



International
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Focus on Motorcycle
Couriers

► Psychosocial Risk Analysis In Delivery Sector Employees

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Focus on Motorcycle Couriers Psychosocial Risk Analysis In Delivery Sector Employees
“Two Wheels with Only Helmet”

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foreword

With the **COVID-19** pandemic, which started in Wuhan, China, in December 2019 and affected the whole world, we witnessed how the work and workforce changed. As defined by the World Health Organization, the pandemic has brought tremendous innovation and uncertainty to our lives. This situation has made changes compulsory for many sectors while making the importance of employee well-being and the value of workplace policies on these issues more visible with the changes in working styles.

Delivery employees who knock on the doors(parcel, water, market, etc.) became more noticeable during the period of lock-down,. Couriers were there the one for some when people need them. and for some, couriers were the people who was thought what score would be given because they were late. With motorcycle couriers becoming more visible, the speed in the delivery sector has brought with it the growing problems of motorcycle couriers and occupational health and safety risks, even though it has developed many innovations in the sector.

This analysis of psychosocial risks shows that motorcycle couriers are a fast source of income and employment today. However, regarding **Occupational Health and Safety Standards**, the fact that the motorcycle courier profession is only an income-generating job poses a significant risk regarding business sustainability and social protection policies. Therefore, a survey was conducted with 150 motorcycle couriers from Istanbul and İzmir, and in-depth interviews were conducted with 20 motorcycle couriers to determine the psychosocial risks specific to the delivery sector in the focus of motorcycle couriers. And data that shed light on the future of the work were obtained. In addition, the study also includes motorcycle couriers “Syrians under Temporary Protection and Women from Turkey”. Therefore, it evaluates motorcycle courier service in a different context depending on gender and forced migration factors.

This report, prepared with a focus on motorcycle couriers, analyses the psychosocial risks arising from the content and context of work in the delivery sector. And also offers suggestions for the re-evaluation of the motorcycle courier profession, which has become more visible with the pandemic, based on “**decent work**”.

We wish that it will be beneficial to the entire sector and policy makers, especially those working as motorcycle courier.

Numan Özcan
Director of the ILO Office for Turkey



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Abbreviations

EU:	European Union	O.NET:	Occupational Information Network
USA:	United States of America	OROSHA:	Oregon Occupational Safety and Health
UN:	United Nations	ROSPA:	Royal Society for the Prevention of Accidents
MOLSS:	Ministry of Labor and Social Security	SSI:	Social Security Institution
WHO:	World Health Organization	NGO:	Non-Governmental Organization
EU-OSHA:	European Agency for Safety and Health at Work	TBMM:	The Grand National Assembly of Turkey
GDP:	Gross Domestic Product	T.R.:	Republic of Turkey
ILO:	International Labour Organization	TEHIS:	Tourism, Entertainment and Service Workers Union
ISCO:	International Standard Classification of Occupations	TURKSTAT:	Turkish Statistical Institute
ISO:	International Organization for Standardization	UCL:	London's Global University
OHS:	Occupational Health and Safety	UNDP:	United Nations Development Programme
IPJE:	Institution of Providing Jobs and Employees	UNHCR:	United Nations High Commissioner for Refugees
MNE:	Ministry of National Education	UPS:	United Parcel Service
VQA:	Vocational Qualifications Authority	UK:	United Kingdom
NACE:	The Statistical Classification of Economic Activities in the European Community		
OECD:	Organisation for Economic Co-operation and Development		
JHSU:	Joint Health and Safety Unit		



executive summary

ILO stated that we should monitor a series of indicators covering both quantitative and qualitative dimensions to understand the impact of the pandemic, not a single figure such as the unemployment rate in the report titled “ILO Monitor: COVID-19 and The World of Work”, which includes updated forecasts and analyses on the pandemic on October 27 2021. In this context, monitoring the recovery from the COVID-19 crisis is structured around three main topics. The first is economic dynamics (evaluations of how quarantine measures, opening up economies, and changes in policies affect GDP and productivity), the second is labour market dynamics (Monitoring needs, employment/labour force participation, sectoral/occupational changes in employment and labour market in terms of impact on informal employment, other measures of employment quality), and the third is inequality dynamics (by age, gender, competent level and organisation size). According to the ILO, regular monitoring, evaluation and dialogue with governments, social partners, and other stakeholders are critical to ensuring that analysis translates into effective policy responses. In addition, the report states that youth in general and young women in particular face more significant employment gaps.

With the COVID-19 pandemic, which affected the whole world, significant changes have occurred in working life. Some of these changes affected the employees permanently and some temporarily. While there are changes in working life, working hours, work-life balance with the COVID-19 pandemic, new criteria in terms of occupational health and safety standards and pandemic-specific criteria have also entered the working life quickly.

One of the changes caused by the COVID-19 pandemic worldwide is the shopping culture. While many sectors downsized during the pandemic, the delivery sector is growing. In addition, online orders have become widespread due to pandemic restrictions. A study conducted by UPS has shown that e-commerce has increased by over 50 per cent in the world. E-commerce can also be defined as any kind of commercial business activity in which transactions involving the

exchange of products and services between two or more parties by electronic tools or sellers communicate electronically with the customer without the need for a physical connection or a physical exchange. Since the beginning of the COVID-19 pandemic in Turkey, mobile retail sales have increased by 200 per cent, and the demand for national market chains in digital has increased by 150 per cent. According to the data of the Ministry of Commerce of the Turkish Republic, the e-commerce volume in the first six months of 2020 increased by 64 per cent compared to the previous year and reached 91.7 billion TRY.¹ Moto couriers are among the essential employee groups in the system that enables retail sales to reach customers in the e-commerce market. In its most basic form, motorcycle courier service is defined as “the safe delivery of all kinds of food orders, documents, cargo and packages to the recipient address at the desired time and in a safe manner”. Moto couriers in Turkey became a business line in 2014. It is defined by the code 8321.02 among and IPJE occupational codes. The current number of moto couriers is thought to be more than 10 thousand moto couriers only in Istanbul, although there is no official number. This number reaches 900 thousand in Turkey with unregistered moto couriers.

The professional standards of moto courier were established by VQA and were published in the Official Gazette No. 30255 in 2017 and became official. In the National Occupational Standards, the moto courier profession is defined under 4 headings: duties, procedures and success criteria, equipment used and attitudes-behaviours. Standards under the heading of responsibilities, operations and success criteria; explains the duties of motorcycle couriers for work organisation, workflow and occupational health and safety. Under the heading of attitudes and behaviours, it defines moto couriers’ behaviours during business hours. The minimum level of professional expertise those moto couriers should have in the title of knowledge and skills has been determined. The last heading, in which the tools, equipment and equipment used by the motorcycle couriers are listed, defines the

¹ In this study, motorcycle couriers will be referred to as “moto couriers” from now on.

equipment that the moto couriers can use during their working time. However, these types of equipment are listed as tools and equipment that can be used by motorcycle couriers instead of defined as mandatory tools and equipment.

In addition to vocational qualification standards, national qualification criteria were published by VQA in 2019. People can get a moto courier professional qualification certificate by meeting these criteria. This document aims to carry out the profession by qualified people and increase the quality of work. However, there is no statement that this document is mandatory to be a moto courier within the standards. In the current legal order, the national competency certificate for moto couriers is advisory.

Different working models have emerged with the development of moto courier services in recent years. One of them is the “self-employed moto courier model” reflecting the Gig economy.^{II} In Turkey, self-employed moto couriers, establish sole proprietorship and work with 53.20.09 NACE code, including the motorcycle courier profession. This code covers general “courier activities”, and workplaces operating with this code are in the category of “less hazardous” workplaces. This situation brings with it various criticisms. Moto couriers state that moto courier services have a wide variety of dangers compared to other courier activities. Moto courier companies, associations and federations have various public information documents and question proposals submitted to the Grand National Assembly of Turkey, considering the accident risks and accident rates regarding the need for an “extremely hazardous” job status.^{III}

Moto courier services is not a common profession among women, and there is no data on the rate of women working as a moto couriers in Turkey. However, it is thought that in parallel with the rapid increase in the number of moto couriers with the pandemic, the number of female moto

couriers has also increased. Another issue to should be considered in the profession of moto couriers is the situation of immigrants and asylees in work. The delivery sector is regarded as one of the preferred jobs among immigrants. In addition, the fact that the required criteria are limited and seen as a flexible and income-generating job makes moto courier services a preferred profession among immigrants.

During the COVID-19 pandemic, people working in the manufacturing, logistics and delivery (couriers) sectors were exposed to multiple psychosocial risk factors. In this period, increasing workload, increasing working hours and intensity, short breaks compared to working tempo are the leading psychosocial risks affecting couriers.

The ILO defined psychosocial risks/psychosocial hazards in 1984 as “interactions between and among work environment, job content, organisational conditions and employees’ capacities, needs, culture, personal extra-job considerations that may, through perceptions and experience, influence health, work performance and job satisfaction”. In the scientific literature, psychosocial risks are recognised as social and organisational contexts that have the potential to cause psychological/physical harm in terms of job design and management. There is growing evidence that work-related stress caused by psychosocial risks has a negative impact on employees’ health, well-being, productivity, and performance. In particular, the ILO core Convention on Occupational Safety and Health, 1981 (No.155) and its accompanying Recommendation (No.164) provide for the adoption, implementation and review of a coherent national policy on OSH and measures for its application at national and workplace levels to protect employees’ physical and mental health and wellbeing. The Occupational Health Services Convention, 1985 (No. 161) and its accompanying Recommendation (No. 171) define the role of occupational health services as multidisciplinary services with essentially preventive and advisory functions, responsible for assisting employers, employees, and their representatives in establishing and maintaining a safe and healthy working environment, including the adaptation of work to the capabilities of workers to facilitate optimal physical and mental health at work. The Promotional Framework for Occupational

II The gig economy is a free market system where temporary positions are common and businesses employ independent workers on short-term contracts.

III For examples of proposals, see [tamkfed.com/?p=num=43&pt=To the Parliament+Grant+Write%C4%B1%C4%B1+Question+%C3%96nerves](https://www.tamkfed.com/?p=num=43&pt=To the Parliament+Grant+Write%C4%B1%C4%B1+Question+%C3%96nerves)

Safety and Health Convention, 2006 (No. 187) and its accompanying Recommendation (No. 197) complement the previous core standards and describe the requirements and functions of a national structure, relevant institutions and stakeholders responsible for implementing a national and enterprise-level policy for safe and healthy working environments, as well as the steps to be taken to build and maintain a preventive safety and health culture at the national level. Turkey has also ratified these agreements. The study titled Psychosocial Risk Analysis In Delivery Industry Employees "Focus on Motorcycle Couriers" was carried out to determine the current working conditions and profession-specific psychosocial risks.

The study is designed as an analysis that will affect both the current situation and the future situation of the sector by determining the psychosocial risk factors in the focus of the context of work and the content of work in the moto courier profession. How the moto couriers were affected by the epidemic was discussed in detail, and the pandemic's effect was also examined as a separate risk factor. The obtained results have been interpreted to contribute to the development of the profession, supported by previous research in Turkey and the world. In addition, the working conditions were examined according to the laws and regulations in Turkey and the world, and the points that needed improvement were emphasised. In line with the information obtained, policy and application recommendations for changes and developments in the delivery sector were prepared. The research, which is thought to contribute to the development of occupational health and safety culture and the standards of the motorcycle profession, answers the following questions:

- *What are the general working conditions and regulations of motorcycle couriers?*
- *How do the demographic characteristics and individual factors of motorcycle couriers affect the psychosocial risks they are exposed to in business life?*
- *What are the psychosocial risk factors on the motorcycle couriers due to the content of work?*
- *What are the psychosocial risk factors from the contextual conditions of work on motorcycle couriers?*
- *How have motorcycle couriers been affected by*

COVID-19?

- *What kind of individual and organisational measures should be taken and what policies should be developed in this regard?*

This research is a field study conducted to identify the psychosocial risks that motor couriers have been exposed to in their current job. The research was designed according to this context's mixed quantitative and qualitative research methods. Pilot interviews were conducted with 10 moto couriers before collecting the research data to evaluate the questionnaire, which was renewed with the focus of moto couriers, to identify its deficiencies and design it in a user-friendly structure for the participants who filled out the questionnaire. A total of 150 moto couriers, 75 from Izmir and 75 from Istanbul, were evaluated. In the study, female moto couriers from Turkey and Syrian moto couriers under temporary protection^{IV} were also included to understand the psychosocial risks of moto couriers in the focus of gender differences and migration. There are 28 female, 84 male participants from Turkey and 38 Syrian participants in the study. Analyses were carried out on this target group.

Within the scope of the study, meetings were conducted with NGOs working in the focus of motorcycle couriers and representatives of institutions that operate motorcycle courier services to understand the current situation of the motorcycle courier profession and the difficulties experienced. The information obtained from these interviews was used in the concluding remarks (evaluation) and recommendation section of the research.

► Key Demographic Findings

Based on the results obtained, 150 motorcycle couriers, 18,7 per cent Turkish female and 81,3 per cent male, participated in the research. Therefore, 25,34 per cent of the total moto couriers are Syrian moto couriers under temporary protection

^{IV} In this study, Syrian moto couriers under temporary protection will be referred to as "Syrian moto couriers" from now on.

status. The study was carried out in two provinces, and an equal number of (75 each) moto couriers were interviewed from Izmir and Istanbul. The age of the participants ranged from 15 to 59, with an average age of 29,05. The average age of female moto couriers from Turkey is 29,93, and the average age of male moto couriers is 28,99. Examining the participants' marital status, single moto couriers predominate (59,3 per cent).

When the participants are analysed in terms of education level, it is seen that 53,6 per cent of the Turkish moto couriers are high school graduates, 60,7 per cent of female moto couriers from Turkey are high school graduates, 39,5 per cent of Syrian moto couriers are primary school-secondary school graduates, 36,8 per cent of them are high school graduates.

In addition, there are 11 participants among the Syrian moto couriers who immigrated to Turkey before the age of 18 participating in the research. These 11 participants started to become moto couriers at a young age (under 18 years old).

► General Working Conditions and Order of Motorcycle Couriers

In the research, the employment status of moto couriers is examined in two categories: as salaried/wage and as self-employed. While 46,7 per cent of the moto couriers work as self-employed, 53,3 per cent of them work as salaried. When the employment status is analysed by gender; It is seen that 71,4 per cent of female moto couriers from Turkey work as self-employed and 28,6 per cent work as salaried; and 41 per cent of male moto couriers work as self-employed and 59 per cent work as salaried/wage. The majority of Syrian moto couriers (76.3 per cent) work as salaried moto couriers, and 23.7 per cent of them work as self-employed moto couriers.

When the social security of the moto couriers participating in the research is examined, it is seen that 25,3 per cent of the participants are subject to only 4A insurance registration, and

34 per cent are subject to only 4B insurance registration. However, 12 per cent of the moto couriers are covered by both 4A and 4B insurance types, while 6,7 per cent use 4A and private insurances together, 2 per cent use 4B and collateral assurance together. 20 per cent of the participants work without any social security. When their employment status analyses social security, 70 per cent of those working as self-salaried have only 4B insurance, and 30 per cent have at least one collateral assurance in addition to 4B insurance. 47,5 per cent of those working as salaried have only 4A insurance, and 12,5 per cent have at least one collateral assurance in addition to the 4A insurance. 37,5 per cent of those working as salaried do not have any social security. In addition to that 2,5 per cent of them have only 4B insurance.

When this situation is evaluated by gender and nationality, 7,1 per cent of female moto couriers from Turkey, 68,4 per cent of male moto couriers from Syria, and 2,4 per cent of male moto couriers from Turkey work without any social security.

When the monthly income average and distribution of the moto couriers are examined, it is seen that the monthly income average is 5.117 TRY. When the employment status reviews this situation, the average monthly income of the self-employed moto couriers is 6.273 TRY, while the average monthly income of the salaried moto couriers is 4.106 TRY. **8 per cent of the participants receive 8.001 TRY and more revenue. All of the participants with 8.001 TRY income are Turkish moto couriers.** When we examine the working years of moto couriers in the profession, It is seen that 45,3 per cent of them are from 1 year to 3 years (starting to work with the pandemic), 18,7 per cent from 3 years to 5 years, 22 per cent from 5 years to 10 years, and 14 per cent working as a moto courier for 10 or more years.

When examining the documents and conditions required to become a moto courier, it is seen that there is no specific standard. No documents were requested from the moto courier with a rate of 26,1 per cent. It is seen that the most common documents requested are motorcycle driving license with 48,6 per cent, criminal record with

38 per cent, health report with 33,3 per cent, and proof of residence with 18 per cent. The knowledge and experiences are generally based on verbal statements of moto couriers. 21,3 per cent of the moto couriers participating in the research reported that they did not have a motorcycle driving license.

► Psychosocial Risk Factors Caused by Content of Work of Motorcycle Couriers in Turkey

Within the scope of psychosocial risk factors arising from the content of the job, survey and interview items were asked about the working environment and equipment, physical safety, task design, workload, and work schedule.

When the psychosocial risks of the working environments of the moto couriers participating in the research are examined, it is seen that 84 per cent of the moto couriers have challenges due to adverse weather conditions such as rain, extreme heat, and extreme cold. When this situation is analysed based on nationality and gender, the challenges arising from weather conditions are expressed similarly. Another risk faced by moto couriers regarding the work environment has been determined as traffic and road conditions. 72,7 per cent of the participants experience stress due to traffic and road conditions. When the resting area and welfare facilities in the working environment of moto couriers are examined, 77,3 per cent of the participants do not have a particular resting area. In comparison, 22,6 per cent have a specific resting area provided by the workplace.

Within the scope of the research, when the relationship between the availability of resting areas and welfare facilities and the ergonomic risks they experience (including pain) and their physical vigour are examined, 61 per cent of the moto couriers who do not have a specific resting

area reported that they feel physically tired while doing their job. In addition, a positive relationship was found between the moto courier's lack of a sufficient resting area and welfare facilities and physical pain problems. 51,9 per cent of the participants who stated that they had pain problems also indicated that they did not find the resting areas they had sufficient. This shows that the moto couriers who do not see the resting area sufficient experience more pain problems.

When the psychosocial risks regarding the protective equipment and technical equipment used by the moto couriers participating in the research were examined during the delivery, the moto couriers were asked what equipment they had. Moreover, in the analysis, it was determined that 52 per cent of the moto couriers had helmets. Considering the equipment distribution of the moto couriers participating in the research by nationality, 65,8 per cent of the Syrian moto couriers and 31,3 per cent of Turkish moto couriers do not have any protective equipment. When the effect of using a motorcycle during the delivery period on moto couriers is examined, it is seen that 51,3 per cent of the participants experienced ergonomic problems (low back pain, posture problems, eye, and headaches) due to continuous motorcycle use. When this situation is analysed by gender, the results are similar. 57,1 per cent of female moto couriers and 50 per cent of male moto couriers from Turkey reported that they had these problems. When the factors related to ergonomic risks were investigated within the scope of the research, it was found that the time spent in the profession, the resting area and break conditions affect the ergonomic risks.

When the psychosocial risks regarding the physical safety and safety perceptions of the moto couriers participating in the research are examined, 83,4 per cent of the moto couriers found their job dangerous. In comparison, 93,3 per cent stated that they worked in a job with a high risk of occupational accidents. Additionally, 58,6 per cent of the participants frequently experience the worry of having a work-related road accident. When this situation is analysed by nationality, 76,1 per cent of Syrian moto couriers and 91,1 per cent of Turkish moto couriers found their job dangerous; 86,8 per cent of Syrian moto couriers and 95,6 per cent of Turkish moto couriers stated that they worked in a job with a

high risk of occupational accidents. When we examined the rate of occupational accidents of moto couriers, it was seen that 59,3 per cent of them had work-related road accidents. When the occupational accident rates are analysed by nationality, 55,3 per cent of the Syrian moto couriers and 60,7 per cent of the Turkish moto couriers had work-related road accidents. 68 per cent of the moto couriers included in the research have not received OHS training at the place where they work. It has been observed that 65,1 per cent of the moto couriers who had a previous occupational accident did not receive OHS training. Previous studies support the effect of OHS training on occupational accidents.

When the psychosocial risks related to the workload are examined, while 60,7 per cent of the moto couriers stated that they needed to work extra due to their workload, only 33,3 per cent of these participants said that their workload was excessive. When this situation is analysed by nationality, 52,6 per cent of Syrian moto couriers and 63,4 per cent of Turkish moto couriers said they need to work overtime due to workload.

When the perceived speed and time pressure of the moto couriers are examined, 41,4 per cent of the moto couriers stated that the delivery time was not enough, while 16 per cent stated that they were indecisive about this issue. However, 42,7 per cent of the moto couriers said that they perceive the speed pressure on them too much, and 11,3 per cent were indecisive about this issue. When the employment status examines this situation, self-employed moto couriers perceive the speed and time pressure of the couriers more than the salaried moto couriers. When speed and time pressure were analysed together with the dimension of relations with the managers, the relations with manager scores of the participants who did not perceive the speed and time pressure were significantly higher than the participants who perceived this pressure. 59,1 per cent of the moto couriers, who are not satisfied with their communication with their managers, also tend to perceive the pressure of speed and time more. On the other hand, 62,5 per cent of the moto couriers who were exposed to psychological violence (mobbing)^V by their manager stated that

they perceived time pressure and 75 per cent perceived speed pressure. At the same time, 80 per cent of the moto couriers who said that they could not easily reach their managers in case of need perceived time pressure, 73,3 per cent perceived speed pressure.

When the psychosocial risks related to the work schedules and shifts of the moto couriers participating in the research are examined; While 48,6 per cent of the moto couriers found the daily working time too long, the average daily working hours of the participants was found to be 11.2 hours. While the average working hours of the self-employed moto couriers are 12.8 hours, the daily working hours of the salaried moto couriers are 10.5 hours. The most extended working hours are 18 hours (self-employed), the shortest working hours are 5 hours (hourly moto courier).

When we examine the break, and day-off schedules of moto couriers, 60,7 per cent of the participants work with the right to 1 day off a week, while 22 per cent of them work without the right to weekly off. When examining the breaks of the moto couriers, it was found that 42 per cent of them had a specific break time that they could use daily. Still, the hours and style of use were variable and depended on workload, 38,7 per cent did not have a predetermined break right, and they took a break unless there was delivery.

► Psychosocial Risk Factors Caused by Context of Work of Motorcycle Couriers in Turkey

Within the scope of psychosocial risk factors arising from the context of work, items were asked about organisational culture, role in the organisation, decision latitude/control, interpersonal relations at work and work-home

^V Mobbing is a set of intentional, negative attitudes and behaviours aimed at intimidating, oppressing or discharging other employees for a certain period of time by one or

more employees in the workplace.

interface.

When the orientation processes, which is in role in the organisation of moto couriers regarding the psychosocial risks, are examined, it is seen that 50,7 per cent of the moto couriers did not have full knowledge of their tasks, roles and expectations when they started to work. 30,7 per cent of the moto couriers perform the tasks that the moto courier does not require, and they experience role ambiguity. When this situation is examined by the employment status; The rate is 68,5 per cent in self-employed moto couriers, and 52,5 per cent in salaried moto couriers. When the psychosocial risks regarding the role of Syrian moto couriers in the organisation are examined; It has been observed that 65,8 per cent of Syrian moto couriers did not have full knowledge of their tasks, roles and expectations when they started to work.

When the psychosocial risks related to the career development of moto couriers are examined; 60.4 per cent of the moto couriers stated that they do not know how long they will continue in this job, and 46 per cent said that they do not think they can continue with this job in the future. When the effort-reward balance dimension is examined; 66 per cent of the moto couriers said that they were rewarded less than they should be compared to the work they did, 40.6 per cent said that the distribution of the rewards was not fair, and 56.6 per cent said that their work was not appreciated enough. Among 62.9 per cent of the moto courier who had an occupational accident, think that they are not appreciated enough in the workplace. 35,7 per cent of the female moto couriers from Turkey and 54,9 per cent of male moto couriers stated that their workplace does not contribute anything to their personal or professional development. And 35,8 per cent of the female moto couriers from Turkey and 20,2 per cent of male moto couriers stated that their workplace provided training and support services that contribute to the personal development and health of the moto couriers.

When the psychosocial risks regarding the interpersonal relationships of the moto couriers participating in the research are examined, 86,6 per cent of the moto couriers have a good relationship with their colleagues, 4,7 per cent are exposed to discrimination by their colleagues,

and 4,7 per cent are exposed to mobbing by their colleagues. It was observed that 1,4 per cent of them were exposed to physical violence by their colleagues. Furthermore, 0,7 per cent of the participants stated that they were **indecisive** whether they had been exposed to sexual violence by their colleagues. While 3,6 per cent of female moto couriers from Turkey in the study stated that they were exposed to physical violence by their colleagues, none of the male moto couriers indicated that they were exposed to physical violence by their colleagues.

When the psychosocial risks related to the work-home interface are examined within the scope of the research; 67,3 per cent of the moto couriers stated that they neglected their responsibilities at home due to their working hours and work pace, 70,6 per cent of them said that they could not spare enough time for themselves due to their work and work pace. 52,6 per cent of the moto couriers stated that they had no energy left for anything when they finished their daily work. When this situation is analysed by nationality, the rate is 57,9 per cent for Syrian moto couriers and 50,9 per cent for Turkish moto couriers. When we examine the cohesion of the leisure time of the moto couriers with the people in their social and personal lives, it has seen 12,7 per cent of them "most of the time", 10 per cent of them "always" have parallel day-offs with their family/friends. The days off do not coincide in the vast majority or sometimes coincide. When the social support from their families/friends of the moto couriers regarding their jobs is examined, it is determined that their environment supports 58,6 per cent of them. When this situation is analysed by nationality, 47,4 per cent of Syrian moto couriers and 62,5 per cent of Turkish moto couriers are supported by their family/friends related to their jobs. When analysed by gender, 71,4 per cent of female moto couriers from Turkey and 55,8 per cent of male moto couriers stated that their family/friends always support them regarding their job.

► Well-Being and Coping Behaviors of Motorcycle Couriers in Turkey

When the general stress level of the female moto couriers from Turkey and male moto couriers participating in the research is compared, the stress level of the female moto couriers is lower than that of the male moto couriers. For example, 52 per cent of moto couriers feel mentally exhausted, 62,7 per cent of moto couriers feel physically exhausted.

When the coping behaviours of the moto couriers participating in the research are examined, it is seen that 73,3 per cent of the moto couriers have harmful habits. The most common is smoking, accompanying other unhealthy habits (70,1%).

When we categorise the emotions that moto couriers feel during the work, the most common emotions are determined (70,7%), strong (67,3 per cent), loved (63,4%), secure (59,3%), tense/stressed (59,3), significant (52 per cent), angry (46,7 per cent).

► Impact of COVID-19 on Motorcycle Couriers

When the results based on COVID-19 are examined, it is seen that the majority of the moto couriers haven't been infected by COVID-19 (86,7 per cent). However, 72 per cent of the moto couriers stated that they received support related to COVID-19 from their workplaces. The most common supports are personal protective equipment(mask) and/or information about COVID-19 (53,3 per cent). When analysed by nationality, it is seen that Syrian moto couriers receive less support

related to COVID-19 from their workplaces. While 80,3 per cent of Turkish moto couriers are provided with supports related to COVID-19 by the workplace, this rate is 47,3 per cent for Syrian moto couriers.

While 52 per cent of the moto couriers stated that they did not feel the anxiety of being infected during the COVID-19, 40,7 per cent experienced the fear/anxiety of being infected during this period. When this situation is examined by nationality, it is seen that Syrian moto couriers have less fear/anxiety of being infected. 43,7 per cent of Turkish moto couriers and 75,3 per cent of Syrian moto couriers stated that they did not experience fear/anxiety of being infected during the COVID-19.

The workload of 79,3 per cent of the moto couriers increased with COVID-19, and there was a change in the working conditions of 55,3 per cent. They reported that orders/deliveries increased, especially during the lock-down, and that they worked without breaks. 70,7 per cent of the moto couriers did not have the anxiety of losing their job. However, when examined in detail by nationality, it is seen that the anxiety of job loss in this period is especially experienced among Syrian moto couriers. 68,7 per cent of Syrian moto couriers stated that they were worried about losing their jobs during this period. 88,2 per cent of the Syrian moto couriers, who said that their workload has not increased, do not have social security and could not obtain a work permit during lock-down. 77,3 per cent of the Syrian moto couriers who do not have social security say that their workload has not increased simultaneously, experienced anxiety of losing their job during the COVID-19.

► Recommendations

This study aims to identify the risk areas of moto couriers, an essential professional group in the delivery sector and whose numbers are increasing rapidly, by analysing psychosocial risk factors and taking concrete steps to develop necessary policies in these risk areas. In general,

the conditions of work and the difficulties brought by the content of work done by the moto couriers were discussed in the recommendations by evaluating the employment status of the moto couriers, focusing on Syrian moto couriers under temporary protection status and female moto couriers from Turkey.

The recommendations prepared for the development of the motorcycle courier profession and its evaluation based on “decent work” were designed by categorising the research findings, field observations and key institution meetings with the principle of inclusivity. Considerations made regarding moto couriers’ working conditions, occupational standards, occupational health, and safety standards are discussed under

4 main titles. These titles are categorised as follows;

- ***Legislation and Legal Basis within the Framework of Occupational Health and Safety Standards***
- ***Public Formation and Awareness***
- ***Sustainability***
- ***Organization***



introduction

With the COVID-19 pandemic, which affected the whole world, significant changes have occurred in working life. Some of these changes affected the employees permanently and some temporarily. While there are changes in working life, working hours, work-life balance with the COVID-19 pandemic, new criteria in terms of occupational health and safety standards and pandemic-specific criteria have also entered the working life quickly. Although this rapid change has caused some specific changes in the lives of almost everyone, it has also brought up common problems and solutions for workplaces and employees. One of the changes caused by the COVID-19 pandemic worldwide is the shopping culture. While many sectors downsized during the pandemic, the delivery sector is growing. In addition, online orders have become widespread due to pandemic restrictions. A study conducted by UPS has shown that e-commerce has increased by over 50 per cent in the world.¹ E-commerce can also be defined as any kind of commercial business activity in which transactions involving the exchange of products and services between two or more parties by electronic tools or sellers communicate electronically with the customer without the need for a physical connection or a physical exchange.² Since the beginning of the COVID-19 pandemic in Turkey, mobile retail sales have increased by 200 per cent, and the demand for national market chains in digital has increased by 150 per cent.³ According to the data of the Ministry of Commerce of the Turkish Republic, the e-commerce volume in the first six months of 2020 increased by 64 per cent compared to the previous year and reached 91.7 billion TRY.⁴

Moto couriers are among the essential employee groups in the system that enables retail sales to reach customers in the e-commerce market. In its most basic form, motorcycle courier service is defined as "the safe delivery of all kinds of food orders, documents, cargo and packages to the recipient address at the desired time and in a safe manner".⁵

In addition, it offers fast and economical service. In recent years, the number of new couriers has increased rapidly with the pandemic. In this period, Domino's Pizza in the USA 10 thousand and Amazon 100 thousand in the delivery operations, including moto couriers, posted an employee advertisement.⁶ Considering the

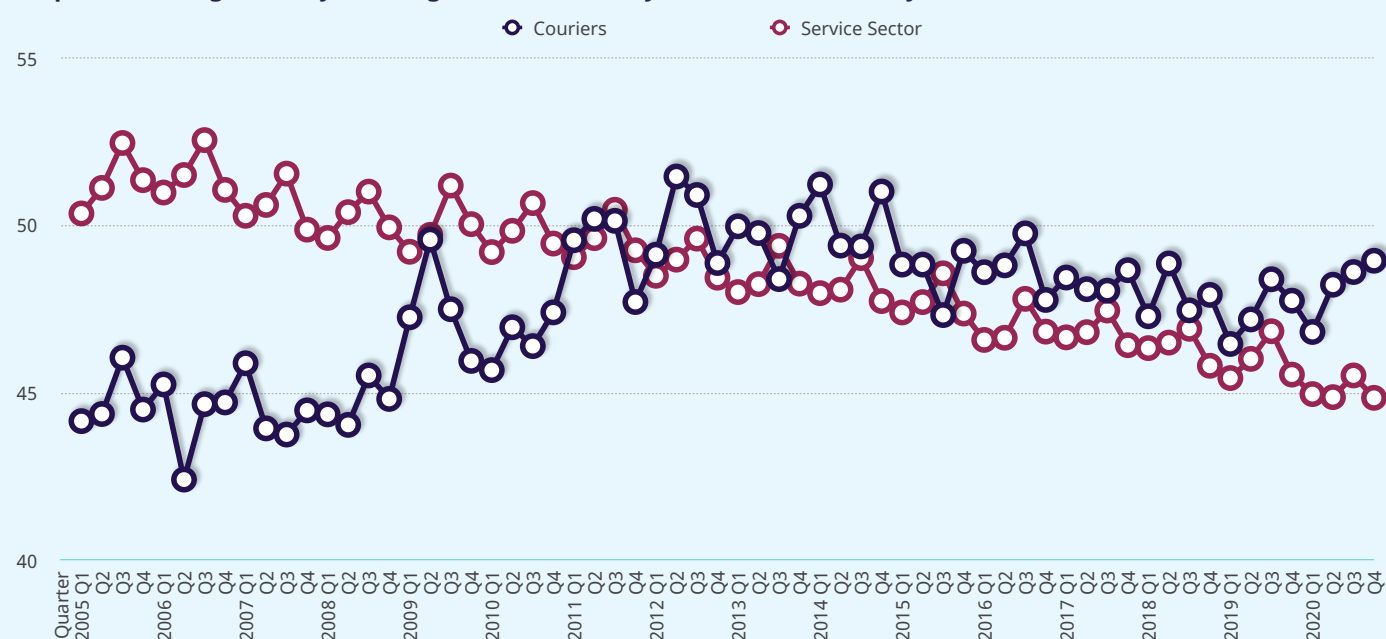
increase in courier employment in Turkey, it is seen that there is an increase of 6,59 per cent in courier employment, despite the 2,37 per cent decrease in general employment rates according to 2019 SCI data.⁷ In 2020, although the prevailing employment rate was 4,95 per cent, the increase in courier employment was recorded as 41,53 per cent. When we examine the employment growth rates, the overall growth rate between 2005 and 2020 is 37,7 per cent, while it is 298,3 per cent for couriers. These results show that there has been a severe increase in courier employment with the pandemic period. When we look at the current number of moto couriers, it is thought that there are more than 10 thousand moto couriers only in Istanbul, although there is no official number. This number reaches 900 thousand in Turkey with the unregistered moto couriers.⁸

This growth in the delivery sector in Turkey has brought about a change in the working conditions of the couriers. Examining at the TURKSTAT Household Labor Force Survey and SSI data, it is reported that while the average weekly working hours of couriers were 52,4 hours in 2005, it decreased by 10 per cent to 45,5 hours in 2020 (**Graphic 1**).⁹

While the hourly wages received by the couriers were 4.2 TRY in 2005, this situation gradually increased over the years and became 14.2 TRY per hour as of 2019 and 16.6 TRY as of 2020. When this situation is taken into account monthly, while the average monthly income of a motorcycle courier was 807.7 TRY in 2005, it is 3.325 TRY in 2020. Although there is an increase in hourly/monthly wages, this situation can only be mentioned as an increase of 3,2 per cent compared to the inflation rate of 2021. When we examine the wage data between 2005 and 2020, it has been revealed that there is no significant difference and that the monthly earnings are between 15 and 20 per cent higher than the minimum wage.¹⁰

During the COVID-19 period, there have been variations in the risk factors of couriers due to the pandemic. Although there is no data on this subject in Turkey, it is known that couriers in the world are at high risk because they come into contact with many people during the day, they do not have resting and storage areas suitable for pandemic measures, and they do not have adequate welfare facilities for hygiene.¹¹

Graphic 1: Average Weekly Working Hours of Motorcycle Couriers in Turkey



The increased workload with the intense working tempo brings moto couriers' occupational health and safety issues to the fore. According to EU-OSHA's Health and Safety of Workers in the Delivery and Shipping Industry: Review of Good Practice in Europe, published in 2010, the risks to motorcycle couriers are defined as follows:¹²

- Road traffic (road accident risk)
- Time pressure (just in time delivery)
- Vehicles (maintained or unsuitable equipment)
- Unbalanced workload and tempo
- Vibration when using the engine
- Bad weather, inappropriate clothing
- Lack of protective clothing (high-visibility vests, helmets)
- Lack of training
- Lone working
- Contact with customers (risk from aggressive, drunk, etc. customers)^{VI}
- Working at night
- Handling of money (risk of robberies)

It is thought that the risk factors in this study, which was published before the pandemic, is changed with the pandemic and some risk factors come to the fore.

