



Effect of Work Environment and Work Motivation on the Performance of Gojek Drivers in the City of Surakarta

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ABSTRACT

Online transportation is slowly becoming the prima donna in the world of transportation. Especially in the city of Surakarta, Gojek online transportation is ingrained as an online transportation service that performs very well, by providing services using online transportation applying costs that can be said to be cheap, prioritizing customer convenience, cashback and discounts for users. So, from that assessment, new customers will be able to judge by themselves so that it has an impact on feeling safe and calm when choosing online transportation. The purpose of this research is to examine the influence of work environment variables and work motivation variables on driver performance. This research method uses quantitative. The results of this study, work environment variables partially have a positive and significant effect on performance variables and work motivation partially have a positive and significant influence on performance variables. Work environment variables and work motivation variables simultaneously have a positive and significant influence on performance variables

INTRODUCTION

Economic growth is growing from year to year with changes in science and technology, one of which is transportation accommodation. Transportation is an activity of moving people, goods and services from one place to another with a specific purpose. Transportation is always needed and plays an important role in everyday life. It has three criteria, namely land, water and air transportation. So that moving transportation is assisted by engine power, but there is also transportation assisted by human and animal power. The most efficient and inexpensive transportation is land transportation, for example motorbikes. With this land transportation, many users can support human activities to move places efficiently.

At this time, it is not felt that the existence of transportation has an impact on congestion in the use of private transportation. So it is not uncommon to have an impact on being late for school, work and others. This has become a concern of the government, so that every region of Indonesia has been enforced to use public transportation. This is also a concern, because the times are increasingly modern and the government's technological sophistication must keep up with the times. So that many online transportation began to appear. The emergence of online transportation is very helpful for the mobility of both individuals and in the business world. Online transportation has also cooperated with each other, both land, water and air transportation. Online transportation for this advanced generation has quite a positive impact.

Quoted from the web pageGoJek, (2023)accessed on March 28 2023, that Gojek is a brand owned by PT GoTo Gojek Tokopedia Tbk, for the Surakarta area the address is at Jl. Parang Pamor No.2, Sondakan, Kec. Laweyan, Surakarta City, Central Java 57147. Gojek Solo Raya office hours Monday to Thursday 09.00 – 18.00 WIB, while on Friday only until 17:00 WIB and on Saturday – Sunday the Gojek office is closed. At present, Gojek is developing very rapidly in the categories of transportation and logistics services, payments, ordering food and shopping, entertainment and business. Reported fromValidNews.id, (2019)which was accessed on March 13, 2023 that Gojek entered the four largest online transportation companies and became the number one choice of users.

Table 1. Online Ojek Company

Company	User	Service
gojek	150 million	27
Grab	138 Million	15
Antherin	100 thousand	3
Bitcar	10 thousand	1

Source: Secondary Data Processed in 2023

Online transportation is slowly becoming the prima donna in the world of transportation. Especially in the city of Surakarta, Gojek online transportation is ingrained as an online transportation service that performs very well, by providing services using online transportation applying costs that can be said to be cheap, prioritizing customer convenience, cashback and discounts for users.

So, from that assessment, new customers will be able to judge by themselves so that it has an impact on feeling safe and calm when choosing online transportation.

The work environment is a social, psychological and physical life that has an influence on workers who are useful in carrying out their duties. The work environment has aspects that influence the success of workers. The work environment is said to be good, if workers make a major contribution to the company in a direct or indirect way that aims for the progress of the company. So this can be said that the work environment can be a progress in company performance can be achieved if workers get satisfaction and a pleasant environment. It is according Masdur and Abadi, (2020) in his research entitled "The Influence of the Work Environment and Incentives on the Performance of Grabcar Online Transportation Partners in DKI Jakarta" which states that the work environment influences the performance of Grabcar Partner drivers in DKI Jakarta. Meanwhile according to Ardianto and Hardikusuma, (2022) in his research entitled "The Influence of Environment and Work Morale on the Performance of Gojek Drivers in the South Cikarang Region" states that the work environment does not affect the performance of drivers in the South Cikarang region.

