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THE INFLUENCE OF COMPENSATION AND OCCUPATIONAL SAFETY AND HEALTH ON ONLINE OJEK DRIVER PERFORMANCE PRODUCTIVITY IN MEDAN CITY (Study of Go-Jek, Grab, and Maxim Online Ojek Drivers)

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Abstract

This study investigates the impact of compensation, occupational safety, and health on the productivity of online motorcycle taxi drivers in Medan City, utilizing a quantitative methodology. The research, encompassing 99 respondents from Go-Jek, Grab, and Maxim, employs multiple regression analysis, revealing a significant positive impact of compentations and Occupational Health and Safety (OHS) on driver productivity across all platforms. The findings underscore that enhancing compensation and prioritizing safety and health are effective strategies for increasing productivity. The study suggests companies offering online motorcycle taxi services should develop policies to enhance the welfare and performance of drivers. Acknowledging the study's limitations, future research should consider additional factors for a comprehensive understanding.

Keywords: Compensation, Occupational Safety and Health, Performance Productivity

JEL Classification: L21, L23, L25

1. INTRODUCTION

The rise of application-based transportation services has changed the transportation landscape in Indonesia, particularly with the emergence of online motorcycle taxi drivers. This phenomenon has attracted attention because of its impact on various aspects such as the speed of transportation, practicality, and urban mobility. First, the rapid growth of online motorcycle taxi services overcomes the challenges of transportation accessibility in dense urban areas.

The use of online motorcycle taxi applications has been found to reduce waiting times and increase transportation availability, thus providing an effective solution for urban mobility (Wulandari, 2022). Additionally, the adoption of this technology contributes significantly to user practicality as it highlights the ease of booking and paying for transportation services through the application, providing a more efficient experience for consumers (Hakzah et al., 2022).

Moreover, data analysis has shown a positive impact on urban mobility with an increase in smoother traffic flow and reduced levels of motor vehicle congestion (Calabrese et al., 2011). Overall, the development of application-based transportation services, particularly online motorcycle taxis, plays an important role in optimizing transportation efficiency and mobility in the Indonesian urban context.

The expansion of the online motorcycle taxi industry in Indonesia brings a number of

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significant challenges related to compensation, occupational safety, and health as well as its impact on driver productivity. The job characteristics of online motorcycle taxi drivers, including a high level of uncertainty, long working hours, and lack of clear employment status, are in the spotlight (Perwira & Hidayat, 2021).

High levels of uncertainty and lack of clarity in employment status have been shown to lead to adverse working conditions, including increased burnout, decreased productivity, and an imbalance between work and daily life (Hege et al., 2018). This research further documents that these adverse working conditions have been consistently associated with poor health behaviors, depression, and other mental disorders among online motorcycle taxi drivers (Hege et al., 2018).

The National Institute for Occupational Safety and Health (NIOSH) has acknowledged the substantial impact of work organizations on employee health. This recognition has led to a national focus on occupational health and safety as highlighted by Hege et al. (2018). Therefore, an in-depth understanding of the implications of these working conditions is essential for the development of sustainable policies that support the welfare of online motorcycle taxi drivers in Indonesia.

Online motorcycle taxi drivers face complex temptations regarding compensation, safety, and occupational health. The flexible nature of the gig economy can increase anxiety levels among independent workers, especially in the context of online motorcycle taxis (Berger et al., 2019).

These challenges have a significant impact on drivers' well-being and productivity. Berger et al. (2019) highlighted the higher levels of anxiety among self-employed workers, creating a context that may influence online motorcycle taxi drivers.

The flexibility and income conditions of the gig economy create welfare challenges similar to those faced by online motorcycle taxi drivers. Emphasis on income and flexibility in work can lead to higher levels of anxiety, exacerbating compensation and well-being challenges. The impact of external factors on the gig economy shows the complexity involved in managing the aspects of compensation, safety, and occupational health for online motorcycle taxi drivers.

Health and job risks of online motorcycle taxi drivers. Health risks and working conditions are critical factors that affect online motorcycle taxi drivers. Online motorcycle taxi drivers may face health risks such as chronic pain, lack of sleep, and other health disorders that have been identified among taxi drivers (Murray et al., 2017).

