

## LITERATURE REVIEW : THE INFLUENCE OF COMPENSATION, JOB SATISFACTION, WORK MOTIVATION, JOB STRESS AND WORKLOAD ON THE PERFORMANCE OF MAXIM ONLINE DRIVER EMPLOYEES IN BEKASI CITY

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### ABSTRACT

This research focuses on a literature review that influences the performance of online drivers in the city of Bekasi. Some of the variables that are targeted are compensation, job satisfaction, work motivation, job stress and workload. This research uses a quantitative approach to answer research results in accordance with the research objectives. The population in this study is not known with certainty so the minimum sample uses Hair's approach. et al.

This research literature is new in that this research model has never been conducted before. This research also focuses on online drivers and was conducted in the city of Bekasi.

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### INTRODUCTION

Maxim is an international technology company that offers online transportation services, and offers additional services such as delivery of food, goods, cargo and others. In 2018 Maxim touched the Indonesian market opening an office in Jakarta under the banner of PT Teknologi Perdana Indonesia. As time goes by, online transportation services have spread to cities in Indonesia, including Solo, seeing the tight competition with Grab and Gojek, Maxim is trying to offer a number of conveniences that these two competitors don't have.

The platform offered includes listing the most difficult routes, notifications about luggage and pets brought by passengers, and notifications about the amount of change that passengers will receive. This is maximally able to compete with Grab and Gojek which first expanded the city of Solo. Maxim also offers delivery services, assistance in towing broken down cars by other cars, as well as battery starters.

During initial observations carried out on Maxim online motorcycle taxi drivers in Bekasi City, researchers interviewed Adi and several other drivers in the Bekasi City square about the number of passengers they currently had. The

interview was conducted on Monday, October 8 at eight in the evening in the Bekasi City square. The results of the interview were that some of them had just driven 2 people, 5 people or even 30 people at once in one night.

By looking at the results of the interview above, it can be concluded that online motorcycle taxi drivers are unstable every day, where there are few or many passengers carrying passengers. This is caused by decreased employee performance motivation. If employee performance motivation is good then passenger targets can be achieved, and use of this online transportation platform can increase. Meanwhile, in the Bekasi City Square, employee performance motivation decreased due to stress factors and workload in working to achieve passenger targets. This statement was obtained when interviewing this party.

Stress is one of the things that can hinder employee performance. Stress is a dynamic condition in which an individual is confronted with an opportunity. Including constraints or demands that are related to what he really wants and produces, which are perceived as uncertain and important. Another inhibiting factor in employee performance is the pressure felt by employees caused by organizational factors. In its development, there are several organizational factors that can positively cause stress at the work level. These include conflict, competition, workload, work situation, work competency and job satisfaction.

Based on the things described above, it is very necessary to have motivation to minimize work stress and workload faced by Maxim online motorcycle taxi drivers in Bekasi City, so that employee performance can increase and be even more optimal.

## **THEORETICAL REVIEW**

### **Employee Performance**

According to Wirawan (2009: 5), performance is an output produced by functions or indicators according to work or according to profession within an intended time. According to Mangkunegara (2016: 67) performance is the result of work both in terms of quality and quantity achieved by an employee in carrying out tasks in accordance with the responsibility assigned to him. According to Siagian (2016: 227) performance as a result of the unique ability of a person to work in such an ideal way so as to achieve work goals optimally and various targets that have been created with sacrifices that are in a smaller ratio compared to the results achieved

### **Compensation**

According to Enny (2019: 37) compensation can be defined as a form of reciprocal service provided to employees as a form of appreciation for their contribution and work to the organization. This compensation can be financial in a direct or intangible form, as well as property rewards can also be in the form of non-instantaneous ones.

According to Akbar, et al., (2021: 125) compensation is a form of financial return and benefits that employees receive as part of an employee job.

### **Job Satisfaction**

According to W. Neiwstrom and Keith Davis (in Hadari Nawawi, 2003) job satisfaction is the feelings and emotions that employees like or not have towards their job. Work ability is an effective attitude in the form of feelings that relatively like or do not like things (which can be seen from the work's comments, for example by stating: "I enjoy/like the various variations found in the tasks that I have to do"). According to John R. Meanwhile, according to Steiphein P. Robbins (in Hadari Nawawi 2003) he believes that job satisfaction is the general attitude of each individual towards his work.

