

Studies in Systems, Decision and Control 236

Muneer Al Mubarak *Editor*

# Sustainable Digital Technology and Ethics in an Ever-Changing Environment

Volume 1

 Springer

**Examining the Relationship Between Ego States and Conflict Management in Café and Restaurant Workers** ..... 563  
M. Dhara, S. Muskan, K. Sneha, S. R. Ragavi, and M. Vimala

**Sustainable Digital Technology**

**The Transformative Role of Artificial Intelligence and Internet of Things in Advancing Sustainable Development Goals: A Civil Engineering Perspective** ..... 573  
Hussain M. Alaali and Muneer Al Mubarak

**Digital Transformation Era in Oil and Gas Processing Sector: Opportunities, Challenges, and Strategies for Success** ..... 599  
Tarek Darwish Aboghoniem and Muneer Al Mubarak

**The Digital Revolution: Reshaping Interior Design Businesses in the Age of AI** ..... 615  
Fatema AlAnsari and Muneer Al Mubarak

**The Role of Digital Technologies in Achieving Sustainability** ..... 639  
Mahmood Ebrahim Almatooq and Muneer Al Mubarak

**The Role of Marketing 5.0 in Business Effectiveness** ..... 653  
Mohammed Altalafeeh and Muneer Al Mubarak

**Requisites of Upskilling and Reskilling Among Gig Workers** ..... 669  
S. Jeyalakshmi, R. Dharani, Shivani Rajendran, and Vidhya Vijayakumar

**Optimizing Learning Across Ages: Insights from Neuroplasticity for Corporate Reskilling and Upskilling** ..... 675  
Janani Rajagopalan and Ann Mary Jacob

**The Relationship Between Mobile Phone Addiction and Sleep Quality in Young Adults** ..... 691  
Rhea Linnia Fernandes, Letitia Nathalia DCosta, Rinee Letitia Noronha, I. Akshaya, and Sneha Mariya Joshy

**Relationship Between Occupational Stress and Team Effectiveness Among the Software Professionals** ..... 699  
R. Devika and I. Akshaya

**Attitude Towards Mental Illness Among Young Adults: Seeking Psychological Professional Help** ..... 707  
Athira Das, R. Lekha Ramyaa, and Nikitha S. Patani

**Review on Economic Impacts and Solutions for Micro-plastic Pollution in Aquatic Ecosystems** ..... 717  
Anushka Modak, Joseph George, Tinto Tom, Ajith P. Mathews, S. Rohith, R. Sakthivel, and Vidhya

# Requisites of Upskilling and Reskilling Among Gig Workers



S. Jeyalakshmi, R. Dharani, Shivani Rajendran, and Vidhya Vijayakumar

**Abstract** A coming forth world will be completely ruled by technologies. 6/7 or 5/7 working days are becoming hybrid. There was a drastic change occurred after the covid pandemic, the Gen Z and the millennials are moving towards the gigs. Statistics states 53% of Gen Z and 50% of Millennials are grabbing the gig economy. Eventually, this scenario is not completely derived by financial reasons but on their personal interest. There after Gig workers completely depends on their skills. This updated world absolutely requires the upskilling and reskilling. Thus, Gig workers major resource and essential requisite is upskilling and reskilling in their work. The gig economy is buzzing around with its flexibility, freedom and short term works instead of sticking to the traditional full time employment. Recently, Reid Hoffman, Co-founder of LinkedIn, made a statement to the effect that 9-to-5 jobs as we know it might be obsolete by 2034. As a gig worker, continuous learning and skill development is necessary to stay competitive, meeting market demands, and enhancing the profession value. Remote work trends have been accelerated, with hybrid work models and gig economy emerging as a potential solution to maintain flexibility while addressing challenges.

