

Factors Affecting the *Gig Economy* of Labor Productivity in Ride Hailing Services

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The development of the term "*gig economy*" is an alternative for workers amid economic instability where the basis of work is based on market demand. The *gig economy* system is characterized as freelancers or independent contractors who have short-term working relationships with a number of clients in return for a wage determined according to the task or amount of work. The purpose of this study is to explain and assess how elements such as religiosity, compensation, and work rights protection affect the productivity of the "gig economy" workforce in the ride-hailing services PT Gojek Indonesia. The object of this study, 122 GoJek drivers in Jabodetabek were surveyed quantitatively using the structural equation modeling method (SEM-PLS). The result of this study indicates that the factors of religiosity, compensation, work rights protection have a significant effect on the productivity of the "gig economy" workforce in ride-hailing services. The compensation factor is the most important one.

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Keywords: Religiosity; Compensation; Work Rights Protection; Online Drivers; Labor; Gig Economy; Ride-hailing; Productivity

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INTRODUCTION

Technological advances and innovations in the Era of the Industrial Revolution 4.0 have brought major changes in various aspects of human life, especially in the business industry, the emergence of new business models that adjust market needs indirectly affect the design of work and employment relationships for workers in today's digital world. The development of the term "*gig economy*" is a solution or alternative for workers amid economic instability where the basis of work is based on market demand. The *gig economy* system is characterized as *freelancers* or independent contractors who have short-term working relationships with a number of clients in return for a wage determined according to the task or amount of work (Collins, 2020). The flexibility of working hours offered, the freedom to choose a workplace and the ease of digitalization services of this "*gig*" model have, in fact, created new employment opportunities that indirectly reduce employment dynamics in Indonesia.

GoJek as one of Indonesia's *on-demand ride-hailing* companies has attracted a number of "*gig economy*" workers to participate directly in *online driver* partnerships. According to estimated data revealed by Igun Wisaksono, Presidium of the Indonesian Wheel Action Association (GARDA), the number of *online driver* participation in 2019 in Indonesia reached 2.5 million, dominated by more than 1.25 million drivers in the Jabodetabek area (Azka, 2019). On the other hand, GoJek's market share continues to experience a significant increase, in March 2020 it was recorded to exceed 49% until February 2021 it reached 59% (Karnadi, 2022) with 15 million active users of the service every week (Nastiti, 2017). The data report on the results of research by Google, Temasek and Brain *company* in 2021 also explained that transactions in *ride-hailing* services consisted of food delivery services reaching 2.0 billion dollars and *online* transportation services reaching 5.7 billion and had even contributed to the nation's economy up to 9.9 trillion rupiah (Wibisono, 2019). Apart from having the potential to dominate the overall economic market, the *ride-hailing* industry is a major source of employment in the service sector (Ramadhan, 2021).

Labor is referred to as the main actor who has a role in the sustainability of the production process to produce products (goods) and services. The role of labor is believed to be one of the keys to the realization of a company's vision and mission in the long term which can be analyzed through the level of productivity of its workers. High-low labor productivity depends on

how the perception and motivation of human resources. As a result, the *output* will reflect the level of efficiency and effectiveness of a company (Rivai, 2009). According to Syverson (2011), the general concept of productivity is defined as the ability to produce a certain amount of *output* from a given set of *inputs* (labor and working hours) (Syverson, 2011). Another case in psychology, productivity is defined as a psychological component consisting of behavior, mental attitude or spirit of a person to fulfill the duties and responsibilities of an organization / company (Rakhmawati, 2016). Meanwhile, the concept of productivity in the Islamic point of view is interpreted as a means to get closer to Allah because productivity is always strongly related to a practice (work) to meet basic human needs which is worth worship (Baharuddin, 2019).

The process of achieving productivity is the center and special attention of every organization in meeting the objectives that cannot be separated from the utilization of labor. Where, there are three aspects in realizing the success of labor productivity, namely (i) self-ability accompanied by a person's interest in work, (ii) the realization of the quality and quantity of work according to company standards, and (iii) the time period in completing the workload (Sinungan, 2014). In the case of "*gig*" workers in *ride-hailing* services, the level of productivity is classified as follows, in the aspect of self-ability seen from labor capacity such as mental, physical and operational needs. Furthermore, the application of productivity in terms of quality and quantity of work is reflected in the service of *online drivers* to consumers with feedback in the form of ratings (stars) or consumer satisfaction reviews in the application. Finally, the workload aspect is reflected through the speed of completing daily order targets according to the applicable applicator system standardization.

Thus, labor productivity becomes a barometer used to evaluate the development of the company from one period to another. Some studies reveal that the factors that affect worker productivity include the first factor is **religiosity**. According to Asifudin (2004) spiritual values include faith and *aqidah* a Muslim becomes the main foundation of human behavior. Human behavior patterns are formed on the basis of individual beliefs, religious knowledge and emotional control in a person (Sulistyo, 2011). The concept of religiosity in Islam is reflected as a guide to life, which leads to the formation of morals that give birth to a drive and motivation for one's life (Wiwoho, 2016).

Susanti's research (2015) states that the implementation of religiosity in a company is described in the form of commitment, the desire to work voluntarily, learning or always trying to do the best work (what is expected by the organization) where it is proven to increase *Organizational Citizenship Behavior* (OCB) behavior in its workers. Research results by Mukofadhatur (2013) also show that religiosity has a significant effect on work productivity. Work productivity directs employees to contribute positively to their environment in this context is to work productively (professionalism) and appreciate the work done.

