

Measures to Ensure Social Security Benefits for Platform Workers in Vietnam

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Abstract

In the context of workers working on technology platforms, the article emphasizes the important role of social security policies for them. This not only protects basic income and livelihoods, but also promotes sustainable development of the labour market and enhances effective social management, requiring policy improvements and adjustments to meet diverse requirements of the technology industry. Social security policies need to be updated to adapt to the modern working environment. This can ensure the rights and lives of workers who increasingly depend on technology platforms.

Keywords: Social Security; Platform workers; Employment; Labour relations; Labour laws; Trade Union; Vietnam.

1. Theoretical basis and concepts:

To ensure is to make sure that what is needed can be done, preserved, or fully available (Phe, H., 1994). Thus, assurance means tools, conditions or necessary activities that supplement, support, and preserve an object, a phenomenon or a certain action to achieve the expected result (Hien, T.T.T., 2020). Ensuring social security benefits for platform workers is the responsibility of agencies, organizations and individuals in creating political, legal, economic, social and cultural premises and conditions and implement measures so that platform workers have the opportunity to access and enjoy full social security benefits. Forms of ensuring social security for platform workers include: support measures and measures to remove obstacles in implementing social security benefits for platform workers. The entities responsible for

ensuring social security benefits for platform workers are the employer (including intermediaries), platform workers and the State. The responsibilities of the above subjects are as follows:

- First, Responsibility of the State. The State has the responsibility to support and remove difficulties. Specifically, the State has responsibilities such as: building a preferential credit fund to create jobs; vocational training support; job search support; Support for paying social insurance and health insurance; Unscheduled assistance and regular assistance for subjects; housing support, clean water, information, education.

- Second, responsibilities of the employer (including intermediaries). The employer unit (including intermediary units) is responsible for

participating in social insurance, health insurance, unemployment insurance for platform workers and a number of other activities such as: study support profession; preventive vocational training; housing support; information for platform workers.

- Third, Responsibilities of platform workers. Platform workers are responsible or voluntarily participate in insurance policies to ensure their social security benefits.

2. Government guarantees on social security for platform workers:

Social security measures for platform workers depend on each country or local regulation. Below are some commonly applied measures:

- Firstly, ensure social insurance benefits. Platform workers when participating in social insurance are entitled to the following benefits:

Enjoy social insurance regimes according to the provisions of the 2014 Social Insurance Law, including regimes such as: Compulsory social insurance with the following regimes: sickness; maternity; labour accidents, occupational diseases; retire; death; Voluntary social insurance has the following benefits: retirement; death; Supplemental pension insurance is regulated by the Government.

Receive pension and social insurance benefits fully and promptly, in one of the following payment forms: Directly from the social insurance agency or service organization authorized by the social insurance agency; Through employee deposit accounts opened at banks; Through the employer.

To be proactively examined for assessment of loss of working capacity if after the injury or illness has recurred, it has been treated stably and the period of social insurance payment is reserved; Medical assessment fees are paid if eligible to receive social insurance.

Authorize another person to receive pension or social insurance benefits; Every 6 months, the employer will provide information about social insurance contributions; Annually, the social insurance agency confirms the payment of social

insurance; to request employers and social insurance agencies to provide information on social insurance contributions and benefits; Complain, denounce and initiate lawsuits regarding social insurance according to the provisions of law (VNA, 2014).

- Second, Health insurance benefits. When participating in health insurance, platform workers enjoy the following rights: Receive a health insurance card when paying health insurance; Select the initial medical examination and treatment facility covered by health insurance according to the provisions of Clause 1, Article 26 of the Law on Health Insurance; Receive medical examination and treatment; Health insurance organizations pay for medical examination and treatment costs according to the health insurance regime; Request health insurance organizations, health insurance medical examination and treatment facilities and relevant agencies to explain and provide information about health insurance regimes; Complain and denounce violations of the law on health insurance (VNA, 2008).

- Third, Unemployment insurance benefits. Employees must participate in unemployment insurance when working under a labour contract or working contract as follows: labour contract or working contract of indefinite term; labour contract or fixed-term working contract; Seasonal labour contracts or for a certain job have a term of 3 months to less than 12 months.

In cases where an employee has entered into and is performing multiple labour contracts specified in this Clause, the employee and the employer of the first labour contract signed are responsible for participating in unemployment insurance. If the above-mentioned employees are receiving pensions or doing housework, they do not have to participate in unemployment insurance.

