na-experience na ba kayong technical issues sa apps ng Food Panda?

**G:** Mga technical issues na nararanasan ko sa apps ni Food Panda.. Naglalag at bumabagal mag response na nagiging sanhi ng mabagal o delay na pagpasok ng mga booking or delivery.

**IN:** Importante ba sa inyong mga riders ang rating ng customer? Nakakaapekto ba ito sa inyong trabaho? Sa paanong paraan?

**G:** Napakalaki ang nagagawa ng rating na ibinibigay ng bawat customer sa mga rider sapagkat nakakapag bigay ito ng mataas na pag tingin at respeto ng mga customer sa mga rider at nakakatulong magpa taas ng batch ng bawat riders.

**IN:** Paano niyo nireresolba kapag may alitan kayo sa customer? Nakakaapekto ba ito sa inyong trabaho? Sa paanong paraan?

**G:** Nareresolba namin ang alitan sa customer sa pamamagitan ng maayos na pakikipag usap at pag uunawa sa nararamdaman ng customer at inaalang kong ano ang inaang at kasagutan sa kanilang reklamo na hindi na kailangan na makarating pa sa pamunuhan ng Food Panda.

**IN:** Ano ang protocols na meron ang Food Panda para maiwasan ang mga bogus buyers at scammers? Madali lang ba maireport ito sa management? Bakit?

**G:** Sa ngayon ay wala pang matibay na protocols ang pamumuhan ng Food Panda

upang maresolba ang ganitong problema pero binigyan kami ng pahintulot na picturan ang customer na hawak ang item upang maging katibayan na nakuha o natanggap na nila ang item. Madali lang sa aming mga riders ang makapag report sa management gamit si rider support subalit hindi parin ito sapat upang maresolba ang mga problema sa mga bongus at scammers.

**IN:** Anu-ano ang mga polisiya na meron ang Food Panda pagdating sa suporta nila sa kanilang mga riders?

**G:** Sa aking opinion ay hindi pa ganun katibay ang polisiya na meron si Food Panda

para mapangalagaan ang mga riders pagdating sa mga bongus o scammers at lalong lalo na pagdating sa kaligtasan ng mga Panda Riders. Sa ngayon ay hindi ko pa nararamdaman ang mga polisiya ng food Panda lalong lalo na sa kaligtasan ng mga riders kaya wala akong maibigay na halimbawa sa ngayon.

**IN:** Nagbibigay ba si Food Panda ng paunang capital para sa inyong mga deliveries? O sariling pera ang pinambibiliniyo ng orders.

**G:** Hinding hindi nagbibigay si Food Panda ng anumang capital sa mga riders upang

ipang abuno o ipangbibili ng orders sapagkat si Food Panda ang siyang nagbabayad o nag aabuno ng lahat ng orders ng mga customers at binabayaran nalang ng mga customers sa pamamagitan ng COD or Cash on delivery at sa pamamagitan rin ng pagbabayad gamit ang GCash kya wala kaming inilalabas at inaabono na pera.

**IN:** Meron ba kayo natatanggap na incentives sa kumpanya, tulad ng load or data connection?

**G:** Sa ngayon ay wala pa akong nabalitaan na nagbibigay ng incentives ang Food Panda at lalong lalo ng hindi nagbibigay ng pang load or data load si Food Panda, Kaming mga riders ang sumasagot sa lahat ng pangangailangan namin mula sa load hanggang sa maintenance ng motor at gasoline.

**IN:** Pwede niyo ho bang maikwento sa amin ang mga experience niyo bilang delivery rider ngayong COVID-19 Pandemic?

**G:** Ang mga experience ko bilang rider sa panahong nasa ilalim tayo ng pandemic ay

subrang kabado sapagkat hindi namin alam ang mga pwedeng mangyari sa amin pwedeng mamatay sa aksidente o sa covid at sa ngayon ay wala pang malinaw na anunsyo si Food Panda sa aming mga riders kung ano ang mga magagawa o maibibigay nila sa amin nitong panahon ng pandemic na suportang kaya sobrang pag iingat nalang ang aming ginagawa alang alang narin sa aming mga pamilya.