The second factor that is thought to affect work productivity is **compensation**. According to Hasibuan (2017) compensation is any form of income received by workers as a reward for achieving company tasks and goals. Compensation is also referred to as a form of reward that the company offers directly or indirectly to encourage the level of enthusiasm and work performance of its employees (Abdussamad, 2014). The compensation eligibility system is an important topic that must be considered by every company, providing compensation that is not proportional to the hard work that has been spent will have an impact on reducing the enthusiasm, loyalty and quality of its workers (Purnomo and Utami, 2021).

Changes in application-based business structures, accompanied by the adoption of technological and communication sophistication, have presented *ride-hailing* services that facilitate the mobility of today's digital society. The presence of *ride-hailing* services is considered to attract a number of groups including the workforce because the income of *online* drivers is considered similar to the regional minimum wage (UMR) (Ramadhan, 2021) with an income sharing system of 80 percent for GoJek drivers and 20 percent for the company. In a study conducted by Alfindra Primaldhi from the Demographic Institute of the Faculty of Economics, University of Indonesia, it was also revealed that *online drivers* experienced an increase in income in 2021 compared to last year of 24 percent for GoCar drivers and 18 percent for Goride drivers. This is due to the duration of work, the calculation of bonuses (points) and the operational tariff scheme.

In addition, the *ride-hailing* service company (GoJek) applies an incentive policy to *drivers* of 70 rupiah per day on the condition of successfully collecting 30 points per day, aiming to motivate *drivers* to achieve daily targets. The ambition of *online* ojek workers in obtaining additional income (incentives) by

collecting as many daily targets (points) as possible, sometimes requires *drivers* to spend time working late into the night or exceeding the reasonable limit of one's working hours.

According to data and research by Ah Maftuchan, Eka Afrina Djamhari, in the *Prakarsa association* (2018) states that the average *online* ojek driver spends 19 hours working per day including, 30% of *online* ojek work more than 8 hours per day and 39% of *online* ojek work full time for a week without days off which these conditions characterize an unhealthy work pattern system that can threaten productivity and decreased worker performance in the future. On the other hand, the applicator (service provider) often changes its policy mechanism related to the bonus (point) system, namely the application of the performance system.

The performance system and bonus calculation are claimed to be a source to increase the daily income of *online* ojek drivers (Kamim and Khandiq, 2019). The bonus calculation is calculated in the form of a daily percentage of each order with applicable conditions such as the number of incoming orders, the number of orders completed, the absence of order cancellations from either customers or drivers and always being responsive to customers (Nurhidayah, 2018). The way the system works is considered detrimental to the driver, especially if the performance cannot be fulfilled properly, then the *online drivers* will not get additional income (bonus). It is feared that the implementation of this policy will affect the level of worker productivity.

Finally, the third factor that is thought to affect work productivity is the **protection of work rights**. Every citizen has the right and obligation to get protection, be it legal, social or political protection. Legal protection is an effort or action to protect the people (community) from arbitrary actions from irresponsible parties in order to create order, welfare and justice (Setiono, 2004). In the case of online transportation services (*ride-hailing*), research conducted by Aulia D. Nastiti (2017) revealed the disconnection and legal vacuum felt by online motorcycle taxi drivers, starting from the problem of work contracts that are often not used as a form of reference during work, unclear work rights such as the provision of social security and security by employers.

Further literature, in Willy Farianto's book (2019) which discusses the issue of patterns of legal relations between employers and workers, partnership relations and keangenan, namely the partnership relationship between *online* transportation drivers and

service providers (applications), the absence of laws that arise and the provision of health & social security rights to *online* transportation drivers. There are various criticisms of decent working conditions plus the high risk of road accidents for *online* ojek drivers, which will have an impact on the decline in the quality of workers, new forms of exploitation in the digital era, uncertainty in the level of income generated and, the possibility of a '*race to the bottom*' weak legal protection and labor security rights, (Maftuchan, Eka Afrina Djahhari, 2018). Of course this is reinforced by the *International Labour Organization* (ILO) which characterizes the *gig economy* phenomenon as precarious work, which is generally paid cheaply, and not protected regulatively. Based on the above phenomenon, and the high growth of *online* motorcycle taxi drivers, especially in the GoJek company. The author is interested in studying the issue more deeply.

Based on the above background, the objectives of this study can be obtained as follows: (1) Analyzing the relationship of religiosity to labor productivity of the "*gig economy*" in *ride-hailing* services; (2) Analyzing the relationship of compensation to labor productivity of the "*gig economy*" in *ride-hailing* services; (3) Analyzing the relationship of employment rights protection to labor productivity of the "*gig economy*" in *ride-hailing* services.

METHOD

This research focuses on freelancers or GoJek drivers in the Jabodetabek area (Jakarta, Bogor, Depok, Tangerang and Bekasi) which is the largest industrial center area in Indonesia. Research time and sample

data collection will be carried out for approximately two months from May-June 2022.

