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Relationship Between Working Hours and Gojek Driver Income in Denpasar City

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ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui jam kerja dan pendapatan driver GOJEK di kota Denpasar, Bali, serta hubungan antara jam kerja dan pendapatan driver GOJEK di kota Denpasar, Bali. Jenis penelitian ini adalah penelitian kuantitatif yang menggunakan desain penelitian korelatif. Populasi penelitian ini terdiri dari driver GOJEK di kota Denpasar yang berjumlah 1275 orang. Sampel penelitian ini ditentukan dengan rumus Slovin yang ditentukan sebanyak 304 driver GOJEK di Kota Denpasar. Pengumpulan data dengan kuesioner dianalisis dengan analisis deskriptif dan analisis korelasi Pearson Product Moment dengan menggunakan SPSS 24.0 for Windows. Hasil penelitian menunjukkan bahwa waktu kerja pengemudi GOJEK di Kota Denpasar Bali pada kategori tinggi sebanyak 26 orang (8,55%), pada kategori sedang sebanyak 178 orang (58,55%) dan pada Kategori kategori rendah sebanyak 100 orang (32,89%) kategori sangat tinggi sebanyak 20 orang (6,58%), kategori tinggi sebanyak 26 orang (8,55%), kategori sedang sebanyak 154 orang (50,66%), kategori rendah sebanyak 86 orang (28,29%) dan kategori sangat rendah sebanyak 18 orang (5,92%), dan masa kerja memiliki hubungan yang signifikan dengan pendapatan driver GOJEK di Denpasar. Kota Bali memiliki nilai korelasi 0,787 dan nilai signifikansi lebih dari 0,000 kurang dari α = 0,05.

ABSTRACT

The purpose of this study was to determine the working hours and income of GOJEK drivers in Denpasar, Bali, as well as the relationship between working hours and income of GOJEK drivers in Denpasar, Bali. This type of research is quantitative research using a correlative research design. The population of this study consisted of 1275 GOJEK drivers in the city of Denpasar. The sample for this study was determined using the Slovin formula which determined 304 GOJEK drivers in Denpasar City. Data collection using a questionnaire was analyzed using descriptive analysis and Pearson Product Moment correlation analysis using SPSS 24.0 for Windows. The results showed that the working time of GOJEK drivers in Denpasar Bali was 26 people (8.55%) in the high category, 178 people (58.55%) in the medium category and 100 people (32.89%) in the low category.) very high category of 20 people (6.58%), high category of 26 people (8.55%), medium category of 154 people (50.66%), low category of 86 people (28.29%) and very low category of 18 people (5.92%), and length of service has a significant relationship with the income of GOJEK drivers in Denpasar. The city of Bali has a correlation value of 0.787 and a significance value of more than 0.000 less than α = 0.05.

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1. Introduction

Transportation is a very important vehicle in the lives of Indonesian people. The importance of this transportation is influenced by geographical factors consisting of thousands of small and large islands and seas, rivers, lakes so that transportation is needed both land, sea, or air transportation to facilitate reaching all regions of Indonesia (Jura et al, 2016). Realizing the importance of this transportation role, traffic and road transportation must be arranged in an integrated national transportation system and be able to realize the availability of transportation services in accordance with the level of traffic needs and transportation services that are orderly, comfortable, fast, smooth and low-cost.

Land transportation such as motorcycles is the most frequently used means of transportation by passengers compared to other transportation. In this case, motorcycles are included in the classification of private vehicle types, but in Indonesia there are many motorcycles that use the function of public transportation, namely transporting people or goods at a certain rate. One type of motorized vehicle that serves consumers through an online application that *is* becoming a trend today is online motorcycle taxis, one of which is GOJEK.

