

# Exploring the Experiences of Food Delivery Riders

Dyrell Jane Calib-og, Sarah Jane E. Mendaros, Zelia Arabelle Bacasmas, Sheila May A. Fiel, Mylene P. Alfanta

College of Business Education, Saint Columban College, Pagadian City, Zamboanga del Sur, Philippines-7016

**Abstract**— This study explores the experiences and challenges faced by food delivery riders in Pagadian City, where food delivery services have been rapidly growing. Delivery riders, who work flexible hours, are essential to meeting the demand for quick deliveries. The research utilised a case study design to explore the working conditions, compensation structures, and challenges encountered by riders from various platforms, specifically Boknoy, Speedway, and FoodPanda. Data were collected through one-on-one interviews with nine food delivery riders, focusing on their working conditions, pay structure, benefits, challenges, and safety issues. Findings indicate that riders often work beyond standard hours and are compensated through profit-sharing or performance-based pay. Despite the physically demanding nature of their work, riders report a lack of mandatory benefits, which contributes to frustration. Riders also encounter challenges such as adverse weather conditions, difficult customer interactions, and fake bookings. The research highlights the everyday experiences of food delivery riders, who often put in extra hours to fulfill delivery requests. It highlights the importance of offering benefits that go beyond profit-sharing to promote employee well-being. Emphasizing self-care and adequate rest is also essential for riders, given the daily challenges they face on the job.

**Keywords**— Food delivery riders, working conditions, compensation structure, profit-sharing, performance-based payment, challenges

## I. INTRODUCTION

The rise of food delivery services has reshaped the global food industry, driven by technological advancements and changing consumer lifestyles. In the United States, platforms like DoorDash, Uber Eats, and Grubhub dominate the market, accounting for over 70% of the market share (Statista Research Department, 2024). In a similar vein, during the COVID-19 pandemic, which saw 71% of Filipinos depend on delivery services due to restaurant closures (Statista Research Department, 2021), the food delivery industry became essential to the Philippines' economic growth.

Despite their essential role, food delivery riders face numerous challenges. These include prank orders, cancellations, low wages, and dangerous working conditions caused by traffic, weather, and long hours. Many riders work over 40 hours a week to earn enough, often covering operational expenses out of pocket, such as fuel and maintenance (Fair Work, 2022). Moreover, they contend with occupational hazards, such as exposure to health risks and high accident rates, exacerbated by a lack of comprehensive worker protections (Lachica, 2021; Nelz, 2021).

This study explores the experiences of Filipino food delivery riders, examining their economic struggles, work-life balance, and safety concerns. By analyzing these issues, it seeks to inform policymakers and industry stakeholders about

the need for systemic reforms, such as legislative measures like House Bill No. 6958, which aims to protect riders from unfair practices (PinoyStackStaff, 2021). This research underscores the importance of addressing these challenges to promote a fair and sustainable ecosystem for delivery riders.

## II. LITERATURE REVIEW

Food delivery riders run the risk of getting various viruses while providing their services to customers. However, they enjoy this kind of work because it doubles their income, so they've always been able to provide tips or extra cash for their services. But even with the money, there's a chance you won't know that riding a motorbike can be unpredictable at times. These are all the crucial roles of food delivery riders as frontline during this pandemic (Lachica, 2021). Regardless of the weather, delivery riders must navigate traffic, fatigue, and other logistical obstacles—as well as scammers—in order to deliver orders on time. Like any other job, this one has its ups and downs: helping those in need when they need it, giving aid in return, and sometimes even discovering love along the way. Their job is physically taxing, contributing to stress (Ilagan, 2021).

Prices in the food industry are influenced by a number of factors, such as inflation and growing income disparities between partners. To reduce customer attrition, food delivery companies employ marketing tactics and approaches to foster greater customer interaction. Owing to the high volume of online orders, delivery partners find it difficult to transport meals from restaurants that are far away from the customers' location. Inadequate training causes drivers to mishandle orders, which is one of the major issues they encounter. Merely a handful of food delivery services have procedures in place to guarantee that their drivers handle food safely. Those who work at the restaurant staff's place of origin are also accountable for ensuring customer satisfaction, in addition to delivery partners. Coordinating and predicting customer demands between delivery partners and restaurant owners is difficult (Sonali, 2021).

A considerable number of riders put in over forty hours per week; some even work nine hours a day, seven days a week. The earnings of riders are based on chance. Occasionally, there are fewer delivery orders than usual. To make up for this, many riders put in more hours than they normally do—up to 16 hours a day on occasion. In accordance to a 2022 report by the Oxford Internet Institute and the WZB Berlin Social Science Center's research project Fair Work, there are approximately 85,000 delivery riders in the Philippines who make take-home pay of P460 and are paid less than the minimum wage. Operating expenses like fuel, maintenance,

and internet are covered by riders. The riders are responsible for paying for even uniforms and thermal bags.

