

CAREER ADAPTABILITY AND WORK ENGAGEMENT OF GOJEK DRIVER

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ABSTRACT

The current research aims to examine the relationship between career adaptability and work engagement. The subjects in this study were 74 people who had the characteristics of a Gojek driver in Yogyakarta, who had worked for at least one year. How to take the subject using purposive sampling method. The data analysis technique used is the product moment correlation from Karl Pearson. Based on the results of data analysis obtained correlation coefficient (R) of 0.737 with $p = 0,000$ ($p < 0.05$). These results show that there is a significant positive relationship between career adaptability with work engagement. This research increase work engagement by increasing and building an adaptability career, so that optimal performance can be created both from within and for the achievement of organizational or company goals.

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1. Introduction

Industrial progress in the current era is growing more rapidly, one of which is in the field of transportation (Azizah & Adawia, 2018). According to Andriansyah (2016), transportation is the transfer of people or goods carried out by humans or machines using means that are moved from one place to another. The Ministry of Transportation, Bambang Prihartono revealed that, in the current era the transportation business is growing and developing in Indonesia (Lingga, 2018). The phenomenon of technology development that is increasingly being discussed is developing technology towards a modern transportation business by using sophisticated applications. Correspondingly, online-based transportation is increasingly widespread among the people (Anindhita, Arisanty, & Rahmawati, 2016).

According to Wahyusetyawati (2017), online transportation is one form of application-based technology development in modern times, which is welcomed by the community because it is considered as one of the best innovations since its emergence until now. Consumers prefer online transportation because it is considered cheaper and faster (YLKI Research Team, 2017). Gojek is one of the companies that provides motorcycle taxi transportation services that are integrated with technology, namely ordering motorcycle taxis using the application. As a pioneer in online transportation in Indonesia, Gojek received good response from consumers and the system offered to attract many drivers (Fitria & Fathaniazzati, 2016)

The rapid growth of online transportation at this time, causing various events experienced by the drivers. Many problems arise from the public's view of online transportation drivers, because people who do not accept the existence of online transportation can potentially corner the work status as an online transportation driver (Verasatiwi & Wulan, 2018). The Gojek Driver is a partner of Gojek, of which the partner is the third independent service provider who has agreed to work together to become a Gojek partner with a partnership scheme (Team Gojek, 2019).

As a Gojek driver partner, there are several types of services that become work tasks, if the Gojek driver does not follow the applicable regulations, the driver will get sanctions from the company based on the level of sanctions from low, medium, high, very high and maximum very high. The sanctions are

derived from customer reports and violations detected by the system. So, the driver must run the rules and services well, so as not to get sanctions from the company (Gojek Team, 2019).

In addition to the work demands, another problem that arises is the change in policies made by PT Gojek Indonesia related to the removal of subsidies. The policy is a form of reducing subsidies from service providers, so that driver partners feel the specified tariff is too cheap (Pinsker, 2019). These problems will certainly affect the involvement of drivers in their work. The results of research conducted by Kumara (2017), explained that there is a very significant negative relationship between work demands and work attachment. The higher the work demands, the lower the work engagement and vice versa. Individuals will show a higher or lower level of involvement depending on their work activities (Bakker, 2011).

Schaufeli and Bakker (2010) explain that work engagement is a positive psychological condition, including conditions related to welfare and fulfillment of work, and has strong motivation in individuals to do a job. Further explained that, in determining work engagement can be seen from three related aspects, including vigor, dedication and absorption. Vigor is defined as a high level of willingness to put energy into work that is received, coupled with mental endurance to endure despite finding a difficult job. Dedication can be seen if individuals feel very involved in work, have high enthusiasm, are inspired, feel proud of work, and are happy to get challenges. Absorption is the next aspect, where individuals feel the time goes very fast because they are absorbed in their work and have a mindset that can increase full concentration in the work.