[END 7:30pm March 12]

## **Sir J Interview Transcription**

Interviewer: Gian Emmanuel R. Tolentino

Interviewee: J

Date of Questions: March 11, 2021

Date of Answers: March 11, 2021

Location of Interview: Video Call

**J** = J & **IN** = Interviewer

[Begin 1:00PM]

**IN:** Pangalan, edad, at gaano katagal na nagtatrabaho sa FoodPanda. Fulltimer?

**J:** Caballero Canoy, 33 years old. Wala pa akong taon sa FoodPanda, months palang, 6 months. Fulltimer po talaga ako sir.

**IN:** Kung okay lang po matanong, ano po ang previous na trabaho niyo po bago kayo nag FoodPanda? Bakit niyo po naconsider na pumasok sa -FoodPanda?

**J:** Bale isa akong cook sa isang restaurant sir. Bale naudyok lang ako sa trabaho na FoodPanda na'to sir, kasi karamihan ng kasama ko sa trabaho ay nasa FoodPanda na, tsaka ang maganda lang dito sa FoodPanda sa amin, kasi tawag kasi nila freelancer.

**J:** Ibig sabihin ng freelancer is hawak namin yung oras namin, hawak namin yung araw namin. If gusto namin mag-relax ay okay lang pero sa palagay ko, parang di na rin siya freelancer sir, kasi halimbawa, kasi ang pagkakaintindi ko kasi, ang freelancer is, pag nag-in tayo, is okay na. Dito kasi kay FoodPanda, bale kumukuha pa kami ng schedule, tapos yung kinukuha naming schedule is 5 hours, kailangan namin pasukan sa tamang oras yan, at kailangan namin mag-out sa tamang oras din. Atsaka kung di kami nakakakuha ng schedule, hindi kami nakaka-duty

**IN:** Meron daw parang “batch-batch” ba, parang may ganung sistema ba?

**J:** Yes sir, by batch kami sir, yun na nga, binabase nila yun sa performance namin yun sir. Yun na nga pinagtataka namin, parang hindi na siya freelancer.

**IN:** So ano pong batch niyo ngayon sa FoodPanda sir?

**J:** First time ako napasok is mag start ka talaga sa Batch 6, pinakamababa yun, tapos aabutan ka ng up to 1 month or after 1 month, depende talaga sa performance mo yun, kasi ako bago ako naging Batch 4, umabot pa ako ng mahigit isang buwan, tapos umabot ako ng isang buwan na naman, naging Batch 2, tapos mejo, syempre freelancer nga ang tawag, may araw na gusto namin mag relax, hindi kami magduduty, may araw kami na gusto namin mag half day lang, pero okay lang yun, pero nagbaba yung batch namin.

**J:** Batch 2 ako nung last week, tapos naapektuhan yung isang araw nung mejo nag-iin ako ng maaga, nag-absent, kase di naman kami magdadalawang-isip na mag-absent kasi yun nga freelancer ang pagkakaintindi namin, bigla akong bumalik sa Batch 4.

**IN:** Paano po ba yung work arrangement niyo sa FoodPanda sir, meron po ba kayong pinipirmahang kontrata bago pumasok, or parang orientation bago kayo sumabak sa work?

**J:** Bale wala kaming pinipirmahan na kontrata sir, pero may orientation kami. Orientation about sa deliver, about sa mga policies din.

**J:** Pag nag-umpisa kami, direktso agad sa trabaho. Wala kaming pinipirmahan, katulad sa kumpanya, yung 6-months ganun, wala po.

**IN:** Paano kayo nakapag-apply sa FoodPanda, ano ano yung mga requirements na kailangan ipasa?

**J:** First requirement is driver's license, tapos yun lang. Bago kami pumasok, nagregister kami sa application. Umabot ng mga mahigit isang buwan, hinihingian na kami ng police clearance, NBI clearance, tsaka nagdudrugtest na kami sa kanila sir

**IN:** So di naman pala kailangan ng prior experience bago pumasok kay FoodPanda?

**J:** Hindi naman po sir. Basta kumpleto lang kayo ng requirements, yung motor dapat nakaregister talaga, di siya expired, tapos number one talaga is may license ka, kasi yun talaga importante kay FoodPanda.

