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Factors Influencing the Career Satisfaction of Gig Workers within the Klang Valley

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ABSTRACT

The gig economy is crucial to Malaysia's labor market, notably in the Klang Valley, where gig workers significantly contribute to sectors like e-hailing and food delivery. Improved career satisfaction among these workers enhances global economic growth and productivity. The issue of inequality between formal and informal gig workers is increasingly recognized, highlighting the growing vulnerability of gig workers. The study focuses on factors affecting career satisfaction, including income, job security, social protection, and the working environment. The study uses a quantitative, descriptive approach grounded in assessing career satisfaction among gig workers. It analyzed survey data from 394 participants through SPSS, based on a non-probability convenience sampling method. A sample size of 394 was determined from an estimated population of 10,000 gig workers in Klang Valley, achieving a response rate of 98.5% at a 95% confidence level. Income stability (H1: $t=6.256$; $p<0.001$), job security (H2: $t=3.390$; $p<0.001$), social protections (H3: $t=2.603$; $p=0.010$) and supportive work environment (H4: $t=-0.603$; $p=0.547$) is a significant factor in career satisfaction. The Self-Employment Social Security Scheme (Act 789) has notably influenced the social protection of gig workers in Malaysia since 2017, offering valuable insights for policymakers and industry stakeholders to enhance career satisfaction and well-being, thus fostering sustainable growth in the gig economy.

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Introduction

In 2020, the Department of Statistics Malaysia reported that over 26% of Malaysian workers were involved in gig labor, reflecting a significant increase in gig workers in line with global trends towards alternative work arrangements [1]. The gig industry has altered the work landscape by creating new employment structures in Malaysia, driven by wage cuts and job losses during COVID-19 and government initiatives like the Movement Control Order to address these issues [2]. Individuals with high autonomy in the gig economy may experience income instability and limited benefits, yet this sector contributes positively to global economic growth and employment. Improving career satisfaction among gig workers is essential for increasing productivity, innovation, and economic resilience [3]. Understanding the experiences of gig workers, especially in terms of job satisfaction, is vital for the future of work in areas such as graphic design and software development [4]. Dissatisfaction and turnover among gig workers can result in economic instability and inefficiencies in the gig economy [5]. In Malaysia, gig employment predominantly consists of on-demand app contract labor, including e-hailing and meal delivery services [1]. Gig workers experience wage fluctuations linked to service demand, which impacts their financial stability and planning [6]. To enhance income stability, they should utilize platforms that offer transparent pricing and consistent work opportunities. Job security is a critical issue for gig workers in Western countries due to their lack of traditional employee protections. Legislative reforms may be necessary to enhance job security by expanding labor protections while preserving the flexibility that draws individuals to gig work [7]. Western gig workers typically have reduced access to social protections like healthcare and retirement benefits compared to traditional employees. Ethical issues such as algorithmic bias, unfair ratings, and pressure to accept poor conditions can diminish job satisfaction [8]. The gig economy encourages entrepreneurship and innovation through flexibility, autonomy, and additional income opportunities. Examining gig worker satisfaction is essential for formalizing roles and tackling specific challenges, leading to the need for further research to develop effective policies that improve job satisfaction and security. Key aspects such as income, job security, social protections, and work environment significantly affect job quality and overall well-being in the gig economy. This study addresses gaps in understanding career satisfaction among gig workers, detailing the dynamics and determinants of satisfaction that are less examined compared to traditional employment. It enhances the discussion on modern work practices and employment relations, identifying factors that influence gig workers' recruitment, retention, and performance management. By fostering a supportive environment, organizations can enhance gig workers' job satisfaction, productivity, and loyalty, ultimately supporting success in the gig economy. The gig industry includes sectors like transportation, accommodation, creative services, and professional

services, such as consulting and IT services [9]. This study seeks to inform policymakers, platform operators, and labor advocates by addressing the specific needs and challenges of gig workers in Malaysia, such as income stability, social protections, job security, and working conditions, to improve career satisfaction by 2025.

Literature Review

A. Evidence Gaps

Variables are essential for empirical research, allowing for the detection and measurement of variations, as stated by Delmar [10]. Research on gig workers' career satisfaction in the US [11] and UK [12] has explored various job satisfaction aspects, but limited research on Malaysian cultural norms' impact on gig worker satisfaction indicates a significant gap in understanding cultural influences on experiences. In the Southeast Asian context, gig work, typically viewed as a last resort for the unemployed in developed economies, is increasingly seen as an attractive and viable employment option in developing regions.

