

The Effect of Financial Compensation and Work Stress on the Job Satisfaction of Go-Jek (Go-Ride) Driver Partners in Bandung Area in the Covid-19 Pandemic

^{1*}Didi Tarmidi, ²Rismauli Simbolon, ³Wisnu Astawa Putra, ⁴Andi Rahman Sulaeman and ⁵Mochamad Farhan

Business and Economy Faculty, Widyatama University, Indonesia

^{1*}didi.tarmidi@widyatama.ac.id, ²rismauli.simbolon@widyatama.ac.id, ³astawa.wisnu@widyatama.ac.id, ⁴andi.rahman@widyatama.ac.id, ⁵mochamad.farhan@widyatama.ac.id

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Abstract: This study aims to determine the effect of Financial Compensation and Work Stress on The Work Satisfaction of the Go-jek Driver Partners (go-ride) Bandung Area in the Covid-19 Pandemic both partially and simultaneously. The research method used is the descriptive and verificative method with data collection using field research and literature research. The population in this study is the driver-partner of PT GO-JEK Indonesia Central Bandung Region. The sample used as many as 115 respondents. Based on the results of the analysis concluded that: 1) there is a significant influence together (simultaneously) of financial compensation and work stress on the job satisfaction of GO-JEK driver-partners. 2) Financial compensation affects the variable Job satisfaction of GO-JEK driver-partners. If the financial compensation is getting better, then the job satisfaction of GO-JEK driver-partners will increase, as well as if the financial compensation gets worse than the job satisfaction of GO-JEK driver-partners will decrease. 3) Work stress has a significant and negative effect on the variable Work satisfaction of GO-JEK driver-partners. If work stress increases, it will decrease the job satisfaction of GO-JEK driver-partners. Likewise, if work stress decreases it will increase the job satisfaction of GO-JEK driver-partners.

Keywords: Financial compensation; work stress; job satisfaction

1. Introduction

Human resources in a corporate organization is an inseparable entity. The organization of the company can run following the expectations if there are human beings who have the same goal that is to make the organization where he works and make a living it can experience an increase in profits and development every year.

Congestion and unreliable public transportation are common problems in several major cities in Indonesia, and motorcycle taxis are one solution. However, often consumers are made kapok with tariffs that are not standard. So people prefer to use a mode of transportation whose price may differ thinly, or bring their vehicle.

All changed after popping up service online, be it that can be ordered by phone, application, or other means. Users are also spoiled for choice with transparent rates that are generally calculated per kilometer. In Indonesia, it looks like GO-JEK was the first to present an online transportation application before competitors sprung up. Changing the way you book your vehicle is quick, easy, and convenient. With just a gadget, the cost can also be said to be measurable and affordable.

The working relationship of PT. GO-JEK Indonesia with drivers is a partnership. Go-JEK partnership system makes a great interest for motorcycle and car users, until now for Bandung there are more than 15000 GO-RIDE partners and 2000 GO-CAR Partners (Source PT. GO-JEK INDONESIA). Users of the GO-JEK Application in Bandung city are increasing, this is marked by the increasing number of GO-JEK app downloaders on the play store.

According to Mondy (2016), Compensation is the entirety of all gifts given to employees in return for their services. The provision of direct financial compensation consists of payments earned by employees in the form of salaries, wages, bonuses, and commissions.

According to Robbin (2015), stress is a dynamic condition in which an individual is faced with opportunities, limitations, or demands following the expectations of the results he wants to achieve in important and uncertain conditions.

When the Covid 19 pandemic hit the country directly changed the social and economic structure not unless gojek driver partners were affected, based on the description we were interested to examine the influence between employee job satisfaction variables, financial compensation, and work stress.

2. Theoretical Studies

2.1. Financial compensation

Financial compensation according to Rivai and Sagala (2016) is a reward given by the company to employees in the form of money.

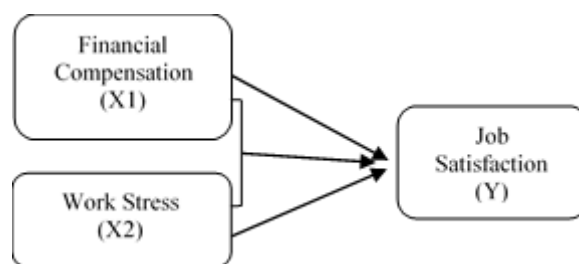
2.2. Work stress

According to Anoraga (2014), work stress is a form of one's response, both physical and mental to a change in his environment that is perceived to be disruptive and results in him being threatened.

2.3. Job satisfaction

According to Rivai (2015), job satisfaction is an evaluation that describes a person for feeling happy or unhappy, satisfied or dissatisfied at work. According to Rivai (2015) states that according to the Job Descriptive Index (JDI) the cause of satisfaction factor is 1) working in the right place, 2) the appropriate payment, 3) Organization and management, 4) supervise on the right job, and 5) the person who is in the right job.

