

WOMEN ON WHEELS: NAVIGATING ROADS AND ROLES IN THE WORLD OF DELIVERY SERVICES

Prof. Ingrid Helena Müller

Abstract

This study delves into the evolving landscape of delivery riders, who emerged as essential frontline workers during the pandemic, facilitating the supply chain amid COVID-19 restrictions. The challenges posed by the transportation sector are further compounded by driver turnover. Acknowledging the importance of not only recruiting top talent but also retaining them, this research sheds light on the experiences of female delivery riders. The study highlights how financial constraints forced numerous individuals into delivery roles, exposing them to new encounters. Despite the gender diversity in North American gig platforms, discrimination, harassment, and wage gaps persist among gig workers, prompting the need for understanding women's perspectives and coping mechanisms. The focus shifts to Grab PH, a super app, and its commitment to enhancing female representation within its driver and delivery-partner communities. By offering comprehensive support services and inclusive livelihood options, Grab PH empowers female delivery partners, expanding job opportunities for women in a traditionally male-dominated industry. The study emphasizes the transformative impact of such employment on families and society, promoting financial stability and role modeling for future generations. The research also explores the dual nature of female riders' experiences, examining how freedom and flexibility in gig work can affect sleep patterns, workloads, and social connections. It contrasts risk management strategies of food delivery drivers, demonstrating the significance of driver control in mitigating risk outcomes. The study further addresses legislative interventions aimed at safeguarding drivers' interests. In the context of these issues, this study aims to delve into the lived experiences of female delivery riders, uncovering their challenges and coping mechanisms. By delving into the realities faced by Filipino female delivery drivers, the research contributes to a comprehensive understanding of this dynamic sector.

Keywords: delivery riders, gig economy, female representation, coping mechanisms, gender diversity

Introduction

Delivery riders became frontline workers who assisted everyone in getting their daily supplies. They transported them to their destinations when the pandemic started, and everyone had to stay home to stop the COVID-19 virus from spreading (Gonzales, 2021). The challenges faced by the transportation sector are worsened by driver turnover. Beyond the significance of hiring top individuals, employers also need to consider how to keep their new hires. The company's drivers serve as its public face and speak for the business (James, 2019). Due to financial restraints, countless people had to work as

delivery drivers, revealing them to various new involvements and experiences they would not have otherwise had (Awi et al., 2021). In North America, women make up around half of the workforce in platforms for home services, food delivery, and cruise. While studies have shown that gig workers experience discrimination, harassment, and a gender wage gap, our knowledge of women's views on these problems and their coping techniques is lacking (Ma et al., 2022).

As the super app, Grab PH doubles down on its attempts to have more excellent female representation among its driver and delivery-partner communities (Manila Times, 2022). Its objective is to provide inclusive livelihood options. Female delivery partners may reach any of the driver centers around the nation for any support or worries they may have as they begin their adventure, while Grab PH's partner centres in Metro Manila offer end-to-end assistance from application to onboarding.

The number of jobs available to women increases as a new industry welcomes more of them. Jobs for women can modernize traditional culture in a place like the Philippines where gender conventions place the male as the breadwinner. In families with a single source of income or unpredictable incomes, a full- or part-time job might make all the difference. The increased financial stability ensures a higher standard of living for the working individual and their families. Beyond the monetary value, the empowered women of 2022 will have intangible benefits. The kids in their life, particularly the young girls, develop into admirable female role models (Transportify, 2022).

Furthermore, Wu (2022) states that female riders entered a male-dominated sector because they had time freedom, had lower occupational thresholds, and anticipated being able to utilize their subjective judgments to improve their earnings. However, this freedom also forces them to lose more sleep, have more work, and be without true ties to the outside world as they attempt to raise their level of social adaptation.

Pancharoen and Phuaphansawat (2021) explained that, on the other hand, former and old risk management strategies are used differently by food delivery drivers. Because the drivers themselves are controlling their risk, as seen by the frequency, severity, and duration of hazards from the study, the risk outcome that impacts food delivery drivers has not had a significant impact on them and their families. As part of the system control, House Bill 6958, sometimes referred to as the Food and Grocery Delivery Services Act, was passed by Alfredo Garbin, a representative from the AKO Bicol Party-list. When riders and drivers of these delivery companies have already settled and paid for what they need, this conduct targets consumers and customers who cancel existing food and grocery purchases (Rivera, 2020). Hence, Tran et al. (2022) discussed that many drivers adopted unsafe and risky traffic practices due to the stress of their jobs, their long working hours, and their financial difficulties.

In line with the abovementioned contextual issues, the researchers seek to establish a study about the lived experiences of female delivery riders, the challenges they currently face, and how they cope with these issues to continue making earnings for their families. They come to appreciate the realities of life as Filipino female delivery drivers.

Research Questions

This study explores the experiences, challenges, and coping mechanisms of Female Delivery Riders. Specifically, this sought to answer the following questions:

1. What are the lived experiences of Female Delivery Riders?
2. What are the challenges faced by Female Delivery Riders?
3. What are the coping mechanisms of Female Delivery Riders?

Methodology

This study employed Heideggerian phenomenology to explore the participant's lived experiences.

Participants of the Study

This study was composed of fifteen (15) female delivery riders as its participants. Thus, the participant in this study is a current resident of Bulacan, Philippines.

Instrument of the Study

This study utilized a semi-structured interview guide that underwent thorough content evaluation by validators to verify its accuracy. The researchers created the interview guide, as mentioned above, which includes particular questions to concentrate on the four key themes of this study. The questions primarily addressed the lived experiences, challenges, coping mechanisms, and quality of life of female delivery riders. Furthermore, it's crucial to remember that the participant had the freedom to voice out any concerns or requests for clarification related to these questions.

Data Collection Process

The researchers used a semi-structured interview guide to gather the data and reach in-depth findings. The interview was conducted through interactions that took place in person. The researchers prepared the consent to participate in this study in advance. The participants received this personally, including the informed notice that the entire conduct of the interview would be recorded for the transcription of verbatim phrases and sentences from the participants.

