

THE INFLUENCE OF JOB STRESS AND JOB SATISFACTION ON DRIVER PERFORMANCE

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ABSTRACT

Several previous studies on the influence of job stress and job satisfaction on performance is still inconsistent. This study aims to determine the effect of job stress and job satisfaction on driver performance. The sample in this study was 96 Grab motorbike drivers in the Semarang. The data analysis technique used is multiple linear regression. The results show that job stress has a negative effect on driver performance, while job satisfaction has a positive impact on driver performance. The conclusion states that the higher the job stress the driver feels, the significantly lower his performance. Furthermore, the higher the driver's job satisfaction level, the more his performance.

Keywords: job stress, job satisfaction, driver performance.

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INTRODUCTION

A transportation service company that has used sophisticated technology in carrying out its company operations. However, the number of services offered by the company is not in line with the decreasing performance of drivers. The problem causing the decline in driver performance is that the daily incentive scheme implemented by the company has the potential to cause excessive work stress and reduce job satisfaction for its drivers. Although there is an increase in bonuses along with the number of trips completed, this increase does not seem commensurate with the workload that must be covered.

This excessive workload can trigger prolonged stress, due to long working hours, a higher risk of traffic accidents, and a lack of adequate rest time. Apart from that, an imbalance between the effort expended and the rewards received also has the potential to reduce drivers' job satisfaction and of course, will impact their performance.

Performance is always closely related to work stress and employee satisfaction (Steven & Prasetio, 2020). Work stress is a form of a person's response, both physical and mental, to changes in their environment that they feel are disturbing and cause them to be threatened (Novita et al., 2021). Research conducted by Aryani et al (2022) states that job stress has a negative and significant effect on driver performance. However, the research conducted by Sadat et al (2020) stated that job stress has a negative and insignificant effect on driver performance.

Measuring the extent of driver performance can also be seen through job satisfaction (Febriantora & Fuadati, 2020). Job satisfaction is a person's response to what they expect when working and what they get after they do the job (Tanjung et al, 2022). Research

conducted by Febriantora & Fuadati (2020) states that job satisfaction has a positive and significant effect on driver performance. However, the results of research by Dewi & Nugroho (2021) state that job satisfaction has an insignificant positive effect on driver performance.

This research aims to determine the influence of job stress and job satisfaction on driver performance. It is hoped that the results can deepen understanding of the problems of job stress and job satisfaction in measuring driver performance.

LITERATURE REVIEW

The Effect of Job Stress on Driver Performance

Badri (2020) states that stress is a relationship between a person and his environment which is interpreted by the person as a burden or something that greatly exceeds his abilities so that his well-being is disturbed. Safitri (2020) states that stress is a situation where a person feels that the burden they receive is not commensurate with their abilities. Sinurat et al (2022) define stress as a physical, mental, emotional, and spiritual threat to a person that he or she is unable to face.

Research by Aryani et al (2022) and Lesmana (2020) states that job stress has a negative and significant effect on driver performance. This shows that the lower the work stress of Grab drivers, the higher their performance will be. Based on this, the first hypothesis is as follows:

H1: Job stress has a negative and significant effect on driver performance.

The Effect of Job Satisfaction on Driver Performance

Job satisfaction reflects a person's feelings towards their work, this job satisfaction is visible in the employee's positive attitude towards work and everything they encounter in their work environment (Baehaki & Faisal, 2020). Apart from that, job satisfaction can also be interpreted as an effective or emotional response to various aspects of work (Suwandi & Mandahuri, 2020). Job satisfaction is a way to actualize oneself so that psychological maturity will be achieved in employees. If satisfaction is not achieved, there is a possibility that employees will become frustrated (Nasirudin et al., 2020). Job satisfaction is an individual's behavior towards his or her job. Organizations whose employees receive satisfaction at work tend to be more effective than organizations whose employees lack job satisfaction (Lubis, 2020).

Research conducted by Febriantora & Fuadati (2020), Lailiyah & Wahyuningsih (2019), and Sadat et al (2020) stated that job satisfaction has a positive and significant effect on driver performance. This shows that the more satisfied the driver is with his work, the more his performance will improve. Based on this, the second hypothesis of this research is declared:

H2: Job satisfaction has a positive and significant effect on driver performance.

Based on the description, the framework of thought can be described as Figure [1](#).

