

THESIS ON
**OCCUPATIONAL AND ENVIRONMENTAL STRESS ON
GIG WORKERS: A PILOT SCALE STUDY**

SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD OF THE
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OF

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ENVIRONMENTAL BIOTECHNOLOGY

BY

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This foregoing thesis is hereby approved as a credible study of an engineering subject carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite to the degree for which it has been submitted. It is understood that by this approval the undersigned do not endorse or approve any statement made or opinion expressed, or conclusion drawn therein but approve the thesis only for purpose for which it has been submitted.

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DECLARATION

This thesis work entitled, ‘**Occupational and Environmental Stress on Gig workers: A Pilot Scale Study**’, is submitted by me, SULFIKAR ALI (002030904003), to the School of Environmental Studies, Jadavpur University, in partial fulfillment of the requirement for the Degree of M.Tech in Environmental Biotechnology. I hereby declare that this thesis is my original work based on the results I found, and the content of this thesis have not been submitted elsewhere for the award of any degree or any other publication. The materials of the work found by other researchers, and the sources are appropriately acknowledged and mentioned by reference. I carried out my thesis work under the supervision of Dr. Subarna Bhattacharyya, Assistant Professor, School of Environmental Studies, Jadavpur University.

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DEDICATION

I would like to dedicate my Thesis paper to my Grandfather Late **Chowdhury Abdus Sukur** and Grandmother Late **Jahanara Begum** . These are two persons who played the actual vital role for me to reach here. They taught me to dream big and their kind support helped to be whatever I am today. Their contribution cannot be denied, and I am forever grateful to them.

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Chapter I

Abstract: The huge expansion of the food delivery industry in India has been facilitated by the establishment of the Platform Economy and the development of new digital technologies. Recent events in this industry include the entry of new competitors, like Swiggy and Uber Eats, established businesses are modifying their business models, like Zomato, to Align them with the industry's requirements. The benefits of internet food delivery during the global COVID-19 outbreak in 2020 were evident as it made it easier for consumers to get prepared meals and allowed food providers to maintain operating. Online FD is not without its detractors, however, as evidenced by tales of consumer and restaurant boycotts. In this situation the research goal was to understand the working conditions, health status, mental satisfaction and dignity, personal relationship and working stress of the people engaging OFD system. Here Kolkata and its peri urban area were selected for detailed field work. Interaction with diverse stakeholders and regulators for qualitative study followed by questionnaire survey among food delivery executives has unlocked the different issues of their health, socioeconomic status, driving and mental stress. The data showed that 21% sampled population have their age below 22 years and only 5 % workers was above 35 years. 42 % workers passed higher-secondary examination and 57% of them are involved in this profession less than one year ago. 57.9% of the respondents worked 30-40 hours a week. 68.4% of the studied population travelled more than 50 Kilometers per day and 78% of the delivery boy carried more than 10-kilogram weight. 37% of the sampled population have been suffering back pain followed by leg pain (26%) and cervical pain (18%). 36% of the respondents reported eye irritation, but 73 % of them not yet felt any respiratory and allergic problems. 52% of the delivery boys strongly followed the traffic signals, though they had to take the phone calls of customer during driving and more than 57% delivery boys were annoyed for waiting infront of the restaurant during picking up their orders. 42 % of the respondents felt their job is not accepted by their family or they are not appreciated for the profession. Only 31 % population reported sleeplessness after joining the job and 47% of them reported about leaving the job but family responsibility and present lifestyle resist them to take such decision. Putting all these issues aside 74% of our respondents reported their living standard has been improved, at least they find a way to earn for living.

Chapter II

Introduction: Food delivery system in India was developed around 125 years ago in the 1890s, a food delivery system called “Dabbawala” or “one who carries the box,” sprang up in colonial India. Instead of going home for lunch, or leaving their job sites for food, the dabbawalas bring home-cooked lunches to workers directly in boxes collected from them. Dabbawala originated in Mumbai and has since spread to other cities. And while the essential concepts remain same, dabbawala has evolved with the times to remain relevant today. Workers today can request lunches and put in orders through text or an app. Online food delivery application (Swiggy, Zomato, Uber Eats, and so on) are more popular in major cities in India. The online food ordering system sets up a food menu online and customers can easily place the order as per they like. Customer can easily track the orders virtually. On the other hand the management can maintain customers database, and improve food delivery service through feedback system. The status of the workers in platforms is not an “employee” rather they called as “delivery partners”, in the official terminology. There is no contract signed against terms of duty, benefits available, notice period etc. The food delivery industry is booming and according to Forbes, it has been estimated that the industry will have annual sales of \$365 billion worldwide by 2030. The concept of food trucks began many years ago as a way to provide convenient meals and snacks to workers on job sites. Formerly nicknamed “roach coaches,” these trucks weren’t initially known for their sanitation. However, over the years, food trucks have evolved into a popular way to enjoy restaurant-quality meals in an outdoor setting. In fact, opening a food truck is an excellent way for aspiring restaurant owners to get started. This is due to much lower startup costs. Beyond meal kits, new players in the meal delivery game are taking convenience a step further by providing logistical services for restaurants. Apps such as GrubHub and UberEATS allow customers to order from an assortment of local restaurants. As a result, restaurants that may have previously only offered dine-in or carry-out options can now deliver meals directly to your home or office. All these delivery booming requires more young service professional to serve new generation demand. In India also has that potentiality to offer job like ‘delivery partner’ in this field. The format of home delivery or the takeaways have