**Keywords** Gig economy · Gig workers · Upskilling and reskilling · Challenges

---

S. Jeyalakshmi · R. Dharani (✉) · S. Rajendran · V. Vijayakumar  
Department of Corporate Secretaryship, PSG College of Arts and Science, Coimbatore, Tamil Nadu, India  
e-mail: [ur.dharani1999@gmail.com](mailto:ur.dharani1999@gmail.com)

S. Jeyalakshmi  
e-mail: [jeyapsgphd@gmail.com](mailto:jeyapsgphd@gmail.com)

S. Rajendran  
e-mail: [shivanirajendran97@gmail.com](mailto:shivanirajendran97@gmail.com)

V. Vijayakumar  
e-mail: [vidhivijay1816@gmail.com](mailto:vidhivijay1816@gmail.com)

## 1 Introduction

In this agile world, technology is ruling out most of the jobs in this society. As a gig worker, it is much easier to communicate directly with the client and understand their requirements obviously. According to *Upskilling Trends Report*, 79% of professionals emphasize upskilling as necessary for future-proofing their careers in 2025. Most (85%) of the Indian professional's plan to invest in upskilling in 2025, with an 18% increase in demand for upskilling opportunities among entry-level gig workers. Gig economy unravels unemployment, and furnish with the job security, job satisfaction, responsibilities with the family, financial freedom etc., "Generative AI is happening whether you like it or not. It's an opportunity for L&D teams to amplify their work and unlock opportunities with data, skills and performance. The high-performing teams of the future will be those who learn how to leverage these new tools now. Don't get left behind."—**Ross Stevenson, Chief Learning Strategist and Founder at Steal These Thoughts**. Currently there is a boom in emerging from economic uncertainty with a competitive edge and maximize existing talent.

## 2 Objective

- Requisites of Upskilling and reskilling among gig workers.
- Identifying challenges in gig economy that is resolved by skilling.

## 3 Literature Review

1. Lasya et al. [1] "A Study on Impact of Upskilling and Reskilling in Gig Economy". Skill development is a key for success of the gig economy. The study aims to determine the growth of the career through the skill enhancement off the gig workers. The study gathers both the qualitative and quantitative data. It is stated that upskilling can be gained through various ways including seminars, mentoring, coaching, on the job training, online courses, in percent training, and on the go training. It also enhances the relationship between skilling efforts and career progression. It is derived to identify the relationship between the gig workers occupation from accessing upskilling opportunities. As it concluded that gig workers should work on skill development to cope up with the advancement of technology.
2. Kanoria et al. [3] "The impact of upskilling and reskilling programs on job satisfaction and employee retention in the manufacturing sector". This study aims how the upskilling and initiatives simulate job satisfaction. The methods such as literature review, questionnaires were used to collect the data. The research finds that upskilling and reskilling increases productivity, efficiency and job performance. Thus, it concludes that raise in automation and AI creates a demand

for upgradation in workers skills and abilities and it requires funding for these initiatives and awareness.

3. Hibrida and Sunarni [2]. *The Future of Work: Navigating the Challenges and Opportunities of Automation, Gig Economy, and Skills Evolution in a Post-Pandemic World*. The research undergoes through both the qualitative and quantitative techniques and Stratified random sampling was used. The worldwide transformations, driven by changes in economic paradigms, technological advancements due to the impact of pandemic. This research ensures the challenges and opportunities raised from automation, gig economy, skills development. Thus it concludes that, as the automation transforms job roles, reskilling and upskilling initiatives are imperative to bridge skill gaps and facilitate workforce transition.

## 4 Upskilling and Reskilling

The terms upskilling and reskilling are generally meant as growing and changing of current skills. Upskilling involves in the acquiring additional knowledge on the existing or particular designation whereas, reskilling concentrates on gaining knowledge and skills with the transition of another field or profession.

Upskilling is a learning journey that encompasses tailoring of existing skills with the digitalization, automation, and the current technology like AI. It focuses on particular existing position with the advancement of knowledge that is actually required for the designation that provides workers with more opportunities and adds professional value.

Reskilling requires investment of time and resources to explore prospects in diverse fields. It focuses on the emerging market trends and current market demands that makes the workers stay abreast.

Both the enhancement of new skill sets in the career and the transiting to new field makes an individual to achieve the current trends in the society.

## 5 Gig Economy

The Gig economy workers generally engaged in the activities like freelancing or show themselves as an independent workers, temporary job doers. This gig workforce relies on their skill set, updating themselves with the emerging market trends, requirements, technology advancement. Unique talent, creativity, innovative ideas makes the gig workers sustain in the society. The choice of working, time flexibility, location facility, freedom of work, independent ideas improvise the gig worker's productivity. Direct contact with the clients brings the vital customer satisfaction.

Instead of sticking to 9 to 6 traditional job, lots of small jobs even through the apps or websites or in any form of online mode, provides lots of advantage, flexibility, freedom and job satisfaction to the workers.