This study emphasizes the need for context-specific research and policy interventions to address the opportunities and challenges that youth encounter in the gig economy, contributing to global discussions on the future of work. Further studies are necessary for effective policy development. The *Literature Review* is expected to provide scientific support for the study, presenting key theoretical frameworks, established findings, and relevant prior research. Authors should include both foundational works and recent developments, prioritizing peer-reviewed journal articles.

Table 1. Summary of Evidence Gaps

Past Research Gap	Method	Finding	Contribution	Ref. No.
Previous research failed to adequately account for income variations among various alternative work arrangements, such as freelance, temporary, on-call, and gig work. The inconsistency in defining what constitutes a "gig" or "alternative" job led to difficulties in comparing income data across studies.	Survey Data Statistical Analysis	Income levels varied significantly across different types of alternative work. For instance, freelance and contract workers tended to have higher income variability compared to traditional employees, with some experiencing substantial income instability.	The findings underscore the need for policies that address income instability and the lack of benefits in the gig economy, contributing to debates on labor market reforms. By using the CWS data, the study filled critical gaps in understanding income trends within alternative work arrangements, offering more precise estimates than previous research.	[13]
Much of the existing literature was rooted in traditional economic models that assumed rational decision-making, neglecting the psychological and behavioral factors that might influence how people respond to	Experimental Design	The research identified several behavioral biases that influenced how participants responded to different income conditions. For example, loss aversion played a significant role in shaping decisions under	The study bridged the gap between traditional economic models and behavioral economics by demonstrating how income structures influence behavior beyond what traditional models would predict.	[12]

Past Research Gap	Method	Finding	Contribution	Ref. No.
different income scenarios.		variable income conditions.		
Previous research lacked a comprehensive view of how gig work affects workers, platforms, and labor markets, particularly regarding job security, income variability, and regulatory issues.	Mixed Method, Interview, and Survey	Gig work offers flexibility but leads to job insecurity and variable income. Workers face challenges such as a lack of benefits and unstable earnings. Platforms benefit from reduced costs and operational flexibility but face regulatory challenges.	The findings suggest that policymakers and platform designers should consider how to improve worker autonomy without compromising necessary controls or protections. This could lead to better working conditions and fairer practices in the gig economy.	[14]
There was insufficient research linking income levels directly to job performance and employee satisfaction, particularly in contexts where income disparity was prevalent.	Quantitative Analysis	The research identified several moderating factors, such as job role, work environment, and employee expectations, that influenced how income affected job satisfaction and performance.	The study laid the groundwork for future research to explore the complex relationships between income, job satisfaction, and performance, particularly in environments with significant income disparities.	[15]
Most existing studies concentrated on gig work in Western countries or globally, neglecting the specific economic, regulatory, and social contexts of Eastern European countries. There was a lack of empirical evidence detailing how gig economy platforms influence employment patterns and labor markets in this region, including their effects on traditional employment, job quality, and worker experiences.	Mixed Method, Surveys, and interviews	The study found that gig economy platforms have significantly influenced employment patterns in Eastern Europe, leading to a growth in freelance and platform-based work. Gig work has been shown to impact traditional employment, with some workers transitioning from full-time jobs to gig roles. The study noted a decline in job security and stability among those who shift to gig work, affecting their overall job satisfaction.	Provides valuable insights into how gig economy platforms affect employment in Eastern Europe, addressing a significant gap in the literature by focusing on a less- researched region.	[16]
There was a lack of cross-industry comparative studies examining how different sectors adapt to technological changes and how these adaptations affect income distribution and workforce dynamics.	Quantitative and Qualitative Analysis	The research probably highlighted income polarization as a consequence of technological changes, with certain sectors experiencing increased income disparity between high-skilled and low-skilled workers.	The study laid the groundwork for future research that could further explore the long-term effects of technology on different industries, particularly in terms of income dynamics and workforce adaptation.	[17]

B. Analytical framework

Fig. 1 presents the conceptual framework of this study, which investigates the impact of income, job security, social protection, and working environment on gig workers' career satisfaction in Klang Valley.

