
Gig Worker Protection in Indonesia: Comparative Lessons and Policy Solutions

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Abstract

The gig economy has emerged as a significant contributor to Indonesia's economic landscape, employing millions of online drivers, couriers, and freelancers. However, the absence of a dedicated legal framework places gig workers in a regulatory grey zone, limiting their access to social security, job protection, and dispute resolution. This paper examines legislative developments in Malaysia (Gig Workers Bill 2025), Singapore (Platform Workers Bill 2024), and the Philippines (POWERR Act), and compares them with Indonesia's existing legal instruments such as the Manpower Law (Law No. 13/2003), the Omnibus Law on Job Creation (Law No. 11/2020), and BPJS regulations for informal workers. The study finds that Indonesia already has partial mechanisms—such as voluntary BPJS Ketenagakerjaan programs (JKK, JKM) and simplified business registration under the OSS system—that can serve as building blocks for comprehensive gig worker protection. The paper proposes three policy solutions: (1) formal recognition of gig workers as a distinct labor category under labor law; (2) mandatory contribution-sharing schemes between platforms and workers for BPJS social security, similar to Malaysia's PERKESO model; and (3) establishment of a dispute resolution mechanism within the Industrial Relations Court or through a dedicated Gig Worker Tribunal. These measures aim to balance labor market flexibility with social protection, enhancing gig workers' welfare and supporting sustainable economic growth in Indonesia.

Keywords: gig economy, labor law, social protection, BPJS, dispute resolution.

1. Introduction

Over the past two years, the gig economy in Indonesia has experienced rapid growth, becoming a significant contributor to employment and digital economic activity. However, this expansion has been accompanied by serious challenges in terms of social protection and legal recognition for gig workers. One of the most pressing issues is the low participation rate in social security programs, particularly BPJS Ketenagakerjaan. By the end of 2024, only about 10% of the 30.85 million vulnerable workers were registered as participants, revealing a substantial gap in social protection for informal and platform-based workers (Ishaqi, 2025).

President Joko Widodo has also highlighted the potential risks posed by the gig economy. In his address at the ISEI Congress 2024, he warned that the increasing preference for independent and short-

term contract workers by companies, driven by efficiency, could lead to greater social inequality and reduced access to social security (Sari, 2024).

Another critical issue is the frequent unilateral termination of partnerships by digital platforms. Many gig workers, such as ride-hailing drivers and couriers, have faced deactivation without access to fair dispute resolution mechanisms. Their classification as “partners” rather than employees excludes them from the legal protections afforded to formal workers (Firman, 2025).

This situation has triggered large-scale protests by gig workers. On May 20, 2025, thousands of ride-hailing drivers affiliated with the Garda Indonesia Online Drivers Association organized a national demonstration known as Aksi 205. They demanded formal recognition as workers, reduced commission cuts by platforms, and a revision of unfair fare systems. According to Garda chairman Raden Igun Wicaksono, the protest reflected growing frustration over weak regulatory enforcement and the absence of meaningful government dialogue. The drivers also called for the establishment of transparent and fair dispute resolution mechanisms, as well as stronger legal protections through dedicated legislation (Febrian & Huda, 2025).

These developments highlight several core issues facing gig workers in Indonesia. First, the lack of access to social protection remains a major concern. As noted by Muhyiddin et al. (2024), the absence of a clear regulatory framework leaves gig workers—particularly ride-hailing drivers—vulnerable to exploitation and social insecurity. Second, the legal ambiguity surrounding the status of gig workers exacerbates their precarious position. Gultom and Susanto (2025) argue that the classification of gig workers as “partners” rather than employees denies them the rights and protections guaranteed under labor law, such as minimum wage, severance pay, and collective bargaining.

Third, the absence of a formal dispute resolution mechanism further compounds the problem. Many gig workers face unilateral termination by platforms without recourse to legal remedies. Fadhlulloh et al. (2023) emphasize that unlike in countries such as the UK and the Netherlands, where gig workers are legally recognized and protected, Indonesia lacks a dedicated system to address such disputes. Lastly, the economic vulnerability of gig workers—marked by unstable income and lack of job security—poses a serious threat to their welfare. Natalia and Putranto (2023) stress that gig workers, as part of the informal labor sector, are highly susceptible to poverty and economic shocks, necessitating urgent policy intervention.

