

13

Impact of Social Media on the Gig Economy

Amanpreet Kaur*

Assistant Professor, Khalsa College of Education, G.T. Road, Amritsar.

*Corresponding Author: amanpreetkce@gmail.com

Abstract

Social media has reshaped the landscape of the gig economy by influencing how independent workers find work, build credibility, collaborate, and advocate for better working conditions. Through platforms such as Facebook, Instagram, WhatsApp, and LinkedIn, gig workers promote services, engage with clients, and form support networks. However, these platforms also raise concerns around data surveillance, algorithmic control, digital exclusion, and reputational dependence. International institutions like the International Labour Organization (ILO) and the Oxford Internet Institute (Fairwork Project) have acknowledged both the potential and risks social media presents to platform-based workers. This article explores how social media intersects with gig work, based on academic studies, sentiment analyses, and policy reviews, providing a balanced overview of its global impact. Indian contexts and regional studies are integrated to understand localized effects.

Keywords: Gig Economy, Social Media, Platform Labour, Worker Rights, Digital Platforms, Algorithmic Control, ILO, Fairwork, Digital Inequality, India, Digital Literacy.

Introduction

The gig economy is a dynamic and evolving labour model characterized by short-term, flexible, and task-based employment. Workers in this sector typically engage in temporary assignments, freelance projects, or on-demand services, often mediated through digital platforms such as Uber, Zomato, Swiggy, TaskRabbit, Upwork, Fiverr, and others. This model has significantly disrupted traditional employment structures by enabling individuals to monetize their skills on a per-task or

per-project basis without the constraints of long-term contractual obligations. Gig work offers flexibility, autonomy, and the potential for higher income, particularly in urban centers where digital infrastructure is more robust.

In recent years, the rise of social media has added another layer of complexity—and opportunity to the gig economy. Social platforms such as Instagram, Facebook, LinkedIn, TikTok, and WhatsApp are no longer just spaces for personal networking and entertainment; they have become essential tools for self-branding, client acquisition, and community engagement. Gig workers now use these platforms not only to promote their services and portfolios but also to access new markets, exchange knowledge, and build solidarity in the face of precarity and algorithmic control.

Globally, this intersection of social media and gig work has reshaped the labor landscape. In countries like the United States, Brazil, Kenya, and India, workers across sectors from delivery drivers and beauty professionals to graphic designers and home-based bakers leverage social media to supplement or even replace traditional platform-based work. Social media amplifies their visibility, allows for real-time feedback loops, and in some cases, acts as a catalyst for collective action and worker mobilization.

However, this digital transformation has not been without consequences. Concerns surrounding data privacy, algorithmic surveillance, and digital exclusion have intensified. Gig workers often face opaque performance evaluation systems driven by platform algorithms and public reviews on social media, with little to no recourse. Moreover, the digital divide stemming from unequal access to smartphones, internet connectivity, and digital literacy excludes significant segments of the workforce, particularly women, rural populations, and the economically disadvantaged.

In this context, India presents a compelling case study. With its vast population, expanding digital infrastructure, and youth-dominated workforce, the country has witnessed a dramatic surge in gig employment. According to NITI Aayog (2024), India's gig workforce is projected to reach 23.5 million by 2029, underscoring the growing reliance on flexible and tech-mediated work models. At the same time, disparities in digital access and regulatory oversight raise critical questions about equity and worker rights.

This article delves into the evolving relationship between social media and the gig economy, examining how these platforms serve as both enablers and gatekeepers for gig workers. Drawing on academic research, industry reports, and global policy insights, it explores how social media is reshaping gig labor structures, worker experiences, and socio-economic outcomes particularly in the Indian context, while also comparing global trends.

Social Media as a Tool for Work Access and Visibility

Social media platforms provide an essential gateway for gig workers to access clients and promote their services. Platforms like Instagram, Facebook, and TikTok are commonly used by freelance photographers, delivery workers, tutors, and beauty service providers.

In Kenya, for example, hairdressers and home-based stylists increasingly rely on mobile apps and social platforms to reach urban clients. However, many are left behind due to digital illiteracy or lack of access to smartphones (Reuters, 2024).