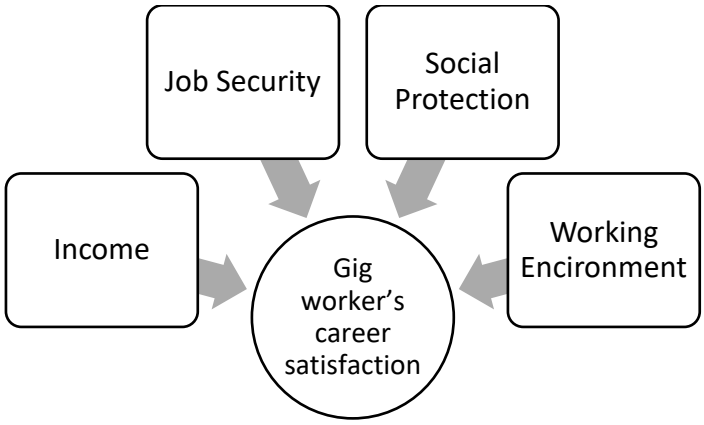


Fig. 1. Conceptual framework

According to equity theory by Adams and Freedman [18], career satisfaction is influenced by the fairness of reward distribution, where inputs like effort and skills are balanced against outcomes such as income. Employee satisfaction is influenced by the perceived fairness of compensation relative to both individual efforts and peers' rewards. Studies indicate that perceptions of equity affect career satisfaction and behavior, leading to decreased job satisfaction when compensation is perceived as unfair [19]. Quader [20] indicates that transparent and fair compensation practices enhance employee satisfaction and loyalty, highlighting the importance of addressing perceived compensation inequities for better career satisfaction and overall well-being. According to equity theory, fairness in job security increases career satisfaction and commitment, as employees evaluate their situations relative to peers.

According to Itohan et al. [21], gig workers who feel a sense of job security tend to have higher career satisfaction. The study emphasizes that job security in the gig economy enhances career satisfaction by contributing to stability and fairness. The study by Lo and Kun-Lin [22] indicate that gig workers experience higher career satisfaction when they view their job security as equitable to their contributions. It supports Equity Theory, highlighting that perceived fairness and stability are essential for improving satisfaction among gig workers. Herzberg [23] indicates that job satisfaction and dissatisfaction stem from motivators and hygiene factors. This distinction guides management practices, emphasizing the importance of fostering conditions that enhance intrinsic rewards to improve employee motivation and satisfaction. Herzberg's Two-Factor Theory highlights that while hygiene factors such as job security and working conditions can prevent dissatisfaction among gig workers, they do not guarantee high satisfaction. Recent studies emphasize the importance of balancing hygiene factors with motivators to enhance career satisfaction for gig workers. Gig work provides significant autonomy for workers, allowing them to set their own schedules and select tasks, which is associated with higher job satisfaction [24].

Research reveals a disconnect between self-determination theory's theoretical application and its practical implementation in organizations, hindering its influence on job satisfaction and security. Leaders' consistent failure to adopt need-supportive behaviors can reduce the positive impact of self-determination theory on workplace outcomes [25]. Interventions that enhance self-determination theory (SDT) need fulfilment, including leader training for constructive feedback, employee empowerment, and fostering collaboration, can lead to improved job satisfaction and job security. SDT suggests that gig workers can enhance their job satisfaction and security by prioritizing autonomy, competence, and relatedness, thereby providing valuable insights for both theory and practice in promoting these aspects.

Material and Methods

The research framework details the methodology for data collection and analysis, focusing on gig workers' career satisfaction in Klang Valley through a quantitative, descriptive approach. The study uses self-administered questionnaires, enabling participants to respond independently and at their convenience without pressure from researchers. Deductive arguments in research entail forming general assumptions to support or refute a hypothesis. This reasoning allows researchers to develop specific questions for questionnaires, concentrating on established theories or knowledge. Convenience sampling is a non-probability method in which participants are selected based on their accessibility to the researcher. This approach is utilized in this study for its cost-effectiveness and ease of organization, particularly suitable for explanatory research or pilot studies. This study employs the Statistical Package for the Social Sciences (SPSS) to analyze large data sets and manipulate graphs, while also addressing the risk of sample bias that could cause generalization errors. In the gig economy, the study examines individual factors affecting career satisfaction among gig workers, utilizing various samples. The Klang Valley experienced an increase in conventional employees, with 160,000 e-hailing drivers/riders, including those from food delivery services like Food Panda and Grab Food. Sample size determination will utilize Cochran's formula for large populations. The minimum required sample size for a study is 394 respondents, based on a 95% confidence level and a 5% margin of error. Cochran's formula is applied for determining sample size in non-probability sampling, where n is the required sample size, p is the percentage occurrence of a condition, E is the maximum error percentage, and z is the confidence level. According to Nordin and Dufek [26], an optimal condition occurrence percentage is 50% to maximize variance and achieve the largest sample size. The study employs a questionnaire to standardize data collection and directly address the research questions, in accordance with [27]. The questionnaire comprises three sections: A, B, and C. Section A gather the demographic profiles of respondents for targeted data collection, while sections B and C use a five-point Likert scale for responses ranging from strongly