These expert insights reinforce the urgency of establishing a comprehensive legal and social protection framework for gig workers in Indonesia—one that balances labor market flexibility with fairness and security.

At the regional level, Southeast Asian countries have begun to respond to the challenges of the gig economy with varying policy approaches. In Malaysia, Ravindra Kumar (2024), writing in *Japan Labor Issues*, highlights that gig workers are still classified as independent contractors, denying them basic rights such as collective bargaining and protection against unfair dismissal. He emphasizes the need for inclusive legal reforms to safeguard gig workers' rights in Malaysia's evolving labor landscape.

In Singapore, Gerard McCarthy (2024) in the Kyoto Review of Southeast Asia observes that the government is shifting away from a laissez-faire approach by introducing social protection measures such as accident insurance and mandatory pension contributions via the Central Provident Fund (CPF). However, he critiques the limited influence of workers in policymaking and the disproportionate power of platform companies in shaping regulations.

Meanwhile, in the Philippines, Jayvy Gamboa (2024) in the Fairwork Policy Brief proposes comprehensive reforms through the POWER Act, which includes recognizing platform workers as employees, ensuring minimum wage, algorithmic transparency, and the right to organize. He stresses that a Fairwork-based approach could address the legal and social protection gaps faced by gig workers in the country.

The analysis of gig workers' conditions in Indonesia reveals that despite the sector's rapid growth and its role in the digital economy, gig workers remain legally and socially vulnerable. Low participation in social security, ambiguous legal status, and the absence of fair dispute resolution mechanisms are key challenges that remain unaddressed by national regulations.

In contrast, Southeast Asian countries such as Malaysia, Singapore, and the Philippines have begun to respond with more progressive policy approaches. Malaysia's Gig Workers Bill 2025 formally recognizes gig workers as a distinct labor category. Singapore has introduced social protection schemes via CPF and accident insurance, although worker representation remains limited. The Philippines, through the POWER Act, adopts a Fairwork-based approach that includes formal labor rights and algorithmic transparency.

Drawing on expert insights from Ravindra Kumar (2024), Gerard McCarthy (2024), and Jayvy Gamboa (2024), this article concludes that Indonesia must urgently develop a more inclusive and adaptive policy framework. The goal of this article is to offer regionally informed policy recommendations to strengthen legal and social protections for gig workers in Indonesia.

Given the rapid growth of the gig economy sector in Indonesia, which has not been matched by adequate legal and social protections, this article aims to evaluate the readiness of Indonesia's labor policy framework in responding to the dynamics of digital work. By comparing regulatory and social protection approaches adopted in Southeast Asian countries such as Malaysia, Singapore, and the Philippines, this article seeks to:

- a) Identify regulatory gaps and weaknesses in Indonesia's protection system for gig workers.
- b) Examine best policy practices from neighboring countries that have formally recognized and protected gig workers.
- c) Assess Indonesia's policy response capacity to the growing shift toward flexible and platform-based work structures.
- d) Develop evidence-based and regionally informed policy recommendations to support inclusive and adaptive labor law reform.

This objective is supported by expert insights from Ravindra Kumar (2024), who advocates for inclusive legal reform in Malaysia; Gerard McCarthy (2024), who critiques platform dominance in

Singapore's regulatory process; and Jayvy Gamboa (2024), who promotes a Fairwork-based approach through the POWERR Act in the Philippines.

2. Literature Review

Recent studies over the past two years reveal that gig workers in Indonesia continue to face significant challenges in terms of legal and social protection. Ulil Albab et al. (2023), in the *Journal of Interdisciplinary Law and Legal Issues*, argue that the employment relationship between platforms and gig workers in Indonesia resembles a disguised partnership that lacks fairness and legal certainty. Sitorus & Kornitasari (2024) found that while income is the main factor influencing gig workers' welfare, low literacy regarding social security programs makes protection ineffective.

Fadhlulloh et al. (2023) compared the legal status of gig workers in Indonesia, the UK, and the Netherlands, concluding that Indonesia lags behind in formally recognizing gig workers. Muhyiddin et al. (2024) emphasized the need for short- and medium-term strategies to build a legal framework that protects gig workers, including revising labor laws and regulating platform algorithms. Silaban (2023), in his dissertation, proposed expanding the definition of "worker" and recognizing the right to negotiate through labor unions. Meanwhile, Syandika et al. (2024) stated that Indonesia's labor law has yet to respond effectively to the challenges of the digital era and must be updated to better accommodate flexible work ecosystems.

