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GIG WORKERS ACT

HR Ministry finalising details ahead of law's rollout in March

KUALA LUMPUR: With less than a month before the Gig Workers Act 2025 comes into force, the Human Resources Ministry is finalising key operational details to ensure a smooth implementation of the landmark law.

Minister Datuk Seri R. Ramanan said he has continued meeting representatives from across the gig ecosystem to gather feedback on pressing issues, particularly insurance coverage mechanisms, contribution structures and proposed floor and ceiling rate models.

"We are now at a critical stage. The act has been passed and gazetted, but implementation requires precision," he told the *New Straits Times*.

Ramanan said recent engagement sessions included representatives from Persatuan Penghantar P-Hailing Malaysia, the Malaysia Bumiputera Makeup Artist Association, the National Association for Interpreters and Translators, the Deaf Advocacy and Well-Being National Organisation Malaysia and Gabungan eHailing Malaysia.

"These sessions allowed us to hear directly from delivery riders, creative freelancers, interpreters, persons with disabilities and e-hailing drivers.

"Each segment faces different realities on the ground."

The act, passed by the Dewan Negara last September and gazetted on Dec 31 after receiving royal assent, is expected to come into force at the end of next month — providing a formal legal framework for more than 1.2 million gig workers nationwide.

Among the key matters being refined are insurance and social protection coverage, particularly

how contributions will be calculated for workers operating across multiple platforms.

"We are studying the mechanics to avoid overlapping contributions or administrative burdens," Ramanan said.

He added that discussions were also ongoing over income structures, including possible floor and ceiling rate models that may be recommended through the Gig Workers Consultative Council once established.

"The objective is not to fix prices arbitrarily, but to ensure income fairness without disrupting the sustainability of platform businesses.

"Any model must be practical, data-driven and sensitive to sectoral differences."

On dispute resolution, Ramanan said the ministry was fine-tuning procedures for the Gig Workers Tribunal to ensure that cases could be handled efficiently and affordably.

"The tribunal must be accessible and swift. Gig workers cannot afford lengthy legal processes. At the same time, contracting entities deserve procedural fairness."

He said the ministry would present the points raised during the latest engagements for another round of discussions involving platform providers.

Careful calibration now would prevent operational confusion once the act takes effect, he added.

Sahabat E-Hailing Malaysia welcomed the ministry's continued engagement with gig groups, describing the recent session as a positive step towards clearer communication.



Datuk Seri R. Ramanan