disagree to strongly agree [28]. The questionnaire consists of 19 questions covering four independent variables: Income, Job Security, Social Protection, and Working Environment, with each variable represented by five questions. These components were evaluated within the context of the Malaysian gig worker study, as detailed in Table 2.

Table 2. Measurement items

Variables	Items	Likert Scale
Career Satisfaction (DV)	I am satisfied with my career as gig worker. My gig work allows me to achieve a long-term career goal. I feel a sense of accomplishment in my gig work I would recommend gig work to others as a viable career path. I feel that my gig work offers opportunities for career advancement	*5 Likert Scale*
Income (IV1)	I receive a good salary. I receive a salary that matches my qualifications. My income from gig work is stable. I can rely on my gig work income to support myself and my family. I feel financially secure doing gig work.	*5 Likert Scale*
Job Security (IV2)	I feel secure in my gig work. My gig work provides reliable employment. I have sufficient work to ensure long-term employment. I can easily find other gig work if I lose my current opportunities. I feel that the gig platform communicates clearly about job security and potential risks like account suspension or termination.	*5 Likert Scale*
Social Protection (IV3)	I have health insurance from my gig work. I feel that I have adequate social protection, such as paid sick leave and health benefits. Gig work offers access to retirement or pension plans. I am satisfied with the current social protection given to me as a gig worker.	*5 Likert Scale*
Working Environment (IV4)	I am satisfied with the flexibility of my gig work schedule My gig work enables a favourable work-life balance I feel safe when performing my gig work. I have the freedom to choose when and where I work. The working conditions of the gig work are satisfactory.	*5 Likert Scale*

** Compiled by authors*

Results and Discussions

A. Demographic Distribution

The study achieved a response rate of 98.5%, collecting 394 usable questionnaires from 400 distributed. It highlighted variations among respondents regarding gender, age, ethnicity, education level, preferred gig platform, and experience. In a sample of 394 respondents, 70.1% were male (276) and 22.9% were female (118). The predominant age group was 25-34 at 31.5%, followed by 35-44 at 18.3%, and those aged 55 or older at 12.9%, with equal percentages for the age groups 18-24 and 45-54. The sample included 71 participants, predominantly Malays (43.1%), followed by Indians (20.8%) and Chinese/other ethnicities (18%). Educational backgrounds were mainly diploma holders (22.3%), certificate holders

(20.8%), and school leavers (18.8%), along with a smaller percentage of graduates, master's, and PhD holders (9.9%). The study indicates that 41.4% of the 163 respondents use e-hailing services, while 35.8% utilize food delivery applications. Additionally, 11.4% are freelancers, with 35.5% having 3-5 years of experience and 32.7% having 1-2 years. The findings highlight notable heterogeneity and flexibility in the gig workforce, as 19.3% have less than one year of experience, and 12.4% possess over five years of experience.

Table 3. Respondent's profile

Demographic	Category	Frequency	Percent (%)
Gender	Men	276	70.1
	Female	118	29.9
Age	18-24	68	17.3
	25-34	124	31.5
	35-44	83	21.1
	45-54	68	17.3
	Above 55	51	12.9
Ethnicity	Chinese	71	18.0
	Indian	82	20.8
	Malay	170	43.1
	Others	71	18.0
Edication level	Certifficate	82	20.8
	Degree	67	17.0
	Diploma	88	22.3
	Masters	44	11.2
	PhD	39	9.9
	School leavers	74	18.8
Gig Platform	e-hailing	163	41.4
	Food delivery	141	35.8
	Freelancers	45	11.4
	Others	45	11.4
Years of experience as a Gig worker	1-2 years	129	32.7
	3-5 years	140	35.5
	Less than 1 year	76	19.3
	More than 5 years	49	12.4

***** *Compiled by authors.*

B. Reliability analysis

The study highlights a positive correlation between variability, specifically variance and standard deviation, and the Cronbach Alpha reliability coefficient. Higher alpha levels indicate a significant correlation among test items, suggesting that precise computations of these metrics yield favorable interactions. Table 4 presents findings from the reflective measurement model, showing acceptable internal reliability for most constructs, with scores exceeding the 0.70 threshold, despite minor variation attributable to the larger sample size.