gained a lot more customers in locations such as malls, offices, and big-party orders for residential complexes. People missing breakfast on the way to work, order-in. People who desire a better choice of corporate lunch or party, order in too. Everyone seems to be in awe of the online food order and delivery option for the convenience and immediate source of food. A very few works has been documented regarding the working condition, occupational health, mental satisfaction and dignity, personal relationship and working stress of the people engaging OFD system in India. The Indian market is expected to reach INR 1,515.17 Bn by 2026 expanding at a CAGR of 30.11% during the 2021 - 2026 period. Rapid digitalization and acceptance of online food delivery services among consumers across tier I and tier II cities propel market growth. However, low-cost food and retail products offered by local unorganized players in tier I and tier II cities, and villages is expected to restrict the development of the organized players. There has been a consistent rise in investments received by established industry players such as Zomato and Swiggy in the online food aggregators market in India. The nationwide lockdown induced by the COVID-19 pandemic initially caused some disruptions in the growth of the online food delivery market. However, it bounced back, owing to people's inclination toward takeaways over dine-outs to comply with social distancing norms. Although the number of online orders went up this year, sales declined in the second quarter due to the second wave. In April, overall online food delivery sales dropped by almost 40% from March. This was because of apprehension toward food from outside. However, the pandemic has also resulted in the onboarding of new customers. Due to social distancing norms, there has been an aggressive shift toward delivery-oriented infrastructure as customers preferred ordering food at home over dining out. Zomato is one of India's largest food aggregators, it started in 2008 in New Delhi to provide consumers with digital access to thousands of restaurant menus. They have more than 5,000 workers across the world. Before Covid19, Zomato used to get 19 million orders per month. Swiggy is India's largest food delivery platform founded in 2014 in Bangalore. It has a delivery network focusing on logistics and locking in key resources. It has more than 218,000 workers across the board. Before Covid19, Swiggy was getting 25 million orders per month. It was established to achieve sustainable development goals with cooperative federalism. Occupational diseases typically take a long time to develop. They have generally slow-acting, cumulative impacts, and are frequently confounded by variables unrelated to the workplace. They develop because of ongoing exposure

to particular processes, contaminants, and stress-inducing factors. exposure to whole-body vibration and impact for an extended period while driving over potholes and uneven surfaces can cause different types of physiological issues and mental issues as well. The world has seen how the Covid19 pandemic affected the whole system. People had no choice but remain locked behind the doors of their residences. At this time when a slight relaxation was provided, we witnessed the high demand of restaurant foods. Online food delivery was the only option to have restaurant foods and Delivery partners were the only medium to fulfil the uncherished desires of the customers. At the same time Joblessness was on its peak point. As a result people started engaging in this profession and the OFD platforms were looking for the same because they also required more delivery partners to reach all the customers. In 2020, the food delivery sector is anticipated to extend from \$107.44 billion (in 2019) to \$111.32. Owing to the coronavirus outbreak and the measures to contain it, the global economy has faced a slowdown and negative growth rate in 2020. While in 2023, the market is expected to grow and outstretch up to \$154.34 billion at CAGR of 11.51%. (www.forbesindia.com). This statics describes it all along with the graph given below via (<https://www.capgemini.com/gb-en/2021/02/covid-19-impact-on-online-food-delivery-services/>) . The under mentioned plates describes how they work in this profession and plate1 is a proof of increasing demand of ONLINE FOOD DELIVERY SYSTEM.

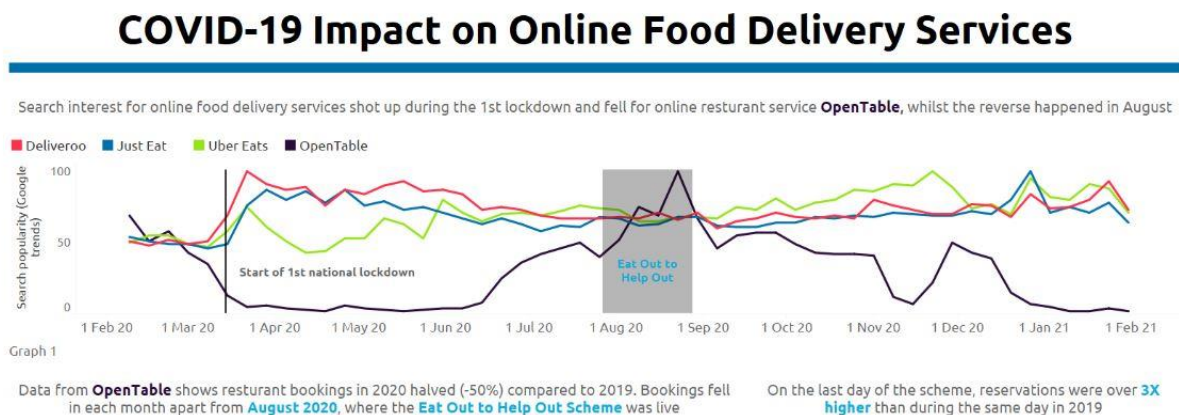


Plate 1



Plate 2



Plate 3



Plate 4



Plate 5

Chapter III

Research Problem: The number of Gig workers have been increasing since last two decades and it reached to a significant figure during the lockdown period. An increasing tendency among the young members of middle class and lower middle-class families were greatly found to involve in this type of job as they did not have others suitable option to earn. It is expected that the young gig workers will be doing this job for successive years. They are supposed to expose in both environmental and occupational stress as they spent most of the time on road. The research problem is to find out whether they are really suffered from the above-mentioned factors.

Methodology:

A questionnaire was made where each item in the questionnaire is a short descriptive phrase reflecting a specific code statement and its interpretive commentary. Approval for the study was obtained from the University Ethical Committee. Questionnaire packets were incorporated in a Google form (<https://forms.gle/CJyXo3LcSEznLXfX7>) which was send to the designated food delivery executives. They were informed about the nature of the study that completion of the questionnaire was voluntary, and participation or nonparticipation would not affect their course evaluation. Respondent's willingness to complete the questionnaire was indication of consent. Data were collected from 100 urban food delivery executives of Kolkata and its sub-urban areas during February to May 2022 by using the 5-domain questionnaire. The questionnaire is attached as Appendix 1.

Chapter IV

RESULT:

Since all our studied population were male in gender and most of them are young, their age is belonging from 22 to 35 years (Fig.1). In terms of educational qualification, it was found that 36.8% of them have completed their graduation and above that and 42.1% having higher secondary pass qualification (Fig.2).