According to a Fair Work statement, "the rider or driver is consequently enslaved to platform labour or survival, working longer and harder hours to make a living." In the event that a rider is involved in an accident, their income may also be further impacted by medical expenses. The Metro Manila Development Authority recorded 31,124 motorcycle-related reports of accidents in 2022. In addition to not accounting for lost wages while recovering, riders without a complete insurance policy only receive a medical reimbursement after covering their medical expenses.

For the riders, the lack of employment recognition underlies their own compensation and other unjust working arrangements (Tanyel Bael, 2024). Riders are advised to exercise caution when leading because of the unfavorable climate constraints. If riders experience injury or damage, Foodora treats every circumstance carefully and follows a fitting work plan (Zhou, 2018).

Regardless of the heat or heavy rainfall, delivery riders cross the roads to fulfil requests on time or deliver packages complete and on time, according to Lachica 2021. The riders face a constant battle against the sun's heat since it rarely rains in the nation (Lachica, 2021). According to the Bureau of Labor Statistics, transportation accidents are responsible for most on-the-job fatalities. Delivery drivers, by definition, spend much time behind the wheel; thus, the risk is particularly high for them.

It is apparent that fast food delivery guarantees client convenience and satisfaction. Customers would rather receive their food faster, even with this perceived efficiency. Delivery riders attempt to fill this demand by delivering all kinds of food any time of the day. It has also been shown that riding a motorcycle under the pressure of a tight schedule between seller and customer is unsafe (Kwak & Cho, 2020).

Meah claims that long lines at vendors selling food and drinks are also a problem for some people. Unlike most employees, food delivery riders do not receive the same basic benefits. The job also comes with its fair share of negative encounters and challenges along the way – dealing with unreasonable customers and vendors, grappling with bad weather, travelling on busy and dangerous roads, and getting injured (Meah, 2021).

### III. RESEARCH METHOD

The research methodology for this study is presented in this chapter. It includes a discussion of the research design and research methods covering the research environment, research participants, research instrument, data gathering procedure, data analysis, and ethical considerations.

#### A. Research Design

Qualitative research designs collect participant experiences, perceptions, and behavior to address the how's and why's. Explaining human behavior patterns and processes that can be challenging to measure is one of the advantages of qualitative research (Tenny et al, 2022).

This study used the qualitative case study approach of

Merriam (2016), which is qualitative research that collects and examines non-numerical data, to delve deeper into the viewpoints and experiences of the people who deliver food. This design allows for a thorough analysis and comparison of the answers provided by different food delivery riders in Pagadian City, highlighting both distinct and comparable responses. The case study concern is the Experiences of Food Delivery Riders from FoodPanda, Boknoy, and Speedway. Delivery Riders are chosen as a case study to explore their experiences in practices including tracking their expenses, calculating earnings, maintaining financial records, benefits received and challenges face.

#### B. Research Settings and Participants

The study was conducted in Pagadian City, Zamboanga Del Sur. The researchers chose the area because it has a high number of food delivery orders and riders. This allows researchers to examine a considerable number of operations and thoroughly explore and comprehend the experiences that food delivery riders have on a daily basis, especially with regard to the expenses they bear and the services they provide. This particular selection of site covers every place in which food delivery drivers are engaged, guaranteeing an effective portrayal of their working environment.

The participants for this study are food delivery riders operating within the urban area of Pagadian City, Zamboanga Del Sur. The participants usually travel the city streets to deliver meal orders on behalf of several food delivery services. They vary in age, gender, marital status, and years of experience in the food delivery industry. The participants are food delivery riders who have been actively working in Pagadian City, have at least six months of experience in food delivery services and are willing to talk about the expenses, service activities, and difficulties they have at work.

### IV. RESULTS AND DISCUSSIONS

This research examines the experiences and economic security of chosen food delivery riders in Pagadian City. The participants are divided into three categories: the first group consists of food delivery riders from Boknoy (coded B1-B3), the second group includes riders from Speedway (coded S1-S3), and the third group represents riders from FoodPanda (coded F1-F3). Through this classification, the study provides a comprehensive understanding of the challenges and realities faced by riders from different delivery services.

The focus of this study is on the diverse experiences of Food Delivery Riders, encompassing various aspects of their work and daily lives, including designated daily working period, compensation structures and employee benefits, daily expenditures, challenges faced and coping strategies. It provides a concise overview of the diverse tasks, challenges, and adaptive strategies employed by food delivery riders in effectively navigating their work environment.

#### Designated Daily Working Period

Designated daily working period to the specific number of hours an employee is required to work each day as part of their job. This can vary based on the company and industry

but it typically encompasses the time spent on work-related tasks.

These common shifts riders will do, it could be depending on demand, rider personal choice, or may also consider the regulations of a delivery service. Based on the interview responses, the key subcategories are Standard Working Hours and Overtime.

**Standard Working Hours.** When asked about daily working period, some participants answered that their standard working hours is 8 hours but it may vary based on demand and income which result to working overtime.