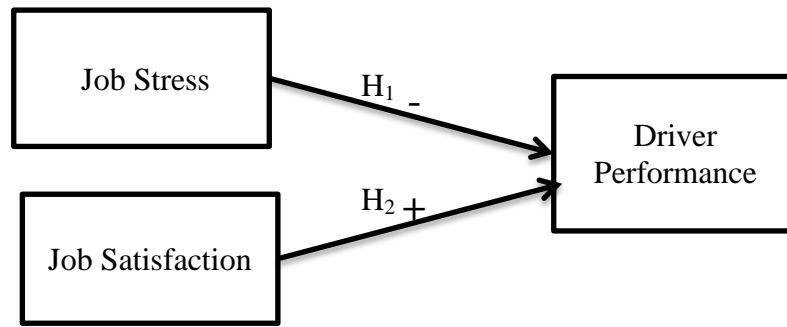


Figure 1. Research Framework

RESEARCH METHODS

Sample

The population in this study is all Grab motorbike drivers in the city of Semarang whose number is unknown. The number of samples taken in this study used the Lemeshow formula (Levy & Lameshow, 2013), this is because the population size is unknown or infinite, with Z= 1.96, P= 0.5, and alpha (d)=0,10, as follow:

$$n = \frac{Z^2_{1-\alpha/2}P(1-P)}{d^2} \quad (1)$$

$$n = \frac{1,96^2 \cdot 0,5(1-0,5)}{0,1^2}$$

$$n = 96,04$$

The sample was 96 people taken from Grab motorbike drivers in the city of Semarang who had been working as online drivers for 1 year. The sampling technique used is incidental sampling.

Measure

Based on research by Aryani et al (2022), the work stress indicators used in this research are burden task surpass ability, role application, and demands role beyond capacity. Job satisfaction is measured based on Prasetyo & Marlina's (2019) study, with indicators being wages, colleague work, environment work, and desire level. Driver performance is derived from several previous studies (Butarbutar et al, 2020; Lailiyah & Wahyuningsih, 2019, Dewi & Nugroho, 2021), with the performance indicators used namely quality, quantity, time work, and standard work. All question is proxied by a 5-point Likert scale which states the respondent's level of acceptance by choosing the scores from 1 (strongly disagree) to 5 (strongly agree).

Data analysis

This study use data analysis consists of validity tests, reliability measurements, and uses multiple regression analysis. The regression estimate with the equation:

$$\text{Driver Performance} = - b1 \text{ Job Stress} + b2 \text{ Job Satisfaction} \quad (2)$$

Before the regression model is used for analysis, it is tested first with the normality test, the multicollinearity assumption test, and the heteroscedasticity test.

RESULT AND DISCUSSION

Result

This research was conducted in January 2024, and the location was Grab motorbike drivers in the city of Semarang. Based on demographics, it is known that the majority of respondents were men (94.8 percent), aged 21 - 25 years (51 percent), and had a high school education (59.4 percent).

This validity test uses 30 respondents. Based on Table 1, the r-value is above the r-table, so all items in the indicator variables for motorbike driver performance, job stress, and job satisfaction are valid and it can be continued to the next process.

Table 1. Validity and Reliability Test

Variable	Indicator	r-Count	Cronbach's Alpha	Decision
Job Stress	Burden task surpass ability	0.937	0.849	Valid and Reliable
	Role application	0.803		
	Demands role beyond capacity	0.892		
Satisfaction Work	Wages	0.874	0.921	Valid and Reliable
	Colleague Work	0.911		
	Environment Work	0.898		
Performance Motorcycle Drivers	Quality	0.847	0.908	Valid and Reliable
	Quantity	0.774		
	Time Work	0.958		
	Standard Work	0.958		

Based on the Kolmogorov – Smirnov value is 0.716 and the significant level of p-value is 0.685, which means more than 0.05, so the data is normally distributed and is suitable for testing in parametric testing, namely multiple linear regression. The test results in the table above show that there is no multicollinearity because all the VIF numbers produced have values below 10 and tolerance values above 0.10. Based on the significant value for the job stress and job satisfaction variables is more than 0.05, thus there is no heteroscedasticity problem in this regression model. Therefore, the equations in this study are worth testing.