2.4. Research conceptual framework and hypothesis development



In line with the frame of thought, in conducting this study the author formulated the hypothesis of submission as follows:

H1: There is an effect of financial compensation on job satisfaction

H2: There is an Effect of Work Stress on Job Satisfaction

H3: There is an effect of financial compensation and work stress on job satisfaction

3. Methods

The method used by the authors is the descriptive and verificative research method. To find out the effect of financial compensation and work stress on job satisfaction. The research data obtained is processed and analyzed quantitatively. A quantitative approach is a research method based on the philosophy of positivism, used to research a particular population or sample (Sugiyono, 2018). With statistics test, it can be known the Effect of Financial Compensation and Work Stress on Job Satisfaction.

3.1. Population and research samples

3.1.1. Population

According to Sugiyono (2017), the definition of population is a generalized area consisting of objects or subjects of certain characteristics set by researchers to be studied and then drawn conclusions. So in this study the population is the driver partner of PT GO-JEK Indonesia Central Bandung Region.

3.1.2. Samples

According to Sugiyono (2017), samples are part of the number and characteristics that the population has. This sampling must be done in such a way that the sample can function or can describe the actual state of the population, therefore the sample that must be taken from the population must be truly representative (representative). The minimum number of samples used in this study was 115 respondents.

3.2. Data collection techniques

Data collection techniques are ways that are done for. obtain the necessary data and information in the research (Sugiyono, 2017). The data collection techniques performed by the authors in this study are using field research and literature research.

4. Results and Discussion

The results of data obtained from 100 respondents showed the results obtained are as follows:

Table 1. Questionnaire return rate

Number of questionnaires distributed	115
Number of questionnaires that did not return	0
Number of questionnaires returned	115
Number of questionnaires analyzed	115
Questionnaire return rate $115/115 \times 100\%$	100%

4.1. Validity test

The results of the Validity Test of this study are as follows:

Table 2. Validity test X1

Item	r_{count}	r_{table}	Result
1	0.670	0.176	valid
2	0.712	0.176	valid
3	0.414	0.176	valid
4	0.711	0.176	valid
5	0.728	0.176	valid
6	0.646	0.176	valid
7	0.526	0.176	valid
8	0.509	0.176	valid
9	0.531	0.176	valid

Table 3. Validity test X2

Item	r_{count}	r_{table}	Result
1	0.824	0.176	valid
2	0.811	0.176	valid
3	0.797	0.176	valid
4	0.840	0.176	valid
5	0.797	0.176	valid
6	0.784	0.176	valid
7	0.810	0.176	valid
8	0.773	0.176	valid
9	0.774	0.176	valid
10	0.787	0.176	valid
11	0.698	0.176	valid

Table 4. Validity test Y

Item	r_{count}	r_{table}	Result
1	0.369	0.176	valid
2	0.308	0.176	valid
3	0.665	0.176	valid
4	0.645	0.176	valid
5	0.442	0.176	valid
6	0.585	0.176	valid
7	0.342	0.176	valid
8	0.476	0.176	valid
9	0.462	0.176	valid

10	0.525	0.176	valid
11	0.482	0.176	valid
12	0.185	0.176	valid
13	0.474	0.176	valid
14	0.321	0.176	valid
15	0.576	0.176	valid
16	0.553	0.176	valid
17	0.711	0.176	valid
18	0.394	0.176	valid
19	0.406	0.176	valid
20	0.538	0.176	valid
21	0.774	0.176	valid
22	0.721	0.176	valid
23	0.634	0.176	valid

Validity test is used N=100, so it is known Df = N-2, then r table of 0.1966 as the limit of the value of the statement is considered valid. For all variables can be declared valid, because it has passed the minimum according to r table.

4.2. Reliability test

Reliability tests are conducted to show the extent to which a measurement result is relatively consistent when measuring against the same aspect on the same measuring instrument. A set of questions to measure a variable is said to be reliable and successfully measures the variable we measure if its reliable coefficient is greater than or equal to 0.6 (> 0.60).

Table 5. Reliability test

Variable	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
X ₁	0.869	0.870	9
X ₂	0.953	0.955	11

For all variables obtained by Cronbach's Alpha > 0.60, the questionnaire for this variable is declared reliable.

4.3. Correlation coefficient

Table 6. Correlation coefficient and coefficient of determination of financial compensation and work stress to work satisfaction of GO-JEK driver-partners

Coefficients^a

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.616 ^a	.380	.369	8.11815

Based on Table 6, the calculation result of the correlation coefficient (R) is 0.616. The value is between the value of 0.60 – 0.799 meaning Financial compensation (X1) and Work stress (X2) have a strong relationship with the job satisfaction of GO-JEK driver-partners (Variable Y).

4.4. Coefficient of determination

From Table 6, it is known that the coefficient of determination is 0.380 or 38.0%, meaning that the variables financial compensation (X1) and Work stress (X2) have an influence on the job satisfaction of GO-JEK driver-partners (Variable Y) of 38.0% and the remaining 61.0% influenced by other factors.