There is a standard delivery time determined

VI This list was published before the pandemic. With the pandemic, it is recommended to add the dimension of being infected to the risk of contact with customers.

by the workplace of the moto couriers for the products, documents, etc., that the moto couriers need to transport and deliver. Risky behaviours in traffic are shown by determining this delivery time due to the moto courier working with constant time pressure within the scope of delivery, which may result in fatal occupational accidents. With the determination of this delivery time, moto couriers may show risky behaviours in traffic due to the constant pressure to make delivery on time, resulting in fatal road-related work accidents. Analysing the statistics, while the number of occupational accidents recorded among the delivery sector employees in Turkey was 0.84 per thousand in 2011, this number was 21.5 per thousand in 2020. The number of occupational accidents increased approximately 26 times between 2011 and 2020.¹³ Although there is no official data specific for moto couriers, it is thought that the mortality rate of moto couriers has increased 10 times compared to previous years.¹⁴ According to the press release of the Tourism, Entertainment and Service Workers Union (TEHIS), on March 24, 2021, it was stated that 191 motorcycle couriers lost their lives in traffic accidents in the last 1 year due to time and speed pressure.¹⁵

A study conducted by UCL on moto couriers took the couriers in the Gig economy context. The study emphasised that couriers have few rights to health and safety at work but are responsible for managing their business in a way that does

not pose health and safety risks to themselves or others.¹⁶ Research shows that most moto couriers enjoy the autonomy and flexibility of their job. They also seem to feel less pressure than the car and van couriers. Still, they also report feeling tired from their work (some because they work for multiple companies) and occasionally feeling vulnerable when weather/road conditions are harsh.

Moto courier services is not a common profession among women, and there is no data on the rate of women working as a moto couriers in Turkey. However, it is thought that in parallel with the rapid increase in the number of moto couriers with the COVID-19 pandemic, the number of female moto couriers has also increased. Regarding the rise in female moto couriers in Turkey, there are reports in many local newspapers stating that moto couriers are needed 3 times more during the COVID-19 process, and that's why women get down to the field and start working.¹⁷ In this news, although there are positive statements about the fact that they are appreciated even if they face bad events,¹⁸ and are faced with surprising and proud comments because they are women.¹⁹ However, there are also negative statements about being harassed and mobbed in traffic and being weaker in their personal rights claims just because they are women.²⁰ In a company operating in the field of food distribution in the USA, it is reported that approximately 2 million women started to work as moto couriers in the first six months of the pandemic period.²¹

Another issue to should be considered in the profession of moto couriers is the situation of immigrants and asylees in work. UN's Sustainable Development Goal 8 emphasises the importance of immigrants in development by aiming to "protect labour rights and promote safe and secure working environments for all workers, including migrant workers."²² A general title was used as "immigrants" in the development target. Immigration is generally used as an inclusive concept in researches. The term refugee falls under this concept.²³ Immigrants make up between 8 per cent and 20 per cent of the workforce in many countries. However, they are also exposed to discrimination and bad conditions in employment.²⁴ Studies have shown that immigrants work in unclean, dangerous and less preferred jobs. Immigrants work for lower wages,

work longer hours and in worse conditions than non-immigrants, and are often subject to human rights violations, abuse, trafficking and violence. In addition, they take fewer occupational safety measures such as protective equipment and show more risky behaviour in terms of occupational health and safety in their working environment.²⁵ In addition, the devaluation of knowledge and education in their own country in the new country is one of the topics that negatively affect the working conditions of immigrants.²⁶ In connection with poor working conditions, psychological and physical distress among immigrant workers is higher than domestic workers. Occupational accidents and injuries are relatively more common among immigrant workers than domestic workers.²⁷

The delivery sector is considered one of the preferred jobs among immigrants. The fact that the required criteria are limited and seen as a flexible and income-generating job makes moto courier services a preferred profession among immigrants. However, immigrants work in precarious conditions as motor couriers, and unregistered work is common. In addition, it is known that the information on the legal rights of immigrants after the accident is quite limited. This situation threatens the health and safety of immigrants.

Furthermore, these conditions bring wages that do not fit the effort-reward balance and precarious work conditions.^{28,29,30} It is thought that there is an increase in Syrian moto couriers with the pandemic in Turkey. Although there are no empirical studies on this situation, it has been mentioned as a source of problems in various newspapers. For example, in a newspaper report dated 2019, moto couriers in Ankara stated that couriers, primarily Syrians, were employed as a "low-cost labour force" and were/are victims of this situation.³¹ In particular, the subject of Syrian moto couriers has been covered in various forms in the press as low-cost labour, and information on their working conditions and access to OHS systems is generally obtained from news sources. However, more evidence-based studies are needed in this area.

A work permit is one of the procedures that Syrian motor couriers must fulfil to work under the registration. For Syrians under Temporary

Protection to look for a job and work, they must be registered in temporary protection status in Turkey for at least six months. A Syrian employee under temporary protection can apply for a work permit 6 months after receiving a temporary protection identity document. The work permit is obtained in two ways. If the person is going to work on his behalf, one must apply for a work permit.³² Syrian motor couriers working as self-employed can apply for a work permit on their behalf. If the employee candidate is to be employed by an institution, the employer must apply for a work permit for the employee.³³ The process of obtaining a work permit takes 30 days.³⁴ The time-consuming work permit process and the desire of employers to reduce employee costs may prevent immigrants from getting a work permit. This is thought to be one of the reasons for the prevalence of unregistered work among immigrants.³⁵

ILO stated that we should monitor a series of indicators covering both quantitative and qualitative dimensions to understand the impact of the pandemic, not a single figure such as the unemployment rate in the report titled “ILO Monitor: COVID-19 and The World of Work”, which includes updated forecasts and analyses on the pandemic on October 27 2021.³⁶ In this context, monitoring the recovery from the COVID-19 crisis is structured around three main topics. The first is economic dynamics (evaluations of how quarantine measures, opening up economies, and changes in policies affect GDP and productivity), the second is labour market dynamics (Monitoring needs, employment/labour force participation, sectoral/occupational changes in employment and labour market in terms of impact on informal employment, other measures of employment quality), and the third is inequality dynamics (by age, gender, competent level and organization size). According to the ILO, regular monitoring, evaluation and dialogue with governments, social partners, and other stakeholders are critical to ensuring that analysis translates into effective policy responses. In addition, the report states that youth in general and young women in particular face more significant employment gaps.

The fact that motorcycle courier services, which is an important business line of the delivery sector, is handled in the light of these contexts

and evaluations also shows how the assessment of the moto courier profession only in terms of labour and income poses a risk for the future of the work.

► Psychosocial Risks

Psychosocial risks/psychosocial hazards were defined by the ILO in 1984 as “interactions between and among work environment, job content, organizational conditions and employees’ capacities, needs, culture, personal extra-job considerations that may, through perceptions and experience, influence health, work performance and job satisfaction”.³⁷ In the scientific literature, psychosocial risks are recognised as social and organisational contexts that have the potential to cause psychological/physical harm in terms of job design and management.³⁸ However, the definition of psychosocial risks is still being developed, as new forms of work and the changing work environment lead to new risks. In the scientific literature, psychosocial risks are defined by dividing them into two groups: the content of work and the context of work. While the content of work is related to the working conditions and work organization, the context of work includes psychosocial risks related to organizational and employee relations as organizational culture and function, role and career development in the organization, psychosocial workload, and job control (decision latitude), work-life balance, hierarchical interpersonal relations in the workplace.³⁹ The descriptive conditions regarding psychosocial risks are as in **Table 1** ⁴⁰.

There is growing evidence that work-related stress caused by psychosocial risks has a negative impact on employees’ health, well-being, productivity, and performance.⁴¹ These problems stand out as presenteeism^{VII} and absenteeism^{VIII} within the scale of the workplace. In addition, the decrease in the motivation of the employees, job satisfaction and satisfaction, decrease in creativity, increase in quitting rates, and increase in turnover rate are also encountered. The

VII Presenteeism is the inability of employees to fulfil their tasks fully and efficiently, despite being at work.

VIII Absenteeism is the repetition of absenteeism in the form of a behavioural pattern.

Table 1: Psychosocial Risks

Category	Conditions Defining Risks
Content of Work	
Work environment and work equipment	Problems regarding the reliability, availability, suitability and maintenance or repair of both equipment and facilities.
Task design	Lack of variety or short work cycles, fragmented or meaningless work, underuse of skills, high uncertainty
Workload / workspace	Work overload or underload, lack of control over pacing, high levels of time pressure.
Work schedule	Shift working, inflexible work schedules, unpredictable hours, long or unsocial hours.
Context of Work	
Organisational culture and function	Poor communication, low levels of support for problem-solving and personal development, lack of definition of organisational objectives.
Role in organisation	Role ambiguity and role conflict, responsibility for people.
Career development	Career stagnation and uncertainty, under-promotion or over-promotion, poor pay, job insecurity, low social value of work.
Decision latitude / Control	Low participation in decision-making, lack of control over work (control, particularly in the form of participation, is also a contextual and wider organisational issue)
Interpersonal relationships at work	Social or physical isolation, poor relationships with superiors, interpersonal conflict, lack of social support.
Home-work interface	Conflicting demands of work and home, low support at home, dual career problems.

high turnover rate means that the number of qualified employees in the workplace decreases. Additionally, It also means that the need for both time and money increases for the training, orientation and sense of belonging to the institution of each new employee. In addition, the corporate image of institutions that experience the situations mentioned above also weakens.⁴² Workplace factors causing presenteeism and absenteeism are related to work-related stress and workload associated with psychosocial risks such as job control, role conflict, effort-reward imbalance, leadership issues, shift work, limited career development, and poor social relationships at work (low social support and workplace violence, bullying and discrimination, etc.).⁴³

When we analyse the economic cost of psychosocial risks, it is stated in a report prepared by EU-OSHA in 2009 that the financial cost of diseases caused by psychosocial risks and work-related stress is between 830 million and 1 billion 656 million euros in France. In the same report, the cost of mental disorders due to psychosocial risks is estimated at 3 million euros in Germany. In contrast, the cost of depression and anxiety caused by psychosocial risks and work-related

stress is more than 530 million pounds in the UK.⁴⁴ In the EU-funded Matrix (2013) project, It has been stated that the annual cost of work-related depression caused by psychosocial risks to Europe is 617 billion euros. This total is composed of absenteeism and presenteeism (272 billion euros), lost productivity (242 billion euros), health care costs and disability benefits payments (63 billion euros) and social welfare costs (39 billion euros).⁴⁵ A 2007 study by the Center for Healthcare estimated that the total annual cost to institutions of mental health disorders is 1.035 pounds per employee (335 pounds for absenteeism, 605 pounds for presenteeism and 95 pounds for staff turnover), for a total of about 26 billion pounds.⁴⁶ In the Safe Work Australia 2008/09 report, it has been estimated that work-related stress caused by psychosocial risks costs Australia 5.3 billion Australian dollars annually. This number includes costs from production interruptions and medical expenses.⁴⁷

In particular, the ILO core Convention on Occupational Safety and Health, 1981 (No.155) and its accompanying Recommendation (No.164) provide for the adoption, implementation and review of a coherent national policy on OSH

and measures for its application at national and workplace levels with the aim of protecting employees' physical and mental health and wellbeing. The Occupational Health Services Convention, 1985 (No. 161) and its accompanying Recommendation (No. 171) define the role of occupational health services as multidisciplinary services with essentially preventive and advisory functions, responsible for assisting employers, employees, and their representatives in establishing and maintaining a safe and healthy working environment, including the adaptation of work to the capabilities of workers so as to facilitate optimal physical and mental health at work. The Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187) and its accompanying Recommendation (No. 197) complement the previous core standards and describe the requirements and functions of a national structure, relevant institutions and stakeholders responsible for implementing a national and enterprise-level policy for safe and healthy working environments, as well as the steps to be taken to build and maintain a preventive safety and health culture at the national level.⁴⁸ Turkey has also ratified these agreements.^{IX}

While the 4th article of the Occupational Health and Safety Law No. 6331 regulates the general obligations of the employer in Turkey, the 5th article of the Law also includes the principles that the employer must comply with while fulfilling the obligations.^X Accordingly, the most essential point is that the employer is obliged to take all kinds of precautions that are suitable for preventing the dangers that may affect the workplace and may come from inside or outside the workplace and the factors that turn these hazards into risks. Obligations of the employer in Article 4 of the Law are given as follows; to take all necessary precautions, to provide the necessary tools, equipment and equipment and personal protective equipment; to inform and provide Occupational Health and Safety training; to ensure that the measures are adapted to changing conditions; to improve the current situation; to make or have risk assessments; when assigning tasks to the employee taking into

account their suitability for the job, preventing people other than those who have been given sufficient information and training from entering places that pose a life-threatening risk, checking whether the employees act by the precautions taken and the instructions given, and in this sense, removing any non-compliances.⁴⁹ As seen here, occupational health and safety standards include evaluating all factors that will affect the health and safety of the employee for employers and carrying out comprehensive preventive actions in this regard.

During the COVID-19 pandemic, people working in the manufacturing, logistics and delivery (couriers) sectors were exposed to multiple psychosocial risk factors. In this period, increasing workload, increasing working hours and intensity, short breaks compared to working tempo are the leading psychosocial risks affecting couriers. Additionally, it is thought that people working in this sector often experience the anxiety of being infected and infecting their relatives, depending on the adequacy of the hygiene measures taken.⁵⁰ When evaluated in the context of work, an intense and continuous workload creates stress in employees, which causes them to be at risk from a psychosocial point of view.⁵¹

► Motorcycle Courier Services as a Profession

The definition of the profession of moto couriers differs according to the countries, and there is no standard definition of the profession. Motorcycle courier service is defined by ISCO 08: 8321 (Motor drivers) code and according to this definition, "Motor drivers; drives and steers engines or motorized tricycles equipped to transport materials, goods or passengers", "observes traffic signals", "makes maintenance and minor repairs as well as cleaning and washing vehicles", "keeps a record of tasks performed", "performs related tasks", "supervises other employees".^{52,53} When "delivery", "motorcycle courier", and "sales driver" are written on O.NET, the most significant job definitions database in the USA, 3 job definitions closely related to motorcycle courier are encountered. According to these definitions, motor courier service is identified as "the distribution and delivery of an information,

IX For more information about The Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187), see https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C187

X For the OHS Law, see <https://www.mevzuat.gov.tr/LegislationMetin/1.5.6331.pdf>

document or product to the customer by a vehicle or as pedestrian".⁵⁴ Delivery and despatch riders' safety and health: A European review of good practice guidelines defines moto couriers as "information/document, product and food delivery drivers using bicycles or motors" within the scope of delivery and shipment drivers.⁵⁵ According to the national occupational standards of Turkey, the definition of moto courier is "It is the person who carries out the work organization of the courier activities, route determination and transportation activities to transport the delivered shipment to its destination by a motor within the framework of occupational health, occupational safety, environmental protection, traffic rules and safe driving techniques", and "who carries out activities for increasing the quality of business processes and personal, professional development."⁵⁶

Moto couriers in Turkey became a business line in 2014.⁵⁷ It is defined by the code 8321.02 among and IPJE occupational codes.⁵⁸ As a professional group, moto couriers have been included in the "Plant and Machine Operators and Assemblers" profession main groups. The occupational group is "Car, Truck and Motorcycle Drivers".⁵⁹ The minimum education level they should have is primary school.⁶⁰

The professional standards of motor courier were established by VQA and were published in the Official Gazette No. 30255 in 2017 and became official.⁶¹ In the National Occupational Standards, the profession of motorcycling is defined under 4 headings: duties, procedures and success criteria, equipment used and attitudes-behaviours. Criteria under the heading of duties, operations and success criteria; explains the responsibilities of moto couriers for work organization, workflow and occupational health and safety. Under the heading of attitudes and behaviours, it defines moto couriers' behaviours during business hours. The minimum level of professional expertise that moto couriers should have in the title of knowledge and skills has been determined. The last heading, in which the tools, equipment and equipment used by the moto couriers are listed, defines the equipment that the moto couriers can use during their working time.⁶² However, these types of equipment are listed as tools and equipment that can be used by moto couriers instead of defined as mandatory

tools and equipment. Mandatory equipment that moto couriers should have is specified as helmet and protective glasses (not required if the helmet is wearing glasses) in the Highway Traffic Regulation, which is regulated by the Highway Traffic Law of 2918.⁶³

In addition to vocational qualification standards, national qualification criteria were published by VQA in 2019. By meeting these criteria, people can get a moto courier professional qualification certificate. This document is aimed to carry out the profession by qualified people and to increase the quality of work.⁶⁴ However, there is no statement that this document is mandatory in order to be a moto courier within the standards. In the current legal order, the national competency certificate for moto courier is advisory.

For professional qualification, first of all, it is obligatory to have a driver's license. After having a driver's license, they can apply for a professional qualification certificate. Afterwards, it is necessary to pass the exam and application stages. The exam consists of theoretical knowledge; occupational health, work safety and environmental protection measures, work organization and quality requirements. In the application phase, motorcycle use and maintenance competence is evaluated. During the validity period of the certificate, which is valid for 5 years, inspections are carried out in the 2nd and 3rd years. There are currently 15 organizations that carry out professional qualification certification.⁶⁵ Moto couriers can apply to these organizations and take the theoretical and practical exams and obtain a professional qualification certificate.

With the development of moto courier services in recent years, different working models have emerged. One of them is the "self-employed moto courier model" as a reflection of the Gig economy. In Turkey, self-employed moto couriers establish sole proprietorship and work with 53.20.09 NACE code⁶⁶, which includes the motorcycle courier profession. This code covers general "courier activities" and workplaces operating with this code are in the category of "**less hazardous**" workplaces.⁶⁷ This situation brings with it various criticisms. Moto couriers state that moto courier services have a wide variety of dangers compared to other courier activities. For this reason, it is argued that the

workplace status should be classified as “highly hazardous” by making a NACE code regulation specific to motorcycle courier service.⁶⁸

Motor couriers can work two ways as a salaried with the contract of service (hired by an employer) or as self employed by a sole proprietorship. When they work as salaried moto courier, they are insured with 4A insurance type^{XI} and when they work as a sole proprietorship, they are subject to 4B insurance types.^{XII 69} This variety in the type of insurance shape the minimum conditions and supervision processes in the working order of moto couriers. Working conditions and occupational health and safety conditions are determined within the framework of the Labor Law No. 4857 when the moto couriers are included in the 4A insurance system.⁷⁰ he working conditions of moto couriers working in the 4B insurance type are shaped within the framework of the service procurement agreement they make with the institution. This situation may cause self-employed moto couriers to work more than 45 hours, which is determined as the weekly working hour limit in Article 63 of the Labor Law No. 4857, and to be excluded from occupational health and safety regulations.

The fact that moto couriers have different working models and their professional standards are limited to these models are reflected in the recruitment processes of moto couriers. The documents and criteria required in the recruitment process of motor couriers vary. Considering the professional standards, there is no criterion other than a motorcycle driving license to be a moto courier. Professional qualification certificate is not a requirement to work as a motor courier. For this reason, while moto couriers are employed, workplaces request documents according to their own needs. However, since the only legally obligatory criterion for being a moto courier is a driver's license^{71,72}, the only document that institutions usually demand is a motorcycle driving license. In addition, it is known that there are moto couriers who work without a motorcycle driving license.⁷³ There are some reasons why so few documents are required for employment in

the motorcycle profession, and there are some reasons why there are job descriptions where even a motorcycle driving license is not sought. Digital platforms are becoming widespread and more service users are using these platforms. In addition, service users expect fast delivery and every product delivered in a short time means cost reduction and income increase for employers.⁷⁴ All these reasons lead to the need for a large number of moto couriers in the delivery sector.⁷⁵ The need for employees in a short time can lead to a decrease in the expectations for the qualifications and abilities of the employees. The lack of sufficient qualifications poses a risk in terms of occupational safety in the moto courier profession.

Motor drivers are one of the vulnerable groups among land vehicles. Although there is not enough data on this subject, according to the World Report On Road Traffic Injury Prevention published by WHO, the death rate in traffic accidents with two-wheeled transportation vehicles is 20 times higher than the death rate in accidents with other vehicles.⁷⁶ It has been observed that motor drivers who have motor vehicle ownership are involved in approximately 21 per cent of all traffic accidents resulting in death or fatal injury.⁷⁷ Moto couriers, on the other hand, face various occupational risks as well as the risks of being a motorcycle driver. Although the accident and fatal accident rates of moto couriers are not known exactly, factors such as long working hours on the motorcycle, the necessity of using the phone, and the expectation of fast delivery are among the risks specific to the moto couriers that can cause an accident.⁷⁸

Although motor courier is a profession with high accident rates, sufficient progress has not been achieved in terms of social rights and OHS practices in the profession. It has been seen that moto couriers in Austria have a fixed-term employment contract, which threatens occupational health and safety and makes couriers vulnerable to work-related road accidents.⁷⁹ Motor courier service is a profession where unregistered work is common in Turkey. According to the statement of Öz Tasima İş Union, 90 per cent of the moto couriers in Turkey work unregistered.⁸⁰ This situation makes it difficult to follow up the negative situations that the employees may experience while at work, causes them not to

XI The 4A type of insurance includes people who are hired by an employer and employed on a service contract..

XII The 4B insurance type is the type of insurance that includes self-employed employees.

benefit from legal protective mechanisms and prevents the provision of occupational safety.

Besides the legal framework of the profession, the moto courier service also has various risk areas that need to be examined. Moto couriers face many risks that can be evaluated within the title of the content of work. Moto couriers travel long hours by motorcycle during working hours. This poses a physical risk. At the same time, moto couriers are exposed to time pressure from customers and employers. For employers, fast delivery means both more work and customer satisfaction, and this is reflected as speed and time pressure on moto couriers. Moto couriers that deliver food, on the other hand, are subject to time pressure with the responsibility of delivering the food hot. Another challenge faced by moto couriers is weather-related challenges. Moto couriers work outdoors due to their tasks, which makes them vulnerable to weather conditions.⁸¹

There are risks arising from moto couriers, which affect occupational health and safety, as well as risks arising from external reasons in moto courier services. In particular, it has been observed that some of the accidents are related to preventable causes. When the risks arising from moto couriers are evaluated, some topics come to the fore. Factors such as using a mobile phone while driving, having little experience in the profession, being young and speeding have been shown to increase the likelihood of an accident.⁸² Likewise, job designs in which performance is at the forefront (remuneration based on the number of deliveries made) create psychosocial risk factors, increasing job stress and causing stress-related health problems.^{83,84}

Moto couriers are involved in various non-governmental organizations for the development of the profession, the solution of its problems and the improvement of working conditions. Professional organizations are important building blocks for every professional group. Professional organizations ensure the protection of existing rights of employees and the acquisition of unearned rights. It also ensures that the needs of the profession are determined and these needs are announced. For this reason, professional organizations are very important for the development of professions and the protection of employee rights. The ILO Committee on

Freedom of Association was established in 1951. And it emphasizes the importance of organizing in order to gain and protect the rights of workers within the framework of human rights and to prevent loss of rights.⁸⁵

Moto courier services have become a business line in 2014, and it is a newly formed profession. For this reason, the organizational structure and professional organization are not sufficiently systematic. One of the types of professional organizations is professional chambers. Professional chambers are structures that enable the development of professional ethics and discipline, the protection of the rights of employees, and the increase of in-professional solidarity.⁸⁶ There is no professional law in the motorcycle profession. For this reason, there is no professional chamber. This situation prevents moto couriers from organizing under the professional chamber and poses a risk for the development of the profession.

One of the ways moto couriers prefer to organize is association. As of 2021, there are 32 active motorcycle associations and 2 federations in Turkey.⁸⁷ These associations and federations follow the number of active moto courier companies in Turkey and carry out studies to determine the needs of the moto couriers and to announce these findings. In addition, it carries out awareness studies and lobbying activities for the legal deficiencies in the moto courier profession, motorcycle deaths and the difficulties experienced by moto couriers in traffic.⁸⁸ However, moto courier associations and federations do not have any legal authority in matters such as tracking, sanctioning or certification.⁸⁹ This situation causes the contribution of associations and federations to the moto courier profession to be limited.

As another form of organization, moto couriers can become members of trade unions. The unions evaluate the requests from their members, determine a minimum working condition and convey them to the employers.⁹⁰ As a result of the negotiations between the employer and the union, the rights to improve the working conditions of their members are obtained and these rights gained by the employees are guaranteed through the collective bargaining agreement. In order for a union to negotiate and conclude a contract with an institution, at

least 3 per cent of the workers in that institution must be members of the union, more than half of the workers working at the workplace where the contract is requested, and 40 per cent of the employees in the institution must be members of the same union.⁹¹ However, moto couriers are scattered in various business lines⁹² and cannot provide the majority of moto couriers in every business line. This situation leads to the inability to make a collective bargaining agreement and may prevent moto couriers from making gains as a result of union activities.



Objectives, Method and Limitations

chapter 1

► 1.1 Objectives and Scope of the Research, Key Research Questions

The study titled Psychosocial Risk Analysis In Delivery Industry Employees “Focus on Motorcycle Couriers” was carried out to determine the current working conditions and profession-specific psychosocial risks of working as salaried or self-employed moto couriers.

The study is designed as an analysis that will affect both the current situation and the future situation of the sector by determining the psychosocial risk factors in the focus of the context of work^{XIII} and content of work^{XIV} in the moto courier profession. How the moto couriers were affected by the epidemic was discussed in detail, and the pandemic’s effect was also examined as a separate risk factor. The obtained results have been interpreted to contribute to the development of the profession, supported by previous research in Turkey and the world. In addition, the working conditions were examined according to the laws and regulations in Turkey and the world, and the points that needed improvement were emphasised. In line with the information obtained, policy and application recommendations for changes and developments in the delivery sector were prepared. The research, which is thought to contribute to the development of occupational health and safety culture and the standards of the motorcycle profession, answers the following questions:

- *What are the general working conditions and regulations of motorcycle couriers?*
- *How do the demographic characteristics and individual factors of motorcycle couriers affect the psychosocial risks they are exposed to in business life?*
- *What are the psychosocial risk factors on the*

XIII The context of work includes psychosocial risks related to organizational and employee relations as organizational culture and function, role and career development in the organization, psychosocial workload, and job control (tolerance of feature), work-life balance, hierarchical interpersonal relations in the workplace.

XIV The content of work includes psychosocial risks related to organizational and employee relations

motorcycle couriers due to the content of work?

- *What are the psychosocial risk factors from the contextual conditions of work on motorcycle couriers?*
- *How have motorcycle couriers been affected by COVID-19?*
- *What kind of individual and organisational measures should be taken and what policies should be developed in this regard?*

► 1.2 Method

This research is a field study conducted to identify the psychosocial risks that motor couriers have been exposed to in their current job. The research was designed according to this context’s mixed quantitative and qualitative research methods. The study consists of 3 main parts: the preparation phase, the implementation phase, and the reporting phase.

Preparation phase; consists of three main headings: field research and survey form revision and field planning. Within the scope of the field research, the content and development of the motorcycle courier profession in Turkey and the world, the risk areas of motorcycle courier, laws and regulations, psychosocial risks and work-related stress started with a literature review. Then, interviews with the key organisations carrying out studies were carried out. Additionally, in the revision of the questionnaire, another pillar of the preparatory work, the Psychosocial Risks Survey(PSR), which N_HumaN Consultancy previously developed, was redesigned in the focus of moto couriers line with the fieldwork. The field planning includes determining district-based locations and dates in the cities in line with the information from key institutions/ organisations interviewed and the researchers’ field and inventory orientation processes.

In line with the information and planning obtained during the preparation phase, the general framework of the study was determined, and the implementation phase was started. Data collection, data entry, and data analysis activities were carried out in this context. 5 main tools were used to collect the data required for reporting.

PSR-M Pilot Study: Pilot interviews were conducted with 10 moto couriers before collecting the research data to evaluate the questionnaire, which was renewed with the focus of moto couriers, to identify its deficiencies and design it in a user-friendly structure for the participants who filled out the questionnaire. In line with the feedback given, the version of the questionnaire used in the research was developed.

Face-to-Face Survey Application: PSR-M, developed with the focus of moto couriers, was applied to 83 moto couriers in Hatay, Bornova, Altındağ, Buca, Konak in Izmir and lasted for 8 days. Fieldwork was carried out primarily in Konak and Buca to reach Syrian participants. In Istanbul, PSR-M was applied to 77 motorcycle courier by 2 researchers in Mecidiyekoy and Esenyurt, Maslak, Besiktas, Kadikoy, Atasehir and Uskudar and lasted for 9 days. Within the scope of the study, interviews were conducted with Syrian moto couriers, with 1 translator in Izmir and 2 translators in Istanbul. A total of 150 moto couriers, 75 from Izmir and 75 from Istanbul, were evaluated. In the study, female moto couriers from Turkey and Syrian moto couriers were also included to understand the psychosocial risks of moto couriers in the focus of gender differences and migration. There are 28 female participants from Turkey and 38 Syrian participants in the study. Analyses were carried out on this target group. The detailed demographic distribution of the surveys conducted and the samples included in the study is as shown in **Table 2**.

In-Depth Interviews: In-depth interviews were conducted simultaneously with face-to-face surveys, with 11 moto couriers in Izmir and 11 in Istanbul, who participated in the face-to-face survey. Twenty of these interviews were included in the research sample. 5 of these interviews are Syrian, and 5 of them are Turkish female motor couriers. The detailed demographic distribution of the in-depth interviews is shown in **Table 3**.

Key Institution Meetings: Interviews were held with the representatives of the non-governmental organisations working with the representatives of the institutions that operate moto couriers in order to understand the current situation of the motorcycle courier profession and the challenges experienced within the project's scope. The field observation notes obtained from these interviews

were prepared to be used in the evaluation and suggestions section of the research. The list of key institution meetings is as shown in **Table 4**.

As a result of the meetings with the institutions and the moto couriers, an "actor-network" specific to the motorcycle courier profession was prepared. The Actor-Network is as shown in **Figure 1**.

The reporting phase includes reading and reporting the data and completing the report's related graphic and design processes. The details of the general demographic distribution of the moto couriers participating in the study are as shown in **Table 5**.

► 1.3 Assessment and Evaluation Tools

Within the scope of the quantitative research method, the Psychosocial Risk Assessment Form in the Focus of Motor Couriers in the Delivery Industry Employees was used. For the qualitative research, the Psychosocial Risk Evaluation In-Depth Interview Form for the Employees in the Delivery Industry with a Focus on Motor Couriers was applied for the qualitative study.

PSR-M: Psychosocial Risk Assessment Form with a Focus on Motor Couriers in the Delivery Industry (PSR-M) was obtained by adapting the Psychosocial Risk Assessment Survey developed by N_HumaN regarding the psychosocial risks table⁹³ published by Cox et al. (2000). With the preliminary information form, the PSR-M consists of 124 questions. N_HumaN designed the preliminary information form, and it includes 39 items asked to determine the individual characteristics and working conditions of moto couriers. These items are classified into 4 sections like personal information/demographics (9 questions), work information (21 questions), health information (4 questions) and COVID-19 (5 questions). Therefore, the first phase of PSR-M included 80 items and was designed to identify the psychosocial risks experienced by moto couriers within work and the context of work. Well-being at work, which is the last part of the PSR-M, includes the cognitive processes (work engagement) sub-factor in addition to

Table 2: Survey Application

Nationality	Gender	Istanbul		Izmir		Total		Percentage (%)	
		Number of Person Interviewed	Number of Person Included in the Sampling	Number of Person Interviewed	Number of Person Included in the Sampling	Number of Person Interviewed	Number of Person Included in the Sampling	Number of Person Interviewed	Number of Person Included in the Sampling
Syrian	Male	19	19	19	19	38	38	23,7	25,3
	Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Turkish	Male	44	42	50	42	94	84	58,7	56,0
	Female	14	14	14	14	28	28	17,5	18,7
Total		77	75	83	75	160	150	100,0	100,0

Table 3: In-depth Interviews

Nationality	Gender	Istanbul		Izmir		Total		Percentage (%)	
		Number of Interviews	Number of Person Included in the Sampling	Number of Interviews	Number of Person Included in the Sampling	Number of Interviews	Number of Person Included in the Sampling	Percentage of Interviews	Percentage of Sampling Persons
Syrian	Male	3	3	2	2	5	5	22,7	25,0
	Female	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Turkish	Male	5	5	6	5	11	10	50,0	50,0
	Female	3	3	3	2	6	5	27,3	25,0
Total		11	11	11	9	22	20	100,0	100,0

Table 4: Key Institution Meetings

Row number	City	Institution
1	Ankara	All Anatolian Motorcycle Couriers Federation (Tüm Anadolu Motosikletli Kuryeler Federasyonu)
2	Istanbul	Paket Taxi
3	Istanbul	Istanbul Metropolitan Municipality Bağcılar Regional Employment Office (İstanbul Büyükşehir Belediyesi Bağcılar Bölgesel İstihdam Ofisi)
4	Istanbul	Istanbul Motorcycle Couriers Association (İstanbul Motosikletli Kuryeler Derneği)
5	Istanbul	Motorcycle Couriers Association Mecidiyekoy Branch (Motosikletli Kuryeler Derneği Mecidiyeköy Şubesi)
6	Istanbul	Motorcycle Couriers Association Esenyurt Branch (Motosikletli Kuryeler Derneği Esenyurt Şubesi)
7	Istanbul	Turkey Motorcycle Platform (Türkiye Motosiklet Platformu)
8	Izmir	Izmir Motorcycle Couriers Association (İzmir Motosikletli Kuryeler Derneği)
9	Izmir	Izmir Motorcycle Couriers Association Alsancak Branch (İzmir Motosikletli Kuryeler Derneği Alsancak Şubesi)
10	Izmir	Izmir Motorcycle Couriers Association Konak Branch (İzmir Motosikletli Kuryeler Derneği Konak Şubesi)

Figure 1: Moto Courier Actor Network Map

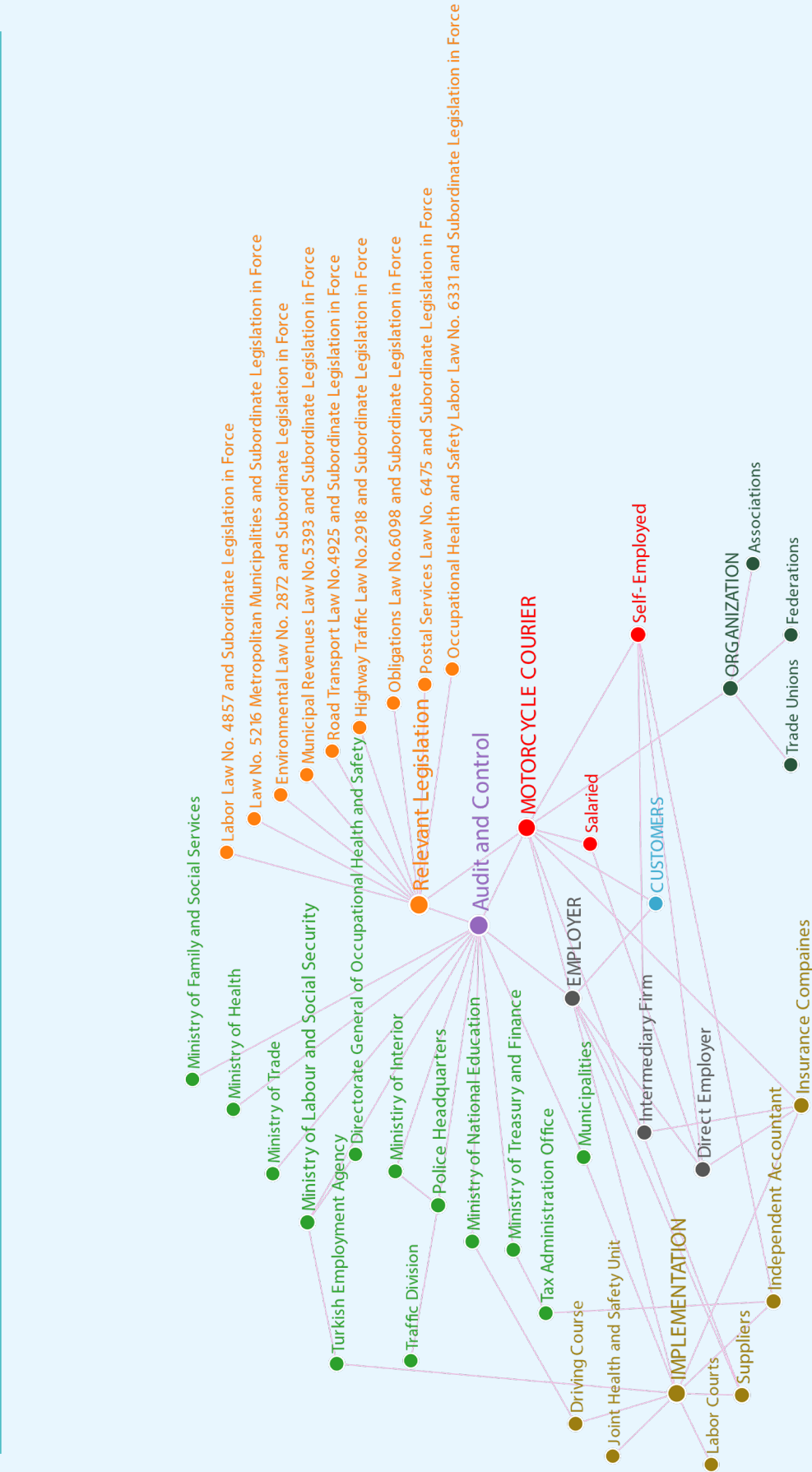


Table 5: General Demographic Distrubution**Face-to-Face Survey Application**

Natioanlity	Gender	Istanbul	Izmir	Total	Percentage(%)
		The Number of Participant	The Number of Participant	The Number of Participant	
Syrian	Male	19	19	38	25,3
Turkish	Male	42	42	84	56,0
	Female	14	14	28	18,7
Total		75	75	150	100,0

In-depth Interviews

Natioanlity	Gender	Istanbul	Izmir	Total	Percentage(%)
		The Number of Participant	The Number of Participant	The Number of Participant	
Syrian	Male	3	2	5	25,0
Turkish	Male	5	5	10	50,0
	Female	3	2	5	25,0
Total		11	9	20	100,0

the negative and positive affect in the general well-being measurement tools. The well-being at work section consists of 23 items. There are 7 items for each effect sub-factors and 9 items for the cognitive processes and work engagement sub-factors. While performing the psychosocial risk assessment, the assessment is made based on the general well-being score. Each question in the PSR-M is measured on a 5-point Likert scale.

