The Influence of Workload and Job Stress on the Performance of Online Motorcycle Taxi Drivers (Grab, Maxim, and Gojek) in the Semarang City Area

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A R T I C L E I N F O	ABSTRACT
	This research aims to analyze the influence of workload and job stress on employee performance among online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City area. The population in this research consists of online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City area, with a sample size of 96 respondents, who meet the criteria of having worked for a minimum of one year. This research found that the workload variable has a significant negative partial effect on the employee performance of online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City area, and the job stress variable also has a significant negative partial effect on the decline in employee performance among online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City area.

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1. INTRODUCTION

The advancement of technology has brought numerous innovations in various aspects of life, including the field of transportation. In Indonesia, as you mentioned, online transportation has become a popular solution for a portion of the population, especially in major cities, to overcome various challenges in the traditional transportation system. While it poses challenges for those reliant on non-technology-based transportation services, online transportation serves as a solution for many individuals whose transportation system is still flawed. It's not surprising that many people choose to transition from traditional transportation methods to online transportation options. This choice offers convenience, more affordable costs, comfort, and a more reliable level of security. Although online transportation has many advantages, there are still several challenges that need to be addressed, such as regulations related to safety and service quality, as well as traffic congestion issues in some cities. However, technological advancements continue to drive innovation in the transportation sector, and it is expected that there will be ongoing efforts to improve the transportation system as a whole in Indonesia (Mahendra et al., 2022).

Several companies in Indonesia provide well-known online motorcycle taxi services such as Grab, Maxim, and Gojek. They offer a variety of facilities, including passenger transportation, food delivery, goods delivery, and even health consultations. Online motorcycle taxi customers can easily receive orders from customers because there are no strict time limits, considering the very flexible working hours. Many students and part-time workers choose to become online motorcycle taxi

drivers because of the convenience this job offers. The performance level of online motorcycle taxi drivers is very important because their service has a positive impact on business. Consistently good performance can increase and strengthen the confidence of business partners or investors dealing with the company, and this can without a doubt lead to financial success (Pramono & Purwaningrum, 2023). The labor involved in online motorcycle taxis may be too heavy for them. Attention to human resource performance is important for companies because it is considered one of the main priorities. Human resources are considered a valuable asset for an organization, which cannot be valued in terms of price, so it is important to pay attention to their performance (Pramono & Purwaningrum, 2022).

A person's work effectiveness is often measured through their performance level, which reflects the extent to which they meet job requirements and achieve expected results. Performance generally refers to the final results of tasks carried out by employees under the direction of the leader (manager), the qualifications they have, as well as efforts to continue to improve their abilities by using reasoning during work (Bruggen, 2015). Performance refers to the ability to achieve certain job requirements which is ultimately reflected in the results or output produced (Auliya et al., 2023). According to the findings of the experts above, performance is the maximum effort made by employees to achieve or provide maximum business results. Consistently high performance in completing work tasks can create a productive and satisfying work environment.

The results of a pre-survey involving 20 online motorcycle taxi drivers indicate that workload and job stress are two significant factors that have a substantial impact on their performance. High workloads, such as challenging work targets, time constraints, and the need for greater experience, were perceived as the primary causes of stress by the respondents, which, in turn, affected their ability to maintain high-quality service. In the competitive environment of the online motorcycle taxi industry, high workloads serve as a hindrance for drivers in delivering quality service to customers. Furthermore, job stress resulting from various demands, such as target pressure, role complexity, interactions with fellow drivers, and platform management policies, also influences driver performance and may even hurt their mental well-being. These findings provide valuable preliminary insights for formulating recommendations and management strategies that can enhance the quality of service and the well-being of online motorcycle taxi drivers, ensuring efficiency and effectiveness in their work amidst complex challenges.

