



EFFECTS OF STRESS AND COMPENSATION ON SATISFACTION AND WORK MOTIVATION OF GORIDE DRIVERS

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Abstract

This study aims to determine the effect of work stress and compensation on job satisfaction mediated by the work motivation of GoRide drivers in DKI Jakarta. This study uses an associative strategy using a quantitative approach. The data collection method uses a questionnaire which is measured using a Likert scale. Respondents in the study were Gojek drivers in DKI Jakarta using a purposive sampling technique of 100 respondents. The data analysis technique used is path analysis.

The results of this study indicate that (1) work stress has a negative effect on work motivation (2) work stress has a negative effect on job satisfaction (3) compensation has a positive effect on work motivation (4) compensation has a positive effect on job satisfaction and (5) motivation has a positive effect on GoRide driver job satisfaction in DKI Jakarta.

Keywords: Work motivation, Job satisfaction, Stress, Compensation, GoRide, Gojek, Path Analysis.

INTRODUCTION

Public transportation is modernized with sophisticated internet and virtual applications that can make it easier for people to travel in their daily activities (Mubarok, 2018). Along with the advancement of this technology, we no longer need to worry about walking to find public transportation, all we need is a smartphone and a good internet network, and the transportation we need will come to us (Khofifah, 2019).

Gojek is an application that initially provides online motorcycle taxi ordering services. Ojeks are bicycles or motorcycles that can be boarded by passengers or their renters. Gojek was inspired by Nadiem's experience in using Ojek transportation in his daily life, then he observed that Ojek drivers spent more time waiting for passengers at the Ojek base rather than picking up passengers (Indra, 2019). From his observations, he had the idea to become an intermediary between motorcycle taxi drivers and their customers. Therefore, he created the Gojek application with the hope that both parties would be helped by the Gojek application (Yusuf, 2019). In 2017, Gojek became the first unicorn company in Indonesia and was ranked 17th among Fortune's 20 companies that changed the world, after experiencing growth of 3,600 times in 18 months, one of the fastest growing in the world (Salim, 2022). In the transport and logistics services category, PT Gojek Indonesia provides GoRide services. GoRide is a transportation service by motorcycle, aka motorcycle taxi. Besides that, they also face other competitors such as Maxim, Indriver, Anderson, and others.

Competition between online motorcycle taxi service providers has an impact on increasing competition among motorcycle taxi drivers. This competition can trigger stress which results in job satisfaction for online motorcycle taxi drivers (Fakhriyah, 2020; Kamilya et al., 2021). However, it does not rule out the dissatisfaction felt by Gojek drivers. This is due to the order distribution system, where drivers have to work dozens of hours to get lots of passengers and points (Pratnyaman & Rachmanta, 2020). In addition, compensation is also related to the job satisfaction of online motorcycle taxi drivers, which can motivate them to do their job (Sanubari & Amalia, 2019). The compensation that online motorcycle taxi drivers receive comes from the number of passengers or orders they receive (Setiawan & Esthi, 2021). The more passengers or orders they complete, the greater the compensation they receive. This is what motivates online motorcycle taxi drivers to work.

This study aims to determine the effect of work stress and compensation on satisfaction and work motivation of GoRide drivers in DKI Jakarta.

LITERATURE REVIEW

Work motivation

Motivation is a willingness that arises from within a person or individual because he is inspired, encouraged, and driven to carry out activities with sincerity, pleasure, and earnestness so that the results of the activities he carries out get good and quality results (Afandi, 2021:23). Several factors that influence work motivation include: the need to sustain life; the need for a bright and good future can create a calm, harmonious and optimistic atmosphere; the need for self-esteem and recognition or authority from employees and the surrounding community. And the need for recognition of work achievements achieved by using optimal abilities, skills, and potential to achieve very satisfying work performance.

Job satisfaction

Job satisfaction is an effectiveness or emotional response to various work factors and employees' feelings about whether a job is pleasant or not. Generally, someone's work shows the difference between the amount of awards workers receive and the amount they believe they should receive (Afandi, 2021: 73). A person will feel satisfied or dissatisfied with his work, which is something that is personal and depends on the way the individual perceives the compatibility or conflict between what is desired and the results obtained. There are five factors that can affect job satisfaction according to Afandi (2021:75), namely: meeting needs, and differences, achieving values, fairness, and organizational culture

Work Stress

Work stress is a condition that occurs due to interactions between individuals and their work, which generally have different characteristics and unclear changes in the company (Afandi, 2021:

173). Job stress is an individual's response to the physical and mental demands he faces, caused by work and the workplace environment, where the individual feels anxious and anxious because the situation he is facing can prevent him from concentrating at work. There are several important aspects that must be considered in work stress, including (1) the stress experienced is also related to the organization or company where the person works. However, the cause is not only within the company. But domestic problems that carry over to work and work problems that carry over to home can also cause work stress; (2) Generate negative effects for companies and individuals; and (3) Requires cooperation between the two parties to resolve the stress problem (Afandi, 2021:174).

