



Income Uncertainty, Financial Resilience and Well-being among Platform-Based Gig Workers

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Abstract:

Platform-based gig work, such as ride-hailing, food delivery and app-based services, have become an integral form of flexible employment in India, but these earnings depend on demand fluctuations, dynamic pricing and algorithmic task allocation, and workers have weak safety nets such as insurance and retirement cover. This study examines the effect of income uncertainty, financial resilience and well-being in an integrated model. The mediating role of financial resilience are tested among Indian gig workers. This study therefore aims to examine the relationship between income uncertainty and financial fragility using the mediating role of financial resilience and observe on platform support and safety on the well-being of gig workers. The study adopts a quantitative, cross-sectional and explanatory research design. Primary data were collected in person through a structured 30-item questionnaire on a 5-point Likert scale from 95 valid respondents working on delivery, ride-hailing and home-service platforms in Bengaluru such as Swiggy; Zomato; Ola; Uber; Rapido; and Urban Company. The data were analysed using Partial Least Squares Structural Equation Modelling (PLS-SEM) in SmartPLS 4. The analysis followed a sequence of measurement model assessment (loadings, reliability, convergent and discriminant validity), structural model assessment (VIF and R^2), and bootstrapping with 5,000 samples to test path significance and mediation. The findings show that income uncertainty are significantly and positively related to financial resilience ($\beta = .553$, $p < .001$), but financial resilience does not significantly mediate the relationship between income uncertainty and well-being (indirect $\beta = .017$, $p = .725$). Platform support and safety strongly predict well-being ($\beta = .926$, $p < .001$; $R^2 = .856$), although the high HTMT value (.983) indicates construct overlap and calls for cautious interpretation. We concluded that, platform-level support matters more for well-being than individual financial coping, which points to worker-support and platform-policy interventions. The study is limited by its cross-sectional design, small single-city sample and model-fit indices (SRMR = .122; NFI = .765).

Keywords: *Gig economy, income uncertainty, financial resilience, well-being, platform support.*

Introduction:

The phenomenon on Gig work has applied usage through mobile apps such as ride-sharing, food and grocery deliveries, and home services have attracted flexible employment across cities on a nation-wide landscape. This switch has been huge in the recent past, as the service considers workers logging in and out of platforms without facing a lot of hurdles, allowing companies to find workers as per their need at any given time. The [Ministry of Finance, GoI \(2026\)](#) stated that the gig workforce in the country has seen about 55% growth from FY21. The process outlines flexibility led by a significant cost metric with earnings in platform work depending on order volumes and incentives. According to



[Kanimozhi et al. \(2025\)](#), gig work clarifies the fluctuation in workers' earnings that are dependent on demand and regulation of the platform, inclining workers to absorb taxes, insurance, and retirement risks for the potential income. [Kumar and Narayanan \(2026\)](#) point out that the algorithmic system are obscure and has unjust systems of redressing grievances. This becomes challenging for the workers to create a budget and save money, this situation are described in prior literature termed as financial fragility, while the opposite of fragility is financial resilience. Further, income uncertainty, ways to cope financially and well-being have been analyzed using qualitative, conceptual and policy-analytic methods ([Medappa, 2025](#); [Casalhay et al., 2025](#); [Koley, 2025a](#)). This study is motivated by these stylized facts in quantitative terms to examine the relationship between income uncertainty and financial resilience of Indian platform workers, and to oversee the effect of financial resilience mediates them, and to clarify the significance of platform-specific support and protection for well-being. The present study seeks to answer these questions through a single structural model developed using a structured questionnaire from Gig workers in Bengaluru city having a major concentration of platform labor in India. The implications are four-fold. First, gig work fluctuate according to demand and platform incentives that means uncertainty acts as a common feature of gig work. Second, gig workers have many financial, insurance or pension risks while not having many safety nets that traditional employees enjoy. Third, research on income uncertainty, coping with finances and well-being has often been conducted separately and tested in a single quantitative model in case of Indian platform workers. Fourthly, testing this connection helps the platforms, policymakers with effective financial inclusion programs in building their worker support, safety and resilience.

The research addresses the issue of the association of income uncertainty with financial vulnerability and well-being of gig workers working on respective platforms, and examining the involvement of the platform-based assistance and safety in this process. The study ponders on the effect of income uncertainty to the implied financial issue; whether financial resilience acts as a mediator between income uncertainty and well-being; how platform-based assistance and safety impact the well-being of an individual gig worker; and to analyze the above-mentioned relationships within an integrated framework. Hence, the study of these associated factors related to income uncertainty among platform-based workers has been the prime motive of this work.