In my daily job, I work for about 8 hours a day. - F1

I typically work about eight hours a day, that is usually my standard working hours. - F2

Our minimum working time is 8 hours a day, and it is consistently 8 hours every day.- B3

Verification of the statements made by the delivery riders by their companion was conducted during the interview. Although they acknowledged that a delivery rider's standard working hours consists of eight hours, most of them put in more time, particularly if their pay is insufficient.

Overtime in food delivery services is an additional hour that delivery riders work beyond their standard shifts. This schedule flexibility is due mainly to flexible labor markets, but in practice riders may respond to peak demand times (especially meal time) by working longer hours. The following responses supported this:

Personally, I typically work around 11 to 12 hours a day, even though the minimum is

supposed to be 10 hours. We do not officially have overtime, but we end up working

beyond our regular hours because our income just is not enough to cover our needs. -B2

I usually work from 8 AM to 8 PM, which adds up to a 12-hour shift. While there is some

flexibility to come in late or leave early, you need to inform the boss in advance. The rush

really hits during lunch and dinner—those are our peak hours. It gets hectic, especially

around 11 AM to 1 PM and again from 5 PM to 7 PM, with nonstop orders coming in.

Those are the times when we are really on our toes, juggling multiple deliveries." - S1

Most of the participants reported working extra hours on top of their regular shifts, putting in an additional 2-4 hours per day and extending their workdays to 10-12 hours. The extra work may have to do with the money that riders are expected to make that day. Additionally, in order to accommodate customers and earn extra money, riders also complete orders after regular business hours.

The responses indicate that food delivery riders typically work long hours, often ranging from a minimum of 10 to 12 hours a day. This extended work schedule is particularly evident during peak hours, which are identified as lunchtime (11 AM to 1 PM) and dinner time (5 PM to 7 PM). Some Cases mentioned that they may have to extend their hours beyond the minimum to compensate for low earnings, reflecting the financial pressures they face. While some riders have

flexibility in their start and end times, this often depends on communication with their supervisors. A few riders mention the possibility of overtime, but it appears to be more dependent on last-minute bookings rather than a regular occurrence. Overall, the responses underscore the demanding nature of the job, with riders working long hours to make ends meet, especially during busy periods.

Platform delivery workers face a multitude of safety challenges due to the nature of their work. Unpredictable schedules, constantly changing work environments, and exposure to varying weather conditions create a high-risk environment. Urban areas, while offering more opportunities, present unique dangers for riders. Peak hours, with their heavy traffic and increased pedestrian activity, make navigation unpredictable and increase the likelihood of accidents. While urban areas may offer better visibility at night due to street lighting, the overall risks remain elevated, contributing to rider exhaustion and vulnerability (Lachapelle et al., 2021).

#### *Compensation Structure of Food Delivery Riders*

Compensation of food delivery riders refers to the total earnings that riders receive for their services, encompassing various forms of payment. This typically includes base pay per delivery, tips from customers, and any performance bonuses or incentives offered by the delivery platform.

Compensation structures can vary widely based on the delivery service's policies. Based on the interview responses, the key subcategories are Salary Distribution (Percentage) and Performance-Based Payment.

**Salary Distribution (Percentage).** Food Delivery Riders compensation is an allocation of total compensation among different components of an employee's pay, expressed as a percentage. The following responses supported this:

We get 70% of the income, and the company gets 30%. - B1

Our salary is based on our earnings. We get 70% and the company gets 30%. We get the larger share because we provide the capital. - B2

In the beginning, the compensation structure is set at 70% for us and 30% for the employer during the first month. Once you establish yourself and start working regularly, this shifts to a more favorable arrangement of 80% for you and 20% for the business. - S1 "70%- 30% kung bag o pa, kung taod2 naka ga work 80-20 na ang kuhaon sa imong amo." ["In the first month, you receive 70% of the earnings while the company takes 30%. However, once you transition to a regular employee status after that initial month, your share increases to 80%, leaving the company with 20%.]- S3 The participants' responses show a clear profit-sharing system where employees start with 70% of the profits and the company gets 30%. Participants state that after months, once employees become regular, they receive 80% and the company gets 20%.

To verify the responses of the Food Delivery Riders as of the salary distribution in percentage, the researchers interviewed one of their co-riders who receives the same salary and experiences the same nature of work and confirmed that indeed, the salary distribution is 70/30 for new riders and 80/20 for regulars. These highlighted the same percentage of salary contribution of 70/30 for new riders and 80/20 for regular riders regardless of the companies they are working



on.

**Performance-Based Payment.** Food delivery riders' compensation largely depends on the number of deliveries they complete in a day. Typically, riders earn a base fee for each delivery, which can vary based on factors like distance and order size. As the volume of deliveries rises, so does their total compensation, making the number of deliveries a key factor in their overall income.