In India, beauty professionals use Instagram and Facebook to showcase bridal makeup portfolios and gain traction among urban clients. Startups like Urban Company provide integrated social sharing features to boost visibility (Business Standard, 2024). Similarly, in Bengaluru and Mumbai, home-based bakers and fitness coaches rely heavily on Instagram Reels and WhatsApp Business for customer interaction and brand building.

According to the ILO (2024), more than 30% of gig workers globally use social media platforms to improve job visibility and secure more consistent work. Similarly, Pilatti, Pinheiro, and Montini (2024) emphasized that social networks help reduce information asymmetry, giving workers more control in environments typically governed by platform algorithms.

Community Building and Collective Action

Social media acts as a digital infrastructure for worker solidarity. WhatsApp groups, Facebook communities, and Telegram channels are widely used by delivery drivers, ride-hailing workers, and freelance contractors to share safety alerts, income data, and client experiences.

In India, Swiggy and Zomato delivery partners have organized strikes using Twitter (now X) and Facebook Live streams to bring attention to wage issues, safety, and insurance benefits. The Delhi Gig Workers' Association has used WhatsApp broadcasts to coordinate region-wide protests and share legal resources.

The ILO (2024) considers these spaces as informal unions that often step in where formal labor protections are absent. The Fairwork Project by the Oxford Internet Institute has found that platforms often respond to social media pressure. Publicly visible campaigns such as complaints about wages or ratings have resulted in policy changes and increased transparency in several regions, including Latin America and South Asia (Oxford Internet Institute, 2023).

A 2023 report by Tandem Research (India) notes that collective action via WhatsApp and Instagram has enabled localized resistance against unfair algorithmic deactivations and poor working conditions.

Algorithmic Control and Surveillance Risks

While social media allows workers to access opportunities, it also facilitates data tracking and employer surveillance. Wiley Online Library (2023) highlights how some platforms use workers' online activity, ratings, and response times to evaluate performance without always disclosing how this data is used.

These algorithmic systems can penalize workers for poor reviews or slow responses, even when these are outside their control. Moreover, the use of reputational metrics on social platforms creates new hierarchies within gig work. Workers with stronger online visibility or digital literacy often attract more clients, while others face algorithmic discrimination or limited exposure.

In India, several gig workers have reported that algorithmic ratings tied to their online interactions led to temporary suspensions from delivery platforms like Dunzo and Ola Dash (The Hindu, 2024). These reputational systems, driven by consumer feedback via social media, often lack transparency and appeal mechanisms.

Digital Inequality and Marginalization

Although social media has democratized access to gig work in some ways, it has also reinforced digital divides. Women, rural workers, and low-income individuals may lack the tools or skills to use social platforms effectively.

In Kenya, for instance, the "Braiding Nairobi" app was developed to help women hairstylists without social media experience reach clients, bridging the gender-tech gap (Reuters, 2024).

Similarly, in India, the "Mahila e-Haat" initiative by the Ministry of Women and Child Development aims to digitally empower women entrepreneurs, including gig workers, by providing an online marketplace to display products and services. However, access remains limited in rural and Tier 3 areas due to connectivity and education gaps.

The ILO and India's NITI Aayog (2024) report that gig work in India is expected to rise to 23.5 million workers by 2029. However, access to digital infrastructure and education remains unequal, which limits the benefits of social media for large sections of the labor force.

A study by the Internet and Mobile Association of India (IAMAI, 2024) shows that only 33% of Indian rural women have active internet access, underscoring the risk of digital exclusion in the growing gig economy.

Evidence from Social Media Sentiment and User Feedback

A study by Azahar and Rahmat (2022) analyzed social media sentiment surrounding gig platforms in Malaysia (Grab, Foodpanda, Airbnb). They found that 52% of user comments were positive, 29% neutral, and 19% negative demonstrating

that social media not only influences worker reputation but also shapes public perception of gig services.

In India, an analysis by Local Circles (2024) found that 61% of customers shared gig service feedback (e.g., Swiggy, Urban Company) via social media, while 47% of workers claimed that online reviews significantly impacted their earnings. These reviews can be powerful tools for worker feedback loops but may also lead to stress, manipulation, or dependency on maintaining a flawless online presence.

Additionally, a 2023 study published in the *Indian Journal of Labour Economics* found that gig workers in cities like Pune and Hyderabad suffer “review fatigue,” where emotional labor is expended to maintain high ratings and favorable public perception on digital platforms.