The assessment of career satisfaction as a construct utilizes various measures, including outer loading and Cronbach's alpha. Its dependability is confirmed by an internal consistency (Cronbach's alpha of 0.715) and composite reliability (rho_a of 0.756 and rho_c of 0.815). The average variance extracted (AVE) shows a square root of 0.632, which exceeds correlations

with income (0.622), job security (0.580), social protection (0.582), and working environment (0.590). These indicators collectively demonstrate adequate convergent and discriminant validity, confirming that the career satisfaction construct is measured reliably and captures a distinct dimension compared to related occupational and socioeconomic variables within the proposed measurement model.

Table 4. Result of the reliability analysis

Construct	Items	Outer Loading	Cronbach's Alpha	Composite Reliability (rho_a)	Composite Reliability (rho_c)	Average Variance Extracted (AVE)
Career Satisfaction	CS1	0.70	0.715	0.756	0.815	0.632
	CS2	0.72				
	CS3	0.85				
	CS4	0.78				
	CS5	0.79				
Income	I1	0.64	0.746	0.782	0.838	0.622
	I2	0.75				
	I3	0.88				
	I4	0.80				
	I5	0.74				
Job Security	JS1	0.64	0.626	0.672	0.728	0.580
	JS2	0.69				
	JS3	0.81				
	JS4	0.72				
	JS5	0.76				
Social Protection	SP1	0.60	0.677	0.709	0.782	0.582
	SP2	0.68				
	SP3	0.77				
	SP4	0.74				
Working environment	WE1	0.65	0.652	0.689	0.751	0.590
	WE2	0.70				
	WE3	0.80				
	WE4	0.75				
	WE5	0.68				

C. Cross loading

Table 5 presents the cross-loading values of various measurement items linked to constructs such as career satisfaction, income, job security, social protection, and working environment, illustrating the correlation strength between items and their respective constructs. The outer loading for career satisfaction is 0.585, indicating a moderate positive correlation with the dependent variable. The substance shows weak negative loadings on IV1 (-0.122), IV2 (-0.068), and IV3 (-0.162), while exhibiting a small positive loading on IV4 (0.115). Items with high loadings on multiple constructs can lead to cross-loadings and issues with construct validity, necessitating examination for consistency with discriminant validity. Constructs should contain items more closely related to the specific construct rather than to others.

Overall, the cross-loading pattern suggests that most items load more strongly on their intended constructs than on others, indicating acceptable discriminant validity, although certain weak cross-loadings warrant cautious interpretation and potential refinement of measurement items in future studies.

Table 5. Cross-loading analysis

Statements	DV	IV1	IV2	IV3	IV4
DV1	0.585	-0.122	-0.068	-0.162	0.115
DV2	0.518	-0.368	0.099	-0.049	0.371
DV3	0.540	-0.213	-0.040	-0.042	0.334
DV4	0.607	-0.195	-0.104	-0.169	0.060
DV5	0.582	-0.372	-0.021	0.127	0.189
IV1(1)	0.628	0.204	-0.299	-0.319	-0.061
IV1(2)	0.676	0.037	-0.144	-0.344	-0.048
IV1(3)	0.552	-0.399	0.188	0.050	-0.062
IV1(4)	0.610	0.079	-0.168	-0.345	-0.021
IV1(5)	0.658	-0.167	0.043	-0.093	-0.173
IV2(1)	0.682	0.318	-0.259	0.020	0.028
IV2(2)	0.696	0.100	-0.280	0.122	0.045
IV2(3)	0.550	-0.416	0.327	0.066	0.016
IV2(4)	0.393	0.176	-0.202	-0.205	-0.356
IV2(5)	0.445	-0.001	0.130	0.330	-0.193
IV3(1)	0.554	0.372	-0.214	0.361	0.167
IV3(2)	0.636	0.018	-0.268	0.308	-0.133
IV3(3)	0.530	-0.373	0.063	0.286	-0.145
IV3(4)	0.605	0.027	-0.201	0.268	-0.120
IV4(1)	0.415	0.594	0.271	0.096	0.300
IV4(2)	0.558	0.257	0.317	-0.187	-0.006
IV4(3)	0.490	-0.171	0.435	0.084	-0.371
IV4(4)	0.343	0.375	0.375	-0.068	0.343
IV4(5)	0.596	0.128	0.361	-0.115	-0.314

D. Path Coefficients

Table 6 presents path coefficients and statistical metrics that connect career satisfaction with income, job security, social protection, and working environment within the structural model.