Literature Review:

Income Uncertainty and Financial Fragility in Platform Work

Income uncertainty means the degree to which the workers are unable to forecast future earnings. The case of platform work shows that income uncertainty are created by demand changes; modifications to incentive and pay processes; surge pricing; order distribution through algorithms; and absence of guaranteed minimum earnings. Financial fragility are the vulnerability of a household, which means that the household lacks the capacity to meet its normal expenditures or recover from a shock without taking a loan or experiencing a crisis. [Medappa \(2025\)](#) demonstrates how reduced incentives force gig workers in Bengaluru to take loans while [Casalhay et al., \(2025\)](#) note income instability as the main financial problem for freelancers, since budgeting and saving strategies help to achieve financial stability in the long run. Prior works have indicated the existence of income volatility among gig workers in India. The [Ministry of Finance, GoI \(2026\)](#), makes use of the government and NITI Aayog statistics, observes that while labour force increases, salaries, income volatility and social security remain low and demands minimum salaries, algorithm transparency and transferability of social security. [Kanimozhi et al. \(2025\)](#), argue that there are an improvement in legal recognition of gig workers so as to combine flexibility and protection because gig workers pay taxes, insurance and pensions by themselves. [Koley \(2025a, 2025b\)](#), based on NITI Aayog, and industry reports highlight the problems of job insecurity, poor social security, lack of algorithm transparency and gender inequality during growth of industry. At micro level [Medappa \(2025\)](#) conducted ethnographical research on 117 gig workers from Bengaluru and came to the conclusion that poor motivation led people to debts and necessity of bride care from women. [Casalhay et al., \(2025\)](#) interviewed around



50 freelancers and indicated that instability of incomes are the main problem for gig workers. Thus, higher the level of income uncertainty, the less the level of financial resilience.

Financial Resilience as a Coping Capacity

Financial resilience denotes the ability of individuals to survive and recover from economic shocks through budgeting, saving, credit and digital finance access, diversification in sources of income, and financial literacy. [Raghuveer and Patil \(2026\)](#) refer to resilience as a capability gained through financial literacy and digital finance availability, hence decreasing the consequences of income volatility. This signifies that resilience acts as a buffer between income unpredictability and welfare as it posits in response to volatility, so that workers who work under conditions of higher unpredictability possess stronger coping skills. They present a theoretical model of Digital Financial Capability that indicates the role of financial literacy in making digital finance effective. The combination of financial literacy and digital finance contributes to resilience in responding to uncertainties in income. [Conservation of Resources theory \(Hobfoll, 1989\)](#) provides the explanation clarifying that humans want to acquire, keep, and protect their resources, while the phenomenon of resources loss produces stress and people devote resources to avoid losses. In particular, income instability operates as a threat to financial resources, while financial resilience acts as a resource stock preventing this threat.

Platform Support, Algorithmic Management and Well-Being:

The [Job Demands–Resources \(JD-R\)](#) framework ([Bakker and Demerouti, 2007](#)) claims that job resources, such as support, fairness, and safety, help mitigate the stress caused by job demands and enhance well-being. In the case of platform jobs, the employer functions via an algorithm, which makes the platform's support (in terms of availability of guidelines, grievance redressal, safety, etc.) an essential job resource. [Kumar and Narayanan \(2026\)](#) demonstrated that opaque algorithmic management decreases the perception of fairness and respect for the workers. They utilized interviews with workers and stakeholders to show that algorithms are opaque and create unequal distributions of income and uncertainty about income while providing weak systems of grievance redressal in addition to suggesting a mixed human–AI governance model. In a phenomenological study of 10 delivery riders, [Kariveliparambil et al. \(2026\)](#) traced the emotional and social instability experienced by riders to algorithmic opacity and weak support. They found irregular earnings, algorithmic opaqueness, emotional repression, financial insecurity, and alienation, concluding that gig work constitutes both an employment and a public health issue. These studies indicate that what is crucial for the well-being of the workers is the support, fairness, and safety provided by the platforms. Hence, the level of platform support and safety significantly affect with workers' well-being.

Table 1: Glimpses of Prior Literature on Gig Works

Author (Year)	Focus	Method	Key Findings
Medappa (2025)	Speculative finance & gig workers' financial lives	Ethnography, 117 workers, Bengaluru	Declining incentives increased debt, dependency and downward mobility
Ministry of Finance, GoI (2026)	Inclusive, sustainable gig economy	Descriptive analysis	Workforce up by 55% since FY21; 40% earn below Rs.15,000 per month
Kumar and Narayanan (2026)	Algorithmic management, fairness and dignity	Mixed methods, 16 workers, 21 stakeholders	Opaque algorithms, inequitable outcomes, weak grievance redressal
Raghuveer and Patil (2026)	Digital finance, literacy & resilience	Conceptual framework	Literacy plus digital finance builds resilience and reduces volatility
Casalhay et al. (2025)	Freelancers' irregular income	Thematic analysis, 50 freelancers	Income instability the major challenge; savings insufficient



Author (Year)	Focus	Method	Key Findings
Kanimozhi <i>et al.</i> (2025)	Income stability versus traditional jobs	Doctrinal legal review	Workers bear tax, insurance and retirement burden alone
Koley (2025a, 2025b)	India's gig employment landscape	Descriptive reviews of NITI Aayog and government sources	Job insecurity, weak social security, algorithmic opacity persist
Kariveliparambil <i>et al.</i> (2026)	Riders' emotional and social precarity	Phenomenology, 10 riders	Irregular earnings, opacity, isolation, financial insecurity

In a nutshell, the literature review clarifies that workers engaged in gig projects confront challenges characterized by unstable income and insecure finances. Algorithms used for job supervision and company policies contribute that there is income uncertainty along with lacking assistance in addressing complaints. Financial resilience observes the shocks in income flows. Few studies have attempted to report the inter-relationships between income uncertainty, financial resilience, platform support, and well-being. The study ponders on these questions:

RQ1: Does income uncertainty affect financial fragility of gig workers in the platform economy?