Gig workers in Indonesia are individuals who perform flexible work through digital platforms such as ride-hailing, delivery, and freelance services, without formal employment relationships as defined by labor law. According to Fadhlulloh et al. (2023), gig workers in Indonesia are still classified as partners rather than employees, excluding them from the legal protections afforded to formal workers. Their comparative study shows that Indonesia lags behind the UK and the Netherlands in formally recognizing gig workers.

Meanwhile, Sitorus & Kornitasari (2024) highlight that although income is a major factor influencing gig workers' welfare, social security is not considered significant due to low literacy and lack of government outreach. Their findings suggest that social protection is not yet a priority for most gig workers in Indonesia.

In terms of vulnerability and well-being, Natalia & Putranto (2023) argue that gig workers, as part of the informal sector, are highly susceptible to extreme poverty. They recommend improving digital literacy and skill training as more effective strategies for social protection.

Industrial relations theory explains the interaction between three key actors in the labor system: workers, employers, and the government. In the context of the gig economy, this relationship becomes more complex because gig workers are not formally recognized as employees, and thus are excluded from conventional mechanisms such as collective bargaining, union representation, and tripartite dispute resolution. According to Fadhlulloh et al. (2023), gig workers in Indonesia are classified as partners rather than employees, which denies them access to basic labor rights such as minimum wage, social security, and legal protection.

In practice, industrial relations in Indonesia remain focused on the formal sector, while gig workers—who operate in the informal sector—are not yet accommodated within the system. Muhyiddin et al. (2024) recommend that the government develop an inclusive regulatory framework, including the establishment of dialogue forums between platforms and gig workers, and the recognition of their rights to organize and engage in collective negotiations.

Social protection theory highlights the role of the state in ensuring the welfare of its citizens, especially vulnerable groups such as informal and gig workers. Social protection includes work accident insurance, death benefits, old-age savings, and pensions. In the gig economy context, gig workers often lack access to formal social protection schemes due to their unrecognized employment status.

In Indonesia, the social security system is governed by Law No. 40 of 2004 on the National Social Security System (SJSN) and Law No. 24 of 2011 on BPJS. BPJS Ketenagakerjaan administers social protection programs based on the principles of social insurance and mandatory savings, including for non-wage workers (BPU) such as informal and gig workers. Available programs include Work Accident Insurance (JKK), Death Benefits (JKM), Old-Age Savings (JHT), and Pension (JP). However, participation for gig workers is voluntary, resulting in low coverage. By the end of 2024, only about 10% of 30 million vulnerable workers were registered as BPJS participants.

According to Sitorus & Kornitasari (2024), low literacy and lack of outreach regarding BPJS benefits are major barriers to expanding social protection for gig workers. Natalia & Putranto (2023) also emphasize that gig workers are highly vulnerable to extreme poverty and recommend skill training and digital literacy as more effective social protection strategies.

Labor law theory focuses on regulating the employment relationship between workers and employers, including the rights and obligations of both parties and protection for fair and decent working conditions. In the gig economy context, this theory is relevant to assess whether gig workers qualify as employees under existing laws and whether they are entitled to normative protections such as minimum wage, social security, and the right to organize.

In Indonesia, labor law is governed by Law No. 13 of 2003 on Manpower, which defines a worker as someone who works under orders and receives wages. However, gig workers are often classified as “partners” by platform companies, excluding them from the scope of legal protection. Gultom & Susanto (2025) argue that this classification denies gig workers basic rights such as severance pay, leave, and protection against unfair dismissal.

Furthermore, Fadhlulloh et al. (2023) show that Indonesia lags behind countries like the UK and the Netherlands, which have formally recognized gig workers through legal reforms. They recommend expanding the definition of “worker” in Indonesian labor law to include platform and digital workers.

In practice, Indonesia has yet to establish specific regulations that explicitly define the legal status of gig workers. This creates legal protection gaps and opens the door to exploitation, especially in cases of unilateral contract termination and unclear fare systems. Therefore, labor law reform is essential to address the challenges of flexible work in the digital era.

