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## Factors Determined Food Delivery Rider's Well-Being in Seri Kembangan, Selangor

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### Abstract

The food delivery service is an alternative way for Malaysian consumers to buy food online. It became routine for young adults, university students and it is a need for ageing people. The study about well-being among food delivery riders' is limited and mainly the past literature mentions the course of the road accident. Working as a food delivery rider is one of the job solutions to generate family income during a pandemic. Therefore, the purpose of this study is to analyse the factors that determine food delivery riders' well-being in Seri Kembangan, Selangor. Motivation, physiological and safety needs are independent variables related to the well-being of food delivery riders. The data were collected at Seri Kembangan, and the respondent was chosen by random sampling. The finding is important to The Ministry of Human Resources to create a policy for the food delivery riders' well-being. The well-being of food delivery riders in terms of financial, emotional and social have to explore further. The recommendation to food delivery riders is to increase their well-being by having insurance; social workers to assist this group manage their resource management such as self-management, money and debt management which leads to quality of life.

**Keywords:** Food Delivery Riders, Well-Being, Motivation, Physiological Need, Safety Need

### Introduction

Nowadays, there are growing numbers of Malaysian consumers that prefer to employ apps to order food and use delivery services. It is a convenient service for the consumer to get food, especially for college students, office staff and ageing people. Food delivery riders are the popular service to deliver food. Before Covid 19, Malaysian consumers use the food delivery rider for food companies such as KFC, Pizza and McDonald since the 1990s. Malaysian consumers actively used food delivery services during the Covid 19 until now and there are several food delivery companies such as Food Panda and Grab Food. These companies give opportunities to youth groups and riders to work and have income. However, food delivery riders are exposed to risks that will harm them, such as road accidents, dealing with various types of consumers and weather. Police Traffic Enforcement based on the data from the Statistics and Investigation Department (2020), there are 64 cases involving p-Hailing services

(food delivery riders) involved severe injuries. It also stated that 2,576 deaths involving motorcycle riders were recorded during the implementation of various stages of the Movement Control Order (MCO) within nine months of the same year.

A key issue faced by all food delivery riders is how to deliver food on time. There is a problem for the food delivery platform to formulate a timetable and route for riders to deliver food so that customers can get food as quickly as possible within the desired time (Kin, et al., 2018). Besides, the fluctuations in demand with regions and periods, the scheduling of delivery platforms are more complicated. For example, the order arrival rate usually fluctuates more during the peak dining period (soaring during meal times and dropping to deficient levels in other mealtimes) in the business (Xue et al., 2021). The delayed service also leads to lower service quality and more customer complaints (Yeo et al., 2017). Because of that, food delivery riders cannot deliver the food within the time customer desired and this will bring less motivation for the food delivery riders to have a high level of job satisfaction in their delivery services. Motivation is the actual factor that contributes to the level of job satisfaction and is commonly referred to as job content factors, and it aims to give employees meaningful work that allows them to genuinely satisfy themselves through their work outputs, distributed responsibilities, learning experience, and harvested accomplishments (Zahid, 2021).

The problem faced by food delivery riders is they are unfamiliar with the regions, shops and consumer places, unable to read the map and so forth. This is the reason the delivery food riders have to identify where they should go and get to it on time. If the food delivery riders do not arrive on time, the customers are complaining and give the lowest rates to the food delivery riders. This affected the food delivery rider's psychological well-being as they have to avoid being psychological distress over the food orders and also how consumers treat them. There is a longstanding acceptance that psychological distress in the form of anxiety, sadness, irritability, self-consciousness and emotional vulnerability is strongly correlated with physical morbidity, reduced quality and duration of life, and increased use of health services (Johari & Omar, 2019).

Moreover, the number of existing riders assigned by the service platform in that place is insufficient to meet the growing consumer demand. The consequences of the limited number of food delivery riders and higher demand from consumers lead to several problems for riders. In this case, many orders are not delivered well by the rider. However, some of the riders flexibly adjust their routes according to their own experience and time-road conditions. The rider usually deviates route from the actual routes and sometimes makes the consumer happy and sometimes the rider has to face the horrible feeling of their consumer because of food delay.