Research conducted by Gunawan (2018), shows the results that there are work engagement problems that are owned by online motorcycle taxi drivers, the results of the percentage of work engagement in online motorcycle taxi drivers among which there are 157 people (52.5%) identified in the high category, and as many as 142 people (47.5%) included in the low category. Bakker and Leiter (2010) explain that individuals have high work engagement in achieving greater work goals, and individuals must also be deeply involved to achieve organizational goals and the success of their work. In addition, Bakker and Leiter (2010) also explained that individuals who have low work engagement, feel more pressure in their work. This research is interesting to study, because a company needs individuals involved in its work. This was explained by Bakker and Leiter (2010) who suggested that companies need individuals who have a high level of work engagement, because individuals who have work engagement will show the best performance in completing their work.

There are several factors that affect work engagement. Bakker (2011) states that one that affects work engagement is personal resources, which in this case refers to an individual's feelings about his ability to successfully control and impact on his work environment. Furthermore, the ability of individuals to control and adapt to their work shows a flexible personality trait, where the ability to adapt to overcome changes in work conditions and control the work refers to the concept of career adaptability (Porfeli & Savickas, 2012). Correspondingly, the results of research conducted by Tladinyane and Merwe (2016) show there is a significant positive relationship between career adaptability and employee engagement.

Porfeli and Savickas (2012) state that career adaptability is a social ability that refers to individual resources to play a role in overcoming tasks, job transitions, and work experience at a certain level, and can control the social environment of work, and be able to prepare a career for the future front of it. Furthermore, Savickas and Porfeli (2012) explained that there are four dimensions of career adaptability, including care, control, curiosity and confidence. Dimension of concern which means attention about the future in helping individuals look ahead and prepare for what will happen next. Control, namely the individual becomes responsible for forming themselves and the work environment to meet what happens next by using self-discipline, effort, and persistence. Curiosity which means the possibility of self and alternative strategies that are formed when curiosity encourages individuals to think about their abilities in various situations and roles. Furthermore, the dimension of confidence is the experience of exploration and information seeking activities that generate aspirations and build trust that the individual can actualize his choices to be applied into life.

According to Savickas and Porfeli (2012) employees need to adapt to their social and work environment in a sustainable manner with the aim of achieving work success and personal well-being. Career adaptability is a factor related to the involvement of individuals in their work. Individuals who have career adaptability abilities become more adaptable, pay attention to the future of their work, control and prepare for the future of their work, display curiosity by recognizing their abilities, and strengthen their confidence to pursue their aspirations (Savickas & Porfeli, 2012). Individuals who can adapt to careers tend to have strong feelings towards work and the organization where the individual works, individuals also tend to be more involved in personal development activities, which is done to

achieve success from work. So, individuals who have the ability to adapt to a career tend to increase their role in work and are more attached to the organization (Ferreira, 2012).

On the other hand, individuals who have low career adaptability will experience helplessness and pessimism about their future, are unable to choose a career, are unrealistic with the challenges of the workforce, do not recognize their abilities, and do not have confidence in facing challenges and difficulties in overcoming work problems (Savickas, 2012). These individual resources can influence the involvement of online transportation drivers in their work. That is because individuals who have low career adaptability will be apathetic, unable to make decisions, unrealistic, and refrain from achieving job success and organizational or corporate goals. These behaviors that can affect individual involvement in work decreases (Savickas, 2013). In line with this, research conducted by Tladinyane and Merwe (2016) found that there was a significant positive relationship between career adaptability and employee involvement.

This study is different from previous research conducted by Tladinyane dan Merwe (2016) which uses variable career adaptability with employee engagement on adult employees in insurance companies in South Africa. While this study uses the career adaptability variable with work engagement on online transportation drivers in Indonesia, especially the Yogyakarta region. The difference between work engagement and employee engagement is explained by Schaufeli (2013), where work engagement refers to the relationship of individuals with their work, while employee engagement focuses more on how individuals relate to the organization or company where the individual works. In addition, the use of subjects and research locations is also different, which is the research conducted on the subject of Gojek drivers in Indonesia, especially the Yogyakarta region. Based on the background description of work engagement and career adaptability above, the researcher wants to propose a problem statement in this study, is there a relationship between career adaptability and work engagement in Gojek drivers in Yogyakarta?