**IN:** Sariling gastos niyo ba pang-gas, kagamitan tulad ng helmet, uniform, motorbox, provided ba siya?

**J:** Hindi siya provided sir, kasi yung ginagamit namin na thermal bag, binabayaran namin yun. Bago kami nagaapply sa FoodPanda at hinahire kami, pag qualified na kami, nagdodownpayment kami ng 500 pesos sa kagamitan po, sa thermal bag at sa 2 pieces na tshirt as uniform

**J:** Starting kami pumasok, magdodownpayment kami ng 500, tapos pag nakaumpisa na kami, dinededuct yun sa sahod namin every week, kasi nagcucut off sila every Sunday. Yung kita namin sa Sunday, doon nila dinededuction yung kagamitan ng 250 pesos kada week, tapos meron pa yung kinakaltas na parang tax. (Halos 2k per month)

**J:** Sarili na namin yung helmet, wala kaming allowance sa gas. Wala rin safety gears tulad ng mask, alcohol, etc.

**IN:** Ano ano yung mga safety protocols na kailangan niyo sundin bilang delivery rider. Pano yung proseso lalo na ngayong pandemic?

**J:** Bale wala naman in-orient sa amin, ang sa amin lang, use face mask and face shield. Nakadepende nalang din sa amin kung apano kami naghahandle pag nagdedeliver kami. Sariling diskarte nalang.

**IN:** Usually sa mga restaurant may mga FoodPanda lane na, laking tulong ba yun. Nakkaapekto ba yun sa points?

**J:** Hindi naman siya lagi nasusundan, kasi before kami pumunta sa vendors, prepared na yung orders. Si FoodPanda kasi ang nagbobook sa restaurant. Ang tao kasi pag nagbobook, direct sa FoodPanda, si FP naman ang magdirect sa restaurant. Then bago yan magsend samin, una yan sa restaurant.

**J:** Minsan kasi meron ding order na pagdating namin sa vendors, waiting pa kami, mga 20 minutes or 30, epekto narin yun saming mga riders, kasi ang habol namin ay time, importante yun sa amin. Kapag mabilis kami sa oras, nakakarami kami, pag nadedelay kami sa oras, delay rin kami.

**IN:** Yung capital ba sa pagbayad ng pagkain, galing ba yun sa inyo, or may abono allowance kayo sa pag order?

**J:** Actually wala kaming cash out sir, wala kaming capital. Yung food na pinipickup namin sa restaurant, ang magbabayad nun si FoodPanda. Pero

yung customer, magbabayad direct sa amin. Pero yung pinipickup namin items, wala yun bayad.

**IN:** So pano yung hatian ng pera na binigay sayo ng customer?

**J:** Dito kasi sa Mindanao, iba yung rate dito at sa Manila. Maraming proseso. Depende din sa batch. Pagnagbabatach 6 or 4 ka, medyo mababa yung rate mo.

**J:** Sa application namin papatak yung rate namin kada deliver, kung sa Batch 6, 5KM is 38 peso sa Mindanao.

**IN:** Pano yun sir, at the end of the day, sinusurrender niyo yung kinita niyon on-hand cash?

**J:** End of the day, nireremit niamin yunsa mga remittance center para sa DragonPay.

**J:** Weekly ang sahurang namin, nakadepende sa app namin. May GCash kami.

**J:** Meron din kami quota, kasi yun na nga, pag yung quota mo di nagmeet, hindi aakyat yung batch mo, steady ka lang.

**IN:** Meron ba kayong dispatcher, ano ginagawa nila?

**J:** Bale sila yung nag-aarrange sa amin, kung saan kami nakadestino na location. Siya nagbibigay ng booking ng customer.

**J:** Siya yung nakatingin sa location namin dahil nakabukas yung GPS namin, alam niya kung saan kami pumepwesto, pero minsan nagkakamali din, kasi malayo kami nakapwesto, malayo din yung pupuntahan, tapos same rate lang. Parang lugi din.

**J:** Pwede naman idecline or accept; pero nakakaapekto sa batch namin.

**IN:** Ano po seswelduhin niyo sa mga Free Delivery vouchers namin?

**J:** Si FP kasi malaki-laki narin percent niya sa restaurant, don niya na rin kukuhanin yung cut namin.

**J:** May percent na siya sa restaurant, meron pa siyang cut sa delivery.

**J:** Medyo malaki yung patong ni FP vs. SRP

**IN:** Okay lang ba maishare niyo sa amin yung estimate ng kinikita niyo sa kada-week?

**J:** Bale sir, di kasi parepareho, ako kasi minsan full time, minsan part-time lang, minsan pag part-time, kunti lang din.