GOJEK is a means of transportation that serves ojek services using an online application and can serve anyone who needs its services (https://www.gojek.com/). GOJEK has become a favorite public transportation for the public because GOJEK uses applications that can make it easier for consumers to use its services, in addition, PT GOJEK can also provide several services, such as: Gojek already has 5 main services, namely goride for two-wheeled vehicle taxis, gocar for online taxi services, gosend delivery services, gobox to help large-scale deliveries to partner with leading transportation company Blue Bird form gobluebird. GOJEK as a means of transportation is more flexible because GOJEK uses motorbikes so that it is easier and faster and more efficient to pass and avoid traffic jams. In the beginning, GOJEK was a new breakthrough that opened up many job opportunities. This has caused more and more people who are unemployed or who already have jobs to register as GOJEK drivers because of the lucrative income sharing of 20% for the company, and 80% for GOJEK drivers (https://www.gojek.com/).

For GOJEK application users who want to use this GOJEK service, they must first have a GOJEK account. The way to create a GOJEK account is to open the GOJEK application on your *mobile phone*, click *sign up at the bottom, then there will be fields that must be filled in such as email, name*, mobile number, and *password* to login, then after filling in all the fields, press the *sign-up* button, it will automatically log in to the GOJEK application and can place an order.

After logging in to the GOJEK application, available application services will appear. Then select the type of *service* needed, for example, *GOfood* services. After clicking *GOfood*, there will be restaurants or places to eat. Buyers will choose a restaurant or place to eat and fill the food to be *ordered*. Then the destination address will appear to which the food will be delivered. GOJEK will process orders with certain search algorithms to get *GOJEK* drivers who will deliver the food *ordered*. After getting the *winning* driver bidding*, the* driver will immediately buy food at the restaurant or dining place that the buyer has chosen. In this case, the restaurant or dining place will prepare the food, then after finishing the food will be delivered to the address listed in the GOJEK application service. When the buyer has received the food, the buyer will pay the price of the food and shipping costs. For *GOfood*, payment options can use *go-pay* or *cash*.

This job as a *GOJEK driver has no time bond, drivers* are *free to determine their working hours or can be said to be a* survival time model*. Survival* time is a model that reflects workers in this case are free to stop working at any time when workers feel they have earned income from the rates received, so that the time difference that occurs for each working day will reflect differences in income levels (Sholeh, 2007).

According to Nazir (2010: 17), "income is a result received by a person or household from trying or working". The types of community work vary, such as farming, fishing, livestock, labor, and trading and also working in the government and private sectors. Wage/net salary/income is a reward received for a month by workers/employees either in the form of money or goods paid by the company/office/employer. In-kind rewards are priced locally. The wages / net salary / income in question are after deducting the deductions of mandatory contributions, income tax and so on.

According to Zuhriski (2008: 22), "income according to economics is defined as the maximum value that can be consumed by a person in a period as before". The definition focuses on the total quantitative expenditure on consumption over a period. In other words, income is the amount of wealth at the beginning of a period plus the overall results earned during a period, not just those consumed. Broadly speaking, income is defined as the amount of assets at the beginning of the period plus changes in valuation that are not due to changes in capital and debt. Income is the overall income received from both the formal and non-formal sectors calculated within a certain period of time. Measuring people's income is not an easy job, therefore BPS calculates income using people's expenditure / consumption. This is based on the paradigm

that if income increases, it will be followed by a variety of needs that are increasingly demanding high expenditures as well.

Neo-Classical theory posits that in order to maximize profits using factors of production in such a way that each production used receives or is rewarded with the value of the marginal yield of the factors of production. Income is all proceeds received from payments for the use of production factors owned, both in the form of money and goods derived from other parties or from industrial products assessed on the basis of a sum of money from the prevailing property at that time (Sukirno, 2000). From some of the definitions above, it can be concluded that the definition of income is a result received by a person or household from trying or working in the form of, money or goods received or produced within a certain period of time.

There are several factors that affect income, namely age, working hours, education, type of work, work experience, number of family members (Sukirno, 2000). In relation to the driver's income, what greatly affects his income is working hours. Working hours are the length of time in hours used to work from all jobs (Solihin and Sukartini, 2014). Work is defined as carrying out an activity to produce or to help produce goods and services with the intention of obtaining money or goods, within a certain period of time. Work is doing an activity or a job with the intention of obtaining income or profit. An important motivating factor that causes mnausia to work is the existence of needs that must be fulfilled, activities in work contain elements of a social activity, produce something, and essentially to fulfill their policies. But behind this indirect goal, people work to get rewards in the form of wages or salaries from the results of their work, so in essence people work not only to maintain their survival, but also strive to achieve a better standard of living.