Ethical Considerations

Legal considerations have been made for every step in numerous investigations and research. One of the most crucial components of research ethics is informed participation. To safeguard the human subjects taking part in research, rules mandating informed consent have been issued. Notifying potential research participants of the major components of a study and what is included allows them to choose if they would like to participate. The participants must not be affected in any way by the interview procedure, whether on purpose or incidentally (Gupta, 2013). The participants also have the option to withdraw from participating if any unexpected event may require them to do so. In compliance with the Data Privacy Act of 2012 (DPA), officially known as Republic Act No. 10173, this study intends to safeguard participants' private and public information. Input from participants will remain confidential and will not be used for other purposes outside the study.

Data Analysis Procedure

A detailed study is required to generate accurate and essential aspects of the data obtained from female delivery riders. This study utilized the Interpretative Phenomenological Analysis (IPA), which was developed on the modified Van Kaam technique made well-known by Moustakas because the researchers' goal is to gather in-depth information about the participants' experienced phenomena. This type of analysis is also suitable, especially in a study wherein the researchers are examining

detailed responses from the participants, including their lived experiences, challenges, coping mechanisms, and quality of life. The transcripts of the interview, which contain participants' actual words or verbatim, will be carefully reviewed and analyzed. Firstly, it is essential to consider gaining an exploratory understanding from the initial data gathered. After that, forming categories and separating data according to themes will be essential. This study's key themes included: female delivery riders' lived experiences, challenges, coping mechanisms, and quality of life. Some aspects underneath these themes will also be analyzed thoroughly. By doing so, a more accurate and reliable set of data will be gathered, and more understandable results will come out. Furthermore, data saturation will be met when no new information is found through data analysis; when that happens, it alerts researchers that they may need to stop collecting data (Hancock et al., 2016).

Results and Discussion

“Hangga’t nagra-ride kami, lalaki sahod namin. Kung magstay lang kami sa bahay namin, walang mangyayari talaga e. Tsaka kahit mababa kailangan lang t’yagain. Hindi fixed ‘yun e.”

With a varying amount of daily salary, Participant 1 stated that one of the reasons for this is the planner set by the riding company.

“Salary, ahh kase sa rider depende sa booking e tulad ngayon meron kaming planner simula nung nilabas si planner hindi naging maganda yung kita ahm, may araw na isang booking lang maghapon yung isang booking na yun ahm kung 58 Pesos na delivery fee yung lang yung kita mo so, hindi naging maganda yung planner na na-encounter namin sa ngayon.”

In line with the findings of Talamayan (2022), riders are compelled to accept unfair payment schedules and working conditions because of the severe fines for non-compliant riders and the difficulties finding work amid the pandemic. This shows that female delivery riders are like many other workers who accept how the system works and keep on working for the sake of having an income for the family despite daily work struggles.

I hold my time for work

This section presents the four main themes of this study, namely: (1) The Realist, (2) The Accommodated, (3) The Vulnerable, and (4) The Determined.

The Realist

With a huge margin, the participants are the ones who accept various situation with an "it is what it is" attitude and prepares to deal with them and treats them as normal parts of a difficult way of living. Most of the participants in this study, female delivery riders, believed that their life became more stable because they took the chances to have even the smallest possible salary. Also, their spare time could be used for working; thus they took the opportunity to work and have money even at nighttime. Moreover, they are more resilient because they realise that it is the key to coping and surviving.

I'll take even the smallest salary

When asked about the amount of salary they acquire every day, Participant 3 answered that it is not fixed and they need to have perseverance, especially on the days that their salary is low.

Participant 3 mentioned that,

Luckily, for the female delivery riders, the work they got into does not require them to observe a fixed timeframe. Based on the response of Participant 5, she holds her time for work.

She stated that,

“Sa ganitong trabaho kasi, hawak ko talaga oras ko kaya nagagawa ko muna ‘yung ibang gawain bago ako magwork.”

Several participants have stated the same. According to the statement of Participant 7, she controls how long she is stuck under the sun while riding.

“Dito talaga sa amin, ‘di naman talaga fixed ang oras sa work, minsan nasa amin na rin kung magwowork kami as rider o hindi. Kadalasan nasa amin na talaga kung gaano katagal kaming nakabilad sa arawan.”

According to Quitlong et al. (2020), given that the results of their study demonstrate that Grab Food can meet and support its employees' financial demands, those who are interested in working there [delivery riding companies] should think about devoting their time and effort to the endeavor. But, since they do not have fixed time at work as delivery riders, they hold their time and they are their own bosses even if they are inside different companies. The majority of the participants revealed that it is up to them whether to go out and ride or to stay at home and do household chores.

Resiliency is the key

Waxmann (2021) states that there are still several areas where notable gender disparities may be seen, and the tremendous improvement in women's resiliency and coping skills aid them in overcoming these situations. In line with this, several participants expressed how resilient they are and how others are shocked at why they still have the courage to pursue being female delivery riders.

Participant 1 mentioned that,

“Actually, palakasan ng loob ‘yan lalo kung rider ka syempre sinasabi nila na parang isang paa mo parang nasa hukay, parang nanganganak lang. Yung isang paa mo nasa hukay, yung ganun, kase syempre delikado kase kalsada kalaban mo dyan e.” People, specifically customers, get shocked as they encounter female delivery riders just like the experience shared by Participant 1.

Participant 1 elaborated,

“Actually, may naencounter ako niyan taga jollibee crew sa Pulo lahat ng sabi niya sa akin “rider ka po?”, sabi ko “oo bakit?”. Hangang-hanga siya kase ngayon lang daw siya nakakita ng rider na babae sabi niya actually hindi siya makapaniwala tapos yung ibang customer ko naman din na nadedeliveran nagugulat sila like “pwede pala rider na babae ahh...”. Sinasabi ko “Opo pwede naman”, tapos tinatanong ako kung mahirap ba, sabi ko madali lang, alam niyong nakakataba ng puso kase hangang-hanga sila sayo, pinupuri ka nila kase never pa daw silang nakaencounter ng babae na rider more on mas madalas na lalaki yun, yung ganun iyon nakaka-ano siya parang nakapagpalakas pa ng loob.”