**J:** Pero pag full time, pinakamababa na yung 3000 sa isang linggo, 5 days yun, meron pang mga fees yun. Pag lumalabas yun sa earnings niyo, may deduction pa yun, kagaya nung pinapalabas samin ngayon na insurance daw sa motor, tapos yung may tax, pero minsan nagtataka kami kung bakit kami nagbabayad ng tax, kasi kung sa iba, company na ang nagbabayad ng tax, pero okay lang din naman sa amin, kasi kumbaga dito sa amin, ang minimum wage dito 360 per day, kung sa FoodPanda 400 to 500, mas lamang naman.

**J:** Yung 400 na yan sa isang araw, bawas pa yun dahil sa gasolina at sa load, personal namin yun. Mga 300 nalang sa amin pag ganun.

**IN:** Ano po ba mga issues na naexperience niyo bilang mga rider? Problema sa cashout, weekly sahod? Sa apps?

**J:** Ang mga problema na nararanasan ko sa FP, minsan marami pang mga customer yung fakebook. Pero ako, mga 2 times na ako nakaexperience ng ganyan.

**J:** Naencounter ko sa iba yung nagkakaroon sila ng problema sa apps. About sa pagrereemit sila ng complete, tapos di nagceclear yung wallet nila sa app, hindi pumasok sa system. Pag ganon, minsan yung system ng FoodPanda, hindi din nila maupdate agad kung bakit ganun nangyayari, ang mangyayari doon, automatic suspension sa rider, kasi pag hindi ka nakapagremit, may suspension ka talaga, kasi alam niya ang earning mo per day, kaya dapat pumasok yun.

**J:** May hub kami dito sa Zamboanga ng FoodPanda, pero naghihire lang sila dito, ang ginagawa lang namin is sa app lang kami nagtiticket at nageexplain. Hindi kami agad nasasagot, aabutin ng mga 2 days or more. Mahirap din para sa amin, kasi wala talaga kaming personal na mapagcocomplain-an.

**IN:** Sa mga no-show orders, ano yung parang ginagawa niyong proseso?



**J:** Sa fakebook sir, ang ginagawa kasi namin doon, ppumupunta kami sa hub namin, tapos sinusurrender namin yung food na di kinuha. Doon, nagtiticket yung head na taga-opisina, tapos siya na yung mag-eexplain sa main office, pero hindi pwede palaging ganun, pag mga 4 to 5 times na angyari yun sayo, masususpend ka.

**J:** Kami kasi mga rider, di naman namin gagawin yun, kasi kam rin yung maghihirap eh. (talking about fakebooking themselves to earn)

**IN:** May kinikita pa ba kayo sa mga fakebook? Binabayaran pa ba kayo ng FoodPanda?

**J:** Wala na ata sir, kasi icancel nalang yun ni FoodPanda. Perwisyo lang talaga sa amin.

**IN:** Ano yung remittance center ninyo sa kita? Accessible naman ba?

**J:** Cebuana Lhuillier or Palawan Express.

**IN:** Meron bang parang rules or protocol pag kunwari na fakebook kayo? May mga policy ba si FoodPanda about sa ganun?

**J:** Parang wala sir. Kasi di ko naman yun narinig ganun sa orientation.

**IN:** Kamusta naman experience sa pagtatrabaho sa FoodPanda?

**J:** Kami mga riders, may araw na masaya, may araw na pressured din. Araw-ulan, sinusugod namin yan eh, pati narin yung traffic. Minsan nadedelay ka sa traffic, mga prone sa accidents din.

**J:** Walang wala talaga kami eh. Wala kaming SSS, PagIbig ganun.

**J:** Kumbaga sa aming mga riders, okay na talaga, kasi nakakaraos naman kami. Lalo na ngayong pandemic, wala talagang ibang trabaho, ito lang. Wala masyadong mga naghihire na company.

**J:** Pero kung pagpipiliin kami, dun ako sa may company, kasi kumpleto dun eh. Dito kasi sa FoodPanda, wala kami. Doon insured kami. Pwede naman siguro na mag self-employ, pero hassle naman.