Employee satisfaction does not necessarily come from the work environment, with work motivation it also influences drivers to reach climax in carrying out their activities as Gojek drivers, without work motivation they will not achieve satisfaction at work. One of the factors that is important to have the drive to do the job. Work motivation is a method used to move and direct workers so that they can carry out their duties to achieve goals with full awareness and responsibility. The influence of the work environment and work motivation in achieving job satisfaction as a Gojek driver will increase income for Gojek drivers and will affect the progress of the company. Especially with a lot of economic spending at this time, This is also the driving force for workers to choose Gojek drivers as a side job and there are also those who make Gojek driver work their main job to earn income. According to Aryani et al, (2022) that motivation must be owned by every employee to complete the work with enthusiasm. So research from Aryani et al, (2022) in his research entitled "The Effects of Compensation, Motivation and Work Stress on Employee Performance: Case Studies in the Gojek 24 Yogyakarta Family Community (2021)", which states that the work motivation variable has a positive and significant relationship with performance variables. Meanwhile, according to research from Husen et al, (2022) in his research entitled "The Influence of Motivation and Organizational Climate on the Performance of Grab Partners in Palu City", stated that the results of his research, motivational variables had no significant effect on the performance of Grab partners in Palu city.

Driver performance has an important role in supporting and optimizing the goals desired by the company. In achieving driver performance, the company's role is not spared in paying attention to all aspects that have an influence on performance development. With driver performance measurement, in general the company provides rewards both financially and non-financially so that

drivers always provide optimal results for the company. The performance of Gojek drivers is assessed using the rating given by the customer, the point system, the performance and rating given by the company. Even though the company does not set drivers' working hours, the company targets to reach 20 points for drivers so they can get the full daily bonus.

LITERATURE REVIEW

Carrying out his duties as a Gojek Surakarta driver, the driver's work environment includes the onbid area, colleagues, facilities provided by Gojek in the form of applications, Gojek uniforms and a code of ethics. In the opinion of Ardianto and Hardikusuma's research, (2022) The work environment is a situation in doing work by providing an atmosphere and situation at work so that it can affect the performance of Gojek drivers. Motivation is a person's desire within himself that causes a will or urge to act to work for someone, and has motives that aim to provide enthusiasm and achieve the results you want and obtain optimally and on target. So that the motivational factor is very important in becoming a determining factor in achieving success and can describe a person's satisfaction or dissatisfaction in finding ways to meet his needs. According to Havidz et al, (2021) argue the same that, motivation will make individuals always try with all their might to achieve the goals they want. According to Pratama and Suwena, (2022) states that performance is very good when the goals of the organization can be achieved optimally. Thus, the objectives become the object of performance evaluation that comes from the skills of a person's ability to carry out their duties by evaluating them using certain benchmarks that are carried out objectively and periodically.

Hypothesis

Based on the discussion in the relevant theoretical basis, previous research, and conceptual framework, the proposed hypotheses are as follows :

1. Work Environment Variables

Ha: There is a positive and significant impact between the work conditions on the performance of Gojek drivers in the city of Surakarta.

Ho: There is no positive and significant impact between the work conditions on the performance of Gojek drivers in the city of Surakarta.

2. Motivational Variables

Ha: There is a positive and significant impact between work motivation on the performance of Gojek drivers in the city of Surakarta. Ho: There is no positive and significant impact between work motivation on the performance of Gojek drivers in the city of Surakarta.

3. Work Conditions Variables and Work Motivation Simultaneously

Ha: There is a positive and significant impact simultaneously between the work conditions and work motivation on the performance of Gojek drivers in the city of Surakarta.

Ho: There is no positive and significant impact simultaneously between the work conditions and work motivation on the performance of Gojek drivers in the city of Surakarta.

METHODOLOGY

This research uses quantitative methods. The object research was conducted on Gojek drivers in Surakarta City with the time to be used from May to July 2023. This study used a sample of 100 respondents who participated.

The criteria in this research sample are:

- a. *Drivers* Gojek is Active in Surakarta City
- b. Minimum 17 Years Old
- c. *Drivers* Gojek that has Been Operating for at Least 1 Year

The sample in this study totaled 113 respondents in total from the targeted 100 respondents. Source of data used in this study using primary data and secondary data. So, with that the researchers used primary data obtained from distributing questionnaires to drivers or drivers online Gojek. The sampling technique in this study is technique purposive sampling, sampling needed in this study using the slovin formula. Secondary data is data whose data type is time series. The author uses secondary data from library sources, research journals, website. This writing analysis uses multiple linear analysis using SPSS 25.