2. Methods

The subjects in this study were Gojek drivers in Yogyakarta. Taking the subjects in this study using purposive sampling technique. The number of subjects in this study were 74 subjects. The scale setting method in this study refers to the Likert model. The scale used in this study is the Career Adaptability Scale and the Work Engagement Scale, with the scale items that are only divided into one group, namely the favorable group. The form of the scale used is the Likert scale model, with 4 alternative answers, namely: Very Appropriate (SS), Appropriate (S), Unsuitable (TS), and Very Unsuitable (STS). The Career Adaptability Scale consists of 19 items with item-total coefficient (Rix) of moving item different power ranges from 0.339 to 0.664, while the Work Engagement Scale consists of 15 items with item-total coefficient (Rix) item different power moves from a range of 0.301 - 0.711. Based on calculations from the Career Adaptability Scale, the alpha reliability coefficient (α) was 0.898 and the Work Engagement Scale obtained alpha reliability coefficient (α) of 0.874. The method of data analysis uses product moment correlation techniques. Overall data were analyzed using a data analysis program.

3. Findings and Discussion

Before conducting a hypothesis test, a normality and linearity test is performed. Normality test uses the Kolmogorov-Smirnov model analysis technique. From the results of the normality test work engagement variables obtained KS-Z = 0.095 with $p = 0.098$ and career adaptability variables obtained KS-Z = 0.096 with $p = 0.086$. These data indicate that the work engagement variable scores and Career Adaptability variable scores follow the normal distribution of data. Furthermore, the linearity test obtained $F = 67.889$ and $p = 0.000$. This shows that the relationship between career adaptability and work engagement is a linear relationship.

From the results of the product moment analysis (Pearson correlation) obtained correlation coefficient (r_{xy}) = 0.737 with $p = 0.000$ ($p < 0.05$) which means there is a positive relationship between career adaptability with work engagement on Gojek drivers in Yogyakarta. This shows that the hypothesis in this study was accepted. The magnitude of the value of $R = 0.737$ which means that between career adaptability and work engagement variables there is indeed a correlation, the size of the correlation is expressed in a correlation number called the correlation coefficient. The correlation coefficient from 0,000 to +1,000 shows a positive correlation, while the correlation coefficient from 0,000 to -1,000 shows a negative correlation. This shows the relationship between variables is a positive relationship and shows a one-way relationship. In other words, each increase in the value of career adaptability will be followed by

an increase in work engagement. Conversely, any decline in the value of career adaptability will be followed by a decrease in the value of work engagement (Hadi, 2016). The results of this study obtained a coefficient of determination (R^2) of 54.3% on work engagement and the remaining 43.6% was influenced by other factors including personal resources, job resources which include psychological resources, physical, social and organizational environment, and job demands.

The results of this study support previous research conducted by Tladinyane and Merwe (2016) showing that there is a significant positive relationship between career adaptability and employee involvement. The relationship between career adaptability and work engagement means that every aspect of career adaptability contributes to work engagement in Gojek drivers in Yogyakarta. The results of the study were also supported by research results from Coetzee, Ferreira, and Shunmugum, (2017) who have examined the relationship between career adaptability and work engagement. The results of his research show that the generation group (age), career belief (career adaptability) and career harmonizer (psychological career resources) are significant predictors of the variable work engagement.

The results of work engagement categorization are high categorization at 68.92%, medium category at 31.08%, and low category at 0%. From these results it can be seen that the work engagement of Gojek drivers in Yogyakarta is included in the high category. In the career adaptability variable categorization, high categorization was 70.27%, moderate categorization was 29.73%, and low was 0%. The results of the categorization show that most drivers have work engagement that tends to be high and career adaptability that tends to be high.