**IN:** Ano napapansin ninyo kapag scammer yung order?

**J:** Karamihan po di talaga namin mapapansin kasi magagaling magbook yan. Complete details sila, di mo rin malalaman. Malalaman mo nalang yan pagdating mo sa location. Matatawagan mo pa yan sa vendor, pero pagpunta mo dun, di na sasagot, di na sisipot.

**J:** Ang hirap doon, kapag may mangtrip sa isa, kami pa yung damay.

**IN:** Importante ba sa inyo yung mga ratings ng customer sa mga batch niyo?

**J:** Yes sir, importante yun, kase karamihan talaga, may time limit kami. Pag nadedelay kami, nagriring yung cellphone tapos magsasabi na overdue na kami.

**J:** Yes sir, nakakatulong siya sa mga batch namin, pero minsan din di na namin hinahabol yung mga batch namin, ang sa isip kasi namin kami nagdadrive, kami yung nasa daan.

**J:** Ang sa amin, kung madelay man kami, explain nalang sa customer. Minsan may may mga nakakaintindi, may mga maangas.

**IN:** Paano niyo nahahandle yung mga napipikon na customer?

**J:** Wala kami magawa pag ganun, magsosorry nalang. Magkakalma nalang. Di kami nagmamataas.

**J:** “Customer is always right”

**IN:** Pag ganun ba naencounter, madali lang magsabi sa management?

**J:** Madali naman sir, pwede naman magsabi sa management, pero ang problema nga lang diyan sir, di natin alam kung always yan naniniwala. Kaya nga meron suspension eh, kasi kung naniniwala sila palagi, edi sana walang suspension.

**J:** Nabibiktima na nga kami ng fakebook, masususpend pa, kawawa talaga kami.

**J:** Priority nila lagi customer siyempre, kahit papano priority din naman kami, pero wala, palagi naman kami nasa daan eh.

**J:** Kami din, inaalagaan din namin ang mga customer, sa kanila din kami kumukuha ng sinusweldo namin. Kung wala sila, wala kami.

**IN:** Meron ba si FoodPanda na parang benefits na binibigay?

**J:** Wala sir, mga benefits wala talaga. As in wala po.

**J:** Mga regular benefits, SSS, PagIbig, PhilHealth, wala yan.

**IN:** Wala rin po ba si FoodPanda na binibigay na incentives, bonus, pang-load ganun?

**J:** Wala talaga sir, personal po yun.

**J:** Pag ako sumasahod sa week, nagloload na ako ng 100 pesos ganun. (GigaSurf ng Smart), good for 1 week na yun. Minsan short talaga sa pang-gas. Minsan may mga customers na nagbibigay ng tip, mga pabente-bente, pandagdag na rin po sa gas, pero minsan lang talaga dito sa area namin.

**IN:** Musta naman ang overall experiences mo sa FoodPanda, describe in one word po.

**J:** Excitng and takot din. Kasi ngayon time ng pandemic, yung customer nga di lumalabas dahil takot, kami naman, binalewala namin yun kasi kailangan.

**J:** Meron din kaba, kasi di kami makadiretso sa bahay kasi galing kami sa labas, kumbaga kung ano na rin yung mga trabaho ng mga frontliner noon, parang ganun na rin kami.

**IN:** Meron bang binibigay na suporta ang gobyerno para sa inyong mga essential workers.

**J:** Wala sir.

**IN: BONUS:** Tinanong ko si kuya kung ano gusto niyang maresolba sa FoodPanda:

**J:** Magkaroon ng mapagsabihan ng personal sa management, puro lang kasi kami chat sa dispatch, di naman sila pilipino

- Di naman kami magaling sa English
- Lagi lang si system ang kausap namin

**IN:** Ano ba sa tingin niyo pwede naming gawin para makatulong sa inyo?

**J:** Sa amin lang talaga sir, isa lang talaga. Kasi ang trabaho namin, di talaga siya 100% safe, kasi nasa daan kami palagi. Hindi kami perpekto sa daan din, minsan nagkakamali kami sa daan, minsan unting galaw lang namin nahuhuli kami, natiticketan.

