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## ADVERSITIES AND POSSIBILITIES: UNVEILING THE LIVED EXPERIENCES OF UBER DRIVERS IN QATAR DURING THE FEDERATION INTERNATIONALE DE FOOTBALL ASSOCIATION WORLD CUP

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### ABSTRACT

*The introduction of Uber into Qatar's transportation scene during the FIFA World Cup represented a significant shift in mobility options, altering the traditional landscape dominated by buses, taxis, and trains. As anticipation for the World Cup intensified. This study is qualitative delving into the personal experiences of 10 Uber drivers during the World Cup. A phenomenological research approach was applied in this study as it is designed to understand the participants' experiences and perceptions regarding The Lived Experience of Uber Drivers in Qatar During the Federation Internationale de Football Association World Cup. As for the results, the three key factors – safety action, transition, and complication – that significantly influenced their daily routines. The study provides valuable insights into the specific hurdles faced by Uber drivers in Qatar and offer pertinent lessons for organizing future large-scale events. The study emphasizes the importance of implementing comprehensive support mechanisms tailored to address the unique requirements of rideshare drivers amidst the dynamic and demanding circumstances of such events. The study on Uber drivers during the Qatar World Cup revealed safety action, transition and complication. Insights underscore the need for tailored support systems for rideshare drivers during large-scale events.*

**Keywords:** complication, FIFA, transition, safety, Uber

## 1. INTRODUCTION

Before the Federation Internationale de Football Association World Cup, Qatar's transportation modes ranged from public buses to taxis. Uber is rarely heard from the mainstream of Qatar. There are times when Uber is unreliable because of its lack of attention; the people in Qatar need to trust the industry. Uber already made its name in the Western countries but not so much in the Middle East. One faithful day, a study about the upcoming Federation Internationale de Football Association World Cup states that public transportation services need increased numbers. A couple of lightbulbs sparked above people's heads as they had an idea to work as transportation service drivers, but mainly by being independent and not company oriented. This description fits the Uber company for the industry, for the company does not fully chain them; more freedom is given. People are looking to become Uber drivers in Qatar, and thoughts of an increase in its services are predicted. Uber became popular in Qatar's mainstream and became the most common transportation service. The Uber drivers are expecting something big to come. (Al-Thawadi & Al-Ghamdi, 2019).

The Federation Internationale de Football Association World Cup was an international event where players from different countries played football. Moreover, thousands of spectators were anticipating this event. That year, the Federation Internationale de Football Association World Cup, a quadrennial international men's football championship played between the senior national teams of Federation Internationale de Football Association member countries, took place for the 22nd time in 2022. Qatar hosted it from November 20 through December 18, 2022. Qatar hosted the 2022 Federation Internationale de Football Association World Cup (Brannagan & Giulianotti, 2022).

October came a month before the big event; Qatar received its visitors at such an early stage. The apparent change in the Uber industry is significant. This was connected to data on visitors in Qatar during the Federation Internationale de Football Association. The number of travelers arriving in the country during the first quarter of 2022 increased by approximately seven times compared to last year. As per their recent data alone, Qatar has received 316,000 visitors between January and March 2022, down from the full-year totals of 2020 (581,000) and 2021 (611,000). In 2019, the total number of visitors surpassed 2.1 million before the Covid-19 epidemic. Numbers were expected to rise even more in the year's second half, with an encouraging ending by Q4 following the much-anticipated Federation Internationale de Football Association 2022 World Cup. To add to the asphalt traffic, not only visitors were the active customers for Uber drivers but also volunteers, viewers, and other people who were not necessarily involved in the Federation Internationale de Football Association World Cup Event (Al-Ehmadi., 2022).

When the kick-off started, so did the amount of asphalt travel. More and more came through day by day. With tourists increasing in Qatar with the herculean event, the expected increase of customers from Uber has happened. The road was more affected; Uber drivers experienced many challenges, like an increase in customers and traffic because there were a lot of new tourists, and language barriers also became a problem as some customers could not speak the same language as the Uber driver. With visitors mostly not owning their transportation in Qatar, they were likely to rent Uber, for it is the most popular transportation company and is easily accessible with a tap on their smartphones (Tahmasseby & Subramanian, 2022).

After a breathtaking opening ceremony including His Highness the Amir, Sheikh Tamim bin Hamad Al Thani, and His Highness the Father Amir, Sheikh Hamad bin Khalifa Al Thani, the Federation Internationale de Football Association World Cup Qatar 2022 kicked off at Al Bayt Stadium. During the opening ceremony, His Highness the Amir addressed the crowd and said, "I welcome everyone to the World Cup 2022 from Qatar, an Arab country." A demanding success awaits. As the jubilation came by, Qatar had assisted in meeting an unprecedented demand for transportation by moving 2 million customers throughout the country during the tournament's first two weeks.