Therefore, the food delivery rider should be treated with motivation, physiological and safety needs which is similar to working staff in the office. They are also productive Malaysians that contribute to family and the country's economic development. With this job, they have the finances to fulfil their family member demand and enhance their financial well-being. According to Goldsmith (2000), financial well-being is an individual's or family's financial adequacy and safety from economic hazards such as unemployment, illness, bankruptcy, poverty, and destitution in retirement. The financial issue is always related to individual and

family psychological and social well-being. Since, the well-being dimension for this paper explains about financial, psychological and social of food delivery riders in Seri Kembangan. The purpose of the paper is to analyse the factors that determine food delivery riders' well-being in Seri Kembangan, Selangor. The contribution of this paper is to give advocacy to the food delivery riders on importance of well-being for them. The most important is the contribution to the Ministry of Human Resources, which could develop a policy for the food delivery riders to have insurance, EPF and social welfare.

## **Literature Review**

### **Wellbeing**

Well-being is associated with positive and negative emotions, satisfaction with life, life quality, joy, self-development and prosperity, capability, self-acceptance, provides a strong, and autonomy (Dodge et.al., 2012). According to Huppert (2017), well-being is defined by ideas such as ego, personality, self-determination, resilience, quality of life, mood enhancement, good mental health, life satisfaction, and worthiness. With the economic, conceptual, and theoretical landscape of wellbeing, a wide range of approaches and tools for measuring wellbeing exist, often dominated by several scales to disclose the strength and value of constituent pieces in a multidimensional framework.

### **Psychological Wellbeing**

Mental health, psychological anguish, and psychiatric diseases are all part of the concept of psychological well-being, which includes both good and negative aspects (Johari & Omar, 2019). The characteristics of psychological well-being are including acceptance of oneself, mastery of the environment sense of life purpose, personal development, autonomy, and positivity. Psychological well-being is commonly defined as a combination of pleasant affective emotions such as happiness (the hedonic perspective) and good performance in both personal and social life (the eudemonic perspective) (Winefield et al., 2012). Based on Deci and Ryan (2000), Hedonic well-being is a subjective experience of happiness and life satisfaction made up of three components which are life satisfaction is assessed cognitively, the existence of good affect and the absence of negative affect. While eudemonic wellness shifts the emphasis away from the enjoyment and toward human needs. Humans do have psychological needs such as a sense of aim in life, autonomy, social connection, and control. People who have a high level of psychological wellness are often happy, capable, well-supported, and satisfied with their lives. It was used to assess psychological well-being using Ryff's scales (Gao & McLellan, 2018). Overall satisfaction with life, contentment and three items were important life domains (job, marital, and children) and good effect.

For a depth understanding of hedonic and eudemonic well-being, pleasure or emotional experience is used to characterise hedonic well-being, which is positive emotions and life satisfaction, as well as the absence of negative emotions, are commonly operationalized (Desmet & Fokkinga, 2020). Eudemonic well-being is defined as the presence of personal social skills and abilities that lead to maximal psychosocial performance, such as meaning a sense of continuity in life, personal growth, and social contribution (Goa & McLellan, 2018). Both hedonic and eudemonic well-being are based on different philosophical systems and are theoretically separate (Desmet & Fokkinga, 2020).

### **Financial Wellbeing**

The two dimensions of financial well-being are financial anxiety about present financial issues and financial assurance about one's future financial situation (Barrafrem et al., 2020). Factors beyond an individual's control have an impact on their financial well-being. Financial well-being also indicates how individuals may make the best of a bad situation, given their current financial circumstances. Multiple elements that affect financial well-being have been found in the previous study. The social and economic context, such as family affluence, educational access, and geographic location. On a scale of one to five, participants were asked to rate how much they agreed with their financial situation. Higher degrees of financial stability and lower levels of financial worry are linked to higher levels of financial well-being. Financial wellness is defined as an individual's or family's financial adequacy and security from economic risks.