Psychosocial Risk Evaluation In-Depth Interview Form for the Employees in the Delivery Industry with a Focus on Motor Couriers: In-depth Interview Form with 22 questions was used within the scope of the qualitative research method. With the questions in the form, the working conditions, workflow, life outside of work, the challenges they face in working life and during the COVID-19 period, and the strategies to cope with these challenges, and finally, the effects of the COVID-19 period on their working life are investigated.

► 1.4. Data Collection Strategy

Within the scope of the study, a pilot study was conducted with 10 moto couriers before the data collection. Thus, the moto couriers could evaluate the questionnaires, determine their deficiencies, and design a user-friendly structure for the participants who filled out the questionnaire. In line with the feedback given, the version of the questionnaire used in the study was developed. After this stage, the orientation training prepared for the researchers started. The orientation training aims to inform the researchers about the theoretical background and application of the survey. This scope, orientation training includes the input of the data they obtained and the numerical values of the items, as well as to underline the authorities and responsibilities of the researchers about the field directions, field rules, and the functioning of the field. In this context, the orientation program was designed under two main headings: survey orientation and field orientation.

The study's quantitative data were obtained by the questionnaire technique, and the in-depth interview technique obtained the qualitative data. Quantitative data interviews lasted an average of 30 minutes. Qualitative data interviews are between 45 minutes and 1 hour on average. A translator was also found in the interviews of the Syrian participants, and the interviews were conducted with consecutive interpreting. Within the scope of research ethics, personal information that would reveal the identity of the participants was not questioned to ensure the anonymity of the participants in the study. Therefore, only the form number (form ID) was used in the surveys to prevent the identity of the participants from being revealed in the reporting of the findings.

Data type, city, gender, nationality, employment status and organisation/enterprise size distribution were considered in data collection planning. According to this planning, the gender, nationality, employment status and organisation/enterprise size distribution that the researchers should provide in the data they collected were determined. In addition, the study was planned to be implemented in two provinces, Izmir and Istanbul.

When the data collection process in Izmir was completed, the study continued in Istanbul. The data's representation of gender, nationality and organisation/enterprise size is equal in the two provinces, and locked files were used to secure the data. The data is entered into the system daily in case of loss.

To prevent bias during the analysis and reporting phase, the people who collect, analyse, and interpret the data are assigned separate tasks. Thus, threats to the internal validity of the research and researcher bias were minimised, while the anonymity and confidentiality of the participants were protected by this method.

► 1.5. Limitations and Solutions for Limitations

The study was carried out by considering time, human resources and budget plans.

The moto couriers' working styles and physical

mobility brought various difficulties. The data collection applications were often interrupted due to the workflow of moto couriers. Unique plans have been made for the workflow of the moto couriers to minimise these interruptions. These plans included various changes depending on the provinces. The fact that moto couriers are working in a much larger area in Istanbul has led to more flexible and variable plans in terms of access. The data collection was generally held between 07.30-12.00/15.00-17.00/20.00-23.00 when the moto couriers were the least busy. Thus, data losses caused by the inability to complete the interview are minimised, and time losses are prevented. The "environment" posed a significant challenge in the meetings with the moto couriers in data collection. The lack of rest and break areas in the workplace caused the researchers to have difficulties in the meeting environment.^{xv} Meetings for data collection were held with most motor couriers away from their workplace where moto couriers can express themselves easily.

It has made the preservation of the data collected while working with moto couriers, a profession with high mobility, a crucial consideration. Therefore, specific procedures have been established to transport the collected data to prevent possible data loss, and daily data entries have been made.

Another limitation encountered in the study was the questions to be asked to the Syrian participants. In the study, especially questions such as work permits and residence permits were not included because it was thought that Syrians might have concerns that they might have legal problems. Therefore, participation in the research would decrease, and it would affect the objectivity of the answers. This situation has led to the inability to investigate in every aspect how the Syrian motor courier affects their working conditions and social security. However, since this issue is essential for research, it was examined through in-depth interviews and key institution meetings and included in the evaluation and recommendations.

XV For detailed information on moto couriers' welfare facilities and resting areas, see page 49.

Another limitation for the Syrian participants in the study is the accessibility of Syrian participants. Syrian moto couriers live in relatively isolated areas in certain regions compared to the general population and predominantly work in specific neighbourhoods. For this reason, a particular field study was carried out to determine the places where Syrian moto couriers work intensively. Therefore, the interviews were carried out after the regions where the Syrian motor couriers worked were determined. These regions were determined as Esenyurt in Istanbul and Basmane and Buca districts in Izmir. In addition, it has been observed that Syrian moto couriers tended to approach the study hesitantly. They tend to hide their work since they are indecisive about the problems, requiring a work permit and motorcycle courier service.^{XVI} To solve the trust problem, the study was explained in detail in the presence of an interpreter, and after all the hesitations were resolved, the research was applied. Another limitation is the language problem. Applying research measurement tools requires Turkish listening and speaking skills beyond the language used in daily life. For this reason, 3 Arabic-speaking interpreters were included in the study. In this way, language-related problems that may occur during the research are minimised. The female motorcycle couriers from Syria were planned to be included in the research sample. However, they could not be included in the sample since there were no female moto couriers from Syria in Izmir. They were too few in Istanbul, and they did not want to participate in the study. The Syrian female motorcycle courier sample was added to the Syrian male motorcycle courier sample.^{XVII}

Another limitation of the study is that the study was conducted under COVID-19 conditions. Due to the COVID-19 pandemic, protecting the health of researchers and participants was among the priority issues. For this reason, the number of samples was limited before the research. However, before the study, hygiene kits were distributed to the participants, the use of masks was encouraged, and the data collection interviews were not closed as much as possible.

Thus, the possibility of contamination has been tried to be minimised.

Depending on the fact that the questions did not fully reflect the participant's situation in the survey study or added to the question, various notes were taken by the researchers on the forms, and these notes were evaluated as additional data when necessary.

XVI For detailed information on the Syrian participants' work permit and the necessary documents for the profession, see page 54.

XVII For the general demographic distribution of the research participants, see Table 5 on page 38.



Findings

chapter 2

► 2.1. Key Demographic Findings

In this section, the individual characteristics of the moto couriers were examined with the information obtained from the preliminary information form applied to 150 moto couriers and in-depth interviews with 20 moto couriers, and the findings were compared according to gender and nationality.

Based on the results obtained, 150 motorcycle couriers, 18,7 per cent Turkish female and 81,3 per cent male, participated in the research. Therefore, 25,34 per cent of the total moto couriers are Syrian moto couriers under temporary protection status. The study was carried out in two provinces, and an equal number of (75 each) moto couriers were interviewed from Izmir and Istanbul. The distribution of the moto couriers in the study by gender, nationality, and province is as shown in **Table 6**.

The age of the participants ranged from 15 to 59, with an average age of 29,05. The average age of female moto couriers from Turkey is 29,93, and the average age of male moto couriers is 28,99. Examining the marital status of the participants, single moto couriers predominate (59,3 per cent).

When the participants are analysed in terms of education level, it is seen that 53,6 per cent of the Turkish moto couriers are high school graduates, 25,9 per cent are university graduates, and 25,5 per cent are primary school-secondary school graduates. Furthermore, it is seen that 60,7 per cent of female moto couriers from Turkey are high school graduates, 21,4 per cent are primary and secondary school graduates, and 17,9 per cent are university graduates. When the educational level distribution of the Syrian moto couriers is analysed, it is seen that 39,5 per cent of them are primary school-secondary school graduates, 36,8 per cent are high school graduates, 15,8 per cent are university graduates, 2,6 per cent have completed their doctorate, 2,6 per cent are only literate.

There are 11 participants among the Syrian moto couriers who immigrated to Turkey before the age of 18 participating in the

research, and all of these 11 participants started to become moto couriers at a young age (under 18 years old).

The general distribution of the educational status of the participants by gender and nationality is given in **Table 7**.

► 2.2. General Working Conditions and Order of Motorcycle Couriers

In the research, the employment status of moto couriers is examined in two categories: as salaried/wage and as self-employed. While 46,7 per cent of the moto couriers work as self-employed, 53,3 per cent of them work as salaried. When the employment status is analysed by gender; It is seen that 71,43 per cent of female moto couriers from Turkey work as self-employed and 28,6 per cent work as salaried; and 41 per cent of male moto couriers work as self-employed and 59 per cent work as salaried. 60,76 per cent of the moto couriers working as salaried moto couriers work in large-scale enterprises, while 79,31 per cent of Syrian moto couriers work in small-scale enterprises. In addition, the majority of workplaces of moto couriers are establishments that sell market and restaurant products (84 per cent).

When the social security of the moto couriers participating in the research is examined, it is seen that 25,3 per cent of the participants are subject to only 4A insurance registration, and 34 per cent are subject to only 4B insurance registration. However, 12 per cent of the moto couriers are covered by both 4A and 4B insurance types, while 6,7 per cent use 4A and private insurances together, 2 per cent use 4B and collateral assurance together. 20 per cent of the participants work without any social security. When their employment status analyses social security, 70 per cent of those working as self-employed have only 4B insurance, and 30 per cent have at least one collateral assurance in addition to 4B insurance. 47,5 per cent of those working as salaried moto couriers have only 4A insurance, and 12,5 per cent have at least one collateral

assurance in addition to the 4A insurance. 37,5 per cent of those working as salaried moto couriers do not have any social security. In addition to that 2,5 per cent of them have only 4B insurance. When this situation is evaluated by gender and nationality, 7,1 per cent of female moto couriers from Turkey, 68,4 per cent of male moto couriers from Syria, and 2,4 per cent of male moto couriers from Turkey work without any social security.

When the monthly income average and distribution of the moto couriers are examined, it is seen that the monthly income average is 5.117

TRY. When the employment status examines this situation, the average monthly income of the self-employed moto couriers is 6.273 TRY, while the average monthly income of the salaried moto couriers is 4.106 TRY. While the average monthly income of the Turkish moto couriers is 5.786 TRY, the average monthly income of the Syrian moto couriers is 3.144 TRY. When the monthly income averages of male and female moto couriers from Turkey are compared, the average monthly income of male moto couriers is 5.889 TRY, while the average monthly income of female moto couriers from Turkey is 5.478 TRY. The income

Table 6: Distribution by Nationality, Gender and Provinces

Nationality	Gender	Istanbul	Izmir	Total
Turkish	Male	42	42	84
	Female	14	14	28
Syrian	Male	19	19	38
	Female	NA	NA	NA
Total		75	75	150

Table 7: General Distribution of Educational Status by Gender and Nationality

Nationality	Gender	Level of Education	Number of Person	Percentage (%)
Turkish	Female	ISCED level 2	6	21,4
		ISCED level 3	17	60,7
		ISCED level 6	5	17,9
		Total	28	100
Turkish	Male	ISCED level 2	17	20,2
		ISCED level 3	43	51,2
		ISCED level 6	24	28,6
		Total	84	100
Syrian	Male	ISCED level 0	1	2,6
		ISCED level 1	1	2,6
		ISCED level 2	15	39,5
		ISCED level 3	14	36,8
		ISCED level 6	6	15,8
		ISCED level 8	1	2,6
		Total	38	100

Table 8: Comparison of Monthly Income by Gender and Employment Status

Monthly Income (TRY)				750-1.500 TRY	1.501-3.000 TRY	3.001-5.000 TRY	5.001-8.000 TRY	8.001+	Total
Female	Employment Status	Self Emp-loyed	Number of person	0	1	6	11	2	20
			Percentage	0,0	5,0	30,0	55,0	10,0	100,0
		Salaried	Number of person	0	3	5	0	0	8
			Percentage	0,0	37,5	62,5	0,0	0,0	100,0
	Total		Number of person	0	4	11	11	2	28
			Percentage	0,0	14,3	39,3	39,3	7,1	100,0
Male	Employment Status	Self-Emp-loyed	Number of person	0	7	12	22	9	50
			Percentage	0,0	14,0	24,0	44,0	18,0	100,0
		Salaried	Number of person	4	19	35	13	1	72
			Percentage	5,6	26,4	48,6	18,1	1,4	100,0
	Total		Number of person	4	26	47	35	10	122
			Percentage	3,3	21,3	38,5	28,7	8,2	100,0
All of them	Employment Status	Self-Emp-loyed	Number of person	0	8	18	33	11	70
			Percentage	0,0	11,4	25,7	47,1	15,7	100,0
		Salaried	Number of person	4	22	40	13	1	80
			Percentage	5,0	27,5	50,0	16,3	1,3	100,0
	Total		Number of person	4	30	58	46	12	150
			Percentage	2,7	20,0	38,7	30,7	8,0	100,0

distribution of moto couriers by gender and employment status is given in **Table 8**.

38,7 per cent of the moto couriers participating in the research have a monthly income between 3.001 and 5.000 TRY, 30,7 per cent have a monthly income between 5.001 and 8.000 TRY, 20 per cent have a monthly income between 1.501 and 3.000 TRY, and 2.7 per cent have a monthly income of between 750 and 1.500 TRY.

8 per cent of the participants receive 8.001 TRY and more income, and all of the participants with 8.001 TRY income are Turkish moto couriers. When we examine the income distribution of the Syrian moto couriers, it is seen that the majority

(57,9 per cent) earn an income in the range of 1.501-3,000 TRY. In addition, all of the participants whose income range is between 750-1,500 TRY are Syrian moto couriers working unregistered (without social security). When the working styles of these moto couriers are examined, 2 of them work full-time, 1 part-time, and 1 hourly courier. The income distributions of the moto couriers according to their nationality and employment status are given in **Table 9**.

When we examine the working years of moto couriers in the profession, It is seen that 45,3 per cent of them are from 1 year to 3 years (starting to work with the pandemic), 18,7 per cent from 3 years to 5 years, 22 per cent from 5 years to 10

Table 9: Comparison of Monthly Income by Nationality and Employment Status

Monthly Income (TRY)				750-1.500 TRY	1.501-3.000 TRY	3.001-5.000 TRY	5.001-8.000 TRY	8.001+	Total
Turkish	Employment Status	Self Emplo-yed	Number of person	0	1	17	32	11	61
			Percentage	0,0	1,6	27,9	52,5	18,0	100,0
		Salaried	Number of person	0	7	33	10	1	51
			Percentage	0,0	13,7	64,7	19,6	2,0	100,0
	Total		Number of person	0	8	50	42	12	112
			Percentage	0,0	7,1	44,6	37,5	10,7	100,0
Syrian	Employment Status	Self-Emplo-yed	Number of person	0	7	1	1	0	9
			Percentage	0,0	77,8	11,1	11,1	0,0	100,0
		Salaried	Number of person	4	15	7	3	0	29
			Percentage	13,8	51,7	24,1	10,3	0,0	100,0
	Total		Number of person	4	22	8	4	0	38
			Percentage	10,5	57,9	21,1	10,5	0,0	100,0

Table 10: Distribution of Time Spent in the Motor Courier Profession by Gender and Nationality

Time (Year)			1 to 3 years	3 to 5 years	5 to 10 years	10 years and above	Total
Female	Turkish	Number of person	21	2	2	3	28
		Percentage	75,0	7,1	7,1	10,7	100,0
	Total	Number of person	21	2	2	3	28
		Percentage	75,0	7,1	7,1	10,7	100,0
Male	Turkish	Number of person	22	19	25	18	84
		Percentage	26,2	22,6	29,8	21,4	100,0
	Syrian	Number of person	25	7	6	0	38
		Percentage	65,8	18,4	15,8	0,0	100,0
	Total	Number of person	47	26	31	18	122
		Percentage	38,5	21,3	25,4	14,8	100,0

years, and 14 per cent working as a moto courier for 10 or more years. This situation does not differ according to gender and nationality. The distribution of the working years of the moto couriers by gender and nationality is as shown in **Table 10**.

When examining the documents and conditions required to become a moto courier, it is seen that there is no specific standard. No documents were requested from the moto courier with a rate of 26,1 per cent. It is seen that the most common documents requested are motorcycle driving license with 48,6 per cent, criminal record with 38 per cent, health report with 33,3 per cent, and proof of residence with 18 per cent. The knowledge and experiences are generally based on verbal statements of moto courier.

21,3 per cent of the moto couriers participating in the research reported that they did not have a motorcycle driving license. While this rate is 7,1 per cent among moto couriers from Turkey, it is 63,2 per cent among moto couriers from Syria. 78,5 per cent of Syrian moto couriers in the Izmir province, who do not have a motorcycle driving license, use electric bicycles for delivery. Such a situation has not been observed in Istanbul. While the rate of those who do not have a motorcycle driving license is 10,7 per cent among female moto couriers from Turkey, this rate is 6 per cent for male moto couriers from Turkey. When examined by gender, this ratio is similar for male and female participants. (42,9 per cent female moto courier from Turkey; 40,2 per cent male). Additionally, 67,2 per cent of the motor couriers who had their motorcycle for work are self-employed.

In the study, the working hours, which are considered within the scope of the working systems of the moto couriers, were examined within 3 categories. These are fixed working hours, fixed shifts, and variable shifts. Fixed working hours are the working days of moto couriers starting at a particular time and ending at a specific time. Motorcouriers classified in this category are not included in any shift system. A fixed shift system means working in one of the existing shifts without making any changes, but there is a possibility that the courier will change shifts for a specific reason. On the other hand, the variable shift system is the planned or unplanned

shift of the moto courier between the existing shifts in the workplace or working at different times of the day as a shift. When the results are examined according to these categories, it is seen that 50 per cent of the moto couriers have fixed working hours, 14,7 per cent work in fixed shifts and 31,3 per cent work in variable shifts/watch. Details are in **Table 11**. When this situation is analysed based on the employment status, 64 per cent of the moto couriers with fixed working hours work as salaried, while 59,6 per cent of the moto couriers working with the variable shift system work as self-employed.

► 2.3. Psychosocial Risks in the Focus of Motorcycle Couriers

2.3.1. Psychosocial Risk Factors Caused by Content of Work of Motorcycle Couriers in Turkey

This section includes the evaluation of the findings obtained from the surveys (150 people) and in-depth interviews (20 people) conducted to understand the psychosocial risks arising from the content of work in which the moto couriers imperil. In this context, in the survey and in-depth interviews, questions were asked about the work environment and work equipment, physical safety, task design, workload, and work schedule. When the psychosocial risks of the working environments of the moto couriers participating in the research are examined, it is seen that 84 per cent of the moto couriers have challenges due to adverse weather conditions such as rain, extreme heat, and extreme cold. When this situation is analysed based on nationality and gender, the challenges arising from weather conditions are expressed similarly. 84,2 per cent of moto couriers from Syria and 89,3 per cent of female moto couriers from Turkey stated that they have difficulties working in adverse weather conditions such as rain, extreme heat, and extreme cold. It is seen at a rate of 82,2 per cent in male moto couriers. In the in-depth interviews, when the moto couriers were asked about the most challenging part of their job, this difficulty

Table 11: Distribution of Working Hours by Nationality and Gender

Gender	Nationality	Working Hour	Number of Person	Percentage(%)
Female	Turkish	Fixed Working Hours	10	35,7
		Fixed Shift System	5	17,9
		Variable Shift System/Watch	12	42,9
		Other	1	3,6
		Total	28	100,0
Male	Turkish	Fixed Working Hours	30	35,7
		Fixed Shift System	17	20,2
		Variable Shift System/Watch	34	40,5
		Other	3	3,6
		Total	84	100,0
	Syrian	Fixed Working Hours	35	92,1
		Variable Shift System/Watch	1	2,6
		Other	2	5,3
		Total	38	100,0

was frequently mentioned. 80 per cent of the participants stated “weather conditions” as the most challenging aspect of their job. A 27-year-old female participant from Turkey described the situation as follows:

“I once thought I was losing my mind when it rained. I stayed wet for 10 hours. I was cold and in the middle of the street. I was crying when it rained for a while. The raincoat leaks from the neck.”

In the in-depth interviews, a 30-year-old Syrian moto courier described the situation as follows:

“I have a hard time with the rain, not even in the cold. Clothes wear out in every way, and rain seeps into them.”

This situation indicates the availability of the equipment used by the moto couriers and the inadequacy of the existing equipment.^{XVIII} Another risk faced by moto couriers regarding the work environment has been determined

as traffic and road conditions. 72,7 per cent of the participants experience stress due to traffic and road conditions. When this situation is analysed by nationality, 71,4 per cent of Turkish moto couriers and 76,4 per cent of Syrian moto couriers experience stress due to traffic and road conditions. When examined by gender, 64,3 per cent of female moto couriers from Turkey stated that they experience stress due to traffic and road conditions. In the in-depth interviews, 14 moto couriers also mentioned traffic as the most challenging part of their job. During the interviews, a 30-year-old Syrian motor courier described the situation as follows;

“Cars do not count motorcycles as vehicles. They always blame us. Traffic and the risk of accidents are overwhelming us.”

When the resting area and welfare facilities in the working environment of moto couriers are examined, 77,3 per cent of the participants do not have a particular resting area, while 22,6 per cent have a specific resting area provided by the workplace. When the availability of resting areas

XVIII See Graphic 2 on page 52 for detailed information on the equipment owned by the moto couriers.

is compared by nationality, 24,1 per cent of moto couriers from Turkey and 18,4 per cent of moto couriers from Syria have a specific resting area. When this situation is analysed by gender, 34,2 per cent of female moto couriers from Turkey and 20,5 per cent of male moto couriers have a specific resting area provided by the workplace. In the in-depth interviews, while most participants mentioned the resting areas, they defined areas such as “outside on the wall, inside the storage area, on the motorcycle”. Within the scope of the research, when the relationship between the availability of resting areas and welfare facilities and the ergonomic risks they experience (including pain)^{XIX} and their physical vigour are examined, 61 per cent of the moto couriers who do not have a specific resting area reported that they feel physically tired while doing their job. In addition, a positive relationship was found between the moto courier’s lack of a sufficient resting area and welfare facilities and physical pain problems. 51,9 per cent of the participants who stated that they had pain problems also stated that they did not find the resting areas they had sufficient. This shows that the moto couriers who do not find the resting area sufficient experience more pain problems.

When the psychosocial risks regarding the protective equipment and technical equipment used by the moto couriers participating in the research were examined during the delivery, the moto couriers were asked what equipment they had. Moreover, in the analysis, it was determined that 52 per cent of the moto couriers had helmets. According to the Highway Traffic Regulation regulated by the Highway Traffic Law No: 2918, everyone who goes on the road with a motorcycle must have two mandatory equipment: a helmet and safety glasses (not mandatory if the helmet is with goggles).⁹⁴ In this context, the number of participants who work without a helmet, which is compulsory equipment among moto couriers, is 48 per cent. However, since moto couriers constantly work outdoors and in traffic and are directly affected by seasonal conditions, although it is not included in the law, the

equipment used in the profession is included in VQA Motorcycle Courier Occupational Standards, apart from the compulsory equipment.⁹⁵ When the complementary equipment of the driver, such as protective coats, protective trousers, boots, gloves, knee pads, and raincoats, was asked about to the participants, 23,3 per cent of the moto couriers have only a helmet, and 28,7 per cent have at least one more protective equipment together with a helmet. The summary distribution of the equipment is given in **Graphic 2**.

Considering the equipment distribution of the moto couriers participating in the research by nationality, 65,8 per cent of the Syrian moto couriers and 31,3 per cent of Turkish moto couriers do not have any protective equipment. The rate of moto couriers with helmets among participants from Syria is 34,2 per cent. When we examine the equipment distribution of the moto couriers by gender, 21,4 per cent of the female moto couriers from Turkey and 44,3 per cent of the male moto couriers do not have any protective equipment. Helmets and protective coats are the most frequently used protective equipment detected in female moto couriers from Turkey, with a rate of 35,7 per cent. When the findings are examined, It is seen that there is no standard for equipment. Based on this, no categorisation can be made for other equipment. This situation creates a problem in terms of occupational health and safety. In the in-depth interviews, moto couriers mentioned that the protective feature is insufficient even if the protective equipment is available. A 40-year-old male participant from Turkey expressed this situation with his words; “The helmets in use now protect us from punishment, not from accidents.”

When the ease of use of the technical equipment (Pos device, GPS, telephone, etc.) used by the moto couriers during the delivery was examined, 77,3 per cent of the participants stated that they had no difficulty using this equipment. It has been observed that Syrian moto couriers have an exceptional situation regarding the use of technical equipment. When asked about the use of technical equipment required for delivery, 42 per cent of Syrian moto couriers provided neutral/ indecisive answers about having difficulties using technical equipment. 85,7 per cent of the Turkish moto couriers have no difficulty in using this equipment. When

XIX According to the definition of OROSHA, ergonomic risk factors are workplace situations that force the employee physically and can cause wear and tear. These include repetitive work, incorrect posture, physically demanding tasks, fixed position, direct pressure, vibration, extreme temperature, noise, and work stress.

this situation is analysed by gender, there is no difference between female moto couriers from Turkey (78,5 per cent) and male (77,1 per cent) moto couriers. On the other hand, the average age of the moto couriers is 29.17, and 63,5 per cent of the participants are between the ages of 23-32, indicating that they are in the young age group. The fact that the moto couriers are in the young age range is considered a facilitating effect in the use of technical equipment. Studies show that as technology develops, the competencies of relatively younger workers in the new job market become a sought-after situation.⁹⁶ With the developing technology, the adaptation of young employees to work equipment is faster than those of older employees.⁹⁷

Examining the moto couriers access to technical support when they have a problem with both technical and protective equipment, it is found that 56 per cent of them stated that they have no difficulty in accessing technical support when they have a problem with the equipment. On the other hand, 50 per cent of Syrian moto couriers stated that they could not get technical support for such problems.

When the effect of using a motorcycle during the delivery period on moto couriers is examined, it is seen that 51,3 per cent of the participants experienced ergonomic problems (low back pain, posture problems, eye, and headaches) due to continuous motorcycle use. When this situation is analysed by gender, the results are similar. 57,1 per cent of female moto couriers and 50 per cent of male moto couriers from Turkey reported that they had these problems. When the ergonomic risks and pain problems are examined by nationality, it is seen that Syrian moto couriers are at less risk. While 54,7 per cent of Turkish moto couriers reported experiencing pain problems, this rate is 39,5 per cent for Syrian moto couriers. When the factors related to ergonomic risks were investigated within the scope of the research, it was found that the time spent in the profession, the resting area^{xx} and break conditions^{xxi} affect the ergonomic risks. It has been observed that moto couriers who have been working in the

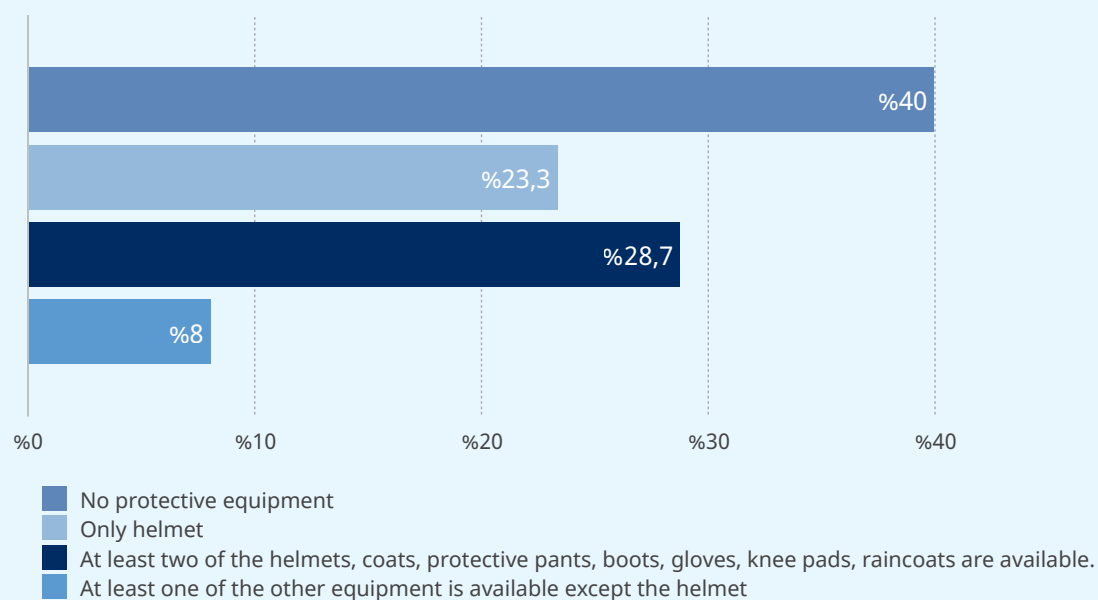
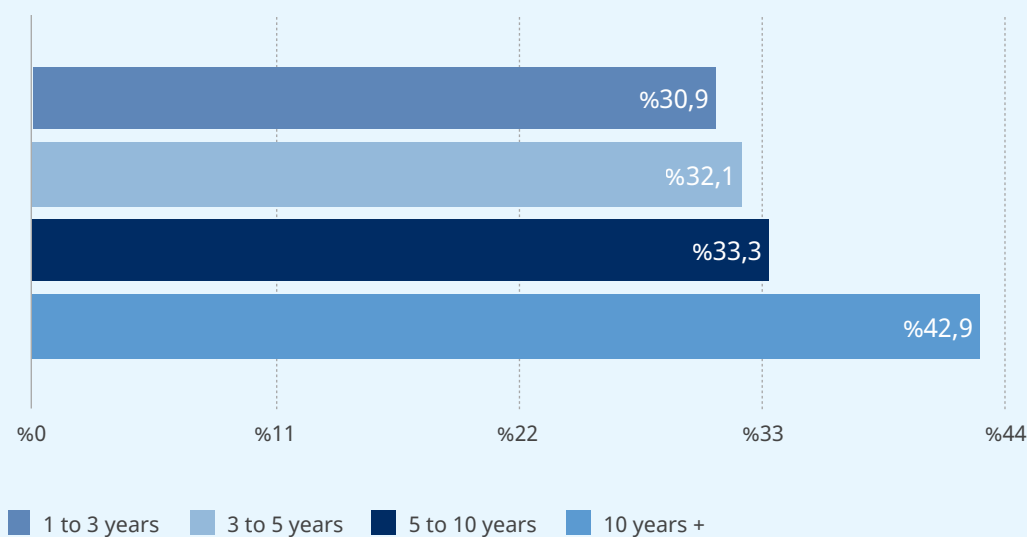
profession for a more extended period have more pain problems. 30,9 per cent of the participants who have been moto courier from 1 year to 3 years, 32,1 per cent of the participants who have been moto courier for 3 years to 5 years, 33,3 per cent of the participants who have been moto courier for 5 years to 10 years, 42,9 per cent of the participants who have been moto courier for 10 years or more reported that they had constant pain problems due to motorcycle use. The variation of pain and ergonomic problems of moto couriers based on working years is given in **Graphic 3**.

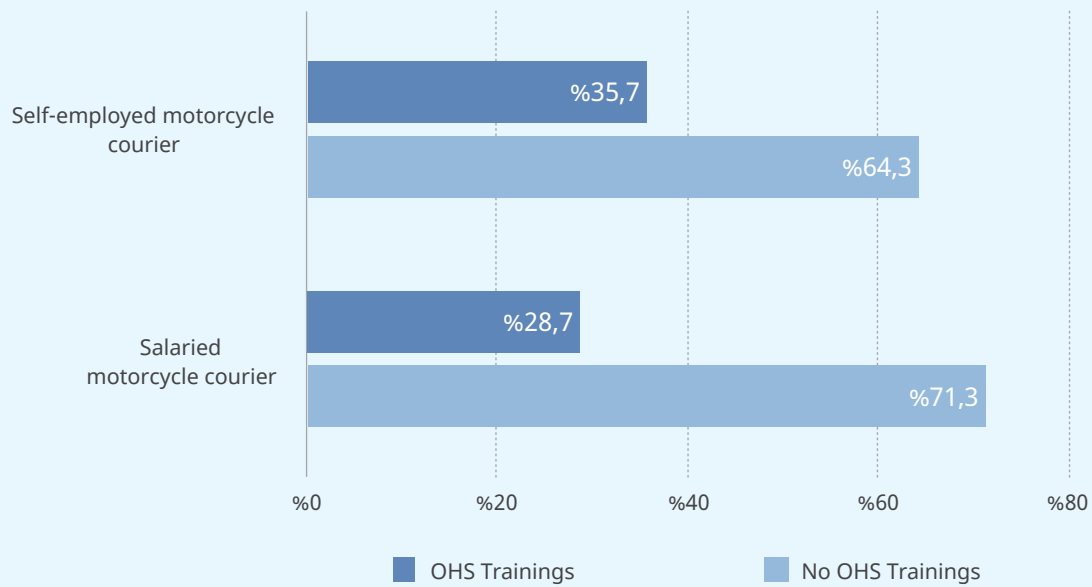
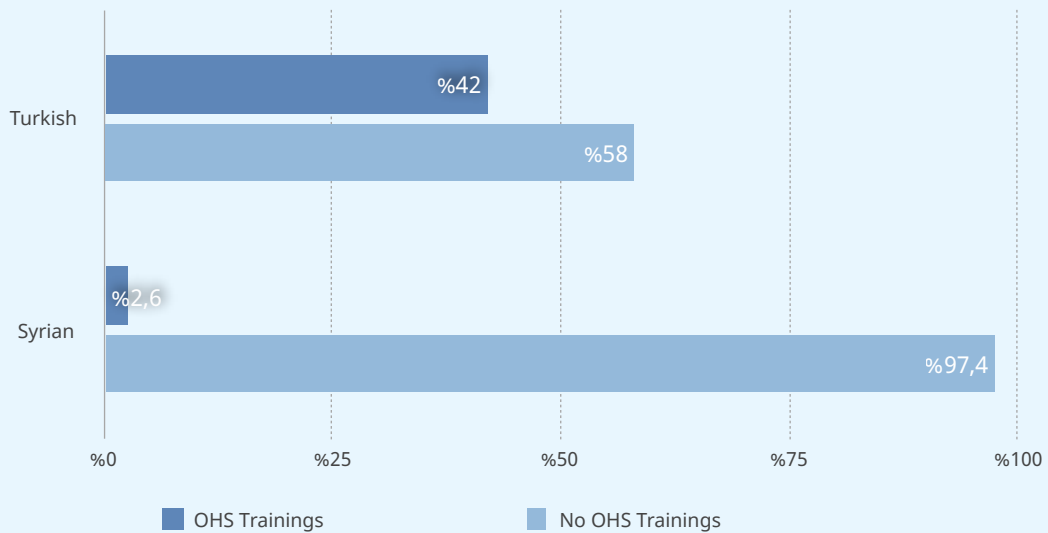
When the psychosocial risks regarding the physical safety and safety perceptions of the moto couriers participating in the research are examined, 83,4 per cent of the moto couriers found their job dangerous, while 93,3 per cent stated that they worked in a job with a high risk of occupational accidents. Additionally, 58,6 per cent of the participants frequently experience the worry of having a work-related road accident. When this situation is analysed by nationality, 76,1 per cent of Syrian moto couriers and 91,1 per cent of Turkish moto couriers found their job dangerous; 86,8 per cent of Syrian moto couriers and 95,6 per cent of Turkish moto couriers stated that they worked in a job with a high risk of occupational accidents. While 55,3 per cent of the Syrian moto courier stated that they did not worry about having work-related road accidents while working, 65,2 per cent of Turkish moto couriers stated that they were frequently worried about having occupational accidents while working. When this situation is analysed by gender, 92,8 per cent of female moto couriers from Turkey and 86,1 per cent of male moto couriers found their job dangerous; 92,9 per cent of female moto couriers from Turkey, and 93,4 per cent of male moto couriers regarded motorcycle courier as a job with a high risk of occupational accidents. 79,5 per cent of the participants worried about having occupational accidents are moto couriers working without social security.