As the participants experience being in these types of situations, they eventually have a level of resiliency that is enough to handle and surpass future problems. Supporting the result, the World Health Organization (2019) addresses gender imbalances and stereotypes in the health and social care workforce and states that there should be Gender Equity Hub that aims to promote important gender-

related programs. Furthermore, by putting more women into paid, formal employment with positive health, education, nutrition, income, and empowerment, as well as that of their families and communities, gender analysis of the female health and social care manpower, will enable the realization of a stronger female workforce in various fields of work and will provide a more balanced working field when it comes to gender. Lastly, the researchers found out that resiliency should always be the key in a world of "it is what it is" approach, and this must not be limited to men only.

The Accommodated

Most of the participants in this study experienced good relationships with colleagues and have high self-efficacy while working as delivery riders. They are continuously finding ways to help their husband or partners with family expenses. Their workmates as delivery riders made them feel accommodated as they hustle for financial independence, work on some adjustments in life, and receive strong support from colleagues.

I am reaching financial stability

When asked about the changes in their lives as they are being accommodated by the delivery riding companies they are working at, Participant 1 responded that their quality of life improved as she gets enough money for the family too, not just her husband.

Participant 3 mentioned that,

"Compared sa dati siguro sa financial, medyo umano ano ahm, medyo umano ano, umangat kase nagkaroon ako ng income unlike before husband ko lang yung inaasahan ko. Yung ganun kase ngayon natutulungan ko sa financial, nabibili ko yung gusto ko at ng mga bata, yung mga ganun."

Participant 2 also responded that her colleagues and her love for motorcycles are why she became a rider. Since she is earning in this work, she continued working as a delivery rider.

"Ahhh reason, mahilig talaga akong magmotor, ehheh ano parang niyaya ako ng mga kasamahan ko na

"pasok tayo sa ganito" ganun, dun na, since kumikita naman ako ng pera sayang tuloy ko na lang din."

With their need to bring sufficient monetary input for the family, female delivery riders had the phrase "at least" in their minds. For them, a little is better than none, thus they continue their work as long as it makes them less worried about finances.

Participant 3 mentioned that,

"Yun nga yung tulad noon at least yun kapagka everyday na budget lagi kami may budget sa bahay, di ka mangangarag sa mga bayarin, kasi laging 'at least' meron na nakaabang na lang, babayaran mo na lang [mga bills]."

She then proudly added,

"Tumutulong din ako sa asawa ko kaya ako nagwork, tumutulong din ako sa asawa ko sa mga gastusin sa bahay. Kailangan ng additional e."

In support, Awi et al. (2021) came out with the findings that due to financial constraints, many people had to work as delivery drivers, which exposed them to a variety of new experiences they would not

have otherwise had. Through this, the researchers came up with an understanding that the monetary problems led the females to enter the delivery riding field.

In line with the abovementioned, Participant 1 explained how delivery riding helped her family financially and how it contributed when her husband got home after the termination of work abroad.

Participant 1 mentioned that,

“Ahmm...financial tapos, ahm, una kase yung husband ko napauwi siya [from abroad] nawalan siya ng work, tapos nagstay siya dito ng kulang 1 year. Tapos ahm, yung pag-gragrab ko yung nakatulong sa amin sa financial, kaya ayun”

I am protected by colleagues!

World Health Organization (2022) states in an article that protecting the safety of your drivers is both the sensible way to do it and essential to keeping your business operating since millions of people depend on safe, on-time deliveries of online orders, restaurant meals, parcels, and other things. With these, the researchers found that these female delivery riders need to feel safe while working, thus their workmates should not cause any harm or should not be the reason why they feel hurt, especially in the physical and emotional aspects. Associated with this, several participants described how respected and protected they became in the presence of their colleagues.

Participant 1 elaborated that,

“Kase sa experience as a rider na babae ano kapag kasama ko yung mga kasamahan nararamdaman ko yung alam mo yung paggalang pag ikaw yung halimbawa yung isa kung kasamahan niloloko-loko ka, yung iba pagtatanggol ka, yung ganun. Tapos yun nga yung sinabe ko kanina ginagawa nila nagagawa ko rin, yung ganun.”

Due to their few percentages in the number of riders, female riders should feel protected especially against disrespectful customers and colleagues. Some of the female riders expressed how they feel their colleagues' concern for their safety.

Participant 2 mentioned that,

“Syempre nag-iisa ako diyan talaga [na babae], ano yun, mga protective ang mga yun sa akin. Palabiro, pero kung may ano-ano nagtatanong sila na “binastos ka ba nila?”, lalo sa madaling araw.”

According to Waxman (2021), it should come as no surprise that the situation of women varies based on who surrounds them and that the process of achieving equality with men has reached various stages in various spheres of life given the diverse starting points of the women's movement. With these, the responses of the participants could imply that the talks about the safety and protection of female delivery riders should not end with this study, and thus this study should be a bridge to investigate riders' protection in the field further. Fascinatingly, the researchers saw a glimpse of several female delivery riders who positively continues their relationships with their male colleagues – and their other female coworkers must be glad about it.

The Vulnerable

One of the main themes of the responses shows that it is truly a challenge for female delivery riders to maintain smooth flows of connections between them and the customers. Indicated in this section are most of the female delivery riders lived experiences of how they are challenged by fake bookings and

how they became more likely to meet harm through road/location safety matters. Moreover, as they became more exposed to harm in the field/road, they subsequently had lesser time for their families. Many of them also experienced problems in terms of physical condition and misjudgments from society as they keep on doing what is encompassed in their work as delivery riders.

Accident-prone workers

As the female delivery riders gamble their health on the roads, it is unsure where an accident may occur. They are prone to road accidents, not just those events that are unintentionally caused by riders, but by other road users too.

Several participants shared their experiences when asked about their negative encounters with other road riders.

Participant 1 elaborated that,

“Ahm, minsan nagdeliver ako... nabangga ako ng motor sa ano. Motor sa motor, sa Batia? bali crossing siya and then padiretso ako ang tulin ng takbo niya walang siyang helmet tatlo sila sa motor ano magkakamag-anak tapos nabangga niya ako sa gitna [ng motor] ko kung tutuusin kasalanan niya kaya lang hindi ko na siya inano kase hindi naman ako nasaktan so hinayaan ko nalang... hindi naman ako natumba, nagkagassgas yung motor kaunti pero hinayaan ko na hindi ko na siya inano na magbayad o magpabaranggay.”