The workload can be a factor that may negatively impact employee performance (Auliya et al., 2023; Bartram et al., 2023; Bruggen, 2015; Chowhan & Pike, 2023; Harefa & Saputra, 2023; Indrawan et al., 2022; Johari et al., 2018; Mariska & Sulaiaman, 2023; Sulastri & Onsardi, 2020), because tasks that must be completed within a certain time limit involve mental effort and ability, and require physical and psychological effort. Workload is the number of tasks or working hours expected or given to a worker (Chowhan & Pike, 2023). Giving too many tasks and responsibilities to one individual in an organizational unit can result in substandard performance. The limited time employees have to complete their work often results in excessive workload having a negative impact. This can result in stress, fatigue, decreased motivation, and decreased quality of work. Additionally, excessive workload can disrupt employee focus and productivity, increase the risk of errors, and harm the overall productivity of the team. Therefore, it is important to distribute the workload fairly among team members to maintain optimal performance and employee well-being (Auliya et al., 2023).

Work stress is also a negative factor that determines employee performance (Chowhan & Pike, 2023; Foy et al., 2019; Harris & Fleming, 2017; Hermawan, 2022; Indrawan et al., 2022; Mahendra et al., 2022; Mariska & Sulaiaman, 2023; Subchanifa et al., 2020; Sulastri & Onsardi, 2020; Yeniaras & Kaya, 2022). Job stress is a dynamic situation in which individuals face opportunities, constraints, or demands related to things that are highly desired and the results are considered uncertain but important (Suhendarlan et al., 2022). Stress in the work environment often has its roots in a decrease in an employee's performance in carrying out their duties effectively. This can be caused by a heavy workload or unsettling environmental factors. Job stress can also be triggered by very tight schedules, forcing employees to complete tasks quickly but with unsatisfactory results. Such schedules often do not take environmental conditions into account and can feel very rushed. In addition, employees often face challenges, problems, and emotional burdens that can result in anxiety and worry. It is important to remember that this can impact how well employees perform in

the workplace. Excessive stress can threaten an individual's ability to function well in their work environment. Therefore, stress management and psychological support in the workplace are important factors in maintaining employee performance (Mariska & Sulaiaman, 2023).

There is an interesting comparison in previous research which indicates that work stress hurts employee performance, but the latest research conducted by Naim shows different results, namely that work stress does not have a significant effect on employee performance (Naim et al., 2020). This difference creates a gap in this research.

Another interesting phenomenon is related to the performance of online transportation service drivers, based on the results of a survey conducted by YLKI in 2022 with the participation of 4,565 respondents, it appears that the majority of respondents (59%) are satisfied with the service. However, 41% of respondents expressed disappointment with the service. Overall, the percentage of 59% who are satisfied can be considered positive, indicating that more than half of users are satisfied with the performance of online transportation service drivers. However, it should be emphasized that the figure of 41% who felt disappointed also has significant relevance, because almost four in ten respondents experienced dissatisfaction with the driver's performance. Therefore, further steps are needed to understand the factors that influence driver performance to improve the quality of this online transportation service.

2.   RESEARCH METHOD
Types of research
This research is an explanatory research which aims to observe the relationship between a variable and other variables (Sugiyono, 2017). The main data source in this research was obtained by researchers through the use of a questionnaire which was announced to respondents, using a Likert scale from one to five. Meanwhile, secondary data was obtained from sources such as previous research journals and books relevant to the research variables.

Population and Sample
The population in this research consists of online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City Area, with an unpredictable number. To calculate the sample in an unknown population with a 95% confidence level, a total of 96.04 was obtained, which was rounded up to 96 respondents. The sampling technique used in this research is purposive sampling technique, with the criteria being that online motorcycle taxi drivers have at least one year of experience in the profession.

Research variable
The variables in this research consist of two independent variables, namely workload (X1) and work stress (X2), as well as one dependent variable, namely employee performance (Y). The workload variable in this research is measured through indicators such as the amount of work that must be done, time aspects that need to be considered, and subjective psychological experiences experienced. (Yeniaras & Kaya, 2022). The work stress variable in this research is measured through indicators such as stress related to task demands, stress related to role demands, stress related to interpersonal demands, and stress related to management (Chowhan & Pike, 2023). The employee performance variable in this research is measured through indicators such as quality of work results, quantity of work results, timeliness, work independence, and work commitment (Auliya et al., 2023),

Instrument-test
The initial stage in this research is to test the instrument which consists of validity and reliability tests. The validity test aims to measure the extent to which the instrument can measure the variables you want to study. Meanwhile, the reliability test aims to measure the extent to which the instrument can measure the same variable consistently at different times.