The following responses supported this:

"Ang sweldo namo kay nakadepende sa among orders nga nahatod." [Our salary is based on how many orders we deliver.] - F1

"Nakadepende sa pila among orders nga na deliver." [Our earnings are determined by the volume of orders we successfully deliver.] - F2

"Depende sa among deliveries ang among sweldo kay sa kada order rami nay share." [Our salary is based on how many orders we deliver, and we get a share of the earnings for each one.] - F3

The participants' responses indicate that their earnings are directly linked to the number of orders they successfully deliver. Participants state that their salaries depend on the volume of deliveries, and they receive a share of the earnings for each order. This structure highlights a performance-based compensation system.

Factors such as salary distribution and delivery affect the compensation of food delivery riders. The rider can determine their expected salary through a transparent profit-sharing system and additional compensation based on completed orders. Earning and fulfilling more orders each day will result in better daily compensation for riders. Increased income will motivate riders to fulfil more orders and receive greater rewards.

The compensation structure of food delivery riders provides practical insights into profit-sharing models and performance-based pay, both of which are key concepts in management accounting. Understanding how businesses allocate profits between the company and employees, as well as how variable factors like the number of deliveries can impact overall compensation, aligns with cost management and budgeting principles. This helps students grasp how incentives and cost structures are designed to optimize employee performance, improve financial outcomes, and sustain profitability in a gig economy context.

#### *Daily Expenditures of Food Delivery Riders*

Daily expenditures of food delivery riders encompass the routine costs incurred while carrying out their delivery duties. These expenses can significantly impact their net earnings, making it crucial for riders to have a clear understanding of them. By accurately tracking and managing these daily costs, riders can make informed financial decisions and assess the true profitability of their work in the food delivery industry. This awareness not only aids in budgeting but also helps riders optimize their earnings potential and improve their overall financial health. These expenses include Fuel, Load and Food. Fuel. Fuel is the energy source that food delivery riders use to operate their vehicles while making deliveries. It is a

significant cost that directly affects their earnings. Riders need to consider fuel prices and how efficiently their vehicles use fuel to maximize their profits. Factors like route length, traffic, and vehicle type can impact fuel consumption. Understanding these fuel-related aspects is important for riders, as they influence financial planning and decisions about delivery routes and work schedules. The following responses provide support for this:

["Our top expenses include fuel for our vehicles, meals during our shifts, and unexpected costs like flat tire repairs. These everyday expenses can quickly add up, impacting our overall earnings."] - B3

Gas is the biggest expense for me. I use about 2 liters every day, which costs around 120 pesos.") - F1

The confirmation from fellow riders supports the participants' claim that gas is the biggest daily expense because it is the only thing that keeps their vehicles running long enough to complete deliveries and because it is expensive at the moment. The distance of the deliveries is also the determining factor why riders spend more on fuel than any other expenses.

In addition to covering their own fuel and vehicle maintenance, delivery riders are often required to provide their own work equipment. A study on platform workers in 2021 highlighted how platforms like Grab encourage riders to purchase specific items, such as dri-fit shirts and branded thermal bags, effectively shifting the cost of essential work tools onto the riders (Gomez, 2024).

Participants emphasize that gasoline is their largest daily expense. They describe gas as a necessary cost that significantly impacts their overall earnings. For example, a rider notes that gas expenses take a substantial portion of their income, mentioning that it's essential not only for work but also for other daily needs like lunch and unexpected costs, such as vehicle repairs. Similarly, participants workers report spending between 100 to 150 pesos on gas each day, which reduces their take-home pay.

**Load.** Load refers to the communication expense for food delivery riders are the costs related to staying connected while they work. This includes mobile phone bills, data charges for using delivery apps, and any other communication tools needed to coordinate with customers and the delivery platform. While effective communication is essential for managing orders and customer interactions, these expenses represent a regular financial obligation for riders.

Understanding these costs helps riders better manage their finances and overall earnings. The following responses provide support for this:

[My data load costs ninety pesos, which is a significant portion of my budget.] - S1

["Load is essential because we need it to call customers and coordinate with the deliveries."] - S2

"[Gas and load data, 100 for a week.] - F1

[For the load is 90 pesos the one that can access to data or internet.] - F3

All participants highlighted expenses in mobile data for communication which they see as essential and part of their regular routine. Food delivery platforms, through their

smartphone apps, have revolutionized the ordering process. Customers can browse menus, place orders, track their progress, and even follow the delivery in real-time. This convenience has enabled restaurants to manage peak hours more effectively, while offering customers the flexibility to order from anywhere at any time. The interactive nature of these apps has also significantly enhanced customer engagement (Batra, 2021).