In her experience, she expressed patience to the point that she did not let things get worse. In line with this, according to Schnitker and Emmons (2007), it has long been acknowledged that patience is a human virtue and an essential element of moral greatness. Thus, what the participant has expressed shows one of the most important tools for humanity – patience.

Correlated to her abovementioned experience, the researchers found that patience is an important quality of a human being, especially those who face triggering situations. However, aside from the internal aspect, Participant 1 added that a rider's safety is also not in her hands because other inconsiderate riders do not care about other road users and can sometimes be the reasons why careful drivers also experience unpleasant incidents.

Participant 1 further stated that,

“Kasi kahit anong ingat mo, kung yung mga nakakasalubong mo sa kalsada barubal magdrive, alam mo yun, walang pakielam sa mga nakakasalamuha niya sa kalsada, useless si safety na ginagawa mo kaya nasasakanila pa rin, di pa rin natin hawak.”

She proudly added,

“Para kase sakin hindi ako ganun katulin magpatakbo, matulin ako magpatakbo kapag walang ibang sasakyan. Pero kapag may ibang sasakyan na ano ahm, alam kong alanganin ako lalo sa pagsingit hindi ko siya ginagawa kase syempre minsan may nakikipagkarerahan na kasamahan mo e yung ganun, yun pag ganun hindi ako papatol kase syempre pwede akong madigrasya ganun lang.”

Interestingly, based on Herald Express (2020), the firm [Food Panda] now covers the accident insurance of its delivery staff. With this, if an accident occurs by any chance, riders would be less worried about how to handle it. However, they also play a part in ensuring road safety by keeping good driving every time they go on the roads.

Also, Tran et al. (2022) stated that many drivers adopted unsafe and risky traffic practices as a result of the stress brought by their jobs. However, the researchers found that several female delivery riders believe in the famous phrase "slowly but surely" whenever they drive their motorcycles.

Participant 3 mentioned that,

"Ahhh talagang ingat lang saka basta yung kahit di ganun kabilis basta yung safe lang na makarating sa customer yun lang ang nasa isip ko."

This implies that safety should be one of the riders' top priorities and they must ensure that they should always keep a good quality of service while keeping a proper attitude in driving.

When fake booking hits

When asked about her latest biggest problem, Participant 2 explained that there are times that fake bookers will attack; and as a rider, she believes that Karma would not follow her but the ones who did it to her.

Participant 2 stated that,

"Wala eh, parang ano lang, isipin mo na lang na ano ka ngayon, siguro di mo araw ngayon, bawi ka na lang sa susunod pera lang naman yan, kumbaga yung karma di naman sayo babalik, dun lang naman yun sa gumawa sayo nun."

Indeed, we all have some days when we can say "maybe it's not my day today", and the researchers considered that female delivery riders should somehow have this attitude to eliminate the thought of reciprocating a negative act towards them, like what many discourteous customers are constantly doing.

I have lesser time for the family

Time is the most precious gift we can give someone, like in a famous saying. However, female delivery riders found it difficult to give because their work as riders became a huge reason for them not to spend more time with their families.

Participant 2 mentioned that,

"Less syempre yung oras, oras talaga. Pero ano naman ahhh, nabawasan ang oras, pero kumbaga iniwan ko lang naman yung mga bata yung time na may mga kasama na sa bahay nakauwi na sila galing sa school, nakagawa na kami ng mga assignment."

In support, Žnidaršič and Bernik (2021) discussed that work-family balance policies and practices, such as encouragement from a leader and coworkers and family-friendly activities, have a beneficial influence on an individual's work-family balance, which increases work engagement as well as the overall evaluation of the company's support for work-family balance. However, several participants revealed that they have unfixed time scheduling as delivery riders.

Participant 2 explained that,

“Sa isang araw usually full-time kasi pero ano putol- putol ‘yung oras like lalabas ako ng 1:00 ng hapon tapos uuwi ako 9:00 ng gabi tapos babalik ako ng 11:00 ng gabi, derecho na iyon hanggang 5:00

madaling araw tapos uuwi ulit ako ganon ‘yong routine.”

Furthermore, female delivery riders are found to be struggling with balancing time between work and family. Participant 5 said that it is because she is assigned to the majority of chores in their home, especially when it comes to taking care of her 5- month-old baby at the same time.

She strongly uttered, Meron kasi akong baby 5 months pa lang, tsaka assigned talaga ako sa halos lahat ng mga gawain sa bahay dahil same kami ng partner ko na nagwowork pero mas madalas syang wala dahil sa malayuan yung kanya.”

In addition, Participants 6 and 7 shared almost the same.

“Panganay ako e, kadalasan ako rin sa maraming gawain sa bahay kaya yung pagiging delivery rider ko sa isang araw hindi fixed kung anong oras.” and “Sa akin ang household chores kaya lumalabas lang ako sa bahay at nagwowork pag ubos na gawain sa bahay, kadalasan hapon na ako hanggang gabi.”

As mentioned in the above statements, some female delivery riders experienced being in a variety of situations at work, limiting them from having quality time with their families or the other way around. These experiences change the way they manage their time for work and family, and the balancing became harder due to work overload. However, female delivery riders stood still and stayed focused despite managing time problems, which will be presented in the later section.

The Determined

A strongly positive view of your goal for yourself and your loved ones is an essential part of success in most fields. Determination is important because this includes doing certain tasks to better follow a built plan of action – regardless of the negativities in the path through the endpoint. This section of the study reveals that suitability for changing conditions, a sense of belongingness, continuous dedication, and being family-oriented are key factors that helped female delivery riders in being still. Good quality of life for female delivery riders also depends on the riders themselves since a rider's ability to do the responsibilities with higher efficiency directly affects how stressed they are, as income is perceived as a necessity.

I am suitable for changing conditions

Flexibility toward changing situations every day is an important part of working as a female delivery rider. They must remain focused as they encounter ups and downs at work. Participant 1 explained her reason why she still delivered one order despite the flood and the distance of the location from hers.