Football fans used the Uber app to book 350,000 trips to and from stadiums during the first two weeks of the tournament, according to statistics Uber released about its operations in Qatar. Designated pick-up and drop-off point that Uber set up in collaboration with event organizers to help riders and drivers maintain access to and from each of the eight stadiums. The price of Uber services also increased while going through the event (Al-Emadi, et al., 2022).

The Federation Internationale de Football Association World Cup became one of the world's largest sporting events, bringing significant revenue to the host country. Understanding the experiences of Uber drivers during this event can provide insight into how the influx of tourists impacts the local economy and how drivers can benefit or struggle from this influx. Hosting major sporting events has a limited economic impact, frequently much less than anticipated. In the years leading up to Qatar 2022, predictions suggested that hosting the Federation Internationale de Football Association World Cup will boost the local economy by \$17 billion. One explanation for this is the significant increase in sports tourists who have come to the venue to watch the event. Hosting a sporting mega-event necessitates significant infrastructural development to capitalize on these tourists. Rio de Janeiro, a well-known and established tourist destination, had to construct 15,000 more hotel rooms to host the 2016 Summer Olympic Games before hosting the World Cup (Al-Hamrani et al., 2022).

The next thing that was affected was Uber's workplace issues. Uber drivers are part of the gig economy as they are independent contractors, unlike traditional employees with fixed working hours, a set salary, and other benefits. Understanding the experiences of Uber drivers during the Federation Internationale de Football Association World Cup 2022 also shed light on job security, working conditions, and fair compensation issues. Uber is a neoliberal company as they devolve responsibilities and duties to its contractors. They do not provide regular benefits, and drivers are responsible for expenses like car maintenance and insurance. The pay rates for Uber's contractors also changed and are usually based on supply and demand. Accordingly, when there is a high demand for transportation, prices increase and can depend on time and distance, which means drivers can earn more, but when there is a low demand, they will not receive that much income. With the Federation Internationale de Football Association World Cup 2022 event, there was a high demand for transportation services, which means Uber drivers actively worked (Zwick, 2018).

This study aimed to interview Uber drivers who were active during the Federation Internationale de Football Association World Cup 2022 with the central question: "What describes the lived experiences of Uber drivers in Qatar while providing transportation services during the FIFA World Cup?", Which will be followed by the specific question: "What are the challenges and opportunities faced by the Uber drivers in Qatar during the FIFA World Cup?".

These queries were created to focus on the main topic and elicit more detailed answers. To determine the recurrent themes that will be present in the simulacrum, the replies were processed and assessed. This study's primary goal was to investigate and comprehend the viewpoints of the participants who dealt with the problem throughout the activities of the Federation Internationale de Football Association World Cup World Cup 2022.

## **2. METHOD**

### **2.1. Research Design**

This study is qualitative in general and categorically, a phenomenological research design, as it aimed to understand the participants' lived experiences. A market research technique, qualitative research, focuses on gathering information through conversational and open-ended dialogue. This approach considers the "what" and "why" of people's opinions. Consider a convenience store that wants to increase customer traffic as an example. A thorough investigation reveals that more men frequent this store than women. An in-depth conversation with potential

customers in the category is an excellent way to discover why ladies were not coming to the business (Bijayini, 2013). A phenomenological research approach was applied in this study as it is designed to understand the participants' experiences and perceptions regarding The Lived Experience of Uber Drivers in Qatar During the Federation Internationale de Football Association World Cup. As discussed by (Wilson, 2015), the phenomenological approach aims to shed light on the particular phenomenon by identifying phenomena based on how the actors in a scenario perceive them. In the human realm, this typically entails obtaining "deep" data and perspectives using inductive, qualitative techniques like participant observation, conversations, and interviews and expressing them from the viewpoint of the study subject(s). Phenomenology is concerned with the investigation of experience from the perspective of the individual, "bracketing" presumptions, and conventional modes of perception. The concept of descriptive or analytic psychology is describing and analyzing the different mental and emotional processes one is going through.

## **2.2. Research Locus and Sample**

This research was conducted in Qatar, where all the chosen Uber driver participants were actively driving. Qatar is a peninsular Arab nation with an arid desert and a lengthy stretch of beaches and dunes along the Persian (Arab) Gulf coast: Doha, the country's capital.