Social justice and welfare theory asserts that the state is responsible for ensuring fair distribution of resources and protection for all citizens, especially vulnerable groups such as informal and gig workers. In the labor context, social justice means that every worker is entitled to decent employment, adequate income, and equal legal and social protection.

In Indonesia, the principle of social justice is enshrined in Article 34 of the 1945 Constitution and implemented through policies such as Law No. 40 of 2004 on the National Social Security System (SJSN) and Law No. 24 of 2011 on BPJS. However, in practice, gig workers still face protection gaps due to their unrecognized legal status.

According to Setia (2025) in the *Review Pendidikan dan Pengajaran* journal, Indonesia's labor law has not fully realized social justice due to weak enforcement of partnership norms and lack of sanctions for violations of workers' rights. She recommends progressive legal reform to create a fair and prosperous labor environment.

Meanwhile, Adillah & Anik (2023) in the *Yustisia* journal emphasize that social security policies for informal workers must be based on social justice. They identify barriers such as lack of BPJS outreach and difficulty in reaching self-employed workers, which hinder the equitable implementation of social protection.

Digital economy theory explains how information and communication technologies reshape economic structures, including work models and employment relationships. Flexibility is a key feature, allowing workers to choose when, where, and how they work. Gig economy, freelancing, and platform-based work are increasingly prevalent.

In Indonesia, flexible work practices have grown rapidly, especially after the pandemic. According to BPS (2025), approximately 59.4% of the workforce is in the informal sector, including gig workers. However, this flexibility also brings challenges such as income instability and lack of legal protection.

Government responses include:

- Presidential Regulation No. 82 of 2023 on accelerating digital transformation and integrating national digital services.
- Job Creation Law (Law No. 11 of 2020), which allows for flexible work arrangements.
- Surdiasis et al (2023) recommends strengthening partnerships between platforms and gig workers to create a fair and competitive digital ecosystem.

Afrison (2023) highlights that digitalization has shifted skill demands and job structures, requiring adaptive labor policies.

The review of various theories reveals that the protection of gig workers in Indonesia faces structural and regulatory challenges. Industrial relations theory shows that gig workers are excluded from formal labor systems, lacking access to collective bargaining and dispute resolution mechanisms. Social protection theory highlights the low participation of gig workers in national social security schemes, which remain voluntary and fragmented.

Labor law theory indicates that the legal definition of workers in Indonesia does not include gig workers, denying them normative rights such as minimum wage, severance pay, and leave. Social justice and welfare theory emphasizes the need for equitable protection distribution, yet current practices fail to reach informal workers effectively. Lastly, digital economy and work flexibility theory explains that technological transformation has created new flexible work models, but policies have not yet adapted to ensure inclusive protection.

Overall, these five theories underscore the urgent need for progressive labor policy reform in Indonesia. Expanding the legal definition of workers, integrating social protection, recognizing gig workers' rights, and strengthening digital partnership regulations are essential steps toward building a fair and sustainable labor system.

3. Research method

This study adopts a comparative qualitative approach as it is considered the most appropriate to deeply and contextually understand labor protection policies for gig workers in Indonesia and Southeast Asian countries. This approach enables researchers to explore social realities and policy dynamics that cannot be captured through quantitative methods, while also comparing differences and similarities in how countries respond to gig economy challenges.

Wanti (2025) argues that qualitative methods are highly effective in analyzing public policy implementation because they reveal social complexity, power dynamics, and cultural influences often overlooked by statistical analysis. Comparative studies provide a robust analytical framework to assess policy effectiveness and efficiency across contexts, leading to sharper and more applicable evidence-based recommendations.

Rozikin & Muhyiddin (2025) also emphasize that comparative qualitative studies are highly relevant for analyzing complex and evolving labor policies, as they reveal variations in policy implementation and their impact on non-standard workers. Their research utilized in-depth interviews, focus group discussions (FGDs), and document analysis, integrated with secondary data to produce evidence-based policy recommendations.

This research collects data through document analysis, policy review, and literature studies from academic sources and official regulations. The units of analysis include labor and social protection policies for gig workers in Indonesia, Malaysia, Singapore, and the Philippines.

