

Self Employed E-Hailing Drivers Survey



網召司機 (UBER / GRAB) 電子問卷調查



DAP Parliament Research Team

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Background & Introduction

1. The emergence of ride-sharing / e-hailing services (Uber/Grab) since 2015 in Malaysia has disrupted the market.
2. Caught the government/regulator by surprise, caused uproar/dissatisfaction among taxi operators but also created many part time and full time job opportunities for a lot of Malaysian.
3. Until late 2015, government's (SPAD) position towards the emergence of Uber/Grab is to just **ban** them.

UBER transport service is illegal

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KUALA LUMPUR: The UBER mobile app transport service that connects passengers with drivers of private vehicles for hire and ride-sharing services is illegal.

Land Public Transport Commission (SPAD) chairman Tan Sri Syed Hamid Albar (*pix*) said the use of private vehicles to carry fare-paying passengers is an offence under the Land Public Transport Act 2010.

"This illegal service provided could be colloquially referred to as *kereta sapu*," he said in a press statement.

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MALAYSIA

Uber and GrabCar services illegal, says SPAD

BY VANESSA EE-LYN GOMES

KUALA LUMPUR, July 1 — The Land Public Transport Commission (SPAD) acknowledges that Uber and GrabCar are legal as “service matching” businesses, but the manner they operate is not.

SPAD chairman Tan Sri Syed Hamid Albar said yesterday although the commission was unable to take any legal action against Uber and GrabCar, it was carrying out enforcement on unlicensed vehicles and drivers.

Background & Introduction

4. But eventually, government has come around and decided to amend existing laws to legalise and to regulate the operation of e-hailing services.

5. Early April 2017, the amendment bills of SPAD and LPKP Act were tabled for first reading in Dewan Rakyat.

6. The Minister in charge, Nancy Shukri has indicated the amendment bills will be debated and voted in the upcoming Parliament session starting from mid-July 2017.

Background & Introduction

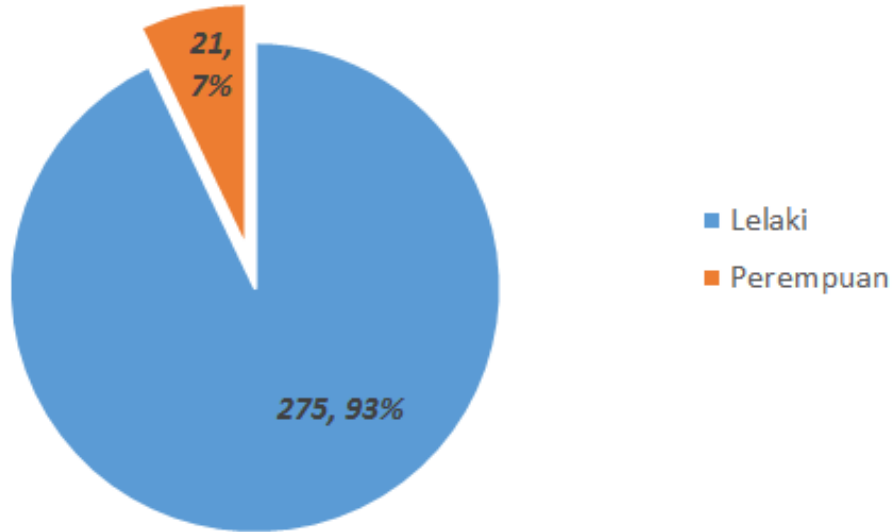
7. Back in April when bills were tabled, DAP has called for the government to adopt a more consultative approach, listen to opinions to the drivers' community and to allow more substantive debate on the issue.
8. We feel that the government is really not doing enough.
9. To help DAP/Pakatan MPs understand the problems faced by e-hailing drivers in depth, the research team has conducted a web-based survey from 1th - 15th June.

The SEEDs Survey

1. Web-based (Google Forms) anonymous survey.
2. Two languages: Bahasa Melayu and Chinese. We ask 21 questions.
3. 297 Responses
4. Findings divided into 3 parts as follows:

Part I: Basic Demography

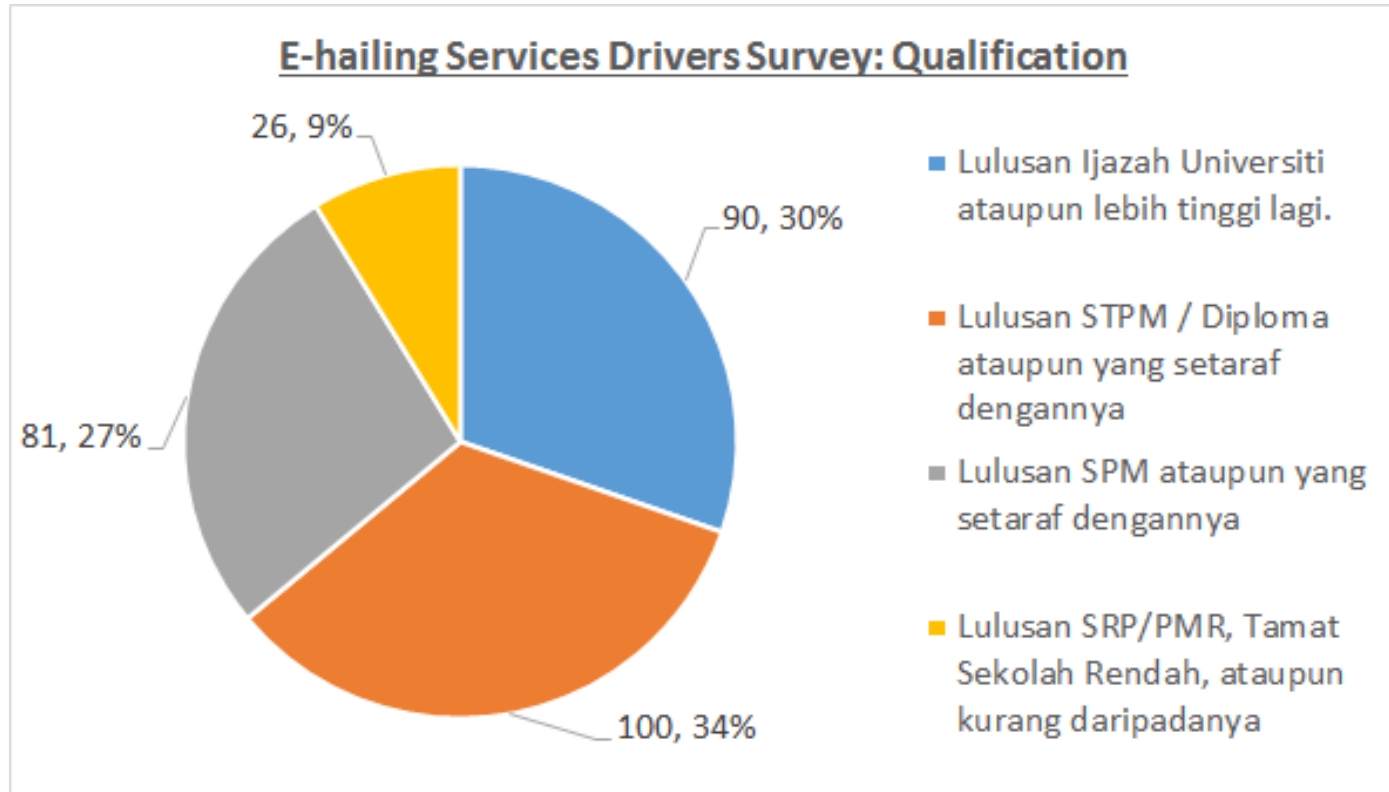
E-hailing Services Drivers Survey: Gender