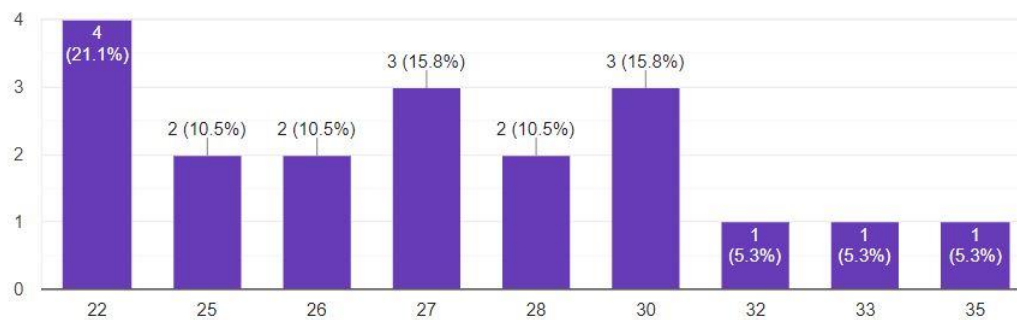


Fig.1 – Age

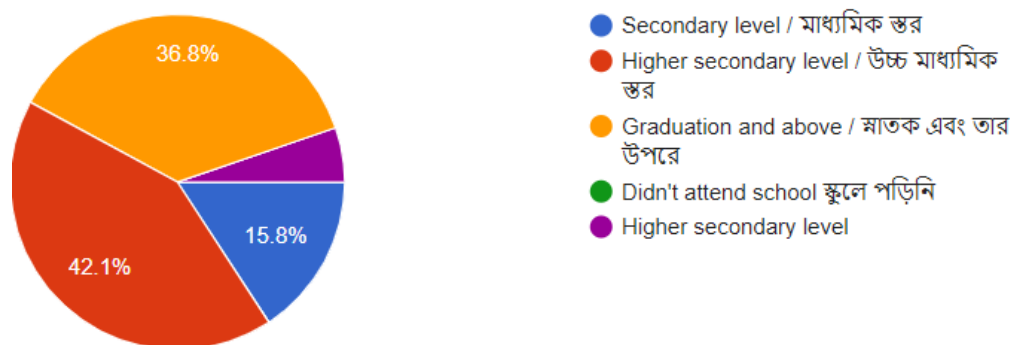


Fig 2- Educational Qualification.

They are doing this work both part-time and full-time mode. Among the surveyed population 57.9 % of them are involved in this profession less than a year and 31.6 % have been working for 1 to 3 years (Fig.3). They work in multiple shifting. It is reported that 26.3 % of them works 30 to 40 hours in a week, 10.5% works 40 to 50 hours and 57.9% works more than 60 hours per week (Fig.4).



Fig.3 – Engaging duration in the profession.

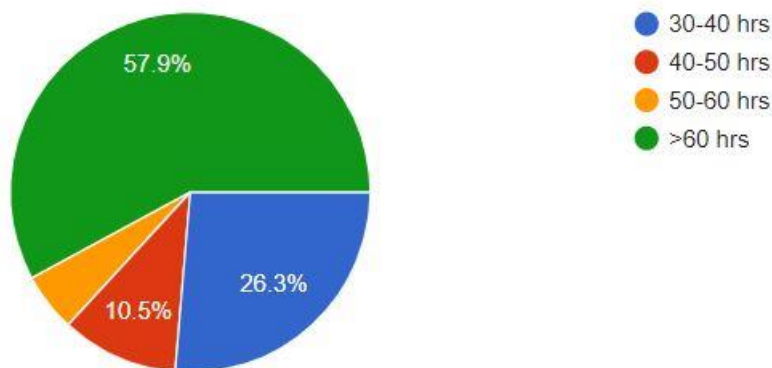


Fig.4 – Duty hours per week.

They had to cover a certain distance to reach the foods. We found 68.4% of them covers more than 50 km in a day and 26.3% covers 25 to 50 km per day (Fig.5)

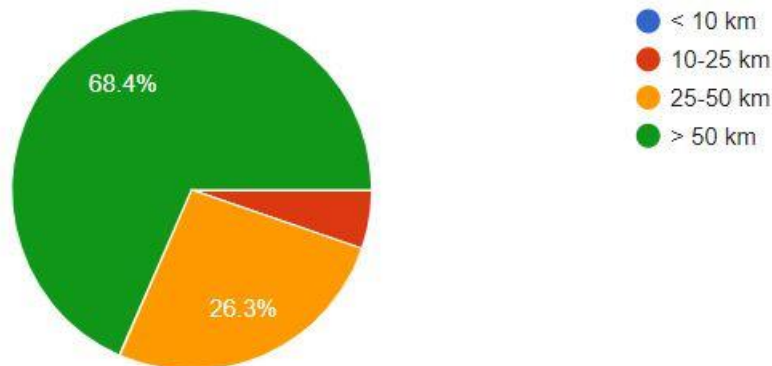


Fig.5 - Everyday covered distance.

As per the survey 78.9% of the delivery boys carry 1 to 5 kg deliverables, 10.5% carries 5 to 10 kg for delivery. Different types of physical issues have been reported during the survey (Fig.6). 18.8% of them reported about cervical pain, 37.5% reported back pain, 25% of them reported leg pain and some of them also made a serious concern about lumbar pain and whole-body pain (Fig.7).

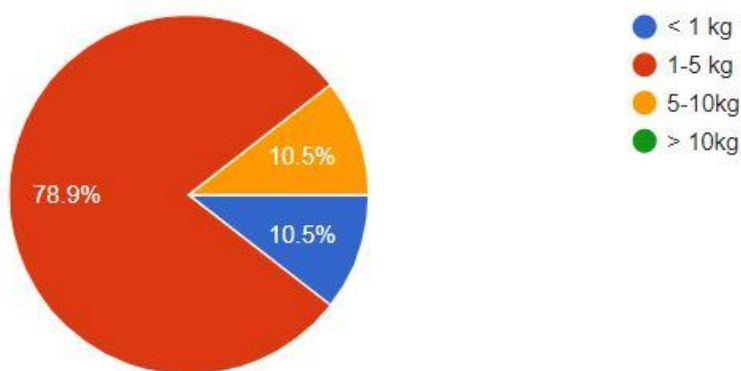


Fig.6 – Stat of carried loads.

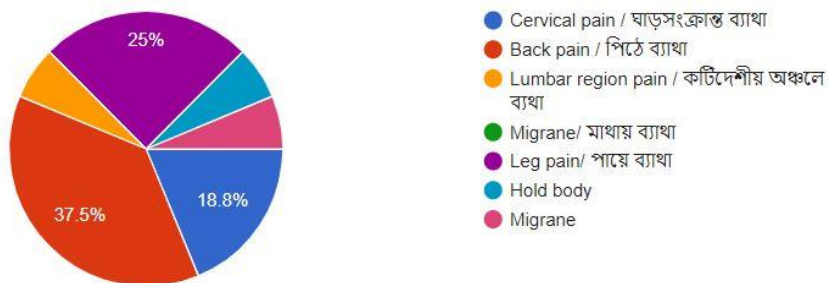


Fig.7 – Stat of Physical issues.