There is a relationship between working hours and income which can be seen in the labor supply curve. The labor supply curve shows that if someone has earned a high wage then they will reduce their working hours, this will cause the labor supply curve to be negative *backward bending labor supply curve*. When the wage level increases, it will increase the amount of time allocated to work, this is because the opportunity cost of not working (*leisure time*) is getting more expensive which results in increasing labor supply. With the higher level of wages, it will motivate workers to work and reduce their time to relax (Chung-cheng, 2003). However, when reaching a certain wage level, the worker will feel that all his time has been used for work and decide to reduce his working hours. This happens, because workers consider *leisure* is a need that must be met in relation to income levels. There is a difference in labor supply in developed countries with those in developing countries. In developed countries that have a relatively high per capita income will tend to increase their free time and reduce their work time to improve their welfare. This happens because developed countries that have a relatively high-income level will assume that their living needs for goods and services have been fulfilled. While in developing countries that have a relatively low per capita income will tend to increase their working hours and reduce their leisure time which aims to increase their income.

The amount of a person's income depends on the amount of time used to work, the longer he works the greater his income, the longer the person works the less time available for fun. The number of working hours is the number of working hours devoted by each workforce during the production process, the provision of labor is also influenced by the length of work in one week, the length of work in each week each person is different, there are people who work full time and there are also people who work in one week only a few hours of their own will or coercion (Simanjuntak, 2001). The rate of outpouring of working hours is the percentage of the number of working hours used against the amount of work available". Working hours and income are variables that are very difficult to separate. Income is earned by a person from a job through the dedication of working hours to work in producing goods and services. The amount of a person's income depends on the amount of time used to work, the longer he works the greater his income the longer the person works the less time available for fun.

So, it is generally assumed that the more hours of work devoted means the more productive the work. With the more productive people devote to working hours, it means that people will work hard to earn income. In its application in GOJEK, a *GOJEK* driver does not have working hours as well as an employee in a company, so drivers have their own way to manage the time for each order pickup, there is no rule in a day that requires a minimum of 7-8 hours a day and 5 or 6 days a week. This is what causes *drivers* to be classified into 2 groups, namely *full-time GOJEK* drivers *and* part-time *GOJEK* drivers. Of course, the income of *full-time* GOJEK drivers *and* part-time *GOJEK* drivers *will* be different.

The beginning of GOJEK's emergence in Bali was in 2016, while GOJEK's emergence in Denpasar only ran in 2015 (https://www.gojek.com). And according to the PIC (*Person In Charge*) of GOJEK Denpasar and the head of the GOJEK Denpasar association, it is said that the development of the number of *GOJEK* drivers has increased every month. From the beginning of GOJEK in 2010. From the background above, for this

reason, the author in this case is interested in conducting research entitled "The Relationship between Working Hours and Income *of* GOJEK Drivers in Denpasar City, Bali".

2. Method

This research was conducted to determine the working hours and income of GOJEK drivers in Denpasar City, Bali as well as the relationship between working hours and the income of GOJEK drivers in Denpasar City, Bali. This type of research is quantitative research using correlation research design. The variables in this study, namely working hours and income.

The research location used in this study is in Denpasar City, Bali. The population in this study was 1275 *GOJEK* drivers in Denpasar City. The sample size in this study was observed using the Slovin formula. Based on the number of members of the study population and using a critical value (e) of 5%, the number of samples taken was 304 *GOJEK* drivers in Denpasar City.

The type of data used in this study is quantitative data, that is, data that can be calculated. In this study, what is included in quantitative data is data from questionnaire answers regarding working hours and income. The data source used is primary data. Data was collected directly from respondents obtained by providing a list of questions in the form of questionnaires regarding working hours and income.

The data collection method used in this study was a questionnaire. Questionnaire is a data collection technique carried out by giving a set of questions that have been prepared according to the needs of researchers to respondents so as to obtain data on the relationship between working hours and the income of *GOJEK* drivers in Denpasar City, Bali.