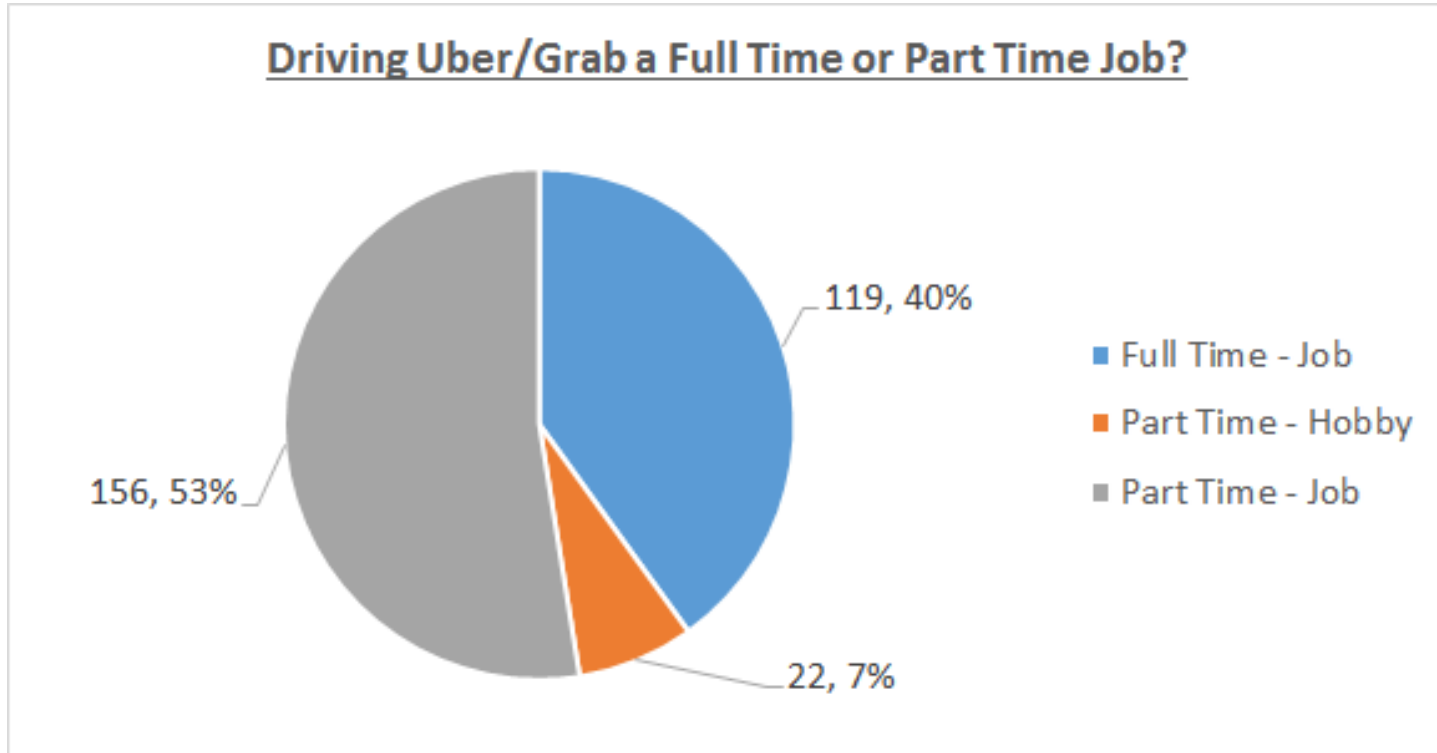
Respondents' Age:

- 19 to 60 years old
- Mostly between 30 - 45 years old

64% have qualifications higher than SPM, 30% are college degree holders



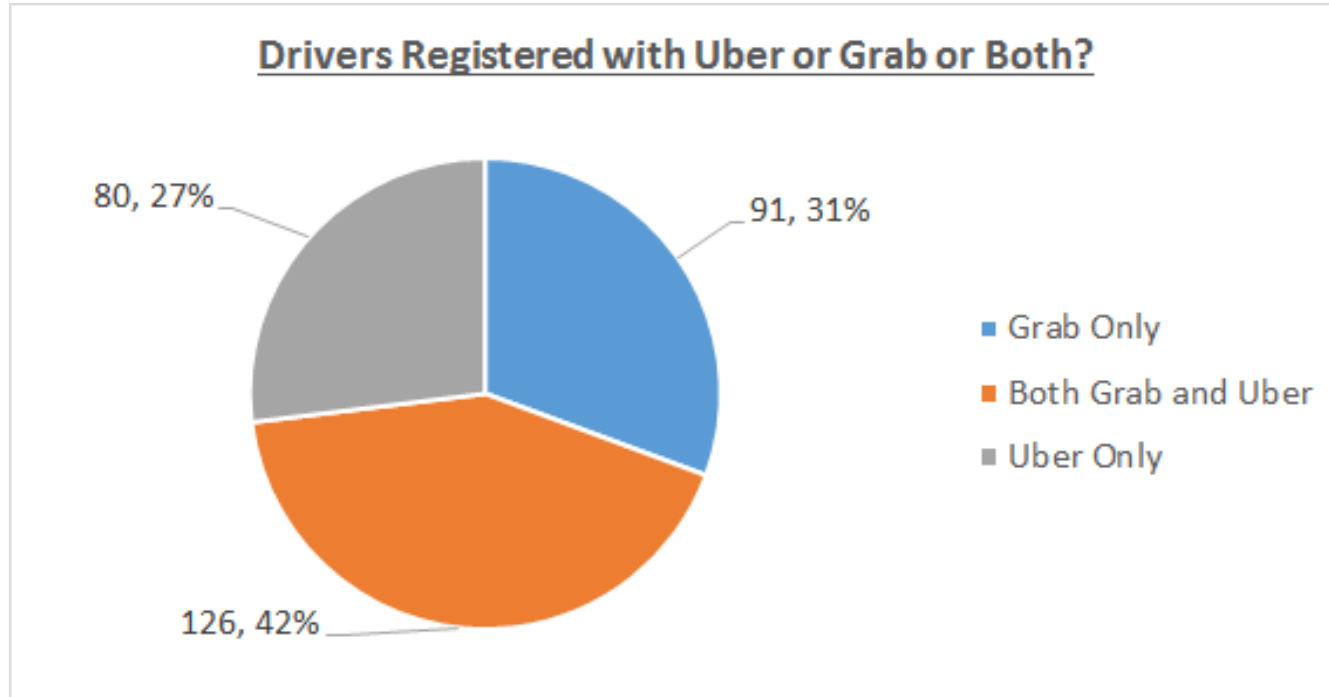
Driving is a Full Time Job for 40% of the respondents polled



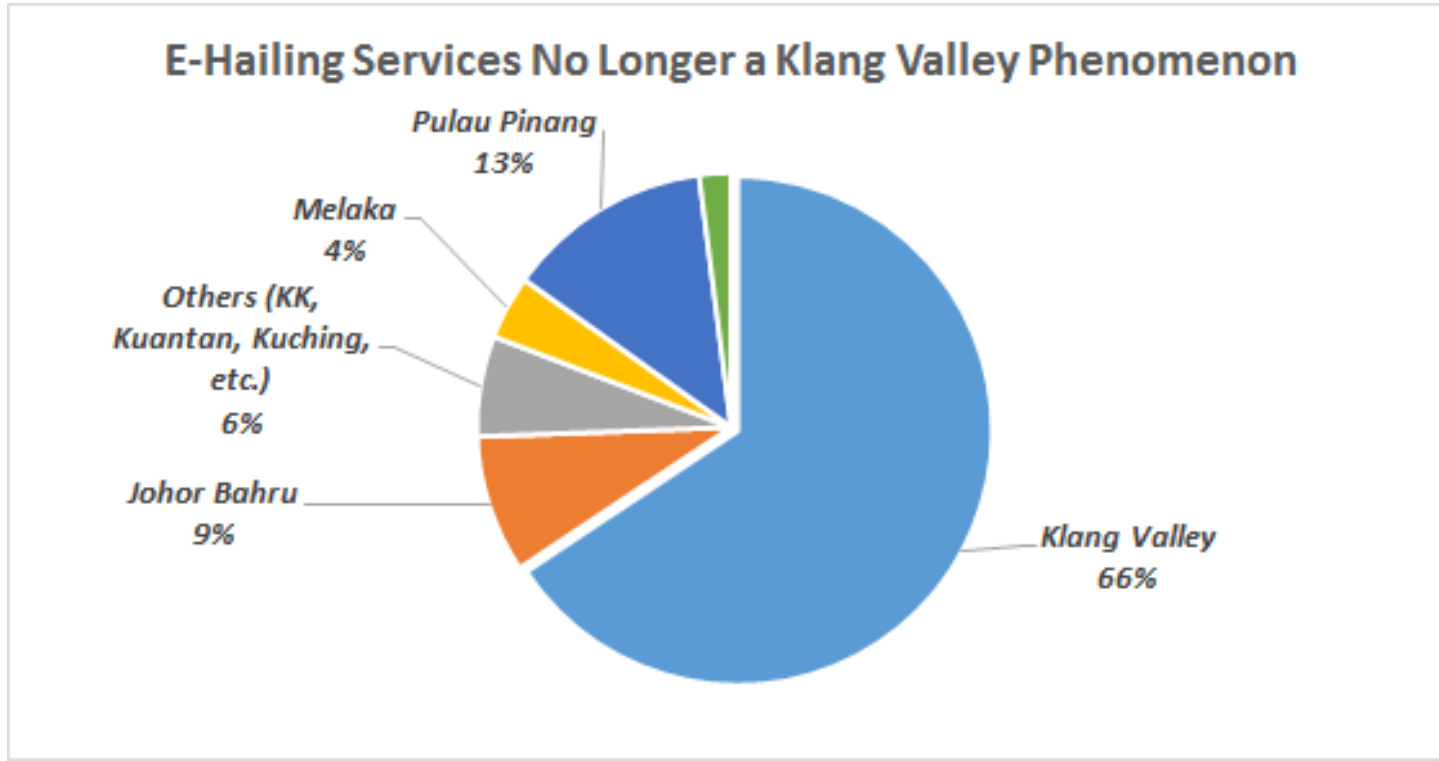
Do they buy new cars for e-hailing services?

- Of 119 drivers who said driving Uber/Grab is a full-time job, 47 (40%) purchased a new vehicle dedicated for offering e-hailing services.
- For the rest / part time drivers, 80% used their existing car.
- A significant number (**40%**) of full time e-hailing drivers **invested heavily** by purchasing new vehicle.

Are the drivers registered with Uber or Grab or both?