RESULT

Overview of Respondent Characteristics :

1. Gender

Based on this study, the authors distributed questionnaires randomly to Gojek drivers in Surakarta without differentiating gender with the intention of obtaining data that was right on target and accurate according to conditions in the field. The following is a table of respondent characteristics based on gender:

Table 2. Characteristics of Respondents by Gender

		Gender			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Man	67	59,3	59,3	59,3
	Woman	46	40,7	40,7	100.0
	Total	113	100.0	100.0	

Based on the data tabulation table above, it shows that based on the gender of the respondents, Gojek drivers in Surakarta were dominated by 67 men or 59.3%, while Gojek drivers based on female gender were 46 people or 40.7%.

2. Age

This research has determined as many as 100 respondents who the writer will choose as a sample to fill out the research questionnaire. This questionnaire was distributed randomly to Gojek drivers, both Goride and Gocar partners operating in the Surakarta area to obtain valid and truth-tested data. So, from the questionnaire that was distributed to respondents, there were 113 respondents who were willing to fill out the questionnaire correctly and according to the instructions in filling out the questionnaire. Characteristics of respondents based on the age of the respondents, can be seen in the table below as follows:

Table 3. Characteristics of Respondents by Age

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>49 years	21	18,6	18,6	19,5
	17-27 years	41	36,3	36,3	55,8
	28-48 years	51	44,2	44,2	100,0
	Total	113	100,0	100,0	

Based on the age data tabulation table above, it shows that there are 51 Gojek drivers in the city of Surakarta, dominated by drivers aged 28 to 48 years. At the age of more than 49 years there were 21 people and Gojek drivers aged 17 to 27 years as many as 41 people. So that the age percentage of 44.2% is 28 to 48 years old, the highest and the least percentage is over 49 years old, 18.6% and for the percentage of the medium category, 17 to 27 years old is 36.3%.

3. Old Joined Partners

This study has characteristics in distributing questionnaires. So that only drivers who meet the requirements can participate in this study. In order not to widen the discussion that will be raised in this study. The following are the characteristics of the respondents based on the length of time they have joined the respondent's partner, which can be seen below:

Table 4. Characteristics of Respondents Based on Length of Joining Partners

Old Joined Partners					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	>1 year	56	49,6	49,6	49,6
	1 year	57	50,4	50,4	100,0
	Total	113	100,0	100,0	

Based on the data tabulation table above, that shows a difference that is not too big. There are Gojek drivers in Surakarta for more than 1 year as many as 56 people who have long joined as partners with a percentage of 49.6% while joining for 1 year there are 57 people with a percentage of 50.4%.

4. Income in 1 Month

Based on the basis of this research, the income in 1 month that has been obtained by the driver will be the next material to get an overview of the driver, whether during 1 month he gets optimal income or not. The following are the characteristics of respondents based on income in 1 month, which can be seen below:

Table 5. Characteristics of Respondents Based on Income in 1 Month

		Income in 1 Month			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	> IDR 3,000,001	11	9,7	9,7	9,7
	IDR 1,500,001 - IDR 3,000,000	63	55,8	55,8	65.5
	IDR 500,000 - IDR 1,500,000	39	34.5	34.5	100.0
	Total	113	100.0	100.0	

Based on the tabulation table above, 55.8% have an income of IDR 1,500,001 to IDR 3,000,000 as many as 63 people who dominate the highest income for Gojek drivers in Surakarta. As many as 39 people with a percentage of 34.5% have an income of IDR 500,000 to IDR 1,500,000 in one month, while for income greater than IDR 3,000,0001 as many as 11 people with a percentage of 9.7%.

5. GOJEK Partners

Based on this research, only Gojek drivers can fill out the questionnaire. So, with the grouping of Gojek partners, it will be known how many Gojek partners there are from online motorcycle taxis and online taxis. The following below, based on the characteristics of Gojek partners, can be seen as follows:

Table 6. Characteristics of Respondents by Partner

		Partners			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Gokar	39	34.5	34.5	34.5
	Goride	74	65.5	65.5	100.0
	Total	113	100.0	100.0	

Based on the data table above, it shows that Gojek drivers in Surakarta city are dominated by Goride partners with a percentage of 65.5%, totaling 74 people while the remaining 39 people are Gocar drivers with 39 people with a percentage of 34.5%.