### **Social Wellbeing**

World Health Organization (2015), social well-being, along with physical and mental health, is an important factor of health. Social well-being is well-known for its ability to improve life quality, social efficacy, and social performance. According to McGregor (2010), several studies have summarised social well-being using objective measurements such as Gross Domestic Product (GDP), which represents the relative prosperity of communities and societies. The Gross Domestic Product (GDP) is a measure of a community's or society's economic status. In social science research, social well-being has been defined as behaviours that signify community and organisational participation (McGregor, 2010; Johari & Omar, 2019). In describing the characteristics, such as perceptions of social well-being and the quality of relationships with other people and society, perceived social support from family and friends, or social adjustment and social functioning, have been the focus of people's psychology. The ability of a society to function depends on its members' social well-being. Social well-being is a significant factor to make society function.

In terms of behaviour, social well-being reflects participation and membership in communities and organisations. The key to assessing whether a measure of social well-being is part of an individual's health is whether it represents internal responses to stimuli of feelings, thoughts, and behaviours that suggest pleasure or unhappiness with the social environment. On a personal basis, social well-being can be divided into two categories: social adjustment and social support. The number and quality of individuals trusts and can rely on, as well as the level to which they are required and matter to others and society, are referred to as social adjustment and social support. As a result, an individual's appraisal of their social interactions, including how others react to them and how they interact with social systems and society, can be defined as social well-being.

Low happiness levels can harm both employees and businesses. According to Tomo and Simone (2017) workers who report poor levels of well-being are less productive and more likely to be absent from work. Their capacity to make high-quality decisions and contribute to their organisations as a whole may also be harmed. There are two interrelated sets of consequences of well-being in the workplace: direct implications for individuals and direct implications for organisations. Physical, psychological, and behavioural ramifications were included in the direct implications for individuals, while health insurance costs and productivity were included in the direct implications for companies.

In conclusion, well-being is important to study because it affects the life of food delivery riders. They are an asset to the company, their family and their country. They generate income for the company, provide money for their family and increase the country's economic productivity. Therefore, the three dimensions of well-being are vital elements for food delivery riders.

## Related Theory and Model

### Maslow Theory

Maslow's theory of motivation, there are five original types of needs that are organised hierarchically: security, belongingness, esteem, and self-actualization. Physiological needs are at the bottom of the hierarchy. Every level is a supporter of the one above it. Therefore, physiological needs must be met before other needs are met. Maslow was more concerned with learning about positive behaviour and the things that make people happy. According to the theory, every human activity is motivated (directly or indirectly) by innate needs, which might be physiological such as the need for water and oxygen or the need for love and independence. Maslow's motivational theory is built as a pyramid below (Figure 1).