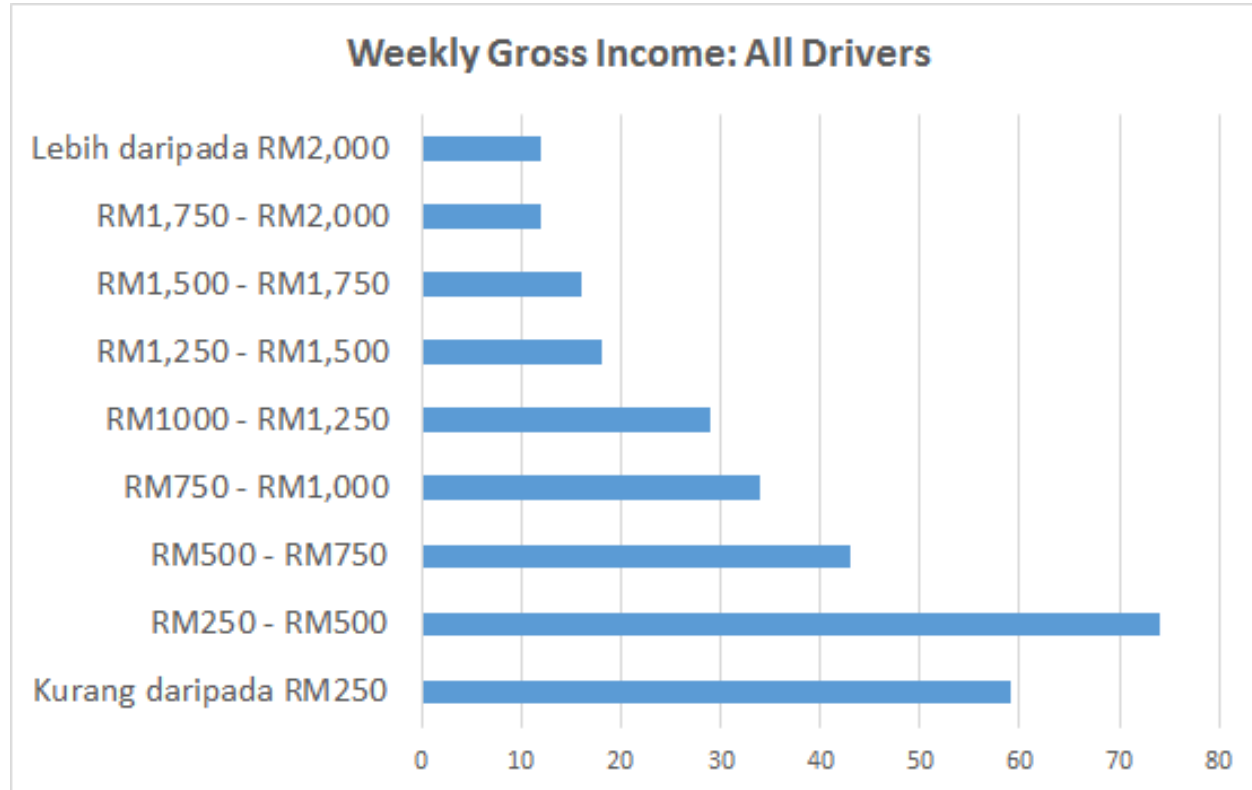
66% of Respondents operating in Klang Valley, but significant numbers from Penang, Melaka, J. Bahru, Kuantan, Kuching, etc.



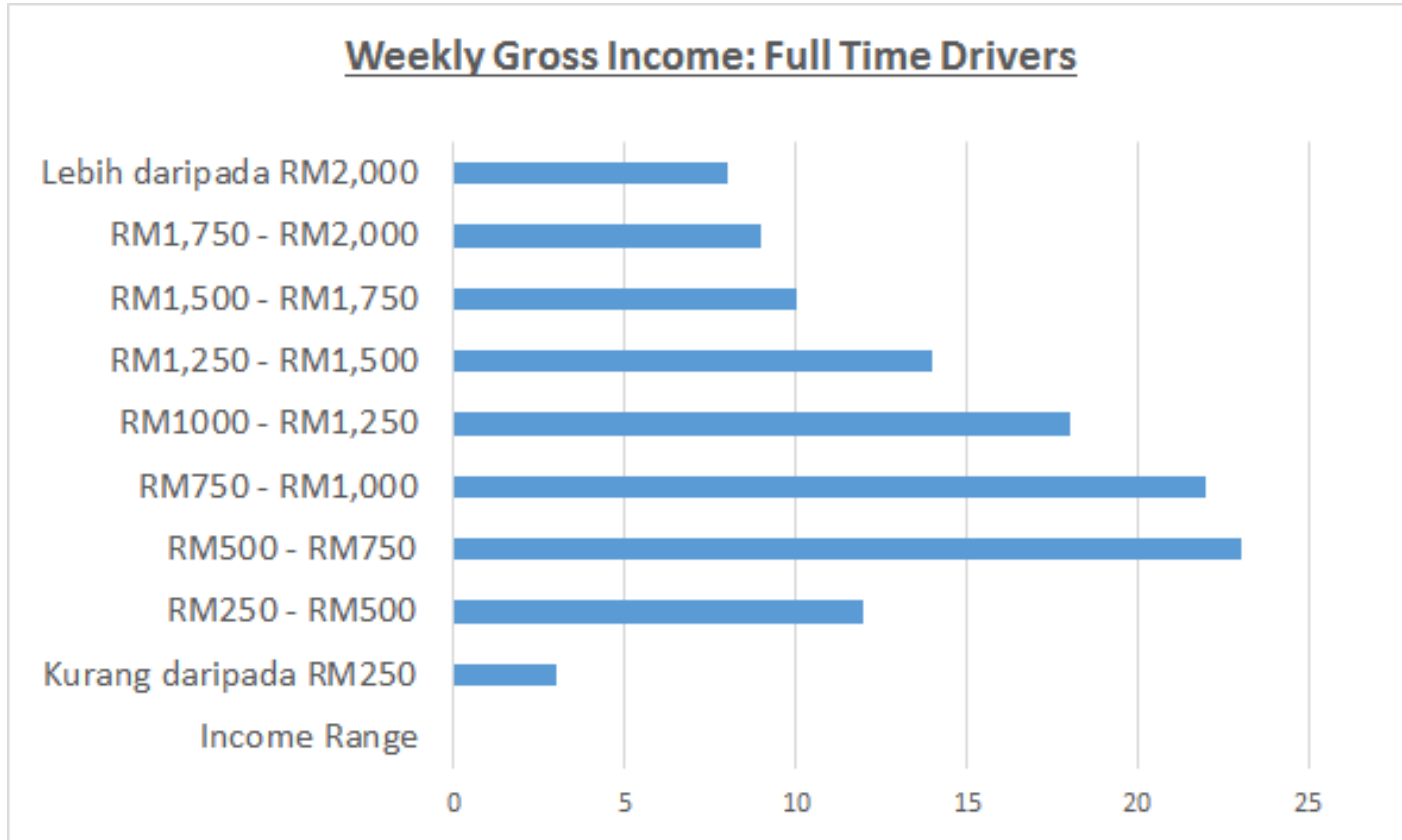
Part II: How much are the drivers earning?