This study relies on secondary data obtained from various official and academic sources to support the comparative qualitative analysis. Academic sources such as Afrison (2023) provide insights into the impact of digitalization on job structures and the emergence of flexible work models, which have not been matched by adequate social protection. Statistical data from the Central Bureau of Statistics (BPS, 2025) show that 59.4% of Indonesia's workforce is in the informal sector, including gig workers, highlighting the urgency of legal and social protection for this group.

Regulatory documents such as Law No. 11 of 2020 on Job Creation and Presidential Regulation No. 82 of 2023 on Digital Transformation are used to examine the national legal and policy framework. The

Job Creation Law allows for flexible work arrangements but does not explicitly regulate the legal status of gig workers, while Presidential Regulation 82/2023 promotes national digital service integration, potentially accommodating gig workers within the formal system. Additionally, the policy paper from Tenggara Strategics (2023) offers a detailed analysis of the need to strengthen partnerships between platforms and gig workers, and to establish balanced regulations to create a fair and competitive digital work ecosystem. To support the previous explanation, the following table summarizes the data sources that form the basis of the analysis, including the type of data, source, and each source's contribution to the research:

Data Type	Source	Title	Main Focus	Findings	Implications for Gig Workers
Academic	Afrison (2023)	Labor Market Economics Analysis: Impact of Labor Market Changes in the Digitalization Era	Digitalization and changes in job structure	Flexible work models are not matched by adequate social protection	Vulnerable to job insecurity and lack of protection
Statistical	BPS (2025)	<i>Labor Conditions in Indonesia February 2025</i>	Profile of informal labor	59.4% of the workforce is in the informal sector	Majority are not covered by formal protection systems
Regulatory	Government of Indonesia (2020)	<i>Law No. 11 of 2020 on Job Creation</i>	Labor flexibility and employment reform	Does not explicitly regulate the legal status of gig workers	Remain in a legal grey area without normative rights
Regulatory	Government of Indonesia (2023)	<i>Presidential Regulation No. 82 of 2023 on Digital Transformation</i>	Integration of national digital services	Promotes strengthening of the national digital ecosystem	Potential to be integrated into the formal digital system
Policy Document	Tenggara Strategics (2023)	<i>Policy Paper on Strengthening Partnerships in Gig Economy</i>	Management of gig labor relations	Need for stronger partnerships and balanced regulations	Encourages fairer legal and social protection through specific regulations

Data Type	Source	Title	Main Focus	Findings	Implications for Gig Workers
		<i>Labor Relations in Indonesia</i>			

Source: Processed

This study employs document analysis and policy comparison techniques to evaluate the effectiveness of legal and social protection for gig workers in Indonesia. Document analysis is conducted on national regulations such as Law No. 13 of 2003 on Manpower, Law No. 40 of 2004 on the National Social Security System (SJSN), and Presidential Regulation No. 82 of 2023, as well as policy papers from institutions such as Tenggara Strategics. In addition, academic articles and research reports from sources like Afrison (2023), Fadhlulloh et al. (2023), and Sitorus & Kornitasari (2024) are used to strengthen both theoretical and empirical analysis.

The policy comparison technique is applied to examine regulatory and social protection approaches for gig workers in Malaysia, Singapore, and the Philippines. This analysis aims to identify best practices and policy weaknesses in each country and assess their relevance to the Indonesian context. By integrating secondary data from official and academic sources, this technique enables the formulation of evidence-based and contextually grounded policy recommendations.

4. Conclusion and Recommendations

4.1. Policy Recommendation

To address the legal and social protection gaps faced by gig workers in Indonesia, a comprehensive policy reform is needed that formally recognizes gig workers as part of the national labor system. This begins with revising the definition of “worker” in Law No. 13 of 2003 on Manpower, to include individuals working through digital platforms under flexible arrangements. Formal recognition would entitle gig workers to normative rights, including minimum wage, severance pay, annual leave, social security, and the right to unionize.

Practically, the government can issue a Ministerial Regulation as a derivative legal instrument to classify digital labor as a new form of employment. This regulation should establish minimum protection standards, such as limits on commission deductions, reasonable working hours, and access to complaint mechanisms. Furthermore, automatic integration of BPJS Ketenagakerjaan enrollment through platform applications (e.g., Gojek, Grab, Shopee Express) can be implemented, allowing workers to register and contribute directly via the apps they already use, with flexible payment schemes based on daily or weekly earnings.