RQ2: What role does financial resilience play in the relationship of income uncertainty with well-being?

RQ3: What linkage exists between support and safety of platforms and overall well-being of platform workers?

Based on these research questions the following objectives are considered:

1. To examine the relationship between income uncertainty and financial fragility among gig workers.
2. To analyse the mediating role of financial resilience between income uncertainty and financial well-being.
3. To examine the influence of platform support and safety on the overall well-being of platform-based gig workers.

The **hypothesized model** considers income uncertainty and platform support and safety as the exogenous construct with financial resilience as the mediating variable, and well-being as the dependent construct. The following hypotheses have been worked out:

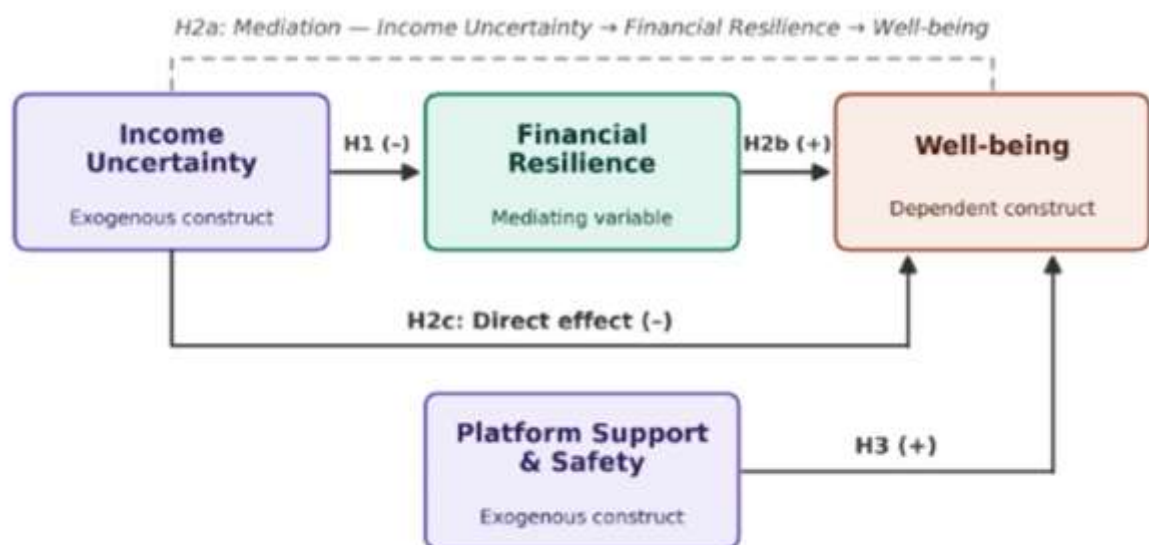
H1: *Income uncertainty is significantly associated with financial resilience.*

H2_a: *Financial resilience mediates the relationship between income uncertainty and well-being.*

H2_b: *Financial resilience is significantly correlated with well-being.*

H2_c: *Income uncertainty directly affects well-being.*

H3: *Platform support and safety is positively correlated with well-being.*



Hypothesized Model





Methodology:

The study employs an explanatory quantitative cross-sectional design, using data gathered via primary surveys. PLS-SEM was used to test relationships among four latent variables (Income Uncertainty, Financial Resilience, Platform Support, and Well-Being). Based on [Hair *et al.*'s \(2021\)](#) explanation of the advantages of using PLS-SEM methodology within studies particularly involved with prediction, including a mediation variable, and having a relatively small sample size, PLS-SEM is used in the current case instead of covariance-based SEM. The methodology used consisted of the following steps: measurement model, measurement of reliability and validity, detection of multicollinearity issues, structural model, bootstrapping and mediation analysis, and interpretation of results.

The individuals comprising the sample population worked as gig workers hired through various apps in Bengaluru. The responses were collected from the workers involved in delivery, taxi and home service. After processing the data and eliminating invalid responses, a final sample of 95 complete and valid responses was taken for the analysis. The respondents represented most of the popular apps such as Swiggy, Zomato, Ola, Uber, Rapido, Blinkit, Zepto, Urban Company, Loadshare, and Amazon. The information regarding sampling process and the demographic profile (age, gender, experience, and income) are considered.

Table 2: Sampling Frame

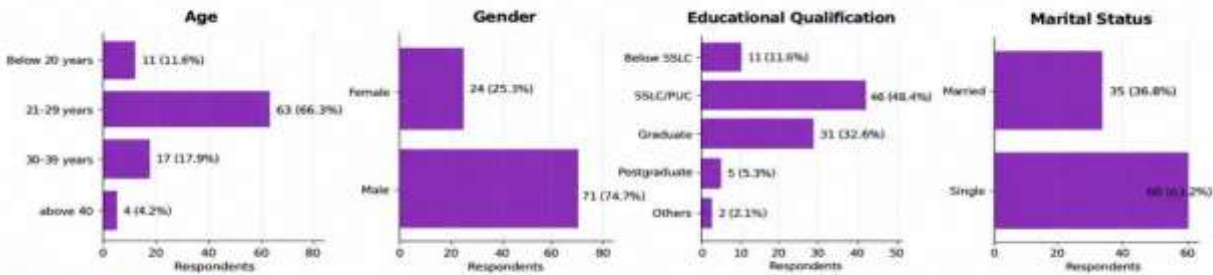
Attribute	Description
Study area	Bengaluru
Respondents	Platform-based gig workers (delivery, ride-hailing, home-based services)
Valid sample	N = 95
Platforms represented	Swiggy, Zomato, Ola, Uber, Rapido, Blinkit, Zepto, Urban Company, Loadshare, Amazon
Mode of collection	In-person, structured questionnaire
Instrument	30-item questionnaire, five-point Likert scale (1 = Strongly Disagree 2 = Disagree 3 = Neutral 4 = Agree 5 = Strongly Agree)
Software	SmartPLS 4 (Ringle <i>et al.</i>, 2024)