Due to involving this job 36.8% of the studied population reported occasional eye burning sensation, 15.8% feels often and 42.1 % have never felt something like this (Fig.8). Among the studied population 57.9% of them are non-smoker and 42.1% are smoker (Fig.9).

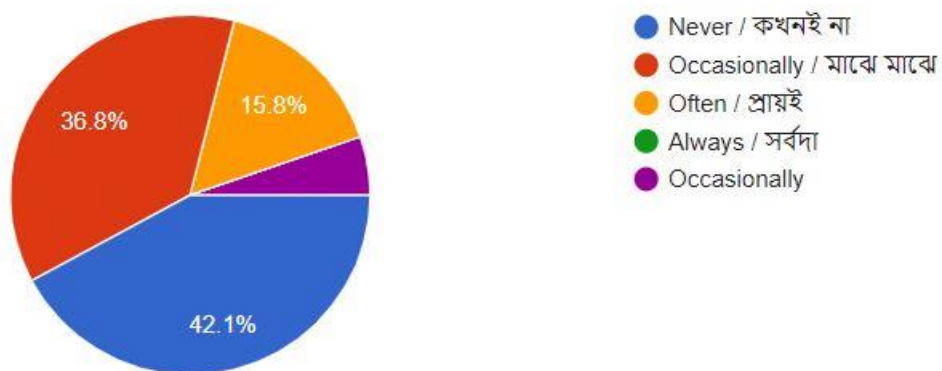


Fig.8 – Visual problems.

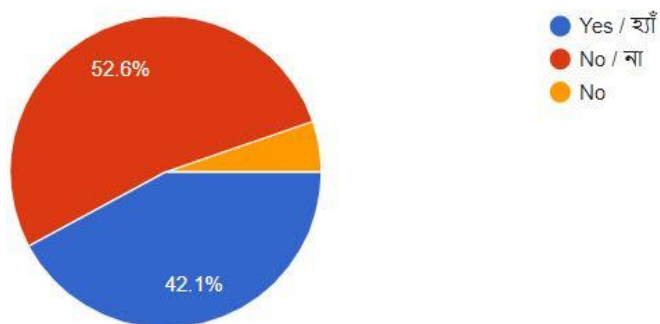


Fig.9 – Smoking habit.

In case of respiratory issues, 73.7% have reported that they never feel that where 15.8% occasionally feel the problem (Fig.10). We come to know about any kind of allergic reaction they might feel or not for this working culture, 57.9% informed they never felt this, 26.3% reported occasional allergic issues and 10.5% reported that they often face it (Fig.11). 33.3% of the surveyed persons informed they practice meditation regularly where 66.7% have denied any kind of pre practiced meditation (Fig12).

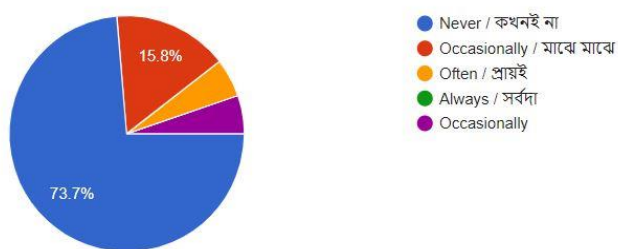


Fig.10 – Stat of Breathing issues.

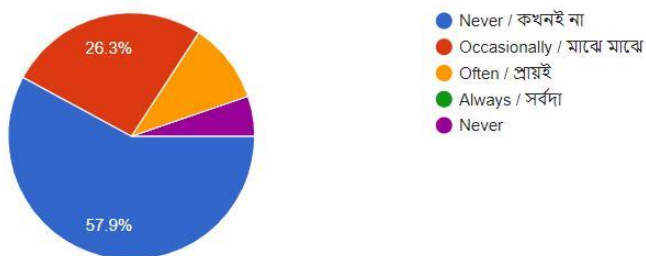


Fig.11 – Data of any type of Allergic problem.

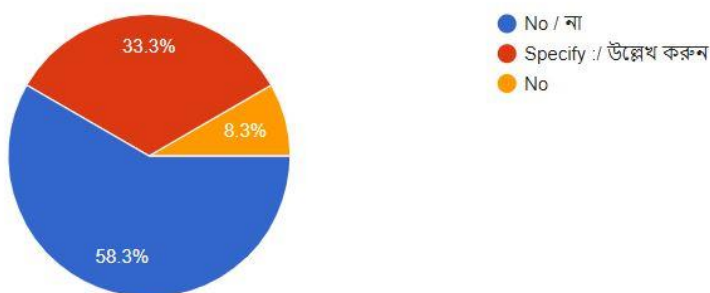


Fig.12 – Pre practiced meditation.

When they were asked about the traffic signal maintenance, 52.6% if them strongly agreed for maintaining the traffic and 10.5% disagreed (Fig.13). 52.6% have made a serious concern about using their mobile phones during driving for the customer assistance, whereas 10.5% have informed about not practicing this risky habit (Fig14). 15.8% of the studied DE have expressed dissatisfaction about insufficient time to deliver the food and 52.6% have agreed about adequate delivery time (Fig.15)

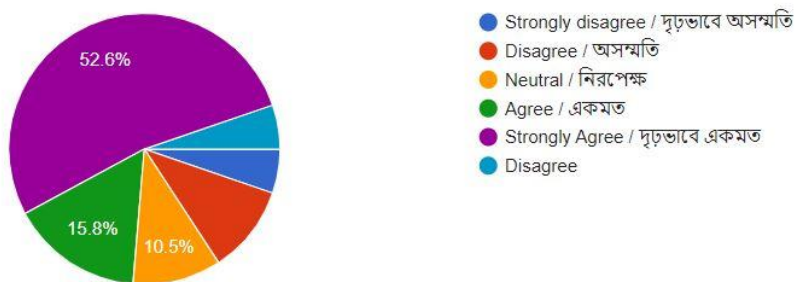


Fig.13 – Traffic signal maintenance.