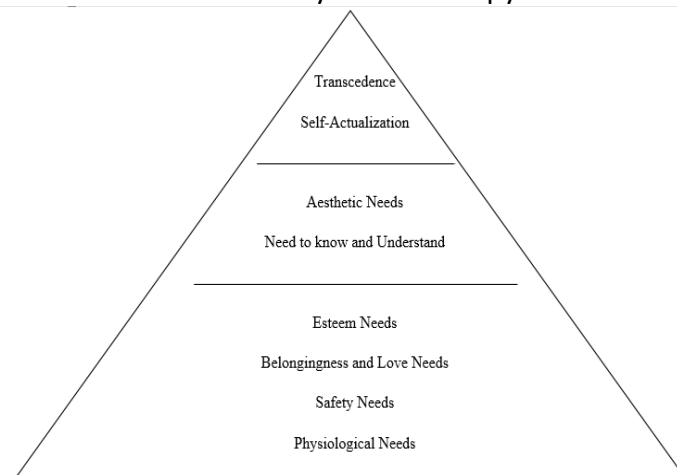


Figure 1: Maslow's eight-level hierarchy of needs

The hierarchy develops from physiological needs at the bottom to safety needs, social requirements, esteem needs and self-actualization needs. According to Maslow, humans must first fulfil their basic requirements before seeking order and regularity in their life. The triangle or pyramid of Maslow's Hierarchy of Needs is a popular representation. Deficiency requirements are found in the bottom four tiers (Maslow, 1971). The individual's well-being is affected if these deficient demands are not addressed. Basic needs such as security, food, shelter, personal safety, air and water, and emotional needs are all required for existence. The top four layers indicate actualization requirements or the search for information that leads to character growth. When these requirements are addressed, a person's feelings can be enhanced. Attaining or striving for transcendence leads to more intimate connections with the unknown and unknowable. Maslow (1971) proposed that the two layers which are deficiency and actualization are connected. According to this theory, lower-order requirements must be addressed before higher-order needs because they can have an impact on behaviour.

This theory can be related to food delivery riders' financial and social well-being. This is because, for physiological needs, food riders always have responsibilities in maintaining the physiological needs of their families. Due to that, they should have good financial wellbeing and social well-being in their life. For safety needs, it can be related to food delivery riders they should maintain their safety to have good well-being besides avoiding themselves from involving in accidents and others harm when delivering the food to customers.

### **Herzberg's two-factor Theory**

In 1959, Frederick Herzberg created the well-known Two-Factor Theory. Hygiene and Motivation Attributes are two groups of factors that influence an employee's attitude and level of performance at work (Zahid, 2021). In general, intrinsic motivation refers to the act of doing something for the sake of doing it, as well as the joy and satisfaction gained by participants (Deci and Ryan, 2000). Employee job happiness is influenced by intrinsic factors such as motivation, whereas employee unhappiness is influenced by extrinsic factors such as hygiene. Motivation elements (intrinsic variables) must be addressed to improve employee performance or productivity.

The Two-Factor Theory is similar to Maslow's hierarchy of requirements, but it takes into account more factors when determining how people are motivated at work. According to this hypothesis, people's lower-level wants (extrinsic or hygiene aspects) would not drive them to exercise effort, but would simply keep them from being miserable. To encourage personnel, higher-level requirements (intrinsic or motivation factors) must be met. Employers that follow this idea will find that addressing employees' extrinsic or sanitary aspects will just keep them from being actively dissatisfied, rather than motivating them to put in extra effort to improve performance. Organizations should focus on providing intrinsic or motivating factors to motivate employees (Zahid, 2021).

According to theory, extrinsic factors are less likely to contribute to an employee's incentive needs. These attributes were present simply to avoid workplace dissatisfaction. Benefits given to employees by others are known as extrinsic factors, also known as employment environment factors (Zahid, 2021). These criteria can be used by employers as a guide to assist them to establish a good working environment for their staff. After all of these external factors have been realised, employees will be free of uncomfortable external working situations. Extrinsic variables will cause employee dissatisfaction at work. The actual variables that contribute to employee job satisfaction are known as intrinsic factors.

Job satisfaction components aim to offer employees better jobs that allow them to delight themselves through their job outputs, dispersed responsibilities, learning opportunities, and harvesting accomplishments. Intrinsic factors, which are human basic needs for psychological development, are particularly useful in generating and maintaining longer-lasting positive effects on employees' performance in their jobs. Employees will be driven to take a greater interest in their work via intrinsic considerations. When employees' motivating needs are addressed, their productivity and efficiency will improve. According to this view, the intrinsic and extrinsic factors are dependent on one another.

On the other hand, sufficient intrinsic factor supply will promote employees' inner growth and development, resulting in increased productivity and performance. Employees will be

driven to take a greater interest in their work via intrinsic considerations. When employees' motivating needs are addressed, their productivity and efficiency will improve. According to this view, the intrinsic and extrinsic factors are dependent on one another. Because the opponent of satisfaction is not unhappiness, but rather a lack of satisfaction, these two types of Extrinsic and Intrinsic factors are not necessarily directly opposed. Similarly, not being satisfied but not being dissatisfied are the opposites of being dissatisfied (Zahid, 2021).