Table 3: Construct Summary

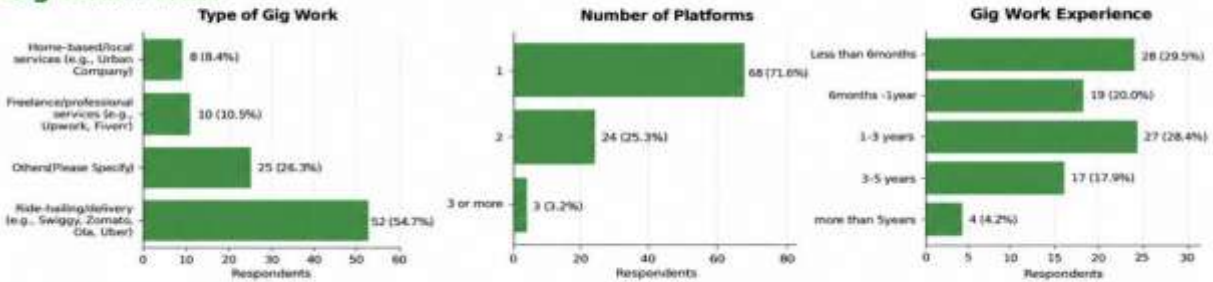
SEM construct	Questionnaire block	Role
Income Uncertainty (IU)	Income stability and predictability (S1–S5)	Independent
Financial Resilience (FR)	Financial coping capacity (S6–S10)	Mediator
Platform Support (PSS)	Platform support and safety (S11–S15)	Predictor
Well-Being (WB)	Work and psychological well-being; platform behavioural engagement (S16–S30)	Outcome



Personal Demographic Profile



Gig Work Profile



Work & Income Profile



Source: Author's Compilation

Table 4: Summary Statistics

IU1 – My monthly income from gig work is stable. [$\mu = 2.99$ $\sigma = 0.86$]
IU2 – My monthly gig income remains stable from month to month. [$\mu = 3.14$ $\sigma = 0.82$]
IU3 – My monthly gig income remains stable from month to month. [$\mu = 3.04$ $\sigma = 0.82$]
IU4 – I am confident I will earn a similar income next month. [$\mu = 3.09$ $\sigma = 0.81$]
IU5 – My gig income is stable enough to cover my regular expenses. [$\mu = 3.14$ $\sigma = 0.79$]
FR1 – I can easily pay for an unexpected expense. [$\mu = 3.29$ $\sigma = 0.72$]
FR2 – I can manage my expenses even if my gig income stops for a month. [$\mu = 3.27$ $\sigma = 0.81$]
FR3 – I am able to save money for emergencies. [$\mu = 3.28$ $\sigma = 0.72$]
FR4 – I can easily pay my monthly loan or EMI instalments. [$\mu = 3.32$ $\sigma = 0.74$]
FR5 – I can handle a major unexpected expense without borrowing. [$\mu = 3.21$ $\sigma = 0.83$]
PSS1 – Adequate safety measures are provided while I work. [$\mu = 3.43$ $\sigma = 0.85$]
PSS2 – The platform provides adequate support when I face a problem at [work]. [$\mu = 3.54$ $\sigma = 0.82$]
PSS3 – The platform provides adequate support during emergencies. [$\mu = 3.58$ $\sigma = 0.84$]
PSS4 – I receive adequate benefits from my platform. [$\mu = 3.59$ $\sigma = 0.85$]
PSS5 – The overall protection provided by my platform is adequate. [$\mu = 3.63$ $\sigma = 0.81$]
WB1 – I generally feel good after finishing my work. [$\mu = 3.71$ $\sigma = 0.78$]
WB2 – I am able to cope well with a bad day at work. [$\mu = 3.62$ $\sigma = 0.86$]
WB3 – My work has a positive effect on my mood at home. [$\mu = 3.65$ $\sigma = 0.82$]
WB4 – At the end of a normal working day, I feel an overall sense of well-being. [$\mu = 3.69$ $\sigma = 0.80$]

Note: IU - Income Uncertainty; FR - Financial Resilience; PSS - Perceived Support System; WB - Well-being

The average scores ranged from 2.99 to 3.82 in a five-point scale. Well-Being statements scored the highest (3.62 – 3.82) as compared to Platform Support scores (which is equal to 3.43-3.63) and Income Uncertainty (which scored 2.99 – 3.14), which is the lowest concerning its mean score value. In particular, Income Uncertainty, Financial Resilience and



Well-being indicators average scores equal to 3.08 (SD = 0.67), 3.28 (SD = 0.56), 3.55 (SD = 0.76), and for the Well-Being indicator – 3.70 (SD = 0.69) on average respectively.