To ensure inclusive policy development, the government should establish a Digital Tripartite Forum involving gig worker representatives, platform companies, and regulators. This forum would serve as a space for dialogue, negotiation, and periodic evaluation of labor standards and dispute resolution mechanisms tailored to platform-based work.

As an initial step, a pilot project can be launched in major cities such as Jakarta, Surabaya, and Medan, involving leading platforms and local gig worker communities. The outcomes of this pilot can inform policy adjustments before nationwide implementation.

Additionally, the government should conduct a national education campaign to improve legal and social literacy among gig workers, and provide access to legal aid and digital skills training. Through this approach, Indonesia not only aligns with best practices from the Philippines, Malaysia, and Singapore, but also demonstrates a concrete commitment to building a fair, inclusive, and sustainable labor system in the digital era.

To realize a joint BPJS contribution scheme between platforms and gig workers, a series of practical steps must be taken by the government and industry stakeholders. First, the government should issue a Ministerial Regulation requiring digital platforms to register gig workers as BPJS Ketenagakerjaan participants, with contributions shared between the company and the worker. This regulation should set a minimum platform contribution rate, such as 50%, as part of corporate social responsibility.

Second, digital platforms should develop BPJS integration features within their apps, allowing gig workers to register, track their participation status, and make automatic premium payments based on daily or weekly earnings. These features must be user-friendly, transparent, and supported by digital education on the benefits of social security.

Third, the government can launch fiscal incentive programs, such as tax reductions or subsidies for platforms that actively support BPJS enrollment and comply with social protection standards. Additionally, a pilot project can be implemented in major cities, involving leading platforms and gig worker communities, to test the effectiveness of the scheme before nationwide rollout.

Fourth, a cross-ministerial monitoring and evaluation team should be established to oversee implementation, receive feedback from workers, and adjust policies based on field data. Through these steps, the joint BPJS contribution scheme can become a tangible solution for expanding sustainable social protection for gig workers.

To ensure the effectiveness of the joint BPJS contribution scheme between platforms and gig workers, clear success indicators must be established and monitored regularly. Key indicators include:

- Platform compliance with contribution obligations,
- Success can also be measured by the adoption of BPJS integration technology within platform apps, and the number of platforms participating in the digital tripartite forum.
- Resistance from platforms due to perceived operational cost burdens,
- Potential manipulation of income data by platforms or workers to avoid contributions.

To mitigate these risks, cross-ministerial oversight, technical support for platforms, and ongoing national education campaigns are essential. With a data-driven and collaborative approach, this scheme can serve as a strong foundation for social protection of gig workers in Indonesia.

To support the formal recognition of gig workers and the joint BPJS contribution scheme, the public communication strategy must explicitly educate the public about changes and expansion in the legal definition of “worker” under labor law. The campaign should emphasize that gig workers, despite their flexible and platform-based work arrangements, are entitled to the same legal protections as formal employees.

This communication strategy should be carried out through inter-ministerial outreach, involving the Ministry of Manpower, Ministry of Communication and Information, and BPJS Ketenagakerjaan, using both community-based and digital approaches. Campaign materials should explain labor rights, platform obligations, and social security benefits in language that is accessible to gig workers.

The implementation roadmap, integrated with labor law reform, can be structured as follows:

- Adjustment of BPJS systems to accommodate digital labor categories
- Development of digital labor standards and contract templates
- Labor law training for gig workers and platform management
- Strengthening of grievance and dispute resolution systems
- Platform compliance audits and public reporting

With a targeted communication strategy and a roadmap aligned with labor law reform, Indonesia can build a digital labor system that is not only flexible but also legally protected and fair.

As part of digital labor reform, a dedicated and adaptive dispute resolution mechanism should be established to address conflicts between gig workers and digital platforms. This mechanism could take the form of a special labor tribunal or a digital mediation unit under the coordination of the Ministry of Manpower and BPJS Ketenagakerjaan. The tribunal would handle cases such as unilateral contract termination, fare disputes, violations of digital contracts, and non-compliance with BPJS contribution schemes.

To streamline the process and reduce the burden on general courts, dispute resolution can be conducted online via e-mediation or e-arbitration systems, using verifiable digital evidence. Gig workers must be granted easy and free access to file complaints, while platforms should be required to respond within a specified timeframe.