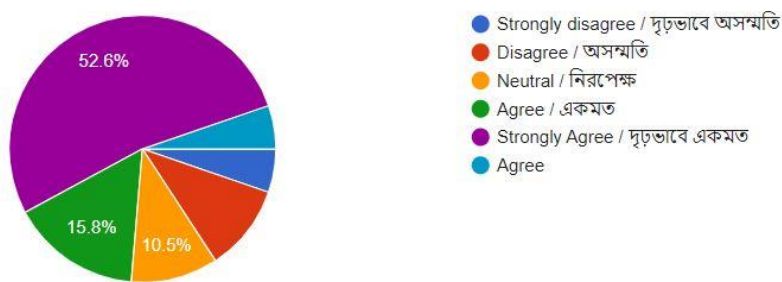


Fig.14 – Mobile usage during driving.

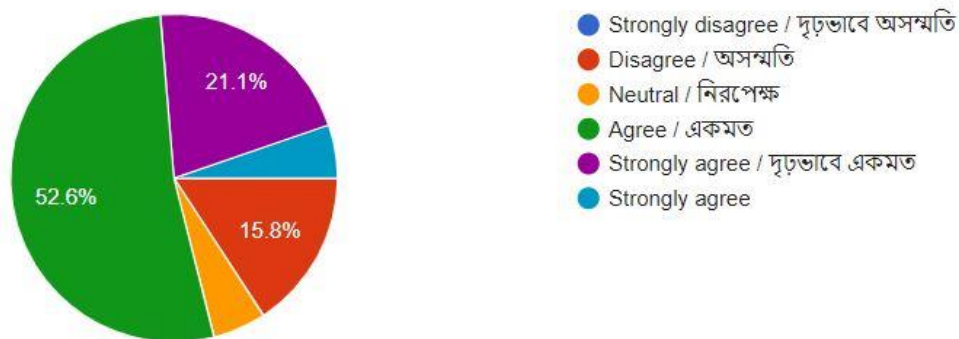


Fig.15 – Duration of Saturation time for each delivery.

57.9% have strongly agreed that they feel annoyance while waiting for pick up in front of the restaurant, 21.1% remained neutral in this scenario (Fig.16). Almost 90%+ studied population thinks spending lot of time on road increase their fear of accident and 5.3% disagreed about the issue (Fig.17). 52.6% of the surveyed population have informed that their acceptance has decreased in their family for joining this job, 21.1% have reported increase and 26.3% did not expressed any opinion (Fig.18).

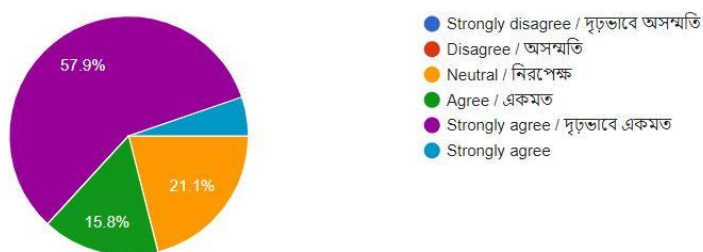


Fig.16- Stat Of Annoyance for waiting during order pick up.

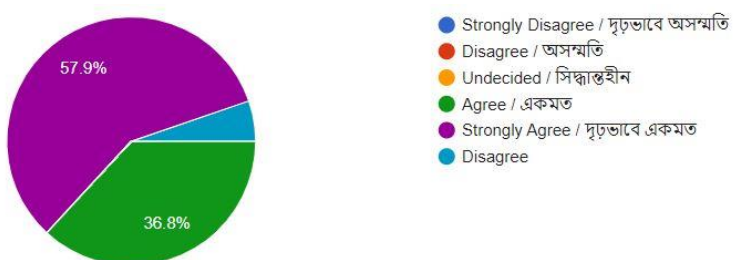


Fig.17 – Fear of accident.

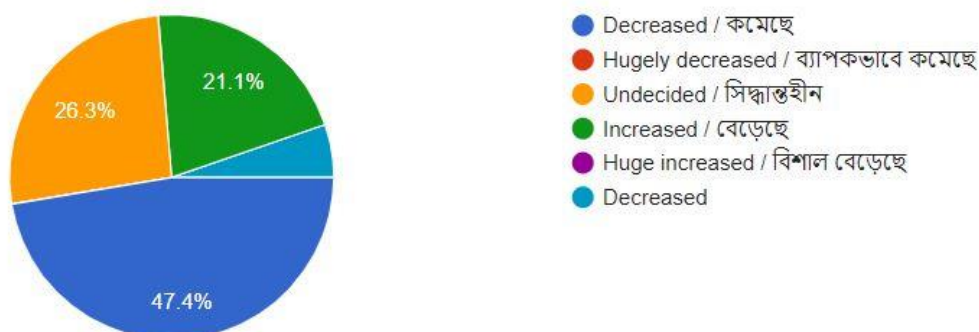


Fig.18 – Family acceptance/admiration.

68.4% of the DE have agreed that remain in stressful condition after joining this job, whereas 15.8% have disagreed here. About 73% of the respondent reported that they remain in a stress full mental condition during working hours in this job and 15% among them disagreed about this (Fig.19). 31% of the studied population agreed about their sleeplessness after the duty and more than 50% disagreed (Fig.20). 79% of the studied population mentioned that they do not get enough leisure time for the involvement in this job and 10% among them did not agree it (Fig.21).

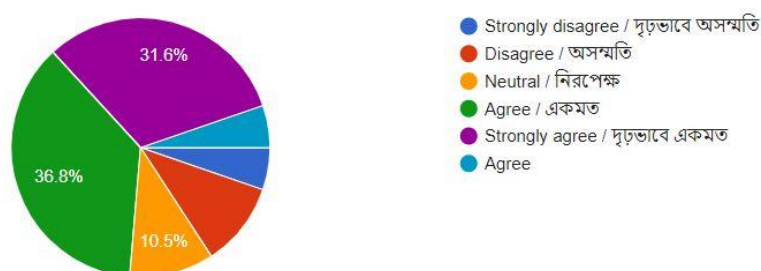


Fig.19 – Mental stability/satisfaction.

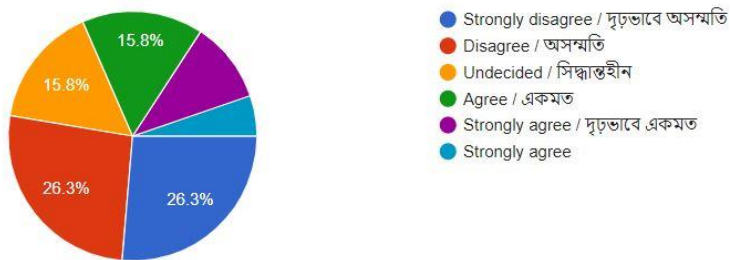


Fig.20 – Sleeplessness.