Savickas and Porfeli (2012) explain that caring for a career is related to an individual's concern about the future of his work and preparing for what will happen next. Individuals who have high concern will have a clearer view and pay attention to their career planning readiness in the future. Individuals who pay attention to career planning, will also have the intention and purpose to progress their career well, motivate themselves to achieve career and work success, and try to actively seek information and career insight well (Mulyadi, Hidayati, & Maria, 2018). Correspondingly, Aryaningtyas and Suharti (2013) revealed that an individual who focuses most of his attention on his work and career, then the individual becomes truly immersed and enjoys his work. This is also reinforced by the narrative of research subjects in the field, where the subject has clear career goals. Related to this, the subject also felt that the choices made at this time could build the subject's career in the future. He further stated that in realizing that career, the subject made plans to achieve his career goals. So that the subject pay attention to his career in the future, this makes the subject feel excited when completing a job and trying to run a job with all the capabilities he has.

If an individual is able to control, manage work and have an impact on the work environment in accordance with his abilities, it can make the individual more enthusiastic in completing his work tasks and become more active in his organization (Ayu, Maarif, & Sukmawati, 2015). The statement was also reinforced by the explanation of the research subject in the field, where the subject was able to control himself while working and was able to control his work environment. Related to this matter, the subject also felt optimistic in completing a job. The subject also said that by controlling his career and work, the subject enjoyed the work he was currently living. This also makes the subject work diligently despite being having difficulty in working.

Savickas and Porfeli (2012) revealed that individuals who have high curiosity will find a lot of information about careers that are of interest, have a high sense of curiosity about careers, so that they have an enthusiastic attitude in their career choices. Gorgievski and Bakker (2010) also argue that individuals who try to look for insights to improve innovation and creativity themselves at work, then these individuals are more enthusiastic and involved and try to achieve the success of their work. In line with that, Candra and Indiatuti (2019) explained that an individual who has the desire to find various information and evaluations to improve his ability to work, will have great motivation to achieve the best performance. This is also strengthened by the discovery of data in the field, where the subject feels happy to find information related to his work. Furthermore, the subject is also trying to find opportunities from every job that is done, thus making the subject more inspired to be even better. Related to this, the subject also became more energetic in completing work. These findings also refer to the statement of Schaufeli (2012), explained that an individual who has high initiative in doing tasks and has motivation in learning the tasks that are done every day, can affect his involvement in work which has an impact on increasing work engagement in individuals.

Furthermore, the confidence dimension is defined as the experience of exploration and information-seeking activities that generate aspirations and build trust that the individual can actualize his choices to be applied into life (Savickas and Porfeli, 2012). Correspondingly, Sofiah and Kurniawan (2019) stated that individuals who believe in their abilities and are confident of the success that will be achieved, it will encourage individuals to work harder and be able to produce their best work for the

organization. An individual who has great resilience and confidence that he can actualize himself and have an impact on his environment, will also be more motivated when working and more involved in his work (Ayu, et al., 2015). Similarly, the response of subjects in the field who say that the subject is able to carry out work tasks efficiently and be able to learn new skills. This happens when the subject can still focus on completing work despite facing problems at work and also makes the subject more enthusiastic in completing work tasks.

This study is different from previous research conducted by Tladinyane & Merwe (2016) which uses variable career adaptability with employee engagement on adult employees in insurance companies in South Africa. While this study uses the career adaptability variable with work engagement on online transportation drivers in Indonesia, especially the Yogyakarta region. The difference between work engagement and employee engagement is explained by Schaufeli (2013), where work engagement refers to the relationship of individuals with their work, while employee engagement focuses more on how the relationship of individuals with the organization or company where the individual works. In addition, the use of subjects and research locations is also different, which is the research conducted on the subject of Gojek drivers in Indonesia, especially the Yogyakarta region.

4. Conclusion

Based on the results of research and discussion, it can be concluded that there is a positive relationship between career adaptability and work engagement at Gojek drivers in Yogyakarta. This research contributed to the theories related to industrial and organizational psychology in a focus on career adaptability and work engagement. The increase of work engagement can be done by rising and building a career adaptability. As a result, an optimal performance can be created both from within and for the achievement of organizational or company goals.

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