**J:** Dito sa lugar namin ngayon, napansin ko, mejo mainit kami sa LTO ganun, kasi sa sobrang dami namin.

- Parang sa isip namin, wala ba kaming permit or ano. Si FoodPanda ba ay may permit ba talaga? Kami bang mga riders ay nakaregister ba? May occupational permit ba kami?
- Parang nagmamaneho lang kasi kami, parang habal-habal. Ang naiba lang sa amin, nagseserve kami ng pagkain at under kami sa kumpanya.
- Para sa amin, nakakatulong naman kami sa mga tao, lalo na yung mga PWD.
- Kami naman talaga naghahandle sa sarili namin, kasi ito lang talaga ang hanapbuhay namin sa ngayon sir. May mga pamilya din kaming pinapakain, kahit na nakaktakot man siya or napakasafe talaga, ang sa amin nalang, dasal nalang. Sana sa pag biyahe namin sa araw na to is safe kami. Kasi kung yung simpleng mga nagseservice nalang diyan, naaksidente pa. Kami pa kayang mga may hinahabol na time, nasa daan kami palagi, lagi nagmamadali o iniwasan na lumamig ang pagkain. Nagmamadali kami para makarami, at para fresh pa ang pagkain. Nasa amin na lahat.
- Nag-aadjust din kami para sa customer, nag-aadjust kami para di magkamali. Sayang na din yung mga tipong dalawang araw masuspend. Laking kawalan na rin yun sa amin.
- Wala man kaming ibang choice (na trabaho), salamat parin kami kay FoodPanda kasi binibigyan niya kami ng opportunity para makapaghanap buhay, adjustment nalang.
- 

**IN:** If kunwari makakausap niyo si management ngayon, ano ang gusto niyong sabihin?

**J:** Isa lang talaga, yung mabibigyan kami ng magandang atensyon o serbisyo, bilang kami nagbibigay ng serbisyo sa kanila, mabigyan rin kami ng magandang serbisyo galing sa kanila.

- Tulad ng term na “freelancer”, di naman talaga parang ganun nangyayari, kasi may sinusundan kaming oras at performance.
- Sa Grab daw kasi, kung gusto nila mag-in or out, okay lang; sa FoodPanda hindi.
- Ubusan pa ng schedule sa FoodPanda, pag naubusan ka ng schedule, wala kang trabaho. Nag-aagawan ng schedule.
- Every Friday may posted schedule na, tapos kaialngan makakuha na agad ng schedule. Kapag kunwari may emergency kami or importanteng gagawin, ang patakaran ni FP, kaialngan mo talaga pagtrabahuhan yung sched mo.
- Mahirap, kasi pag kunwari nga may emergency, mangyayari is iooffer or swap namin yan sa ibang rider, pag di kinuha, mapipilitan ka talaga magtrabaho.
- Ang ginagawa namin minsan, pag may emergency o di talaga kaya (kunwari may sakit), maglologin kami sa tamang oras, tapos after mga 5 minutes magwowork na siya, may papasok na siya na orders ganun. Ang gagawin namin, magrerequest kami ng break nalang.
  - Gawin namin “Break until end of shift” pero sobrang apektado sa batch namin yun, kasi hindi talaga kayaa ng katawan namin.
  - Di tulad sa kumpanya, pwede ka magsickleave, sa FoodPanda, gagawan talaga namin ng paraan, iooffer namin yung slot namin, pero bihira na may kukuha kasi meron na sila sariling schedule. Kung may kumuha, edi okay, kung wala, need talaga namin pagtrabahuhan yan.
    - Posible na bumaba ang batch, apektado kami pag nag skip kami ng schedule.
    - Wala kaming sick leave; wala kami mapagsabihan din.

[END 2:00PM]

## **Sir L Interview Transcription**

Interviewer: Calvin Jacob F. Gaffud  
and Cecilio Joaquin O. Jabrica

Interviewee: L

Date of Interview: March 12, 2021 (2:00 pm)

Location of Interview: Facebook (Virtual chat)

List of Acronyms: **LD** = L **IN** = Interviewer

[Begin 2:05 pm]

**IN:** Kuya L, gaano katagal na po kayo sa FoodPanda?

**LD:** 6 months na ko sa FoodPanda

**IN:** Paano po kayo nakapag apply sa FoodPanda and kayo ba ay may pinirmahan na kontrata nung namasukan kayo? Ano yung mga requirements para makapasok? Full-time ka na ba kuya or part-time lang? And yung mga equipment mo ba kuya sariling gastos mo 'yon or provided sya ni FoodPanda?