A total of 10 active Uber drivers during the Federation Internationale de Football Association World Cup 2022 were selected as the participants of this study. The researchers made use of a purposeful sampling strategy to choose the participants. A collection of non-probability sampling strategies known as "purposeful sampling" involves selecting units for your sample based on their possession of specific qualities. In other words, purposeful sampling selects units "on purpose" (Taherdoost, 2015). The participants for this research were chosen following the criteria set: (1) Active in the Uber Industry for at least two years; (2) Active in the Uber industry during the Federation Internationale de Football Association World Cup 2022. The criteria generated, such as their genuine roles in the Federation Internationale de Football Association events in Qatar, were carefully observed.

## **2.3. Data Collection and Ethical Consideration**

Structuring the interview questions based on the fundamental question and particular question was the first step in the data-gathering procedure. The chosen teachers with relevant professional backgrounds validated it. After the validation, consent forms were emailed to the selected participants as invitations for them to partake in the study. The participants' availability determined the time and location of the interviews. The Zoom Conference was used to conduct the interviews.

The robotfoto and interview guide were used to interview the participants. Orientation was also given to the participants to provide a run-through of the interview process. As for the recordings of the interviews, which the participants consented to, the researchers used the Zoom recording feature. The researcher asked permission to record the meeting for transcribing purposes. The recordings were necessary for the transcription of the shared experiences of the participants.

Along with transcribing the oral responses, data interpretation and analysis were utilized thoroughly as part of the qualitative research process. In the transcription, the confidentiality of the participants was observed. Therefore, their names were not manifested. Instead, they will be called P1, P2, P3, etc.

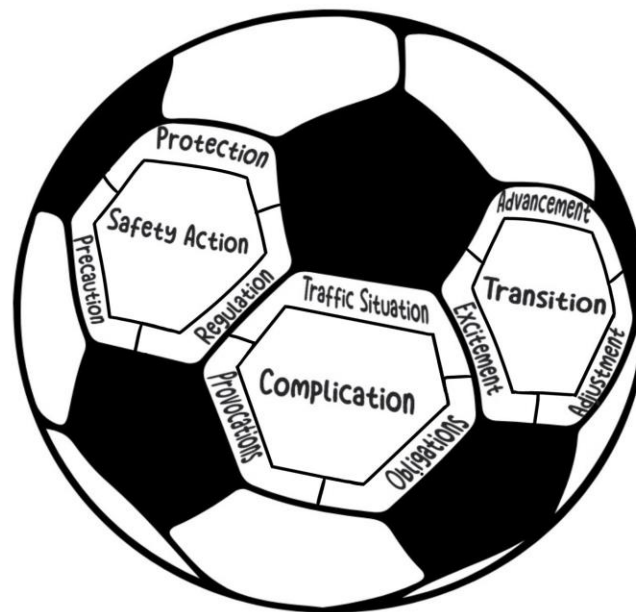
## **2.4. Data Analysis**

This study used data gathering directly from the participants' feelings and insights. The responses were collected through a designed interview; the research flow was then recognized utilizing the data analysis steps that follow:

(1) Emic data transcription; (2) Emic to Etic transcription; (3) Cool to Warm Analysis; (4) identifying and analyzing themes through the dendrogram tool; (5) and the integration of these themes to the simulacrum of this research. This study gained a thorough and deep understanding of the topic through this systematic procedure and analyzed the experiences of Uber drivers through the Federation Internationale de Football Association. The dendrogram is formed by grouping and reflecting the findings of the cool-warm analysis, which then identifies the primary themes and their sub-themes once the data has been analyzed. The simulacrum illustrates how the elements are related to one another and captures the study's theoretical background. The second level of data analysis then reinforces the themes and subthemes through related literature and studies.

### 3. FINDINGS

This study aims to identify the challenges every Uber driver experiences during a massive event in the country. With the Federation Internationale de Football Association significantly impacting Qatar, Uber drivers are included among those affected. This phenomenological attempt unveils the underlying factors of the lived experiences of Uber drivers during the event to answer the question: What did Uber drivers face while providing transportation services during the Federation Internationale de Football Association World Cup in Qatar? The transportation experiences of Uber drivers lead to three contributing factors that changed the Uber drivers' experience. Safety Action encompasses the conservation of safety during travel. Transition includes the adjustment, fulfillment, and personal advancement of the Uber drivers while working. Complication: A circumstance or difficulty during the duty of the Uber driver.



**Figure 1: The Three Main Encounters of Uber drivers during the Federation International de Football Association World Cup**

#### 3.1. Transition

Uber drivers were in high demand during the FIFA World Cup in Qatar, following a lengthy COVID-19 hiatus. They worked day and night, enduring several adjustments.