Findings:

The PLS algorithm processed the data whereby the evaluation of path, loading, and indirect effects significance, were based on the use of a bootstrapping method that involved 5,000 runs, confidence intervals, a constant seed, and two-tailed testing with an α equal to 0.05. Mediation was estimated according to the level of significance of a specific indirect effect identified using the bootstrapping method since bootstrapping is mostly recommended compared to causal-steps approach nowadays. The following assessment thresholds (Hair *et al.*, 2021) were implemented: outer loadings ≥ 0.70 (0.40–0.70 applicable with appropriate composite reliability and AVE), Cronbach's α and composite reliability greater than 0.70, AVE more than 0.50, HTMT less than 0.85 (conservative) or less than 0.90; inner VIF less than 3; f^2 criteria: 0.02=small; 0.15=medium; 0.35=large (Cohen, 1988).

In case of indicator reliability, the outer loadings and their corresponding bootstrap t-statistics are illustrated in Table 5. Generally, it was noted that 17 of the 20 indicators loaded at 0.70 or higher, indicating high statistical significance ($p < 0.01$). There were, however, three indicators that did not meet this threshold, including FR1 (0.637) and WB2 (0.686), which are considered moderately below the threshold, and IU5 (0.480), which is seen as a very weak indicator. Despite the fact that IU5 did not attain a high loading, it was retained since the Average Variance Extracted (AVE) of Income Uncertainty was above the required value of 0.683, and composite reliability was 0.912, also above the threshold required by the retention rule provided by Hair *et al.* (2021). The low loading level of IU5 may also suggest that IU5 is interpreted differently compared to IU1 to IU4 by the respondents, which indicates that the wording of the item should be worked on. The loadings of Financial Resilience range from 0.637-0.773, which is consistent with AVE of 0.529, slightly above the threshold.

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Table 5: Outer Loadings with Bootstrap Results:

Construct	Item	Loading	t-statistic	p-value
Income Uncertainty	IU1	0.949	83.68	< .001
Income Uncertainty	IU2	0.871	26.85	< .001
Income Uncertainty	IU3	0.905	38.38	< .001
Income Uncertainty	IU4	0.840	18.94	< .001
Income Uncertainty	IU5	0.480	2.88	.004
Financial Resilience	FR1	0.637	2.93	.003
Financial Resilience	FR2	0.772	7.54	< .001
Financial Resilience	FR3	0.773	6.17	< .001
Financial Resilience	FR4	0.722	3.86	< .001
Financial Resilience	FR5	0.725	5.86	< .001
Platform Support	PSS1	0.822	7.65	< .001



Construct	Item	Loading	t-statistic	p-value
Platform Support	PSS2	0.918	27.20	< .001
Platform Support	PSS3	0.939	41.96	< .001
Platform Support	PSS4	0.929	49.34	< .001
Platform Support	PSS5	0.935	37.14	< .001
Well-Being	WB1	0.841	7.97	< .001
Well-Being	WB2	0.686	3.13	.002
Well-Being	WB3	0.951	82.26	< .001
Well-Being	WB4	0.937	40.52	< .001
Well-Being	WB5	0.899	18.14	< .001

Table 6 clarifies the internal consistency and convergent validity which were observed for the four constructs surpassed minimum standards. Cronbach's alphas range from 0.783 (Financial Resilience) to 0.947 (Platform Support), composite reliability (pc) ranged between 0.848 and 0.960, and AVE varies between 0.529 and 0.827. The values for ρ_a (0.814–0.952) are also above 0.70. The constructs platform support and well-being reported ($\alpha > 0.91$, $\rho_c > 0.93$) respectively.

Table 6: Construct Reliability and Convergent Validity:

Construct	Cronbach's α	ρ_a	Composite reliability (pc)	AVE
Income Uncertainty	0.873	0.917	0.912	0.683
Financial Resilience	0.783	0.814	0.848	0.529
Platform Support	0.947	0.952	0.960	0.827
Well-Being	0.915	0.936	0.938	0.754

Thresholds (Hair *et al.*, 2021): α and $\rho > 0.70$; AVE > 0.50 .

Discriminant Validity were presented in Table 7 wherein the HTMT values indicates that the pairs are below the accepted level of 0.85, except for the pair platform support–well-being with a recorded value of 0.983, which far exceeds the acceptable limit of 0.90. Likewise, the Fornell–Larcker results presented in Table 8 confirm that the correlation between platform support and well-being (0.925) is higher than the square root of AVE of both constructs (0.909 and 0.868), and therefore this pair fails to comply with the criterion. For all other pairs, the criterion is satisfied.

Table 7: Heterotrait–Monotrait Ratio (HTMT):

Constructs	Financial Resilience	Platform Support	Well-Being
Platform Support	0.194	–	–
Well-Being	0.240	0.983	–
Income Uncertainty	0.650	0.663	0.619

Table 8: Fornell–Larcker Criterion (square root of AVE on the diagonal):

Constructs	Financial Resilience	Platform Support	Well-Being	Income Uncertainty
Financial Resilience	0.727			
Platform Support	0.125	0.909		
Well-Being	0.142	0.925	0.868	
Income Uncertainty	0.553	0.623	0.586	0.826

The Platform Support–Well-Being correlation (0.925) exceeds the square root of AVE of both constructs.