### **Research Methodology**

This study utilised a quantitative research approach, emphasising numbers, and figures in data collection and analysis. A quantitative research technique could be deemed scientific in some ways. Utilising statistical software for social science (SPSS) is important to calculate and conduct data such as numbers, percentages, and measurable figures. This approach enables generalisation by applying scientific procedures for data collecting and analysis. It is feasible to generalise interactions among a small group of people. Quantitative approaches place a premium on generalisability, ensuring that the information gathered is representative of the population selected. Each technique has its own set of expectations and criteria for deciding how many people are required to attain its goals.

In this study, survey research is employed and this method acquires data from a group of people by asking them questions. It allows a variety of strategies for recruiting people, gathering data, and employing various instrumentation techniques. In survey research, quantitative research methods such as questionnaires with numerically assessed items. It's also commonly used to explain and research human behaviour. As a result, survey research is widely used in social and psychological studies. The food delivery riders from Food Panda, Grab Food, and other food delivery companies comprise the study's unit of analysis. There are 80 respondent was selected as the sample for this study. The sampling method is random sampling and the data was collected around Universiti Putra Malaysia (UPM) because the majority of university students are using food delivery services to buy food. The respondent was chosen by the list of food delivery names and mobile handphone numbers. Their names were collected from several groups of food delivery riders around Mines Shopping Center and Taman Seri Serdang which is located near Universiti Putra Malaysia. There are more than 300 food delivery riders around Seri Kembangan. However, the researcher managed to identify 120 respondents of food delivery riders who are willing to be in the sampling frame. However, only 80 respondents answered the questionnaire. The researcher begins with respondent number 1 in the list and contacts them by phone call and WhatsApp.





Figure 3: Research Location

## Result and Discussion

### Socioeconomic Background of The Food Delivery Riders

The findings describe the socioeconomic information about the food delivery riders. There are 80 food delivery riders as a respondent for this study. Table 1 illustrate there are almost 80% of the food delivery rider is a male and 20% is a female. The majority of the respondents are in the age category of fewer than 30 years old. Almost 90% of the food delivery riders in this study are Malays. More than half of them have a tertiary education. The income category shows that approximately half of the respondents have income between RM1000 and RM2000 per month. Almost 10% of them could achieve an income of more than RM3000 per month. The majority of the food delivery riders are not married, and 22.5% of them have more than one family member to take care of. Table 1 shows that almost half of the respondent work as full-timer food delivery riders and 20% of them were married. Based on a face-to-face meeting, during filling up the questionnaire form the respondent mentioned that due to MCO, some of them were terminated from their company and had to work as food delivery riders. This job is to fulfil their household financial demand and debt. They are suffering dealing with housing rental, car and motorcycle loans and others. The saving is not enough to pay all their debts and also their present household expenses.

Half of the respondent works as full-time food delivery rider. Generally, young and university students choose a part-time food delivery rider. They have a responsibility as a student which have to attend class and complete their assignment. However, married respondents and terminated group from the last company have to work harder to achieve more salaries. This finding shows the debt faced by the respondent. The first and foremost is debt related to PTPTN. It is 35% of the respondent deal with PTPTN debt. This result shows confirmation that 35% of these respondents are graduated, students. During Covid 19, working as a delivery food rider is one of the best solutions for graduated students to work and get a salary. They notice the importance of payback education loans which assist them to enhance their level of education and social status. However, the situation of the covid 19, the world economic recession, and big company is unstable led them to work as food delivery riders. The second debt is related to motorcycle/car loans (35%). They suffer to pay back these loans were

reduced by the endorsement of moratoriums by the Malaysian Government. Then, the house rental is also crucial to pay because of no savings. Some of them have to work not just to get paid, but to get paid and pay for the debt. This is the situation faced by some of the Malay youth which is the age below 40s. The result shows that 11% of the debt for others is need to be explored for future study.