The type of research used in this study is a descriptive analysis method with a quantitative approach. Quantitative research is a research process that uses an approach in the form of numbers that can be measured and analyzed through statistical procedures (Sugiyono, 2014). The results of this study are combined with descriptive analysis to describe the data obtained from the results of this study so that the information can be more easily understood in the narrative. The data source in this research is primary data. Primary data is research data obtained directly from the original source, where the main data collection and collection process is carried out by *field* study research (*field research*).

The data collection technique for this study was to distribute questionnaires to respondents, namely freelancers or GoJek drivers in Jabodetabek. The questionnaire is a data collection technique used by providing a set of questions or written statements from each indicator with the answer choices disagree and agree which are measured on a Likert scale (Sugiyono, 2014). The scale of measuring the answers to each question or statement is measured using a Likert scale with a range of values and scores of 1-5.

Operational Definition of Variables

Based on its function, the variables in this study are categorized into two types, namely the dependent variable (Endogeneous (Y)) and the independent variable (Exogeneous (X)).

Table 1. Operational Variables

Variables	Indicator	References
Labor Productivity " <i>gig economy</i> " (Y)	<ul style="list-style-type: none"> Skills and expertise Morale and motivation Work performance/quality Balance between workload and results according to set standards 	(Hardiyantmo, 2007; Sari, 2015)
Religiosity (X1)	<ul style="list-style-type: none"> Religious understanding Religious belief/ideology Religious practices at work Consequences of religion 	(Thontowi, 2012; Mukofadhatun, 2013)
Compensation (X2)	<ul style="list-style-type: none"> Salary/ income according to work results (number of orders) Compensation depends on the duration of working hours Bonus incentive; accumulated from daily points/mission targets Allowances and work performance 	(Abdusamad, 2014; Irawan, 2018)
Protection of Work Rights (X3)	<ul style="list-style-type: none"> Clarity of employment contract Regulatory provisions Work facilities and amenities Job safety assurance 	(Nasution, 2018)

One method used to determine the number of samples using the Lemeshow formula. The sample in this study was 96 samples and then rounded up to 100 respondents of freelancers or GoJek drivers in the Jabodetabek area (Jakarta, Bogor, Depok, Tangerang, Bekasi). Based on the calculation, the minimum sample size that must be met is 100 respondents.

Data Analysis Technique

The data analysis technique in this study uses *Structural Equation Modeling - Partial Least Square* (SEM-PLS) analysis and the data will be processed using the SmartPLS application. SEM is a *multivariate* statistical model used to analyze causality relationships (Indra, 2021). SEM is also a combination of path analysis, principal component and regression analysis (Mulyana & Puspitasari, 2013). The SEM method consists of several types, one of which is SEM-PLS. SEM-PLS is a multivariate analysis method that has many independent and dependent variables at once.

The use of the SEM-PLS method also functions to expand the existing theory with the advantage of being able to estimate the measurement model and structure model simultaneously (Joe F. Hair Jr, Marko Sarstedt, Lucas Hopkins, 2014). In the SEM-PLS analysis, there are two subchapters of the model including the *measurement model* or outer model and structural model or inner model. Variables/constructs in SEM-PLS can be formative or reflective. There are several criteria owned by SEM-PLS, namely the number of samples may be small, the number of samples may be small <30, the measurement scale is in the form of metric (ratio and interval) data, quasi-metric (ordinal), or binary (nominal) data (Juliandi, 2018).

Structural Equation Modeling (SEM) is a statistical method used for analyzing structural relationships. It encompasses both confirmatory factor analysis and path analysis within a single framework. SEM allows researchers to test complex theoretical models by examining the relationships between latent variables (unobserved constructs) and observed variables (measured variables).

In SEM, researchers specify a model that represents their theoretical understanding of how variables are related to each other. The model includes latent variables, which are constructs that are not directly measured but inferred from observed variables that represent them. Path diagrams are often used to visually represent the hypothesized relationships among variables in SEM.

Measurement Model Analysis (Outer Model)

Convergent validity test is described as a value testing process based on the correlation relationship between item scores / component scores and PLS construction scores. The first stage in this convergent validity test is to measure the factor loading value. The value of the loading factor must be higher than 0.5 and ideally 0.7 or higher (Hair et al., 2014). The second stage is to test the *Average Variance Extracted* (AVE) test value with the determination that the value of each variable is > 0.5.

Direct effect analysis is useful for testing the hypothesis of the direct effect or not of an exogenous variable on an endogenous variable. There are two basic references to the hypothesis that can be analyzed, namely; (i) the value of the *path coefficients* / *path coefficients* to determine whether there is a negative or positive relationship, (ii) the P value / *P-Values* to determine whether the variable is significant or not. If, the coefficient value on the path is positive, then the relationship between exogenous variables in influencing endogenous variables is directly proportional. Vice versa, if the coefficient value on the path is negative, then the relationship between exogenous variables in influencing endogenous variables is inversely proportional (Sarstedt et al., 2014). Meanwhile, for the P value, if <0.05 indicates a significant effect. And if the P value > 0.05, it indicates an insignificant effect (Vinzi, Trinchera and Amato, 2010).

Model Fit Analysis

Model fit analysis is used to determine how well the model in the research conducted (Hair, Ringle and Sarstedt, 2017). With the basic reference is the *Normal Fit Index* (NFI) value. If the resulting NFI value ranges from 0-1, the closer to 1, the better the research model. The hypothesis of this study is as follows.

Hypothesis 1

H01 : There is no significant influence between religiosity on the productivity of the "gig economy" workforce in *ride-hailing* services.