One day, the roads were congested with people seeking transportation. As the event approached, more and more people required transportation, making it an ideal time for Uber drivers. Adjustment was evident.

*“I had to extend my working hours sometimes when the number of customers increased. I had to be flexible.” (P3)*

*In terms of my schedule, I believe I worked longer hours, and occasionally, because of the number of customers, I wanted to continue working longer. As long as I am in good condition, I will work. (P8)*

While drivers were adjusting to their time, they didn't just make money; they also helped connect people and communities, and job satisfaction. They felt proud to be a part of it all. Some drivers talked about their experiences. They said they made more advancement during FIFA, especially on weekends.

*“The pay did change. I would say that there was an expected change in terms of payment because of the increased customers. (P3)”*

*“I think my pay was higher during FIFA. It seems very obvious to me that every Uber driver's earnings have increased as an effect of FIFA. I would not say I received a lot, but it did rise along with my trips and customers. (P8)”*

As the games got more exciting, more fans needed rides. Uber drivers were always ready to adjust their plans and help. With the adjustment of Uber drivers leading through advancements; Uber drivers began with excitement daily. Their motivation is how the work is low-stress and increase in funds.

*“My work was already good before FIFA since it was almost approaching. I enjoy driving.*

*for Uber since it's a low-stress job. I just think of my family to be the reason I work when I am tired. Like any other job, you must find your motivation to make it worthwhile despite how exhausting it is.” (P8)*

*“The increase in people means an increase in money too which is enjoyable for me.” (P9)*

Overall, working during FIFA was a mix of challenges and excitement for Uber drivers. They enjoyed meeting new people and being part of the action. It wasn't always easy, but they were proud of their work. However, being an Uber driver during the 2022 FIFA World Cup in Qatar was no easy feat. It is not always bells and whistles, they had to endure complications for doing work at such a big and critical event.

### **3.2. Complications**

Traffic was a major complication. The roads were always jam-packed, making it tough to get around quickly. Drivers had to navigate through congested streets and unexpected road closures, which added to the stress of their already demanding job.

*“As an uber Driver, of course I encounter traffic, then road accidents. since there were a lot of people on the road at that time. Of course, you can't really prevent them from crossing the streets even if the signal is not yet saying to go and some*

*people are violating the road safety so those are the typical problems that I have encountered.” (P2)*

*“The problem that I experienced was traffic and the changes in routes. (P6)”*

During an event with traffic situations, dealing with difficult passengers was another challenge. Sometimes, provocations would arise, requiring drivers to stay calm and handle the situation diplomatically. Despite facing rude or arrogant customers, drivers remained committed to providing a safe and comfortable ride for everyone.

*“I sometimes encounter rude customers. The traffic on the road as well as the bumpy roads are some of the problems I also encounter.” (P4)*

*“There are more problems such as rude drivers that are of other nationalities but of course we can't avoid these problems.” (P9)*

The influx of visitors during the World Cup only added to the chaos. Uber drivers had to fulfill their obligations amidst the bustling crowds, ensuring passengers reached their destinations safely and on time. Despite the challenges, drivers persevered, upholding their professionalism and dedication to their work.

*“As soon as I receive a booking from a customer, I head straight to their location to pick them up and then transport them to their next destination.” (P8)*

*“During the FIFA World Cup, my workload increased because of the increase in the people in Qatar.” (P4)*

In the end, being an Uber driver during the World Cup was a test of resilience and adaptability. Despite the complications, drivers continued to navigate the maze of challenges, determined to provide the best service possible amidst the excitement of the event. That being said, one of the obligations of Uber drivers is to comply with their safety action. Transitioning from the commitment to safety, Uber ensures its drivers are well-prepared and equipped to handle any situation on the road.

### **3.3. Safety Action**

Driving for Uber means keeping people safe. Before hitting the road, drivers make sure their cars are in good condition. In precaution, they pass strict background checks to ensure they're trustworthy, especially that Federation Internationale Football de Association was in the middle of the pandemic.

Uber drivers do not stop there; they train their drivers on how to handle different situations safely. In addition, they provide insurance for both drivers and passengers in case anything goes wrong.

*“I did a lot of safety precautions. Firstly, I applied social distance and wore my face mask. The bringing of sanitizer and alcohol is a must so that we will always be safe.” (P3)*

*“I always make sure that my car is ready and properly maintained. Even before COVID, I also had extra masks and sanitizers on board.” (P7)*

The precaution ensures safety in terms of sanitary means with proper preparation before the drive. During the driving state, drivers take extra steps to guarantee the safety of themselves and their passengers when faced with

increased duties, especially during major events such as the FIFA World Cup. At the driving state, a protection must be observed by the drivers.