Table 1

*Demographic profile of respondents (n=80)*

<b>Characteristics</b>	<b>Frequency (n)</b>	<b>Percentage (%)</b>
<b>Gender</b>		
Male	62	77.5
Female	18	22.5
<b>Age (years old)</b>		
17-30	63	78.1
31-45	16	20.6
Above 45	1	1.3
<b>Nationality</b>		
Malay	71	88.8
Chinese	4	5.0
Indian	5	6.2
<b>Education Level</b>		
Secondary school	3	3.8
SPM	24	30.0
Diploma/STPM/Matriculation	24	30.0
Bachelor Degree	29	36.0
<b>Monthly income (RM)</b>		
500-1000	16	20.4
1001-2000	38	46.7
2001-3000	17	21.5
3001-4000	6	7.6
4001-5000	3	3.8
<b>Part-time Job</b>		
Yes	41	51.2
No	39	48.8
<b>Marital Status</b>		
Single	55	68.8
Married	22	27.5
Divorced	3	3.8
<b>No. of a family member</b>		
0	62	77.5
1-3	16	20.0
4 and above	2	2.5
<b>Debt</b>		
PTPTN	28	35.0
Car	14	17.5
Motorcycle	14	17.5

House rent	12	15.0
Electric bill	3	3.8
Others	9	11.3
<b>Food delivery riders' company</b>		
Grab Food	22	27.5
Food Panda	24	30.0
Lala Moves	16	20.0
Others (such as KFC/MacD/Pizza)	18	22.5

In conclusion, the food delivery riders are a mostly male and little number of females. However, in Malaysia there is no gender bias in working opportunities as a food delivery rider. Women are allowed to work if they have a driving/rider license and have the interest to work as food delivery riders. The work is challenging because they have to work fast, understand the instruction, critical thinking, manage emotions and have knowledge of map reading even though several tools can be used. The MCO makes them an important front liner to delivering food from the food industry to consumers. There are facing an uncertain situation because of covid 19, however, they need work to generate income.

### Hypothesis Testing

There are hypotheses presented in this study were tested using Pearson Correlation Coefficients

Ho1 : There is no significant relationship between motivation and food delivery riders' well-being.

Ho2 : There is no significant relationship between physiological needs and food delivery riders' well-being.

H03 : There is no significant relationship between safety needs and food delivery riders' well-being.

The procedure begins with Reliability analysis before Pearson correlation analysis is operated. The reliability analysis or Cronbach's Alpha shows the numbers of whether the items in each dimension are suitable for further analysis.

Table 2

#### *Reliability Analysis Result*

<b>Variables</b>	<b>Cronbach's Alpha</b>	<b>No. of item</b>
Intrinsic factor (motivation)	0.919	10
Physiological needs	0.825	5
Safety needs	0.790	5
Psychological wellbeing	0.792	10
Financial wellbeing	0.870	10
Social wellbeing	0.816	10

All of the variables were verified based on the results above, and the result showed that the alpha value is more than 0.5. With 10 items, the independent variable intrinsic factor

(motivation) has the highest alpha value of 0.919. It means that the intrinsic factor (motivation) is the most reliable variable. The second highest alpha value is physiological needs which is 0.825 with 5 items and safety needs with an alpha value of 0.790 with 5 items. The dependent variable which is financial well-being has the highest alpha value of 0.872 with 10 items. It means that financial well-being is the most reliable variable. The second highest alpha value is social well-being which is 0.816 with 10 items and psychological well-being with the alpha value. By generating the reliability test in this study, it can be concluded that the test is reliable with independent variables achieved and fulfilled the level of reliability which was measured by Cronbach's Alpha.