Note: Uber/Grab paid their drivers on a weekly basis

Gross Income: 70% earned less than RM1,000 per week



For Full Time Drivers, about 50% earned less than RM1,250 a week

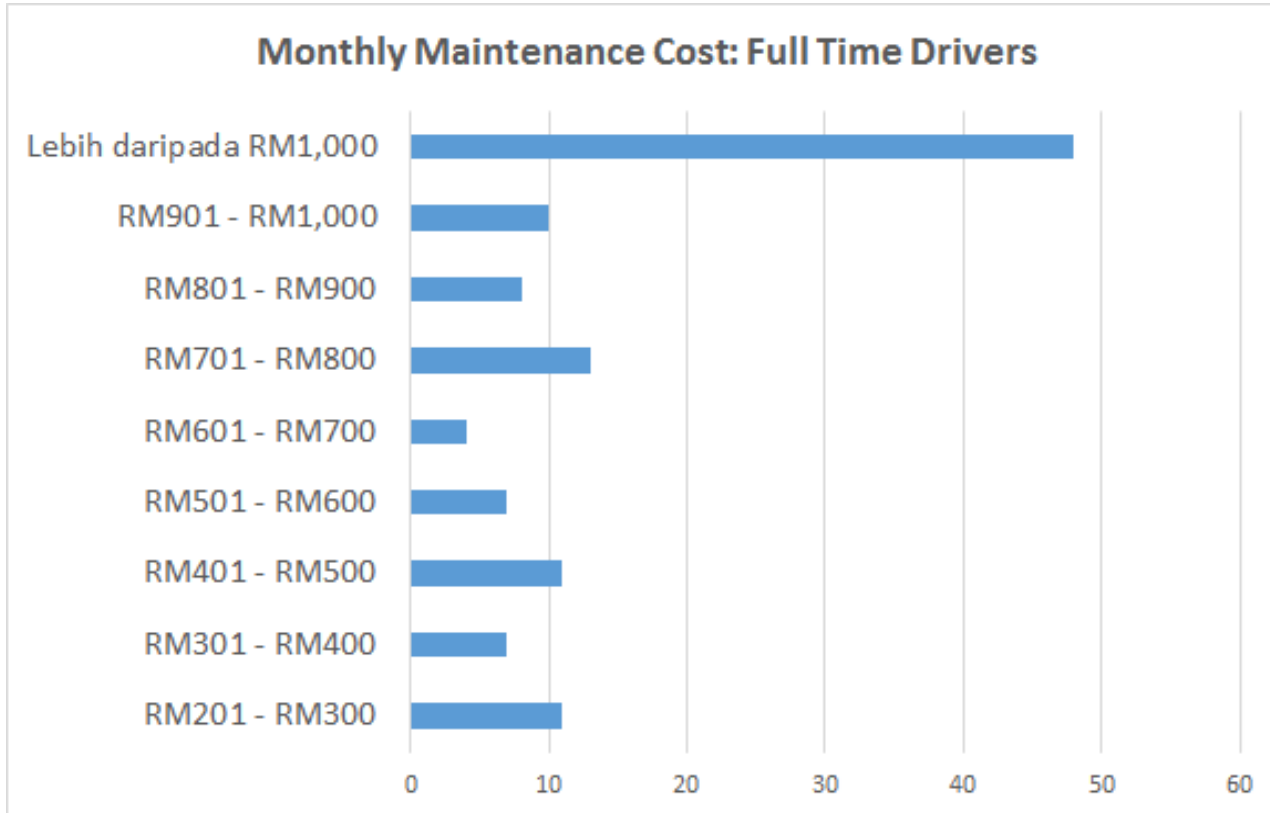


RM 1,250 x 4 = RM 5,000

**That seems quite decent compared to a
taxi driver**

But...

Maintenance Cost for Full Time Drivers are reportedly more than RM1,000 every month.