H11 : Religiosity has a significant effect on the productivity of the "gig economy" workforce in *ride-hailing* services.

Hypothesis 2

H02: There is no significant effect of compensation on the productivity of the "gig economy" workforce in *ride-hailing* services.

H12: Compensation has a significant effect on the productivity of the "gig economy" workforce in *ride-hailing* services.

Hypothesis 3

H03: There is no significant influence between the protection of labor rights on the productivity of the "gig economy" workforce in *ride-hailing* services.

H13: Protection of labor rights has a significant effect on the productivity of the "gig economy" workforce in *ride-hailing* services.

RESULTS AND ANALYSIS

In this study, there were 122 respondents who participated in filling out the questionnaire. However, there are 22 respondent data that do not pass the filling criteria test because filling out the questionnaire is not

done completely by online drivers on the grounds of getting order notifications from *customers* automatically and only 100 questionnaires can be continued into the data processing process. The following are the results of the descriptive statistical calculation of each variable described by the average value in this study:

Respondent Description

The table below contains a description of the respondents who answered the questionnaire as follows:

Table 2. Respondent Characteristics

Variable Characteristics	Total	Percentage
Gender		
Male	94	94%
Female	6	6%
Total	100	100%
Age		
21-26	26	26%
27-34	29	29%
35-42	27	27%
43-49	8	8%
Over 50 Years	10	10%
Total	100	100%
Last Education Level		
SMA / SMK / Equivalent	80	80%
Diploma	9	9%
S1	11	11%
Total	100	100%

The characteristics of respondents of GoJek drivers in Jabodetabek consist of several criteria, namely gender, age and latest education level. Based on these criteria, the first category is gender dominated by men at 94% of the total respondents, then the rest are women at 6%.

Second, the criteria for respondents based on age are dominated by respondents aged 27-34 years, amounting to 29% of the total respondents. Then followed by 27% aged 35-42 years, 26% aged 21-26 years and 10% aged more than 50 years. Finally, the criteria for respondents based on the latest level of education are dominated by high school / vocational / equivalent graduates by 80%, S1 by 11% and Diploma graduates by 9%.

Measurement Model Analysis Outer models Convergent Validity Test

Convergent validity is a test of measuring the correlation between the item score value and the construction score in PLS. The first stage of testing is indicated by the Loading factor value of each indicator against the measured variable with the condition that the value must be more than 0.5 or ideally 0.7 or even higher (Hair, Ringle and Sarstedt, 2017). The second testing stage is by looking at the *Average Variance Extracted* (AVE) value that each variable has to be > 0.5 (Wijaya, 2013). The following are the results of the *outer model* test which shows the *outer loading* value using the SmartPLS v.3 analysis tool:

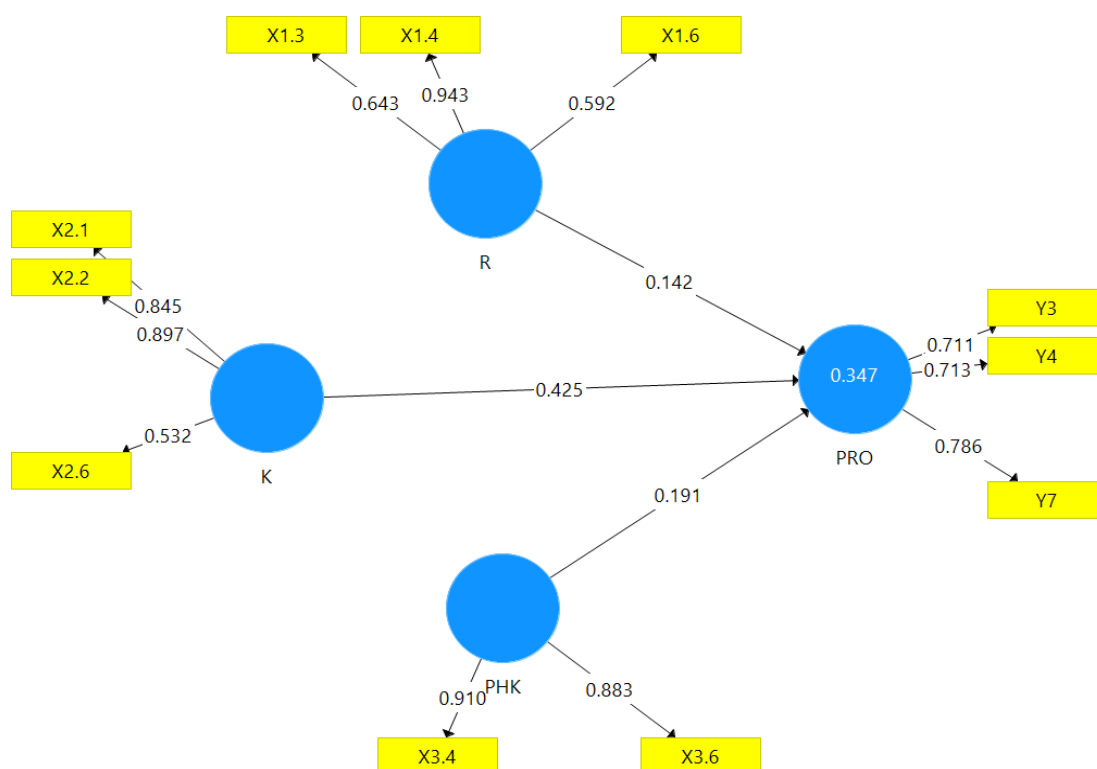


Figure 1. SEM-PLS Re-Estimation Model

The loading factor values in this study are presented in the appendix. Based on the calculation results, it can be seen that some indicators have an *outer loading* value greater than 0.5 and are declared valid and the AVE value of each variable has met the requirements of convergent validity. So, it can be concluded that each indicator and variable in this study has passed the convergent validity test which is described as follows:

1. The most dominant indicator in variable **R (Religiosity)** is indicator **RX1.4** with the highest factor loading number of 0.943.
2. The most dominant indicator in variable **K (Compensation)** is indicator **KX2.2** with the highest factor loading number of 0.897.
3. The most dominant indicator in the **PHK (Protection of Work Rights)** variable is the **PHKX3.4** indicator with the highest loading factor of 0.910.
4. The most dominant indicator in variable **Y (Productivity)** is **PRY.7** with the highest loading factor of 0.786.

Discriminant Validity

Discriminant validity is a testing process by looking at the *Fornell Larcker Criterion* and *Cross Loading values* to ensure the difference in correlation of each construct with others. Where the *Fornell Larcker Criteria*

value can be shown from the correlation value of the variable itself must be higher than the *Fornell Larcker* value with other variables. Then, the *Cross Loading* value, namely the measurement of the value of each indicator against each variable measured must be higher than other variables.

Based on the calculation (attached) the *Fornell Larcker* correlation value of all variables with the variable itself is higher than the *Fornell Larcker* correlation value of the variable with other variables. Likewise, the *Cross Loading* correlation value in table 8. Therefore, it can be interpreted that all variables in this study have met the discriminant validity requirements. Next is the reliability test. The reliability test is carried out by measuring the *Cronbach's Alpha* and *Composite Reliability* values, where both values must be more than 0.60 or 0.70 in order to be declared reliable (Ghozali, 2016).

Structural Model Analysis (Structural / Inner Model) R-Square

This R-Square test is used to see how much influence (*percentage*) variable Y has on variable X. Where according to Chin, (2000) the reference value for this measurement is between 0-1. If the R-Square value of more than 0.67 is categorized as strong, more than 0.33 is categorized as moderate and more than

0.19 backwards is categorized as weak. The results of the R-Square test are presented in the appendix.

The R-Square test results in the attachment are 0.347. So, it can be interpreted that the value of variable Y in this study, namely Productivity, is influenced by 34.7% by variable X in this study, namely; religiosity, compensation, and protection of employment rights. Then the remaining value of 65.3% is influenced by other factors that are not in this study.

The next test is the Q-Square Test which is used to see how good the predictive capability value produced through the *Blindfolding* model is. The standard is if Q2 reaches 0.02 is categorized as small, Q2 reaches 0.15 is categorized as medium while Q2 reaches 0.35 is categorized as large. The following *Predictive Relevance* test is presented in the appendix. The results show that the *predictive relevance* value generated in this study is 0.155 and states that the prediction capability through the blindfolding model is categorized as large.

Direct Effect

Direct effect analysis is carried out to test how direct the hypothesis is between exogenous variables and endogenous variables. This study tested 3 hypotheses. Meanwhile, hypothesis analysis can be seen according to 2 standard references, namely **first**, through the *path coefficient* value / *path coefficients* to determine whether the hypothesis has a negative or positive relationship with a value range of 0 to 1 having a positive relationship and a value range of 0 to -1 having a negative relationship. **Second**, through the P-values to measure how much significant and insignificant influence a variable has. If the P value <0.05 has a significant effect and if the P value > 0.05 has an insignificant effect (Vinzi, Trinchera and Amato, 2010). The following calculation results with the help of SmartPLS software are obtained as follows:

Table 3. Direct Effect

	Path Coefficients	Sample Mean (M)	Std. Deviation (STDEV)	T Statistics (O/STDEV)	P Values
R-> PRO	0.142	0.162	0.077	1.843	0.033
K-> PRO	0.425	0.428	0.069	6.146	0.000
LAYOFF -> PRO	0.191	0.190	0.082	2.342	0.010

Source: Data processed (2022)

Table 4. Hypothesis Testing Results

Influence	T Statistics	p-Values	Description
R (Religiosity) □ PRO (Productivity Labor)	1.843	0.033	Significant
K (Compensation) □ PRO (Productivity Labor)	6.146	0.000	Significant
PHK (Protection of Employment Rights) □ PRO (Labor Productivity)	2.342	0.010	Significant

Source: Data processed (2022)

Based on tables 3 and 4, it is found that the relationship between variable R (religiosity) has a **positive** and **significant** effect on variable PRO (productivity) where the resulting path coefficient value is 0.142 (+) and the P value is 0.033 (<0.05). So **H1: Religiosity has a positive effect on the productivity of the "gig economy" workforce in ride-hailing services** can be accepted.

The effect of variable K (compensation) has a **positive** and **significant** effect on variable PRO (productivity) where the resulting path coefficient value

is 0.425 (+) and the P value is 0.000 (<0.05). So **H2: Compensation has a positive effect on the productivity of the "gig economy" workforce in ride-hailing services** can be accepted.