Food. Expenses for food delivery riders often associated with their food and drink choices while on the job. Riders often spend money on meals and snacks during their shifts, which can add

up over time. Since they may have limited time to prepare food, they might rely on convenient options, which can be more expensive. Understanding these nutrition-related expenses is important for riders to manage their budgets and make healthier, more cost-effective food choices while working. The following responses provide support for this:

[My daily expenses include gas, buying lunch, and sometimes unexpected vehicle repairs. I would say it adds up to around 100 to 200 pesos each day.]-B1

["My daily expenses include food, phone load, cigarettes, and most importantly,

gas. On average, I spend about 250 pesos to cover all of these costs."]-S1

The collective affirmation by the co-riders resonates with the statements provided by the participants that the estimated budget for nutrition-related activities is 100 to 200 pesos a day. These figures take into account a thorough analysis of the riders' dietary expenses. In order to maintain their energy levels during deliveries, riders spend money on nutrition-related activities.

Understanding the daily expenses of food delivery riders is a real-life example of cost management. Riders have to account for fuel, food, vehicle maintenance, and other expenses ensuring that they are still earning despite incurring those expenses. Students learn to track and analyze business expenses to maximize profitability. This teaches them how to create budgets, control costs, and make decisions that balance income and expenses effectively (Schilling, 2017).

Operational Expenses. Operational expenses of food delivery riders are the necessary costs they incur to perform their job and maintain their daily living needs. These expenses typically include fuel for their vehicles, vehicle maintenance, insurance, and communication fees for staying connected with customers and the delivery platform. The following responses provide support for this:

["We have to divide our earnings wisely. Some money needs to go to the family, a portion for the motorbike's maintenance, and we also try to set aside some for savings."]-B1

["We always have to budget for essentials like gasoline, load, and motorcycle maintenance before anything else."]-B3

[My wife handles all the budget and gives me money for gas and some extra spending money.]-F2

“ [I will set aside some money for the motorcycle, and the rest will be for our household.] -F3

According to the co-riders, it was stated that their income is

allocated to different needs such as gasoline, maintenance, load and savings. This statement supported the claims of the participants.

The participants' responses show how riders manage their income by carefully allocating it to different needs. Emphasizes the importance of dividing earnings between family expenses, motorcycle maintenance, and savings, while also ensuring there's enough for gas and load, which are essential for their work. Similarly, some riders rely on his wives to manage the household budget, setting aside money for gas, motorcycle expenses, and any extra spending. These responses demonstrate that financial planning is critical for food delivery riders, as they need to balance personal, household, and work-related expenses to ensure they can continue working efficiently while supporting their families.

Daily Living Expenses. Daily living expenses of food delivery riders encompass the routine costs necessary to support their basic needs and lifestyle while working. These expenses typically include essential items such as food and beverages consumed during shifts, family-related expenses, and household bills like rent, utilities, and groceries. By understanding these daily living expenses, riders can better budget their finances and evaluate their overall financial situation in relation to their earnings from food delivery work. The following responses provide support for this:

[I set aside around 250 to 300 pesos for the family, and whatever is left goes into my savings.] -B1

[I am still single, so I keep all my earnings for myself. This gives me the freedom to spend and save as I wish. ] -S1

It is important to prioritize my family and wife.] -F1

["I give all my income to my wife, and she handles the budgeting. She decides how to divide it for our family's needs."]-F2

[I use nearly all of my income for our household, around 90-100%. I give everything to my wife, so I do not keep anything for myself. But I am okay with it, as long as my wife has what she needs."]-F3

To validate the claims of the participants, the researchers conducted an interview with their co-riders. They confirmed that their daily expenses are well managed and allocated according to the level of priorities. First priority is given to pressing issues that are essential to their survival and way of life. A portion is set aside for the riders' work-related vehicles, and the remaining portion is used to supply other objects and to their savings.

Food delivery riders manage their daily living expenses based on their personal situations. For those who are married, they allocate a large portion of their earnings (250 to 300 pesos) to their family, while trying to save whatever is left. For them, family expenses are a priority, with around 50% of his income consistently going toward family needs. Similarly, they make sure there's some spending money left for personal use. On the other hand, being single and without family responsibilities, directs his earnings solely to himself. His daily expenses are lower, primarily focused on his individual needs like boarding costs, gas, and food. These illustrate the riders' careful budgeting, emphasizing the importance of balancing personal and family expenses based on their unique

life circumstances.

#### *Challenges of Food Delivery Riders*

Different Challenges of Food Delivery Riders. Food Delivery Riders face several challenges in their job. The challenges of food delivery riders encompass various difficulties they face in their daily work, particularly related to customer attitudes, weather conditions, and operational challenges.