### **Motivation**

According to Robbins and Judge (2017), "motivation is a driving force that causes a member of an organization to have the ability and intuitive ability to create skills or abilities, energy and intuitive time to carry out various activities that become responsibilities and fulfill their obligations, in order to achieve their goals. juian dan various goals of the organization that have been previously determined". Meanwhile, according to Murty and Hudwinarsih (2012), "a motivated employee will be energetic and enthusiastic, and on the other hand, an employee with good motivation will also show a feeling of discomfort and dissatisfaction with his work, which will result in his performance being bad and his work goals not being achieved.

### **Job Stress**

Sinambela (2017:472) states that job stress is a stressful feeling experienced by employees when facing their work. This work stress can be seen from one's appearance, including unstable emotions, uncontrolled feelings, feeling isolated, difficulty sleeping, excessive smoking, inability to relax, anxiety, stress, anxiety, increased blood pressure and experiencing mental disorders. Rivai, et al (2014: 724) consider that work stress is a condition of tension that creates a physical and psychological imbalance, which affects the emotions, thought processes and condition of an employee. Meanwhile, Siagian (2014: 300) states that stress is a condition of anxiety that has an impact on a person's emotions, way of thinking and physical condition.

### **Work Load**

According to Gawron (2016), the definition of work load is as follows: "Workload has been defined as a set of task demands, as effort, and as activity or accomplishment" which means that work load is like a set of tasks, as an effort, and as activity or achievement. According to Schuultz (2016), he mentions work burdens, namely "Work workload is too much to perform in the time available or work that is too difficult for the implementation to be implemented" which means that work burden is carried out too much according to the work at the same time. teirseidia or ipuin carry out work that is not easy for the workers to understand.

## Framework

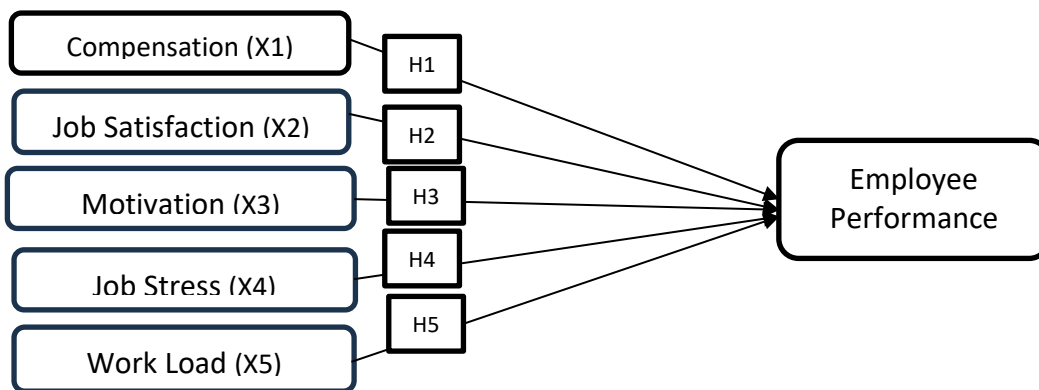


Figure 1. Conceptual Framework

## Hyphotesis

- H1. Compensation has a positive and significant effect on performance.
- H2. Job Satisfaction has a positive and significant effect on performance.
- H3. Motivation has a positive and significant effect on performance.
- H4. Job Stress has a positive and significant effect on performance.
- H5. Work Load has a positive and significant effect on performance.

## METHODOLOGY

This research uses a quantitative method, Meinuiruit Suigiyono (2018; 13) says that quantitative data is a research method that is based on positivistic (concrete data), research data is like the numbers that will be researched, using statistics as a research tool, related to the problem being researched specifically. ik produces suiatui intelligence.

Population is the diversity of data that has recently become the main topic or focus of attention of a researcher. Suigiyono (2019: 126) explains that population is an area of generalization that consists of objects or subjects that have intuitive quantities and characteristics that are determined by intuitive scientific research and the conclusions taken from them. The population in this research is online motorcycle taxi drivers in the city of Bekasi.

According to Hair et al., (2010) the reliable sample size is dependent on the number of indicators multiplied by 5 to 10. This research aims to determine the definition of a population that is not yet known with certainty. The sample size in this research is  $\text{Sample} = \text{number of indicators} \times 5 = 26 \times 5 = 130$

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