When participating in unemployment insurance, employees will enjoy the following unemployment insurance benefits: Unemployment benefits; Consulting support and job introduction; Apprenticeship Support; Support training,

fostering, and improving vocational skills to maintain jobs for workers (VNA, 2013).

- Fourth, Social relief benefits. Social relief includes two modes: regular social relief and extraordinary social relief. Regular social relief is the regular help of society with living conditions for its members, when they encounter unfortunate risks and fall into very difficult situations, daily life is always threatened. Social relief is often more of relief, more relief than assistance.

The common target of social relief is often people who, for various reasons, cannot ensure their own lives. Platform workers can also become targets. Specifically: The elderly have no support and no source of income other than regular social relief; Orphaned and wandering children with no one to take care of them, living mainly on the generosity and alms of people, or children whose families are so needy that their parents cannot feed their members. in the family; People who are disabled due to many different reasons, cannot work to generate income, or have no other source of living; Families who are often hungry, due to living in unfavorable places, or not having working conditions that create an income that is not guaranteed to support family members at a minimum level, etc.

Regarding **Unscheduled Social Relief**, **Unscheduled Social Relief** is usually for the following subjects: People who have lost part or all of their homes, crops, property and means of living due to natural disasters, fires, etc. living; People who suffer from food shortages during lean periods, due to living in areas with unfavorable natural conditions or those who suffer sudden crop failures without any other source of support, fall into hunger; People who suffer war or social accidents and temporarily lose their means of living...

Thus, Platform workers can become subjects of sudden social relief, which may include people who are subject to regular social relief at a certain time or situation. On the contrary, those who are subject to sudden relief, after a period of risk, receive immediate help, but then the "risk" is so

great that they are no longer able to ensure their own lives. Moreover, they can then become the subject of regular social relief (Truong, L.M., 2021).

- Fifth, Benefits of social assistance and incentives. Social assistance benefits include regular social assistance in the community; receive care and nurture in the community; emergency social assistance and care and nurturing at social assistance establishments (VG, 2021).

Benefits of social incentives depend on each subject, people with meritorious services to the revolution and their relatives are entitled to benefits and preferential allowances. They are entitled to the following regimes: Preferential subsidy regime; Preferential policies on education and training; Preferential employment and job security regimes; Health care regime; Other preferential regimes.

3. Technology companies' social security guarantees for platform workers:

Technology companies for people working on technology platforms, also known as platform workers, can implement a number of measures to ensure their social security. First, the company can provide social insurance, health insurance and unemployment insurance for employees, insurance with part of the salary to support treatment when necessary. In addition, they can also provide support services in ensuring a basic standard of living, especially when they do not actually work on a fixed schedule. Risk management and ensuring the health and safety of workers is also an important factor that companies need to focus on. Providing financial advice and support services can also be considered to help them manage their personal finances effectively. Specifically, the following measures can be taken:

- Ensure labour rights: The company operating the platform of platform workers should have a policy to protect workers' labour rights, including attractive salaries, health and social insurance. In addition, the company can establish support programs to improve skills and expertise for drivers.

- Traffic safety protection: Platform workers are mainly technology drivers. Traffic safety measures need to be applied to ensure platform workers comply with traffic regulations and drive safely. This may include regular driving tests, monitoring vehicle quality and providing safety materials.

- Protect workers and customers: The company or platform needs to have regulations and policies to ensure the safety and responsibility of drivers and customers. This may include stoppages if drivers break the rules, managing responses to customer complaints and providing quick communication in the event of an emergency.

- Financial support and welfare: The company can provide financial support policies such as stable salaries or training programs and promoting personal development. They can also provide insurance for drivers and families.

- Enhance information and communication: Platform workers industry partnerships can be involved in providing information and effective communication with drivers. They can provide essential information about regulations, policy changes and benefits.

4. Conclusion:

In summary, it can be seen that measures to ensure social security benefits for platform workers are very important in the increasingly developing context of technology and flexible working models. Providing social, health, and unemployment insurance as well as financial support promotes stability and safety for workers based on technology platforms. This not only

ensures a basic standard of living for them, but also creates a sustainable working environment, promotes productivity, and enhances risk management and labour safety. Adjusting and updating social security policies to meet new and diverse requirements in the modern labour sector is essential to ensure the rights and sustainable development of platform workers. This is not only the job of the Government but also of technology businesses. This contributes to a healthy and balanced working community.

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