Table 9: Coefficient of Determination (R^2) and Effect Size (f^2):

Endogenous construct	R^2	Adjusted R^2	Predictor	f^2	Effect size
Financial Resilience	0.305	0.298	Income Uncertainty	0.440	Large
Well-Being	0.856	0.852	Platform Support	3.244	Very large
Well-Being	0.856	0.852	Financial Resilience	0.004	Negligible
Well-Being	0.856	0.852	Income Uncertainty	0.0002	Negligible

f^2 benchmarks: 0.02 small, 0.15 medium, 0.35 large (Cohen, 1988; Hair *et al.*, 2021).

Model fit:

The estimated model has an SRMR of 0.122 (SRMR for saturated model is 0.097) which is higher than 0.08 which is the usual standard. The NFI is 0.765 which is less than the common cut-off of 0.90.

Table 10: Model Fit Indices:

Index	Saturated model	Estimated model
SRMR	0.097	0.122
d_ULS	1.974	3.127
d_G	0.952	0.972
Chi-square	451.68	465.70
NFI	0.772	0.765

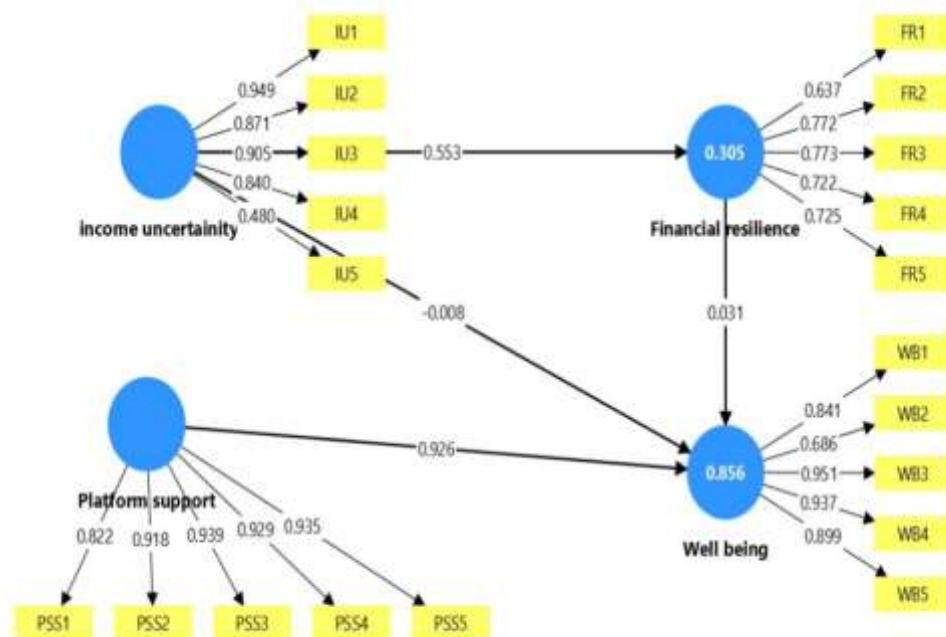


Figure 1: Path Co-efficients

In Table 11, the bootstrapped path coefficients are presented (5,000 samples, two-tailed, $\alpha = 0.05$), while Figure 3 displays the structural model and its results. Figure 4 shows the bootstrap confidence intervals of 95% percentiles. Only



two paths are statistically significant (income uncertainty → financial resilience and platform support → well-being), while the others, including the indirect effect, have confidence intervals including the value of zero.

Table 11: Bootstrapped Structural Paths:

Path	β	SD	t	p	95% CI (percentile)	Decision
Income Uncertainty → Financial Resilience	0.553	0.134	4.123	< .001	[0.290, 0.766]	Significant
Financial Resilience → Well-Being	0.031	0.079	0.387	.699	[-0.152, 0.163]	Not significant
Income Uncertainty → Well-Being (direct)	-0.008	0.086	0.092	.927	[-0.158, 0.184]	Not significant
Platform Support → Well-Being	0.926	0.051	18.247	< .001	[0.804, 1.009]	Significant
IU → FR → WB (indirect)	0.017	0.048	0.352	.725	[-0.081, 0.111]	Not significant
Income Uncertainty → Well-Being (total)	0.009	0.057	0.158	.874	[-0.087, 0.136]	Not significant

IU = Income Uncertainty; FR = Financial Resilience; WB = Well-Being. Significance is judged from the t-statistic and the percentile confidence interval.