When we examined the rate of occupational accidents of moto couriers, it was seen that 59,3 per cent of them had work-related road accidents. When the occupational accident rates are analysed by nationality, 55,3 per cent of the Syrian moto couriers and 60,7 per cent of the Turkish moto couriers had work-related road

XX For detailed information on the welfare facilities and resting areas of motocouriers, see page 49.

XXI For detailed information about the break times of motocouriers, see page 60.

Graphic 2: Summary Percentage Distribution of Equipment Provided by the Workplace**Graphic 3: The Variation of Pain and Ergonomic Problems of Moto Couriers Based on Working Years**

Graphic 4: Percentage Distribution of OHS Trainings by Employment Status**Graphic 5: Percentage Distribution of OHS Trainings by Nationality**

accidents. This rate is 60,7 per cent for female moto couriers from Turkey and 59,9 per cent for male motor couriers. 37,1 per cent of the motorcycle couriers who participated in the study and had work-related road accidents were from 1 year to 3 years, 19,1 per cent from 3 years to 5 years, 27 per cent from 5 to 10 years, 16,9 per cent from 10 years and 10 per cent. He has been a motorcycle courier for a long time. Another factor associated with the risk of occupational accidents is OHS practices. 68 per cent of the moto couriers included in the research have not received OHS training at the place where they work. It has been observed that 65,1 per cent of the moto couriers who had a previous occupational accident did not receive OHS training. The effect of OHS training on occupational accidents is supported by previous studies.⁹⁸ When their employment status examines the OHS training of the participants, 64,3 per cent of the moto couriers working as self-employed and 71,3 per cent of the moto couriers working as salaried have not received any OHS training. When this situation is analysed by nationality, 58 per cent of Turkish moto couriers and 97,4 per cent of Syrian moto couriers have not received any OHS training. The distribution of OHS training by employment status is given in **Graphic 4**, and the distribution by nationality is given in **Graphic 5**.

When the emergency plans and post-accident processes of the moto couriers workplace are examined, 62,7 per cent of the moto couriers stated that their workplace does not have any plans, and 13,3 per cent are not aware of whether their workplace has a plan or not. However, there is no significant difference by gender. In addition to that, only 5,3 per cent of Syrian motor couriers workplaces have a plan for emergencies and road-related work accidents. Plans for emergencies and occupational accidents are given in **Graphic 6**.

80 per cent of the participants in the in-depth interviews had work-related road accidents. 50 per cent of these accidents result without injury, 25 per cent are accidents result in minor injuries, and 25 per cent are accidents result in severe injuries. When the processes during and after the work accident are examined, it is seen that 56,2 per cent of the moto couriers continue to work, and no report is kept. Furthermore, 12,5 per cent mentioned that they cover all the necessary

expenses, while 31,3 per cent mentioned the other party covers the expenses. However, the couriers who had severe injuries also mentioned taking paid leave in the next period. In the in-depth interviews, the Syrian motor couriers (2 people) who did not have any occupational accident before mentioned that they do not go for delivery to long distances and places with traffic due to not having a motorcycle driving license. It was determined that none of the Syrian participants (3 people) who had occupational accidents did not keep a record and did not apply for other legal actions. It has been observed that Syrian moto couriers try not to be involved in legal processes, especially since they do not have work permits. In the in-depth interviews, a 23-year-old Syrian male moto courier described the post-accident process as follows:

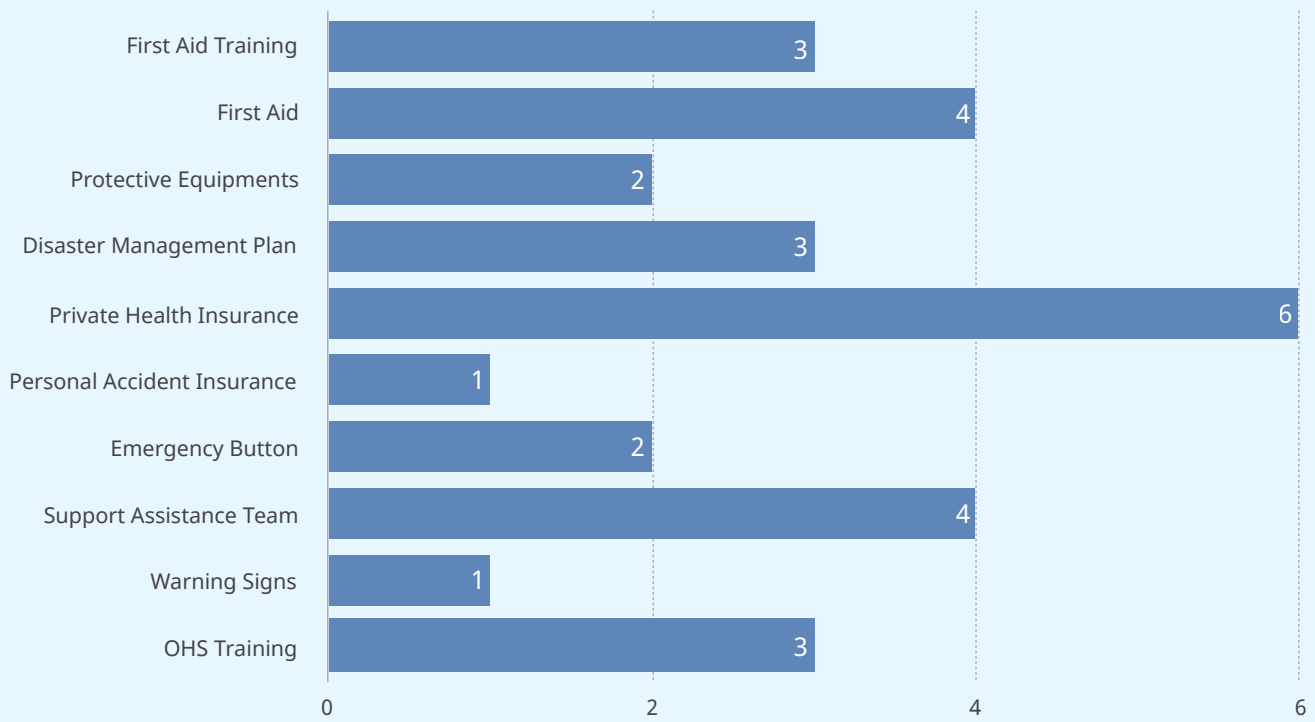
"I had an accident twice. In one of them, my mirror was broken. In the other one, someone crashed me. I met halfway through it because I didn't have a work permit. Since I don't have a work permit, I can't get a report. So I would be the one who gets the penalty."

A 30-year-old Syrian male moto courier described the post-accident process as follows:

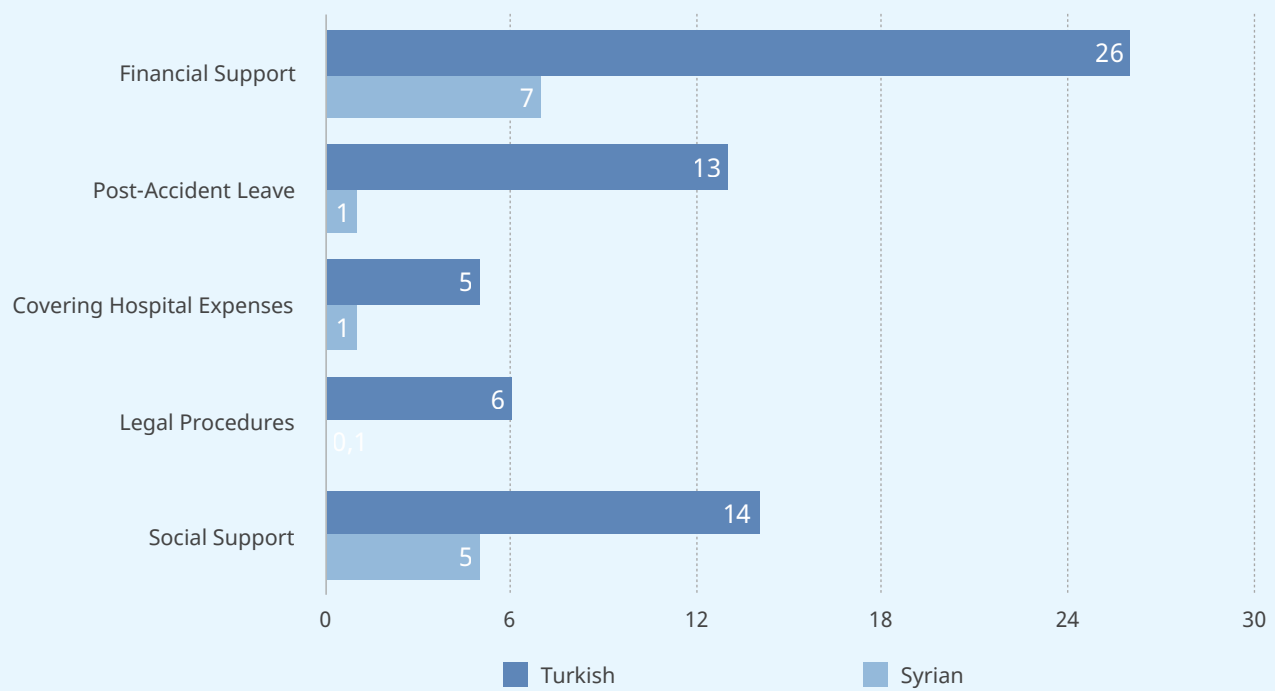
"I crashed the car which came from the side. I did not have a work permit, So we compromised. Normally one should not trust anyone and call the police. After the accident, the employer came, and if the police came, he would pretend that he was driving the motorcycle and that he had caused the accident."

When the support given to the moto couriers after the road-related work accident is examined, only 37,4 per cent of the participants stated that their workplace provides the necessary support for them after the accident. When this situation is analysed by nationality, post-accident support is provided to 22,7 per cent of Syrian moto couriers and 42 per cent of Turkish moto couriers. When this situation is analysed by gender, 50 per cent of female moto couriers from Turkey and 34,5 per cent of male moto couriers are provided with post-accident support. These supports include financial support (f:33), social support (f:19), post-accident leave (f:14), hospital expenses (f:6) and support for legal procedures (f:6). As an example of the post-accident social support from the manager, a participant said, "When I had an accident, I lost consciousness. They came

Graphic 6: Frequency Distribution of Plans for Emergency and Occupational Accidents



Graphic 7: Frequency Distribution of Post-Accident Supports by Nationality



by ambulance. My supervisors were always there for me until I regained my senses. They provide moral support.” Post-accident supports are given in **Graphic 7**.

When the psychosocial risks related to the task design^{XXII} of the moto couriers are examined, 74,7 per cent of the moto couriers stated that they have tasks performed in the same order at the same time every day. However, when this situation is analysed by nationality and gender, 76 per cent of Syrian moto couriers, 77,7 per cent of Turkish moto couriers find their tasks repetitive. In comparison, 74 per cent of female moto couriers from Turkey, and 74,6 per cent of male moto couriers define their duties as repetitive duties. In the in-depth interviews, 85 per cent of the participants stated that they have repetitive task routines. While describing this routine of the task, the moto couriers stated as “arriving at the warehouse, starting work, making deliveries”:

“Operation begins. That is how it ends when you are constantly commuting and delivering packages.”

Since most moto couriers have non-various and repetitive tasks during their work, they also perceive the tasks they perform as monotonous tasks. For example, among the moto couriers participating in the research, 82,3 per cent of those who felt reluctant to do their job stated that their duties at work were repetitive.

However, 90 per cent of the moto couriers stated that there are tasks on the job that requires constant attention. When the effect of the situation on the moto couriers is examined, there is a positive correlation between the tasks that require attention and the moto couriers feeling mentally tired. 92 per cent of moto couriers who feel mentally tired describe their tasks as tasks that require attention. This situation does not differ by gender and nationality.

When the using professional qualifications and

performance dimension^{XXIII} is examined, 46 per cent of the moto couriers think their duties enhance them. While this situation does not differ by nationality, it differs significantly by gender. 64,3 per cent of female moto couriers from Turkey and 41,8 per cent of male moto couriers think their job enhances them.

When the perceived value of the job is examined, 50,7 per cent of the moto couriers think that the work they do has value. This situation does not differ by nationality. However, when the perceived value of the job is analysed by gender, it is seen that 64,3 per cent of female moto couriers from Turkey and 47,6 per cent of male moto couriers find the job as valuable.

The perceived value of the job is examined by the working years of the participants’ in the delivery sector. Based on the results, It was observed 32,4 per cent of the participants who have been moto courier from 1 year to 3 years, 49 per cent of the participants who have been moto courier from 3 years to 5 years, 42,4 per cent of the participants who have been moto courier from 5 years to 10 years, and 23,4 per cent of the participants who have been moto courier for 10 or more years did not find their job as valuable. However, in the in-depth interviews, moto couriers stated that they “delivered service” while everyone was at home, especially during the COVID-19 period, and that everyone “needed” the couriers, therefore they found their job valuable. On the other hand, they emphasized that their job has become worthless because of the customer’s behaviour. One of the moto couriers expressed the situation by the following sentence:

“People trivialise it, they shout us when the order is late.”

When the psychosocial risks related to the workload are examined; While 60,7 per cent of the moto couriers stated that they needed to work extra due to their workload, only 33,3 per cent of these participants stated that their workload was too much. When this situation is

XXII Task design is evaluated under the main dimension of the content of work within the psychosocial risk framework. Repetitive and monotonous work, tasks below people’s potential, and other sources of stress associated with task design are generally manifested as “boredom/weariness” in employees. Accordingly, anxiety and depression can be seen as directly

XXIII The sub-dimension of the task design, the use of professional qualifications and performance, is related to the perception of the job/task as worthless by the employee, the position or job that does not allow the person to use his/her skills adequately, and the tasks not designed to contribute to the development of the employee.

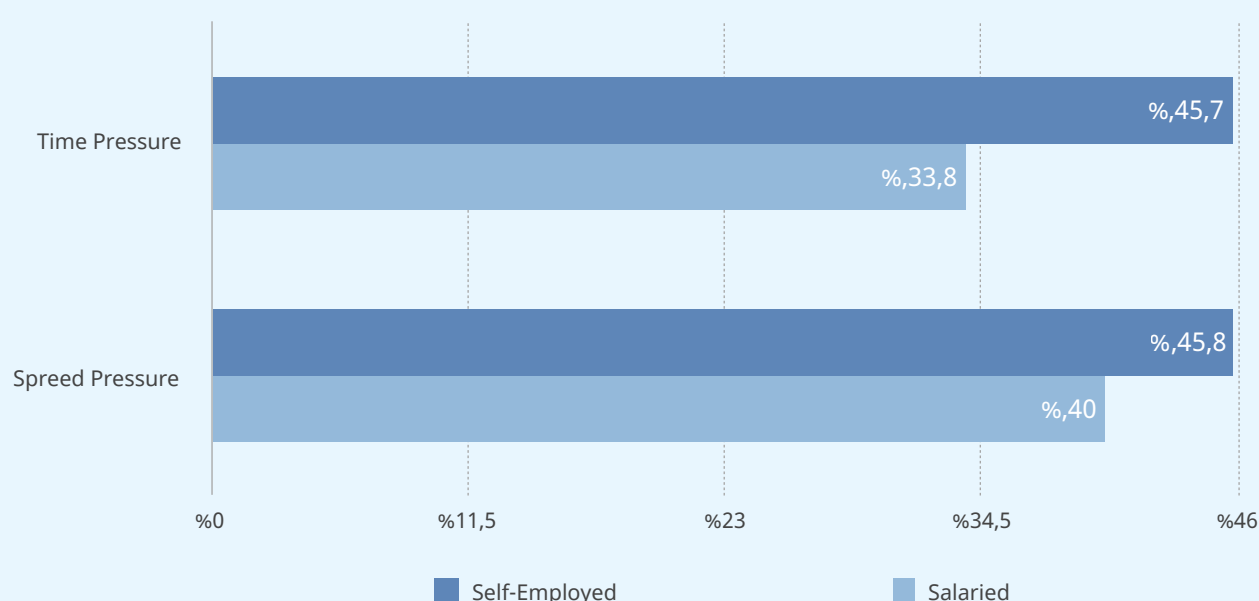
analysed by nationality, 52,6 per cent of Syrian moto couriers and 63,4 per cent of Turkish moto couriers said that they need to work overtime due to workload. 26,3 per cent of Syrian moto couriers and 35,8 per cent of Turkish moto couriers describe their workload as excessive. When this situation is analysed by gender, 50 per cent of female moto couriers from Turkey and 63,1 per cent of male moto couriers stated that they need to work overtime due to workload. 21,4 per cent of female moto couriers from Turkey and 36 per cent of male moto couriers describe their workload as excessive. However, the most frequently mentioned problem regarding the workload in moto couriers is not related to the quantity of the workload, but to the quality. 78 per cent of the moto couriers stated that while they work, they work very hard sometimes and are idle at other times. When the workload imbalance is analysed by nationality, 81,6 per cent of Syrian moto couriers and 76,8 per cent of Turkish moto couriers are idle for some hours or days, while other hours/days are very busy. When this situation is analysed by gender, 78,6 per cent of female moto couriers from Turkey and 77,9 per cent of male moto couriers are idle for some hours or days, while other hours/days work very hard. In the in-depth interviews, 50 per cent of the moto couriers said that evening hours are more intense than other periods of the day.

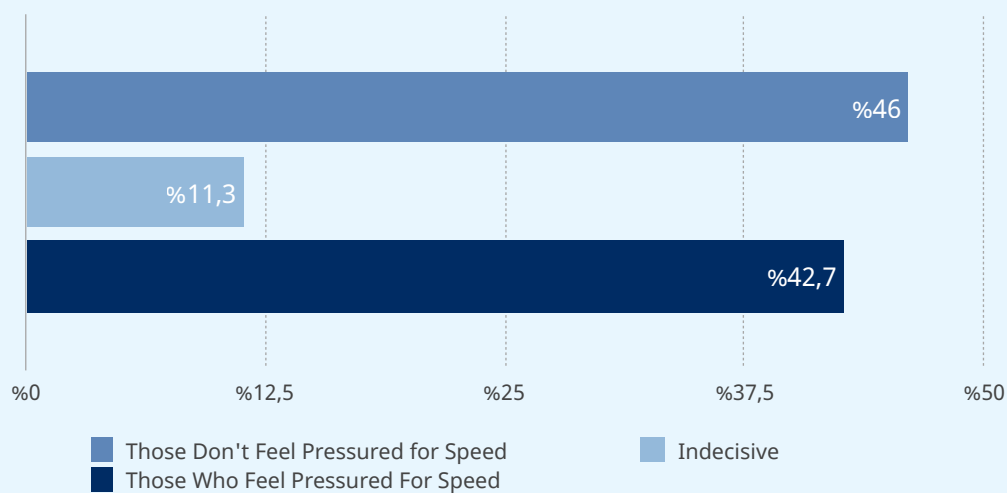
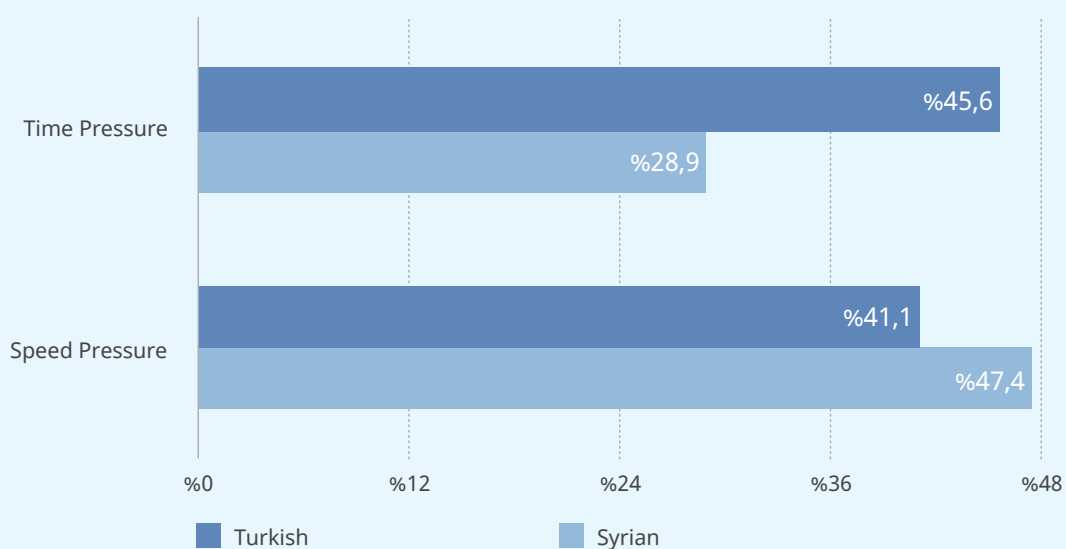
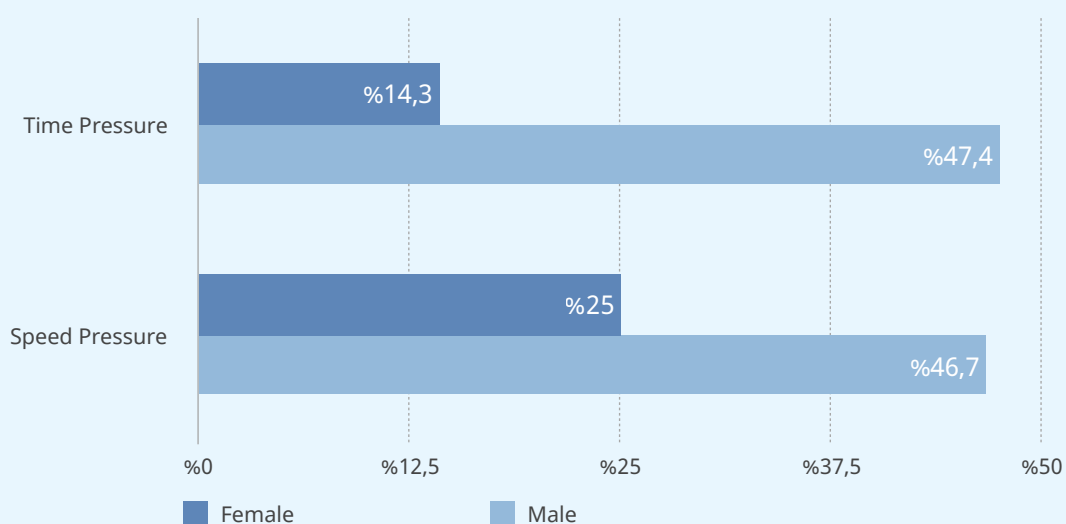
When the perceived speed and time pressure of the moto couriers are examined, 41,4 per cent of the moto couriers stated that the delivery time given to them was not enough, while 16 per cent stated that they were indecisive on this issue. The change in the level of speed and time pressure perceived by the moto couriers by their employment status is given in **Graphic 8**.

However, 42,7 per cent of the moto couriers stated that they perceive the speed pressure on them too much, and 11,3 per cent were indecisive about this issue. When this situation is examined by the employment status, self-employed moto couriers perceive the speed and time pressure of the couriers more than the salaried moto couriers. The percentages of moto couriers who are exposed to speed pressure are given in **Graphic 9**.

It has been observed that Syrian moto couriers perceive less time pressure than Turkish moto couriers. 28,9 per cent of Syrian moto couriers and 45,8 per cent of Turkish moto couriers find the delivery time given to them insufficient. 47,4 per cent of Syrian moto couriers and 41,1 per cent of Turkish moto couriers perceive the speed pressure while working. 44,6 per cent of Syrian

Graphic 8: Percentage Distribution of Perceived Speed and Time Pressure by Employment Status



Graphic 9: Percentage of Motor Couriers Exposed to Speed Pressure**Graphic 10: Percentage Distribution of Speed and Time Pressure by Nationality****Graphic 11: Percentage Distribution of Speed and Time Pressure by Gender**

moto couriers also perform some tasks that are not required by moto courier services. 51,7 per cent of these moto couriers also perceive speed pressure. The distribution of speed and time pressure by nationality is given in **Graphic 10**.

29,3 per cent of female moto couriers from Turkey and 46,5 per cent of male moto couriers find the delivery time given to them insufficient. In addition, 39,9 per cent of female moto couriers and 46,5 per cent of male moto couriers perceive the speed pressure while working. The distribution of speed and time pressure by gender is given in **Graphic 11**.

When speed and time pressure were examined together with the dimension of relations with the managers, the relations with manager scores of the participants who did not perceive the speed and time pressure were significantly higher than the participants who perceived this pressure. 59,1 per cent of the moto couriers, who are not satisfied with the communication they have with their managers, also tend to perceive the pressure of speed and time more. On the other hand, 62,5 per cent of the moto couriers who were exposed to psychological violence (mobbing) by their manager stated that they perceived time pressure and 75 per cent perceived speed pressure.^{XXIV} While 80 per cent of the moto couriers, who stated that they could not easily reach their managers in case of need, perceived time pressure, 73,3 per cent perceived speed pressure. In the in-depth interviews, 4 participants mentioned speed pressure as the most challenging part of the job. The majority of participants who mentioned speed pressure generally referred to pressure by the customer. The 27-year-old male moto courier described the situation as follows:

“Customers create speed pressure on us, they can make comments about the courier through applications, which turns us off from work. Even if it (package) leaves the kitchen late, they act like it is late because of us.”

When the psychosocial risks related to the work schedules and shifts of the moto couriers participating in the research are examined; While

48,6 per cent of the moto couriers found the daily working time too long, the average daily working hours of the participants was found to be 11.2 hours. While the average working hours of the self-employed moto couriers are 12.8 hours, the daily working hours of the salaried moto couriers are 10.5 hours. The longest working hours are 18 hours (self-employed), the shortest working hours are 5 hours (hourly moto courier). In addition, when the working hours of the Syrian moto courier are examined, the average working hours per day are 12.5, while the working hours of the Turkish moto couriers are 10.7. On the other hand, 50 per cent of Syrian moto couriers find the daily working time too long. In general, Syrian moto couriers earn less income despite working longer hours. As the working hours increase due to working with the self-employed moto courier model, the monthly average income rises in the moto couriers from Turkey, while the income does not increase as the working hours increase in the Syrian moto couriers^{XXV} 76,3 per cent of Syrian participants work salaried moto couriers. Income and average working hours by nationality are given in **Table 12**.

In addition, 60,7 per cent of female moto couriers from Turkey and 38,5 per cent of male moto couriers find their daily working hours longer than it should be. The average daily working hours of female moto couriers from Turkey were determined as 10.9, while the average working hours of male moto couriers were determined as 11.2. While the longest working hour among female moto couriers from Turkey is 16 hours per day, the longest working hour among male moto couriers is 18 hours. However, long working hours cause employees to feel exhausted and to be exposed to the risk of occupational accidents.⁹⁹ As mentioned before, the income received in the self-employed moto courier model is based on per package delivered. Thus this causes an increase in the income earned as the working hours increase. 60 per cent of female moto couriers from Turkey who work as self-employed have dependents, and their working hours are less than that of male moto couriers who work as self-employed.

When we examine the break and day-off schedules

XXIV See Graphic 14 on page 66 for details on the rates of moto couriers exposed to mobbing by their manager.

XXV See Table 8 and Table 9 on pages 46-47 for the nationality, gender, employment status and income relationship of the moto couriers participating in the research.

Table 12: Distribution of Monthly Income and Working Hours by Nationality

Nationality	Monthly Income (TRY)	Number of Person	Minimum Working Hours	Maximum Working Hours	Average Working Hours per Day
Turkish	1.501-3.000	8	5	14	10.6
	3.001-5.000	50	6	16	10.2
	5.001-8.000	42	6	16	11.1
	8.001+	12	5	16	12.1
Syrian	750-1.500	4	5	17	13.0
	1.501-3.000	22	8	18	12.4
	3.001-5.000	8	10	16	12.1
	5.001-8.000	4	9	17	13.8

of moto couriers, 60,7 per cent of the participants work with the right to 1 day off a week, while 22 per cent of them work without the right to weekly off. When examining at the breaks of the moto couriers, it was found that 42 per cent of them had a certain break time that they could use daily, but the hours and style of use were variable and depended on workload, 38,7 per cent did not have a predetermined break right, and they took a break unless there was work.

When the psychosocial risks regarding the shift, break and day-off systems of the Syrian moto couriers are examined; It was stated that 55,2 per cent of Syrian moto couriers do not have a certain sleep pattern due to the shifts. This rate is 35 per cent for Turkish moto couriers. 73,7 per cent of Syrian moto couriers work without a predetermined break time, resting when there is no order. When the weekly off use of moto couriers is analysed by nationality, while 42,1 per cent of Syrian moto couriers work without weekly off. The rate of working without weekly off among Turkish moto couriers is 15,2 per cent. Additionally, the most common weekly off for Turkish moto couriers is 1 day with 59 per cent. The most common weekly off among Syrian moto couriers is working without weekly off with 42,1 per cent.

When the psychosocial risks regarding the break and day-off systems of the female moto couriers from Turkey participating in the research are examined, 4,9 per cent of them have a certain

break time during the day, but this break is not used at a certain time, 35,7 per cent of them do not have a certain rest and meal break system, 21,4 per cent of them had fixed breaks. When the weekly off of moto couriers is analysed by gender, 67,8 per cent of female moto couriers from Turkey use 1 day off per week, while 59 per cent of male moto couriers take 1 day off per week. When it is analysed how the moto couriers spend their breaks, 60,3 per cent of the female moto couriers from Turkey and 36,9 of the male moto couriers spend their break time by socializing with the other moto couriers.

2.3.2. Psychosocial Risk Factors Caused by Context of Work of Motorcycle Couriers in Turkey

This section includes the evaluation of the findings obtained from the survey (150 people) and in-depth interviews (20 people) conducted to understand the psychosocial risks arising from the context of work in which the moto couriers imperil. In this context, in the survey and in-depth interviews, questions were asked about the organizational culture, role in the organization, career development, decision latitude^{XXVI}, interpersonal relationships at work, home-work

XXVI Decision latitude consists of two main dimensions: participation in decision processes and influence. For the definition of decision latitude, see Table 1 on page 26.

interface.

When the orientation processes which is in role in the organization of moto couriers regarding the psychosocial risks, are examined, it is seen that 50,7 per cent of the moto couriers did not have full knowledge of their tasks, roles and expectations when they started to work. 30,7 per cent of the moto couriers perform the tasks that are not required by the moto courier and they experience role ambiguity. When this situation is examined by the company size criterion, 45,1 per cent of the moto couriers working for small and medium-sized companies stated that they were given additional tasks other than the required tasks. Regarding this situation, a 38-year-old male motorcycle courier working in a small-scale company expressed his situation as follows:

“Even though they hired us as moto courier, they assign us different tasks too. And they say that they are paying us and we have to do what they ask.”

For 57,4 per cent of the moto couriers in the study, their current position is compatible with the person they are in. And they do not experience role conflicts in general. But 60 per cent of the moto couriers do not feel that they belong to any institution/company. When this situation is examined by the working status; The rate is 68,5 per cent in self-employed moto couriers, and 52,5 per cent in salaried moto couriers.

“I don't see it (moto courier) as a profession, I just see it as a source of income.”

When the psychosocial risks regarding the role of Syrian moto courier in the organization are examined; It has been observed that 65,8 per cent of Syrian moto couriers did not have full knowledge of their tasks, roles and expectations when they started to work. On the other hand, 44,7 per cent of Syrian moto couriers and 25,9 per cent of Turkish moto couriers have to perform additional tasks that are not required by motorcycle courier service. Thus they experience role ambiguity. In addition that, 52,8 per cent of Syrian moto couriers and 59 per cent of Turkish moto couriers find their current position is compatible with the person they are in. And they do not experience role conflicts in general. However, 47,7 per cent of Syrian moto couriers and 64,3 per cent of Turkish moto couriers do not

feel that they belong to any institution/company. When the psychosocial risks related to the role of female motor couriers from Turkey in the organization are examined; It has been observed that 46,4 per cent of female moto couriers from Turkey did not have full knowledge of their tasks, roles and expectations when they started to work. On the other hand, 28,6 per cent of female moto couriers from Turkey and 31,2 per cent of male moto couriers have to perform additional tasks that are not required by motorcycle courier service. Thus they experience role ambiguity. However, 57,1 per cent of female moto couriers from Turkey and 60,6 per cent of male moto couriers do not feel that they belong to any institution/company.

In the in-depth interviews, when asked about the orientation processes of the moto couriers and the situations that were not clear at the beginning or changed after they started to work, financial issues (f:11), day-off and working hours (f:9), nothing is changed (f:7), workload (f:2) themes stand out. The answers given by the participants fall into more than one category. Regarding this situation, a 19-year-old male moto courier expressed his situation as follows;

“We have to comply with what is not written in the contract too. They said you can work whenever you want. They assigned me on shifts 10 days after I started to work. Even though there is no delivery at that time, we are locked (figuratively). Also, I guess no one worked in the evening, so they put a shift. It was said that you will receive money in order cancellations, but it is not given yet.”

When the psychosocial risks related to the organizational culture of the moto couriers are examined, it is seen that more than half of the moto couriers had positive opinions about the organizational culture components in general. 78,6 per cent of moto couriers stated that they have very clear performance expectations. When the objectives and procedures are examined, 50,3 per cent of the moto couriers stated that the decisions about their work came as orders from the top, and 32,7 per cent of them said that the internal procedures proceeded arbitrarily. When the problem-solving skills of managers are examined; 58 per cent of the moto couriers stated that their managers/employers have the ability to quickly resolve work-related problems.

When the psychosocial risks related to the organizational culture of the Syrian moto courier participating in the research are examined; 57,9 per cent of Syrian moto couriers and 71,4 per cent of Turkish moto couriers stated that their performance expectations are very clear in their workplace. On the other hand, 23,7 per cent of Syrian moto couriers and 59,8 per cent of Turkish moto couriers stated that decisions come as orders from the top. This may be related to the fact that 79,3 per cent of Syrian motor couriers work in small and medium-sized institutions/ companies located in the neighbourhoods they live in. When the field observation notes taken during the in-depth interviews applied within the scope of the research are examined, it was observed that the Syrian moto couriers generally worked with people with whom they had social relations outside of the work.