**Customer Attitudes.** Riders encounter varied customer attitudes, which can affect their experiences. Difficult interactions, misunderstandings, or unreasonable expectations can lead to stress and job dissatisfaction. The following responses provide support for this:

[There are definitely customers with bad attitudes who can be really challenging to

deal with, but we try to stay humble and keep our cool.]- B1

["I feel disappointed when I deal with strict customers who complain a lot. They can be really demanding, which makes the job even tougher."]- B2

[Some customers are just difficult to understand, so we just have to be patient. When the customer orders 10 kilos of rice for delivery and then doesn't tell me they want it in a sack.]- B3

[It is really frustrating when a customer makes a mistake on their order after it has been picked up, and they cannot cancel it. When this happens, they often direct their anger at you, even though it's beyond your control.]-S2

[Dealing with customers who get upset over small delays can be tough. Often, the delay happens during pickup and isn't our fault, but they still get mad at us.]-S3

[I think it is those customers with bad attitudes, especially when the weather's hot or rainy. They get even more irritable.]-F1

[It is frustrating when customers are rude because the order took too long or was incomplete. It's disappointing when customers do not appreciate your effort, even just a simple thank you would be nice.]- F2

There are customers who are strict and inconsiderate.] In order to support the participants' claims about the diversity of customer attitudes, the researchers spoke with and verified the statements made by their fellow riders. Although riders occasionally come across customers whose attitudes have a significant negative impact on their service, they nevertheless attempt to be more mindful and patient.

**Customer interactions** can be challenging for food delivery riders, with some instances of rudeness stemming from legitimate concerns while others are simply unjustified. It's crucial for riders to focus on understanding the customer's message rather than getting caught up in their emotional tone. By listening attentively, riders can often gain a better understanding of the situation (Xiangtao et al., 2021). Furthermore, riders are often in a vulnerable position, facing a higher risk of mistreatment from demanding customers who may feel empowered due to the power imbalance in the relationship (Yang et al., 2020).

**Weather Conditions.** Adverse weather, such as rain and extreme heat, can create hazardous delivery conditions, impacting both safety and delivery efficiency. Bad weather

can also deter customers or lead to delays. The following responses provide support for this:

[The weather is really unpredictable. You never know when it is going to rain suddenly. That is a challenge for us.]-B1

[It is so frustrating when it starts raining and I have not bought a cover for the rain yet. I am going to get soaked.]-S1

[I have no choice but to deliver the orders, even with the hot weather and sudden rain. It is a tough situation.]-S2

The researchers were able to confirm through observation that one of the difficulties faced by delivery riders is, in fact, the variability of weather conditions. The services that riders offer can be significantly impacted by the weather since it may be the cause of unsatisfied customers. It might be the cause of delays and dissatisfaction among customers.

**Weather conditions** present a significant challenge for delivery riders, particularly during rainy weather, which increases the risk of accidents (Meah, 2021). Regardless of the weather, riders are expected to complete deliveries on time, facing traffic, fatigue, and other logistical hurdles, including the threat of scams. Despite these difficulties, riders often demonstrate resilience and professionalism, delivering orders with a smile even after facing challenging conditions (Ilagan, 2021).

**Operational Challenges.** Operational refer to the difficulties that organizations or individuals face in managing their daily operations. Riders face logistical hurdles, including navigating traffic, unexpected repairs and even prank orders. These operational issues can lead to increased pressure and longer delivery times, affecting overall performance. The following responses provide support for this:

[One of my biggest challenges is my old motorcycle. It breaks down a lot, which is a real headache.]-B2

[Traffic and the hot weather are a real challenge.]- F1

It is really frustrating when you get orders that are fake or pranks. It is a waste of time and effort. I have had that happen to me before, and it is so annoying.]- F2

The claims made by the participants about their operational difficulties were verified by the researchers. Through direct observation, the researchers verified the responses provided by the participants. It has demonstrated that operational challenges are a contributing factor to delays and dissatisfied customers by observing the damages it inflicts towards the riders and their services.

**Delivery riders** are increasingly concerned about fraudulent bookings and order cancellations, which can lead to lost earnings and frustration (Nelz, 2021). While vehicle breakdowns are an unavoidable reality, regular maintenance can help mitigate the risk and keep vehicles in good working order (Felten, 2020).

#### *Coping Mechanism of Food Delivery Riders in Dealing with the Challenges Encountered*

**Food Delivery Ride coping with challenges.** Coping mechanisms of food delivery riders encompass a variety of strategies they employ to navigate the challenges they face in their daily work. These strategies are particularly important for maintaining mental and emotional well-being, ensuring that riders can handle the pressures of their job effectively. The subcategories that emerged from the study Self-Care and Rest,



Family and Financial Motivation, Bringing Weather Gears and Operational Strategies.

Self-Care and Rest. Riders are encouraged to take regular breaks to rest and recharge, which helps prevent burnout. They may also prioritize healthy eating by preparing meals ahead of time or choosing nutritious options during their shifts, contributing to both physical health and sustained energy levels. Getting enough sleep is another vital component, as it directly impacts their performance and mood. The following responses provide support for this:

During the off-peak hours, I will take some time to rest so I have energy when the peak hours arrive. -B1

Strategy is to take care of your body so you can work every day without getting sick. -B2

Sometimes when it is slow, we can take a break and it can last up to 2 hours. - B3

If I do not have any orders or it is slow, I will try to take a short nap and rest. - F1

I will take short naps in between orders. - F2

The responses from the food delivery riders reveal their strategies for managing energy and maintaining health while working. All cases emphasize the importance of resting during off-peak hours to recharge for busier times, showcasing a proactive approach to energy management. They highlight the need to take care of one's body to ensure consistent performance, underscoring the physical demands of the job. Overall, these responses illustrate the riders' awareness of the necessity for rest and self-care in sustaining their work performance and well-being.