Research shows that taxi drivers face health risks, such as chronic pain and lack of sleep, which can be applied to online motorcycle taxi drivers (Murray et al., 2017). These factors create detrimental working conditions that affect the welfare and productivity of online motorcycle taxi drivers. The identification of these health risks clarifies the need to focus on occupational health and safety to improve the welfare of online motorcycle taxi drivers.

Awareness of health risks and working conditions opens up a space for better and more focused solutions to improve the welfare of online motorcycle taxi drivers. Therefore, an in-depth understanding of the impact of occupational health on driver compensation and productivity is key to developing effective problem solving strategies.

The objective of this study is to analyze the impact of compensation, occupational safety, and health on the productivity performance of online ojek drivers in Medan City. This study primarily investigates the factors that drive the success of online service platforms such as Go-Jek, Grab, and Maxim.

This study sought to provide a comprehensive understanding of the elements that impact the job productivity of online ojek drivers by analyzing variables such as driver compensation, occupational safety, and health concerns.

Hence, the findings of this research can significantly contribute to the advancement of more efficient policies and strategies aimed at enhancing the well-being and productivity of online ojek drivers in Medan.

2. LITERATURE REVIEW AND HYPOTHESES

2.1. Productivity

Work productivity reflects the relationship between output and input required by a worker to produce a product (Hidayat & Tedi, 2023). Productivity is quantified by evaluating the quantity of production generated by individual employees in a given month. An employee is considered productive if they can produce more products than other employees.

According to Hasibuan (2009), productivity encompasses a mindset that consistently strives for improvement, with the belief that each day should be better than the previous one and that tomorrow will be even better than today. According to Simanjuntak (2011), productivity refers to the correlation between the output of work or physical products (such as goods or services) and real input.

Productivity is a quantitative measure of the relationship between production and input, specifically, the ratio of output to input. Labor frequently constrains inputs, whereas outputs are quantified in terms of physical quantities, shapes, and values.

Anoraga (2009) explains that labor productivity is the ability to produce more and improve quality with the same effort. Thus, labor productivity reflects the efficiency of the production process from the resources used. According to Hasibuan in Busro (2018:340), productivity is the ratio of output to input. Increased productivity is expected to increase efficiency in terms of time, materials, energy, work systems, production techniques, and labor skills.

Therefore, productivity is a comparison between output and input in the production process, which reflects the efficient use of resources, especially labor. This concept includes dimensions of mental attitude that encourage continuous improvement, the ability to produce more with the same effort, and a close relationship between the output of products or services and the input applied.

Increased productivity is expected to bring efficiency in various operational aspects, such as time, materials, power, work systems, production techniques, and workforce skills, which, in turn, can contribute to improved organizational and individual performance.

2.2. Compensation

Compensation encompasses the monetary and non-monetary rewards employees receive in return for their services to the firm (Murtiningsih, 2020; Lingga et al., 2023). It encompasses compensation provided by the company to employees for their efforts to achieve organizational goals (Apriana et al., 2022).

Compensation includes both monetary rewards, such as salaries, bonuses, and stock options, as well as non-monetary benefits, such as healthcare, retirement plans, and work-life balance initiatives (Ariani et al., 2023; Suryanti & Panjaitan, 2021). The purpose of compensation extends beyond remuneration; it is also a tool to motivate employees and enhance their job satisfaction, ultimately boosting productivity (Ariani & Julian, 2019).

Research has shown that compensation is a crucial aspect of human resource management practices and significantly related to organizational performance (Amin et al., 2014, Syahreza, et al., 2017; Matriadi et al.,2019). It has been found that higher compensation positively influences employee performance through increased job satisfaction and organizational commitment (Ayuningtyas et al., 2022). Moreover, compensation policies are closely linked to employee retention, as they play a pivotal role in retaining talent within an organization (Munish & Agarwal, 2018).