When the psychosocial risks of the moto couriers regarding the organizational culture are analysed by gender; Performance expectations at work are very clear for 89,3 per cent of female moto couriers from Turkey and 77 per cent of male moto couriers. When the objectives and procedures are analysed, 35,7 per cent of female moto couriers from Turkey, 49,2 per cent of male moto couriers pointed out the procedures proceed arbitrarily. 53,7 per cent of female moto couriers from Turkey and 50 per cent of male moto couriers stated that decisions came as an order from the top.

When the psychosocial risks related to the career development of moto couriers are examined; 60.4 per cent of the moto couriers stated that they do not know how long they will continue in this job, and 46 per cent stated that they do not think they can continue with this job in the future. When the effort-reward balance dimension is examined; 66 per cent of the moto couriers said that they were rewarded less than they should be compared to the work they did, 40.6 per cent said that the distribution of the rewards was not fair, and 56.6 per cent said that their work was not appreciated enough. Among 62.9 per cent of the moto courier who had an occupational accident, think that they are not appreciated enough in the workplace. In the previous studies, it was found that the lack of appreciation mechanisms and the dimensions of effort-reward imbalance are among the

factors that pave the way for occupational accidents.¹⁰⁰ When the personal and professional development dimension is examined; 51.4 per cent of the moto couriers stated that their workplace does not contribute anything to their personal or professional development, and 70 per cent of them stated that their workplace has not provided training and support services that contribute to the personal development and health of the moto couriers.

When the psychosocial risks related to the career development of Syrian moto couriers are examined, 78.9 per cent of Syrian moto couriers and 59 per cent of Turkish moto couriers said that they do not know how long they will continue to work as a moto courier. When the effort-reward balance dimension is examined; 65,8 per cent of the Syrian moto couriers and 66,1 per cent of Turkish moto couriers said that they were rewarded less than they should be compared to the work they did. 39,5 per cent of the Syrian moto couriers and 41,1 per cent of Turkish moto couriers said that the distribution of the rewards was not fair. And 52,6 per cent of the Syrian moto couriers and 58 per cent of Turkish moto couriers said that their work was not appreciated enough. When the personal and professional development dimension is examined; 57,9 per cent of the Syrian moto couriers and 49,1 per cent of Turkish moto couriers stated that their workplace does not contribute anything to their personal or professional development. And 5,2 per cent of the Syrian moto couriers and 29,5 per cent of Turkish moto couriers stated that their workplace provided training and support services that contribute to the personal development and health of the moto couriers.

When the psychosocial risks related to the career development of moto couriers are examined by gender, 57,3 per cent of female moto couriers from Turkey and 65,6 per cent of male moto couriers said that they do not know how long they will continue to work as a moto courier. When the effort-reward balance dimension is examined; 56,5 per cent of the female moto couriers from Turkey and 70,5 per cent of male moto couriers said that they were rewarded less than they should be compared to the work they did. 28,6 per cent of the female moto couriers from Turkey and 43,5 per cent of male moto couriers said that the distribution of the rewards was not fair.

And 39,3 per cent of the female moto couriers from Turkey and 60,6 per cent of male moto couriers said that their work was not appreciated enough. When the personal and professional development dimension is examined; 35,7 per cent of the female moto couriers from Turkey and 54,9 per cent of male moto couriers stated that their workplace does not contribute anything to their personal or professional development. And 35,8 per cent of the female moto couriers from Turkey and 20,2 per cent of male moto couriers stated that their workplace provided training and support services that contribute to the personal development and health of the moto couriers.

When the psychosocial risks of decision latitude, which is an important psychosocial risk factor, are examined; 53,4 per cent of the moto couriers stated that they make their own decisions about their work. 66,6 per cent of them stated that they were asked for their opinions when there was a change in their work. 73,7 per cent of them stated that they were asked about their own opinions about the regulations and changes related to working hours. When decision latitude is analysed by nationality, 50 per cent of Syrian moto couriers and 54,5 per cent of Turkish moto couriers make their own decisions about their work. 71 per cent of Syrian moto couriers and 65,1 per cent of Turkish moto couriers are asked for their opinions when there is a change in their work. 68,4 per cent of Syrian moto couriers and 75 per cent of Turkish moto couriers stated that they were also asked for their opinion on regulations and changes regarding working hours. When this situation is analysed by gender, 64,3 per cent of female moto couriers from Turkey and 50,8 per cent of male moto couriers make their own decisions about their work. 75 per cent of female moto couriers from Turkey and 64,8 per cent of male moto couriers are asked for their opinions when there is a change in their work. 82,1 per cent of female moto couriers from Turkey and 71,3 per cent of male moto couriers stated that they were also asked for their opinion on regulations and changes regarding working hours.

In the in-depth interviews, when the moto couriers were asked about decision-making processes in their job, 10 per cent of them have statements under the theme "decisions are made with the moto couriers". 30 per cent of them have statements under the theme "the decisions come

from the top, but the courier is also asked for their opinion". 55 per cent of them have statements under the theme "decisions come from the top and the motorcycle couriers are not asked their opinion". 5 per cent of them have statements under the theme "decisions are made by only moto couriers". In this context, the 29-year-old male moto courier, who said that the decisions came from the top, but that the motor courier was asked for his opinion on particular issues, expressed the process as follows:

"When it is about our tasks, moto couriers can take initiative. But we are not asked in general matters. The final decision depends on the company. I feel like a long-distance driver. We have no real contact with anyone."

This shows that in the decision-making processes, the moto couriers are fully or partially included in the process which has a direct effect on them, but in the cases that indirectly affect the moto courier, they are excluded from the decision-making processes. The 27-year-old male motor courier expressed the situation as follows:

"The Institution/Manager decides. No opinion is asked. Moto couriers are cuckoos in the nest"

In this context, although the participation of moto couriers in the processes seems high, it is seen that they do not take an active part in the influence of decision latitude. The 29-year-old self-employed moto courier used the following statements regarding this situation:

"They ask about my decisions. But not much will change. They take our objections into consideration. The last word about myself is mine. Otherwise, I will leave. No one can force me to stay."

The distribution of the decision-making process by nationality is given in **Graphic 12** and by gender is given in **Graphic 13**.

When the psychosocial risks regarding the interpersonal relationships of the moto couriers participating in the research are examined, 86,6 per cent of the moto couriers have a satisfactory relationship with their colleagues, 4,7 per cent are exposed to discrimination by their colleagues, and 4,7 per cent are exposed to mobbing by their colleagues. It was observed that 1,4 per cent of

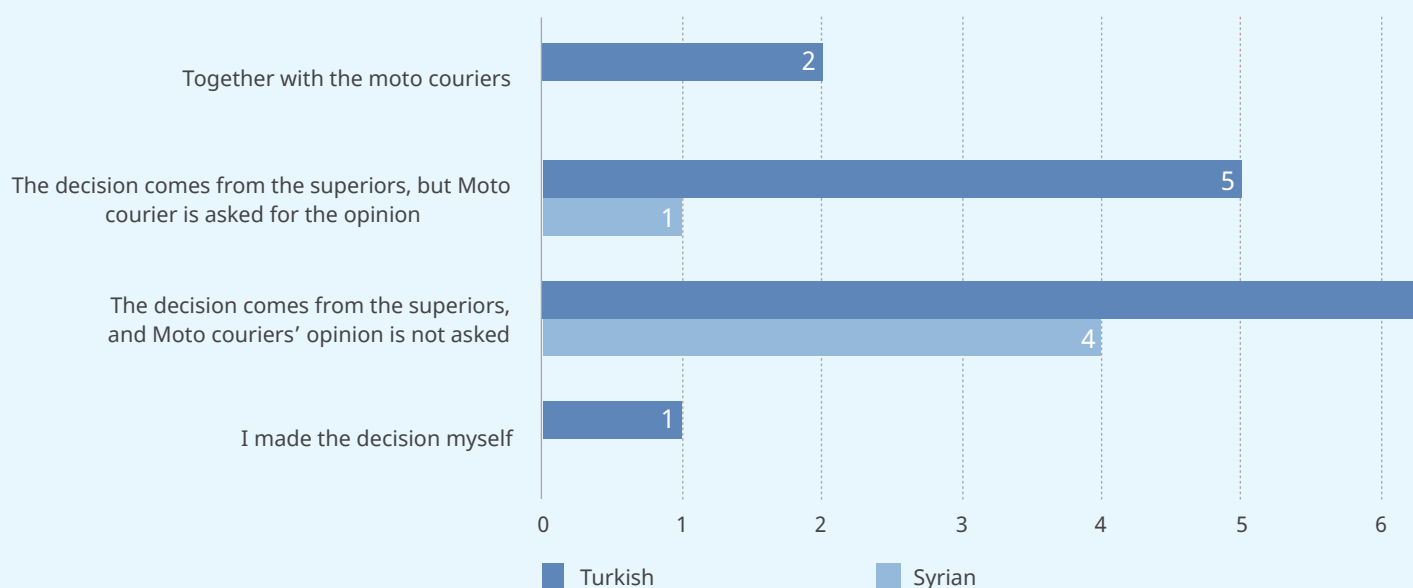
them were exposed to physical violence by their colleagues. 0,7 per cent of the participants stated that they were indecisive whether they had been exposed to sexual violence by their colleagues. When the psychosocial risks related to the interpersonal relations of Syrian moto couriers are examined; 7,9 per cent of Syrian moto couriers and 3,6 per cent of Turkish moto couriers stated that they were exposed to discrimination by their colleagues. 2,6 per cent of Syrian moto couriers and 0,9 per cent of Turkish moto couriers are exposed to physical violence by their colleagues. The 27-year-old Syrian moto courier described

the situation as follows:

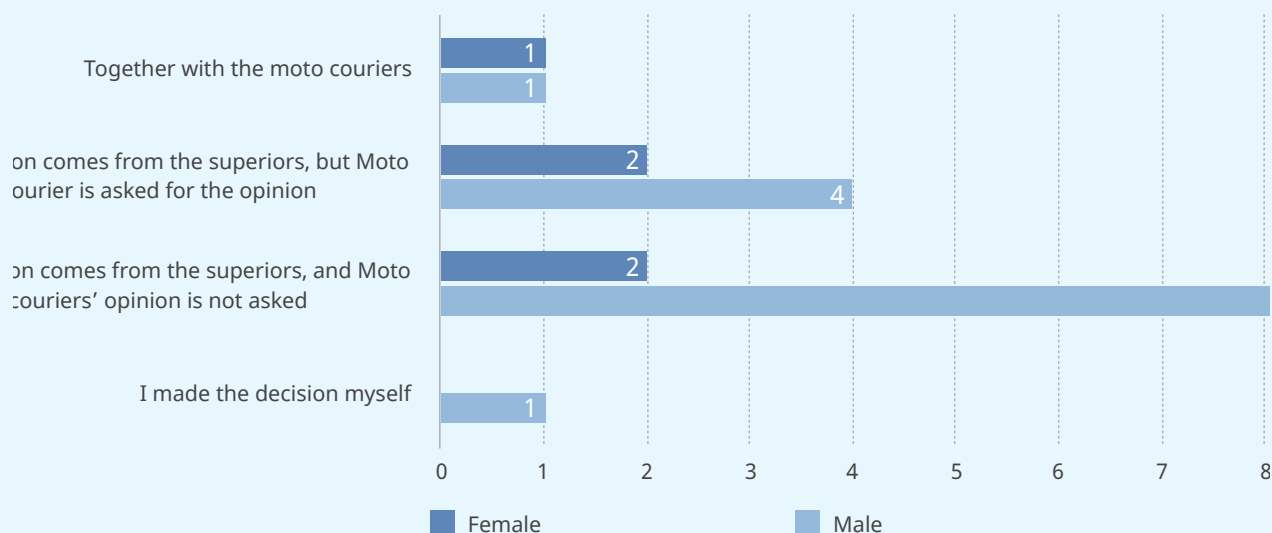
"I adapt immediately, I'm a quick learner. We chat while we are drinking tea together during the breaks. There was little discrimination at the beginning but I was able to deal with it."

When the psychosocial risks related to the interpersonal relationships of the female moto couriers from Turkey are examined; 92,8 per cent of female motor couriers from Turkey and 85,7 per cent of male motor couriers said that the relationship they established with their

Graphic 12: Frequency Distribution of Decision-Making Processes by Nationality



Graphic 13: Frequency Distribution of Decision-Making Processes by Gender



colleagues satisfied them. In addition, 7,1 per cent of female moto couriers from Turkey and 4,1 per cent of male moto couriers in the study are exposed to discrimination by their colleagues; 7,2 per cent of female moto couriers from Turkey and 4,1 per cent of male moto couriers are exposed to psychological violence by their colleagues. While 3,6 per cent of female moto couriers from Turkey in the study stated that they were exposed to physical violence by their colleagues, none of the male moto couriers stated that they were exposed to physical violence by their colleagues. Both female moto couriers from Turkey and male moto couriers said that they had never been subjected to sexual violence by their colleagues.

When the interpersonal relationship of moto couriers with their colleagues is analysed in the in-depth interviews, the themes are as follow; 65 per cent "there is a satisfactory", 15 per cent "relationship exists but not intense", 5 per cent "relationship exists but conflict also exists", 15 per cent "no relationship".

The 30-year-old male moto courier who has a satisfactory relationship with his colleagues explained the situation as follows: "The couriers favour each other. They know each other's trouble."

The 25-year-old female moto courier from Turkey who has a satisfactory relationship with his colleagues explained the situation as follows:

"We all work hard. and we smoke and chat when we come across it. It feels good to know that everyone is in the same rush. It's not just me. Everyone is equal in the delivery sector and it is challenging for everyone."

A 40-year-old male moto courier from Turkey, who has a relationship with others but also has some conflicts with others, expressed the situation as follows:

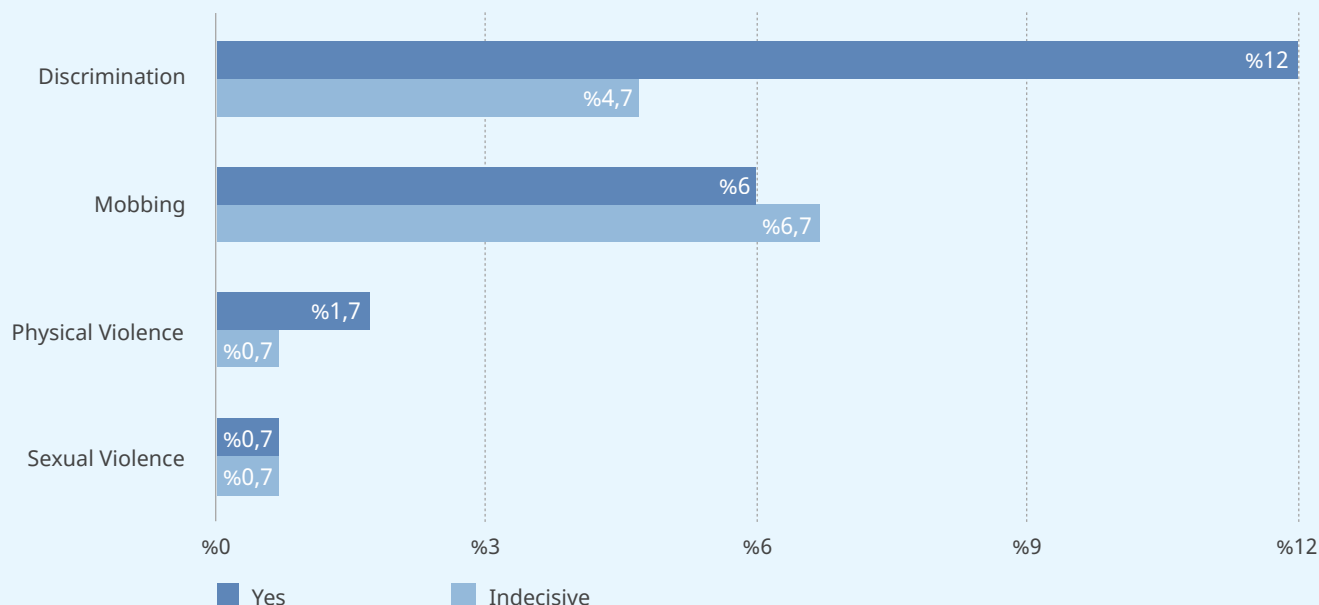
"We have a good relationship until there is a dispute about who will go for the next delivery. The job itself is stressful, So there might be quarrels from time to time".

When the interpersonal relationships with managers/employers of the moto couriers participating in the research are examined, 68,7

per cent of the moto couriers have a satisfactory relationship with their managers/employers, 12 per cent are exposed to discrimination by their managers/employers, and 6 per cent are exposed to mobbing by their managers/employers. It was observed that 0,7 per cent of them were exposed to physical violence by their managers/employers. 0,7 per cent of the participants stated that they were indecisive whether they had been exposed to sexual violence by their managers/employers. The status of the interpersonal relations of moto couriers with their managers/employers is given in **Graphic 14**.

When the psychosocial risks related to the interpersonal relations with managers/employers of Syrian moto couriers are examined; 16,4 per cent of Syrian moto couriers and 11,6 per cent of Turkish moto couriers stated that they were exposed to discrimination by their managers/employers. 2,6 per cent of Syrian moto couriers were indecisive whether they had been exposed to physical violence by their managers/employers. 1,9 per cent of Turkish moto couriers stated that they are exposed to physical violence by their managers/employers. In addition that, when the key institution meeting notes are examined, it has been observed that the enterprises belonging to Turkish employers generally employ Turkish motor couriers, while the enterprises belonging to Syrians employ Syrian motor couriers. Enterprises whose owners are from Turkey and who employ Syrian motor couriers are located in regions where Syrian immigrants live most frequently. Even if it is not in one-to-one working life, most of the Syrian moto couriers stated that they experience discrimination at many points in general. Syrian moto couriers stated that their temporary protection IDs did not help anything when they have faced these situations.

When the psychosocial risks related to the interpersonal relations with managers/employers of female moto couriers from Turkey are examined; 71,4 per cent of female moto couriers from Turkey and 68 per cent of male moto couriers stated that they have a satisfactory relationship with their managers/employers. 14,2 per cent of female moto couriers from Turkey and 11,5 per cent of male moto couriers were exposed to discrimination by their managers/employers. 7,1 per cent of female moto couriers from Turkey and 5,7 per cent of male moto couriers were exposed

Graphic 14: Percentage Distribution of Problems in Relationships between Motorcycle Couriers and Managers

to mobbing by their managers/employers. 3,6 per cent of female moto couriers from Turkey and 0,8 per cent of male moto couriers stated that they are exposed to physical violence by their managers/employers. In addition to that 3,6 per cent of female moto couriers from Turkey were indecisive whether they had been exposed to physical violence by their managers/employers. 3,6 per cent of female moto couriers from Turkey were exposed to sexual violence by their managers/employers.

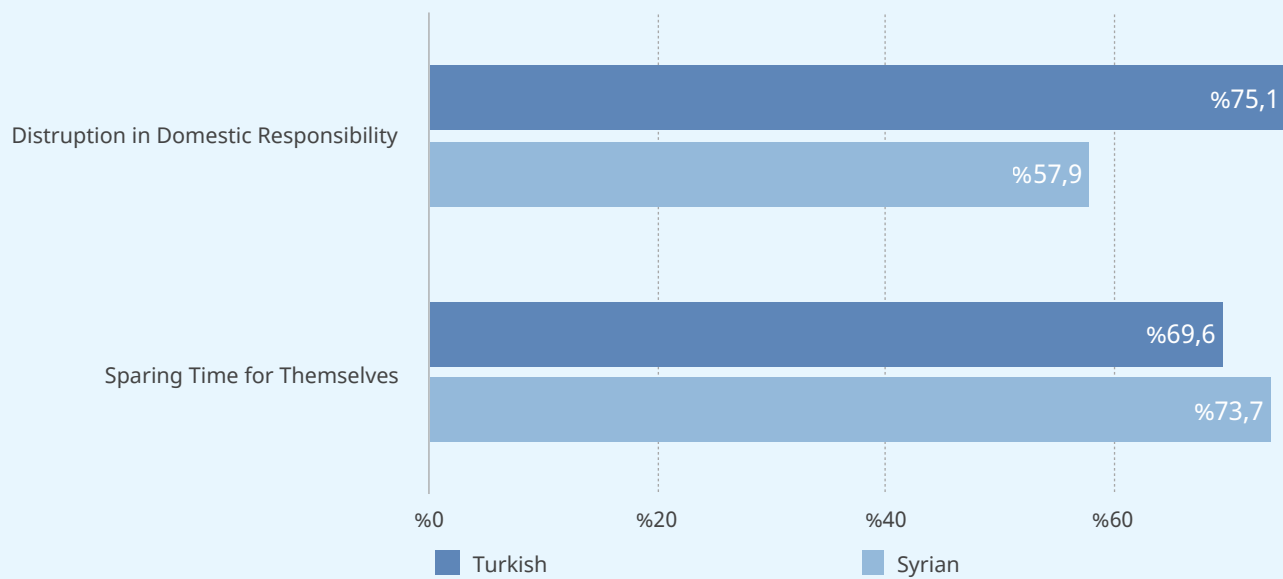
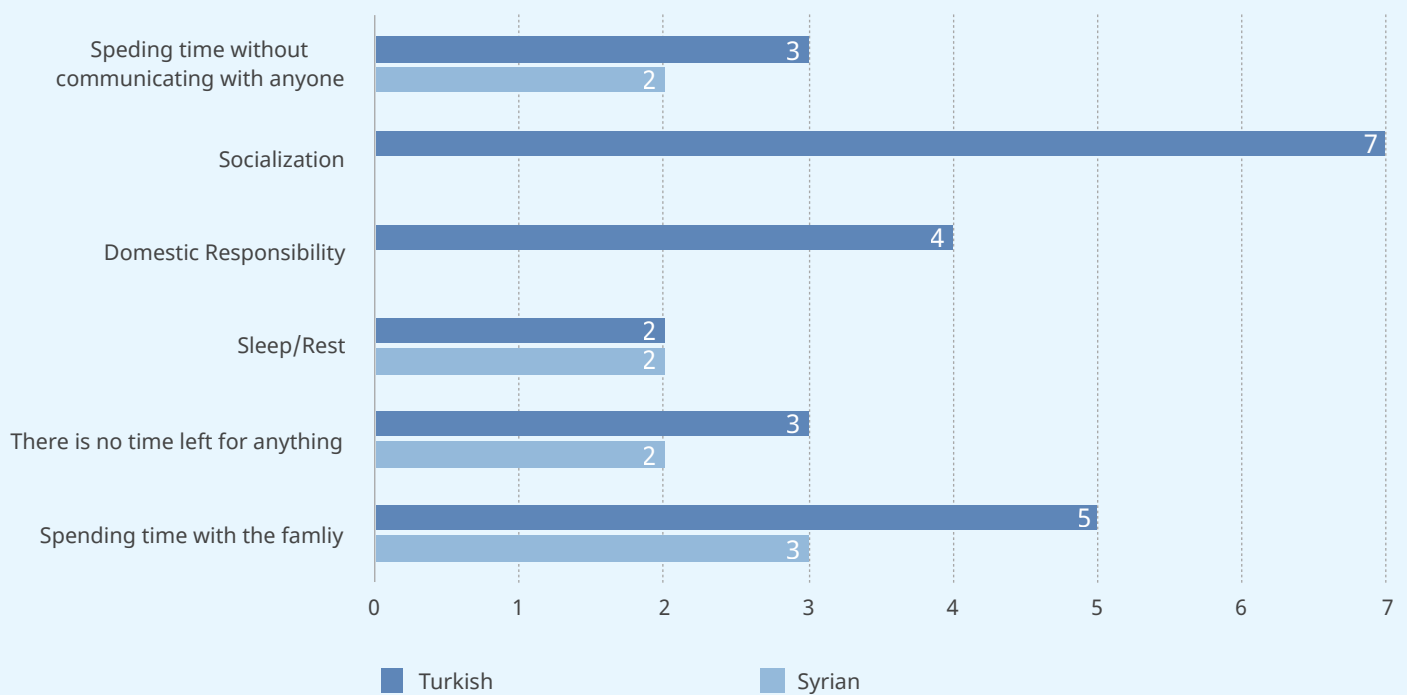
In the notes of the key institution meetings, it was stated that female moto couriers from Turkey were exposed to positive discrimination in the corporate companies, but they were not taken into account in traffic and they were squeezed by vehicles. Female moto couriers from Turkey stated that they were appreciated by customers, but that they faced harassment from time to time in traffic. Regarding this situation, a 23-year-old female moto courier from Turkey expressed her experience as follows:

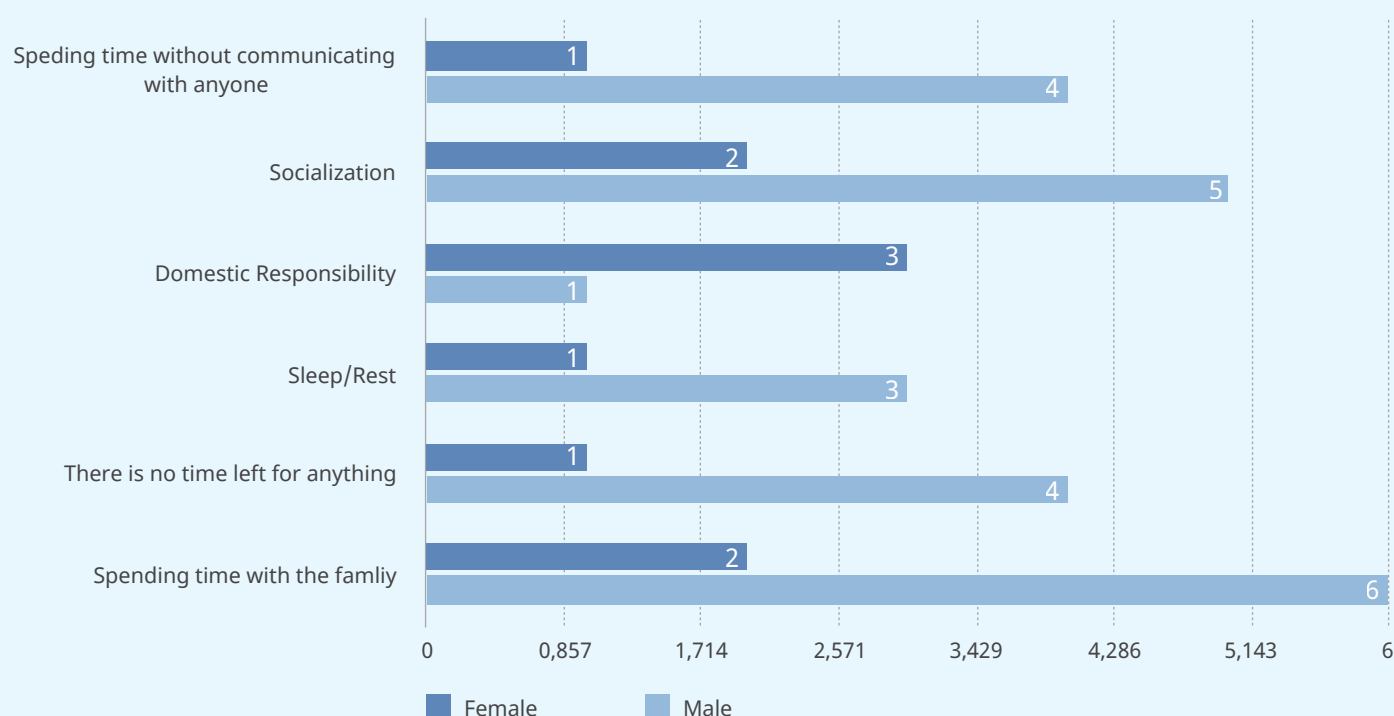
"The other moto couriers blocking me by cutting off me when they see that I am a woman. I don't know about their purpose, but it seems like molestation. In fact, I stopped on the road yesterday and someone asked for my number. He asked if I had an Instagram.

If I replied no, he would come after me. I said let me find you. But I didn't, that's how I escaped."

When the accessibility of the managers' dimension is examined, 84,7 per cent of the moto couriers stated that they can easily reach their supervisors/team leaders when they need it. When the interpersonal relationship of moto couriers with their manager is analysed in the in-depth interviews, the themes are as follow; 50 per cent "there is a satisfactory", 5 per cent "relationship exists but not intense", 35 per cent "relationship exists but conflict also exists", 10 per cent "no relationship". A 33-year-old moto courier who had a conflict with his manager described the situation as follows:

"We don't have a good relation. In fact, we are opposing each other. He plays upon me when he is obsessed. He doesn't allow me to go anywhere even if there is no delivery, he is forcing me to stay. He gives me a warning even I am 5 minutes late. I came to the warehouse with the official company coat once, I put my coat above the closet to do something else. After I have done with the stuff I was doing, I have realized my coat was gone in 5 minutes. He threw it into the trash. He said that I was not allowed to put my coat there. We had a quarrel. I insisted to him to take my coat back from the trash. He did not, my coat went to the trash."

Graphic 15: Distribution of Percentages Associated with Disruption in Domestic Responsibility by Nationality**Graphic 16: Frequency Distribution of Non-Work Activities by Nationality**

Graphic 17: Frequency Distribution of Non-Work Activities by Gender

Another 28-year-old moto courier explained the situation as follows:

"It's good, because we have to. Otherwise, I would send him to Coventry. He tries to make our warehouse be the first one in the delivery time. So he put too much time pressure on us."

A 26-year-old female moto courier from Turkey, who had conflicts with her manager from time to time, described her relationship with the motor courier manager as follows:

"I'm generally good with my managers, but we sometimes have problems about shifts. My manager favours some other moto couriers. He assigns them to the same warehouse but he keeps changing ours. Or sometimes he asks why we are late in a rude way."

A 26-year-old Syrian moto courier who had a good relationship with his manager described his

relationship with his manager as follows:

"He loves me very much and always praises me. I like him too."

Considering the dimension of relations with customers, 69,4 per cent of the motor couriers stated that they did not have any one-to-one problems with the people they delivered to. However, in in-depth interviews, moto couriers (5 people) stated that it is not good for them to be pressured by customers through digital applications.

"Customers should also be made aware of the working conditions of couriers. If the package arrives late, the courier's score should not be deducted through the scoring systems. Customers also need to consider issues such as weather conditions. The courier scoring system should be off the table. This is the most important factor that creates the speed pressure, and this is the main cause of the deaths."

When the psychosocial risks related to the work-home interface are examined within the scope of the research; 67,3 per cent of the moto couriers stated that they neglected their responsibilities at home due to their working hours and work pace, 70,6 per cent of them stated that they could not spare enough time for themselves due to their work and work pace. Analysing the results by nationality, it is seen that 73,7 per cent of Syrian motor couriers and 69,6 per cent of Turkish motor couriers cannot spare enough time for themselves due to their work pace. Comparative results are given in **Graphic 15**.

In the in-depth interviews, a 40-year-old male moto courier summarized this situation as follows:

"A courier has no life outside of work. I even missed my kids growing up."

52,6 per cent of the moto couriers stated that they had no energy left for anything when they finish their daily work period. When this situation is analysed by nationality, the rate is 57,9 per cent for Syrian moto couriers and 50,9 per cent for Turkish moto couriers. When this situation is analysed by gender, the rate is 28,6 per cent for female moto couriers from Turkey and 58,2 for male moto couriers. In the in-depth interviews, when the moto couriers were asked about their lives outside of work, spending time with family (f:8), socializing (f:7), spending time without communicating with anyone (f:5), not having time/energy for anything (f:5), domestic responsibilities (f:4), sleep/rest (f:4), themes came to the fore. The answers given by the participants fall into more than one category. In the in-depth interviews, the moto couriers who talked about their life outside of work expressed the situation as follows:

"Only thing I want is resting. Moto couriers should have 2 days off. I had a day off last Saturday. We went for a jaunt. I pretended like I was interested in what my wife's shown me."

"I feel like I'm done with everything when I arrive at the home. I turn on Tv but I stare at it instead of watching."

It was frequently repeated in the interviews that the moto couriers mostly did not have the energy to communicate during non-working hours. This

theme was generally repeated in the reasons why 74 per cent of the moto couriers did not agree with the item "I mostly talk about work at home" in the surveys. In the in-depth interviews, when the moto couriers were asked about their lives outside of work, the distribution of their answers by nationality is given in **Graphic 16**. In the in-depth interviews, when the moto couriers were asked about their activities outside of work, the distribution of their answers by gender is given in **Graphic 17**.

When we examine the cohesion of the leisure time of the moto couriers with the people in their social and personal lives, it is seen 33,3 per cent of them "never", 18,7 per cent of them "rarely", 25,3 per cent of them "sometimes", 12,7 per cent of them "most of the time", 10 per cent of them "always" have parallel day-offs with their family/friends. Additionally, 47,4 per cent of the Syrian moto couriers and 28,6 per cent of the Turkish moto couriers stated that their working hours/off days are never parallel with their family or friends. 17,9 per cent of female moto couriers from Turkey and 36,9 per cent of male moto couriers stated that they never have parallel working hours/day-off with those in their social circle. While applying the surveys, the participants who answer "rarely" and "never" to this item, state that their family/friends are also other moto couriers at the same workplace, and therefore it was difficult to match the days off.

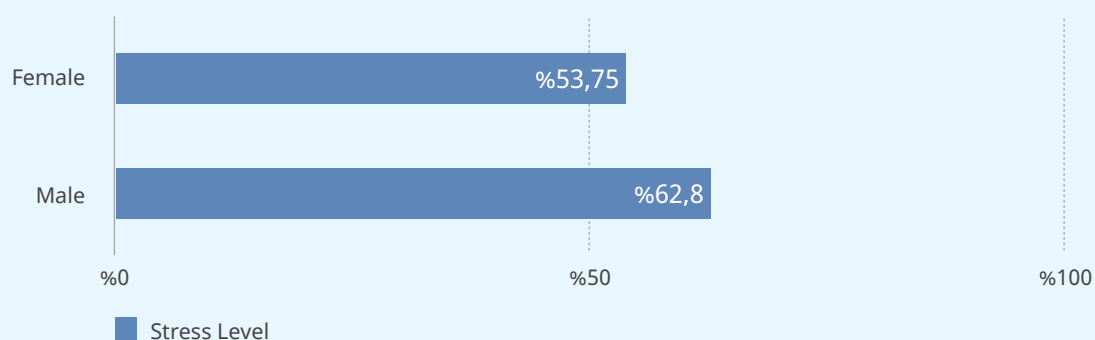
When the social support from their families/friends of the moto couriers regarding their jobs is examined, it is determined that 58,6 per cent of them are supported by their environment. When this situation is analysed by nationality, 47,4 per cent of Syrian moto couriers and 62,5 per cent of Turkish moto couriers are supported by their family/friends related to their jobs. When analysed by gender, 71,4 per cent of female moto couriers from Turkey and 55,8 per cent of male moto couriers stated that their family/friends always support them regarding their job.

Table 13: Harmful Habit Distribution by Gender and Nationality

Gender	Nationality		Number of Person	Percentage (%)
Female	Turkish	Cigarette	10	35,7
		Cigarettes and alcohol	9	32,1
		No Harmful Habits	7	25,0
		Alcohol	1	3,6
		Alcohol, Cigarette, Substance	1	3,6
		Total	28	100,0
Male	Turkish	Cigarette	34	40,5
		No Harmful Habits	23	27,4
		Cigarettes and alcohol	18	21,4
		Alcohol	5	6,0
		Alcohol, Cigarette, Substance	3	3,6
		Cigarette and Substance	1	1,2
		Total	84	100,0
	Syrian	Cigarette	29	76,3
		No Harmful Habits	9	23,7
		Total	38	100,0

Table 14: Distribution of Situations Considered Difficult by Motorcycle Couriers

Conditions	Turkish		Syrian	Total
	Female	Male	Male	
Weather conditions	5	8	3	16
Traffic	5	7	2	14
Customer	1	4	0	5
Speed Pressure	2	2	0	4
Financial Situation	0	0	2	2
Heavy Cargoes	0	2	0	2

Graphic 18: Comparison of Stress Level Percentage Distribution by Gender

► 2.4. Well-Being and Coping Behaviors of Motorcycle Couriers in Turkey

This section includes the evaluation of the findings obtained from the surveys (150 people) and in-depth interviews (20 people) about the stress levels, coping behaviours, emotions and attitudes of the moto couriers in the research. When the general stress levels of moto couriers are examined; The stress level of 41,3 per cent of participants is in the area requiring intervention. The stress level of 38 per cent of moto couriers is at a level where stress prevention practices should be emphasized. While 18 per cent of the moto couriers have a stress level that can be controlled with prevention and support practices, 2,7 per cent of them can cope with stress effectively. When the general stress level of female moto couriers from Turkey and male moto couriers is compared, the stress level of female moto couriers from Turkey is lower than that of male moto couriers. A comparison of stress levels by gender is given in **Graphic 18**.