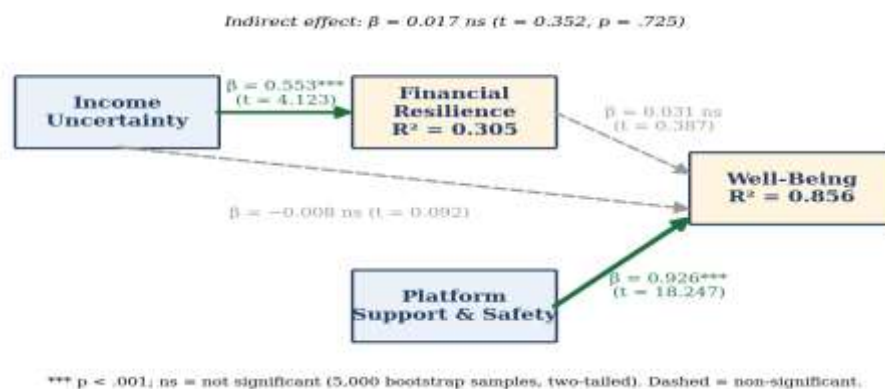


Figure 2: Structural Model with Bootstrap Results

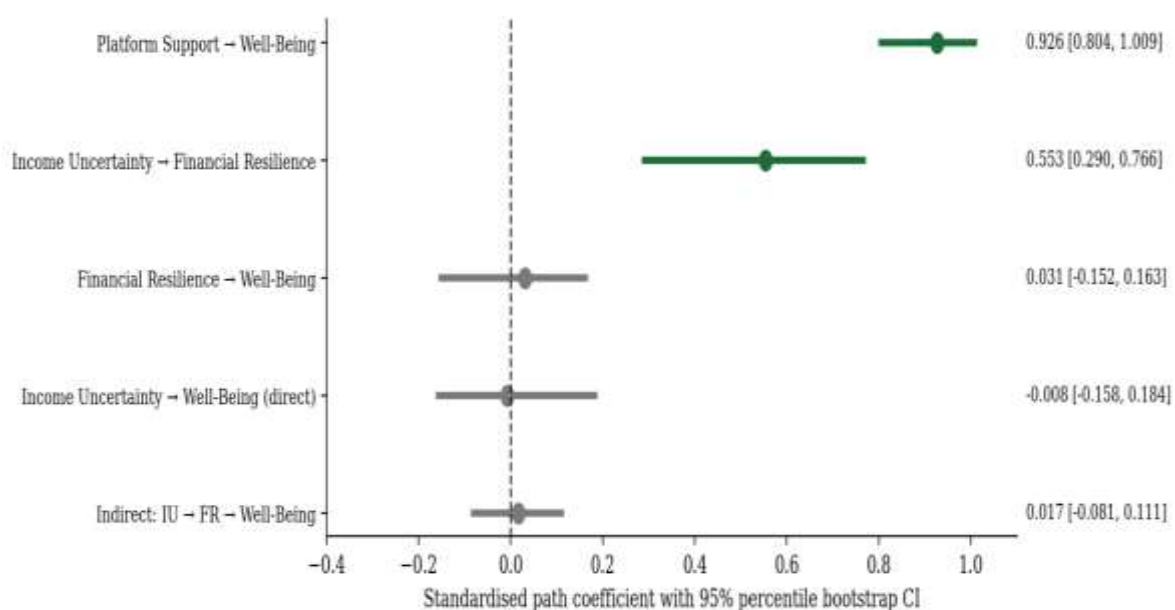


Figure 4: Standardised Path Coefficients with 95% Bootstrap Confidence Intervals



Discussions:

The study examines income uncertainty and financial fragility whereby the findings indicate that there exists a positive and statistically significant relationship between Income Uncertainty and Financial Resilience ($\beta = 0.553$, $SD = 0.134$, $t = 4.123$, $p < .001$; 95% CI [0.290, 0.766]), accounting for 30.5% of the explained variance and suggesting a large effect ($f^2 = 0.440$). This confirms the hypothesis H1 in statistical terms. The direction of the relationship contradicts the expected negative association based on earlier research (Casalhay *et al.*, 2025, Medappa, 2025). This observation can be viewed against the backdrop of significant income volatility observed at the macro level (Ministry of Finance, GoI, 2026; Kanimozhi *et al.*, 2025), wherein workers expect unpredictable earnings to detract from resilience. On the basis of Raghuvveer and Patil's (2026) interpretation of resilience as a capacity that is observed in the process of dealing with unpredictability and based on COR theory about resource redeployment, it is likely that the employees who experience unpredictability in earnings have emphasized on budgeting, savings and use of multi-platforms skills.

The second objective of the study considers the mediating role of financial resilience on income uncertainty and well-being. The direct consequence of the effect of income uncertainty on well-being through financial resilience is minimal and insignificant ($\beta = 0.017$, $SD = 0.048$, $t = 0.352$, $p = .725$; 95% CI [-0.081, 0.111]). The first distance of the chain appears to be significant ($\beta = 0.553$), the second distance Financial Resilience $\rightarrow$ Well-Being is non-significant ($\beta = 0.031$, $t = 0.387$, $p = .699$; $f^2 = 0.004$), and thus H2b is rejected too. This states that the very direct distance is in the range of zero ($\beta = -0.008$, $p = .927$); therefore H2c is also rejected. Financial Resilience observes the ability to cope financially while the Well-Being includes items about work-related and psychological well-being. Therefore, resilience could be relevant for financial well-being without being detected by the broader measure. Second, Platform Support accounts for a large part of the Well-Being variance ($R^2 = 0.856$) and leaves very little room for the other predictors. This can be seen by looking at latent-variable correlation data. Income Uncertainty correlates with Well-Being at 0.586, but when adding the Platform Support variable, this path drops to -0.008. Platform Support correlates with Income Uncertainty at 0.623, and therefore it is likely that it explains the variance of the relationship between Income Uncertainty and Well-Being. Financial Resilience is one of the weakest constructs measured (AVE = 0.529; FR1 loading = 0.637). There may be insufficient power to identify small effects in accordance with the sample size ($N = 95$) and data analysis.