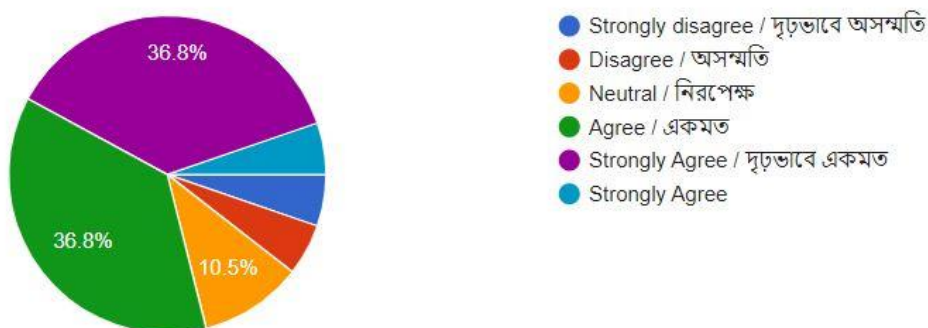


Fig.21 – Availability of leisure.

When it comes about leaving the job, 47% agreed and 58% mentioned that are not thinking immediately about it. 58% the surveyed population belong from nuclear family and 37% of them belong from joined family (Fig.22). This job is very much essential for the 74% of the surveyed population and 21% of them reported this as an optional choice (Fig.23). 58% of the respondents reported that other earning members of their family are depending on them (Fig.24).

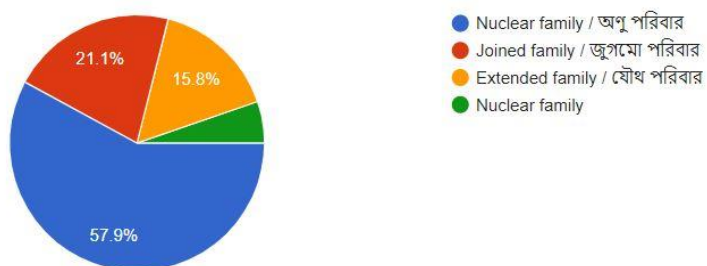


Fig.22 – Type of family.

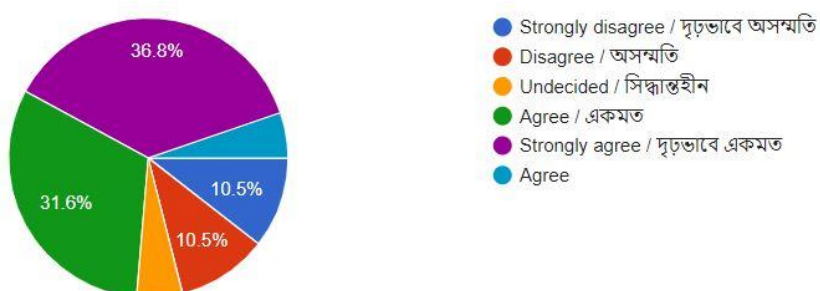


Fig. 23 – Importance of the job for livelihood.

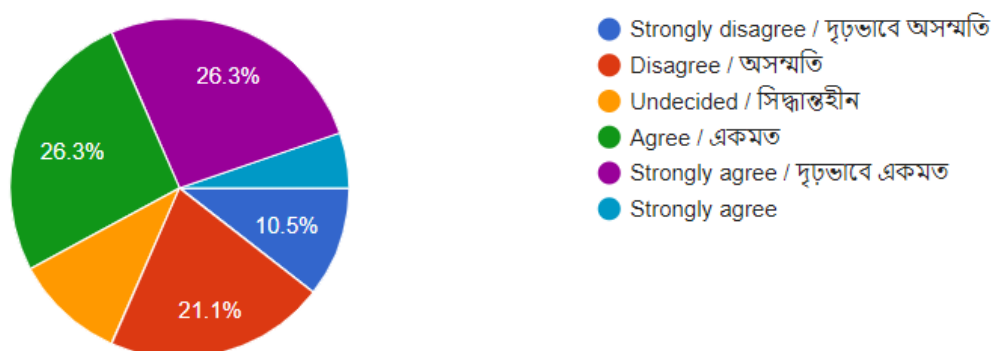


Fig.24 – Family dependency on this profession.

26% of the surveyed population involved in the job as part time basis and 58% reported that they are involved permanently in this profession (Fig.25). After involving in this profession 73%

surveyed population mentioned their standard of living has been improved and 16% did not think the same (Fig.26).

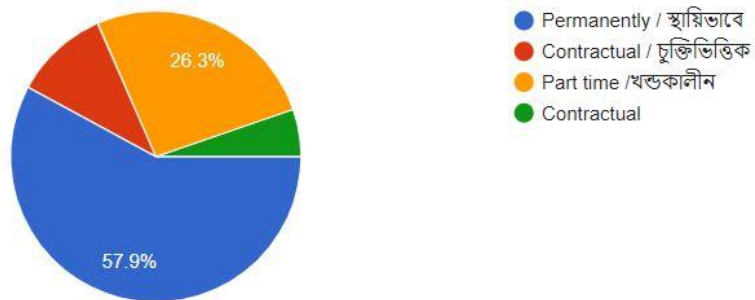


Fig.25 – Mode of involvement in the job.

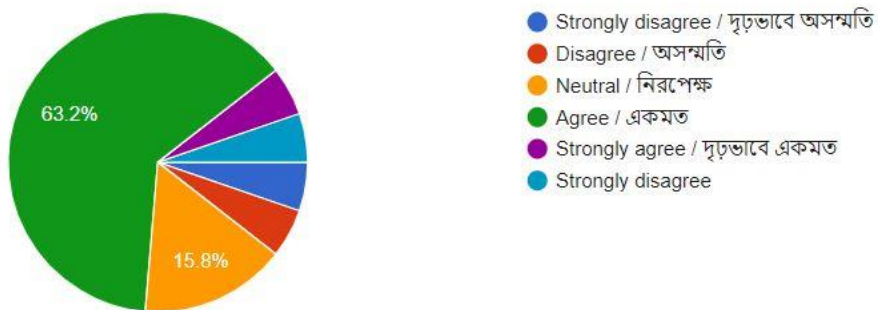


Fig.26 – Stat of Living standard.