Bringing Weather Gears. Weather gears refer to clothing and accessories designed to protect people from various weather conditions, such as rain, wind, cold, or intense sunlight. These items are typically made with materials suited for specific weather, providing comfort and protection when outdoors. The following responses provide support for this:

weather is really unpredictable. You never know when it is going to rain suddenly. That is a challenge for us. That is why I always bring a raincoat—so even when it rains, I can still deliver orders without any trouble. -B1

I wear a jacket and those sleeves to protect myself from the heat, so it does not burn my skin too much. I also wear a hat, especially on hot days, and it helps protect me if it suddenly starts to rain. -S2

Through direct observation of participants during deliveries in varying weather conditions, it was evident that those who had raincoats or similar protective gear managed to continue their tasks more efficiently. Observations consistently supported participants' claims that having weather gear allowed them to maintain comfort and focus. For example, individuals with raincoats took fewer breaks during rain compared to those without, suggesting that their statements about the effectiveness of rain gear in maintaining productivity were accurate.

Adaptability. Adaptability is crucial in operational strategies, especially in dynamic environments like food delivery services. Planning efficient routes, managing time effectively, and maintaining their vehicles to ensure timely deliveries. They also adapt to weather conditions by using

protective gear and develop coping mechanisms for issues like prank orders or cancellations. These strategies help riders overcome daily challenges and improve their overall performance. The following responses provide support for this:

I am in a hurry to find a shop that can fix my motorbike whenever it will breakdown and I will just inform the customer. -B2

I had orders that were not accepted, so I ended up taking them home because they were not received. Next time, I made sure to call and confirm before placing the order. - F2

The responses from B2 and F2 highlight that adaptability is a practical strategy that delivery riders use to manage unexpected challenges. B2's statement about quickly finding a repair shop and informing customers when their motorbike breaks down demonstrates the rider's proactive approach to vehicle-related issues. By keeping the customer informed, B2 minimizes the impact of delays on service and ensures transparency, maintaining customer trust. F2's experience with unaccepted orders reveals a strategy of confirming orders in advance through phone calls to avoid wasting time and effort. This approach not only reduces frustration but also helps in managing the potential inefficiencies of receiving prank orders or cancellations. Together, these strategies emphasize the importance of adaptability, communication, and preparation in ensuring consistent and reliable delivery service.

## V. CONCLUSIONS AND RECOMMENDATIONS

The study highlights the daily experiences of food delivery riders as they navigate the roads to deliver food, often working overtime to accommodate last-minute orders. The researchers explored the riders' compensation structure, revealing a mix of profit-sharing and performance-based pay. These compensation models emphasize the importance of management accounting in business operations. However, participants expressed frustration over the lack of mandatory benefits, especially considering the physical toll their job takes on their health. Despite this, many riders feel they have no choice but to continue due to financial necessity. Business owners should focus on providing benefits, not just profits, to support their employees' well-being. Additionally, self-care and adequate rest are crucial for riders as they face daily challenges.

Based on the findings, the researchers made the following suggestions:

1. Companies employing food delivery riders might consider offering mandatory benefits such as PhilHealth, Social Security System, and Pag-IBIG. This would help improve rider welfare and job satisfaction.
2. Since riders are often required to work long hours, businesses might offer more flexible working hours and provide fair compensation structures that include bonuses or incentives for extra work.
3. Companies could offer training in customer service to help riders handle challenging situations better and improve their job satisfaction.
4. Companies may invest its food delivery service by creating an easy-to-used platforms that ensures legitimacy of orders.

5. Food delivery riders suggested carefully planning their daily routes and managing their time efficiently to maximize earnings while minimizing expenses like fuel.

6. Future researchers might explore how the lack of mandatory benefits, such as health insurance and paid leave, affects the overall job satisfaction and well-being of food delivery riders