Stress levels of 51,2 per cent of male moto couriers and 14,3 per cent of female moto couriers from Turkey are in the area that requires intervention on this issue. Stress levels of 53,6 per cent of female moto couriers from Turkey and 31 per cent of male moto couriers were at levels where preventive practices on stress should be emphasized. When this situation is compared by nationality, it has been determined that the stress levels of the Turkish moto couriers are higher than the Syrian moto couriers. The stress levels of 42 per cent of Turkish moto couriers and 39,5 per cent of Syrian moto couriers are in the area that requires intervention on this issue. Stress levels of 36,6 per cent of Turkish motor couriers and 42,1 per cent of Syrian moto couriers were at levels where stress prevention studies should be emphasized. 18,8 per cent of Turkish moto couriers and 15,8 per cent of Syrian moto couriers have a stress level that should be prioritized for prevention and support practices. 2,7 per cent of Turkish moto couriers and 2,6 per cent of Syrian moto couriers cope with stress effectively.

52 per cent of moto couriers feel mentally exhausted. While this rate is 54,6 per cent for Turkish moto couriers, it is 60,6 per cent for Syrian moto couriers. However, it was observed that there was a difference in the level of fatigue by gender. 25,7 per cent of female moto couriers from Turkey feel mentally exhausted, while 55,7 per cent of male moto couriers feel mentally exhausted. 62,7 per cent of moto couriers feel physically exhausted. While this rate is 63,4 per cent for Turkish moto couriers, it is 60,6 per cent for Syrian moto couriers. While 60,7 per cent of female moto couriers from Turkey feel physically exhausted, 63,2 per cent of male moto couriers feel physically exhausted. The physical exhaustion level of moto couriers does not differ by gender and nationality. 48,7 per cent of moto couriers stated that they feel like a machine based on working. When this situation is analysed by nationality, it is seen that there are similar results between Syrian and Turkish moto couriers. 49,1 per cent of Turkish moto couriers and 47,4 per cent of Syrian moto couriers stated that they feel like a machine based on working. When this situation is analysed by gender, 32,2 per cent of female moto couriers from Turkey and 52,5 per cent of male moto couriers stated that they feel like a machine based on working.

When the coping behaviours of the moto couriers participating in the research are examined, it is seen that 73,3 per cent of the moto couriers have harmful habits. The most common of these is smoking, which accompanies other harmful habits (70,1%). In addition, it was observed that 25,5 per cent of the moto couriers use alcohol and 3,4 per cent use substances. The distribution of these habits by gender and nationality is given in **Table 13**.

In the in-depth interviews, when the moto couriers were asked about the most challenging part of their job; weather conditions (f:16), traffic (f:14), customers' behaviours (f:5), material (f:2) and heavy cargo (f:2) themes come to the fore. The answers given by the participants fall into more than one category. Details for nationality and gender are given in **Table 14**.

A moto courier described the challenges they experienced while doing their job as follows:

"Winter is tough. The risk of an accident is too high."

Snow, rain and cold are exhausting. There are luxury cars on the road, I look at them and get sad. We get the same money but they are in the car and we are treated like 2nd class citizens. We are wearing out. Our bodies wear out. Both physically and mentally. Even when the porter is heavy or something wrong happens, he drops it from his hands and breaks it. But he won't be the one who is broken. We are the ones who are broken!"

In the in-depth interviews, when asked how the moto couriers cope with these challenges, focusing on leisure time activities (f:5), receiving social support-socializing (f:4), avoidance- not thinking about it (f:4), inability to cope (f:3), doing sports (f: 1), smoking (f: 1), asking for help from the association (f: 1) and not having difficulties (f: 1) come to the fore. The answers given by the participants fall into more than one category. A Syrian moto courier using "avoidance" as a way of coping described the situation as follows:

"I calm myself down by forgetting (ignoring) things."
A moto courier who uses the method of "socializing and focusing on leisure activities" as a way of coping expressed himself as follows:

"The activities we do as an association are very helpful. We are making plans such as camping, paintball, astroturf with the association. We're going out of town. We relieve stress with group rides. There is a group that works long hours all the time, we call them zombies. Mostly they're ones who are having

accidents."

The distribution of behaviours of coping with the challenges faced by motorcouriers by nationality and gender is given in **Table 15**.

In the in-depth interviews, when the participants are asked when they have a problem about their job, tasks etc. and from whom/how they want help, the answers are gathered around 8 themes. These are: Asking for help from the manager (f: 10), asking for help from the colleagues (f: 8), sharing with the family (f: 7), sharing with the friends (f: 6), asking for help from the work support groups (f: 2), spirituality (f: 1), asking help from the association (f:1), not asking anyone for help (f:2) are the themes. The answers given by the participants fall into more than one category. A Syrian moto courier who said that he would not get help from "anyone" when he had a problem at work explained the situation as follows:

"There is no one who I could ask for help. Nobody comes for me. If I ask for help, I don't know who's coming."

A moto courier from Turkey, who said that he would not get help from "anyone", explained the situation as follows:

"I don't ask for help from anyone. I have to solve it by myself. For example, let's say address is wrong

Table 15: Distribution of Ways of Coping with the Challenges of Motorcycle Couriers by Nationality and Gender

Ways Of Coping	Turkish		Syrian	Total
	Female	Male	Male	
Leisure Activity	2	3	0	5
Social Support-Socialization	3	1	1	5
Avoidance-Not Thinking About Something	0	2	2	4
We Can't Cope	0	2	1	3
We Don't Have Any Difficulties.	0	0	1	1
Sports	0	1	0	1
Smoking	0	1	0	1

in Company X. This should be resolved within 1-2 minutes. Otherwise, the customer blames us. Customer service should handle this. But it also happens that it is not resolved."

A moto courier who received help from "work support groups" explained the processes as follows:

"There is operation support teams in work support groups. We send messages to groups. The customer is notified about the problem. We give notice to get off the shift."

The distribution of the contacts from which the moto couriers receive assistance by nationality and gender is given in **Table 16**.

In the in-depth interviews, the moto couriers were asked about the good aspects of their job, money (f: 10), freedom (f: 9), socialization (f: 5), nothing (f: 4), strenght (f: 1), exploring new places (f:1) themes stand out. The answers given by the participants fall into more than one category. A moto courier who answered this question on the theme of "nothing" explained the situation as follows;

"My job is of no use to me right now. They (employers/managers) only focus on jobs done, but not how. It doesn't contribute anything to me. I feel like a sharecropper. I'm coerced to do this job. They demotivate me. My salary is low too."

On the other hand, a female moto courier from Turkey, who described the best part of the job as "strenght", explained the situation as follows:

"It's actually a male profession. I love being able to do this job. This is how I learned the vehicles. I don't have trouble in traffic. It gives self-confidence and strength."

A female moto courier from Turkey, who defines the best part of her job as "freedom", expressed herself as follows:

"Freedom is beautiful. I'm a street kid, I love being on the street. It keeps me alive. I used to be a panic attack."

According to the answers given, the aspects of the moto couriers that they find positive in their

job are given in **Table 17**.

In the depth-interviews, when the moto couriers were asked why they started this job; financial reasons (f:14), necessity-having no other choice (f:14), and passion for motorcycle and speed (f:7) come to the fore. The answers given by the participants fall into more than one category. Expressing the reason for starting the profession as "necessity-having no other choice", a motor courier expressed the situation as follows:

"There was no other option. I was an auto expert, I has to close my business down in the pandemic. I have been a moto courier before it. If I could go back, I would. This is the first time I experience such a place. They're trying to get employees fired. They want circulation so as not to pay compensation. Currently, I'm the one among the other moto couriers who work longest here."

A Syrian motorcycle courier, who expressed the reason for starting as a motorcycle courier as "financial reasons", expressed the situation as follows:

"The job with the best income. A job is suitable for me. Some of them know neither navigation nor motorcycle. I can do it, I'm eligible, but I want to sell parts in the future."

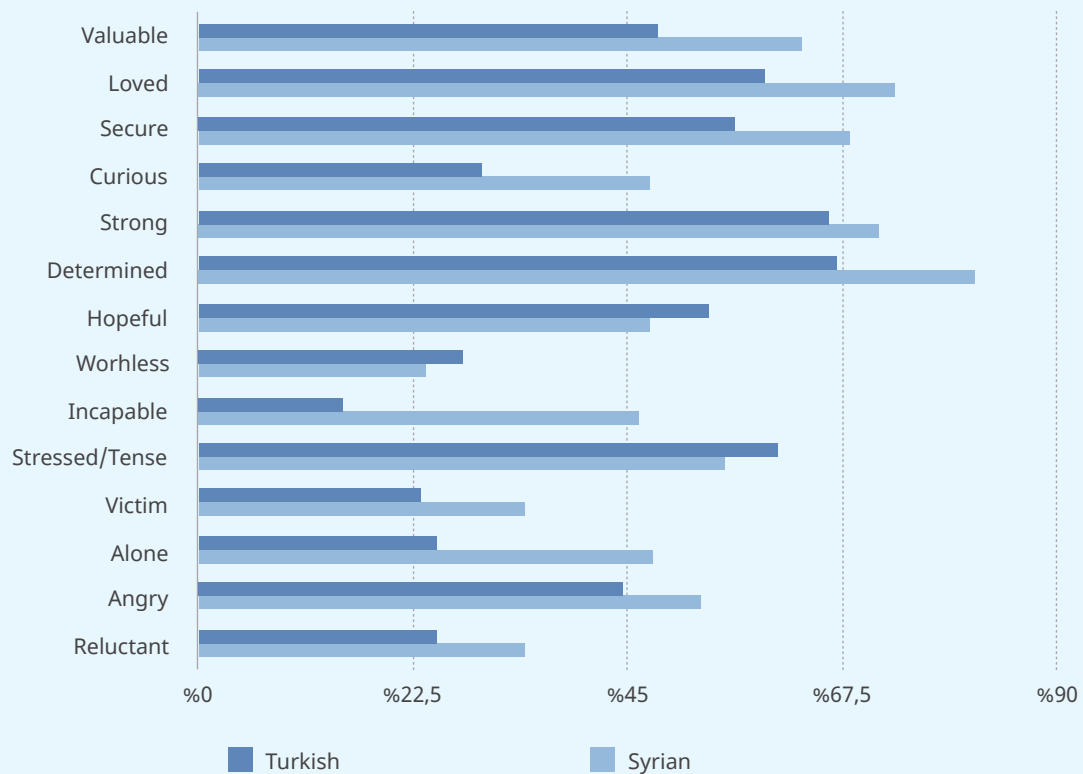
A Turkish moto courier, who expressed the reason for starting moto courier services as "a passion for motorcycle and speed", expressed the situation as follows:

"I loved motorcycles when I was younger. I used to ride as a kid. The place where I felt most at peace was on the motorcycle. I was isolating myself from everything. But at that time I had no money, I did not have a motorcycle. It was the only possibility of getting on the motorcycle all the time."

The reasons for starting the profession are given in **Table 18**.

When we categorize at the emotions that moto couriers feel during the work , the most common emotions are determined (70,7%), strong (67,3 percent), loved (63,4%), secure (59,3%), tense/stressed (59,3), important (52 percent), angry (46,7 percent). Distribution of emotions by nationality is analysed in **Graphic 19** and by gender in **Graphic 20**.

Graphic 19: Percentage Distribution of Emotions by Nationality



Graphic 20: Percentage Distribution of Emotions by Gender

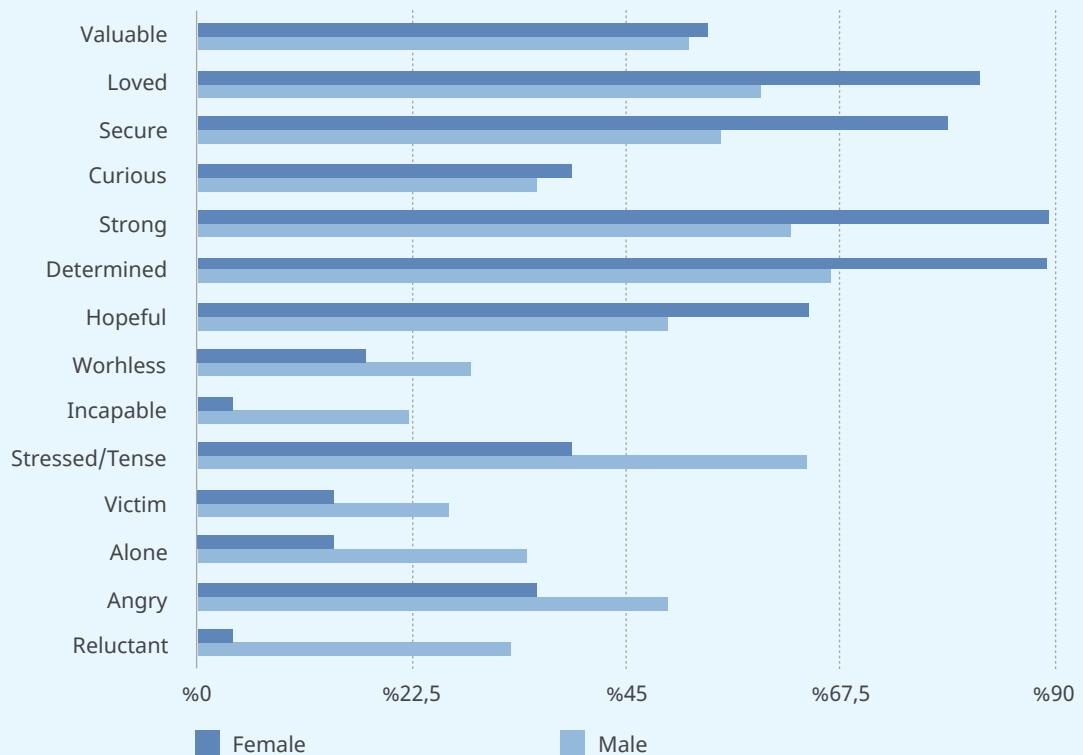


Table 16: Distribution of Resources from which Get Support by Nationality and Gender

Resources	Turkish		Syrian	Total
	Female	Male	Male	
Executive	3	7	0	10
Colleagues	3	5	0	8
Family	2	4	1	7
Friends	2	0	4	6
Work groups	2	0	0	2
No one	0	1	1	2
Spirituality	0	1	0	1
Society	0	0	1	1

Table 17: Categorical Distribution of the Positive Aspects of Motorcycle Couriers in Their Professions

Positive Aspects	Turkish		Syrian	Total
	Female	Male	Male	
Money	3	4	3	10
Freedom	2	6	1	9
Socialization	1	4	0	5
Nothing	0	3	1	4
Power	1	0	0	1
Discovering new places	0	0	1	1

Table 18: Motor Couriers' Reasons for Starting Work and its Distribution

Reasons	Turkish		Syrian	Total
	Female	Male	Male	
Financial Reasons	3	6	5	14
Having No Other Options	3	6	5	14
Passion for Engine and Speed	2	5	0	7

► 2.5. Impact of COVID-19 on Motorcycle Couriers

This section includes the evaluation of the findings of the surveys (150 people) and in-depth interviews (20 people) conducted to understand the impact of COVID-19 on moto couriers. Moto couriers are one of the occupational groups that continue to work under the restrictions of COVID-19, and due to the nature of their profession, moto couriers have to come into contact with many people in various places during business hours. For this reason, within the scope of the research, the regulations about COVID-19 of the moto couriers at the workplace were also examined. When the results based on COVID-19 are examined, it is seen that the majority of the moto couriers haven't been infected by COVID-19 (86,7 per cent). 72 per cent of the moto couriers stated that they received support related to COVID-19 from their workplaces. The most common of these supports is personal protective equipment ^{xxvii} (mask) and/or information about COVID-19 (53,3 per cent). When analysed by nationality, it is seen that Syrian moto couriers receive less support related to COVID-19 from their workplaces. While 80,3 per cent of Turkish moto couriers are provided with supports related to COVID-19 by the workplace, this rate is 47,3 per cent for Syrian moto couriers. The Distribution of supports for COVID-19 by nationality is given in **Graphic 21**. Syrian moto couriers are less protected by workplaces against a global crisis such as COVID-19 than Turkish moto couriers. And this shows that Syrian moto couriers might be at risk from possible crises.

While 52 per cent of the moto couriers stated that they did not feel the anxiety of being infected during the COVID-19, 40,7 per cent experienced the anxiety of being infected during this period. When this situation is examined by nationality, it is seen that Syrian moto couriers have less anxiety about being infected. 43,7 per cent of Turkish moto couriers and 75,3 per cent of Syrian moto couriers stated that they did not experience anxiety of being infected during the COVID-19. When this situation is analysed by gender; During this period, 42,9 per cent of female moto couriers from Turkey and 54,1 per cent of male moto couriers did not experience the anxiety of being infected.

The workload of 79,3 per cent of the moto couriers increased with COVID-19 and there was a change in the working conditions of 55,3 per cent. They reported that orders/deliveries increased, especially during the lock-down, and that they worked without breaks. In this period, while the workload of 88,4 per cent of Turkish moto couriers has increased, this rate is 55,3 per cent for Syrian moto couriers. 70,7 per cent of the moto couriers did not have fear/anxiety of losing their job. However, when examined in detail by nationality, it is seen that the fear/anxiety of job loss in this period is especially experienced among Syrian moto couriers. 68,7 per cent of Syrian moto couriers stated that they were worried about losing their jobs during this period. 88,2 per cent of the Syrian moto couriers, who stated that their workload has not increased, do not have social security and could not obtain a work permit during lock-down. 77,3 per cent of the Syrian moto couriers, who do not have social security and say that their workload has not increased, experienced fear/anxiety of losing their job during the COVID-19. The lack of social security of Syrian moto couriers may cause them to suffer in a possible difficulty and to experience fear of losing their job.

In the in-depth interviews, when the moto couriers were asked about the changes in the COVID-19; increase in workload (f:16), increase in working hours (f:10), increase in income (f:4), decrease in workload (f:3), uncertainty in the organization and difficulty in coordination (f:1), decrease in traffic (f :1), nothing (f:1) themes stand out. The answers given by the participants fall into more than one category. Changes for moto couriers during the COVID-19 are listed in **Table 19**.

A 30-year-old Syrian moto courier, whose workload decreased during this period, expressed his experiences as follows:

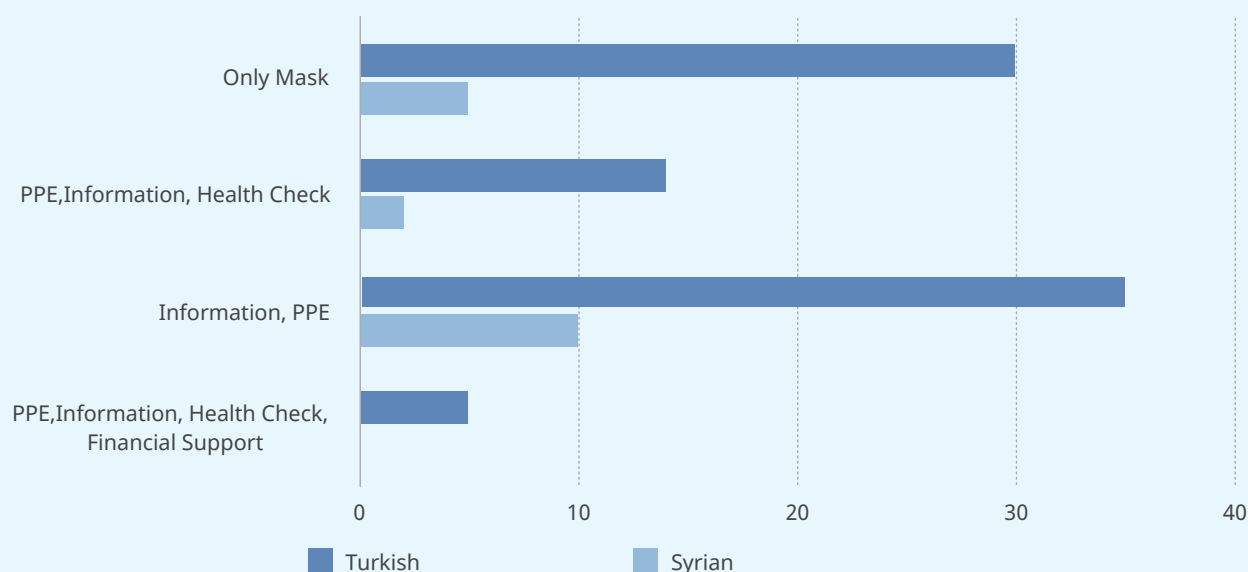
"I worked during the day. I didn't have night off at the beginning. But it has stopped after that, people had no money for shopping. It (workload) became intensely after sometime but I didn't experience it. Many shops are closed."

A 25-year-old female moto courier from Turkey, whose workload increased during this period, expressed her experiences as follows:

"The work pace was increased, we worked hard, we worked fast. We became like ants carrying seeds on their backs."

A 30-year-old male moto courier from Turkey, who experienced uncertainty and coordination issues at his workplace during this period, expressed his experiences as follows:

xxvii Personal protective equipment is included in Graphic 21 as "PPE".

Graphic 21: Frequency Distribution of COVID-19 Services by Nationality**Table 19: Changes Experienced by Motorcycle Couriers in the COVID-19 Process (Qualitative)**

Changes	Turkish		Syrian	Total
	Female	Male	Male	
Increase in workload	4	10	2	16
Increase in working hours	0	10	0	10
Income increase	0	4	0	4
Reduction in workload	0	0	3	3
Reduction in traffic	1	0	0	1
No changes	1	0	0	1
Uncertainty and coordination difficulties in the organization	0	1	0	1

Table 20: Motorcycle Couriers' Emotions and Thoughts on Changes in the COVID-19 Process (Qualitative)

Emotions and Thoughts	Turkish		Syrian	Total
	Female	Male	Male	
Our workload has increased a lot.	2	5	2	9
I was negatively affected/felt negatively	0	5	1	6
I am happy with the changes	3	2	0	5
Financial loss affected me negatively	0	0	3	3
Earning more financially had a positive impact on me.	2	0	0	2

Table 21: Emotions of Motorcycle Couriers in the COVID-19 Process

Emotions	Turkish		Syrian	Total
	Female	Male	Male	
Not Feeling Different	3	1	4	8
Oppressed	1	3	0	4
Scared	0	1	1	2
Uneasy	0	2	0	2
Peaceful	1	1	0	2
Angry	0	2	0	2
Valuable	0	1	0	1

Table 22: Ways of Motorcycle Couriers to Cope with Stress in the COVID-19

Ways to deal with stress	Turkish		Syrian	Total
	Female	Male	Male	
I'm not stressed	2	2	4	8
Family communication	2	3	0	5
Taking time for yourself	3	0	0	3
Working	0	1	1	2
Harmful habits (smoking, substance and/or alcohol)	1	1	0	2
Travelling	0	2	0	2
Nothing	0	2	0	2
Spirituality	0	1	0	1
Taking precautions	0	1	0	1

"The know-it-alls who normally put too much pressure on us have disappeared in the pandemic. There was a coordination problem. The packages were assigned to ones who are already on the delivery. They didn't notify us about the cancellations. We could not reach the operation when there was a problem."

In the in-depth interviews, when the moto couriers were asked what they thought about the changes in the COVID-19; the workload increased a lot (f:9), negatively affected (f:6), satisfied with the changes (f:5), financial loss affected us negatively (f:3), earning more financially affected positively (f:2) themes stand out. **Table 20** shows the feelings and thoughts about the changes in the moto couriers during the COVID-19. The answers given by the participants fall into more than one category.

A 30-year-old Syrian male moto courier, who said that he was negatively affected by this process, expressed his experiences as follows:

"Bornova (a district in Izmir) seemed dead. It was scary because we were psychologically accustomed to action. But I was not afraid of being infected. A bomb fell in front of me in Syria, it didn't explode, I am not afraid of COVID!"

A 27-year-old female moto courier from Turkey, who was satisfied with the changes in this process, expressed her experiences as follows:

"I used to rebel and cry a lot, but my belief system has changed in the pandemic. I was always grateful for being able to take care of my home. It made me feel good, most of my friends are out of work. Everyone was hopeless, but I thought about the future, I knew it would end. We (moto couriers) have seen that life goes on. I was in the rest of life. I grew personally in the pandemic. The pandemic has shown me that life flows. Everyone was at home, I was outside, and life had to flow somehow. Everyone was unhappy, I was happy."

A 30-year-old male moto courier from Turkey, who said that their workload increased during this period, expressed his experiences as follows:

"The company made me tired, not COVID. The system failed. They said we had to take 3-4 orders at once. We tied packages around the motorcycle"

In the in-depth interviews, when the moto couriers were asked how they felt during the COVID-19; oppressed (f:4), peaceful (f:2), scared (f:2), uneasy (f:2), angry (f:2) and valuable (f:1) themes stand out. The answers given by the participants fall into more than one category. The feelings of moto couriers during the COVID-19 are shown in **Table 21**.

An 18-year-old male moto courier from Turkey, who felt valuable in this process, expressed his experiences as follows:

"I felt special. I thought they needed us. I was not worried about the disease. I didn't get COVID-19."

A 29-year-old male moto courier from Turkey, who said that he felt uneasy and stuck in this process, expressed his experiences as follows:

"I was nervous. This was an unknown situation, there were people dying. I was afraid of pain if I got sick. I was afraid of being unemployed and death of relatives. At first, I held my breath when someone passed near by me. I went into quarantine for 14 days before visiting to my family."

A 25-year-old female moto courier from Turkey, who said that she did not feel any different from before COVID-19, expressed her experiences as follows:

"I couldn't really feel COVID-19. It is as if others have experienced COVID and we have served them."

In the in-depth interviews, when asked about the ways of coping with the stress brought by the COVID-19, I not stressed (f:8), family communication/social support (f:5), taking time for oneself (f:3), harmful habit (f:2), working (f:2), traveling (f:2), spirituality/ worship (f:1), prevention against COVID-19 (f:1) themes come to the fore. The ways of coping with stress during the COVID-19 are given in **Table 22**.

A 30-year-old male moto courier from Turkey, who said that nothing was good for him in this process, explained his experiences as follows:

"Nothing went well. I was afraid of getting sick. I was afraid of being physically ill. I am not hopeful, I am unhappy. There's a lot of mobbing. Managers are shouting at us. When they said something rude while I am on the way for delivery, I'm confusing the address"



Concluding Remarks

chapter 3

► 3.1. General Working Conditions and Order of Motorcycle Couriers

When we look at the general working conditions and order of the moto couriers participating in the research, two basic employment statuses of moto couriers in Turkey come to the fore. First, while salaried moto couriers work depending on the organisations, self-employed moto couriers work with organisations/enterprises through a service purchase agreement after establishing their sole proprietorship. In this context, moto couriers working as self-employed couriers issue monthly service fee invoices to the intermediary institutions they serve and are responsible for tax payments and follow-up.¹⁰¹ In this context, when the social security of moto couriers is compared, the insurance coverage varies according to their employment status. However, unregistered employment was observed in salaried moto couriers. One reason is that the self-employed moto couriers are obligated to have 4B insurance records through a sole proprietorship.¹⁰² It has been observed that the majority of Syrian motor courier workers work without any social security. Although the reasons for this situation could not be determined precisely, it was seen in the key institution meeting and in-depth interviews

that the Syrian participants had problems with obtaining a work permit. Therefore, in the self-employed moto courier model, which is an essential part of the motor courier service in the gig economy, people work longer hours, increasing their income. This situation also affects the shift systems of motor couriers.^{XXVIII} While fixed working hours are more common in salaried moto couriers, the variable shift system is seen more often in self-employed moto couriers. In the variable shift system, the absence of a specific upper limit for the working hours of the moto couriers causes the average monthly income of the self-employed moto couriers to be higher than the average monthly income of the salaried moto couriers.^{XXIX} The salaried moto couriers working for small and medium-sized institutions work for a fixed monthly salary.

On the other hand, there may be bonuses per package delivered in addition to the fixed price for moto couriers working under large-scale enterprises. For this reason, the average monthly income of moto couriers working for small and medium-sized enterprises is lower than moto couriers working for large-scale enterprises. Considering the time spent by the moto couriers

XXVIII For detailed information about the working hours of the moto couriers, see Table 11 on page 49.

XXIX For detailed information about the monthly income of motor couriers, see page 45.

Figure 2: General Psychosocial Risk Map of Motor Couriers



in their working life, it is seen that the vast majority (82,7 per cent) have been active in working life for 5 years or more. Even though moto couriers did other jobs before, it is seen that they have started to do moto courier services in recent years, especially with the pandemic. Likewise, it has been observed that the majority of the participants (66 per cent) have been working at their current workplace for 1 year or less. This finding is an essential indicator of the frequent turnover and job changes in the profession.

Motorcycle driving license, health report and criminal record were requested from approximately half of the moto couriers who participated in the research when they were recruited. However, some of the moto couriers started to work without any document declaration. Therefore, examination of knowledge and experience of these moto couriers are usually based on verbal statements. It is seen that there is no specific standard when examining the documents and conditions required to start a job as a moto courier. Most of the moto couriers participating in the study have a motorcycle driving license. While the rate of not having a motorcycle driving license is low among Turkish moto couriers, the majority of Syrian moto couriers do not have a motorcycle driving license. The distribution of licenses by gender is similar..^{xxx}

► 3.2. Evaluation of Psychosocial Risk Factors Caused by Content of Work of Motorcycle Couriers in Turkey

Considering the psychosocial risk factors of the moto couriers participating in the study due to the content of work, weather conditions are among the most challenging factors. The fact that moto couriers have to make deliveries even

in harsh weather conditions and the absence or insufficient equipment to take precautions against these weather conditions creates a situation that requires urgent intervention for moto couriers. Another issue related to the equipment used by moto couriers is the inadequacy of protective equipment. Although half of the moto couriers have helmets, this rate decreases when non-compulsory protective equipment is considered..^{xxxi} Additionally, moto couriers stated that their equipment does not provide protection against both accidents and harsh weather conditions. When the technical equipment used by the moto couriers and the technical support related to these equipments are examined, it is seen that the moto couriers use these equipments without any problems. In addition, these technical equipment provide continuous follow-up of the moto couriers by both the customers and the managers through the applications. According to previous studies, monitoring the performance of employees through electronic devices creates more work-related stress for them..¹⁰³

Another important psychosocial risk factor for the content of work for the vast majority of moto couriers is traffic and road conditions. Moto couriers related to this issue stated that other drivers in traffic ignore them and this situation creates an accident risk. Another important factor related to the road condition is that the existing infrastructure works in some regions make the roads dangerous for moto couriers. Studies have shown that high exposure to environmental stimuli (e.g. noise, cold, heat, traffic) together with excessive workload factors such as customer demands, shift work and overtime significantly increase the risk of work-related road accidents in the professional driver professions..^{104, 105}

According to the Occupational Diseases Guide prepared by the Ministry of Labor and Social Security of Turkish Republic, working outdoors; being exposed to cold and heat; the whole body and hand-arm back vibration; continuous sounds in the background or sudden lowering and rising sounds are stated as situations that pose a risk for occupational disease and should be evaluated..¹⁰⁶ Moto couriers work long hours outdoors, in

XXX For a detailed evaluation of Syrian moto couriers in Turkey, see page 97.

XXXI For a summary distribution of the equipment owned by the moto couriers, see Graphic 2 on page 52.

various challenging weather conditions, and are exposed to long hours of traffic. This situation poses a risk for the physical health of the moto couriers and emerges as a factor to be considered in the evaluation of the motorcycle courier profession. More than half of the moto couriers participating in the research experience pain problems due to motor use. Previous studies show that moto couriers are exposed to the risk of musculoskeletal diseases due to both using the motorcycle for a long time and carrying heavy loads. In a study conducted in Malaysia, it was reported that approximately 70 per cent of moto couriers complained of musculoskeletal pain and 60,8 per cent of them complained of low back pain.¹⁰⁷ Another study states that in addition to physical conditions, perceived workload and perceived stress cause ergonomic risks in moto couriers.¹⁰⁸ Additionally, more than half of the moto couriers who have pain problems do not have an adequate resting area, and the majority of them do not have any specific resting area or welfare facility. According to the ILO, it is necessary for the health and well-being of the workplaces to provide their employees with hygienic areas where they can meet their personal hygiene needs, meet their nutritional needs and rest needs. While the presence of these areas has a preventive effect on the fatigue, exhaustion and burnout of the employees, it supports the well-being and health of the employees. In this context, the ILO specifically stated that these areas are essential.¹⁰⁹

When the risks to the physical safety of the moto couriers are examined, more than half of the participants had a work-related road. In this context, when the perception of safety regarding the occupation of moto couriers is examined, moto couriers perceive their work as a dangerous job with a high accident rate. Occupational accidents with motor vehicles are the leading cause of death and long-term injuries in the workplace and in work-related driving. While systematic monitoring of work-related road deaths and serious injuries in the EU is lacking, it is estimated that 40-60 per cent of all fatal work-related accidents are road traffic crashes on the way to and from work.¹¹⁰ ISO 39001 - 'International Standard: Road Traffic Safety (RTS) Management Systems - Requirements and Guidance for Use (2012) published by ISO, which is among the international OHS measures taken in this

context, aims to assist institutions in establishing and implementing the management system of work-related traffic accidents such as delivery, transportation and logistics sectors. It is essential to establish coordination, financing and resource allocation, legislation, promotion, monitoring and evaluation, research and development, data collection, storage and transfer management systems in the basic management functions and processes of work-related road accidents.¹¹¹ In this context, the necessary applications for a comprehensive OHS application are as follows:¹¹²

Organization: In the prevention of work-related accidents, long-term cooperation should be made by the relevant public authorities, enterprises, and the senior management of non-governmental organizations.

Examining Safety Management Systems: A comprehensive review of OECD, World Bank and ISO management systems, examining and supporting good practices that ensure road safety for employees is important.

OHS Culture: It is important for organizations to create prevention and response plans against occupational accidents within the scope of "safe workplace". The inclusion of OHS culture in the organizational structure ensures the establishment and implementation of an effective safety management system in organizations.¹¹³

Determining OHS Objectives and Goals: ISO 39001- Road Traffic Safety (RTS) Management Systems Guide emphasizes that reviewing the current road safety performance of organizations is the first step in the safety management system. A measurement and evaluation process that is digitized identifies risks and opportunities, and selects road safety performance factors to work on is the most important step in the review of safety performance. As a result of these analyzes, after determining the factors that may create risks over time, appropriate OHS objectives and goals should be determined by taking into account the risks, processes and related activities that may affect safety in the workplace. The last stage of this process is the planning of prevention and intervention based on analysis.

Key Intervention Strategies: The first step of OHS practices is prevention strategies for

occupational accidents. After the preventive strategies are determined in line with the OHS goals and objectives, accident/emergency and crisis plans, which are key intervention strategies, should be created and disseminated among the employees.

OHS Trainings: It is essential that employees in professional driver professions receive supportive training. In the study, it was seen that trainings combined with formal safe driver training and OHS systems in the workplace were effective in reducing work-related road accidents.¹¹⁴ In addition, another study found that providing drivers with an in-house psychosocial support group together with safe driving training is more effective in reducing work-related road accidents.¹¹⁵

Emergency plans, post-accident supports and OHS trainings provided by the workplace for the moto couriers participating in the research are insufficient and are in the area that requires emergency action. The fact that the necessary OHS trainings are not systematically provided to the moto couriers and that there are no preventive studies in the workplaces increase the risk of accidents.¹¹⁶ When the rate of receiving OHS training of moto couriers is examined according to their employment status, the rate of self-employed moto couriers to receive OHS training is higher than those working salaried. But this difference is less than 10 per cent.^{xxxii} When this situation is analyzed by nationality, approximately half of the Turkish moto couriers receive OHS training, while this rate is below 3 per cent for Syrian moto couriers.^{xxxiii} However, among the moto couriers who participated in the study and had a work accident, the participants with the highest accident rate are the ones who started to be moto couriers within the period of COVID-19. In a study examining the accident causes of moto couriers, it was found that while the risk of accident is higher in young people (18-25 years old), speed, using the screen while driving (phone etc.), shift order is the most common factors causing occupational accidents. In particular, it was stated that the age factor and

speed and screen usage while using a motor were correlated with each other.¹¹⁷ Another research is the most common accident causes of moto couriers; less experience of moto courier, weather conditions, shift order and working hours. The same research stated that 47,2 per cent of the moto couriers who had an occupational accident had been working as a moto courier for less than 6 months.¹¹⁸ The high turn-over rate¹¹⁹ increases the risk of occupational accidents.