**LD:** Nagapply ako online sa website nila, nung nagapply ako may kontrata akong pinirmahan, binasa ko naman yung mga importante pero hindi ko na maalala lahat ng nakalagay. Sa ngayon full-time na ko sa FoodPanda kasi kami naman pumipili ng sarili naming oras, from 6 hours to max of 12 hours. Sanay na ako sa mga ganyan kasi dati akong nagtrabaho sa restaurant. Yung mga requirements naman na pinasa ko ay yung ORCR ng motor ko, NBI Clearance, at professional driver's license. Yung gas sa sariling pera ko galing yung pang-bayad non, tapos kapag nag apply ka kay FoodPanda madodown ka ng 500 from your initial salary na 3,500 para sa equipment tulad ng box, helmet at uniform namin.

**IN:** Okay kuya, so anu-ano naman ang mga safety protocols na sinusunod n'yo bilang delivery rider? May binibigay ba ang FoodPanda sa safety gears para sa inyo? At papaano n'yo po naprapractice ang social distancing?

**LD:** Meron naman silang facemask na binibigay samin pero yung alcohol at mga gamot sarilig gastos namin 'yun. Ang kailangan naman naming sundin palagi ay ang pagsusuot ng facemask at faceshield sa tuwing nagdedeliver kami at dapat palagi rin nag sasanitize. Naprapractice naman sya kasi kapag pumupunta kami sa mga restaurant may pwede ang mga rider para hindi na kami magdikit dikit.

**IN:** So kuya, sa usapang sahod naman. Paano ba kayo nasweswelduhan at pwede mo ba samin makwento kung okay lang naman, kahit yung average na kinikita mo sa FoodPanda?

**LD:** Sa GCash kami sinuswelduhan ni FoodPanda, tuwing Tuesday at Thursday 'yon. Automatic na dumadating sa GCash namin ang suweldo sa mga araw na 'yon. Kapag 8 hours ang shift ko average ko sa isang araw nasa 1000, at kung masipag ka naman at umabot ka ng 12 hours, aabutin sa 1500 to 1800 ang susuwelduhin mo sa isang araw.

**IN:** Noted kuya, so bale ba sa pagiging rider mo, ano yung mga problemang nararanasan mo? Tapos kung nangyari 'yang mga 'yan sayo, ano ginagawa mo para maresolba yung problema?

**LD:** Marami na ako naranasan lalo na sa mga restaurant, example nyan, madaming pila tapos ang tagal ng dating ng pagkain tapos si customer nakakailang follow-up na, hindi nila maintindihan na hindi makuha kaaad ang order dahil sa tagal ng service ng restaurant. Nakaranas rin ako na Fakebooking, hindi naman problema saakin yung sa pera dahil si FoodPanda naman ang nagbabayd ng pagkain kaso ang abala lang 'don ay yung pagsasayng ng oras at yung pagpunta kay customer. Tapos kadalasan mas pinipili pa ni FoodPanda na kumampi kay customer kahit hindi ko naman kasalanan. Wala naman ako magagawa kaya tuloy parin ako.

**IN:** Puwede mo ba saamin maikwento kuya ang proseso ng pagkuha n'yo ng orders?

**LD:** Bale, pupuntahan mo lang naman yung store, magiintay ka tapos idouble check mo yung order nya kung pasok na sa app, pagkakuha mo ng order nya idouble check mo ulit kasi minsan may kulang. Tapos byahe ka na then hatid mo na sa customer.

**IN:** Ano naman kuya yung mga issues na nararanasan mo sa pagdedeliver? Sa management ng FoodPanda at yung mismong app?

**LD:** Dapat maging patas ang FoodPanda kasi kadalasan mas kinakampihan pa nila ang customer kesa sa rider kahit wala naman kami ginagawang kasalanan. Tapos madalas nag eerror yung app sa kalagitnaan ng transaction kaya minsan nakakaabala, ang masama pa ‘don, samin yung consequences ‘non kahit yung app naman yung nagloloko. Tapos sana yung mga customer matuto rin makaintindi ng rider, kasi minsan hindi talaga agad-agad makakarating yung order.

**IN:** Speaking of customer kuya, naka-encounter ka na ba ng “no-show” orders mula sa mga customers?

**LD:** Apat na beses ko na naranasan yung mga “no-show” customers at scam pero wala naman problema kasi si FoodPanda naman ang nagbabayad ng orders tapos kapag nakumpleto na namin yung shift namin, lahat ng nakolekta namin sa mga orders ay ireremit namin.