*“I continue to follow the same safety procedures that I used in the past.” (P6)*

*“I practice a lot of safety protocols such as wearing masks, sanitizing.” (P1)*

During big events like the FIFA World Cup, drivers have even more responsibility. They make sure to sanitize their cars and wear masks to protect themselves and their passengers from germs. They also maintain social distance to prevent any spread of illness.

As drivers start their day, they follow all the rules of the road to keep everyone safe. From traffic signs to speed limits, they make sure to follow every regulation. They know that following the rules is essential for a smooth and safe journey.

*“Mostly following the signs on the road and just being as safe as possible all the time so that there would be troubles on the road.” (P3)*

*“I just followed the rules.” (P3)*

*“I just had to be very careful on the road.” (P4)*

Throughout their day, drivers focus on safety in every aspect. Whether it's cleaning their cars or following protocols, they're always prepared to keep everyone safe on their journey.

## **4. DISCUSSIONS**

Discovering the sentiments of Uber drivers who had undergone the Federation Internationale de Football, this phenomenological investigation weaves a tapestry of interlacing activities that emphasize how the factors of their work contribute to the changes they experience. Their engaging stories uncovered three vital factors. Safety action functions as a vigilant safeguard against various threats that deplete the personal safety of the driver and the passenger. Transition is the adjustment period of the Uber drivers and what they gained or learned during the process. Complication is a complex or intricate situation characterized by difficulty, intricacy, or involvement of various elements in the road. As Uber drivers, these factors change through the various happenings before, during, and after the Federation Internationale de Football.

### **4.1. Transition**

#### **Adjustment**

When Uber drivers navigate the high demand during this international athletic event, careful planning and adjustment can lead to higher profits, greater job satisfaction, and an overall better experience. Because of its adjustment and timing, intelligent scheduling for large-scale events like this worldwide spectacle improves Uber drivers' earnings, pleasure, and overall experience. Flexible work schedules have gained recognition recently as a business issue with benefits for employees and employers, as noted by Clutterbuck (2003) and cited by Omondi (2016). Research supporting the advantages of flexible work schedules for organizations is substantial, emphasizing their positive, albeit indirect, impact on organizational profit (Morgan, 2009). This awareness of the potential benefits has been growing among organizations and employees. In an ethnographic study by Occhiuto (2017) based on 20 months of data from taxi drivers, it was found that these workers found a sense of control over their work schedule, a significant aspect considering the self-conceptions they bring to this specific work arrangement. This sense of schedule control emerged as a mechanism for fostering worker investment in the structure of independent



contract work. Building on the ideas of Kelly and Moen (2007), Schieman & Glavin (2017) further emphasize the unique relevance of schedule control in the relationship between flexible work policies and individual levels of work–family conflict. They argue that flexible work policies, such as flextime, telework opportunities, and schedule control, are effective only when they provide workers with tangible control over their time. Notably, Peticca-Harris et al. (2016) found that despite being categorized differently, some drivers experienced scheduling flexibility similar to their part-time counterparts. However, their schedules were more influenced by customer demand. This adds a nuanced perspective to the discussion of flexible work schedules, showcasing how factors like customer demand can also shape work arrangements.

### **Advancement**

During events like FIFA, Uber drivers saw increased earnings due to higher demand. This led to a sense of advancement for them, as they made more money while connecting people and communities. This boost in pay was especially notable on weekends when demand surged, reflecting the positive impact of such events on their job satisfaction and income. According to Feris et al. (2003), hosting a mega sporting event positively impacts employment. Therefore, understanding the short- and long-term effects of hosting such events is valuable. Whenever a city or country endeavors to host a mega-event like the Olympics, World Cup, or Super Bowl, proponents often claim substantial financial benefits (Mills & Rosentraub, 2012). Anticipating tens of thousands of visitors during the tournament, there is an expected surge in demand for transportation services, particularly around stadiums, within two hours of the football matches concluding. Jian (2022) reveals that, in alignment with the Ministry of Transportation in Qatar's instructions, a stadium surcharge of QAR 20 will be added to trip fares for all stadium pickups and drop-offs from November 20 to December 18.