#### REFERENCES

- [1]. Bael, N. (April 27, 2024). The Struggles of Food Delivery Riders Deprived of Formal Employment Recognition <https://phkule.org/article> Barbara Castiglia (September 27, 2019). Restaurant employee burnout: Don't let it flame out your career. <https://surl.li/shfxm>
- [2]. Bhandari, P. (2021, October 18). Ethical Considerations in Research | Types & Examples. <http://surl.li/erissq>
- [3]. BMPlus. (2020, August 29). Food panda keeps their riders in a good vibes state of mind. <http://surl.li/fwrxlk>
- [4]. Buncaras, Trucilla, Rodriguez, Ayapana (2022). The Experiences and Challenges Faced of Food Delivery Riders Amidst the COVID-19 Pandemic. DOI:10.6084/m9.figshare.18583961.v1
- [5]. Carlson, L. (2020, September 23). How public health workers can combat their frustrations and mental health challenges in COVID-19. <http://surl.li/qwrqvk>
- [6]. Chadra, K. (2020, April 14). Food Delivery and Carryout Safety During the COVID-19 Pandemic. National Safety Council. <http://surl.li/dtnpel>
- [7]. China Labour Bulletin. (2019, December 18) Food delivery drivers forced to work in extreme weather shows absence of regulation. <https://surl.li/yechevbx>
- [8]. Food insecurity and mental health of women during COVID-19: Evidence from a developing country. <https://doi.org/10.1371/journal.pone.0255392>
- [9]. Gomez, S. (2024). Not-so-safe delivery: Riders' trip to unsafe working conditions. <http://surl.li/ofdmun>
- [10]. Guiqin Xue, Zheng Wang, Guan Wang. (May 25, 2021). Optimization of rider Scheduling for a Food Delivery Service in O2O Business <https://doi.org/10.1155/2021/5515909>
- [11]. Joan, D. (2017) Phenomenology: Researching the Lived Experience <https://tinyurl.com/3z7x7dhu>
- [12]. Katrodia, A. (2020, October). Job stress and Insecurity among the employees in food delivery services. DOI: 10.37394/232015.2020.16.73
- [13]. Kelvin, M. (2022) Strengths and weaknesses of qualitative research in social science studies DOI: 10.20525/ijrbs.v1i16.1920
- [14]. Kwak, Y., Cho, Y. (2020, May) Strategy of Food Retailer and Delivery Rider's Accident in South Korea. <https://doi.org/10.15722/jds.18.5.202005.49>
- [15]. Lachapelle, U., Laberge, D., Cloutier, M., & Ranger, L. A framework for analyzing collisions, near misses and injuries of commercial cyclists. <https://doi.org/10.1016/j.jtrangeo.2020.102937>
- [16]. Lachica, Immae (2021, May 22). Things delivery riders go through in a day. <http://surl.li/dtnpel>
- [17]. Logistic, F. (2017, May 31). The advantages of the growing food delivery services. Online Food Delivery Service App Penang, Butterworth, Georgetown <http://surl.li/jkk3rf>
- [18]. Lu, N (November 2022) Work, Health, and Safety Conditions of Delivery Riders in the Philippines during COVID-19 Pandemic: DOI:10.47895/amp.v56i19.6271
- [19]. Manila Bulletin (2021, July 29). Grab to reward delivery riders, driver-partners who get COVID <http://surl.li/socxmy>
- [20]. Mungcal, K (2021, October). Exploring the experiences of foodpanda delivery riders in Capas, Tarlac. <http://surl.li/fpepji>
- [21]. Nelz, J. (2021, August 12). Delivery rider airs frustration to customer who reported him after receiving order <http://surl.li/bbnjzn>
- [22]. Nelz, J. (2021, September 9). Food delivery riders brave heavy rains amid typhoon Jolina's devastation. <http://surl.li/tizgny>
- [23]. Pinoy Stack (2021, April 18). Fake booking cases in the Philippines is on the rise <http://surl.li/yzyolz>
- [24]. Rappler (2020, March 14). GrabFood, FoodPanda's safety measures during Metro Manila lockdown. <https://surl.li/yechevbx>
- [25]. Robinson OC. (2014) Sampling in interview-based qualitative research: A theoretical and practical guide. Qualitative Research in Psychology 11(1): 25-41 doi: 10.1177/1744987120927206
- [26]. Statista Research Department (2024). Restaurant delivery in the United States. <https://www.statista.com>
- [27]. Tanyel Bael (April 27, 2024) The Struggles of Food Delivery Riders Deprived of Formal Employment Recognition The Struggles of Food Delivery Riders Deprived of Formal Employment Recognition (phkule.org) doi: 10.1177/1744987120927206
- [28]. Tay, J. (2020, September 7). Grab food rider told to hurry up in the rain, explains he won't rush on slippery roads. <http://surl.li/ivtfmp>
- [29]. Tenny, S., Brannan, G. (2022). Qualitative Study. <http://surl.li/gphbcb>
- [30]. Vroom, V. (1964). Vroom's Expectancy Theory of Motivation. <http://surl.li/bflvcv>
- [31]. Wang, Qingyu (May 2024). Risky Business: How Food Delivery platform riders understand and manage safety at work. <https://doi.org/10.1177/14407833241246571>
- [32]. Wieke E. van der Goot (August 5, 2021) Psychological distress among frontline workers during the COVID-19 pandemic: A mixed-methods study. <https://doi.org/10.1371/journal.pone.0255510>
- [33]. Zhou N. (2018, April 30). Accidents, stress and uncertainty: Food delivery riders lift lid on work conditions. <http://surl.li/qwrqvk>
- [34]. Zion & Zion (January 9, 2020) Study examines consumers' frustrations with restaurant delivery apps. <http://surl.li/psyfd>