The effect of the layoff variable (protection of employment rights) has a **positive** and **significant** effect on the PRO (productivity) variable with the resulting path coefficient value of 0.191 (+) and a P value of 0.010 (<0.05). Then **H3: Protection of labor rights has a positive effect on the productivity of**

the "*gig economy*" workforce in *ride-hailing services* can be accepted.

Finally, the model fit analysis. This fit model analysis test is carried out to determine how good the model in the study is with the standard reference value of the *Normal Fit Index* (NFI). The fit model with an NFI value between 0-1 or closer to 1 is classified as fit / good (Hair, et al., 2017). The fit model is shown in the attachment. Based on the calculation, it can be seen that the NFI value in this study is 0.477, which means that the model in this study is 47.7% fit.

DISCUSSION

This research is based on two theories, namely *Islamic Human Capital* and Work Productivity, which aim to analyze the factors that influence the productivity of the "*gig*" workforce in the *ride-hailing* service of PT Gojek Indonesia. The description of this research analysis uses three exogenous variables, namely religiosity, compensation, protection of employment rights and there is also one endogenous variable, namely labor productivity. Analysis of data processed from

100 respondents were conducted. The study, shows the results of the three exogenous variables have a significant influence on the productivity of "*gig*" labor in *ride-hailing* services.

Relationship between religiosity and work productivity

The results showed that variable R (Religiosity) has a significant influence on variable PRO (Productivity) of the "*gig economy*" workforce in *ride-hailing* services. This finding is in accordance with previous research in the context of research linking religiosity with worker productivity by Mukofadhatun, (2013), and Sulisty, (2011). According to Hayat & Rao (2020) religiosity as a guide to religious beliefs and practices plays a role in shaping the psychological composition of individuals.

Based on field observations, the *gig* workforce, especially Gojek *drivers* in Jabodetabek, as a whole adheres to Islam. Although, in religious practice not all carry out the teachings of Islam routinely and consequently. In this context, in the form of worship, namely the accuracy of carrying out mandatory prayers that are felt to be bumped by conditions such as being on the road and the automatic entry of customer request notifications. However, in the belief dimension (ideological) they have believed physically and mentally

that religiosity is a supporting factor for all human life activities.

Starting with the formation of the personality character of "noble morals", which is a way of behaving/attitude to deal with various problems. For example, the realization of sincerity, patience and gratitude; the *drivers* consider all the tasks they do must have benefits for survival. Although sometimes, the daily income from a number of fulfilled customer requests is not proportional to the sacrifice of energy and time allocated. However, they believe that Allah always provides blessings for each of His servants as explained in the Al-Quran letter Yunus verse 26: "*For those who do good, there is the best reward (heaven)*".

Islamic teachings absolutely encourage His servants to take part in worldly activities, especially meeting basic needs (clothing and shelter) which can be reflected in the consequence dimension. The implications of this dimension are more directed towards human relations or social aspects and also how the positive contribution of *gig* labor specifically *online drivers* to their environment is described as follows.

The motivator factor, as a reference in encouraging the work enthusiasm of each individual in order to complete an obligation (work) productively and be able to increase efficiency with the reciprocal fulfillment of material needs from wage sharing with the applicator. The level of ability, which creates a commitment (responsibility) for the decisions that have been taken and a form of appreciating a job. Like online drivers voluntarily joining as partnership agents because Gojek Indonesia ride-hailing offers an attractive concept of independence and flexibility of work patterns (time and place) that are tailored to physical and mental abilities.

The function of emotional control (self), Most online drivers assume that religiosity fosters values based on good work ethics by complying with all applicable norms such as wearing work artibut when running orders (helmets, jackets, masks), completing account documents officially or accurately, avoiding all fraud, namely making fake orders, manipulating face verification, and harming customers to criminals.

Relationship between Compensation and Work Productivity

In variable K (compensation), the results showed that it has a significant influence on PRO (productivity) of the "*gig economy*" workforce in *ride-hailing* services. Meanwhile, the results of this study are in line with studies conducted by Abdussamad, (2014);

Irawan, (2018), namely the provision of fair compensation between the task load and the salary received is able to build individual work enthusiasm, resulting in quality worker performance which has an impact on increasing the pace of company development. In general, workers' compensation payments are determined by each company's policy, which is calculated from how much *output* and *input* is spent. In the case of the *ride-hailing* service PT Gojek Indonesia, compensation payments to *online drivers* are adjusted from the results of calculations consisting of the number of orders, operational tariff policies, *platform* service fees, duration of work and daily point collection systems.

First, the regular salary system received by *online drivers* from the calculation of the number of completed customer orders, operational time (tariff policy) and total kilometers traveled. Referring to the Ministry of Transportation Regulation (KepmenHub) Number KP 348 of 2019 concerning the price scheme of online motorcycle taxi services including: If *online drivers* make transactions during peak hours, namely (i) morning time at 06.00 - 09.00 WIB and (ii) afternoon time at 16.00 - 20.00 WIB, the amount of price tariff charged is Rp. 2650 x Per-km in the Jabodetabek area; If online

drivers make transactions during non-busy hours, the amount of price tariff charged is Rp. 2250 x Per-km in the Jabodetabek area.