### **Excitement**

Regarding improving driver satisfaction during the FIFA World Cup, excitement is a critical factor that has a favorable impact. Tangible incentives have shown effectiveness in boosting performance, particularly in tasks not previously undertaken, fostering innovative thinking, and supporting quality and quantity to achieve goals. Key factors impacting employee motivation include incentives, rewards, and recognition. According to Talavera et al. (2019), when a center or region hosts a world mega-event and garners global attention, the impact is multifaceted, bringing forth positive and negative consequences across various aspects. Examining the relationship between happiness and success, Lyubomirsky et al. (2013) assert that happiness is intricately linked to and precedes numerous successful outcomes, suggesting a causal relationship between positive affect, a key component of well-being, and the desirable characteristics, resources, and accomplishments correlated with happiness. This perspective is reinforced by Walsh et al. (2019), who emphasize the interconnectedness of happiness and successful results, as well as activities, highlighting the role of positive affect as a source of desirable attributes and achievements associated with pleasure.

Further delving into the dynamics of business performance, Madhani (2020) underscores that the service–profit chain is initiated by internal service quality, catalyzed by financial and non-financial rewards, and culminates in measurable business outcomes such as revenue growth and profitability. This intricate tapestry of research highlights the holistic nature of the relationship between mega-events, happiness, success, and business performance, offering insights into the nuanced interplay of factors that shape the outcomes and experiences associated with hosting global events. As regions grapple with the decision to host such mega-events, understanding the multifaceted repercussions becomes imperative for informed decision-making, considering both the positive and negative dimensions that permeate various aspects of the host environment.

## **4.2. Complication**

### **Traffic Situation**

Uber drivers face a great deal of difficulty when navigating the busy traffic situation during the FIFA World Cup. The challenges posed by road-related issues have become an intrinsic aspect, particularly magnified during the FIFA World Cup. A staggering total of 441,612 trips to and from the eight stadiums were requested by football supporters, utilizing dedicated Uber pickup and drop-off points, highlighting the immense vehicular activity generated by such global sporting events. Khalifa International Stadium emerged as the most frequented destination among riders, witnessing 110,000 trips. This surge in transportation demand is a testament to the inevitability of traffic congestion during the FIFA World Cup, where the influx of people and the intensity of the sporting spectacle contribute to the strain on existing road infrastructure. Delving into the psychological ramifications of congestion, Li et al. (2020) identify it as a common source of frustration and aggression, positing that the higher the number of vehicles per mile of roadway, the more pronounced the congestion, leading to heightened frustration levels among commuters. Building on this, Petit (2021) enumerates critical factors contributing to traffic congestion, including road works, accidents, traffic overload on the same route, and many pedestrians holding up the vehicles.

### **Provocations**

Uber drivers' challenges extend beyond the conventional realm of transportation logistics, delving into the intricate dynamics of customer interactions. Navigating the diverse array of individuals they encounter, drivers may find themselves grappling with the real challenge of feeling intimidated by customers, especially when unable to adapt to varying treatment. This challenge is further illuminated by the work of Robertson and O'Reilly (2019), who, drawing from (im)politeness theory, categorize specific customer responses as bald-on-record-impoliteness. This form of interaction, as defined by Culpeper (1996, as cited by Robertson & O'Reilly, 2019), involves acts that overtly, albeit sometimes nonverbally, violate norms of respect and threaten the face of the receiver. The repercussions of such impoliteness are underscored by Yoon (2022), who reveals that service employees, including Uber drivers, bear the brunt of malaise resulting from customer mistreatment. While rudeness can emanate from various sources, the significance of customer incivility, as emphasized by Cho et al. (2016), becomes notably pronounced for frontline employees in the tourism and hospitality industry. Incivility from customers manifests as a daily challenge, with employees routinely navigating situations where frustration is vented and rudeness is exhibited, often questioning their professional abilities as a form of insult. Hossain (2022) further corroborates this challenging landscape, noting that while most customers are kind and considerate, a subset tends to be rude or dishonest to drivers. As a result, Uber drivers face nuanced challenges, including psychological strain from intimidating customer interactions and adapting to diverse treatment. These add layers to their complex responsibilities, impacting job satisfaction and well-being. Paramount in designing support mechanisms for Uber drivers navigating the diverse and often unpredictable landscape of customer interactions.