The design of compensation plans is influenced by several factors. One explanation for the structure of compensation plans is the relative nature of compensation, whereby employees compare their compensation with that of their peers (Park & ChiHo, 2021). Moreover, employees' capacity to safeguard their human capital and negotiate leverage vis-à-vis their employers can foster a favorable correlation between investment risk and employee compliance (Ji et al., 2021). Furthermore, the theory of adverse selection suggests that compensation contracts are

designed to retain employees with valuable private information within a firm (Clinch, 1991).

In summary, compensation compensation encompasses both financial and non-financial rewards provided by organizations to employees. It is a critical aspect of human resource management practices that significantly impacts organizational performance, employee retention, and job satisfaction. The design of compensation plans is shaped by multiple elements, such as the comparative aspect of remuneration and the imperative to retain personnel possessing significant knowledge and abilities.

2.3. Occupational Health and Safety (OHS)

Occupational Health and Safety (OHS) is a multidisciplinary field that aims to prevent work-related injuries and diseases, promote overall worker health, and ensure a safe working environment. It encompasses the identification, assessment, and mitigation of risks and hazards that may lead to injuries, illnesses, or fatalities in the workplace (Yilmaz, 2022). Occupational Health and Safety (OHS) encompasses the protection of mental health at the workplace. Companies are responsible for reducing or eliminating hazards to psychological well-being by implementing effective workplace systems. OHS practitioners play a crucial role in overseeing and maintaining these systems (Coventry 2022).

The importance of Occupational Health and Safety (OHS) is emphasized by its function in mitigating injuries and occupational disorders, thereby enhancing labor efficiency and generating substantial societal advantages (Stupnytska, 2021).

OHS practices are essential in industries characterized by dynamic nature, rapid technological changes, uneducated employees, and harsh working conditions, which are prone to work accidents with severe consequences (Olcay et al., 2021). OHS is also crucial in vocational education and workplace-based learning, where training in OHS is deemed important and needs to be included (Andersson et al., 2015).

Furthermore, OHS is vital in specific sectors such as agriculture, where farmers are required to have knowledge of OHS to carry out their work with health and safety measures (Sarıcan et al., 2023). In the maritime industry, OHS has attracted increasing research attention, with a focus on the OHS of seafarers (Shan, 2020).

The field of Occupational Health and Safety (OHS) is based on the approach of anticipating, identifying, assessing, and managing hazards in the workplace to safeguard human and physical resources (Toffel & Birkner, 2002). Additionally, OHS legislative compliance is crucial in various industries, as non-compliance can lead to a high rate of occupational accidents, injuries, and diseases (Nghitanwa & Zungu, 2017). The implementation of OHS regulations and policies is essential to address the challenges and ensure the well-being of workers (Atusingwize et al., 2018).

Occupational Health and Safety (OHS) is a multidisciplinary discipline that is crucial for preventing work-related accidents and illnesses, enhancing worker health, and maintaining a safe work environment. It encompasses various sectors and industries, with a focus on mitigating risks, legislative compliance, and promoting well-being in the workplace.

2.4. Hypotheses

H1: Compensation has a significant and positive effect on.

H2: Occupational safety and health has a significant and positive effect on productivity.

H3: Compensation and occupational safety and health has a significant and positive effect on productivity.

3. RESEARCH METHODS

A quantitative methodology involving a comparative descriptive approach was used. Comparative research entails the examination and analysis of two or more symptoms for the purpose of comparison. Yusuf (2014)

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conducted a study in which he examined the frequency, reasons, and subjects being investigated and then made comparisons with similar observations in other groups.

The variables investigated in this study encompass Compensation and Work Safety and Health, and their influence on production. In his work, Nazir (2018) characterized comparative research as intrinsically comparative. This study analyzes and compares three Internet-based motorbike taxi firms: Go-Jek, Grab, and Maxim.

The population in this study is an online motorcycle taxi driver, namely Go-Jek, Grab, and Maxim, in the city of Medan, with a population whose exact number is not yet known because definite measurements have never been taken.