With a note, there is an additional service fee borne by passengers to the applicator of Rp 9000 to Rp 10,500 for the first 4 km minimum mileage. Then, the *percentage* distribution of income between *online drivers* and the applicator is 80:20, of which 20 percent is used to pay for *online platform services*. Second, additional sources of income (incentives) are obtained from the accumulation of daily points and performance history based on the basic, silver, gold, and platinum levels of each *online driver* accessed through the **GoPatner Rewards** application. The point count starts at 07:00 until 22:00 WIB every day. Every time an *online driver* completes 1 order, they will get **1 basic point multiplied by 100**, for GoRide and GoCar services. In ride-hailing services such as GoSend, GoFood, GoShop and GoMed, they will get **1.5 basic points multiplied by 100**, every time they complete 1 order depending on the conditions of the *online driver's* location zone. Meanwhile, GoJek's daily point claiming scheme, so that it can be converted into a sum of cash for the Jabodetabek area is described as follows.

Table 5. Incentive Calculation Scheme

No.	Category Level	Target Points	Nominal	Description. Basic Points
1.	Basic Level	1800	Rp. 120,000	• GoRide/GoCar = 1 order x 100 = 100 points
2.	Silver Level	2600	IDR 170,000	
3.	Gold Level	3200	Rp. 230,000	• GoFood, GoSend, GoMart, GoMed = 1.5 x 100 = 150 points
4.	Platinum Level	3600	Rp. 270,000	

Based on the provisions of the table above, here is an example of case depiction. If *driver* account **A** is at the Gold level and has completed 20 GoRide orders, 5 GoFood orders and 3 GoSend orders. The total accumulated points are (i) $20 \times 100 = 2000$ points; (ii) $5 \times 150 = 750$ points and (iii) $3 \times 150 = 450$ points; with a total target points of 2000 points + 750 points + 450 points = 3200 points. So, the amount of bonus that will be received is Rp. 230,000 / day. Includes 3 parameter requirements that must be met by *drivers* for bonus (incentive) disbursement by GoJek; target points achieved, a minimum performance *percentage* of 80% or an average rating (star) of 4.5 and *trip/order* adjustment time according to the specified time range.

Various efforts continue to be made by *drivers* to maintain account performance in order to get maximum profit sharing as well as daily bonus incentives by complying with applicable GoJek *ride-*

hailing service rules such as providing friendly, professional service to customers, mastering travel routes and not canceling orders received. The results of this study are also supported by Nurhidayah, (2018) which states that compensation has a positive and significant effect on the quality (service) of online transportation *drivers* to customers. The influence of the *gig economy trend* that is currently developing has made it easier for service providers (*online drivers*) to connect directly to those who utilize services (consumers). However, on the other hand, based on observations in the field, *drivers* feel complaints about the practice of unfair distribution of income received with policy consistency often changing. Evidently, in research conducted by R Lole, *et al.* (2021) explains that there are elements of inequality in work arrangements and uneven income distribution without the agreement of both parties in online transportation services as well as

the party that benefits more is the *online platform* provider. Seeing the above phenomenon, it is necessary to conduct a review of a more appropriate compensation system, especially on the issue of providing incentives (bonus points) which must be accompanied by a percentage of performance.

Relationship between Protection of Work Rights and Work Productivity

The results of this study show that the layoff variable (Protection of employment rights) has a significant influence on the PRO (productivity) of the "*gig economy*" workforce in *ride-hailing* services. This finding is reinforced by research conducted by Kuswana (2017) which states that employment safety programs including social security, health, and workplace accidents have a positive correlation with labor productivity. Increasing human resource productivity is a manifestation of the company's concern for the rights, existence and welfare of its workers.

In *gig economy* issues, the implications of legal issues between the applicator (service provider) and *online GoJek drivers* from the perspective of Law No. 13 of 2003 concerning Manpower, that there is no status of proper employee relations with the company. The applicator claims the clarity of the online ojek working relationship can be seen from the perspective of a *partnership agreement*. Based on the Regulation of the Minister of Transportation (PERPU), for legal certainty for *online drivers* refers more to the Minister of Transportation Regulation Number 12 of 2019 concerning Protection of Safety of Motorcycle Users (Putri and Diamantina, 2019). After special observation, PM 12 of 2019 only regulates the protection of motorcycle user safety for the benefit of the general public, not referring to Law Number 22 of 2009 concerning Road Traffic and Transportation (LLAJ).

However, responding to the above issue on the Road Traffic and Transportation Law (LLAJ) has also not in detail regulated the two-wheeled users as a means of public transportation for passenger and goods transport services. Then, the results of observation studies to a number of *online drivers*, they consider there is no detailed legal certainty about the rights and obligations of the *online ojek* profession. Whereas in general, the *online ojek* work pattern scheme has similarities to formal workers such as the duration of working time of 8-12 hours per day that must be spent to pursue daily targets from the applicator.

In fact, the same work pattern scheme and discriminatory regulations make *online ojek* drivers unable to demand their rights as workers such as certain specifications of wage elements to work safety insurance (social and accidental). This is reinforced by research by Graham *et al.* (2020) that there is an imbalance in the principles of justice and workability between *gig* workers and *platform* owners. The absence of a party that oversees aspirations or protests specifically causes the legal feasibility of *gig* workers, especially *online drivers*, to be considered vulnerable to termination of employment. On the other hand, the *ride-hailing* industry has contributed positively to the country's economy. Therefore, special attention is needed to reformulate the accuracy of regulations, mechanisms for limiting rights and obligations as *online drivers* in order to create a continuity of workers' rights to equal economic distribution in all formal and informal sectors.