### **Obligations**

Uber drivers take on significant responsibilities in the lively FIFA World Cup environment to manage this international event's increased demand and particular difficulties. As articulated by Valente, et al. (2019), the inherent nature of every job entails a distinctive set of responsibilities, a reality not exempting Uber drivers who are tasked with many roles that must be fulfilled and upheld as an integral part of their occupational duties. Understanding the comprehensive scope of these duties becomes crucial for the drivers and those overseeing the broader framework of occupational well-being. This perspective resonates with the research findings presented by Greenglass et al. (2003), which affirm that workload constitutes a significant stressor contributing to many deleterious psychological reactions, including burnout. This phenomenon is observed across diverse samples of

workers, highlighting the universal impact of workload-related stress on the mental health of individuals engaged in various professions. Adding depth to the discourse, Wilson (2014) proclaims the inherently subjective nature of work-related stress, emphasizing that what one individual perceives as stressful, another may consider merely challenging. The nuanced landscape of work-related stress is intricately tied to the specific demands of the job, the individual's psychological makeup, and external circumstances such as personal life and general health.

Further complexity is introduced by the research of Desmond and Hancock (2001), who posit that different forms of task-induced fatigue may vary in their effects on driver performance and safety. This underscores the multifaceted nature of stressors faced by Uber drivers, encompassing not only workload-related stress but also task-induced fatigue, necessitating a comprehensive approach to mitigate the diverse challenges inherent in their roles. In this expansive context, gaining insights into the interplay of these factors becomes imperative for designing effective support mechanisms, potentially including tailored training programs, mental health resources, and initiatives promoting work-life balance to fortify the resilience of Uber drivers amid the intricacies of their responsibilities.

### **4.3. Safety Action**

#### **Precaution**

Ensuring health and safety on the road, particularly amid the COVID-19 pandemic, demands a comprehensive approach that covers various aspects of preparation and prevention; This mainly refers to action done before engaging in the road or transportational activities. According to Al-Jayoussi (2022), before embarking on any journey, it was crucial to meticulously sanitize the interior of their vehicle, paying special attention to frequently touched surfaces such as door handles, steering wheel, and dashboard controls. Equipping both the driver and passengers with appropriate personal protective equipment (PPE) like face masks and gloves, making sure it was prepared at all times. Maximizing ventilation within the vehicle by keeping windows partially open, weather permitting, can help reduce the concentration of airborne particles, including potential viruses. Encouraging frequent hand hygiene by providing hand sanitizers or wipes within the vehicle is also important. Sanitizing hands before/after touching surfaces, eating, or using the restroom. Maintain distance in the vehicle; Uber drivers limit passengers for space. Plan routes to avoid crowded areas. Stay updated on COVID-19 guidelines. Conduct health checks before the journey and have a contingency plan if someone falls ill.

#### **Protection**

Protection serves as a diligent protector against threats, providing a barrier of defense in numerous circumstances, focusing mostly on protection against the Covid-19 virus. The fundamental security component is developing stronger protections against possible harm, whether applied to digital assets, real estate, or individual safety. Organizing major international events, such as the World Cup and European Championship in football (soccer), presents a unique challenge for host cities. According to Zagidullin (2017), these events involve multiple cities within a country, each managing a limited number of games over an extended period, often in a single venue. This contrasts with World Exhibitions, which occur every five years, last a minimum of six months, and exert a less acute but still significant impact on the host city's transport system. Geoff Dunmore (2014) emphasizes the crucial role of reliable and easily accessible public transport systems during such events, as failure to provide this can lead to congestion, passenger delays, and reputational risks, potentially affecting the economy of cities and nations. Adding to the complexity, major sporting events like the Olympic Games and international football tournaments can significantly alter the risk profile for public transport systems, affecting mobility, travel reliability, and overall sustainability. FIFA (2022) underlines the importance of minimizing unnecessary travel during the tournament, ensuring sufficient transport options to meet the projected travel demand without creating redundant infrastructure that cannot be utilized in the legacy phase. In addressing these challenges, Traffic Impact Assessment (TIA)

becomes crucial. Tahmasseby and Subramanian (2021) elucidated that TIA encompasses demand forecasting, mode choice, public transportation, master planning, and accessibility strategies for venues hosting significant events. Looking ahead to the upcoming tournament in Qatar, Uber (2022) anticipates a surge in ride demand, particularly around stadiums, within two hours of football matches concluding. With tens of thousands of visitors expected to temporarily reside in the host country, minimizing unnecessary travel and providing ample transport options becomes paramount. The intricate interplay between event logistics, public transport infrastructure, and the evolving mobility landscape underscores the importance of comprehensive planning and strategic foresight in ensuring such major international gatherings' overall success and lasting legacy.