Therefore, the researcher assumes that the population is very large, and the samples that will be taken or determined by the researcher will use the Purba formula (Arianto & Patilaya, 2018):

$$n = \frac{Z^2}{4\,(Moe)^2}$$

Information:

n = Sample size

Z = 1.96 score in certain significance (degree of confidence influenced by 95%)

Moe = Margin of Error, maximum error level is 10%. Therefore, the following samples were obtained.

$$n = \frac{1,96^2}{4(0,10)^2}$$

n= 96,04

According to this method, the researcher utilized a sample size of at least 96 respondents for this study. However, to simplify the computations, the researcher rounded up to 99 participants. It is believed that a larger sample size will yield more accurate results. This study involved three research subjects, necessitating the distribution of samples for each individual.

4. RESULTS AND DISCUSSION

4.1. Result & Discussion

This study analyzed the influence of two independent variables, namely compensation (X1) and Occupational Safety and Health (X2), on the variable-dependent productivity (Y) using multiple linear regression. The results of the multiple linear regression analysis performed in this study were as follows:

Table 1. Multiple Linear Regression Analysis

Model		Collinearity Statistics					
		Maxim		Go-Jek		GRAB	
		B	**Std. Error**	**B**	**Std. Error**	**B**	**Std. Error**
1	(Constant)	9,093	7,273	12,123	5,670	-2,812	7,298
	Compensation	,723	,227	,516	,228	,554	,261
	Occupational Health and Safety	,360	,156	,281	,107	,543	,096

A. Dependent Variable: Productivity

The regression test findings indicate that the model utilized in this study can be constructed as a multiple linear regression analysis.

Equation 1 (Maxim) Y = 9.093 + 0.723X1 + 0.360 X2

Equation 2 (Go-Jek) Y = 12.123 + 0.516 X1 + 0.281 X2

Equation 3 (GRAB) Y = -2.812 + 0.554 X1 + 0.543 X3

The regression equation is as follows the constant coefficient is 9.093, indicating that the values of the independent variables compensation (X1) and Occupational Safety and Health (X2) are both zero. The regression coefficient for compensation (X1) is 0.723, indicating that a unit increase in X1 results in a 0.723 increase in productivity (Y). The correlation between the compensation variable (X1) and the productivity variable (Y) is positive, indicating that an increase in the value of X1 corresponds to an increase in Y. The regression coefficient for the Occupational Safety and Health (X2) variable is 0.360, indicating that a one-unit increase in the X2 variable corresponds to a 0.360 increase in the productivity (Y) variable.

The correlation between the Occupational Safety and Health (X2) variable and the

Productivity (Y) variable was positive, indicating that when the value of the X2 variable increased, the value of the Y variable also increased.

The constant coefficient is 12.123, signifying that when the compensation (X1) and Occupational Safety and Health (X2) independent variables have values of zero, the constant term remains unchanged. The regression coefficient for the Occupational Safety and Health (X2) variable is 0.281, indicating that a one-unit increase in the X2 variable leads to a 0.281 increase in the productivity (Y) variable.

The correlation between the Occupational Safety and Health (X2) variable and the Productivity (Y) variable is positive, indicating that when the value of the X2 variable increases, the value of the Y variable also increases. The regression coefficient for the Occupational Safety and Health (X2) variable is 0.281, meaning that a one-unit rise in the X2 variable leads to a corresponding increase of 0.281 in the productivity (Y) variable.

The correlation between the Occupational Safety and Health (X2) variable and the Productivity (Y) variable was positive, suggesting that as the value of the X2 variable increased, the value of the Y variable likewise increased. The constant coefficient was -2.812, which suggests that when both independent variables, compensation (X1) and Occupational Safety and Health (X2), were set to zero. The regression coefficient for compensation (X1) is 0.554, implying that a unit increase in X1 leads to a 0.554 increase in productivity (Y).

The correlation between the compensation (X1) and productivity (Y) variables is positive, implying a direct relationship between the two. As the value of X1 increased, the value of Y increased. The coefficient of regression for Occupational Safety and Health (X2) was 0.543. The data suggest that a single unit increase in the X2 variable leads to a 0.543 increase in the productivity (Y) variable. The correlation between the Occupational Safety and Health (X2) variable and the Productivity (Y) variable was positive, suggesting that when the value of the X2 variable increased, the value of the Y variable also increased.