### Pearson Correlation Coefficients

The coefficient matrix is used to describe that the dependent and independent variables in this study have a significant linear relationship. Table 3 below shows the rules of thumb by Hair of correlation coefficient to assume the correlation coefficient is statistically significant:

Table 3

#### *Rule of Thumb about Correlation Coefficient Size*

Coefficient Range	Strength of Association
+/- .91 - +/- 1.00	Strong
+/- .71 - +/- .90	High
+/- .41 - +/- .70	Moderate
+/- .21 - +/- .40	A small but definite relationship
+/- .00 - +/- .20	Slight, almost negligible

Source: Hair M.S (2007)

By referring to the table above, the correlation matrix represents all variables that are positively and significantly connected to one and other variables. In this study, there are two variables (physiological needs and safety needs) that are within the range of 0.41 - 0.70 which have a moderate relationship while only one variable (intrinsic factor (motivation)) has a strong relationship.

**Ho1:** There is no significant relationship between motivation and food delivery riders' well-being.

**Answer:** There is a significant relationship between motivation and food delivery rider's well-being ( $r=0.961$ ,  $p<0.05$ )

**Ho2:** There is no significant relationship between physiological needs and food delivery riders' well-being.

**Answer:** There is a relationship between physiological needs and food delivery riders' well-being ( $r=0.631$ ,  $p<0.05$ ).

**Ho3:** There is no significant relationship between safety needs and food delivery riders' well-being.

**Answer:** There is a relationship between safety needs and food delivery riders' well-being ( $r = 0.543$ ,  $p<0.05$ ).

Table 4

*Pearson correlation*

<b>Variables</b>	<b>r</b>	<b>p</b>
Intrinsic factor (motivation)	0.961	p<0.05
Physiological needs	0.631	p<0.05
Safety needs	0.543	p<0.05

In the Correlation coefficient, there are independent variables that can be selected to have a relationship with another variable. The higher the correlation coefficient, the greater the accuracy and the stronger its relationship with correlated variables. The table above shows the correlation between variables (intrinsic factor (motivation), physiological needs and safety needs)) and well-being of the food delivery rides. The three variables are in the categories that have a strong relationship and moderate relationship with well-being. For the strong relationship, it consists of intrinsic factor ( $r=0.961$ ) while for moderate relationship for physiological needs and safety needs which are  $r=0.631$  and  $r=0.543$  respectively. As consequence, the intrinsic factor (motivation) is the most significant compared to physiological needs and safety needs have a significant relation to the well-being of the food delivery riders.

Then, this study further analysis each dimension of well-being. There are three well-being were explored which are Psychological Well-being, Financial well-being and Social well-being. The Pearson Correlation Analysis is used to analyse the details of independent variables (motivation, Physiological needs and Safety needs) and dependent variables (Psychological well-being, Financial well-being and Social well-being). This matrix gives a valuable explanation to the researcher about the well-being of the food delivery riders.

Table 5 shows that all the factors have a significant relationship with psychological well-being. Factors such as motivation and physiological come from internal riders and its shows the importance of these two factors for psychological well-being.

Table 5

*Relationship between the factors and Psychological Wellbeing*

<b>Variables</b>	<b>r</b>	<b>p</b>
Motivation	0.629	0.000
Physiological needs	0.577	0.000
Safety needs	0.485	0.000

Table 6 shows that all the factors have a significant relationship with financial well-being. Factors such as motivation shows the most important factor for financial well-being, followed by physiological needs and safety needs.

Table 6

*Relationship between the factors and Financial wellbeing*

Variables	r	p
Motivation	0.877	0.000
Physiological needs	0.631	0.000
Safety needs	0.543	0.000

Table 7 shows that all the factors have a significant relationship with social well-being. Factors such as motivation shows the most important factor for financial well-being, followed by physiological needs and safety needs.

Table 7

*Relationship between the factors and Social wellbeing*

Variables	r	p
Motivation	0.863	0.000
Physiological needs	0.631	0.000
Safety needs	0.543	0.000

After completing the Pearson Correlation Analysis procedure, the study employed multiple linear regression for further analysis. It is important to analyse the most important variable between Motivation as an Intrinsic factor, Physiological needs and Safety needs with well-being. Based on the analysis, the motivation is the most determined to the well-being of food delivery riders. Table 8 shows that there are 42.9% of the motivation factors contribute to the well-being of the riders.