## 6 Upskilling and Reskilling in the Gig Economy

**Constant and continuous learning** and levelling up of skills makes the gig workforce sustain in the emerging trends of the market. Evolving **customer preferences** and their expectations be in need of adaptation, developing new offerings, demands the expertise gig workers.

Development of Artificial Intelligence and other **technological advancement**, transfigure industries, creates a new demand, and thus reskilling helps in search for the alternative.

**Competitive advantage** in the global market, have an inclination for top talent workforce. As an independent workforce, for gig workers, the action such as upskilling and reskilling in their role, based on the emerging market trends in the society is been vital.

The gig economy's growth necessitates a delicate balance between flexibility and worker protections. Remote work's impact highlighting the importance of innovative work models that ensure productivity while safeguarding well-being.

The goal of upskilling achieved by assisting employees in acquiring advanced talents to broaden their current skill sets. It enables employees to enhance their pre-existing competencies among gig workers.

Reskilling, on the other hand, attempts to assist gig workers in acquiring new abilities. They can take on different tasks or move into new roles by gaining skills outside of their area of competence.

Addressing skill gaps and enhancing the knowledge potential, with an increased understanding of the work or role, a worker becomes more efficient, effective, and motivated in their job.

Upskilling or reskilling is an investment, that acts as an valued asset, potentially leads to increase in pay and brings other new opportunities. It can foster a continuous learning attitude to help with career progression and boost satisfaction. Thus, it increases reputation of the work done for any potential future applicants.

## 7 Challenges in Gig Economy Resolved by Skilling

### 7.1 Job Security

The gig workers face lack of stability and security and it doesn't have protections and benefits as traditional regular workers. Most gig workers face financial vulnerability during times of illness, injury, or economic downturns. With the better advancements in the skill sets and the reskilling helps in selection of alternative role as per the circumstances helps to stand with the situational crisis.

## **7.2 *Competitiveness***

The gig economy is highly competitive, as the gig workers constantly hustling to secure gigs and maintain their income levels. In this competitive world, only the highly skilled and talented knowledgeable workers sustain. Modern world requires modernized unique talented workers.

## **7.3 *Financial Instability***

One of the biggest challenges of the gig economy is its inherent financial instability. Gig workers often face irregular income streams, with earnings fluctuating every month. Ordinary skills don't meet the requirements of every customer. Extraordinary skills and updating the current skill based on emerging market conditions brings more customer to the gig worker. Thus, it rejects the financial instability.

## **7.4 *Meeting the Requirements***

New economic system's requirements are complicated and difficult to understand and execute. This is the huge challenge faced by a gig worker in the society. To find the exact need of the customer and providing them with the right solutions, needs the current technological updates up to date.

## **7.5 *Lack of Guidance***

As a gig worker, there is a freedom and independence, but also faces the huge difficulties in finding the right path of the career. Where to start and how to start becomes a challenge for a gig worker. With the step by step process of upskilling, a gig worker overcomes the challenge and achieves their objective.

## **8 Conclusion**

Education is transformational. There is a lot of varieties and ways to upskill the talents, that brings self—confidence, feel valued for the workers and brings satisfaction. Upskilling and reskilling is the essential strategy for success in the gig economy. Current generation workers focus more on job satisfaction and personal freedom rather than the salary. Thus, Gig economy with the better upskilling and reskilling

techniques, gig workers achieve their goals more than the traditional regular workers with much job satisfaction.

## References

1. Lasya, K.R., Mallikarjuna, G.U., Nerale, H.D.: A study on impact of upskilling and reskilling in gig economy. *Int. J. Emerg. Technol. Innov. Res.* **11**(8), ppf372–f380 ([www.jetir.org](http://www.jetir.org)|UGC and ISSN Approved), ISSN:2349-5162 (2024). <http://www.jetir.org/papers/JETIR2408649.pdf>
2. Hibrida, A.R., Sunami: The future of work: navigating the challenges and opportunities of automation, gig economy, and skills evolution in a post-pandemic world. *West Sci. Interdisc. Stud.* **1**(08), 657–666 (2023). <https://doi.org/10.58812/wsis.v1i08.186>
3. Kanoria, E., Colaco, S., Dungrani, D.: The impact of upskilling and reskilling programs on job satisfaction and employee retention in the manufacturing sector (2023). <https://www.researchgate.net/publication/371179625>