Compensation

Compensation is all income in the form of money, and goods directly or indirectly received by employees as remuneration provided to companies or organizations (Afandi, 2021:191). Compensation consists of according to which consists of (1) Payment of money directly, namely in the form of salaries, incentives, bonuses, and commissions; (2) Indirect payments in the form of benefits and insurance; (3) Non-financial rewards, for example, flexible working hours and prestigious office space. (Afandi, 2021: 192). Of the several objectives of providing compensation by companies to their employees, some are directly related to job satisfaction and work motivation. Providing employee compensation will be able to meet physical needs, social status, and individualism so as to get job satisfaction in their position.

This compensation can create employee job satisfaction. In addition, compensation can encourage work motivation, if the compensation given is large enough, managers will find it easier to motivate their employees.

METHOD

Quantitative methods were used to test the scale, research models, and hypotheses using WarpPLS 8.0, including: testing scale reliability, testing the validity and consistency of the scale, and Structural Equation Modeling (SEM) for hypothesis testing.

Variable Measurement

The four variables in this study were measured using a Likert scale of 1-5, where 1 indicated Strongly Disagree, and 5 indicated Strongly Agree. The indicators used to measure work motivation consist of (1) remuneration, (2) working conditions, (3) work performance, and (4) the work itself. To measure job satisfaction indicators related to (1) work, (2) wages, (3) supervisors, and (4) colleagues are used. The indicators used to measure compensation consist of (1) wages and salaries, (2) incentives, and (3) allowances. While the work stress variable is measured using indicators (1) Task

demands, (2) Role demands, (3) Interpersonal demands, (4) Organizational Structure, and (5) Organizational Leadership.

Sample and Data Collection

The sample frame and subjects are GoRide drivers in DKI Jakarta. Sampling was carried out using a purposive sampling method. Data were collected using two methods: (1) Survey questionnaires were designed in Google Forms and sent to subjects online via social networks including forums and WhatsApp. (2) Questionnaires are given directly to respondents.

RESULTS AND DISCUSSION

Characteristics of Respondents

The composition of respondents by age consisted of 41% aged 19-28 years, 30% aged 29-38 years, 17% aged 39-48 years, and 12% GoRide drivers aged 49-60 years. Based on gender, GoRide drivers are dominated by men (94%), while female drivers are 4%. If viewed from the educational background, the majority of data obtained from high school/vocational school education is 74%, elementary school (9%), and bachelor's degree (9%). The rest (5%) have junior high school education.

Model Measurement

Evaluation of model adequacy is based on the criteria of reliability, convergent validity, and discriminant validity. Indicator reliability is the square of the loading of each indicator which should be above 0.7 but for exploratory research, a value of 0.4 or more is still acceptable (Hulland, 1999). Reliability is checked using a composite reliability (CR) value which must be 0.7 or higher. If it is exploratory research, 0.6 or higher is acceptable. (Bagozzi and Yi, 1988). The convergent validity of the scale is verified using the average of the variance extracted (AVE) by each construct, and the value must exceed the variance due to measurement error for that construct. AVE should be 0.5 or higher (Bagozzi and Yi, 1988). Table 1 shows a summary of the results of testing the outer model where all criteria have been met.

Table 1. Summary of Reflective Outer Models Results

Latent Variables	Indicators	Loadings	Indicators Reliability	Composite Reliability	AVE
MKJ	MKJ1	0,818	0,669	0,766	0,675
	MKJ2	0,886	0,785		
	MKJ3	0,796	0,634		
	MKJ4	0,672	0,452		
KKJ	KKJ1	0,842	0,709	0,779	0,691
	KKJ2	0,747	0,558		

	KKJ3	0,658	0,433		
	KKJ4	0,768	0,590		
KMP	KMP1	0,919	0,845	0,803	0,769
	KMP2	0,839	0,704		
	KMP3	0,874	0,764		
SKJ	SKJ1	0,689	0,475	0,795	0,662
	SKJ2	0,764	0,584		
	SKJ3	0,649	0,421		
	SKJ4	0,865	0,748		
	SKJ5	0,755	0,570		

Discriminant validity is used to determine differences between latent variables. The criterion used when testing the validity of the determination is that each indicator block must have a greater loading value for each latent variable being measured and compared to indicators for other variables. Table 2 shows the results of discriminant validity testing