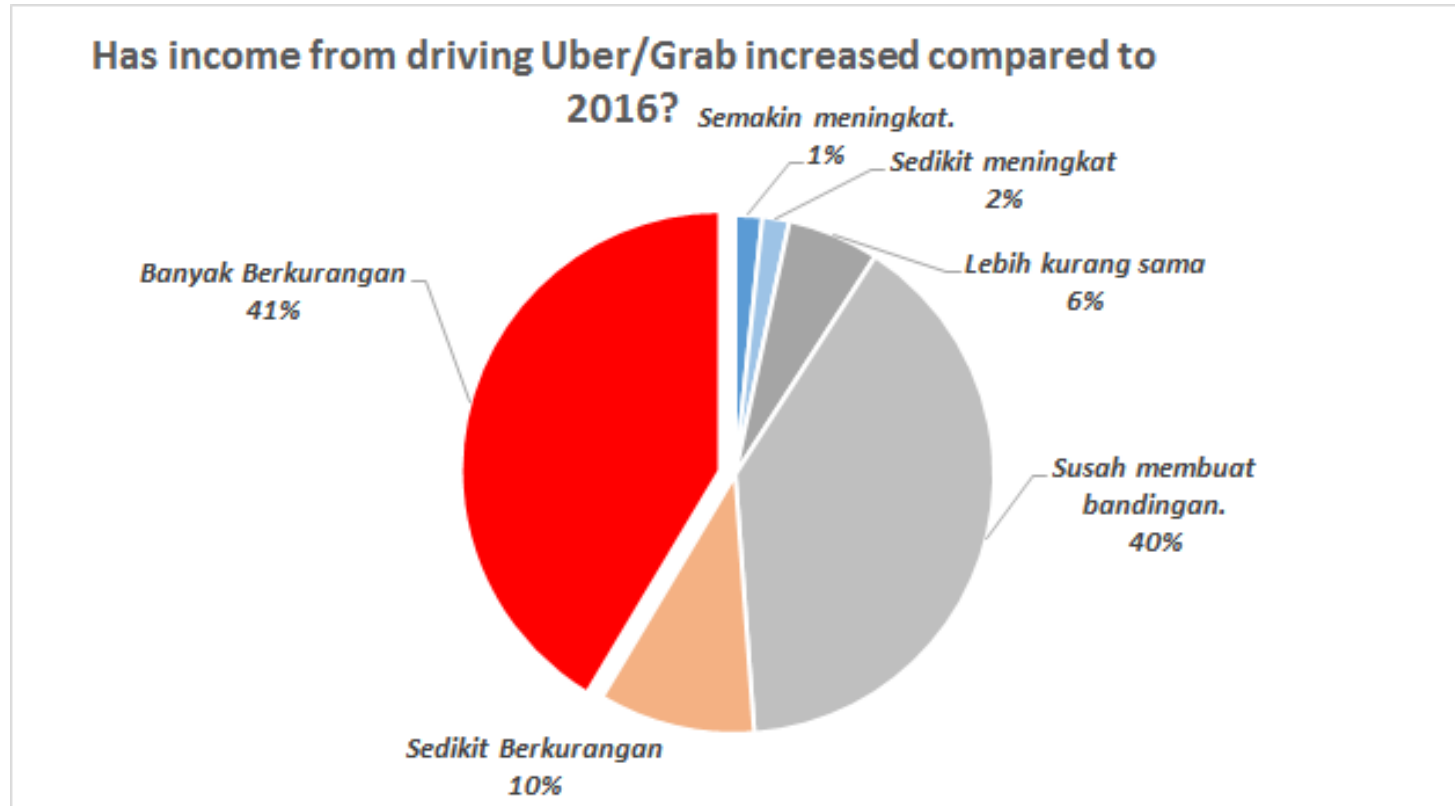


Insurance and vehicle repair expenditures are all borne by drivers. Not a single cent paid by e-hailing companies, i.e. Uber/Grab

On average, the income of the drivers are:

Overall	<i>RM2,200</i>
Full Time	<i>RM3,200</i>
Part Time Range	<i>RM 100 - 5,000</i>

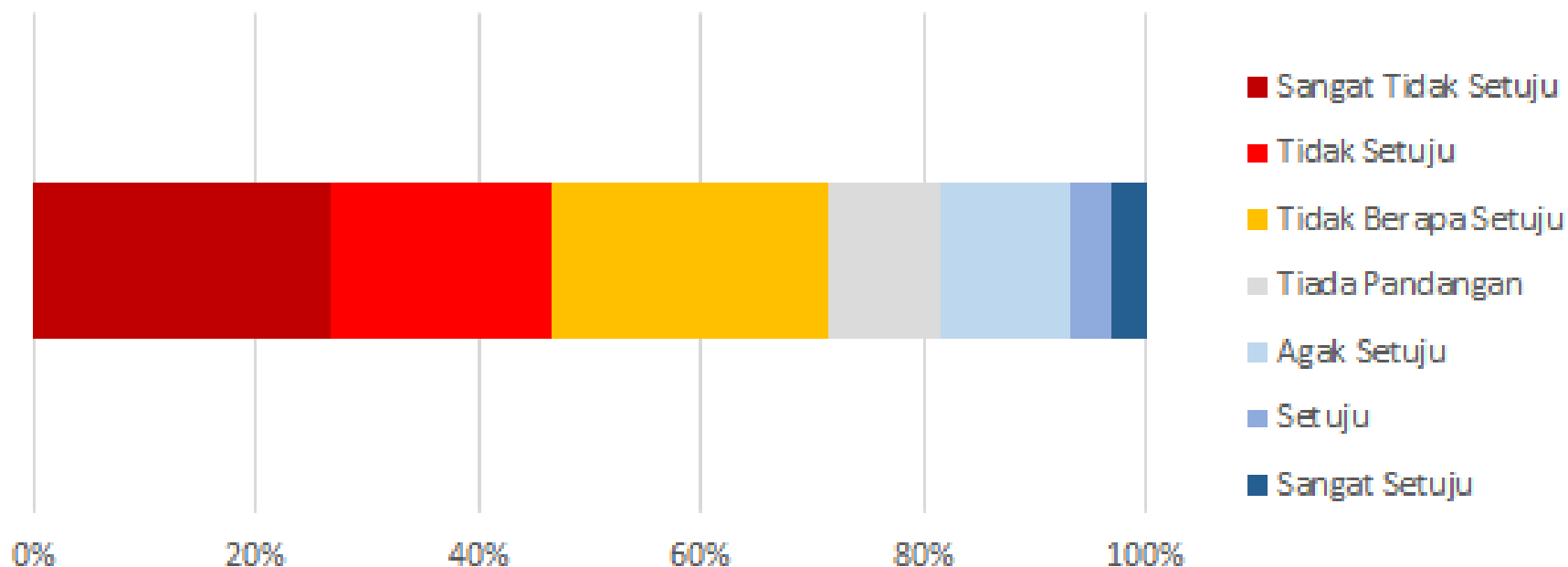
Half of the drivers said their income has been decreasing. Only 3% reported an increase .



