

## **An Exploratory Study of the Meaning of Life of Delivery Agents of Kolkata**

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**Abstract :** This exploratory study delves into the perception of job dignity among delivery agents in Kolkata, focusing on both food and grocery delivery sectors. The rapid expansion of online delivery platforms in India has led to a significant rise in the delivery service industry. Despite its growth, there is a dearth of research addressing the multifaceted challenges faced by delivery agents. This study aims to bridge this gap by shedding light on their experiences. The study's objectives include exploring the lived experiences of delivery agents, their work-life balance, and their perception of job dignity. Using a qualitative research approach, the study will conduct semi-structured in-depth interviews with a purposive sample of 10 participants from each sector, consisting of individuals with lower socio-economic backgrounds aged between 18 and 35 years. The Three-Layer Coding framework proposed by Charmaz will guide the data analysis process, encompassing open coding, axial coding, and selective coding. Through this method, the study seeks to uncover emergent themes and patterns that illuminate the participants' perspectives on job dignity, recognition, and the challenges they encounter. By uncovering their perceptions of job dignity and the challenges they face, the research aims to contribute to the well-being of these workers and inform relevant stakeholders for a more equitable work environment.

**Keywords :** delivery agents, equitable work environment, perception of job dignity, work-life balance

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