CONCLUSION

Productivity is the comparison of work results with *input* sources (labor) in producing a product. The importance of achieving work productivity by utilizing human capital is used as one step to realize the success of the company. The main objective of this study is to describe and analyze the correlation between religiosity, compensation level and protection of employment rights to the productivity of the "*gig economy*" workforce in the *ride-hailing* service of PT GoJek Indonesia. This study tested three hypotheses with the SEM-PLS analysis approach based on testing, the results obtained were that the three hypotheses were accepted. The following conclusions can be drawn. First, religiosity affects the productivity of the "*gig economy*" workforce in *ride-hailing* services. When someone adheres to religious teachings, of course, they have the belief and obligation as a human being to carry out all of God's commands both worldly and afterlife affairs according to their knowledge, abilities, experience, commitment and motivation to carry out tasks or work. A high religiosity drive can make individuals work productively and affect the productivity of their workforce.

Second, compensation affects the productivity of the "*gig economy*" workforce in *ride-hailing* services. Payment of a decent (fair) compensation system is a supporting factor for humans to meet basic needs. If physical needs can be fulfilled, it has a positive effect or someone's enthusiasm to work harder. This, of course, will affect the high level of labor productivity produced. Protection of work rights has a positive

effect on the productivity of the "*gig economy*" workforce in *ride-hailing* services. The work safety guarantee program, namely social security, health and work accidents, is the right of every citizen and a form of appreciation (concern) of the company for the existence of its workforce.

Based on the various findings in this study, policy directions or suggestions can be given as follows. To the applicator, it should reformulate a more appropriate point system policy and performance *percentage*. Because, the system is considered to resemble a work gamification strategy that requires working longer (until late at night) and harder with smaller incentive payments (not comparable) to the energy and time that *online drivers* have sacrificed. The whole system reflects an unhealthy work pattern.

To the government, it is a big challenge in the midst of changes in the structure of work patterns that are all digital. In particular, to immediately formulate the right policy regarding the welfare rights of *online drivers* and to cooperate between related parties, namely the applicator, the community and representatives of *online drivers* to create a comprehensive balance or it can be said that no one party feels disadvantaged.

The study only examined the "*gig economy*" workforce specifically *online drivers* and also used a limited number of samples that were only centered in the Greater Jakarta area. It is hoped that further research can examine using broader samples. This research has several limitations. First, the limitations of funds and time are due to the author having to give some money to the respondents, the rejection of some *drivers* because they received automatic orders from the application, and the time limit that has been set. Second, the sample in this study was shown to *gig economy* workers in Jabodetabek (Jakarta, Bogor, Depok, Tangerang and Bekasi) so it is rather difficult to get proportional respondents throughout Indonesia. In addition, it would be very interesting if there is further research that examines *gig* labor productivity in terms of sharia economics other than online motorcycle taxis as a research comparison.

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APPENDIX

Table. Outer Model Value

Indicator/Variable	Factor loading	Description
X1 (Religiosity)		
RX1.3	0.643	Valid
RX1.4	0.943	Valid
RX1.6	0.592	Valid
X2 (Compensation)		
KX2.1	0.845	Valid
KX2.2	0.897	Valid
KX2.6	0.532	Valid
X3 (Protection of Work Rights)		
PHKX3.4	0.910	Valid
PHKX3.6	0.883	Valid
Y (Productivity)		
PRY.3	0.711	Valid
PRY.4	0.713	Valid
PRY.7	0.786	Valid

Table. Average Variance Extracted

	R	K	LAYOFFS	PRO
AVE	0.551	0.601	0.804	0.544

Table. Fornell Larcker criteria

	K (X2)	LAYOFF (X3)	PRO (Y)	R (X1)
K (X2)	0.775			
LAYOFF (X3)	0.397	0.897		
PRO (Y)	0.533	0.406	0.737	
R (X1)	0.226	0.326	0.300	0.742

Table. Cross Loading

	K (X2)	LAYOFF (X3)	PRO (X4)	R (Y)
X1.3	0,151	0,060	0,102	0,643
X1.4	0,252	0,363	0,333	0,943
X1.6	0,016	0,165	0,115	0,592
X2.1	0,845	0,096	0,429	0,082
X2.2	0,897	0,372	0,470	0,216

X2.6	0,532	0,506	0,324	0,244
X3.4	0,416	0,910	0,386	0,279
X3.6	0,289	0,883	0,340	0,309
Y3	0,281	0,096	0,711	0,138
Y4	0,291	0,308	0,713	0,266
Y7	0,525	0,399	0,786	0,238

Table. Cronbach's Alpha & Composite Reliability

Variables	Cronbach's Alpha	Composite Reliability
Religiosity (X1)	0.636	0.779
Compensation (X2)	0.639	0.812
Protection of Work Rights (X3)	0.758	0.892
Productivity (Y)	0.620	0.781

Table. R-Square Test

	R Square	Adjusted R Square
PRO (Y)	0.347	0.331

Table. Model Fit

	Saturated Model	Estimation Model
SRMR	0.126	0.126
d_ULS	1.052	1.052
d_G	0.317	0.317
Chi-Square	228.634	228.634
NFI	0.477	0.477