From the results of partial test calculations in Table 2, the job stress have a significance value of $0.000 < 0.05$. So the hypothesis that has been formulated states that there is a significant negative influence of job stress on the performance of motorbike drivers, which is statistically acceptable. The results of partial test calculations for the job satisfaction show a significance value of $0.000 < 0.05$. So the hypothesis that has been formulated states that there is a significant positive influence of job satisfaction on motorbike driver performance which is statistically acceptable.

Table 2. Hypothesis Result

Relationship	B	t-statistic	p-value
Job Stress → Driver Performance	-0.622	-9.556	0.000
Satisfaction Work → Driver Performance	0.335	5.149	0.000
F=99.699, Sig F= 0.000b, R Square = 0.682			

Discussion

The hypothesis was accepted, and the results of partial test calculations for the variable for job stress variable obtained a calculated t-value of 9,556 (negative value). The significance value is 0.000 ($0.000 < 0.05$). So the hypothesis that has been formulated states that there is a significant negative influence of job stress on the performance of motorbike drivers, which is statistically acceptable. The results of this research follow research conducted by Aryani et al (2022) and Lesmana (2020) stating that job stress has a negative and significant effect on the performance of motorbike drivers.

The research results show that job stress has a negative and significant effect on the performance of Grab motorbike drivers in the city of Semarang. This is because there are three causes of job stress experienced by Grab Semarang drivers, namely the daily workload exceeds personal capabilities, dissatisfaction with additional roles to increase star ratings (for example transporting excess goods or excessive friendliness to passengers), and the system for application-based work is not yet optimal from Grab in determining fair order allocation. These stressful conditions make drivers' driving activities uncomfortable, more tired, feel irritated, and have a negative impact on the drivers' physical health.

The second hypothesis was accepted, the results of partial test calculations for the job satisfaction variable obtained a calculated t-value of 5.149 (positive value). The significance value is 0.000. So the hypothesis that has been formulated states that there is a significant positive influence of job satisfaction on motorbike driver performance which is statistically acceptable. The results of this research follow research conducted by Febriantora & Fuadati (2020), Lailiyah & Wahyuningsih (2019), and Sadat et al (2020) stating that job satisfaction has a positive and significant effect on the performance of motorbike drivers.

The research results show that job satisfaction has a positive and significant effect on the performance of Grab motorbike drivers in the city of Semarang. The majority of drivers are satisfied with the current level of income or commission from each completed passenger order. Apart from that, the sense of family and support from fellow Grab drivers also makes the work environment comfortable. This condition certainly motivates drivers to give their best performance. Satisfied drivers tend to be more enthusiastic about work, focus on driving, and have a positive mood when serving passengers so that the quality and quantity of orders that can be completed are higher.

CONCLUSION AND RECOMMENDATION

Conclusion

Based on data analysis and discussion as well as from the hypotheses that have been prepared and tested in the previous section, it can be concluded that job stress and job satisfaction have a positive and significant effect on motorbike driver performance. Job stress is a cumulative process that can ultimately reduce drivers' motivation to work, with disturbed concentration and decreased motivation, service performance to passengers, the number of delivery orders that can be completed in a day, and daily and monthly income figures are also significantly impacted. This condition is certainly not beneficial for drivers or Grab itself. So the handling of work stress for drivers needs to be immediately improved so that they can return to optimally providing the best transportation services for the user community.

High job satisfaction also has an impact on drivers' low desire to move to another platform. Driver loyalty towards Grab is certainly beneficial for the sustainability of this online transportation service business. Therefore, Grab management needs to maintain and improve various factors that determine the satisfaction of its driver partners, especially in

Semarang City, including a fair commission system, a conducive work environment, and regular appreciation or reward programs for outstanding drivers.

Managerial Implications

Based on the results, the studi recommendations to Grab motorbike drivers in the city of Semarang must pay attention to their performance in terms of quality, quantity, working time, and work standards so that driver performance increases. Furthermore, Grab motorbike drivers in the city of Semarang must pay attention to job stress, both in terms of task loads that exceed their capabilities, application roles and role demands that exceed their capacity so that job stress is not too high, so that performance can be optimal. Finally, Grab motorbike drivers in the city of Semarang must pay attention to job satisfaction in terms of salary (commission), co-workers, work environment, and level of desire to change jobs so that satisfaction increases, thereby improving their performance.

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