Chapter V

DISCUSSION: The present study reports that young people are mostly engaging food delivery profession belonging age between 22 to 35 years (Fig.1). They are doing this work in both part time and fulltime mode (Fig.25). This trend has also been observed in the past where young people of Taiwan looking to take a part-time job alongside their studies used to work in restaurants and fast-food chains near their schools. But food delivery services have begun to offer an attractive alternative due to low entry thresholds and comparably good pay (Krishna 2020). In India a full-time ‘delivery boy’ at Zomato is paid around Rs 12,000 per month for a 10-hour shift in a city like Jalandhar. Besides the salary, he gets incentives by achieving delivery targets. An enterprising young man can easily earn up to Rs 20,000 per month. The economy in India is marginal in terms of labour participation and labour market institutions are largely regulated by neoliberal market policies. The so-called gig-work which is short term and temporary work, is typically focused on digital platform connecting employer to the worker. Online food delivery increasingly becoming popular in India (having 25 -30% annual growth rate) and estimated to become \$8 billion market by 2022 (Boston Consulting Group 2020). Food delivery platform occupy this platform especially after COVID 19 lockdown. The young people earn respectable money and fulfill the demand of livelihood (Parwez and Ranjan 2021). The present study informs that most of the studied population was very young which may probably be due to shifting of job. A Rajathan based study reported that a 24 year old college student had been working in famous food delivery work force for last four month. Before this he was running a fruit and vegetable shop. The lockdown forced the young population to jump this job and also aspired them to earn more money to cover their lockdown losses (Parwez and Ranjan 2021).

Like present study this study also reports most of the DE passed class 12 and supplemented their income to their family. Gig employees are more likely to be young, with 38% of 18–34-year-olds being part of the gig economy. Twenty-five percent of adults aged 35-54 are gig workers, and 11% of that age 55+ has gig jobs. The age composition of those in the gig economy can be the result of a combination of factors (Edison Research 2018).

As the work is carried out after Covid lockdown period, the unemployment issue was massive. The small-scale business personal had to close their shop. From this period the young family members have been joined as a gig employee. The 57% of studied population have been doing this job for last two years and this data can be comparable with the global trend of gig workers, reflecting that Covid19 lockdown has positive effect on gig economy (Uman et al 2021, Fig.3) Personal communication with DE revealed that they work 12 to 14 hours per day for a minimal variable income (Fig.4). They wait at the vicinity of the food plaza, restaurant, and hotel. A fulltime DE who works at least 12 hours a day might earn Rs 700-1000 a day and they must spend Rs 400 on full at least a city like Mumbai (Newslaundry 2021). Some DE gets incentive of around Rs 200 if they earn at least Rs 575 per day. A newspaper-based study revealed that the work averaged upto 13 hours per day, covering over 190 kilometers. This data contradicts our present data where 68% DE travel more than 50 kilometer on a two-wheeler through barley city traffic, which is not really ensure the traffic safety at all. They however carried 1-5kgs for every delivery movement which is not a burden for the young delivery personals. According to WBFR 1958 an adult man can carry up to 55kgs of weight on their own. (WBFR 1958, Fig.6). The pain reported for DE is due to probably excessive duty hours, less resting time, rush driving on the road. A study also report that the backpack of the DE should be redesigned as present cubical

backpack shift the center of gravity of the DE and increases the backward displacement specially when DE carries 20% of excess weight from their body (Munoz et al 2021)

42.1 % of the DE reported that never feel any eye problem after their duty whereas more than 50% raised their problem regarding this (Fig.8). As air pollution science revealed that during cold season due to lower mixing height and downward atmospheric inversion the pollutant like NO_x, SO_x, poly aromatic hydrocarbon etc. are trapped in lower tropospheric level. In presence of light, these pollutants react photochemically and produce Peroxy acetyl nitrate (PAN) and Ozone gas This pollutant affects the soft tissue of human like eye, larynx, buccal cavity, and other respiratory tube (Fig.10 & Fig.11). Though all these health report shows a development tendency of long-term risk. More than 66% of DE did not take any medicine in regular basis (Fig.12). This phenomenon can be explained that DEs are very young and energetic. As most of them are main member of their family probably they consume healthy and balanced diet that boost their immunity and their health is good for combating all problems. 72% of DEs usually answer the customer calls during driving, which is very risky on road. They take this risk to save their job as the customer feedback matters a lot to a delivery executive. The better review can help him assigning more orders and bonus increment. To satisfy the customer they take this risk. The reason also aggregates their disobedience towards traffic signal maintain, feeling annoyance during waiting for order pick up. (Fig.13 & 14). In gig economy there is no limitation of order pick up and delivery. In the previous section it is established that the DEs basically join this job to serve their family, so they fix the target to earn as much as possible. In this situation they spend much more time on the road which aggregate the possibility of accident. (fig.17) This type of desire to earn more money they do not get leisure time for refreshment after joining this job. It causes the restlessness (47.4%) in their lives. (fig.19 & 21). A mix review was reported from the

studied population about leaving the job. Some of them were really unsatisfied with the job they were waiting for a different opportunity, few among them joined this job for a specific reason and waiting for it, like, one of the DE was doing this job only to buy a brand new iPhone and he mentioned to leave the job whenever he can make that money to buy the phone. And there were a percentage of people who did not expressed their actual opinion may be they could not trust me, they thought probably I have been sent from the company to know their interest or obedience towards the company. At present in gig economy the DEs can be considered as blue color workers like the construction worker, plumber, land labors. Their family consider this as a less respectful job and their acceptance is very poor to their family and to the society. They can not live happily which intern acts as a stress during working hour (fig.18).

31% of the DEs reported their sleeplessness which is due to their stress factor. A lot of things goes altogether in their mind at the same time, it may be the environmental stress, less family acceptance, long duty hours and exposure on roads etc. These factors probably play a vital role that leads to sleeplessness (fig.20). Most of the studied population belongs from the nuclear family. It has been discussed earlier due to the lockdown the middle class and the lower middle-class peoples become much more affected and faced joblessness problem. The young members of the families were forced to earn money and most of them decided to join this DELIVERY job. More than 70% of the studied population expressed that the job is very essential for their family. More than 50% of the studied population have also informed that other member of their family is solely dependent on this job. (Fig.22. Fig.23 & Fig.24). The present study also highlights that more than 73% of the DEs living of standard has improved after joining this job. Despite all negative outcomes these Gig workers really contributed their family a better life. All the risk

factors causing issues to the workers can be managed well with firm regulations and consciousness of the gig workers (Fig.26).