Moto courier service is a profession with a high accident rate.¹²⁰ According to the Road Safety Research: Common Motorcycle Crash Causes Report published by ROSPA, although engines constitute 1 per cent of the general traffic, accidents resulting in death by motorcycle drivers account for 18 per cent of all fatal accidents in traffic. However, the report stated that the rate of general traffic accidents could not be determined clearly due to the fact that minor injury accidents were not reported to the police and were not recorded.¹²¹ Motorcycle drivers are one of the most vulnerable groups in traffic. According to the 2015 USA statistics, motorcycle drivers lost their lives 30 times more and were injured 5 times more than automobile drivers in the accidents that occurred.¹²² In Turkey, 18,8 per cent of the vehicles involved in fatal traffic accidents in 2020 are motorcycles. For this reason, the definition of occupational hazards and the determination of the hazard class are important in terms of preventing occupational risks and protecting employee health.

When the supports given to the moto couriers after the accident is examined, it is seen that most of the moto couriers received only financial support. The process after occupational accidents differs by the employment status. Moto couriers within the scope of 4A can receive a payment from SSI when they cannot work due to an occupational accident, and the resulting damage is covered by the workplaces. However, for this, the accident must be recorded as an occupational accident. For this reason, it is important for moto couriers to know their rights after an occupational accident. In the in-depth interviews, it is seen that the support mechanisms after the occupational accident are insufficient for the self-employed moto couriers. Most of the self-employed moto couriers reported that they left the accident place with their own means after a work accident and

xxxii For the distribution of OHS training by employment status, see Graphic 4 on page 53.

xxxiii For the distribution of OHS training by nationality, see Graphic 5 on page 53.

that they covered the damage themselves. This situation poses serious risks for the lives after the accident of self-employed moto couriers. During the in-depth interview, one of the moto couriers stated that he used all his savings after the accident to repair and earn a living on the days he could not work. Another moto courier stated that he could not make his payments. For both the physical, material and psychological well-being of the employees after a work accident, there is a need for standards for both 4A insured salaried moto couriers and self-employed moto couriers regarding occupational accidents.

When the psychosocial risks related to the task design of the moto couriers are examined, most of the moto couriers define their tasks as the tasks performed at the same time and in the same order every day. This situation emerges as repetitive monotony in the literature. Repetitive monotony has been defined as the repetition of the same sequence of events and body movements.¹²³ In a study, it was determined that the lack of task variety is an important factor in the evaluation of the work they do within the scope of repetitive monotony, and this can manifest as unwillingness and boredom in the employees.¹²⁴ In the in-depth interviews, the majority of the moto couriers emphasized that their only task during the work is to make deliveries ("delivering an order"). The perception of the moto couriers as an insufficient variety of tasks creates a perception of monotony regarding their duties. This situation creates a reluctance to work in moto couriers.

Moto couriers need to concentrate their attention constantly on their tasks while they are working. This situation causes the moto couriers to feel mentally exhausted. The task design of the moto couriers is not designed for enhancing their professional development or increasing their perceived job value. Moto couriers think that the value of their work has started to be visible with COVID-19. However, they also think speed and time pressure from customers, the scoring and commenting system devalue their job. Customers are able to share comments about moto couriers and score them through digital applications. Being under a particular score or getting a low score may cause moto couriers to be subjected to more pressure by their managers and even to lose their jobs in some organizations. This situation adversely

affects the moto couriers' perception of their job as valuable. Although more than half of the moto couriers have to work overtime due to their workload, they do not describe their workload as intense. The issue with the perceived workload of moto couriers is not about the quantity of the workload, but about the imbalanced distribution of the workload. Particularly noon and evening hours are extremely busy for the moto couriers participating in the research working in the particular sectors such as markets, restaurants, water delivery etc. When the perceived speed and time pressure of the moto couriers are examined, approximately half of the moto couriers feel this pressure intensely. However, participants who are satisfied with their relationship with their manager feel this pressure much less.

Studies have shown that employees who work with managers who communicate effectively with their employees perceive their workload as less intense.¹²⁵ Speed and time pressure are also reflected by the managers as mobbing on the moto couriers. Perceived speed and time pressure are seen much more intensely in self-employed moto couriers. In addition, while the perceived speed and time pressure ratios of the self-employed moto couriers are close to each other, the perceived speed pressure of the salaried moto couriers is much higher than the perceived time pressure.^{xxxiv} This situation is related to the fact that while the self-employed moto couriers have a certain delivery time through the applications, the salaried moto couriers do not have a standard delivery time, these delivery times change according to the verbal statement from their managers. And they have some tasks other than required ones for moto courier services. In a study conducted on postal delivery couriers in UK, it was observed that the perceived stress and perceived workload increased in moto couriers who felt the speed and time pressure.¹²⁶ This situation causes distraction due to workload in response to a task design that requires attention, and an increase in safety negligence due to efforts to shorten work processes, thus increasing the risk of occupational accidents.¹²⁷

When the work schedules of the moto couriers are examined, approximately half of the participants

XXXIV See Graphic 8 on page 57 for the variety of speed and time pressure perceived by moto couriers by employment status.

find the daily working time longer than it should be. Although the daily working hours (12.8 hours) of the self-employed moto couriers are longer than the salaried moto couriers (10.5 hours), only half of the self-employed moto couriers find their working hours long. In the self-employed moto courier model, longer working hours mean higher income, as moto couriers are paid per hour they work and per package they deliver. However, this is not the case for salaried moto couriers. According to the ILO Hours of Work Convention (No:30), it is recommended that employees work a maximum of 48 hours a week and a maximum of 8 hours a day as a general standard.¹²⁸ However, there is no specific classification and limitation for the gig economy workers. The working hours of gig economy workers is still a controversial topic. The absence of legal classifications and standards provides a wider range of activities for those working in the gig economy.¹²⁹ Additionally, employees in the delivery sector are required to provide service according to the standards set by the company.

Delivery sector employees working within the gig economy, unlike self-employed workers, have little autonomy in choosing their tasks and the people they serve, but they can also be included in the dress codes of the companies they serve.¹³⁰ According to the statistics from ILO, the average weekly working time of employees in Turkey is 43 hours.¹³¹ Nonetheless, the working hours of the moto couriers are above both the recommended weekly working hours and the average weekly working hours. According to Article 63 of the Labor Law No. 4857 in Turkey, it is stated that the

weekly working time is 45 hours unless otherwise agreed, this time will be equally distributed to the working days, which corresponds to 7.5 hours per day. However, even if the employee and the employer agree on a working hour of more than 7.5 hours per day, this period cannot exceed 11 hours per day. When the average daily working hours of the moto couriers are evaluated on a weekly basis, it has been observed that it is over 45.5 hours. It has been observed that the monthly average income of the couriers is above the monthly average income indicated in **Graphic 22**.¹³²

Considering the changing workloads and working conditions of moto couriers, it is thought that this may be related to the fact that the organisations make the 4A insurance registration of the moto couriers over the minimum wage, as mentioned in the field observation notes and key institution meetings.

Long working hours have negative physical and mental effects on employees. In a meta-analysis, the risk of coronary heart disease and stroke on employees who work long hours was examined and it was found that cardiovascular risks were higher in people who worked longer hours.¹³³ In another study, it was stated that long working hours may cause depression and anxiety in employees.¹³⁴ Additionally, the weekly off of moto couriers is generally seen as working 1 day a week or without weekly off. However, the majority of moto couriers work without a specific and scheduled break and resting system. Break times are regulated according to Labor Law No. 4857

Graphic 22: Change of Hourly Income of Couriers in Turkey by Years

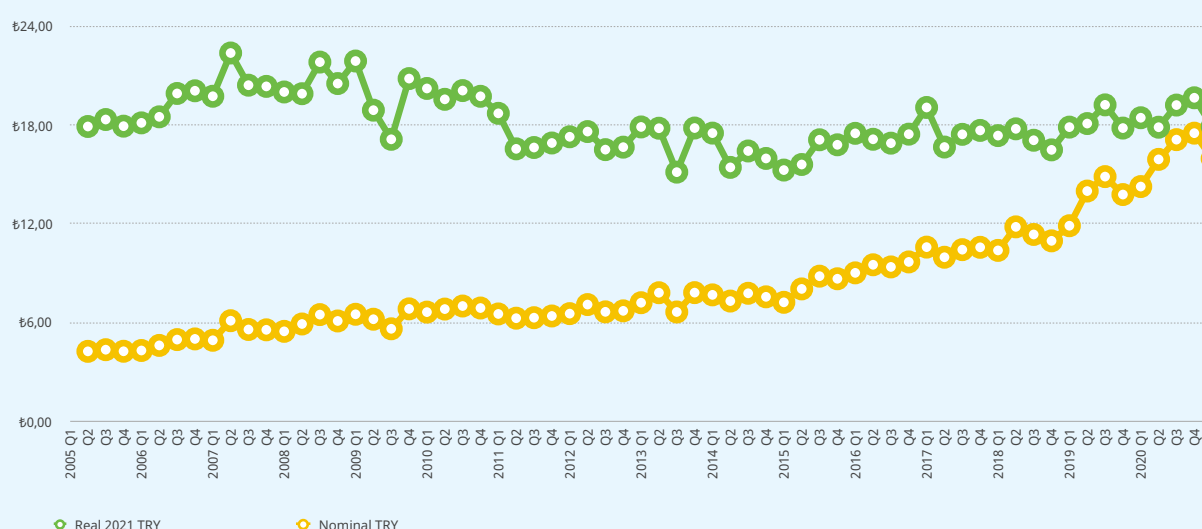


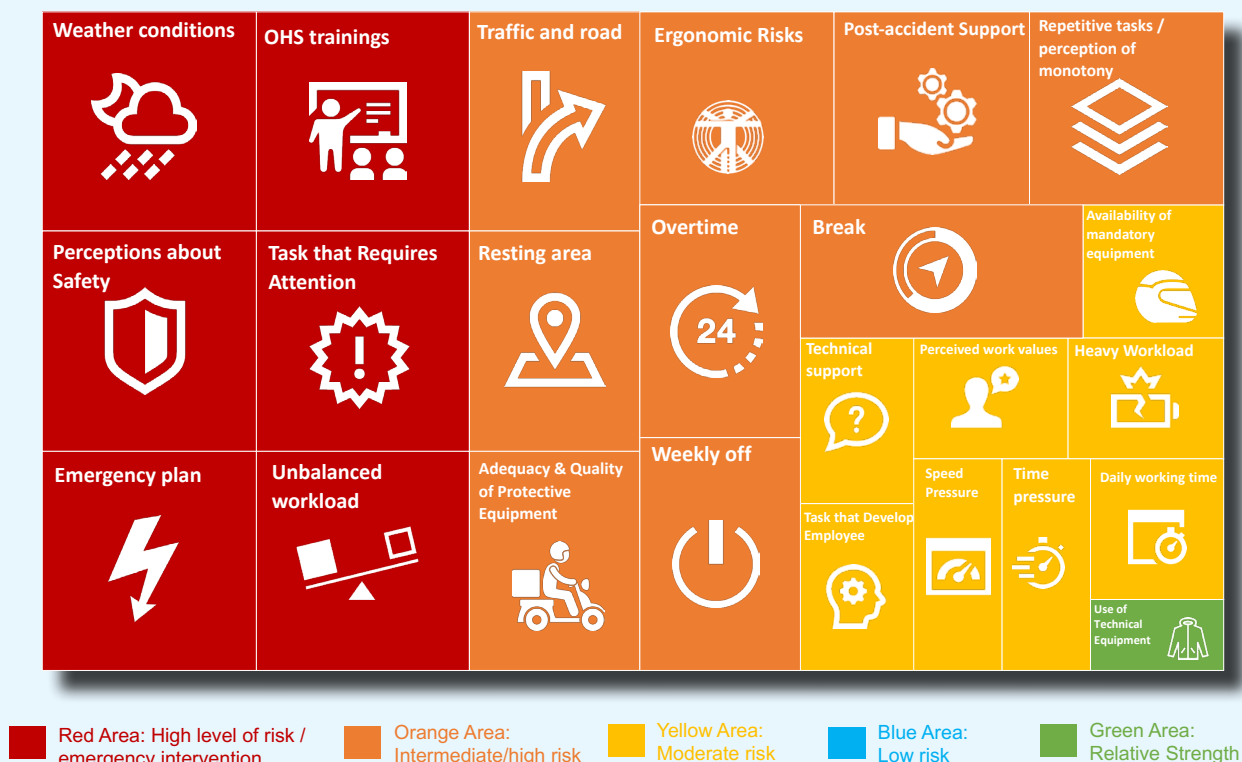
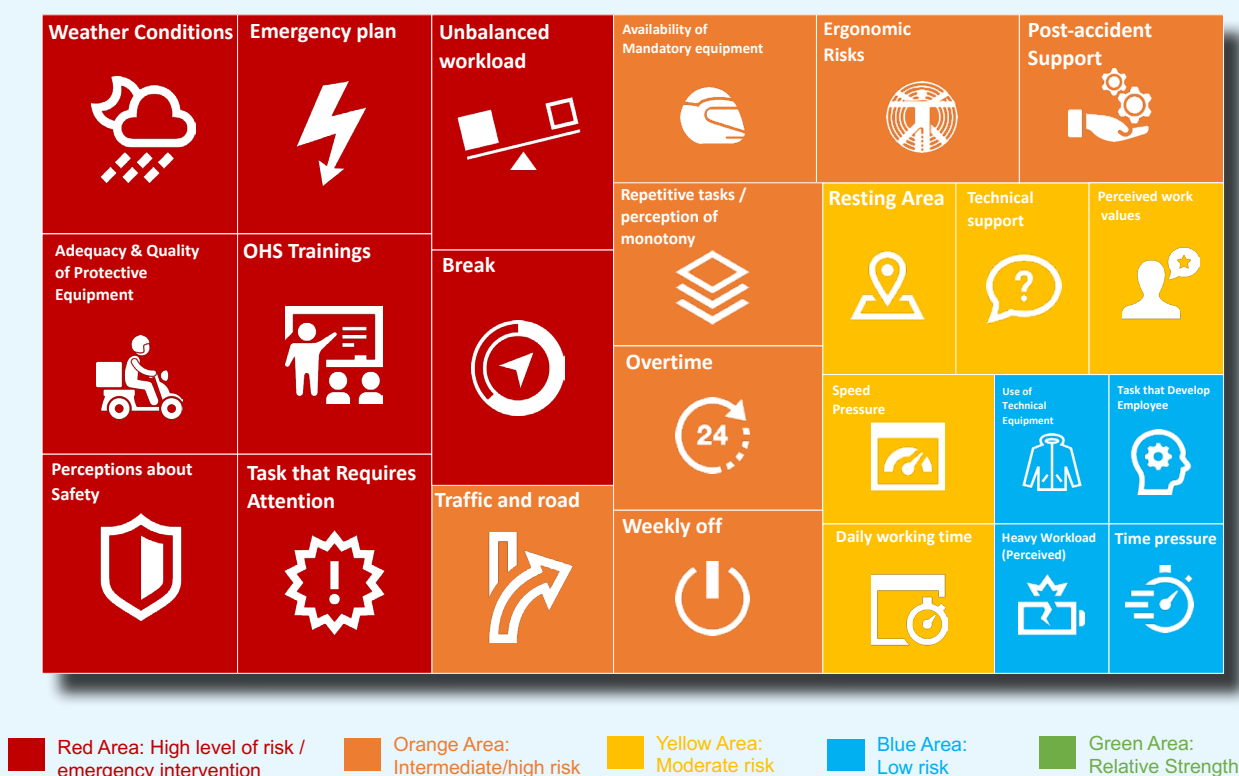
Figure 3: Psychosocial Risks Caused by the Content of Work**Figure 4: Psychosocial Risks Caused by the Content of Work in Self-Employed Motorcycle Couriers**

Figure 5: Psychosocial Risks Caused by the Content of Work in Salaried Motorcycle Couriers

in Turkey, and break times that should be given after working for a certain hour are specified (a 15-minute break in 4 hours of work, etc.).¹³⁵ Break times variety and working without break is against the law in Turkey. For this reason, it is important to examine and regulate the resting times of moto couriers in certain standards.

► 3.3. Evaluation of Psychosocial Risk Factors Caused by Context of Work of Motorcycle Couriers in Turkey

When the psychosocial risk factors arising from the context of work of the moto couriers participating in the study are examined, the work-home interface is one of the most challenging factors for them. Due to the long working hours, the

majority of moto couriers cannot allocate time for themselves and their domestic responsibilities. Additionally, half of the moto couriers do not have enough energy to do anything other than work, and when they arrive home, they cannot communicate with their families due to exhaustion. However, while the days off of some of the moto couriers can never be parallel with the days off of their family and friends, the days off of the rest are sometimes parallel. Half of the moto couriers in the study stated that they were supported about their job by their environment, while the other half stated that they could not receive this support. Managing the work-home interface can be difficult depending on the work pace of the employees, shifts, irregular and long working hours.¹³⁶ In a study, it was found that it is more difficult to manage work-home interface and domestic conflicts are more common in people who work more than 48 hours a week.¹³⁷ Conflict in the work-home interface affects both physical and mental health, and in the long term, it emerges as stress, anxiety and low job and life satisfaction in employees.¹³⁸

The ILO has identified 5 key dimensions of decent work as follows:¹³⁹

- Promoting health and safety;
- Being “family-friendly” and improving employees’ work-life balance;
- Promoting gender equality;
- Advancing the productivity and sustainability of enterprises;

Offering employees a degree of choice and influence over their hours of work: (Participation and influence over decision-making process about the work schedule)

In this context, it is necessary to carry out preventive actions and interventions on the work-home interface in order for the concept of “decent work” to advance on the basis of the delivery sector. However, another area of risk addressed within the context of work that needs to be focused on in the delivery sector for decent work is decision latitude.

While half of the moto couriers in the study have autonomy while doing their jobs, more than half of them stated that they are partially involved in the decision-making processes by expressing their opinions. However, although there is autonomy and participation in decision-making processes, the participation of moto couriers have not had enough influence on the processes. Self-employed moto couriers have high autonomy over the way they do their jobs and working hours. Still, they are not included often in the decision-making stages in structuring a process related to their work. The balance of workload and decision latitude of the employees also affects the degree to which they experience work stress.¹⁴⁰ When moto couriers are evaluated within the scope of Karasek’s Demand-Control-Support Model, it is very important that moto couriers determine the break and rest times in a job with high demands, especially in cognitive processes such as attention.^{XXXV} Although this autonomy is partially in self-employed moto couriers, it has been observed that they cannot make these decisions autonomously due to the

long working hours and per delivery pricing and order density.

When the interpersonal relations at work dimension, which is another important element of the Demand-Control-Support Model, is examined, the majority of the moto couriers participating in the research are satisfied with the relationship they have with their colleagues. However, violence, bullying and discrimination rates in the workplace exist even though they are low.^{XXXVI} There is a negative correlation between the relationships established by the moto couriers with their colleagues and the perceived workload. Moto couriers who have more satisfying relationships with their colleagues feel less perceived workload. The majority of moto couriers are satisfied with their relationship with their manager. although the rates of workplace violence, bullying and discrimination are very low, they still exist. However, when violence, bullying and discrimination in the workplace were compared to colleagues and managers, it was seen that violence, bullying and discrimination from managers were more common. Moto couriers who have more satisfying relationships with their colleagues feel less perceived workload. Most moto couriers are satisfied with their relationship with their manager. Workplace violence, bullying and discrimination still exist, although rates are low. However, when violence, bullying and discrimination in the workplace are compared with colleagues and managers, it is seen that workplace violence, bullying and discrimination by managers in the workplace are more common. In addition, there is a strong negative correlation between the relationships established by moto couriers with their managers and the perceived workload. This shows that moto couriers with more satisfying relationships with their managers feel much less perceived workload.

Considering the psychosocial risk factors of the moto couriers in the research arising from the context of work, career development is another important risk area for moto couriers. More than half of the moto couriers perceive the job as uncertain and are indecisive about the future of the job. However, most moto couriers think that they do not get paid for their work and are

XXXV The Demand-Control-Support Model (JDSC), a workload management model, predicts that psychological strain arises from the interaction of job demands and freedom of decision (decision latitude).

XXXVI See Graphic 14 on page 66 for the distribution of the problems experienced by moto couriers in their relationships with managers.

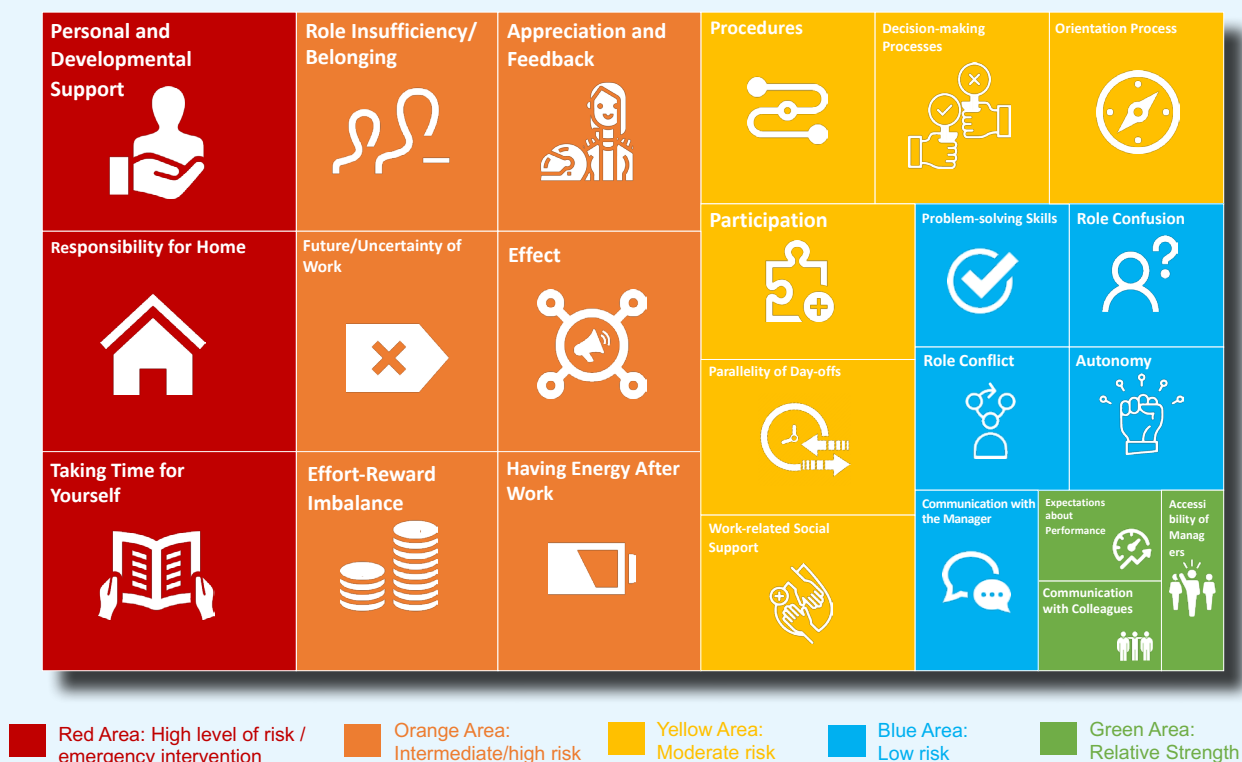
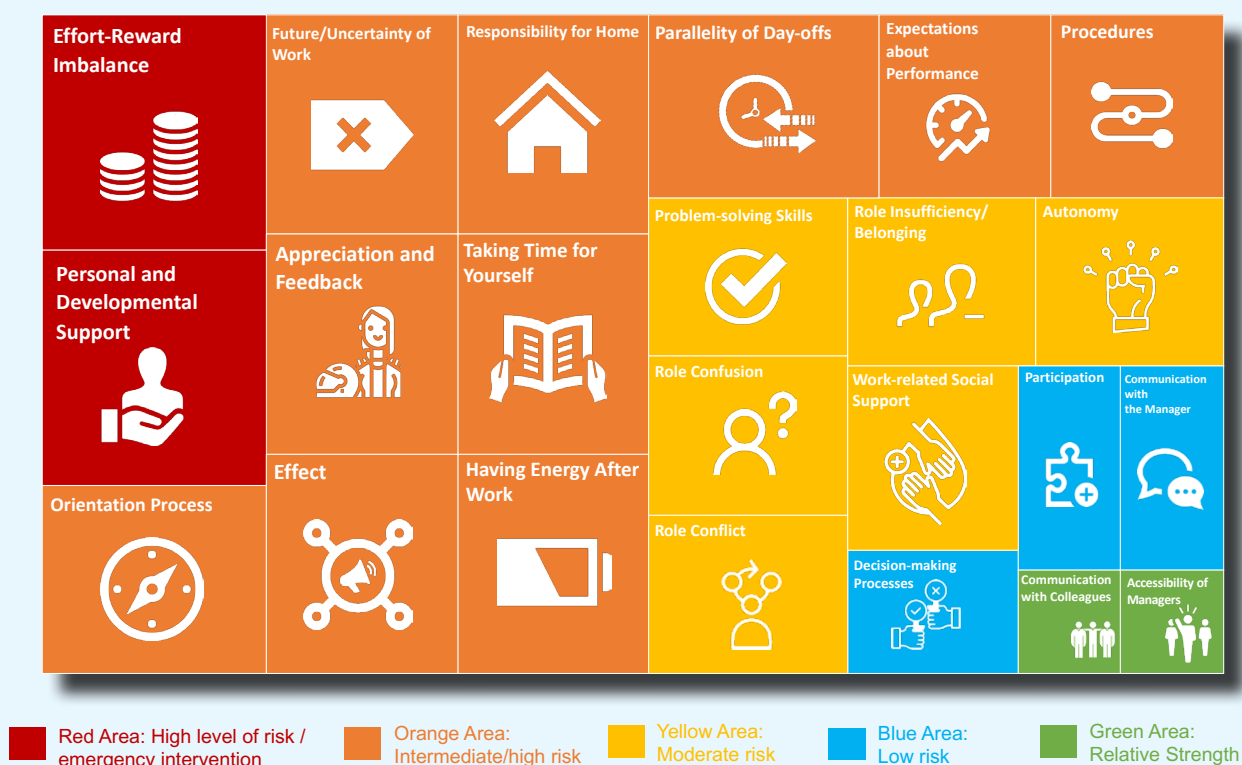
not appreciated enough. This situation is closely related to effort-reward imbalance.^{XXXVII} Since effort-reward imbalance causes chronic work-related stress in the long term, it affects the job satisfaction and well-being of employees and increases the risk of occupational accidents significantly.¹⁴¹ There are 3 important dimensions of reward in effort-reward imbalance. These are financial satisfaction, appreciation and promotion expectations/job uncertainty.¹⁴² When the professional and personal development dimension, one of the most critical risk factors for career development, is examined, most moto couriers' professional and personal development is not supported by the organization they serve. This situation closely affects the prestige of the job and the sense of belonging in moto couriers. The sense of belonging of the employees is closely related to their role in the organization.

XXXVII Effort-Reward Imbalance is a situation that arises from not being rewarded enough for their efforts and lack of appreciation and feedback mechanisms. According to Siegrist (1990), this situation is among the most important causes of chronic stress in the workplace.

Most of the moto couriers participating in the study do not feel like employees of any organization. However, half of the moto couriers did not go through any orientation process when they started to work, and they learned their roles and tasks while working. In this context, financial issues (salary, bonus, etc.), day-offs and working hours, and workload are not clear at the beginning but are changed/determined later. The majority of self-employed moto couriers are aware of the responsibilities of their roles and do not experience an internal role conflict. However, this situation is not that specifically identified for salaried moto couriers. When this situation is evaluated within the scope of organizational culture, the fact that the performance expectations of the majority of moto couriers are clear preventing them from experiencing internal role conflict. Being a task-performance environment, being a problem-solving environment, being a development environment are among the critical dimensions of organizational culture and function for organizations.¹⁴³ More than half of the moto couriers participating in the study stated that the problems are resolved quickly. In this context, organisational culture's task-performance and problem-solving environment dimensions are

Figure 6: Psychosocial Risks Caused by the Context of Work



Figure 7: Psychosocial Risks Caused by the Context of Work in Self-Employed Motorcycle Couriers**Figure 8: Psychosocial Risks Caused by the Context of Work in Salaried Motorcycle Couriers**

among the areas where sustainability should be maintained.

► 3.4. Evaluation of Well-Being and Coping Behaviors of Motorcycle Couriers in Turkey

In general, the stress levels of the motorcycle courier participating in the research are in a situation where intervention and prevention activities should be emphasized together. The ILO defines stress (with the focus on employees) as a harmful physical and emotional response caused by the conflict and imbalance between perceived job demands, perceived resources, and coping skills of an employee.¹⁴⁴ It is an important stress factor that motor couriers find their reward and recognition systems^{xxxviii} more inadequate in response to the perceived workload being more intense/imbalanced^{xxxix} and the perceived speed and time pressure.^{xl} The perceived effort-reward imbalance of the moto couriers is an important factor in their feeling of stress, while the perceived social support (interpersonal relations) controls the stress levels of the moto couriers at one point. On the other hand, adverse weather conditions and traffic are the main factors that moto couriers feel most stressed about their jobs. In addition, customer reviews, speed pressure, financial aspects and heavy loads; are other important stress factor for their job for moto couriers. While moto couriers respond to the stress they are exposed to as physical and mental fatigue, they also feel like a “machine built on work” emotionally. When the stress-coping behaviours of moto couriers are examined, social support, leisure time activities and avoidance of stressful situations are the 3 most common behaviours. While female moto couriers from Turkey mostly use social support for coping, male moto couriers mostly show avoidance/not

thinking about stressful situations. In addition to these, there are also participants who think that they cannot cope with stress, who cope with stress thanks to their harmful habits, and who think that they do not experience stress. Smoking is the most commonly used harmful habit among moto couriers to cope with stress. In addition, alcohol consumption is also observed as a coping behaviour. When the sources from which moto couriers seek help when they have a problem with their job are examined, most of them ask for help from their manager, social circle (family and friends) and colleagues. However, in the key institution meetings, it was stated that the moto couriers also communicated via regional instant messaging groups. Also, some moto couriers receive assistance from these business groups. Although it is not common in the study, there are cases of getting help from the associations and not getting help from anyone.

When the positive aspects of the moto couriers participating in the research are examined, the most frequently repeated motivation source for the majority of the moto couriers is the financial aspect. Due to the increasing demand for moto couriers and the increasing needs of the labour market and income model, many people have started to prefer starting to work in moto courier services. However, reasons such as the personal characteristics of the moto couriers and the working conditions of the moto courier, such as the freedom offered by the job, are also important sources of motivation. There are also moto couriers who think that there is nothing positive about their job. This situation is closely related to the reasons for starting the profession. While the most common reasons for starting the profession among moto couriers are determined as financial reasons and lack of other options, there are people who start because of speed and passion for motorcycles. But all of the moto couriers who started this profession due to their passion for speed and motorcycles are participants from Turkey. Another result of the research is that the positive emotions that moto couriers feel most frequently are determined, strong, loved, secure and important, respectively. This situation is also related to the income provided by the motorcycle courier service. In the in-depth interviews, moto couriers generally attributed these feelings to financial factors. The most common negative emotions felt by moto couriers are nervousness

xxxviii See page 62 for the findings on effort-reward balance,

xxxix See page 56 for more information on the perceived workload of moto couriers.

xl See page 57 for more information on the speed and time pressure perceived by moto couriers.

and anger. As a matter of fact, moto couriers tended to participate more in positive emotions in general. Regarding negative emotions, generally more neutral responses were given, except for nervousness and anger. The feeling of “curiosity” was the least felt emotion by the moto couriers. This situation is closely related to career development and task design. According to Gallup’s 2021 Global Emotions Report, people living in Turkey have been feeling less positive due to economic conditions since 2018..¹⁴⁵ With the COVID-19 outbreak, a new income model for moto couriers has become widespread and their earnings are separated from the general population. However, the feelings and the degree of feeling felt by moto couriers vary according to nationality and gender.

► 3.5. Evaluation on Impact of COVID-19 on Motorcycle Couriers

The biggest impact of the COVID-19 pandemic on moto couriers is related to workload. The work pace and workload of the majority of the moto couriers participating in the study have increased with the COVID-19 pandemic. Due to the increasing workload, moto couriers often had to work long hours and without breaks. The increase in order density has increased the average monthly income of self-employed moto couriers. This situation is seen much more intensely especially in moto couriers from Turkey. Most moto couriers during the COVID-19 outbreak have not experienced anxiety related to job loss. Although the visibility of moto couriers has increased with the COVID-19, occupational accident rates have increased. In an interview with the Istanbul Motorcycle Couriers Association regarding this situation, he stated that the number of fatal and seriously injured accidents has increased due to the speed and time pressure and increased number of inexperienced moto couriers who are just started moto courier services to meet the increasing demand with the COVID-19..¹⁴⁶ However, it has been observed that institutions that have difficulties in coordination and organization during the COVID-19 outbreak have a negative impact on moto couriers and significantly increases their perceived workload.

This situation reveals the importance of emergency plans for organizations.

While the male moto couriers were particularly adversely affected by the changes during the COVID-19 pandemic, it was observed that the female moto couriers from Turkey felt more positive than the male moto couriers due to the increase in income. When the emotions during the COVID-19 outbreak were examined within the scope of the research, the most common response from the moto couriers was that they did not feel any different. However, another emotional reflection of the workload was feeling stuck. Working actively and intensely during COVID-19, even during full lock-down periods, evokes different emotions in moto couriers according to their coping styles. Nervousness, fear and anger are also among the emotions seen in moto couriers who continue to work despite being worried about being infected. During this period, the moto couriers, who were not worried about being infected, felt peaceful and valuable due to the decrease in traffic and the increased visibility of the role of moto couriers in this period. The moto couriers, who did not feel different during this period, did not say anything about the anxiety of being infected. The constant changes in the COVID-19 period and the feelings and thoughts of the moto couriers towards these changes differ significantly by nationality..^{XLI} When we examine the ways of coping with stress during the COVID-19 pandemic, it was seen that the participants tried to establish a work-home interface to cope with stress and spared more time for themselves or their social environment. In this period, the behaviours of moto couriers to turn to spirituality, increase harmful habits, and take hygiene measures are among the ways of coping. In this period, there are moto couriers who say that nothing is good for them, and there are also moto couriers who say that they do not experience stress that will affect the flow of daily life. The basis of this situation differs according to the nationality of the moto couriers who say that they do not experience stress that will affect the daily life flow. While an income-oriented motivational approach was observed in Turkish moto couriers, it was observed that Syrian moto couriers do not feel stressed due to not worrying

XLI Emotions felt by moto couriers during the COVID-19 pandemic, see Table 21 on page 78.

about getting infected.^{XLII}

► 3.6. Being a Female Motorcycle Courier in Turkey

While the majority of female motor couriers from Turkey participating in the study work as self-employed, all salaried moto couriers work in large-scale organizations. However, the majority of female moto couriers from Turkey have been doing motor courier services for 1 to 3 years. This rate is much higher than that of male moto couriers. The daily working hours of female self-employed moto couriers from Turkey are less than that of male self-employed moto couriers. In addition, the vast majority of female moto couriers from Turkey find their daily working hours to be long and this rate is much higher when compared to male moto couriers. The vast majority of female moto couriers from Turkey work with a certain break system and weekly off. Even though the average monthly income of female moto couriers from Turkey is lower than that of male moto couriers due to the income model of self-employed moto courier service, this situation is not related to the wage they receive per delivery, but is related to the daily working hours. The majority of female self-employed moto couriers from Turkey have dependents, but this rate is similar for male moto couriers. This situation should be examined within the scope of women's domestic responsibilities and gender roles. In the ILO report, A Quantum Leap For Gender Equality: For a Better Future of Work For All, it is stated that women are exposed to "maternity punishment" and that the responsibility to give care negatively affects their position in the working life and the wages they receive.¹⁴⁷

The rate of having both compulsory equipment and additional protective equipment is higher for female moto couriers from Turkey compared to male moto couriers. And, they often do not have problems with technical equipment and access to technical support. However, the main problem with the equipment is related to the

adequacy and quality of the equipment. In the field observation notes, when the problems experienced by the female moto couriers from Turkey with the equipment are examined, it is seen that they cannot find protective clothing in suitable patterns for their own body and they have to work with the clothes that are too large. In addition, although the general perceptions of physical safety of female moto couriers from Turkey do not differ in general, when the post-accident support is examined, more than half of the female moto couriers from Turkey stated that they can reach the support they need more after the accident. Financial support, hospital expenses, day-off (as a social right) and social support come to the fore as post-accident support. The task design of female moto couriers from Turkey in the study is in a lower risk area compared to male moto couriers. Despite the fact that female moto couriers from Turkey find their tasks repetitive and require attention, they think that the tasks improve themselves and find their job more valuable. In the in-depth interviews, female motor couriers from Turkey identified the best aspects of their jobs as money, freedom, power and socialization. Half of the female motor couriers from Turkey participating in the research have to work overtime due to their workload. This rate is less than that of male moto couriers. In addition, the perceived workload of female moto couriers from Turkey is lower than that of male moto couriers. Workload imbalance is also an important risk factor for Turkish female motor couriers. At the same time, while some of the female moto couriers from Turkey felt the pressure of time and speed intensely, the majority said that they did not feel this pressure. The rate of perceived speed and time pressure is much lower compared to male moto couriers. In addition, the perceived workload of the participants who are more satisfied with their relationship with the managers is also lower.