Table 6. Path Coefficients

Hypothesis	Path Coefficients (β)	Sample mean (M)	Standard Deviation (STDEV)	T statistics (|O/STDEV|)	P Values
Income → career satisfaction	0.303	3.1081	0.85877	6.256	<0.001
Job security → career satisfaction	0.176	3.1553	0.75121	3.39	<0.001
Social protection → career satisfaction	0.124	3.1066	0.81849	2.603	0.010
Working environment → career satisfaction	-0.025	3.3594	0.73749	-0.603	0.547

The path coefficient for income and career satisfaction is β=0.303, indicating a positive and significant influence, with a sample mean of 3.1081, standard deviation of 0.85877, t-value of

6.256, and p<0.001. The analysis indicates a significant positive relationship between job security and career satisfaction, with a coefficient of 0.176, a sample mean of 3.1553, a standard deviation of 0.75121, a t-value of 3.39, and a p-value < 0.001. Additionally, social protection also positively affects career satisfaction, shown by a coefficient of 0.124, a sample mean of 3.1066, a standard deviation of 0.81849, a t-value of 2.603, and a p-value = 0.010. Career satisfaction is not significantly affected by the working environment, as evidenced by the path coefficient of -0.025, a mean of 3.3594, and a p-value of 0.547. Conversely, factors such as income, job security, and social protection show a substantial positive influence on career satisfaction.

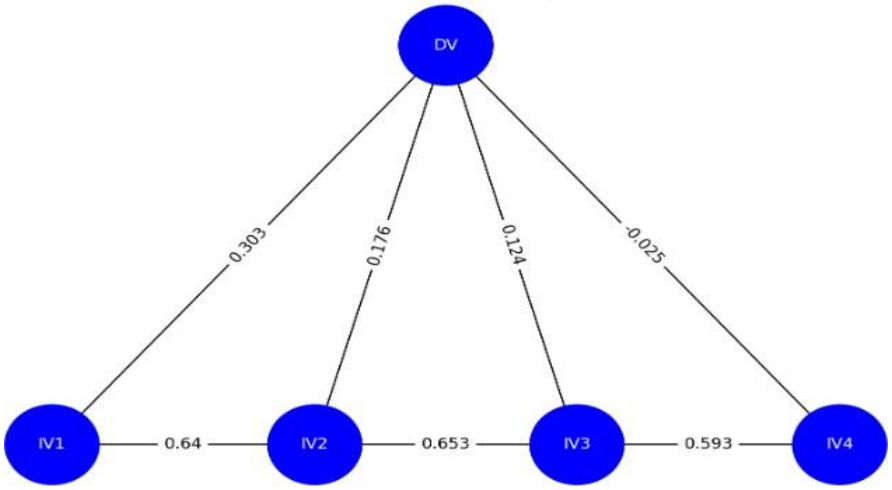


Fig. 2. The Structural Model – Path Coefficient

The study identified a positive correlation between income and career satisfaction among gig workers in Klang Valley, confirming earlier research. Income emerged as the primary predictor of career satisfaction, with a significant t-value of 6.256 (p < 0.001). The study highlights the importance of stable income and good pay for gig workers, identifying income as the key predictor of career satisfaction. Gig workers view their employment as more secure because of low compensation and flexibility, underlining the impact of income on job satisfaction within the gig economy. Pande [29] highlights a rising trend among gig workers achieving monthly earnings, stressing the value of stable income for job satisfaction, financial stability, and health. The findings support the hypothesis about the crucial role of platforms in ensuring income stability, confirming the study's hypothesis.