Chapter VI

CONCLUSION: In western countries this Gig economy was introduced earlier from our country i.e. India. It is a kind of newly introduced occupation. We found it emerging here since last two decades. People started engaging here and it reached to a significant figure during the lockdown period. A lot of studies are there about these professionals in western countries, but we could not find some detailed study in India about them like how they are involved in this profession, what are the stress factors both environmental and occupational are affecting them and how, how much satisfied they are with their job etc. So, when a pilot scale study was carried out on them with some questionnaire, we come to know some major and interesting things that the young professionals are not very much happy with their job. They feel their standard of living has been improved and they are making some money there, but they are not satisfied. They feel they are not respected and appreciated by their family as well their society. It was also found that they are engaging in this job for some specific reason like some of them have a burden of loan so, he is working here for that purpose. Whenever they can repay the amount, they have decided to leave the job. Some of the respondents were also found who is working in this profession to get a new mobile phone. They feel whenever they will make that certain amount of money, they are going to leave the job. But what are they exactly planning after leaving this job is not very much obvious to them. Since the demand of OFD system is increasing day by day, the platforms are also recruiting delivery partners in a unplanned manner. A firm dissatisfaction was found among the delivery partners about not being assigned for more orders than the before they used to. As mentioned earlier their payment depends on the number of orders they deliver. When there is more DEs available in a certain zone it is obvious that they will receive less order individually. There is no question about it that they are earning certain amount for living at the same time the risk factors are also above their head. Spending much time on roads, exposing in winter, rain, sun may affect them in a long-term destiny.

Chapter VII

Future Study:

1.The study we carried out is a pilot scale study. Better result and better feedback can be found if it is done vastly considering many more individual professionals. The responds were collected from Kolkata and its suburban areas. To find out more transparent scenario regarding the result it can be conducted in different cities in India.

2. Real time data needs to be collected for better result.

3. For the better understanding of the socio economical condition, home study is also needed.

4. For better understanding of the physical , mental, and environmental stresses of the gig workers a regular monitoring should be done on the respondents.

Appendix 1

Survey to find out the stress of door to door Delivery Executives /ডোর টু ডোর ডেলিভারি এক্সিকিউটিভদের চাপ খুঁজে বের করার জন্য সমীক্ষা

Name / নাম

Phone Number / ফোন নম্বর

Gender / লিঙ্গ

Age / বয়স

Area of residence / বসবাসের এলাকা

Educational qualification / শিক্ষাগত যোগ্যতা

1) How long are you engaged in this job? / আপনি কতদিন এই চাকরিতে নিযুক্ত আছেন?

2) Duty hours per week / প্রতি সপ্তাহে ডিউটি ঘন্টা

3) Distance travelled in a day (approx) / একদিনে ভ্রমণ করা দূরত্ব (প্রায়)

4) Average weight of deliverables carried / বহনযোগ্য পণ্যের গড় ওজন

5) Any physical pain after work / কাজের পরে যে কোনও শারীরিক ব্যথা

6) Burning sensation in eye / চোখে জ্বালাপোড়া

7) Do you smoke / আপনি কি ধূমপান করেন?

8) How often do you face respiratory issues / আপনি কত ঘন ঘন শ্বাসযন্ত্রের সমস্যার সম্মুখীন হন

9) Do you experience any allergic reaction / আপনি কি কোনো এলার্জি প্রতিক্রিয়া অনুভব করেন?

10) Any diagnosed ailments which requires medication / যে কোনো রোগ নির্ণয় করা হলে ওষুধের প্রয়োজন হয়

Stress assesment while driving / ড্রাইভিং করার সময় স্ট্রেস মূল্যায়ন

- 11) I always obey the traffic signal properly during attending a delivery / ডেলিভারির সময় আমি সবসময় ট্রাফিক সিগন্যাল সঠিকভাবে মেনে চলি।
- 12) I need to answer calls while driving / গাড়ি চালানোর সময় আমাকে কলের উত্তর দিতে হবে
- 13) I have adequate time to for each delivery / প্রতিটি ডেলিভারির জন্য আমার কাছে পর্যাপ্ত সময় আছে
- 13) I have adequate time to for each delivery / প্রতিটি ডেলিভারির জন্য আমার কাছে পর্যাপ্ত সময় আছে

Mental Stress related Survey / মানসিক চাপ সম্পর্কিত সমীক্ষা

- 15)Spending a lot of time on the road may increase chance of accident. / রাস্তায় অনেক সময় ব্যয় করলে দুর্ঘটনার সম্ভাবনা বাড়তে পারে।
- 16) Acceptance in your family for involving in this job / এই চাকরিতে জড়িত থাকার জন্য আপনার পরিবারে গ্রহণযোগ্যতা
- 17) I am under stress during working hours / আমি কাজের সময় চাপের মধ্যে আছি
- 18) I feel sleep deprived / আমি ঘুম বঞ্চিত বোধ করি
- 19)There is no time for leisure after joining this job / এই চাকরিতে যোগদানের পর অবসরের সময় নেই
- 20) I become restless after joining the job / চাকরিতে যোগদানের পর আমি অস্থির হয়ে পড়ি
- 21)Did I consider leaving this job. / আমি কি এই চাকরি ছেড়ে দেওয়ার কথা ভেবেছিলাম?

Socio-Economical stress assesment / সামাজিক-অর্থনৈতিক চাপ মূল্যায়ন

- 22) Which type of family you are belonging from? / আপনি কোন ধরনের পরিবারের সদস্য?
- 23) The present occupation is essential for me and my family. / বর্তমান পেশা আমার এবং আমার পরিবারের জন্য অপরিহার্য।

- 24) Number of earning members in family? / পরিবারে উপার্জনকারী সদস্যের সংখ্যা?
- 25) Other earning members are depending on my earnings / অন্যান্য উপার্জনকারী সদস্যরা আমার উপার্জনের উপর নির্ভর করে
- 26) How are you involved in this job? / আপনি কিভাবে এই কাজের সাথে জড়িত?
- 27) Standard of living has been improved after joining this job / এই চাকরিতে যোগদানের পর জীবনযাত্রার মান উন্নত হয়েছে

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