Table 8

*Multiple Linear Regression Result*

Variables	B	$\beta$	T	p
Constant	0.949		1.707	0.092
Intrinsic factors (motivations)	0.495	0.490	4.426	0.000
Physiological needs	0.189	0.202	1.472	0.145
Safety Needs	0.047	0.051	0.400	0.690

R = 0.672

R Square= 0.451

Adjusted R Square = 0.429

F = 20.814

p<0.000

In summary, multiple regression analysis is conducted to examine the three independent variables which are motivation, physiological needs and safety needs that significantly explain the well-being of the food delivery riders in Seri Kembangan, Selangor. The regression model contains the three statistically significant independent variables (F=20.814, p-value<0.05). Therefore, the study shows that the factor's influence will significantly explain the well-being of the food delivery riders. The  $R^2$  which consists of 0.451 defines the relationship between these three variables and the dependent variables. The adjusted  $R^2$  with a value of 0.429

which has 42.9 per cent of the variation in the well-being of the food delivery rider is explained by the factors that influence the food delivery rider's well-being. It was found that intrinsic factor (motivation) significantly predicted food delivery rider's well-being ( $\beta = 0.490$ ,  $p < 0.05$ ), followed with physiological needs ( $\beta = 0.202$ ,  $p < 0.05$ ) and safety needs ( $\beta = 0.051$ ,  $p < 0.05$ ). This study indicates that the intrinsic factor (motivation) was the most influential in food delivery riders' well-being. Physiological needs and safety need also have been found significantly made contributions to food delivery riders' well-being in Seri Kembangan, Selangor.

In conclusion, among the three independent variables, the formula used to identify the value of non-standard coefficient (b) is shown below, and it shows how each independent variable affects the dependent variable:

$$\text{Factors influencing food delivery rider's wellbeing} = 0.949 + 0.495 \\ (\text{motivation}) + 0.189 (\text{physiological needs}) + 0.047 (\text{safety needs}).$$

The results show that if one unit of intrinsic factor (motivation) increases, then the factors that influenced food delivery riders' well-being also increase by 0.0495 units. Meanwhile, if the physiological needs increase by one unit, the factor influencing the food delivery rider's well-being also increases by 0.189. Lastly, if safety needs increase, it will increase the level of 0.047 in influencing food delivery riders' well-being.

### **Conclusions, Implications and Recommendations**

The research's objective was to determine the relationship between the three independent variables which are motivation, physiological needs and safety needs and the well-being of the food delivery riders. The result confirmed that independent variables such as motivation, physiological needs and safety needs have a significant relationship with the food delivery rider's well-being. The practical implication of this study applies to the Ministry of Human Resources to develop a policy or program for food delivery riders and delivery companies. There are several reasons the well-being of this group needs to be highlighted. First and foremost, the majority of the food delivery riders are young and young adults and this group is Malaysian youth. Second, the youth group is productive and they are a source of human capital for our country. Third, there are some of the riders in this study are working as food delivery riders, and this job is their main family income. Finally, working as a food delivery rider is the easiest way for urban youth to have income, however, quite dangerous and could involve accident risk. The government have to develop the policy such as insurance coverage, working hours and benefits for youth food delivery riders to enhance their well-being. This policy is important to increase the Sustainable Development Goals (SDG 3) which is for Good Health and well-being. In addition, the advocacy program for the food delivery riders. This study recommends the program for reducing the accident rates among food delivery riders in Urban areas.

With this data, the food delivery companies and the food industry can develop activities and program with their food delivery workers. It is to perform great daily work and keep the loyal delivery riders as a role models for their company. They are the company asset and should have the career path for the graduated food delivery riders. Ivers et al (2016) informed that riders need coaching which benefits them in terms of creating awareness and giving

knowledge to riders. Future research could gain more information about the food delivery rider's behaviour regarding their well-being with an in-depth interview with the food delivery riders. The food delivery rider's company can improve the well-being, and working performance and reduce the number of accidents by managing the coaching session with the food delivery riders that are facing crucial psychological, financial and social problems.

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