Furthermore, the outcomes of the tribunal or mediation should carry binding legal authority, serving as the basis for administrative sanctions or termination of cooperation with non-compliant platforms. The government should also provide digital legal assistance for gig workers who lack access to conventional legal support.

This mechanism ensures that dispute resolution in digital labor relations is fast, fair, and transparent, strengthening legal protection for gig workers across Indonesia.

To ensure the sustainability and effectiveness of the formal gig worker recognition policy and BPJS contribution scheme, strong institutional support and an integrated digital legal system are essential. The government can establish a Digital Labor Task Force under the Ministry of Manpower,

responsible for drafting regulations, overseeing implementation, and serving as a liaison between platforms, workers, and social security institutions.

This task force should collaborate with BPJS Ketenagakerjaan, the Ministry of Communication and Information, and the judiciary to build a unified digital legal system that enables online registration, reporting, mediation, and dispute resolution. The system must be directly linked to platform applications, allowing real-time access to worker data, BPJS enrollment status, and contract history for relevant stakeholders.

Additionally, institutional capacity building is needed, including training for BPJS officers and labor mediators to understand the unique nature of digital work. The government can also partner with universities and research institutions to develop a policy monitoring dashboard, displaying national data on enrollment, platform compliance, and dispute trends.

With structured institutional support and an integrated digital legal system, Indonesia can build a transparent, efficient, and responsive digital labor ecosystem that meets the evolving needs of gig workers.

To support the implementation of digital labor policies and BPJS contribution schemes for gig workers, cross-sector institutional coordination is essential. This should involve the Ministry of Manpower, BPJS Ketenagakerjaan, Ministry of Communication and Information, Ministry of Finance, and the Financial Services Authority (OJK). The goal is to unify regulations, technology systems, and financing mechanisms into a single integrated digital labor ecosystem.

The Ministry of Manpower can lead the development of regulations and oversight of digital labor relations, while BPJS manages social security programs. The Ministry of Communication and Information plays a key role in digital system development and data integration, while the Ministry of Finance and OJK can design a digital financing model to ensure the sustainability of the scheme.

The recommended financing model is hybrid funding, combining contributions from platforms, workers, and fiscal incentives from the government. The government can provide initial subsidies or matching funds to encourage early participation, especially for low-income gig workers. Compliant platforms may also receive tax reductions or access to inclusive financing programs.

To ensure transparency and accountability, a national dashboard should be established to display real-time data on enrollment, contributions, and platform compliance. With strong cross-sector institutional support and a sustainable digital financing model, Indonesia can build an inclusive and adaptive social protection system for all gig workers.

To ensure the effectiveness and sustainability of the formal gig worker recognition policy and BPJS contribution scheme, regular policy impact measurement is essential. This can include quantitative indicators such as:

- Platform compliance rates,
- Reduction in digital labor disputes, and
- Impact evaluation should also assess the quality of labor relations, including contract transparency, participation in tripartite forums, and access to legal assistance. The government

- can utilize a real-time national dashboard to monitor these developments and adjust policies dynamically.
- Comprehensive reform of labor laws to better accommodate digital and non-conventional work arrangements.
- Development of a universal digital-based social security system, covering all types of workers, including informal and freelance.
- Cross-sector labor data integration, including data from platforms, BPJS, and financial institutions, to support evidence-based policymaking.
- Institutional and human resource capacity building, including training for mediators, labor inspectors, and BPJS administrators in the context of digital work.
- With a data-driven, collaborative, and forward-looking approach, Indonesia can build an inclusive, fair, and sustainable digital labor system for the future.

5. Conclusion

Gig workers in Indonesia face legal and social protection challenges, including low BPJS participation and ambiguous employment status (Sitorus & Kornitasari, 2024; Gultom & Susanto, 2025). They lack access to dispute resolution and face economic vulnerability due to unstable income. Regional examples from Malaysia, Singapore, and the Philippines show progressive reforms such as formal recognition and mandatory social protection (Ravindra Kumar, 2024; Gerard McCarthy, 2024; Jayvy Gamboa, 2024). Indonesia should expand the legal definition of 'worker', mandate BPJS integration via platforms, and establish digital dispute resolution systems. Collaboration among government, platforms, and workers is essential to build an inclusive and adaptive digital labor ecosystem.

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