**IN:** Pano naman nakakaapekto sayo bilang rider kuya?

**LD:** Mahirap pero minsan pinapabayaan ko nalang kasi mas iniisip ko yung pamilya ko, kailangan kasi kumita lalo na ngayon yung asawa ko mangangaanak, kaya yung mga problema sa app at sa mga customer disregard ko nalang, hingi nalang ako pasensya, iaabot ko yung order tapos aalis na ako.

**IN:** Kamusta naman kuya yung experience mo sa mga customers?



**LD:** May mga customer naman na mababait kaso hindi talaga maiiwasan yung mga customer na hindi marunong umintindi. Sila na yung nanloloko pero sila pa yung nagagalit. Tapos kapag nascam ka or kapag ramdam mong mascascam ka, hindi mo pwedeng icancel yung order hanggat hindi ka nakakrating sa location kaya minsan hassle talaga.

**IN:** Meron na po ba kayong naexperience na technical difficulties sa app ng Food Panda?

**LD:** Bale connected ang Waze sa Food Panda app, kaya minsan naliligaw ako kasi nagloloko yung Waze. Kahit malapit na yung address papaikutin ka pa.

Minsan naman sir naghhang yung app, kaya nadodoble yung pagbook nung customer kahit isa lang naman order niya.

**IN:** Importante ba sanyong mga riders ang rating ng customers?

**LD:** Oo sir importante yon kasi doon nanggagaling mga incentives, makakapili ka ng schedule at tsaka mas tataas batch mo.

Yung Batch 1 yung masisipag, talagang walang pili sa booking kahit delikado kukunin. Yung fare din nila mas mataas kumpara sa Batch 4.

**IN:** So kuya paano niyo naayos o nareresolba kapag may problema kayo sa customer?

**LD:** Manghihingi nalang ako ng pasensya sir tapos ibibigay ko nalang yung pagkain, hindi din kasi ako mahilig sa gulo.

**IN:** Anong mga protocols meron ang Food Panda pagdating sa mga bogus buyers pati scammers?

**LD:** Meron naman kaso hindi mahigpit, binaban nila yung mga nangsscam kaso nakakagawa naman sila ng panibagong account.

**IN:** Ano ano ang mga policy ng Food Panda pagdating sa suporta sa kanilang mga riders?

**LD:** Yung mga schedules mo pinapasukan mo kasi kung hindi, masususpend ka. Mahirap din makapili ng schedule kapag mababa batch mo, kailan lang may naholdup dito malapit sa amin. Hindi ko lang alam kung may tulong na gagawin ang Food Panda don.

**IN:** Meron bang binibigay na benefits ang Food Panda?

**LD:** Merong insurance lang, sa penalties naman pwede ka nila isuspend ng mahigit isang linggo o pwede ka matanggal sa trabaho.

**IN:** So kuya nagbibigay ba ng kapital ang Food Panda o sarili niyong gastos yung mga deliveries?

**LD:** Food Panda ang may hawak ng pambayad.

**IN:** Meron po ba kayong natatanggap ng incentives mula sa kompanya tulad ng load o pang data?

**LD:** Sariling gastos po namin ang pang load.

**IN:** Pwede niyo po ba maikwento yung mga challenges na naharap niyo sa trabaho simula nung nagkaroon ng pandemic?

**LD:** Maganda kita kasi bawal lumabas yung mga tao para bumili ng pagkain, kaya naka asa sila sa rider.

**IN:** Anong mga challenges niyo?

**LD:** Ginagawa namin kada bagong order na kinukuha, nagsasanitize kami. Pero siyempre natakot din kami nung una kasi kapag nagka Covid, may posibilidad na matanggal sa trabaho tapos yung mahal ng mga bills sa ospital.

**IN:** May suporta po ba kayong natanggap mula sa kumpanya o sa gobyerno?

**LD:** Ang mga binigay na suporta ng Food Panda at tsaka gobyerno samina yung mga libreng groceries linggo linggo.

**IN:** Ano po reason niyo o motivation niyo kung bakit kayo naging rider?

**LD:** Kaya ako naging rider sir kasi hawak ko oras ko at saka wala akong boss.

[END 2:45PM]