The questionnaire is given directly to the respondent, then the respondent chooses one of the alternative answers that are already available. The questionnaire was shown to *GOJEK* drivers in Denpasar City, Bali. Research instruments are used based on the basic concepts of the underlying theory of research variables. The instrument in the study consists of questions developed from indicators with the problem under study. Based on the indicators contained in the description of variables, it can be compiled and developed into a research instrument in the form of a questionnaire or questionnaire. The measurement scale used is the *Likert* scale with five alternative answers. Variables in research that have been determined will be described into indicators, and from these indicators are then described as a starting point for compiling instrument items which are then changed in several questions which are then answered by respondents.

Questionnaires as data collection instruments must first be tested for validity and reliability. The data obtained from the questionnaire is ordinal data. In order to be tested, the data is converted into interval data through the *Method of Successive Interval* with the help of *the Microsoft Office Excel* 2019 program. To test the level of validity and reliability of the research instrument will be tested on 30 respondents. The validity test is used to measure whether a questionnaire is valid or not. A questionnaire is said to be valid if the questionnaire is able to reveal with certainty what will be researched. Validity testing in this study was carried out using *Pearson Correlation* contained in the *SPSS 24.0 for Windows program.* A question is said to be valid if rcalculate > rtabel and a questionnaire is said to be invalid if rcalculate < rtable. Reliability refers to the notion that an instrument is trustworthy enough to be used as a data collection tool because the instrument is good. In this study, instrument reliability testing was carried out by comparing the Cronbach Alpha value *obtained from* SPSS 24.0 for Windows *with the* Crombach Alpha *value limit* to measure reliable instruments. Statistical testing using the Cronbach Alpha *statistical technique instrument is said to be reliable for measuring variables if it has a* Cronbach Alpha value of > 0.60. The results of the validity test on the income questionnaire contained 8 items declared valid. The results of the reliability test showed that the income questionnaire had *an Alpha Cronbach* > 0.60 so that the income questionnaire was declared reliable.

In accordance with the problem formulation, research objectives and also the type of data collected, the data analysis method used in this study is descriptive analysis and Pearson *Product Moment* correlation analysis. Descriptive analysis was used to determine the classification of working hours and income of GOJEK drivers in Denpasar City, Bali. Next, hypothesis testing was carried out using the *Pearson Product Moment* correlation analysis. The correlation test used in this study is the *Pearson Product Moment correlation coefficient.*is one of the techniques developed by Karl Pearson to calculate correlation coefficients. This method can be used with data conditions, namely the data has an interval or ratio scale and the correlation between 2 variables must be linear, meaning that the distribution of data must show a unidirectional relationship.

The use of the *Pearson Product Moment* test or correlation analysis in this study is to find the relationship between the independent variable (X), namely the working hours of GOJEK drivers and the *dependent* variable (Y), namely the income of GOJEK drivers in Denpasar City, Bali. The correlation analysis

criteria *of Pearson Product Moment* can be said to be significant if a *sig value is obtained.* < 0.05. This means that working hours have a significant relationship with the income of GOJEK drivers in Denpasar City, Bali.

The Pearson Product Moment *correlation is used to* determine whether there is a significant relationship of the independent variable related individually to the dependent variable, the significance used is 5%. With a real level of 5% (α = 0.05), then if the test results obtained a significant value of r < 0.05 means that individually there is a significant relationship, and vice versa if a significant value of r > 0.05 means that individually there is no significant relationship.

The Pearson Product Moment correlation is denoted r, provided that the value of r is not more than the price (-1 ≤ r ≤ +1). If r = -1 means a perfect negative correlation, r = 0 means no correlation, and r = 1 means a perfectly positive (strong) correlation. In other words, the correlation coefficient moves between 0.000 to +1.000 or between 0.000 to -1.000, depending on the direction of correlation, nil, positive, or negative. Coefficients marked positive indicate a positive correlation direction. Coefficients marked negative indicate a negative correlation direction. While the coefficient value of 0.000 shows no correlation between X and Y. The price of r will be consulted with the interpretation of the value of r, namely 0.00-0.199 has a very low relationship level, 0.20-0.339 has a low relationship level, 0.40-0.559 has a sufficient relationship level, 0.60-0.779 has a strong relationship level, and 0.80-1.000 has a very strong relationship level.