Data Analysis

1. Validity test

The validity test is used to test the accuracy of the measuring device and to measure whether or not a questionnaire is valid so that it can be said that the questionnaire is valid, if a question or item statement in the questionnaire is able to reveal something that will be measured against the questionnaire. In testing the validity test is calculated by comparing the value of r count with r table. If r count is more than r table with a significant level of 0.05 then the indicator of the

research variable is said to be valid. The r table value for n = 113 is 0.195. The following is a validity test table using the SPSS version 25 application:

Table 7. Validity Test Results

Variable	Items	Value r table	Calculated r value	Sig. Value	Information
Work Environment (LK)	LK1	0.195	0.803	0.000	valid
	LK2	0.195	0.652	0.000	Valid
	LK3	0.195	0.742	0.000	Valid
	LK4	0.195	0.874	0.000	Valid
	LK5	0.195	0.681	0.000	Valid
	LK6	0.195	0.874	0.000	Valid
	LK7	0.195	0.681	0.000	Valid
Variable	Items	Value r table	Calculated r value	Sig. Value	Information
Work Motivation (MK)	MK1	0.195	0.726	0.000	Valid
	MK2	0.195	0.739	0.000	Valid
	MK3	0.195	0.580	0.000	Valid
	MK4	0.195	0.705	0.000	Valid
	MK5	0.195	0.657	0.000	Valid
Variable	Items	Value r table	Calculated r value	Sig. Value	Information
Performance (K)	K1	0.195	0.854	0.000	Valid
	K2	0.195	0.727	0.000	Valid
	K3	0.195	0.794	0.000	Valid
	K4	0.195	0.836	0.000	Valid
	K5	0.195	0.608	0.000	Valid

According to the table provided, it is evident that all r-count values for the questionnaire statement items on the utilized research variables yield r-count values that exceed the r-tables. The r-table value for the sample size of 113 respondents is 0.195. Therefore, it can be concluded that all statement items on each questionnaire are valid.

2. Reliability Test

Consistency is the extent to which the measuring tool remains steady and dependable, where the extent of consistency is denoted by the coefficient of consistency. Consistency assessment is conducted using Cronbach Alpha, if the computed value of Cronbach Alpha is < 0.90 then the consistency is satisfactory or in other terms the test can be considered reliable. Testing the reliability for the variables Work Environment and Work Motivation on the Performance of Gojek Drivers in Surakarta City obtained the following data:

Table 8. Reliability Test Results

Variable	Cronbach Alpha	N of items	Information
Work Environment	0.879	7	Reliable
Work Motivation	0.704	5	Reliable
Performance	0.825	5	Reliable

According to the table provided, it indicates that the Cronbach Alpha score of the variables of the work environment and work motivation variables as independent variables and the performance variable as the reliant variable has a score higher than 0.60, thus indicating that the dependability and consistency of the survey are satisfactory.

Classic Assumption Test

1. Normalcy test The normalcy test is utilized to examine whether the regression model is distributed normally or not. The examination for normalcy in this investigation was conducted through visual analysis. Normalcy can be identified by observing the dispersion of data or points on the diagonal axis of the plot. This can also be observed from the bar graph and residuals. The foundation for making the decision is as follows:

- a. If the data spreads around the diagonal line or the bar graph, it implies that there is a normal distribution pattern, thus confirming that the regression satisfies the assumption of normalcy.
- b. If the data spreads away from the diagonal line or the bar graph, indicating that it does not follow the direction of the diagonal line or the bar graph, then it suggests an abnormal distribution pattern, implying that the regression does not satisfy the assumption of normalcy.