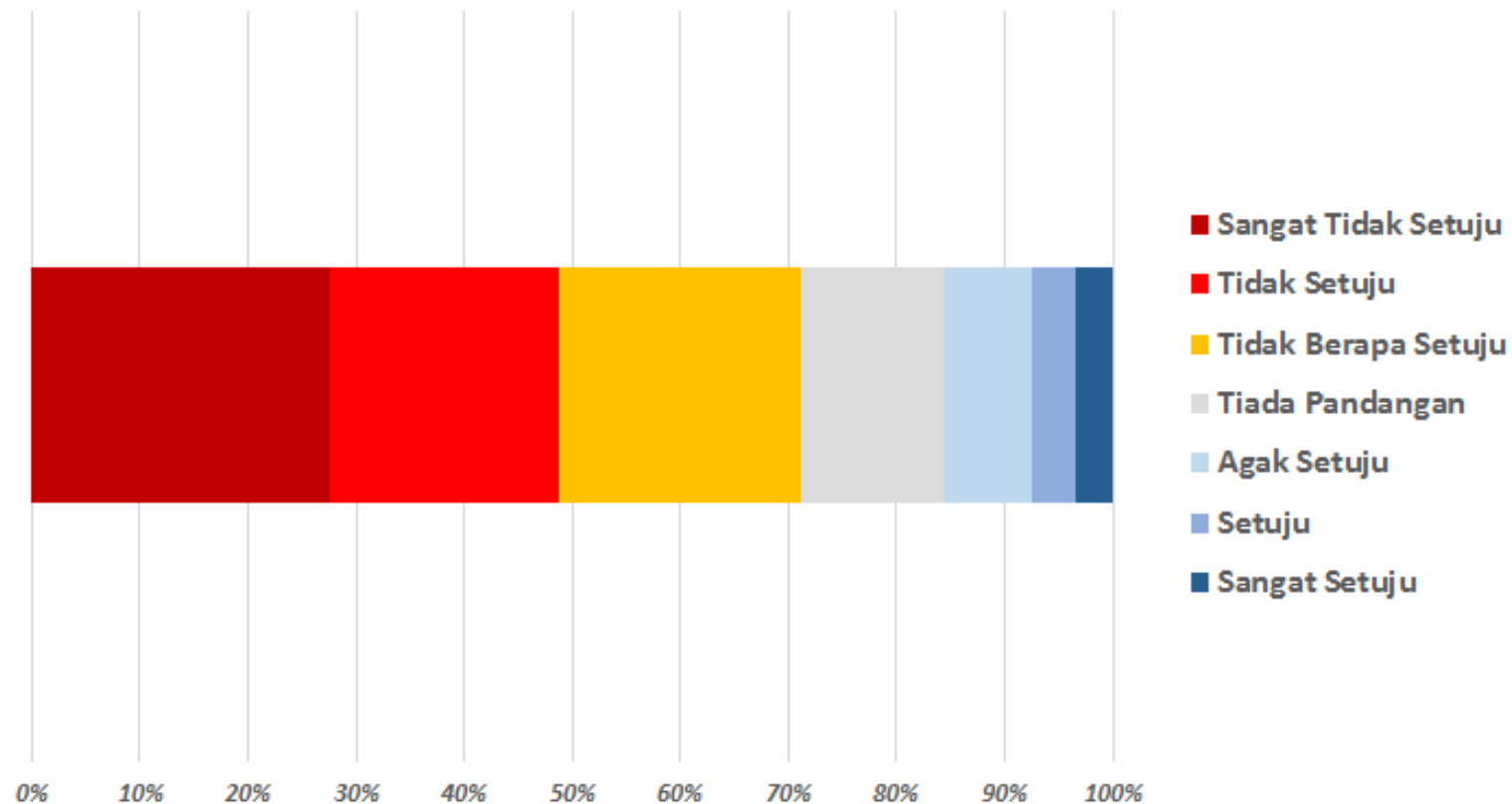
Part III: Voices of the Drivers

1. The drivers are overall unhappy about the rates fixed by Uber/Grab.
2. More than 75% of drivers area said setting the commission rate at 20% - 25% by Grab/Uber is unfair.

Sejauh manakah anda berpuas hati dengan kadar tambang yang ditetapkan oleh pihak Grab/Uber?



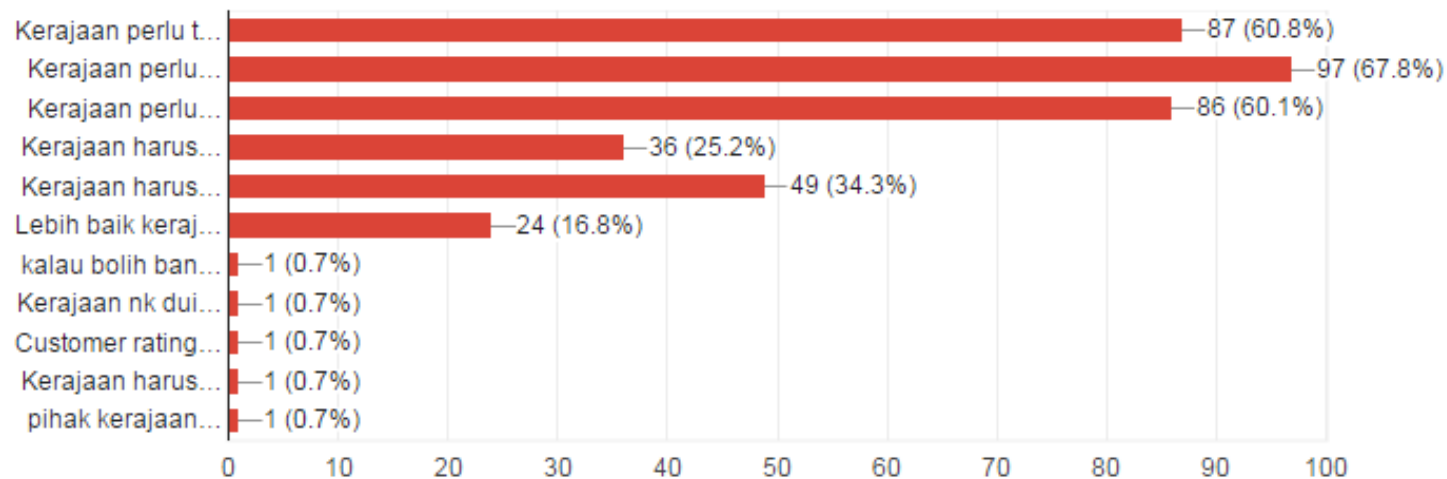
Setujukah anda bahawa kadar potongan (iaitu commission/fees sekitar 20% - 25%) yang dikenakan oleh pihak syarikat Uber/Grab adalah berpatutan dan adil untuk semua?



The role of government agencies should be...

17. Pada pendapat anda, apakah peranan kerajaan melalui agensi seperti Jabatan Pengangkutan Jalan (JPJ) dan Suruhanjaya Pengangkutan Awam Darat Malaysia (SPAD) dalam industri perkhidmatan pengangkutan 'e-hailing' (Uber/Grab)?

143 responses



The role of government agencies should be...

1. Kerajaan perlu tetapkan struktur dan harga tambang untuk menjamin pendapatan minimum pemandu;

60% agree

The role of government agencies should be...

2. Kerajaan perlu mengehadikan tahap Komisien yang dikenakan oleh pihak syarikat Uber/Grab supaya tidak terlalu membebankan pemandu (contohnya: tidak boleh lebih daripada 20%);

67% agree

The role of government agencies should be...

3. Kerajaan perlu memaksa syarikat Uber/Grab bertanggungjawab menanggung kos insuran kereta dan insuran peribadi pemandu;

61% agree

The role of government agencies should be...

4. Kerajaan harus menerbitkan maklumat terperinci keadaan semasa pasaran Uber/Grab, contohnya bilangan kereta yang didaftarkan di sesebuah kawasan, bilangan pemandu yang terlibat dan sebagainya dari semasa ke semasa;

33% agree

The role of government agencies should be...