Nearly half of the female motor couriers from Turkey participating in the study did not go through any orientation process. In the in-depth interviews, female moto couriers from Turkey stated that they started to work without having clear information about financial issues such as working hours and days off, salary and bonuses. However, the vast majority of female moto couriers from Turkey do not experience any conflict regarding the tasks of moto couriers and

XLII See page 76 for detailed information on the concern of getting infected on Syrian moto couriers.

Figure 9: Psychosocial Risks Caused by the Content of Work in Female Motorcycle Couriers from Turkey



Figure 10: Psychosocial Risks Caused by the Context of Work in Female Motorcycle Couriers from Turkey



they perform tasks in accordance with the job description of moto courier services. In addition, the roles of the majority of female motor couriers from Turkey in the organization are compatible with the person they are. However, nearly half of female moto couriers from Turkey do not feel like they belong to any organization.

The performance expectations in the workplace are predetermined and very clear for the majority of the female motor couriers from Turkey participants in the study. Half of the female motor couriers from Turkey emphasized that they are also included in the decision-making processes regarding their tasks at the workplace. Although it is not very common, some female participants from Turkey stated that they were hesitant to express their opinions and they did not want to be seen as incompetent because they are women. When the decision latitude, which is closely related to this issue, is examined, the majority of female moto couriers from Turkey stated that they can be autonomous in decisions related to their tasks and their opinions are also asked about changes. While the vast majority of female moto couriers from Turkey are satisfied with the communication they have with their colleagues, the majority are also satisfied with the communication they have with their managers. When this situation is considered within the scope of the Demand-Control-Support Model, one of the reasons for the lower perceived workload of female moto couriers from Turkey is the higher control and support dimensions.

When the effort-reward balance is examined in the scope of career development of the Turkish female moto couriers participating in the research, the future of the job is uncertain for about half of the participants. This rate is lower than that of male moto couriers. On the other hand, although half of the female moto couriers from Turkey thought that they did not receive enough payment for the work they did, the majority of them stated that their work was appreciated. The effort-reward balance remains in a neutral area for female motor couriers from Turkey. The uncertainty of the future of the job and the financial rewards of the job should be prioritized for a sustainable effort-reward balance.

When we examine the work-home interface, the majority of female moto couriers from Turkey

are delaying their domestic responsibilities and allocating time for themselves due to work. However, the majority of female moto couriers from Turkey feel the energy to participate in non-work activities after work. Considering the parallelism of leisure time/day-offs, which is one of the most important elements of participation in social life, the majority of female moto couriers from Turkey has more coincident days off with their social environment compared to male moto couriers. In relation to this situation, the majority of female moto couriers from Turkey are supported about their work by their environment.

► 3.7. Being a Syrian Motorcycle Courier in Turkey

Considering the working conditions and working order of the Syrian moto courier participating in the study, the majority of the Syrian moto couriers work under small and medium-sized organizations. When we examine the income distribution of the Syrian moto couriers, it is seen that the majority (57,9 per cent) earn between 1,501 and 3,000 TL. Employment status can be shown as one of the reasons for this situation. The income level of self-employed moto couriers is higher in general. However, the differentiation of legal procedures such as work permits on immigration causes Syrian moto couriers to work in small and medium enterprises instead of working as self-employed. When the average monthly income of the Syrian salaried moto couriers is compared with the average monthly income of the Turkish salaried moto couriers, the Syrian moto couriers earn a lower income despite working longer hours. Although the daily working hours of the Syrian moto couriers participating in the study are longer, approximately half of them work without weekly off. This situation is considerably higher than that of Turkish moto couriers. However, the majority of Syrian moto couriers do not have a specific break and resting system and they have the opportunity to rest unless there is delivery. Depending on their work schedules and shifts, half of the Syrian moto couriers do not have a specific sleep pattern.

It is known that people with immigrant status

have problems with working conditions in the country they migrated to. In the report examining the immigrants living within the borders of the European Union, it was found that immigrants work for lower wages and under unhealthy conditions.¹⁴⁸ On the International Convention On The Protection Of The Rights Of All Migrant Workers And Their Family was stated as one of the purposes of the convention to prevent migrant workers from working under unsuitable and unfairly profitable working conditions. It was aimed to secure the rights of migrant workers against the risks they may face due to employers or other persons, and it was aimed to ensure that all migrant workers all over the world live in a decent way with the convention.¹⁴⁹

Among the Syrian moto couriers participating in the study, there are moto couriers who migrated to Turkey before the age of 18, and all of these moto couriers have been working in moto courier services since childhood. However, only 45 per cent of these participants continued their basic education (high school) in Turkey. Only 1 of the participants who completed their basic education in Turkey continued the university. In the cities of Izmir and Istanbul, where the study was carried out, the size of the regions where moto couriers work varies. During the study, there were only Syrian moto couriers in Basmane and Buca regions in Izmir, while moto couriers were found in Fatih, Esenyurt, Esenler, Taksim, Avclar and Alibeyköy regions in Istanbul. Most of the Syrian moto couriers participating in the research do not have a motorcycle driving license. However, the vast majority of Syrian moto couriers working in Izmir who do not have a license use electric bicycles instead of motorcycles. Conditions of being a Syrian motor courier are not very different in other provinces in Turkey that are outside the scope of the study. In a local newspaper in 2019, moto couriers in Ankara said that refugee couriers, mostly Syrians, were employed with “low-cost labour” and thus they were victims.¹⁵⁰ Statements that they are working without a license, without a license plate and without documents appear in many social media channels and news.

The vast majority of Syrian moto couriers participating in the study do not have compulsory equipment and non-mandatory protective equipment. Syrian moto couriers are at a disadvantage compared to Turkish moto couriers in accessing protective equipment. Considering

the use of technical equipment, the majority of Syrian moto couriers remained “indecisive” on this issue. This situation is related to the fact that 79,3 per cent of the Syrian motor couriers in the study work for small-scale enterprises, and the frequency of use of POS devices, GPS, etc. equipment by Syrian moto couriers is not as frequent as the Turkish moto couriers, considering the way these institutions receive payment and the area they serve. The majority of Syrian moto couriers reported that they did not experience pain problems due to constant motorcycle use. It is thought that this situation may be related to the fact that the small and medium-sized enterprises where Syrian moto couriers work closer distances and are institutions that provide restaurant services that do not require heavy loads. However, the majority of Syrian moto couriers stated that they felt physically and mentally exhausted. When the psychosocial risks related to the physical safety and security perceptions of the Syrian moto couriers are examined, half of the Syrian moto couriers had a work-related road accident. Although the majority of Syrian moto couriers consider their job as a dangerous job with a high possibility of occupational accidents, the rate of physical safety perceptions of the job is lower than that of Turkish moto couriers. While most of the Syrian moto couriers do not have an emergency and post-accident plan in the organization where they work, OHS training is not provided to the Syrian moto couriers. When the accident and post-accident processes of the Syrian moto couriers are examined, the majority of the participants did not apply to legal processes due to their unregistered work and the majority of them did not receive any support after the accident.^{XLIII}

The psychosocial risks associated with the task design of the Syrian moto couriers do not differ. On the other hand, when the psychosocial risks regarding the workloads of the Syrian moto couriers are examined, the majority of the Syrian moto couriers do not perceive the workload as heavy, while nearly half of them have to work overtime due to their workload. The perceived workload is lower for Syrian moto couriers than for Turkish moto couriers. One reason for the lower perceived workload for Syrian moto

XLIII For the post-accident support given to the Syrian moto couriers, see Graphic 7, page 55.

couriers is that they provide less varied services in closer areas, in relation to license and work permit barriers^{XLIV} in small and medium-sized enterprises. In addition to these, although the workload imbalance of Syrian moto couriers is an important risk factor for both Syrian and Turkish moto couriers, it is seen more intensely in Syrian moto couriers. While the time pressure is perceived less in the Syrian moto couriers participating in the study, the speed pressure is perceived much more intensely. It is generally observed that the speed pressure is perceived more intensely than the time pressure in salaried moto couriers.^{XLV}

The majority of the Syrian moto couriers participating in the study did not go through any job-related orientation process when they started working. This shows that most of the Syrian moto couriers started to work without having clear information about their tasks at the workplace, working hours and days off, and financial issues such as salaries and bonuses. Associated with the absence of an orientation process, Syrian moto couriers have a higher rate of performing tasks that are not required by moto courier services. This situation creates a role ambiguity regarding their roles in the workplace in approximately half of the Syrian moto couriers. On the other hand, half of the Syrian moto couriers feel that they belong to the organization they serve, and this rate is higher than the Turkish moto couriers. In the field observation notes, it is stated that the workplaces of Syrian moto couriers work are generally small and medium-sized enterprises belonging to people from their own social and cultural environment. This is also related to participation in decision-making processes. With the lack of orientation process, performance expectations for Syrian moto couriers are more uncertain than for other participants. There is no clear criterion presented to the moto couriers about the performance expectations in the enterprises where nearly half of the Syrian moto couriers work. Although the organizational culture of the workplaces of Syrian moto couriers creates a risk in terms of workload and role ambiguity, it is thought that moto couriers can be included in the processes of the enterprises.

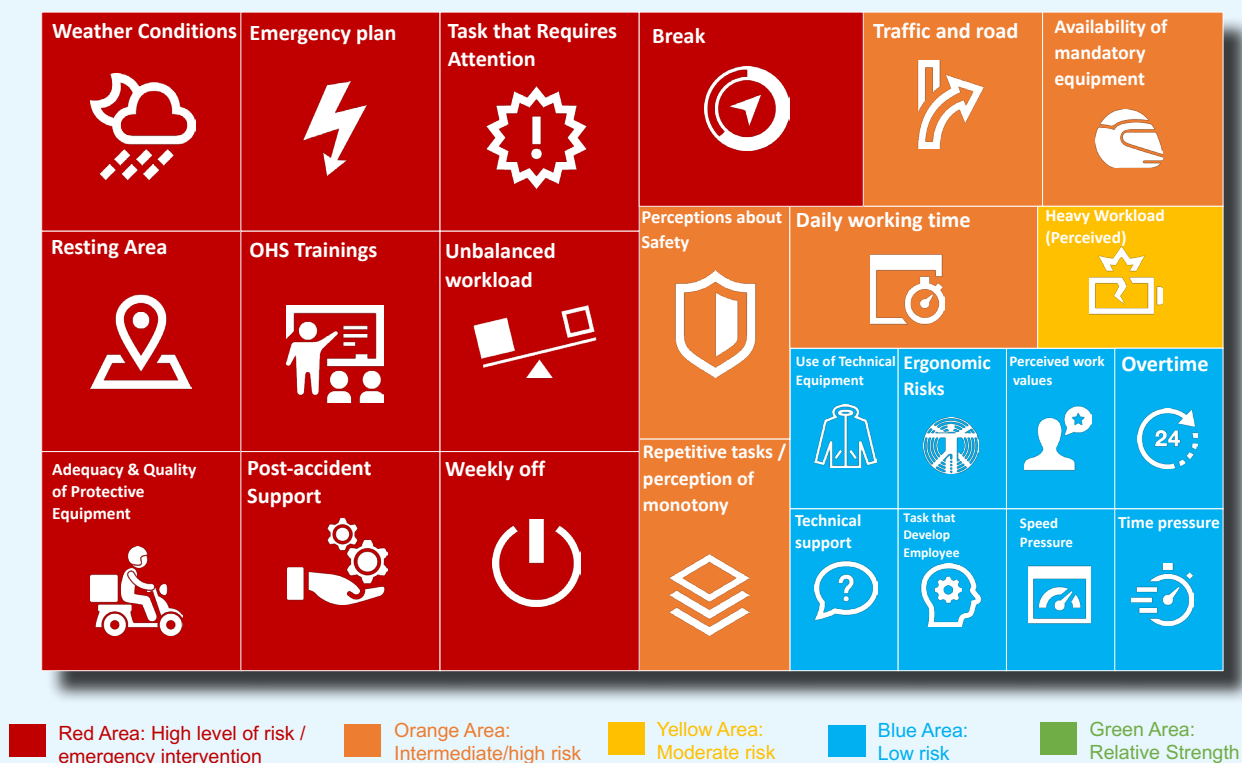
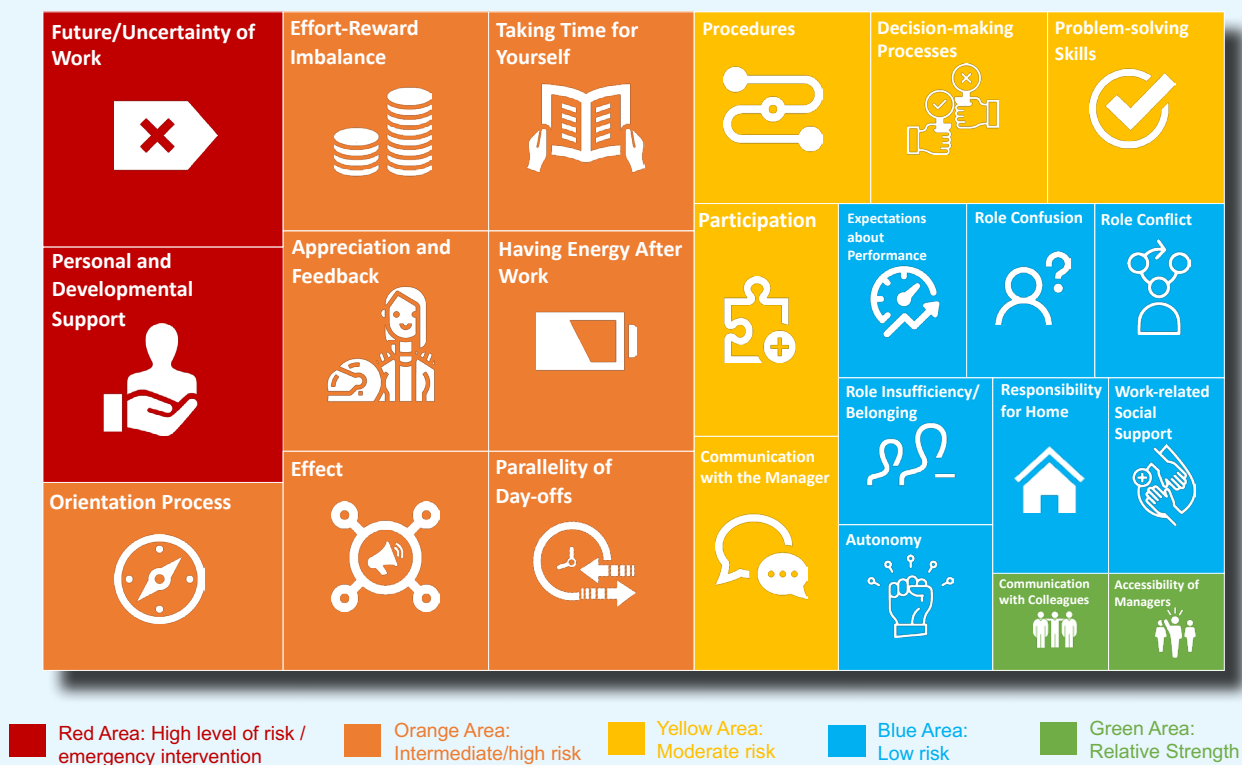
XLIV For more information about the driver's license and work permits of the Syrian moto couriers, see page 54.

XLV For detailed information about the speed and time pressure perceived by moto couriers, see page 57.

However, this situation can cause an additional burden for Syrian moto couriers. Half of the Syrian moto couriers have the autonomy to make their own work-related decisions. However, when the majority of Syrian moto couriers' opinions are asked in the processes on a work-related issue, the rate of this participation influencing the outcome of the decision-making process is low. For the majority of Syrian moto couriers, the future of job is uncertain. When the effort-reward imbalance is examined, the majority of Syrian moto couriers do not get paid enough for their work and they think that their work is not appreciated. Additionally, the vast majority of Syrian moto couriers think that their job does not contribute to their own development. In addition, almost all of the Syrian moto couriers have not been provided with training and support services that contribute to their personal or professional development.

When the Syrian moto couriers are evaluated within the scope of the Demand-Control-Support Model, their job demands are higher than the Turkish moto couriers, considering that they work longer hours and have to do more work that is not required by the moto courier service. About half of the Syrian moto couriers can make their own decisions regarding their jobs considering the autonomy (control dimension) that Syrian moto couriers have compared to their current job demands. The majority of Syrian moto couriers are satisfied with the interpersonal relationship they have with both their colleagues and managers. In line with this model, the perceived workload of the Syrian moto couriers who have high decision latitude and satisfying interpersonal relations is lower.

In relation to working hours, most of the Syrian moto couriers have no energy and can't spare time for themselves after work. Additionally, half of the Syrian moto couriers can't spare time for domestic responsibilities due to working hours. This is seen at a lower rate than Turkish moto couriers. It is thought that the situations that Syrian moto couriers identify as domestic responsibilities differ from those of Turkish moto couriers. The majority of Syrian moto couriers participating in the research feel determined, loved, safe and important. Syrian moto couriers feel less hopeful, more incompetent, more aggrieved and reluctant than Turkish moto

Figure 11: Psychosocial Risks Caused by the Content of Work in Syrian Motorcycle Couriers**Figure 12: Psychosocial Risks Caused by the Context of Work in Syrian Motorcycle Couriers**

couriers.^{XLVI} When the coping behaviours of the Syrian moto couriers are examined, it is seen that the Syrian moto couriers mostly try to cope with stress with a submissive approach.^{XLVII} Individuals who struggle with psychological trauma tend to cope with the process by re-constructing meaning to life in the process of re-evaluating their beliefs, goals or stressful situations.¹⁵¹ Sometimes, individuals can create a negative meaning towards life in the process of re-constructing meaning.¹⁵²



Policy Recommendations

chapter 4

This study aims to identify the risk areas of moto couriers, an essential professional group in the delivery sector and whose numbers are increasing rapidly, by analysing psychosocial risk factors and taking concrete steps to develop necessary policies in these risk areas. In general, the conditions of work and the difficulties brought by the content of work done by the moto couriers were discussed in the recommendations by evaluating the employment status of the moto couriers, focusing on Syrian moto couriers under temporary protection status and female moto couriers from Turkey.

The recommendations prepared for the development of the motorcycle courier profession and its evaluation based on “decent work” were designed by categorising the research findings, field observations and key institution meetings with the principle of inclusivity. Considerations made regarding moto couriers’ working conditions, occupational standards, occupational health, and safety standards are discussed under 4 main titles. These titles are categorised as “**Legislation and Legal Basis within the Framework of Occupational Health and Safety Standards**”, “**Public Formation and Awareness**”, “**Sustainability**”, and “**Organization**”.

Recommendations developed in terms of moto couriers’ working life standards are possible by putting into action with all actors’ cooperation and a perspective centring “human”. This requires more collaboration, using a common language.

► Legislation and Legal Basis within the Framework of Occupational Health and Safety Standards

Hazard Class: It is the hazard group determined for the workplace, taking into account the characteristics of the work in terms of occupational health and safety, the materials used or emerging at every stage of the work,

work equipment, production methods and forms, working environment and conditions. In the Communiqué on Hazard, Occupational Health and Safety Hazard Classes, workplaces are classified according to NACE codes. Workplaces where motor couriers work are classified as “less hazardous” workplaces. Examining the workplace hazard statuses, less hazardous workplaces are mostly offices, retail businesses, hotels, etc. Moto courier profession has many occupational risks in itself. A moto courier-specific classification should be made considering the increasing demand in the delivery sector with the epidemic, the changes in the working conditions of moto couriers, the rates of work accidents and the rapid increase in the number of moto couriers. Risk and hazard analyzes of the moto courier profession should be made and a hazard class assessment should be made under the leadership of the relevant General Directorates of the Ministry of Labor and Social Security and in cooperation with NGOs working in this field.

According to the Special Consumption Tax Law No. 4760 published in 2002, the **Special Consumption Tax (SCT)** is an expenditure tax levied on certain goods or products on a fixed or proportional basis. It first came to the fore with the changes in the law made within the framework of harmonization with the European Union, and it was adopted in 2002 with law no 4760 for the same purpose. The purpose of the implementation of this tax in the European Union is to provide social benefits rather than income. For this reason, SCT is applied to luxuries (jewellery, fur, etc.), harmful to health (alcohol, cigarettes, etc.), harmful to the environment (gasoline, etc.). The equipment used by moto couriers is subject to special consumption tax. Equipment that provides safety in terms of occupational health and safety standards, foot protectors such as work shoes, boots, steel-toed boots, durable shoes, sandals; Head protectors such as helmets, shock-absorbing hats, etc. are tools that protect the employee from accidents during work and ensure their safety. The fact that moto couriers are subject to special consumption tax in the supply of protective equipment (helmets, coats, etc.) causes them to prefer products that do not have an appropriate level of protection but are suitable in price while purchasing these materials. This shows that there is a need for profession-specific regulations on SCT. The subject of the tax

deduction on equipment should be evaluated for moto couriers who have received the professional qualification certificate. In this regard, it is important that VQA and the General Directorate of Occupational Health and Safety work together with the relevant departments of the Ministry of Treasury and Finance.

In the ***Motorcycle Courier National Qualification***, which was prepared by the VQA Working Group and entered into force after being approved by the VQA Executive Board, the knowledge and skills that the couriers should have, and the examination and certification methods and success criteria are defined. However, the Occupational Standards covers general motor courier service, and it is seen that there is a need for privatization for the “self-employed” model and food delivery service. It is important to review the standards by evaluating the details such as the experience of the moto couriers, the duration of the license and the items they will carry. In this respect, occupational standards should be developed, and clearer boundaries should be drawn on occupational health and safety. It is important that VQA works in coordination with the relevant departments of the Ministry of Labor and Social Security and relevant NGOs on the obligations to ensure occupational competence and occupational safety.

Accreditation: It is a process that includes the evaluation of certification or training institutions according to national or internationally accepted technical criteria by an authorized institution, the approval of their competence and their regular inspection. There are 15 certification bodies for motor courier competence in Turkey. These organizations carry out certification processes according to VQA standards. In addition to the certification processes, some special trainings are needed for moto couriers. For moto courier services, which requires constant attention and vigilance, some special tests, such as psycho technical evaluation, should be performed. OHS trainings should be given more comprehensively in the moto courier profession, where many dangers are encountered during the day, and trainings such as safe driving techniques should be made compulsory in terms of traffic safety and occupational safety. Trainings that will minimize occupational accidents should be given comprehensively to both the moto couriers

themselves and the organisations employing moto couriers. The Partnership of VQA, MoLSS, NGOs, Employers and all actors on “Training, Control and Supervision” is essential.

There is no standard recruitment process for moto couriers. It is seen that the compulsory documents required to start a job, including the driver’s license, may vary from organisation to organisation, and sometimes it can go as far as not asking for documents. The need for a courier in the labour market can lead the organisations to ignore the documents sometimes because they think that these documents will force them or those courier companies will not be able to find a courier.

Driving license is a critical issue. An A1 license is required to become a moto courier. A2 license is valid for motorcycles with a capacity of 125 cc and above. Some corporate companies may request an A2 driver’s license. However, some organisations can hire moto couriers without asking for motorcycle license classes. It is a risky situation in terms of traffic and occupational safety for moto couriers who do not have a license. In addition, the situation of those who have a B1 license to use a motorcycle according to the engine volume (up to 50 ccs) is a subject open to abuse. However, depending on the engine volume, there are motorcycles that can be used with a Class B license. Motorcycles of 50 cc and speed of about 45-50 kilometres are one of them. However, since this engine volume is not considered sufficient to do motor courier services, modifications come into play. 50 cc motorcycles are offered for sale with advantages such as being used with a Class B license, exemption from Motor Vehicles Tax, and Compulsory Traffic Insurance not being compulsory for registration. And this leads the moto couriers who do not have a class A license to go to traffic by making changes in the piston and engine block of the motorcycle. This situation causes significant hazards on the road. This is one of the important issues that companies hiring moto couriers should consider at pre-job. In this regard, the legislation is the main source that will determine the boundaries. For the regulations to be made, it is important that the relevant departments of the MoLSS and the relevant units of the Turkish National Police determine the boundaries with the coordination of the organisations that work with moto couriers

and their relevant NGOs.

Traffic and Road Condition is important a risk factor for moto couriers. Moto couriers are easily affected by road conditions and especially rough roads create hazardous situations for moto couriers. Moto couriers experience various difficulties in traffic. Timed delivery brings speed with it. This situation increases the risk factors in terms of safety for both other vehicle drivers and moto couriers. The traffic divider issue directly affects the fatal accident rate, especially in the accidents of moto couriers. It is very crucial to take the necessary steps regarding the traffic divider, which are seen as an important cause of fatal accidents. Traffic regulations specific to moto couriers and decisions about which road to use and how to use are important. Precautions should include measures to reduce the risk of occupational accidents and moto courier deaths in traffic. In this regard, it is extremely critical that the relevant departments of the General Directorate of Highways cooperate with the Turkish National Police and local administrations.

Accordingly, the **equipment** issue is an important issue for occupational health and safety, and it is also a determinant in the work behaviour of the moto courier. Minimum equipment should be determined for safe motorcycle driving, and these equipment should be compatible with weather conditions and provide a high level of protection. These equipments should be provided by organisations and/or their protection levels should be checked. In addition, there should be alternatives suitable for gender differences in the size of the equipment. Apart from the inspection and control mechanisms to be brought to the organisations on the use of equipment, the awareness of the moto couriers should be raised and the correct use of the equipment should be encouraged.

Occupational diseases are cases of temporary or permanent illness, physical or mental disability, caused by a repetitive reason due to the nature of the work or the conditions of the work. Due to their profession, moto couriers work long hours outside and in various challenging weather conditions and are exposed to traffic for long hours. For this reason, they are at risk of various occupational diseases. Studies should be carried out on occupational diseases and

detection, follow-up and intervention studies should be carried out in this regard. In particular, companies that employ couriers and moto couriers should be informed about ergonomic risks and take precautions for this. In this regard, various preventive studies should be carried out in partnership with the relevant NGOs and employers under the leadership of the General Directorate of Occupational Health and Safety and the relevant units of the Ministry of Health.

The subject of **inspection and control** in occupational health and safety issues is a priority issue. Inspection of issues such as equipment, speed expectation, working hours, driver's license and studies should be carried out to eliminate risk factors that will create health and safety from a preventive point of view. In this regard, the cooperation of all legal actors, employers and JHSU organisations in planning and implementation is important.

In addition to preventive studies for **occupational accidents**, post-accident support is an important issue in terms of health and safety culture. Moto courier is a profession with a high probability of accidents. For this reason, procedures after occupational accidents should be clarified within the scope of social security laws, inspections should be increased on the implementation of these procedures within the scope of laws and regulations. And post-accident psychosocial support practices should be established. In this regard, it is important that the relevant public components, civil society and legal actors work together.

The subject of **working hours** of moto couriers is very variable depending on the employment status of the moto couriers. There is a big difference in terms of working hours between salaried and self-employed moto couriers. According to the Regulation on Working Hours that cannot be divided into Weekly Working Days dated 2004, the daily working time cannot exceed 11 hours and the night working time cannot exceed 7.5 hours. The daily working time of those who use vehicles with a professional and heavy vehicle license cannot exceed 9 hours. However, this period can be increased to 10 hours twice in any week. It is obligatory to comply with the provisions of the Regulation on Daily Working Hours stipulated in the last paragraph of Article

63 of the Labor Law No. 4857. In addition, the employees should be given a break in accordance with the principles in Article 68 of Labor Law No. 4857. It is obligatory to give the employees working in the occupations within the scope of this regulation, one day of the week, not less than 24 hours without interruption. Working hours and rest breaks should be regulated and supervised based on the relevant articles in the Labor Law of moto couriers. In this respect, breaks in accordance with the delivery process should be determined for moto couriers, break conditions should be improved, and opportunities should be created to reduce ergonomic risks in resting areas. It is more specific to carry out these inspections in salaried moto couriers. However, in the self-employed moto courier model, in which moto couriers employ themselves, the relevant articles of the labour law do not cover self-employed moto couriers. And this causes a hazardous way of working and security risks. In this context, it is necessary to deal with the “self-employed” model within the scope of the Gig economy for moto couriers and all delivery sector employees. It is also essential to establish new regulations, new studies, and a fair working standard and principles. In this regard, it will be guiding that FAIRWORK’s^{XLVIII} recommendations and working methods guides for Gig economy employees are examined. Under the leadership of the ILO, various organizations are needed to bring public authorities, civil society, trade unions and employers together on common ground.

The use and purpose of **monitoring** systems for moto couriers is an important issue. Monitoring moto couriers is seen in two ways: continuous monitoring of motorcycles by both customers and workplaces through various applications. The scoring system for moto couriers both threatens their jobs and harms their perception of value towards their profession. It is important to evaluate these practices, which seem to follow performance and customer satisfaction, in terms of working conditions and psychosocial risk factors (stress and stress-related diseases) of moto couriers, especially the abolition of speed scoring

in connection with occupational accidents. For the applications used in the areas served by the moto couriers, regulations should be introduced taking into account the weight carried by the moto couriers, the weather and traffic conditions, and the delivery time should be calculated based on this. In this regard, it is important that the General Directorate of Occupational Health and Safety and organizations working in this fieldwork together with NGOs and employers that provide services to moto courier services.

The subject of Psychosocial Risks should also be included in the scope of occupational health and safety specific to moto couriers, minimizing the risk factors in terms of the conditions and content of the work and evaluated from the perspective of decent work. Basic principles on occupational health and safety according to ILO standards states that the work should take place in a healthy and safe working environment, that the working conditions should be consistent with the welfare and human dignity of the employee, and that the work should provide opportunities for success, self-realization and service to the society in the life of the employees. From this point of view, it is very important for countries to develop standards that will be valid on psychosocial risks within the scope of occupational health and safety studies. It is important that the General Directorate of Occupational Health and Safety and organizations and universities working in this fieldwork together in this regard. In addition, the psychosocial risks table published by the ILO does not fully cover the self-employed moto couriers in terms of the context of work. It is important to reconsider the psychosocial risks table, especially in terms of role and commitment in the organization, especially for self-employed moto couriers and Gig economy employees.

► Organisation

Moto courier service has a wide network of actors under the titles of legislation, practice and service users.^{XLIX} It is important that all actors cooperate in order to establish the organisational structure of the profession.

XLVIII Fairwork is a UK-based organization that highlights best and worst practices in the platform economy, bringing together platforms, workers, unions, regulators and academics to set global fair work principles. By evaluating platforms against measures of fairness, it aims to show not only what the platform economy is but also what it could be.

XLIX

See Figure 1 on page 37 for the moto courier actor map.

One of the issues that complicate the formation and organisation of the organisational structure in the moto courier profession is unregistered work. Unregistered work in the moto courier profession causes loss of rights and complicates the follow-up of the loss of rights. For these reasons, the current situation of the profession cannot be determined and the organizational structure of the profession cannot be revealed. In order to prevent unregistered work, it would be beneficial for the MoLSS to work on this issue.

Another area that needs to be developed in the moto courier profession is organisation. Since NGOs in the moto courier profession do not have any legal authorization, their work cannot be formalized, and their suggestions remain advisory. In addition, there is no professional law for moto couriers. This situation also causes the lack of a professional chamber. The absence of a professional chamber also makes it difficult to determine the needs of the profession, to carry out follow-up studies and to prevent loss of rights. The legal regulations of the unions, on the other hand, have limitations in terms of providing the organization that the motorcycle profession needs. Moto couriers are scattered in various business lines apart from the institutions that carry out transportation activities, and for this reason, it is necessary for union organizations to be “at least 3 per cent of the workers in the institution to be union members, more than half of the workers working at the application date in the workplace where the contract is desired, and per cent of the employees in the institution.” The conditions of “40 of them being members of the same union” cannot be met in every line of business. In such cases, inclusive organizations are needed to prevent the loss of rights of moto couriers. It is important that NGOs, unions and employers work in cooperation for the construction of an inclusive organization mechanism in the moto courier profession.

► Public Opinion and Awareness

Awareness-raising activities for moto couriers should be addressed in terms of moto couriers, consumers and workplaces employing moto couriers. It is obvious that all kinds of awareness-

raising will contribute to the formation of a health and safety culture. It is essential to organise awareness campaigns describing working conditions that will reduce prejudices towards moto couriers at the level of consumers and the whole society. There is an urgent need for the production of all kinds of campaign information and documents that will enable consumers to understand the realism of their expectations and the difficulties experienced by those working in this field regarding moto couriers, which have become more visible with the epidemic. The partnership of the public and civil society is important in this field. In addition, violence and discrimination is important issue. Moto couriers may be ill-treated by customers, as well as struggle with violence and discrimination in traffic, and maybe ill-treated by workplaces. Violence and discrimination in the workplace is an issue that needs to be addressed with zero tolerance. In this regard, the prevention of violence and discrimination based on gender and ethnic origin should also be evaluated. Adopted at the International Labour Conference in June 2019, ILO Convention 190 is a landmark document and is the first international labour standard to address violence and harassment in the world of work. With its accompanying Recommendation 206, a work-life built on dignity and respect provides a framework for joint action and a unique opportunity to shape the future. While reaffirming that everyone has the right to a work environment free from violence and harassment, the Convention includes the first-ever international definition of violence and harassment in the world of work, including gender-based violence. Turkey’s signing of contract number 190 will be an important step in solving the problems of violence and harassment in the workplace. All kinds of work to be carried out by the Ministry of Labor and Social Security and the Ministry of Family and Social Services under the leadership of the ILO, with the contribution of civil society, is important in this regard.

It is important to provide awareness and development trainings on behavioural standards, communication, organization and rights, in addition to the topics mentioned on occupational standards and accreditation for moto couriers.

► Sustainability

The issue of the sustainability of the work has various concerns both in terms of rights and in terms of the future perception of the couriers in terms of moto courier services. In September 2015, the United Nations General Assembly adopted the Sustainable Development Goals as a roadmap completed in 2030 with the aim of eradicating poverty, protecting our planet, and combating inequality and injustice, and 17 main objectives were put into effect. “Decent Work and Economic Growth”, which is the 8th of these goals, constitutes an important basis for the moto courier profession in parallel with other goals. Decent work means work opportunities for everyone that are productive, pay fairly, have workplace safety, have social protection for families, and expect greater personal growth and social integration. The moto courier profession contains many occupational-specific risk factors in terms of legal and social rights, occupational health and safety problems and sustainability in terms of career development. The protection of employees’ rights should be reconsidered on the basis of sustainable and decent work towards development goals that aim to develop safe working environments for all workers, especially women and migrant workers. Specific evaluations are essential for Syrian moto couriers in precarious and bad conditions.

On the sustainability of work, UN organizations such as the ILO, UNDP, Trade Unions, Employers, relevant NGOs and all actors need to conduct evidence-based research, prepare situation-specific reports and share them with the public, and all actors should work in coordination.



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