Table 2. Correlations among 1.vs. with sq. rts. of AVE's

	SKJ	KMP	MKJ	KKJ
SKJ	0.662			
KMP	0.024	0.769		
MKJ	-0.144	0.557	0.675	
KKJ	-0.260	0.428	0.536	0.691

Model Fit Test

The model fit test can be done by looking at whether the model fits or matches the data shown in the three index tests on APC (Average Path Coefficient), ARS (Average R-Square), and AVIF (Average Variance Factors). If the P-value <0.50 and AVIF <5 then APC and ARS can be accepted. Goodness Of Fit (GoF) can be used to validate the entire model, namely APC 0.306 with P-value <0.001, then ARS 0.345 and AVIF 1.203 can show that if it is less than 5 (five) then it is declared accepted and the GoF value is 0.411, this can show that the model is fit with data with large criteria.

Table 3. Model fit and quality indices

APC	0.306	p <0.001
ARS	0.345	p <0.001
AARS	0.321	p <0.001
AVIF	1.203 (<i>acceptable if < 5, ideally < 3.3</i>)	
GOF	0.411 (<i>small >0.1, medium >0.25, large >0.36</i>)	

Path Analysis

The results of the Structural Equation Modeling path analysis are shown in Figure 1 and the results of hypothesis testing are summarized in Table 4. Job stress has a negative effect on GoRide driver motivation and job satisfaction. Compensation has a positive impact on GoRide driver motivation and job satisfaction. In addition, motivation has a positive effect on GoRide driver job satisfaction.

Based on the coefficient of determination, it can be explained that work stress and compensation contribute to 34 percent of work motivation. Then work stress, compensation, and motivation contribute to 35 percent of GoRide driver job satisfaction in DKI Jakarta.

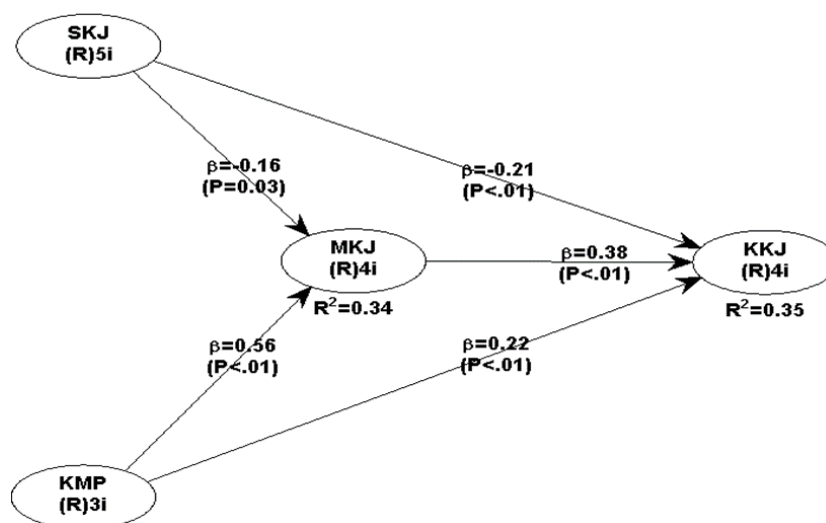


Figure 1. Results of the Research Model

Remarks:

SKJ = Work Stress, KMP = Compensation, MKJ = Work Motivation, KKJ = Job Satisfaction

Tabel 3. Koefisien Jalur

Path	Coef.	p-value
SKJ → MKJ	-0.157	0.034
SKJ → KKJ	-0.210	0.008
KMP → MKJ	0.561	< 0.001
KMP → KKJ	0.219	0.006
MKJ → KKJ	0.384	< 0.001

CONCLUSION

Based on the results of the above research, the following conclusions can be drawn:

1. Work stress negatively affects the work motivation of Gojek drivers. Work stress is caused by too high target points and congested road conditions, thereby reducing their motivation.

2. Work stress has a negative effect on Gojek driver job satisfaction. Experienced work stress can reduce job satisfaction.
3. Compensation has a positive effect on the work motivation of Gojek drivers. The compensation that Gojek provides them in the form of life insurance and a task force that always monitors conditions and regulates work attributes can increase their work motivation.
4. Compensation has a positive effect on Gojek driver job satisfaction. Gojek drivers are satisfied with the revenue-sharing agreement that meets their expectations.
5. Motivation has a positive effect on Gojek driver job satisfaction. They are motivated to work because of the reward for achieving daily target points, equipment for protection and prevention of Covid-19, and the belief in success as a Gojek partner, as expected.

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