“Minsan nakaencounter ako gabi na siguro ganitong oras, ang deliver ko is Tiaong, Guiguinto, baha tas layo diba, tas naiisip ko kung icancel ko ba o ideddeliver ko siya kaya lang may ano kase may impact siya sa ratings once na magcancel ka lalo kung food magkakaroon ka ng cancellation rate e once na magkaroon ka ng cancellation rate ka ang hirap niyang bawian ang laki ng points ni cancellation rate and bago mo siya mabawi, mga 15 rides e.”

Participant 3 explained her first plan with her motorcycle which is to be used as a service only, but she eventually ends up using it for delivery riding as she sees an opportunity there to have a more reasonable income.

Participant 3 stated that,

“Ahhh kasi una reason ko [sa pagkuha ng motor], kasi kumuha kasi ako ng tricycle na personal ko para may pang service-service ako tapos at the same time yung sa kuryente namin ako ang nagbabayad kaya nagwork din ako.”

Also, as discussed in the study by Melia (2020), motorcycles are far less expensive than more wheeled vehicles, which eliminates several barriers for drivers who want to transport packages but do not have enough money to buy a car. However, this does not abolish the idea that 2-wheeled vehicles are more prone to road accidents than other several-wheeled vehicles.

Based on Goodman (2021), in comparison to most other road vehicles, riding a motorbike significantly increases your exposure to rain, lightning, heat, wind, and other weather patterns. This can occasionally make life challenging, especially if you rely only on your motorcycle for transportation and work. You can find yourself traveling under difficult circumstances. It may be an endurance challenge or an even more hazardous one. Thus, female delivery riders are facing difficult situations in the field. That's why their suitability for changing conditions is a huge factor affecting several working aspects.

I am stress-free!

In reality, people can work more productively if they are surrounded by the ones who make them feel welcome and stress-free. A sense of being stress-free is an essential matter in terms of maintaining a good attitude towards work. With these, Participant 1 explained how her stress level is lowered due to the bond that she and her colleagues share with one another.

Participant 1 mentioned that, *“Ahm... wala siguro kase kapag nasa work ka malelessen yung stress mo kapag yung mga kasama mo kase merong mga palabiro, may mga kwentuhan, nag-aaya kainan ng ganito, yung parang ganun.”*

Moreover, a sense of belongingness also led to higher self-efficacy for female riders most likely because of the constant similarities between male and female riders in everyday tasks that they do together.

Participant 1 added, *“Parang feeling ko pag magkakasama kami lalaki na rin ako kase yung ginagawa nila nagagawa ko din tapos actually delikado yung ganun pero ano ahm... tawag dun ahh...lakas ng loob.”*

Participant 6 shared almost the same,

“Nilalakasan ko lang loob ko kasi unti-unti nakakasanayan ko na mga ginagawa ng lalaki tsaka narealize ko kaya ko naman talaga. Mula nung dumami mga nakasama kong lalaki, nakita kong wala naman pala kaming pinagkaiba masyado, kaya ko rin naman karamihan sa ginagawa e kasi madali lang naman din pag di ka naiilang sa kasama.”

The way they said things about courage makes it clearer that the blur in the lines between male and female significantly disappears. Furthermore, according to Faraz et al. (2021), a high level of self-efficacy, which the study discovered, positively impacts task and contextual job performance but has no

relationship with unproductive conduct. The researchers discovered that the workplace had an impact on both self-efficacy and productivity.

Thrifty for the family

Survival is one of the main reasons people are working for money; for most female delivery riders, this task [working] should not be limited to men only. Also, as female delivery riders get money from working, this should be saved and allocated for several everyday expenses. Participant 1 discussed how and why she prepares for future expenses.

Participant 1 elaborated that,

“Oo sa mga bata, sa ahm dito sa bahay, kase marami pang aayusin kung gusto kong makaipon na di alam ng asawa ko, sa madaling salita makakapagtabi ako ng sarili kong pera para if ever na kagaya niya kapag pinaumpisahan ulit ito (bahay) or ano meron akong sariling hawak na pera kase ano from the start sa aming mag-asawa ano ako e ahm, alam mo yung hindi ko inaasahan sa kanya lang lahat tsaka yung madiskarte sa madaling salita.”

According to an article in ICICI Pru (2020), saving money is one of the key components of wealth accumulation and ensuring a stable financial future. You may escape life's uncertainties by saving money, which also allows you the chance to live a decent life. Thus, the participants' thriftiness for the future of their families can help them fight fears and worries about their well-being. Finding more ways to have money for future use is a great attitude, but a challenging one when it comes to low-income riders.

I am more than just a woman!

Every participant had different sides or perspectives towards gender roles, but the only thing they all agreed on is that being a female does not limit them to what they can do. Participant 2 stated that people should not say that women are just women; a woman like her believes that they can do what a man does.

“Sa akin naman po kasi di nila pwedeng sabihing

“babae lang yan”, ang sa akin lang naman kasi kaya ako nandito kasi kaya ko namang gawin ang kayang

gawin ng mga lalaki, minsan nga sa di pagyayabang, pero minsan feeling mo mas magaling ka pa nga sa kanila.”

Regarding how she sees herself, she strongly added, *“Yun lang naman, yung kumbaga kung ano kaya mo, yun ang ibigay mo. Kung tingin nila sayo hanggang diyan ka na lang, yung ang tingin nila sa akin, sa inyo na yun, pero ang alam ko sa sarili ko, kung ano ang kaya nilang gawin, kaya ko rin. Minsan mas hinihigitan ko pa nga sila, mas kaya ko pang higitan minsan.”*

According to Jiang et al. (2019), individual perceptions about their self-efficacy as accomplishers of certain tasks and how they believe they can do those tasks are the fixed point of perceived self-efficacy – and it is essential in achieving success, especially in the working fields. Thus, what female delivery riders think about their capabilities truly molds their success in their job.

It is essential to consider how a person becomes effective in performing the roles assigned to her. Several women who took part in this study believed that they can even surpass the performances of men in some situations – not to brag but to state that they still can be successful in doing various tasks even when those tasks are initially seen as for men only.

Participant 3 strongly believes that as long as she finds money without putting harm on others, she is doing the right thing.