3. Results and Discussion

Based on the results of the analysis of the answers *of GOJEK drivers in Denpasar City, Bali to the statement of the working hours questionnaire, it was revealed that the description of working hours of GOJEK drivers in Denpasar City, Bali was* guided *by the classification criteria as in Table 1.*

Table 1. GOJEK Driver *Business Hours* in Denpasar City, Bali

Criterion	Category	Number of Drivers (People)	Percentage (%)
18 ≤ M ≤ 24	Very High	0	0,00
14 ≤ M < 18	Tall	26	8,55
10 ≤ M < 14	Enough	178	58,55
6 ≤ M < 10	Low	100	32,89
0 ≤ M < 6	Very Low	0	0,00
	Total	304	100,00

Based on Table 1, it can be shown that the working hours of GOJEK *drivers in* Denpasar City, Bali are in the high category of 26 people (8.55%). This means that as many as 26 people (8.55%) *GOJEK* drivers in Denpasar City, Bali have working hours between 14 hours to 17 hours per day. The working hours *of* GOJEK drivers in Denpasar City, Bali in the category are quite 178 people (58.55%). This means that as many as 178 people (58.55%) *GOJEK* drivers in Denpasar City, Bali have working hours between 10 hours to 13 hours per day. The working hours *of GOJEK drivers* in Denpasar, Bali are in the low category of 100 people (32.89%). This means that as many as 100 people (32.89%) *GOJEK* drivers in Denpasar City, Bali have working hours between 6 hours to 9 hours per day.

Based on the results of the analysis of the answers *of GOJEK drivers in Denpasar City, Bali* to 8 items of income questionnaire statements, a description of perceptions about the income of GOJEK drivers in Denpasar City, Bali was revealed based on the classification criteria as in Table 2.

Table 2. Perception of *GOJEK* Driver Income in Denpasar City, Bali

Criterion	Category	Number of Students (People)	Percentage (%)
25 ≤ M ≤ 30	Very High	20	6,58
21 ≤ M < 25	Tall	26	8,55
17 ≤ M < 21	Enough	154	50,66
14 ≤ M < 17	Low	86	28,29
8 ≤ M < 14	Very Low	18	5,92
	Total	304	100,00

Based on Table 2, it can be shown that the perception of the income of *GOJEK* drivers in Denpasar City, Bali in the very high category is 20 people (6.58%). This means that as many as 20 people (6.58%) *GOJEK* drivers in Denpasar City, Bali have a perception that the net income received is very high. The income *of* GOJEK drivers in Denpasar City, Bali in the high category is 26 people (8.55%). This means that as many as 26 people (8.55%) *GOJEK* drivers in Denpasar City, Bali have a perception of high net income. The income of GOJEK *drivers* in Denpasar City, Bali in the category is quite 154 people (50.66%). This means that as many as 154 people (50.66%) *GOJEK* drivers in Denpasar City, Bali have a perception that the net income received is sufficient. The income *of* GOJEK drivers in Denpasar City, Bali in the low category is 86 people (28.29%). This means that as many as 86 people (28.29%) *GOJEK* drivers in Denpasar City, Bali have a perception of low net income. The income of GOJEK *drivers* in Denpasar City, Bali in the very low category is 18 people (5.92%). This means that as many as 18 people (5.92%) *GOJEK* drivers in Denpasar City, Bali have a perception that the net income received is very low.

Based on the results of data analysis of the relationship between working hours and income of GOJEK drivers in Denpasar City, Bali using *the Pearson Product Moment* correlation. Its calculation using the help of the *SPSS 24.0 for Windows* program can be seen in Table 3.