### **Regulation**

Drivers prioritize safety by adhering to regulations such as traffic signs and speed limits, ensuring a smooth and safe journey for passengers. They understand that following these rules is crucial to prevent any potential troubles on the road. This commitment to safety is evident in their meticulous approach, whether it's by following road signs or simply being careful while driving. Additionally, drivers maintain a focus on safety throughout their day by cleaning their vehicles and following protocols, demonstrating their dedication to keeping everyone safe during the journey. As the FIFA World Cup excitement captivates the globe, the safety and well-being of Uber drivers and customers take center stage. Setting up careful procedures is essential to managing the greater demand and possible challenges on this occasion. Several regulations must be followed to ensure everyone's safety in significant events like the FIFA World Cup. In meticulous preparation for sports tourism events, meticulous attention to detail is imperative, primarily focusing on ensuring event safety for all stakeholders involved. Mair (2013) underscores the critical importance of clear rules, trained staff, and comprehensive emergency preparedness, emphasizing the diverse range of individuals impacted, from athletes to audiences and even bus drivers. Timmermans, et al. (2019) highlights the proactive approach taken ahead of the 2022 FIFA World Cup in Qatar, with the development of a user-oriented strategic document to guide stakeholders in identifying necessary facilities, airport system capabilities, and policies to accommodate the anticipated surge in passenger volumes. Elbery et al. (2019) shed light on the challenges posed by high traffic demand, resource constraints, and the need for efficient route planning techniques. Shaban & Radwan (2014) contributes to this discourse by optimizing taxi and rideshare services across Qatar, strategically enhancing transport solutions for the tournament, including expanding capacity and prioritizing services in crucial demand areas.

In pursuing a harmonious fan experience, The Peninsula Online (2022) emphasizes Qatar's commitment to strict security protocols, international cooperation, and crowd management strategies to ensure the safety and security of all visitors. Balancing the positive and negative aspects of hosting a tournament, the focus is creating an environment promoting peaceful fan engagement. Daher and Crowley (2020) echo the importance of transportation organizations ensuring operational continuity during lockdown measures, maintaining a delicate equilibrium between reduced operations, and providing adequate capacity for essential workers to practice social distancing. The multifaceted preparations for sports tourism events encapsulate a complex interplay of safety protocols, transportation logistics, and adaptability to dynamic external factors.

## **5. CONCLUSION**

This research has laid the groundwork for future research. The realized and established reality that arose from Uber Drivers' life experiences during the Federation Internationale de Football Association revealed that three factors changed the routines of Uber drivers. Organizing major international events like the World Cup presents unique challenges for host cities, requiring meticulous planning for transportation logistics, safety protocols, and overall event gratification. It is critical to ensure the reliability and accessibility of public transportation in order to reduce

congestion and avoid delays. Comprehensive safety standards entail thorough emergency readiness and adherence to developing global health requirements, as demonstrated by the preparations for the FIFA World Cup in Qatar in 2022. While predicted benefits include good economic consequences and job prospects, difficulties such as traffic congestion during events need creative solutions. Uber drivers face complex issues beyond transportation logistics, including many client interactions ranging from impoliteness to intimidation. The complexity of these difficulties emphasizes the importance of adopting comprehensive support mechanisms that account for factors such as workload-related stress and task-induced weariness. In hosting events, a nuanced understanding of these factors becomes imperative for well-informed decision-making and effective support strategies tailored to individuals in diverse professional landscapes.

## **RECOMMENDATIONS**

This study aims to provide a comprehensive overview of the factors influencing changes in routines, whether positive or negative, during the Federation Internationale de Football Association (FIFA) events. This preliminary investigation holds significant utility for research endeavors focused on Qatar, particularly concerning the forthcoming similar events. The insights garnered from this study are poised to offer valuable groundwork for advancing knowledge and anticipating preparations ahead of similar international events. The applicability of these findings extends beyond Qatar, potentially benefiting other nations slated to host comparable events in the future. The research serves as a foundational step towards informed decision-making and strategic planning, contributing to the enhancement of event management practices on a global scale. This shall also help Uber drivers on what to expect and adjust to when such or similar events happen to a country they drive.

### **Limitations of the Study**

While the research on Uber drivers in Qatar during the FIFA World Cup offers valuable insights, it has limitations that must be acknowledged. The study's focus on a single period and event, the World Cup, makes it context-specific. The experiences and challenges that Uber drivers confront in this unique and transient situation may only partially reflect the long-term dynamics of being an Uber driver in Qatar. Furthermore, phenomenological research introduces subjectivity by allowing researchers' biases to impact participants' experiences and interpretations. It is critical to recognize that the data reflect individual viewpoints and may not represent the whole range of experiences among Uber drivers in the region. Another area for improvement of the study is that temporal considerations may have been overlooked. Changes in the transportation landscape, Uber's position, legislative frameworks, technology advancements, or shifts in public opinion may need to be appropriately addressed over time.

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