Classic Assumption Test
The next step is to carry out classical assumption tests which include normality tests, multicollinearity tests, and heteroscedasticity tests. The normality test is carried out to ensure that

the data used in the research has a normal distribution. The multicollinearity test aims to check whether there is a strong relationship between the independent variables. Meanwhile, the heteroscedasticity test is carried out to ensure that the variance of the dependent variable is constant and homogeneous.

Regression analysis

The next step is to carry out a regression analysis to test the proposed hypothesis. Regression analysis is used to see the extent of the influence of the independent variable on the dependent variable. Several types of regression analysis can be used, such as simple linear regression and multiple linear regression. The regression equation in this study is $Y = \beta_1 X_1 + \beta_2 X_2 + e$. From this formula, Y represents employee performance, X_1 represents workload, X_2 represents work stress, β is the regression coefficient, and e is the error.

T-Statistics Test

After carrying out the regression analysis, the next step is to test the hypothesis using the t-test. The t-test was carried out to test the significance of the regression coefficient on each independent variable.

Test the model

The final stage is to carry out a model test which includes the coefficient of determination test and the F test. The coefficient of determination test is used to measure how much variation in the dependent variable can be explained by the independent variable. Meanwhile, the F test is used to test the overall significance of the regression model.

3.   RESULTS AND DISCUSSIONS
Respondent

The respondent profile shows that the majority of online motorcycle taxi drivers are men, with 72 people or around 75% of the total respondents. Meanwhile, women also play a role in this profession, although in a smaller proportion, namely 24 people or around 25% of the total respondents. This reflects that although it is dominated by men, women are also involved in the online motorcycle taxi business. In terms of age, the respondent profile shows significant variations. Most of the respondents, namely around 65.6%, were aged between 41 and 50 years, which reached a total of 63 people. On the other hand, there are also groups of respondents aged between 20 and 30 years (18.8%) and between 31 and 40 years (15.6%). However, interestingly, there were no respondents aged between 51 and 60 years in this sample. This age profile illustrates the diversity in the age range of online motorcycle taxi drivers. In terms of education, the majority of respondents had a high school educational background, with a total of 66 people or around 71% of the total respondents. In addition, around 29% of respondents had a bachelor's degree, which reached 27 people. This educational profile indicates that the majority of online motorcycle taxi drivers have a secondary level of education and a few have a tertiary education, which can provide further insight into their characteristics as workers in this industry.

This respondent profile provides a more detailed picture of the demographic characteristics of online motorcycle taxi drivers, including gender, age, and education level. This information can help in further understanding the factors that may influence their work performance and experience as well as in designing more appropriate management strategies to meet their needs in the competitive online motorcycle taxi industry.

Validity test

This research applies a validity test to evaluate the extent to which the instruments used in the research can accurately measure the variables the researcher wants to measure (Ghozali, 2018). Indicators are said to be valid if the calculated r-value is greater than the specified table r-value.

Table 1. Validity Test Results

	r count	r table	Information
X1.1	0,628	0,202	Valid
X1.2	0,640	0,202	Valid
X1.3	0,499	0,202	Valid
X2.1	0,509	0,202	Valid
X2.2	0,652	0,202	Valid
X2.3	0,600	0,202	Valid
X2.4	0,881	0,202	Valid
Y1	0,578	0,202	Valid
Y2	0,470	0,202	Valid
Y3	0,462	0,202	Valid
Y4	0,590	0,202	Valid
Y5	0,476	0,202	Valid

Source: Processed primary data, 2023

Table 1 shows that each item meets the requirements, namely the calculated r-value > r table = 0.202 (N = 96, α = 0.05), so all items are valid.

Reliability Test

A reliability test is used to measure whether a research instrument is reliable or not (Ghozali, 2018). The minimum value for whether an instrument is reliable or not is Cronbach Alpha 0.70 (Ghozali, 2018).

Table 2. Reliability Test Results

Variable	Cronbach Alpha	Information
Workload (X_1)	0,750	Reliable
Job stress (X_2)	0,820	Reliable
Employee performance (Y)	0,740	Reliable

Source: Processed primary data, 2023

Based on Table 2, it can be seen that all variables show a Cronbach Alpha value above 0.7, indicating that all these variables have high reliability and can be trusted.