She mentioned that, *“Kumbaga kasi di ko na rin iniisip kung ano yung iisipin ng ibang tao, kasi ang mahalaga sa akin basta ako kumikita ako wala akong ginagawang masama, kinikita ko nang maayos, nang wala akong naagrabyado na ibang tao yun.” (P3)*

To sum it all up, these experiences strongly speak that even though solutions are implemented in most cases, there are a lot of adjustments needed to better build a community without discrimination – and there are several women who live but are not experiencing a great quality of living due to being exposed to several issues that arose. The main themes of this study (The

Conclusion

Based on the findings, the following conclusions are derived: Female delivery riders' families would not have sufficient money for everyday necessities if only the head of the family will work. Thus, female delivery riders are willing to take action to stabilise their finances, even with a threat to their safety and with unfixed salaries.

Female delivery riders' self-efficacy helps them in coping with the challenges because they tend to believe that they can surpass any negative circumstances that may arise even from the external aspects of their job that are just parts of the system. Completing their daily work – easy and hard- becomes faster and more efficient because they have a strong belief in their capacity to do it.

Most of the female delivery riders in Bulacan, specifically in Sta. Maria, Bocaue, and Marilao areas are prone to road accidents and fake bookings. Also, being delivery riders has put them in situations wherein they tend to have lesser time for their family. This is because even though they hold their time for work, they still need to spend additional time on it to gain more money for the needs of their families. Due to the small percentage of female delivery riders in the industry, it is a strange thing for some people. This caused the female riders to express themselves by saying that women can also accomplish what men can do – in several aspects, not just in their job. This leads to the solid statement that being female does not limit them in what they can accomplish.

Further, female delivery riders firmly believe that if they get easily affected by negative occurrences, no improvements will be observed in their quality of life. Thus, as female delivery riders, resiliency is one of the most effective keys to surpassing hardships and striving for the betterment of their lives.

Moreover, it is highly suggested that female employees should be given preferential assistance given their physical capabilities and role in the family. Thus, local government units should provide an alternative source of income that will allow them to have quality time with their family, especially their children. based food delivery in Paris before and during the pandemic:Profile,motivations and mobility patterns of Couriers.

European Transport

References

- Arnaldo, S. (2020, March 14). Grab food, Foodpanda's safety measures during Metro Manila lockdown. *RAPPLER*. <https://www.rappler.com/life-and-style/254467-grab-food-food-panda-safety-measures-metro-manila-lockdown/>
- Awi, E. (2021). The 'delivery rider students' amid the pandemic and its implication to . . . https://www.researchgate.net/profile/Eric-Awi-2/publication/355183829_The_%27Delivery_Rider_Students%27_Amid_the_Pandemic_and_Its_Implication_to_Online_Learning_Education/links/618323foeef53e51e126c417/The-Delivery-Rider-Students-Amid-the-Pandemic-and-Its-Implication-to-Online-Learning-Education.pdf
- Awi, E., Aviles, J., Cervania, F., Flores M., Maallo A. M., Pajarillo, L.J., & Ruiz, L. (2021). *International Journal of Social Sciences & Educational Studies*, 8(3). <https://doi.org/10.23918/ijsses.v8i3p200>
- Bacchi, U. (2021, November 25). Life on the line: Deadly risks for world's food delivery drivers. *Context*. <https://www.context.news/socioeconomic-inclusion/long-read/life-on-the-line-deadly-risks-for-worlds-food-delivery-drivers>
- Barle, T. (2021, November 29). The uncomfortable reality of being a female delivery driver. <https://www.vice.com/en/article/y3vgn7/the-uncomfortable-reality-of-being-a-female-delivery-driver>
- BMPlus. (2020, August 30). Foodpanda keeps their riders in a good vibes state of mind. *BusinessMirror*. <https://businessmirror.com.ph/2020/08/30/foodpanda-keeps-their-riders-in-a-good-vibes-state-of-mind/>
- Buncaras, Z., Trucilla, L., Rodriguez, K., Ayapana, M., Interia, J., Gumapas, A., & Tus, J. (2022). Food at Speed of a Click: The Experiences and Challenges Faced by Food Delivery Riders Amidst the COVID-19 Pandemic.
- Canivel, R. S. (2021). "Foodpanda suspends riders for 10 years." *Inquirer.net*, July 19, 2021. Retrieved October 26, 2022, from <https://newsinfo.inquirer.net/1461195/foodpanda-suspends-riders-for-10-years>.
- Climate Justice Research Centre (2019). *Heat stress and on-demand work*. UTS Climate Justice Centre July 2019. Retrieved October 26, 2022, from <https://opus.lib.uts.edu.au/bitstream/10453/134736/1/On%20Demand%20cyclists%20UTS%20final.pdf>

Grecia, L. (2020). The new bill seeks to imprison, and fine customers who cancel food delivery orders. <https://www.topgear.com.ph>. Retrieved October 26, 2022, from <https://www.topgear.com.ph/news/motoring-news/house-bill-6958-filed-congress-a4354-20200608>

Gonzales, A. L. (2021, December 16). *This delivery rider reveals the challenging realities of her job*. Preview. ph. Retrieved September 24, 2022, from <https://www.preview.ph/culture/what-its-like-to-be-a-delivery-rider-a2134-20211216?fbclid=IwAR1lzXx9NmG-Xunzhio2UjvKIjhCDLHT4fbiNXYXx7cQeQHW43D3m91aUQY>

Goodman, P. (2021, June 11). 10 disadvantages of traveling by Motorcycle. AxleAddict. Retrieved December 11, 2022, from <https://axleaddict.com/motorcycles/Disadvantages-of-Travelling-by-Motorcycle>

Gupta, U. C. (2013, January). Informed consent in clinical research: Revisiting few concepts and areas. Perspectives in clinical research.

Retrieved October 30, 2022, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3601699/>

Gyaan, R. (2022, July 29). *7 challenges faced by food delivery services and how to address them*. The Restaurant Times. Retrieved

October 29, 2022, from <https://www.posist.com/restaurant-times/restro-gyaan/food-delivery-challenges.html>

Hancock, M. E., Amankwaa, L., Revell, M. A., & Mueller, D. (2016). Focus group data saturation: A new approach to data analysis. The qualitative report, 21(11), 2124.