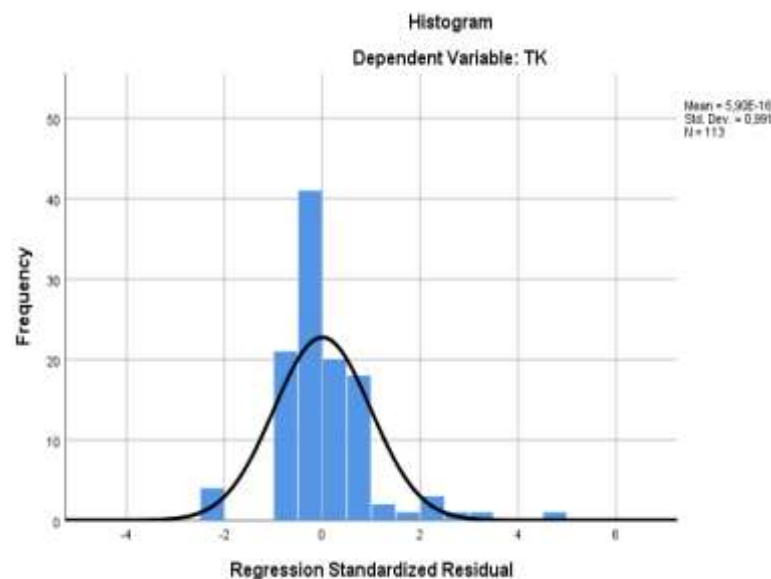


Figure 1. Normality Test Histogram

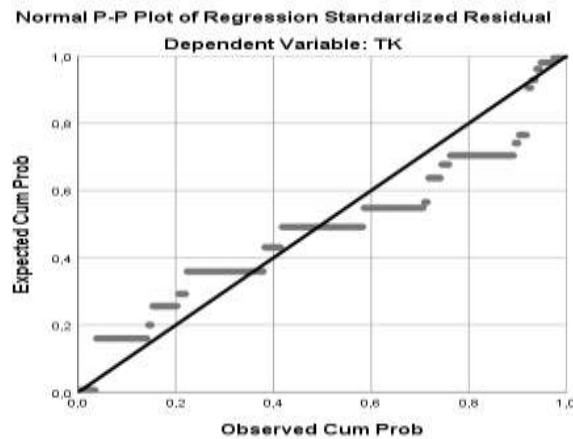


Figure 2. Normality Test Graph

Based on the bar chart and plot data provided, it illustrates the spread around the bar chart line and the spread around the diagonal line on the p-plot graph. Therefore, it can be concluded that the regression model is suitable for use as it fulfills the requirement of normality.

2. Multicollinearity Test

The test for multicollinearity is utilized to ascertain if the regression model has established a connection between the independent variables. Multicollinearity can be detected by examining the tolerance values and Variance Inflation Factor (VIF) values. If the tolerance value exceeds 0.1 and the VIF value is less than 10, it indicates that there is no multicollinearity among the independent variables in the regression model. The following are the results of the multicollinearity test:

Table 9. Multicollinearity Test Results

Independent Variable	Collinearity Statistics	
	Tolerance	VIF
Work Environment	0.441	2,435
Work Motivation	0.441	2,435
Dependent Variable : Driver Performance		

Based on the results of the data multicollinearity test above, the value of the tolerance for the work environment variable is 0.441 and for work motivation is also 0.441, which is greater than 0.1. Additionally, the VIF value for the work environment variable is 2.435 and for work motivation is also 2.435, which is less than 10. Therefore, it can be concluded that there is no multicollinearity.

3. Heteroscedasticity Test

The heteroscedasticity test is conducted to examine whether there is unequal residual variance among observations in the regression model. The significance value is used as the basis for determining the presence or absence of heteroscedasticity. If the significance value is greater than 0.05, it can be concluded that there is no heteroscedasticity. The following is the heteroscedasticity test data:

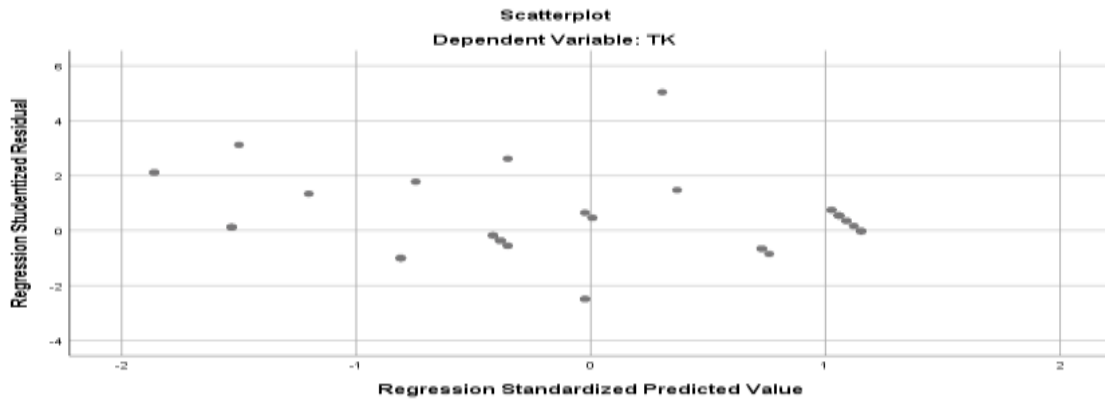


Figure 3. Scatterplot of Heteroscedasticity Test

From the information provided, it is evident from the scatterplot diagram that the data points are dispersed in a random manner, both above and below the zero point on the Y axis. Therefore, upon analyzing the data, it can be concluded that there is no presence of heteroscedasticity in the regression model.

Table 10. Heteroscedasticity Test Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	1,076	,304		3,535	,001
	TLK	,001	,013	,008	,059	,953
	TMK	-.041	,021	-.280	-1.955	.053

Based on the table above, it shows that the work environment variable and work motivation variable have a significant greater than 0.05 on the performance variable so that the data can be said to have no heteroscedasticity.

4. Linear Regression Test

Multiple linear regression test is used to determine the direct effect of the work environment and work motivation on performance. Following are the results of multiple linear regression analysis:

Table 11. Linear Regression Test Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	std. Error	Betas		
1	(Constant)	-,221	,409		-,541	,589
	TLK	,678	,018	,945	38,222	,000
	TMK	.059	,028	.052	2,123	.036

According to the linear regression test table above, it indicates a favorable beta value, indicating that the impact caused by the work environment factor, work drive on performance is favorable, which implies that the effect is one-way. The results of the linear regression formed are:

$$K = -0.221 + 0.945LK1 + 0.052MK2 + e$$

The following is an explanation of the findings of multiple linear regression analysis: If the constant value is -0.221, it can be stated that when the variables of the work environment (LK) and work drive (MK) remain unchanged, the performance of the driver (K) will be -0.221. The coefficient value of the LK variable is positive and statistically significant. This is indicated by a coefficient value of 0.678 and a significance level of 0.000, which is less than 0.05. Based on this data, it can be concluded that any increase in the work environment variable (LK) will be accompanied by an increase in driver performance. The work drive variable (MK) has an impact on driver performance. The coefficient value of work drive (MK) has a positive and statistically significant influence. This can be observed from the value of MK = 0.059, which is significant when compared to the numbers that are less than 0.05, specifically 0.036. Based on this data, it can be stated that work drive (MK) has a positive effect on driver performance.

Hypothesis Testing

1. T test

The fundamental t test demonstrates the extent to which one independent variable independently clarifies the impact on the dependent variable. The t test is utilized to evaluate the importance of the connection between the x and y factors, regardless of whether the variables of the work environment (LK) and work motivation (MK) genuinely impact execution (K) independently or to some extent, as shown below: If the probability of significance number is > 0.05, at that point Ha is dismissed and Ho is acknowledged. If the probability of significance number is <0.05 then Ho is dismissed and Ha is acknowledged.

Table 12. Test Coefficients t

Coefficients ^a					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	std. Error	Betas		

Based on the table above, the following can be observed: a. Impact of work environment factors on driver performance: The calculated t-value for the work environment is 38.222, and the significance level is 0.000, which is less than 0.05. This implies that the work environment variable (LK) has a significant impact on driver performance. Therefore, the hypothesis is accepted, indicating that the work environment variable (LK) partially influences driver performance significantly. As a result, Ha can be accepted. b. Impact of work motivation factors on driver performance: The significance results for the work motivation variable (MK) is 0.036, which is less than 0.05, and the t-count value is 2.123. This suggests that the work motivation variable (MK) has a significant influence on driver performance. Thus, the hypothesis is accepted, indicating that the work motivation variable (MK) partially influences driver performance significantly.