Classic assumption test

The normality test in this research uses the Kolmogorov-Smirnov Test, as follows: The test statistical value of 0.069 indicates that the normality test value is relatively small. This indicates that the data in the study tends to follow a normal distribution. Meanwhile, Asymp. Sig. (2-tailed) of 0.200 indicates that the significance value is greater than the predetermined alpha significance level. The commonly used alpha significance level is 0.05. With a significance value greater than alpha, it can be concluded that there is no significant difference between the data in research with a normal distribution.

The multicollinearity test in this research is as follows:

Table 3. Multicollinearity Test Results

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Workload (X1)	,410	2,441
	Job stress (X2)	,410	2,441

Source: Processed primary data, 2023

The Tolerance and VIF values for the Workload (X1) and Job stress (X2) variables are the same, namely 0.410 and 2.441. This value indicates that there is no significant multicollinearity problem in the two independent variables because the Tolerance value is greater than 0.1 and the VIF value is smaller than 10. Thus, it can be concluded that the model used in this research does not experience significant multicollinearity problems. significant. This ensures that the results of the regression analysis are reliable and relevant to the research objectives.

The heteroscedasticity test in this research used the Glejser Test, as listed below:

Table 4. Heteroscedasticity Test Results

Model		Sig.
1	(Constant)	,103
	Workload (X1)	,376
	Job stress (X2)	,066

Source: Processed primary data, 2023

The significance result for the workload variable is 0.376, while for the work stress variable, it is 0.066. Both values are greater than 0.05, so it can be concluded that there are no symptoms of heteroscedasticity in these two variables.

Regression Analysis

In this research, regression analysis was carried out to test whether there was an influence between workload and job stress variables on employee performance.

Table 5. Regression Results

Effect	Beta	t	Sig.
Workload (X$_1$) → *Employee performance* (Y)	-0,468	-5,342	0,000
Job stress (X$_2$) → *Employee performance* (Y)	-0,426	-4,858	0,000

Source: Processed primary data, 2023

The regression analysis equation based on Table 5 is as follows:
Y1 = (-0,468) X1 + (-0,426) X2

The explanation of the regression equation is as follows: Regression coefficient (beta) β1 = -0.468, because it has a negative sign (-), it can be interpreted that the higher the workload, the lower the employee performance. Regression coefficient (beta) β2 = -0.426, because it has a negative sign (-), it can be interpreted that the higher the job stress, the lower the employee performance.

Statistical Test t

The t-test is used to partially test the influence of each independent variable, namely workload and job stress variables, on the dependent variable, namely employee performance. Based on the results from Table 6, it can be concluded that the workload variable (X1) has a significant influence on reducing employee performance (Y) with a significance level of 0.000, which is greater than 0.05. Apart from that, the job stress variable (X2) also has a significant influence on reducing employee performance (Y) with a significance level of 0.000, which is smaller than 0.05.

F test

The F test in this research is used to evaluate whether the independent variables as a whole have a significant influence on the dependent variable.

Table 6. F Test Results

F	Sig.
112,296	0,000[b]

Source: Processed primary data, 2023

Table 6 shows that the variables Workload (X1) and job stress (X2) together have an influence on employee performance (Y) with a significance of 0.000 < 0.05.

Coefficient of Determination Test

The coefficient of determination test in this research is to measure how far the model can apply variations in the dependent variable, namely employee performance, with variations in the independent variables, namely workload and job stress.

Table 7. Test Results for the Coefficient of Determination

Model	R	*R Square*	*Adjusted R Square*
	0,841[a]	0,707	0,701

Source: Processed primary data, 2023

In Table 7, there is an Adjusted R Square with a value of 0.701. This value shows that 70.1% of the ability of the Workload variable (X1) and the Job stress variable (X2) is in explaining the Employee performance variable (Y). The remainder, namely 29.9%, can be explained by other factors outside the scope of this research, such as organizational culture, organizational commitment, work environment, and so on.