Conclusion

Social media plays a transformative yet multifaceted role in shaping the gig economy, acting both as an enabler and a challenge for gig workers. On the one hand, it empowers individuals by providing greater visibility, direct access to clients, and platforms for self-promotion that bypass traditional gatekeeping systems. For freelancers, delivery workers, home-based service providers, and digital creators, social media offers a powerful toolkit for personal branding, networking, and income generation. It also enables the formation of digital communities that facilitate peer learning, emotional support, and even collective action, especially in the absence of formal labor unions.

Through social media, workers are also able to voice grievances, share experiences, and mobilize public opinion. Campaigns on platforms like Twitter (now X), Instagram, and WhatsApp have prompted responses from gig companies, nudging them toward better transparency and accountability. Initiatives led by informal worker groups and associations demonstrate how these platforms can act as digital megaphones for collective bargaining in a largely unregulated employment landscape.

However, the growing dependence on social media introduces new vulnerabilities. Workers are increasingly subject to algorithmic surveillance, reputational pressures, and opaque rating systems that impact their livelihoods. A single bad review or reduced visibility due to platform algorithms can significantly affect income, regardless of the worker’s actual performance or external circumstances. Emotional labour to maintain a ‘marketable’ persona online has also led to increased stress and fatigue among workers. Moreover, platform-driven economies often shift accountability away from employers, placing the burden of professional success or failure entirely on the worker.

Most concerning is the digital divide a persistent barrier that excludes large segments of the population, particularly rural workers, women, and low-income

individuals, from participating fully in the gig economy. Access to smartphones, high-speed internet, and digital literacy is still uneven, especially in emerging economies like India. Without targeted interventions, the benefits of social media-enhanced gig work will continue to concentrate among those who are already digitally advantaged, further deepening socio-economic inequalities.

Academic research and institutional reports consistently underline the need for a more inclusive and regulated gig ecosystem. Moving forward, policy frameworks must address data privacy, platform accountability, and algorithmic transparency. At the same time, investments in digital infrastructure and education are crucial to ensure that all workers regardless of gender, geography, or socio-economic status can access the benefits that social media offers.

In conclusion, while social media has unlocked new avenues for economic participation and worker empowerment, it has also introduced complex challenges that cannot be ignored. For the gig economy to be equitable, sustainable, and truly transformative, a multi-stakeholder approach involving government regulation, platform responsibility, and worker-led advocacy is essential.

References

- Azahar, M. Z., & Rahmat, N. H. (2022). A study on gig economy sentiment using social media comments in Malaysia. *Journal of Asian Finance, Economics and Business*, 9(4), 1–11. <https://koreascience.or.kr/article/JAKO202236434502519>
- Business Standard. (2024). Social media as a marketing tool for gig workers in India. <https://www.business-standard.com>
- International Labour Organization. (2024). Realizing the opportunities of the platform economy through freedom of association and collective bargaining. <https://webapps.ilo.org>
- Internet and Mobile Association of India (IAMAI). (2024). Internet in India Report. <https://www.iamai.in>
- LocalCircles. (2024). Survey: Consumer and worker sentiment on gig platforms in India. <https://www.localcircles.com>
- NITI Aayog & International Labour Organization. (2024). Expansion of the gig and platform economy in India. <https://www.ilo.org>
- Oxford Internet Institute. (2023). Fairwork: Better work in the platform economy. <https://fair.work>
- Pilatti, G. R., Pinheiro, F. L., & Montini, A. A. (2024). Systematic literature review on gig economy: Power dynamics, worker autonomy, and the role of social networks. *Administrative Sciences*, 14(10), 267. <https://www.mdpi.com/2076-3387/14/10/267>

Reuters. (2024, November 1). App boosts Kenyan hair braiders left behind by digital gender gap. <https://www.reuters.com>

Tandem Research. (2023). Worker voices in India's platform economy. <https://www.tandemresearch.org>

The Hindu. (2024). Gig workers allege unfair algorithmic practices. <https://www.thehindu.com>

Wiley Online Library. (2023). Data surveillance and algorithmic control in digital labor platforms. <https://asistdl.onlinelibrary.wiley.com>

Indian Journal of Labour Economics. (2023). Emotional labour and rating fatigue in India's gig economy.