The T test is employed to ascertain the impact of the compensation (X1) and Occupational Safety and Health (X2) variables on production (Y), specifically to evaluate if it has a statistically significant effect. The chosen significance level was 5% or 0.05 (for a two-tailed test) with an independent degree of freedom (df) equal to n-k = 30. Consequently, a t-table value of 2.045 can be derived. The outcomes of the partial significance test, namely the T test, are as stated below:

Table 2. Partial Test

Model		Maxim		Go-Jek		GRAB	
		T	Sig.	T	Sig.	T	Sig.
1	(Constant)	1,250	,221	2,138	,041	-,385	,703
	Compensation	3,189	,003	2,266	,031	2,120	,042
	Occupational Health and Safety	2,308	,028	2,629	,013	5,663	,000

A. Dependent Variable: Productivity

Table 2 presents the results of the t-tests. it can be concluded the test results for the compensation variable (X1) on productivity (Y) obtained a tcount value that was 3.189 greater than the t-table of 2.045, with a significance value of 0.003 <0.05. This result indicates that the compensation variable (X1) has a positive and significant effect on the productivity (Y). This indicates that the compensation variable (X1) has a positive and significant effect on the productivity (Y) of online jeks in the MAXIM application. Therefore, it can be concluded that Ha1.1 is accepted.

The test results for the Occupational Safety and Health (X2) variable on productivity (Y) obtained a t-count value of 2.308, which is greater than the t-table of 2.045, while the significance value was obtained at 0.028 <0.05. This shows that the Occupational Safety and Health variable (X2) had a positive and significant effect on the productivity (Y) of the online jek in the MAXIM application.

Therefore, it can be concluded that Ha1.2 is accepted. The test results for the compensation variable (X1) on productivity (Y) obtained a t-count value of 2.266, which was greater than the t-table value of 2.045, whereas a significance value of 0.031 was obtained. This indicates that the compensation variable (X1) for productivity (Y) is greater than the t-table value of 2.045. This indicates that the

compensation variable (X1) has a positive and significant effect on the productivity (Y) of online jek in the Go-Jek application. Therefore, it can be concluded that Ha2.1 is accepted.

The test results for the Occupational Safety and Health (X2) variable on productivity (Y) obtained a t-count value of 2.629, greater than the t-table of 2.045, while the significance value was 0.013 <0.05. This shows that the Occupational Safety and Health (X2) variable has a positive and significant effect on the productivity (Y) of online jeks in the Go-Jek application. Therefore, it can be concluded that Ha2.2 was accepted. The test results for the compensation variable (X1) on productivity (Y) obtained a tcount value of 2.120, which was greater than the ttable of 2.045, whereas the significance value was obtained at 0.042 <0.05. This indicates that the compensation variable (X1) on productivity (Y) is greater than 2.045. This shows that the compensation variable (X1) has a positive and significant effect on the productivity (Y) of Online Ojek in the GRAB application. Therefore, it can be concluded that Ha3.1 is accepted.

The test results for the Occupational Safety and Health (X2) variable on productivity (Y) obtained a tcount value of 5.663, greater than the t table of 2.045, while the significance value was obtained at 0.000 <0.05. This shows that the Occupational Safety and Health (X2) variable has a positive and significant effect on the productivity (Y) of online jeks in the GRAB application. Therefore, it can be concluded that Ha3.2 is accepted. A simultaneous test (F test) was conducted to determine whether the independent variables, namely compensation (X1) and Occupational Safety and Health (X2), had an overall or joint effect on the dependent variable, productivity (Y). The results of the simultaneous test (F-test) conducted using statistical software are presented in the table below:

Tabel 3. Simultaneous Test

Model		Maxim		Go-Jek		GRAB	
		F	Sig.	F	Sig.	F	Sig.
1	Regression	10,640	,000[b]	11,412	,000[b]	25,938	,000[b]
	Residual						
	Total						

Based on the results of data processing in Table 3. can be expressed as follows this study aimed to investigate the impact of both compensation (X1) and Occupational Safety and Health (X2) variables on productivity (Y) in the online jek service provided through the MAXIM application. The Fcount number is higher than the Ftable value, specifically, 10.640 > 3.09. Additionally, a significance value of 0.000 was considered to be less than 0.05. The findings indicate that the independent factors, specifically compensation (X1) and Occupational Safety and Health (X2), in the online jek in the MAXIM program collectively influence the dependent variable, Productivity (Y). Thus, it can be inferred that Ha 1.3 is accepted.

