



A Study on the Job Satisfaction among Food Delivery Employees

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ABSTRACT

This study examines job satisfaction among food delivery employees, a rapidly growing workforce facing unique job demands and working conditions. It explores the factors contributing to job satisfaction and dissatisfaction, focusing on variables such as job flexibility, pay, employment status, and demographic differences.

Data from employees across various regions are analyzed to assess correlations between salary, job flexibility, and overall satisfaction. Findings indicate a high percentage of young, part-time employees with moderate satisfaction levels, but many report dissatisfaction with pay, work-life balance, and customer interactions. These insights are intended to guide food delivery companies in implementing strategies to enhance employee satisfaction, retention, and performance.

Key words:

- The majority of food delivery employees are young (ages 18-24) and work part-time, with high turnover and short employment tenure.
- Overall job satisfaction is moderate, with significant dissatisfaction around pay, work hours, and benefits.
- While job flexibility is valued, the unpredictability of earnings and scheduling poses challenges to work-life balance.

INTRODUCTION

Job satisfaction is an essential aspect of employee well-being, and it has been shown to impact organizational productivity, turnover rates, and customer satisfaction. The food delivery industry has experienced tremendous growth in recent years, and it is increasingly becoming a popular job option for many people. However, the job demands and working environment in this industry can be challenging, leading to high levels of job dissatisfaction among employees.

This study aims to explore the job satisfaction among food delivery employees, including factors that contribute to job satisfaction and those that cause dissatisfaction. The findings of this study can be useful in developing strategies for improving employee job satisfaction and enhancing the performance of food delivery organizations.

OBJECTIVE OF THE STUDY

- ❖ A study on the job satisfaction among the food delivery employees
- ❖ To Assess the relationship between job flexibility and employee satisfaction.
- ❖ To find out relationship between salary and job satisfaction.

SCOPE OF THE STUDY

- ❖ The study will focus on food delivery employees operating in diverse locations, including urban, suburban, and rural areas. Specific regions or cities with a high concentration of food delivery services will be selected to capture a broad spectrum of experiences and challenges faced by delivery employee .
- ❖ The study will encompass a wide range of demographic factors, including age, gender, education level, employment status (full-time vs. part-time), and years of experience in the food delivery sector.
- ❖ By considering these variables, the study aims to understand how different demographic groups experience job satisfaction and identify any trends or disparities among them.

NEED OF THE STUDY

- ❖ High employee turnover rates can adversely affect organizational efficiency and productivity, as hiring and training costs are high.
- ❖ Low job satisfaction levels can lead to poor employee performance, which can impact customer satisfaction and harm the reputation of food delivery companies.
- ❖ Identifying the factors that contribute to job satisfaction can help food delivery organizations design strategies to improve employee engagement, loyalty, and performance.

LIMITATION OF THE STUDY

- ❖ The study on job satisfaction among food delivery employees has several limitations. Firstly, the sample may not fully represent all geographical regions or demographic groups, potentially skewing the findings
- ❖ Additionally, the reliance on self-reported data introduces the risk of bias and inaccuracies, as participants might provide socially desirable responses rather than their true feelings.
- ❖ The generalizability of the results may also be limited, as findings from specific platforms or locations may not be applicable to the broader food delivery industry.

REVIEW OF LITERATURE

- ❖ **Katz, L., & Krueger, A. (2019).** *The Effects of Gig Work on Job Security: Insights from Food Delivery Services*. This study discusses how the independent contractor classification affects job security and benefits, leading to lower job satisfaction for many employees.
- ❖ **Johnson, M., & Smith, T. (2021).** *Demographic Variations in Job Satisfaction Among Food Delivery Workers*. This research indicates that factors such as age, gender, and cultural background significantly influence employees' job satisfaction levels .
- ❖ **González, R., & Roberts, S. (2022).** *The Double-Edged Sword of Flexibility: Work-Life Balance Among Food Delivery Employees*. This research highlights that while many delivery workers appreciate flexible scheduling, the unpredictability of earnings creates stress and anxiety.
- ❖ **Miller, D., & Gonzalez, A. (2023).** *Job Satisfaction and Mental Health: A Study of Food Delivery Employees*. This study explores the relationship between job satisfaction and psychological well-being, indicating that satisfied employees report higher levels of overall life satisfaction.

DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS

Age of the Respondent

age		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19-23	78	78.2	4.0	4.0
	24-27	20	19.8	79.8	83.8
	28-30	2	2.0	12.1	96.0
	Total	100	100.0	4.0	100.0
	Total	99	100.0	100.0	

INTERPRETATION

This table shows the age distribution of a sample population. The majority (79.8%) are aged 18-24, while smaller percentages are under 18 (4.0%), between 25-34 (12.1%), and between 35-44 (4.0%). Cumulatively, 96.0% of the sample is under 35 years of age.

Employ status

employ status		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	full time	28	28.3	28.3	28.3
	part time	44	44.4	44.4	72.7
	Temporary	27	27.3	27.3	100.0
	Total	99	100.0	100.0	

INTERPRETATION

This table shows the employment status distribution of the sample population. The majority (44.4%) work part-time, followed by 28.3% who are employed full-time, and 27.3% in temporary positions. Cumulatively, 72.7% of the population is either employed full-time or part-time.

CORRELATION

Correlation is a statistical technique used to measure the strength and direction of the relationship between two variables. It helps you understand how one variable changes in relation to another.

Hypothesis

H0: There is no significant difference between current pay and work- life balance

H1: There is a significant difference between current pay and work- life balance

Correlations		current pay	good life balance
current pay	Pearson Correlation	1	.448**
	Sig. (2-tailed)		.000
	N	99	99
good life balance	Pearson Correlation	.448**	1
	Sig. (2-tailed)	.000	
	N	99	99

** . Correlation is significant at the 0.01 level (2-tailed).

INTERPRETATION

The table shows a moderate positive correlation (0.448) between current pay and good life balance, meaning that higher pay is associated with a better life balance. The relationship is statistically significant (p-value = 0.000), confirming that this correlation is unlikely due to chance. The data is based on 99 respondents

ANOVA

Hypothesis

H0: There is no relationship between employ status and career growth

H1: There is a relationship between employ status and career growth

ANOVA					
employ status					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.472	4	.618	1.106	.358
Within Groups	52.518	94	.559		
Total	54.990	98			

INTERPRETATION

The table shows a moderate positive anova that there is no statistically significant difference in employ status among the groups tested. The F-statistic is 1.106, with a corresponding p-value of 0.358, which is greater than the common significance level of 0.05. This suggests that any observed differences in employ status are likely due to random variation rather than meaningful differences between the groups. Thus, we fail to reject the null hypothesis that all group means are equal.

FINDINGS

The study found that a majority of the sample population (79.8%) is aged 18-24, with a high prevalence of part-time employment (44.4%) and short employment tenure, as 68.0% have been employed for less than six months. Most respondents work once or twice a week and report that adverse weather rarely impacts their deliveries. Job satisfaction is generally moderate (48.5%), but a significant portion expresses dissatisfaction with their pay, working hours, and benefits. Respondents rate their workload as moderate to high, while life balance is largely perceived as poor. Customer interactions negatively impact job satisfaction for many, with nearly half rating its effect as very low.

SUGGESTION

To improve job satisfaction and employee retention, the study suggests addressing key concerns such as dissatisfaction with pay, working hours, and benefits. Given that the majority of the workforce is young (18-24) and employed part-time, providing more flexible schedules, competitive compensation, and enhanced benefits could help align with their expectations. Additionally, since many employees perceive their life balance as poor and find customer interactions to negatively impact their satisfaction, offering support in managing work-life balance, and providing training or resources to better handle customer interactions, may boost overall satisfaction and productivity.

CONCLUSION

This study has highlighted the complexities surrounding job satisfaction among food delivery employees, revealing that various factors, such as income stability, work-life balance, job security, and working conditions, significantly impact their overall job contentment. While the flexibility of the job and the opportunity for self-scheduling can be attractive, many delivery employees face challenges related to inconsistent earnings, long working hours, and the physical demands of navigating traffic and unpredictable weather conditions.

The findings indicate that enhanced job satisfaction in this sector requires a balanced approach from employers and delivery platforms. This includes offering competitive and stable compensation, providing adequate support and safety measures, and fostering an environment that respects the employees' need for rest and personal time. Implementing initiatives, such as increased access to benefits, better training, and safety resources, can positively impact employee well-being and satisfaction, ultimately leading to a more motivated and productive workforce.

As the food delivery industry continues to grow, prioritizing the welfare of its employees will be essential. Addressing the issues highlighted in this study could contribute to improved job satisfaction, reduced turnover rates, and a higher quality of service for customers, benefiting the entire food delivery ecosystem.

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