Table 3. Pearson Product Moment Correlation Results for the Relationship between Working Hours and GOJEK Driver Income in Denpasar City, Bali

Correlations

		Income	Business Hours
Income	*Pearson Correlation*	1	0,787**
	Sig. (2-tailed)		0,000
	N	304	304
Business Hours	*Pearson Correlation*	0,787**	1
	Sig. (2-tailed)	0,000	
	N	304	304

**. *Correlation is significant at the 0.01 level (2-tailed).*

Based on the results of the Pearson Product Moment *correlation* presented in Table 3, it can be interpreted that the correlation value is 0.787 with a significance value of 0.000. Because the significance value of 0.000 is smaller than α = 0.05. So, it can be concluded that working hours have a significant relationship with the income of GOJEK drivers in Denpasar City, Bali.

Based on the results of the Pearson Product Moment correlation presented in Table 3, it can also be explained that the correlation value *of 0.787 shows* the relationship between working hours and the income of GOJEK drivers in Denpasar City, Bali has a strong level of relationship and has a positive relationship direction (unidirectional). This means that if working hours are higher, the income *of* GOJEK drivers in Denpasar City will also be higher. Conversely, if working hours are getting lower, then the income *of* GOJEK drivers in Denpasar City is also getting lower.

The results showed that working hours have a significant relationship with the income of GOJEK drivers in Denpasar City, Bali, which is indicated by a correlation value of 0.787 with a significance value of 0.000 smaller than α = 0.05. The relationship between working hours and the income *of* GOJEK drivers in Denpasar City, Bali has a strong level of relationship and has a positive relationship direction (unidirectional). So, it can be concluded that if working hours are getting higher, then the income of *GOJEK* drivers in Denpasar City is also higher.

The results of this study are supported by the theory developed by Sukirno (2000), which states that one of the factors that affect income is working hours. In line with that, according to Afrida (2003), a person's income level is influenced by working hours. Chung-cheng (2003) states that with higher wage levels, it will motivate workers to work and reduce their time to relax. The amount of a person's income depends on the amount of time used to work, the longer he works the greater his income the longer the person works the less time available for fun. So, it is generally assumed that the more hours of work devoted means the more productive the work. The more productive people devote to working hours, it means people will work hard to earn income. Some of these theories can provide theoretical support for the fact that working hours have a significant relationship to income.

The results of this study are supported by the results of previous research conducted by Rusmusi and Maghfira (2018), which found that working hours have a significant influence on income. In line with that, the results of research conducted by Rantau (2018) also show the results that working hours have a

positive and significant effect on income. Some of the results of previous research can provide empirical support that working hours have a significant relationship with income.

4. Conclusions and Suggestions

Based on the results of data analysis and discussion of research results, the following conclusions can be drawn. First, working hours revealed the description of working hours of *GOJEK* drivers in Denpasar City, Bali in the high category as many as 26 people (8.55%), the sufficient category as many as 178 people (58.55%) and the low category as many as 100 people (32.89%).

Second, the perception of the income of *GOJEK drivers* in Denpasar City, Bali revealed descriptions in the very high category as many as 20 people (6.58%), the high category as many as 26 people (8.55%), the sufficient category as many as 154 people (50.66%), the low category as many as 86 people (28.29%) and the very low category as many as 18 people (5.92%).

Third, working hours have a significant relationship with the income of GOJEK drivers in Denpasar City, Bali, which is shown by a correlation value of 0.787 with a significance value of 0.000 smaller than $\alpha = 0.05$. That is, the higher the *driver's* working hours, the higher his income.

Based on these conclusions, several suggestions can be put forward as follows. First, for *GOJEK* drivers in Denpasar City, Bali who make their main income as *drivers* to meet the needs of life and have low incomes should increase working hours in their work to be more productive and increase income.

Second, GOJEK applicators should be able to provide assistance in the form of providing training, coaching and counseling to *drivers* so that *drivers* are able to provide excellent service to GOJEK consumers. This is expected to increase the productivity of *drivers* so as to increase their income.

Third, for future researchers who are interested in studying similar aspects, namely the relationship between working hours and income, they are expected to develop this research using a wider population and sample, for example in other applicators such as GOJEK so that the research results are more tested for reliability.

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