Discussion

Workload on Employee Performance for Online Ojek Drivers (Grab, Maxim, and Gojek) in the Semarang City Area. The findings in this journal provide strong evidence regarding the relationship between workload and employee performance, especially in the context of online motorcycle taxi drivers. The results of this study confirm that high workload has a significant negative impact on employee performance. Online motorcycle taxi drivers who feel that there are too many burdens, such as unrealistic work targets, limited time, and the need for more experience, tend to have low performance. In this case, the high workload creates challenges for drivers in carrying out their duties efficiently, and this is reflected in their inability to meet the quality standards set by the company.

This finding is also in line with previous research which has shown that workload can be an important factor influencing employee performance in various industries (Auliya et al., 2023; Bartram et al., 2023; Bruggen, 2015; Chowhan & Pike, 2023; Harefa & Saputra, 2023; Indrawan et al., 2022; Johari et al., 2018; Mariska & Sulaiaman, 2023; Sulastri & Onsardi, 2020), Factors such as target pressure, time constraints, and incompatibility of experience are elements that complicate the workload of online motorcycle taxi drivers. Therefore, company management needs to consider strategies to reduce the workload felt by drivers, such as setting realistic targets, providing the necessary training, and managing time wisely. Efforts to reduce workload can improve the quality of service and performance of online motorcycle taxi drivers, which in turn will strengthen the company's image in the eyes of customers.

Job Stress on Employee Performance in Online Ojek Drivers (Grab, Maxim, and Gojek) in the Semarang City Area. The findings in this journal provide a deeper understanding of the role of job stress in the context of the performance of online motorcycle taxi drivers in the Semarang City Area, involving companies such as Grab, Maxim, and Gojek. The research results confirm that job stress has a significant negative impact on employee performance in this sector. Online motorcycle taxi drivers who often feel pressured by various demands, such as targets that are difficult to achieve, their roles are complex, interactions with fellow drivers, and management policies of the online motorcycle taxi platform, tend to have low performance. In this context, high job stress is one of the

key factors influencing the quality of drivers' performance, which can be reflected in their inability to comply with company policies and goals.

This study is also in line with previous findings which have shown that job stress can hurt employee performance in various industrial sectors (Chowhan & Pike, 2023; Foy et al., 2019; Harris & Fleming, 2017; Hermawan, 2022; Indrawan et al., 2022; Mahendra et al., 2022; Mariska & Sulaiaman, 2023; Subchanifa et al., 2020; Sulastri & Onsardi, 2020; Yeniaras & Kaya, 2022). Factors that cause job stress in online motorcycle taxi drivers, such as target pressure and firm management, are relevant issues in a dynamic and competitive work environment. Therefore, the results of this research provide a valuable contribution to understanding the challenges faced by online motorcycle taxi drivers and provide a better understanding of the importance of effective job stress management to improve their performance. Efforts to reduce job stress and improve the mental well-being of drivers can potentially improve service quality and productivity in the online motorcycle taxi industry.

4.   CONCLUSION

Based on the research results previously explained, it can be concluded that: The workload variable individually has a significant negative influence on the performance of online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City Area. This means that the higher the workload faced by online motorcycle taxi drivers, the lower their performance tends to be. The individual job stress variable also has a significant negative influence on the performance of online motorcycle taxi drivers (Grab, Maxim, and Gojek) in the Semarang City Area. This means that the higher the level of job stress felt by online motorcycle taxi drivers, the more their performance tends to decline.

5.   SUGGESTION

Based on the research results, the researchers' suggestions are: Based on the finding that the lowest indicators in the workload variable are time aspects, online motorcycle taxi service providers in the Semarang City Area need to consider several strategic steps. In this case, it is recommended that service providers improve time management for drivers. They can introduce more efficient systems in scheduling and task allocation, ensuring that drivers have enough time to rest and are not rushed through services. In addition, service providers can provide time management training or guidance to drivers to help them manage their time better. The lowest indicator in the job stress variable is related to management, online motorcycle taxi service providers must also pay special attention to this aspect. It is recommended that service providers review policies and procedures that may be stressors related to management. It may be necessary to simplify operational processes or improve communication between drivers and management. Additionally, service providers can introduce training or coaching that focuses on stress management to help drivers better deal with pressure. Additionally, emotional support systems, such as counseling or mental well-being services, can also be introduced to help drivers cope with job stress.

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