The second hypothesis, indicating that job security positively affects career satisfaction, is accepted; the study shows a significant impact with a t-value of 3.390 and p < 0.001. The study highlights that gig workers benefit from stability and continuous work opportunities, contributing to their career progression. It finds that platforms offering stable and transparent employment conditions enhance retention rates and worker satisfaction. The study indicated that respondents had moderate satisfaction with job security in gig work, scoring a mean of

3.33, but a lower mean of 2.85 regarding long-term security needs. Implementing job security measures in the gig economy could greatly enhance worker well-being. Platforms may provide benefits akin to traditional employment, including unemployment insurance and income support, while also implementing solutions such as long-term contracts and minimum earnings.

The study confirms hypothesis 3, a significant positive correlation between social protection and career satisfaction (t-value = 2.603, p = 0.010). It indicates that social protection measures, such as health insurance and retirement benefits, notably enhance job satisfaction in gig work environments. The study indicates that access to health insurance and social benefits improves gig workers' career perceptions, lowers financial stress, and boosts job satisfaction. It highlights that gig workers lacking social protection encounter heightened financial and health risks, resulting in decreased satisfaction [30]. Research indicates that expanding health insurance, retirement benefits, and unemployment protections to gig workers can enhance stability and satisfaction levels, as highlighted by Low et al. [1]. Klang Valley's social protection measures, including health insurance, are viewed moderately positively, though there are concerns regarding the absence of comprehensive benefits such as pensions and paid sick leave. The study aligns with Katiyatiya and Lubisi [31], advocating for social protection frameworks for export and gig workers to enhance fairness and career satisfaction. Social protection is essential for enhancing career satisfaction among gig workers, who experience interruptions to their social contract, highlighting the need for cooperation between policymakers and platform operators.

The study reveals that the fourth hypothesis, which posits that a positive working environment improves career satisfaction, is contradicted. It shows that the working environment does not significantly impact career satisfaction (t-value = -603, p=0.547). The summary of testing has been presented in Table 7.

Table 7. Summary of Testing

Item	Hypothesis	T statistics (|O/STDEV|)	P Values	Decision
H1	A positive relationship between career satisfaction and income among gig workers in Klang Valley	6.256	<0.001	Accepted
H2	A positive relationship between career satisfaction and job security among gig workers in Klang Valley	3.390	<0.001	Accepted
H3	A positive relationship between career satisfaction and social protection among gig workers in Klang Valley	2.603	0.010	Accepted
H4	A positive relationship between career satisfaction and working environment among gig workers in Klang Valley	-0.603	0.547	Not Accepted

Gig work offers flexibility and autonomy; however, its influence on workers' career perceptions is limited, with a weak, slightly negative correlation between the working environment and career satisfaction. Graham et al. [32] highlight that platforms fostering clear communication, accessible support, and fair treatment improve gig workers' perceptions of their work environment. The study indicates that conflict resolution systems enhance worker satisfaction, and it urges policymakers and platform owners to work together on safety and working conditions to attract and retain gig workers, promoting growth in the gig economy.

Conclusion

The research focuses on establishing relationships between variables via hypothesis development, which is vital for forming testable predictions and guiding research objectives. Hypothesis testing is essential for achieving research objectives RO1, RO2, and RO3. Income significantly affects career satisfaction among gig workers due to their often-variable earnings. Higher income alleviates financial stress and meets basic needs, enhancing career satisfaction, relieving stress, and improving living standards. Income stability is crucial for career satisfaction, particularly for gig workers. It reduces financial stress, ensures basic needs are met, and facilitates personal and professional growth, ultimately enhancing overall career satisfaction. The study shows that higher income levels reduce stress and increase job satisfaction for Indian gig workers. Job security alleviates anxiety related to daily income, enhancing focus on work and overall career satisfaction. It greatly improves career satisfaction, enabling gig workers to invest more in their careers without the fear of job loss or financial instability. Studying factors affecting gig worker career satisfaction is essential for understanding this precarious workforce, as it impacts economic growth, flexibility, productivity, and overall stability in the gig economy. Investigating factors affecting gig worker career satisfaction can inform policymakers and platform developers in creating sustainable work environments by addressing issues such as income volatility, access to benefits, and career advancement. Research-based interventions may enhance labor market regulations, social protections, and economic security for gig workers. Understanding gig work dynamics is essential for discussing labor market trends, income inequality, and the future of work. This research offers insights into the challenges and opportunities arising from technological advancements and evolving work patterns in Malaysia. It advocates for policy changes and practical measures aimed at formalizing gig workers' welfare, thereby improving their well-being through a more structured framework.

Conflict of Interest

The authors declare no conflict of interest.

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