4.5. Partial hypothesis testing

First Hypothesis

H₀: $\rho \leq 0$, means that there is no effect between financial compensation on the job satisfaction of GO-JEK driver partners.

H₁: $\rho > 0$, means that there is an effect of financial compensation on the job satisfaction of GO-JEK driver-partners.

Table 7. Financial compensation variable hypothesis test results (X1) to the job satisfaction of GO-JEK driver-partners

Coefficients^a			
	Model	t	Sig.
1	(Constant)	8.206	.000
	Compensation	8.321	.000

From Table 7, it can be concluded that the value of things (8,321) > ttable (1,658) and significance value of 0.000 < 0.05 means, Ho is rejected. Thus the variable Financial compensation (X1) affects the variable Job satisfaction of GO-JEK driver-partners (Variable Y). If the financial compensation is getting better, then the job satisfaction of GO-JEK driver-partners will increase, as well as if the financial compensation gets worse than the job satisfaction of GO-JEK driver-partners will decrease.

Table 8. Results of work stress variable hypothesis test (X2) on work satisfaction of GO-JEK driver partners

Coefficients^a			
	Model	t	Sig.
1	(Constant)	4.551	.000
	Job Stress	8.244	.000

From Table 8, it can be concluded that the value tcount (8,244) > ttable (1,658) and significance value 0.000 < 0.05 means, Ho is rejected. Thus the variable Work stress (X2) affects the variable Job satisfaction of go-jek driver-partners (Variable Y). If work stress increases, it will decrease the job satisfaction of GO-JEK driver-partners. Likewise, if work stress decreases it will increase the job satisfaction of GO-JEK driver-partners.

4.6. Simultaneous hypothesis testing (F test)

To be able to know the effect of financial compensation and work stress on the work satisfaction of GO-JEK driver-partners simultaneously, it is necessary to test hypotheses where the results can be obtained in the following table:

Table 9. Simultaneous hypothesis testing (F test) ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
1Regression	4525.098	2	2262.549	34.331	.000 ^a
Residual	7381.284	112	65.904		
Total	11906.383	114			

a. Predictors: (Constant), Job Stress, Compensation

b. Dependent Variable: Job Satisfaction

4.7. Formulating the zero hypothesis

H₀: $\beta_1 = \beta_2 = 0$, means that there is no simultaneous effect of Financial compensation (Variable X1) and Work stress (Variable X2) on the job satisfaction of GO-JEK driver-partners (Variable Y).

H₁: $\beta_1 \neq \beta_2 \neq 0$, means that there is simultaneous effect of Financial compensation (Variable X1) and Work stress (Variable X2) on the job satisfaction of GO-JEK driver-partners (Variable Y).

4.8. Specify F count

From Table 9, it can be seen that the value of Fcount (34,331) > Ftable (3,232) then H₀ is rejected and H₁ is received which means that there is a significant influence together (simultaneously) of financial compensation (Variable X1) and Work Stress (Variable X2) on the work satisfaction of GO-JEK driver-partners (Variable Y).

5. Results and Discussion

Based on the results of the determination test in table 6 it is known that the coefficient of determination is 0.380 or 38.0%, meaning that the variables Financial compensation (X1) and Work stress (X2) influence the job satisfaction of GO-JEK driver-partners (Variable Y) of 38.0% and the remaining 61.0% influenced by other factors.

Based on the results of the first hypothesis test on financial compensation (X1), t_{count} value (8,321) > t_{table} (1,658).

In the results of the second hypothesis test against work stress (X2), t_{count} value (8,244) > t_{table} (1,658) and significance value of $0.000 < 0.05$ means, H_0 was rejected and H_1 was accepted. Thus the variable Financial compensation (X1) Work stress (X2) affects the variable Job satisfaction of go-jek driver-partners (Variable Y).

Then in the last part through the hypothesis test simultaneously obtained the value of F_{count} (34,331) > F_{table} (3,232) then H_0 is rejected and H_1 is accepted which means there is a significant influence together (simultaneously) of financial compensation (Variable X1) and Work Stress (Variable X2) on the job satisfaction of GO-JEK driver-partners (Variable Y).

6. Conclusion

Based on the results of the research and discussion, it can be concluded as follows:

1. Based on the results of the study shows that there is a significant influence together (simultaneous) of financial compensation and work stress on the job satisfaction of GO-JEK driver-partners.
2. Financial compensation affects the variable Work satisfaction of GO-JEK driver-partners. If the financial compensation is getting better, then the job satisfaction of GO-JEK driver-partners will increase, as well as if the financial compensation gets worse than the job satisfaction of GO-JEK driver-partners will decrease.
3. Work stress has a significant and negative effect on the variable Work satisfaction of GO-JEK driver-partners. If work stress increases, it will decrease the job satisfaction of GO-JEK driver-partners. Likewise, if work stress decreases it will increase the job satisfaction of GO-JEK driver-partners.

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