Herald Express (2020, October 8). A female foodpanda rider in Baguio proves that food delivery knows no gender. HERALD EXPRESS | News in Cordillera and Northern Luzon. Retrieved

October 25, 2022, from <https://baguioheraldexpressonline.com/a-female-foodpanda-rider-in-baguio-proves-that-food-delivery-knows-no-gender123/>

Huang, H. (2022). Riders on the storm: amplified platform precarity and the impact of COVID-19 on online food-delivery drivers in China. *Journal of Contemporary China*, 31(135), 351-365. Retrieved October 29, 2022, from <https://www.tandfonline.com/doi/full/10.1080/10670564.2021.1966895?src=recsys>

James, M. M. (2019). Understanding Role Stressors, Burnout, and Intent to Quit for Foodservice Delivery Drivers. Proquest.com.

Retrieved from <https://www.proquest.com/openview/5ada20c71105e8fd2f1809175fddd182/1?pq-origsite=gscholar&cbl=18750&diss=y>

Jiang, X., Wang, J., Lu, Y., Jiang, H., & Li, M. (2019, January 29). *Self-efficacy-focused education in persons with diabetes: A systematic review and meta-analysis*. Psychology research and behavior management. Retrieved December 15, 2022, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6357887/>

Jobble (2022, March 22). The rise of female delivery drivers since the pandemic. Jobble. Retrieved November 20, 2022, from

<https://jobble.com/articles/the-rise-of-female-delivery-drivers-since-the-pandemic/>

Lachica, I. (2021, May 22). Things delivery riders go through in a day. INQUIRER.net. Retrieved October 30, 2022, from <https://cebudailynews.inquirer.net/378898/things-delivery-riders-go-through-in-a-day>

Ma, N. F., Rivera, V. A., Yao, Z., & Yoon, D. (2022). "Brush it off": How women workers manage and cope with bias and harassment in gender-agnostic gig platforms. CHI Conference on Human Factors in Computing Systems. <https://doi.org/10.1145/3491102.3517524>

Meah, N. (2021). The big read in short: Food delivery is hard work without prospects or benefits. still, some do it for years. TODAY.

Retrieved October 26, 2022, from <https://www.todayonline.com/big-read/big-read-short-food-delivery-hard-work-without-prospects-or-benefits-still-some-do-it-years>

Melia, E. (2020). African jobs in the digital era: Export options with a focus on online labor. EconStor. Retrieved October 26, 2022, from <https://www.econstor.eu/handle/10419/214203>

Morovati Sharifabadi MA; Movahed E, Jodgal KHM, Zareipour MA, Alizadeh S, Agh Atabai R, Bahrevar V, Ameri M.

(2017). Drivers' Life Quality, Marital Satisfaction, and Social Support in Cargo Terminal of Yazd City. J Community Health Research. 2017; 6(1): 53-63.

Nelz, J. (2021, August 12). The delivery rider airs frustration to a customer who reported him after receiving the order. Philippine News. Retrieved October 29, 2022, from

<https://philnews.ph/2021/08/12/delivery-rider-airs-frustration-customer-who-reported-him-after-receiving-order/>

Nguyen, Q. H., Tran, N. A. T., Nguyen, H. L. A., Nguyen, T. B. H., Huynh, T. N. L., Pojani, D., Nguyen Thi, B., & Nguyen, M. H. (2022, June). Health and safety risks faced by delivery riders during the covid-19 pandemic. *Journal of Transport & health*. Retrieved November 20, 2022, from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8853807/>

Okunribido, O. (2016). *An investigation of posture and manual materials handling as risk factors for low back pain in delivery drivers*. Retrieved October 25, 2022, from <https://hdl.handle.net/10520/EJC-62a546627>

Okunribido, O. O., Magnusson, M., & Pope, M. (2006, January 19). Delivery drivers and low-back pain: A study of the exposures to posture demands, manual materials handling and whole-body vibration. *International Journal of Industrial Ergonomics*. Retrieved October 25, 2022, from <https://www.sciencedirect.com/science/article/abs/pii/S0169814105001757?via%3Dihub>

Pancharoen, S., & Phuaphansawat, D. (2021). The Risk of Labor in Digital Platform: Behind the Scenes of the Food Delivery Drivers.

KKU Research Journal (Graduate Studies) Humanities and Social Sciences, 9(3), 132–144. Retrieved from <https://so04.tci-thaijo.org/index.php/gskkuhs/article/view/247692>

Papakostopoulos, V., & Nathanael, D. (2020, October 20). The complex interrelationship of work-related factors underlying risky driving behavior of food delivery riders in Athens, Greece. *Safety and Health at Work*. Retrieved October 26, 2022, from <https://www.sciencedirect.com/science/article/pii/S2093791120303486>

Pinoy Stack (2021, November 2). Fake booking cases in the Philippines are on the rise. Pinoy Stack. Retrieved October 29, 2022, from <https://pinoystack.com/blog/social-media/fake-booking-cases-in-the-philippines-is-on-the-rise/>

Quitlong, K. M. M., Tabas, A. M., Bacolod, P. T. D., & Paganao, S. P. R. (2020). Determining job satisfaction of Grabfood Delivery

Drivers. *Ascendens Asia Journal of Multidisciplinary Research Abstracts*. Retrieved October 26, 2022, from <https://ojs.aaresearchindex.com/index.php/AAJMRA/article/view/2744>