Hence, H_a can be accepted. c. Dominant variable test: The dominant test is conducted initially to compare the coefficient values of the independent variables that have the highest regression coefficients, which impact the dependent variable. The multiple linear regression test for the work environment reveals a regression coefficient value of 0.678, with a significant level of 0.000. On the other hand, the work motivation variable has a regression coefficient value of 0.059, with a significant level of 0.036. Therefore, it can be concluded that the work environment variable is the dominant factor influencing the performance of Gojek drivers in the city of Surakarta. 2. F-test results: The F-test is utilized to determine the collective impact of the independent variables on the dependent variable. The significant value of <0.05 indicates that there is an influence of both work environment variables and work motivation on driver performance. Following are the results of the F test data processing:

Table 13. ANOVA Test

ANOVAa						
Model		Sum of Squares	df	MeanSquare	F	Sig.
1	Regression	395,886	2	197,943	1935,943	,000b
	Residual	11.247	110	,102		
	Total	407,133	112			

Based on the table above, the results in the ANOVA table above show a significance result of 0.000, which means that simultaneously the work environment variables and work motivation have a significant effect simultaneously on driver performance.

3.Result Coefficient of Determination (R^2)

Table 14. Model Summary

Summary modelb				
Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	,986a	,972	,972	,320

The coefficient of determination is the ability of all independent variables to explain the dependent variable. The coefficient of determination of Adjusted Square in the model summary table is 0.972 or 97.2%, which means that the ability of work environment variables and work motivation to explain performance variables while the remaining 2.8% or 0.028 is not discussed in this study.

DISCUSSION

Based on the Above Tests, the Following Conclusions Can be Drawn:

- a. The Influence of the Work Environment (LK) on the Performance of Gojek Drivers in Surakarta City

In testing the coefficient table test statistic t test, the calculated t value for the work environment variable is 38.222 while the significance is 0.000 which means less than 0.05, it can be said that the work environment variable (MK) partially the work environment has a positive and significant influence on performance variables (K) Gojek drivers in the city of Surakarta. This proves that from previous studies, the work environment variables have the same effect on performance, namely research from Masdur and Abadi, (2020) in his research entitled "The Influence of the Work Environment and Incentives on the Performance of Grabcar Online Transportation Partners in DKI Jakarta" which states that the work environment influences the performance of Grabcar Partner drivers in DKI Jakarta.

- b. The Effect of Work Motivation (MK) on the Performance (K) of Gojek Drivers in Surakarta City

In testing the t-test statistical coefficient test table, the work motivation variable (MK) is 0.036, which means less than 0.05 with a calculated t value of 2.123. So that partially there is an influence of work motivation (MK) on the performance of Gojek drivers in the city of Surakarta. This proves that previous research has the same results that work motivation variables affect performance, namely research from Aryani et al, (2022) in his research entitled "The Effects of Compensation, Motivation and Work Stress on Employee Performance: Case Studies in the Gojek 24 Yogyakarta Family Community (2021)", which states that the work motivation variable has a positive and significant relationship with performance variables.

- c. The Effect of Work Environment (LK) and Work Motivation (MK) on the Performance (K) of Gojek Drivers in Surakarta City

In the ANOVA table test it has a significant level of 0.000, which means that together the variables of the work environment and work motivation have a significant effect simultaneously on driver performance.

CONCLUSION AND RECOMMENDATION

This study aimed to analyze the factors of the work setting and the factors of work drive on performance indicators, by examining the explanations and discussions in the preceding chapters. Subsequently, the conclusions of the study are based on the outcomes of the data analysis that has been conducted, by formulating a discussion that demonstrates that the hypothesis has been tested and a meaningful relationship has been established. Based on the findings obtained from the data processing, the researcher draws the following conclusions:

The work environment variable has a t count of 38.222 while the significance is 0.000 which means less than 0.05, so it can be said that the work environment variable (MK) partially has a positive and significant effect on the performance variable (K). The work motivation variable (MK) has a significant value of 0.036, which means less than 0.05 with a t-value of 2.123. So that partially there is an influence of work motivation (MK) on performance (K). Significant ANOVA value of 0.000, which means that simultaneously the variables of the work environment and work motivation have a significant effect simultaneously on driver performance.

SUGGESTION

1. The company is expected to continue to maintain performance by providing additional appreciation for driver performance, so that drivers always maintain good quality service to customers.
2. As a driver, you must always comply with the rules of the Gojek company, and vice versa, as a service provider, the Gojek company is expected to continue to pay attention to drivers.
3. Future research is expected to be able to develop research objects and add other variables, so that it is expected to produce more detailed research and updates.

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