Concurrent testing was performed to analyze the compensation (X1) and Occupational Safety and Health (X2) variables on productivity (Y) in the online jeks of the Go-Jek application. The Fcount value surpasses the Ftable value, precisely 11.412 > 3.09, or as per a significance value of 0.000 < 0.05. The results suggest that both compensation (X1) and Occupational Safety and Health (X2) in the online jek on the Go-Jek application have a combined influence on the dependent variable productivity (Y). Thus, it may be deduced that Ha 2.3 is considered acceptable.

Simultaneous tests were conducted to examine the impact of compensation (X1) and Occupational Safety and Health (X2) variables on productivity (Y) in online jeks, using the GRAB program. The Fcount number exceeded the Ftable value, specifically 25.938 > 3.09, or based on the significance value, which was 0.000 < 0.05. These findings indicate that the compensation (X1) and Occupational Safety and Health (X2) variables in the online jek on the GRAB application have a collective impact on the dependent variable Productivity (Y). Thus, it might be inferred that Ha 3.3 is accepted.

Tabel 4. Coefficient of Determination

Aplikasi	R	R Square	Adjusted R Square
MAXIM	,644[a]	,415	,376
Go-Jek	,657[a]	,432	,394
GRAB	,796[a]	,634	,609

Based on the results of data processing in Table 4. can be explained as follows based on

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the results of the termination test on the MAXIM application, the R value was 0.644, which shows the relationship between compensation (X1) and Occupational Safety and Health (X2) on productivity (Y), which is quite close. The adjusted r square value or coefficient of determination above shows that the compensation (X1) and Occupational Safety and Health (X2) variables on productivity (Y) are 37.6%, while the rest are influenced by other variables not discussed in this study.

Based on the results of the ditermination test on the Go-Jek application, the R-value is 0.657, where this coefficient value shows the relationship between compensation (X1) and Occupational Safety and Health (X2) on productivity (Y), which is quite close. the adjusted r square value or coefficient of determination above shows that the variables Compensation (X1) and Occupational Safety and Health (X2) on Productivity (Y) are 39.4%, while the rest are influenced by other variables not discussed in this study.

Based on the results of the ditermination test on the GRAB application, the R value was 0.796, which shows the relationship between compensation (X1) and Occupational Safety and Health (X2) on productivity (Y), which is quite close. The adjusted r square value or coefficient of determination above shows that the compensation (X1) and Occupational Safety and Health (X2) variables on productivity (Y) are 60.9%, while the rest are influenced by other variables not discussed in this study.

5. CONCLUSION

Based on the results of multiple linear regression analysis on MAXIM, Go-Jek, and GRAB online ojek applications, it can be concluded that Compensation and Occupational Safety and Health factors have a positive and significant influence on the productivity of online ojek drivers in Medan City. At MAXIM, Compensation (X1) and Occupational Safety and Health (X2) had a positive and significant influence on productivity (Y). The same was also observed in Go-Jek and GRAB. The simultaneous test confirmed that Compensation and Occupational Safety and Health have a significant effect on productivity in all three applications.

The coefficient of determination for each app indicated that most of the variation in productivity could be explained by Compensation and Occupational Safety and Health. In MAXIM and Go-Jek, approximately 37.6% and 39.4% of the variation in productivity can be explained, respectively, while in GRAB, this figure reaches 60.9%. These results provide an in-depth understanding of the extent to which productivity variability can be attributed to compensation, occupational safety, and health

Thus, this study provides an important contribution to online ojek service provider companies by showing that efforts to improve Compensation and Occupational Safety and Health can be an effective strategy to improve driver productivity. The practical implication is that there is a foundation for companies to develop better policies to improve the welfare and performance of online drivers of ojek. Keeping in mind that there are other factors that are not discussed in this study, they need to be considered in future research for a more holistic understanding.

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