OBJECTIVE 3: PLATFORM SUPPORT AND SAFETY AND WELL-BEING:

It has a strong and significant positive path to Well-Being: ($\sigma = 0.926$, $SD = 0.051$, $t = 18.247$, $p < .001$; 95% CI [0.804, 1.009]; $f^2 = 3.244$). The model explains the 85.6% of Well-Being variance. H3 has been supported. It is in alignment with the qualitative and mixed-methods evidence that opaque, poorly-governed algorithmic management undermines fairness and dignity (Kumar and Narayanan, 2026), and weak platform support is attached to riders' emotional and social precarity (Kariveliparambil *et al.*, 2026). It is also what the JD-R perspective would predict for a key job resource (Bakker and Demerouti, 2007). In the model, Platform Support is by far the dominant correlate of well-being. Thus, these findings demonstrate that the assumption that the main mechanism of financial coping on the individual level represents the way of shielding gig workers from uncertainty (Raghuvveer and Patil, 2026) is validated. In the relevant sample, the factor that workers think about as the support and safety coming from the platform has a far greater correlation with their well-being than their capacity for financial coping. This is in line with the policy focus on the necessity of algorithmic transparency, grievance resolution, and universal social protection (Ministry of Finance, GoI, 2026; Kumar and Narayanan, 2026), thus putting accountability for worker's welfare at the level of platform management rather than on an individual worker.

There are certain observations while interpreting the significance of the estimates (Table 12). (i) The HTMT correlation between the two constructs is 0.983, which leads to a failure of the Fornell–Larcker criterion; hence, it was impossible for respondents to discriminate between them properly. This means that some of the Well-Being items could rather reflect satisfaction with the platform than well-being. (ii) The upper bound of confidence interval (1.009) gives a value exceeding 1.0, which indicates that the estimate is close to the boundary of the possible values for a standardized measure. (iii) Both constructs are measured from the same respondents at the same time, which might cause shared



method variance to increase the strength of association, and no common method bias test has been performed. (iv) The responses to both blocks show high levels on the construct measurement score that leaves them heavily skewed.

Table 12: Summary of Hypothesis Testing:

Objective	Hypothesis	Result	Decision
O1	H1: IU is related to FR (negative expected)	$\beta = 0.553, p < .001$ (positive)	Significant; sign opposite to expectation
O2	H2a: $IU \rightarrow FR \rightarrow WB$ (indirect)	$\beta = 0.017, p = .725$	Not supported
O2	H2b: $FR \rightarrow WB$	$\beta = 0.031, p = .699$	Not supported
O2	H2c: $IU \rightarrow WB$ (direct)	$\beta = -0.008, p = .927$	Not supported
O3	H3: $PSS \rightarrow WB$ (positive)	$\beta = 0.926, p < .001$	Supported (with validity caveat)

The study presents the main outcomes. The relationship between Income Uncertainty and Financial Resilience is positive and significant ($\beta = 0.553, p < .001, R^2 = 0.305$), which should be confirmed with respect to the direction of scoring of the measured construct. Financial Resilience does not act as a mediator in the relationship between Income Uncertainty and Well-being (indirect $\beta = 0.017, p = .725$; 95% CI -0.081 to 0.111). Platform support and safety is very high and significantly related to Well-being ($\beta = 0.926, p < .001$) and explains 85.6% variance of Well-being with an important note on discriminant validity (HTMT = 0.983). The findings of the study contribute to the existing body of knowledge in three ways. First, the research provides a quantitative bootstrapping investigation of the pathway that was mostly revealed via qualitative and policy approaches in the previous studies on Indian gig workers. Second, the finding was verified with statistical tests of mediation by financial resilience which was discussed earlier but not tested. Third, the research reveals explicit measurement issues that should be elaborated upon in further research (weak IU5, overlapping of Platform support and Well-being, model fit indices).

Implications:

The strong relationship between platform support and well-being indicates that an investment in clear guidelines, grievance redressal mechanisms and safety regulations for workers are likely to be beneficial for worker well-being. Platforms must consider the prospect of tracking supporting conditions and safety as an ongoing indicator, noting that the causal relationship of such investments has not been established in this cross-sectional research. The findings support policy recommendations related to algorithmic transparency, minimum income, and portable social security. The absence of a connection between financial resilience and well-being suggests that those programs aimed at strengthening people's financial capability, for instance, budgeting and digital finance training, should be complemented with measures at the level of platforms and regulations and not serve as alternatives to them. Results will benefit worker organisations in identifying their priorities. The condition of support and safety in the platform seems to be closely associated with how workers perceive their work and lives, thus providing even more evidence for the application of some collective demands concerning grievance mechanisms and safety provisions. The limitations of the study are that cross-sectional design limits cause-and-effect and long-term conclusions; the relationships established are correlations. Future research may observe larger and multi-city probability-based samples that allow for the comparison of various attributes based on platforms, cities, gender, and years of experience, including mutual group analysis.

Conclusion:

The study clarifies that income uncertainty has significant impact on financial resilience in gig workers employed with platforms in Bengaluru. Further, the factors concerning financial resilience do not significantly mediate the relationship between income uncertainty and well-being in this study. It was observed that platform-specific assistance and protection show high correlation with respondents' well-being. However, it has been noted that the majority of the findings should be interpreted with caution due to overlap of constructs, problems related to sample size and cross-sectional research



design. Overall, the results show that for gig platform workers, platform support and safety heavily impact their well-being more than their own financial resilience.

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