- Rahman, T., Hasnain, M. D. G., & Islam, A. (2021). Food insecurity and mental health of women during COVID-19: Evidence from a developing country. PLOS ONE. Retrieved October 30, 2022, from <https://journals.plos.org/plosone/article?id=10.1371%2Fjournal.pone.0255392>
- Ravens-Sierberer, U., Kaman, A., Erhart, M., Devine, J., Schlack, R., and Otto, C. (2022). Impact of the COVID-19 pandemic on quality of life and mental health in children and adolescents in Germany. *European Child & Adolescent Psychiatry* volume 31, pages 879 – 889 (2022). Retrieved from <https://link.springer.com/article/10.1007/s00787-021-01726-5>
- Razzolini, O. (2021). Collective action for self-employed workers: a necessary response to increasing income inequality. Retrieved October 25, 2022, from http://csdle.lex.unict.it/sites/default/files/Documenti/Articoli/2021-1_Razzolini.pdf
- Rivera, J. (2020, June 8). Jail time for six years for customers who cancel Food Delivery Orders. *Announcement Philippines*. Retrieved October 26, 2022, from <https://announcement.ph/>
- Rodriguez, K., Buncaras, Z., Trucilla, L., Rodriguez, K., Ayapana, M., Interia, J., Gumapas, A., & Tus, J. (2022). Food at the Speed of a click the Experiences and Challenges of Food Delivery riders amidst the. *StuDocu*. Retrieved November 20, 2022, from <https://www.studocu.com/ph/document/arellano-university/business-accounting/foodat-speedofa-click-the-experiencesand-challengesof-food-delivery-riders-amidstthe-covid-19pandemic/35542630>
- Santisi, G., Lodi, E., Magnano, P., Zarbo, R., & Zammitti, A. (2020, June 28). Relationship between psychological capital and quality of life: The role of courage. *MDPI*. Retrieved October 26, 2022, from <https://www.mdpi.com/2071-1050/12/13/5238>
- Sekky, F., Imbeau, D., Dubé, P.-A., Chinniah, Y., Marcellis-Warin,
- N. de, Beauregard, N., & Trépanier, M. (2020, August 16). Assessment of physical work demands of long-distance industrial gas delivery truck drivers. *Applied Ergonomics*. Retrieved October 25, 2022, from <https://www.sciencedirect.com/science/article/abs/pii/S0003687020301769>
- Schnitker, S. A., & Emmons, R. A. (2007, January 1). Patience as a virtue: Religious and psychological perspectives. *Brill*. Retrieved December 11, 2022, from https://brill.com/display/book/edcoll/9789047419648/Bej.9789004158511.i-301_012.xml
- Talamayan, F. (2022, October 8). Foodpanda and the promotion of precarious work in the Philippines. *SSRN*. Retrieved October 26, 2022, from https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4023789

- Taylor, B. D., Ralph, K., & Smart, M. (2015). What explains the gender gap in schlepping? testing various explanations for gender differences in household-serving travel*. *Social Science Quarterly*, 96(5), 1493–1510. <https://doi.org/10.1111/ssqu.12203>
- The Manila Times (2022, April 1). Grab Philippines empowers female drivers and delivery partners. The Manila Times. Retrieved October 25, 2022, from <https://www.manilatimes.net/2022/04/01/public-square/grab-philippines-empowers-female-drivers-and-delivery-partners/1838467/>
- The Manila Times. (2022, March 27). *Grab ph empowers female drivers, Delivery Partners*. The Manila Times. Retrieved September 26, 2022, from <https://www.manilatimes.net/2022/03/27/public-square/grab-ph-empowers-female-drivers-delivery-partners/1837751>
- Tran, N. A. T., Nguyen, H. L. A., Nguyen, T. B. H., Nguyen, Q. H.,
- Huynh, T. N. L., Pojani, D., Thi, B. N., & Nguyen, M. H. (2022, February 18). *Health and safety risks faced by delivery riders during the covid-19 pandemic*. *Journal of Transport & Health*. Retrieved September 24, 2022, from <https://www.sciencedirect.com/science/article/pii/S2214140522000159>
- Transportify (2022). <https://www.transportify.com.ph>. Retrieved October 25, 2022, from <https://www.transportify.com.ph/female-driver-philippine-logistics-industry/> Transportify (2022). Female Delivery Driver in Logistics Industry(2022 Trend). Retrieved October 26, 2022, from <https://www.transportify.com.ph/female-driver-philippine-logistics-industry/> Waxmann. (2021). Women's Choices in Europe. CORE. Retrieved November 3, 2022, from <https://core.ac.uk/works/120400004>
- World Health Organization (2022). Health and safety tips for delivery drivers – Chubb in the Philippines. Best Practices for Protecting Your Delivery Drivers. Retrieved December 11, 2022, from <https://www.chubb.com/ph-en/articles/best-practices-for-protecting-your-delivery-drivers.html#:~:text=With%20millions%20of%20people%20relying,to%20keeping%20your%20business%20operational.>
- World Health Organization. (2019). Delivered by women, led by men: A gender and equity analysis of the global health and social workforce. Retrieved October 29, 2022, <https://apps.who.int/iris/bitstream/handle/10665/311322/9789241515467-eng.pdf>
- Wu, J. (2022, April 12). *Research on the social adaptation of female food delivery workers in Shenzhen*. Research on the Social Adaptation of Female Food Delivery Workers in Shenzhen | Atlantis

- Press. Retrieved September 24, 2022, from <https://www.atlantis-press.com/proceedings/iccrs-22/125972762>
- Wu, P. F., Zheng, R., Zhao, Y., & Li, Y. (2022). Happy riders are all alike? ambivalent subjective experience and mental well-being of food-delivery platform workers in China. *New Technology, Work and Employment*. <https://doi.org/10.1111/ntwe.12243>
- Zhang, C., Sitar, S., & Huang, C.-C. (2022, July 2). Effects of job demands and resources on positive and negative affect of delivery drivers in China. *MDPI*. Retrieved October 26, 2022, from <https://www.mdpi.com/1660-4601/19/13/8140/htm>
- Zheng, R., Wu, P. F., Zhao, Y., & Li, Y. (2022). Happy riders are all alike? ambivalent subjective experience and mental well-being of food-delivery platform workers in China. *New Technology, Work and Employment*. <https://doi.org/10.1111/ntwe.12243>
- Zhou, N. (2018, April 30). Accidents, stress, and uncertainty: Food delivery riders lift the lid on work conditions. *The Guardian*. Retrieved October 30, 2022, from <https://www.theguardian.com/business/2018/may/01/accidents-stress-and-uncertainty-food-delivery-riders-lift-lid-on-work-conditions>
- Žnidaršič, J., & Bernik, M. (2021). Impact of work-family balance results on employee work engagement within the organization: The case of Slovenia. *PLOS ONE*, 16(1). <https://doi.org/10.1371/journal.pone.0245078>