5. Lebih baik kerajaan jangan campur tangan sebab akan timbul lagi banyak masalah

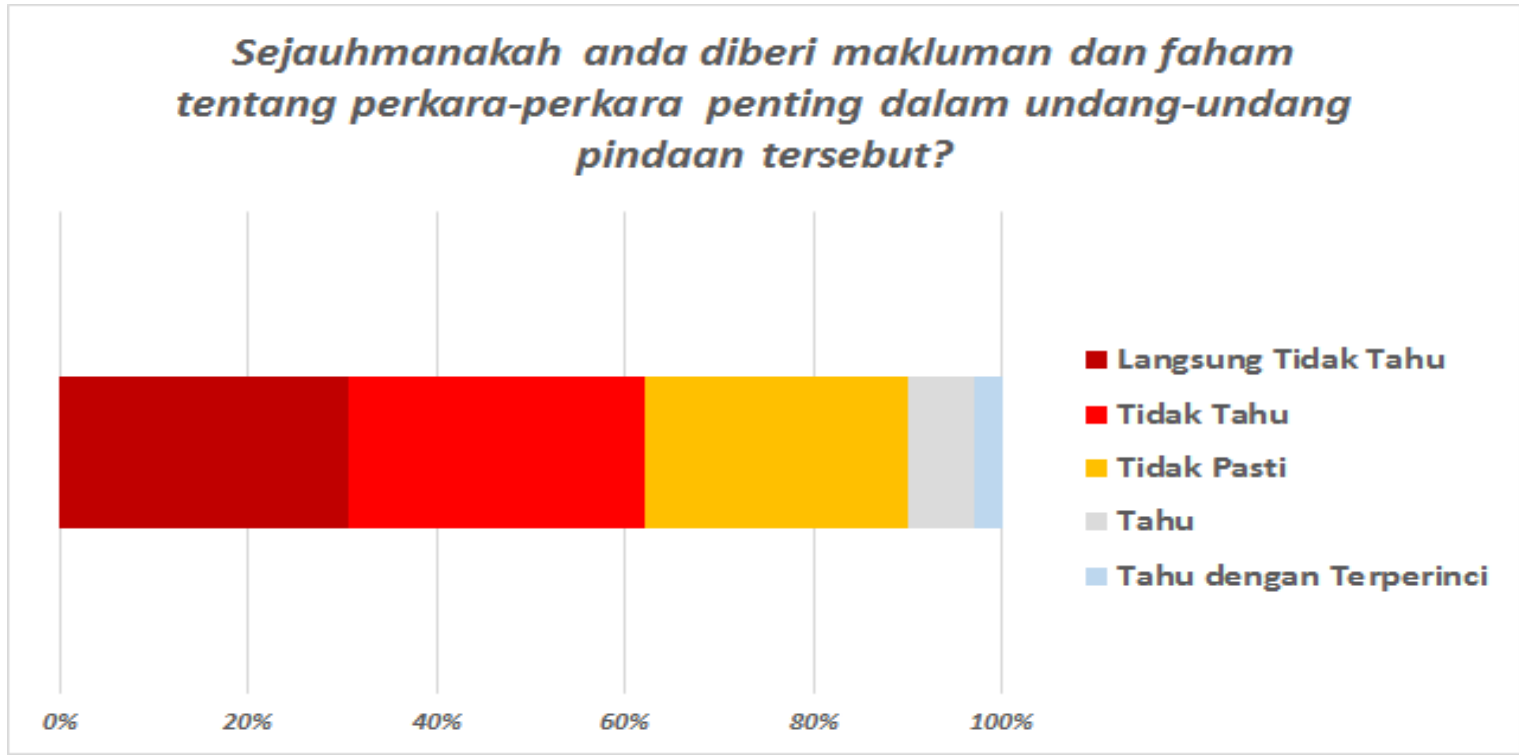
(有关政府单位最好是尽量不要介入市场。少管少错。);

20% agree

Regulating e-hailing services by making new laws in Parliament

1. Only 60% of drivers surveyed has heard of the amendment bills.
2. Only 11% said they are well-informed about the changes to the law and its implications.

The government and Uber/Grab should do a lot more to ensure the drivers are well-informed of the regulatory changes and hear their voices and feedbacks.



From this survey, we found that there are a lot of grievances from the drivers.

Terlalu banyak promo, dan insentif mingguan semakin turun, petrol, penyelenggaraan kereta mahal, tayar, nilai kereta susut, tak mungkin pemandu akan lebih selesa dimasa hadapan, pihak Syarikat hanya naikkan nama mereka untuk pelabur.

Please don't use this excuse to impose more tax on the driver.

· · · · ·
· Tambang untuk setiap kilometer adalah terlalu rendah. Ini tidak setimpal dengan kos
· penjagaan kereta, harga minyak, tayar, cuci kereta, dan lain-lain. Tambang juga harus
· dikenakan semasa menunggu penumpang, di dalam keadaan kesesakan jalan.
· · · · ·

有了政府的管制後，至少公司不會以荒謬的理由來ban司機的戶口。猶如新加坡的做法。然後，擁有正確的管道處理司機與乘客的問題並不是所有司機承擔所有後果(不然20%和25%收得有點不是道理)

应该对公司设定管制，不能任由公司自己随意更改条款，佣金制，无理由终止司机驾驶权，随意扣除佣金，至少对司机要有基本的保障

公司不能随便suspension或banned司机，而且不能罚司机一星期津贴全部未收。要有意外保险与汽车维修保险。要对一些有黑名单的乘客做出罚款或停止叫车条例。

DAP and Pakatan Harapan hear your voices and understand their concerns.

1. We must learn the lesson from the failure of taxi industries in Malaysia - “Dissatisfied and unhappy drivers will hurt the industry in the long term. It’s bad for everyone.”
2. Drivers as well as passengers want effective regulation and enforcement from the agencies. Rules should be made transparent and consistent.

DAP and Pakatan Harapan hear your voices and understand your concerns.

3. Disputes between passengers, drivers and Uber/Grab should not be left to be dealt with on a case-by-case basis by the companies. To safeguard the rights of passengers and drivers, a dispute settlement body such as a statutory Tribunal, should be built into the amendment bills to be passed by parliament.

4. Finally, we also understand that many drivers feel uneasy and even distrust the government. That was hardly surprising considering the government's track record in 'messing up' the taxi industries. Pakatan Harapan will include the issue of e-hailing industries and taxi industries in our Manifesto for the upcoming GE.

THANK YOU