

# **Analisis Kepuasan Kerja Pengendara Transportasi Online (Studi pada Kecamatan Tebet dan Pancoran, Jakarta Selatan)**

Oleh

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## **Abstrak**

Penelitian ini dilakukan untuk mengetahui dan menganalisis pengaruh tingkat pendidikan, pengalaman, dan penghasilan terhadap kepuasan kerja. Serta pengaruh tingkat pendidikan, pengalaman, dan penghasilan melalui etos kerja terhadap kepuasan kerja pengendara transportasi online (Go-jek dan Grabbike) di wilayah Kecamatan Tebet dan Pancoran, Jakarta Selatan. Metode penentuan sampel yang digunakan adalah *purposive sampling*, dengan teknik *judgement sampling* sehingga diperoleh sebanyak 100 orang pengendara Go-jek dan 100 orang pengendara Grabbike yang dianggap mampu memberikan keterangan tentang tema penelitian. Metode yang digunakan dalam penelitian ini adalah metode penelitian kuantitatif dengan metode perbandingan menggunakan analisis data PLS (*Partial Least Square*). Hasil penelitian pada pengendara Go-jek dan Grabbike di daerah Kecamatan Tebet dan Pancoran Jakarta Selatan sama-sama menunjukkan bahwa variabel tingkat pendidikan tidak berpengaruh signifikan terhadap variabel kepuasan kerja pengendara Go-jek dan Grabbike. Variabel tingkat pendidikan melalui variabel etos kerja berpengaruh signifikan terhadap variabel kepuasan kerja pengendara Go-jek dan Grabbike. Variabel pengalaman tidak berpengaruh signifikan terhadap variabel kepuasan kerja pengendara Go-jek dan Grabbike. Variabel pengalaman melalui variabel etos kerja berpengaruh signifikan terhadap variabel kepuasan kerja pengendara Go-jek dan Grabbike. Variabel penghasilan berpengaruh signifikan terhadap variabel kepuasan kerja pengendara Go-jek dan Grabbike. Variabel penghasilan melalui variabel etos kerja berpengaruh signifikan terhadap variabel kepuasan kerja pengendara Go-jek dan Grabbike.

**Kata Kunci:** Tingkat pendidikan, pengalaman, penghasilan, etos kerja, kepuasan kerja.

***Analysis Of Job Satisfaction On Online Transportation Driver  
(Study On Tebet And Pancoran District, South Jakarta)***

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***Abstract***

This research was conducted to know and analyze the influence of education level, experience, and income to job satisfaction. And the influence of education, experience, and income level through work ethic on job satisfaction of online transportation driver (Go-jek and Grabbike) in Tebet and Pancoran sub-district, South Jakarta. The sampling method used was purposive sampling, with judgment sampling technique so that 100 riders of Go-Jek and 100 Grabbike riders were able to give information about the research theme. The method used in this research is quantitative research method with comparison method using data analysis PLS (Partial Least Square). The results of the research on Go-jek and Grabbike riders in Tebet and Pancoran districts of South Jakarta showed that the variable of education level had no significant effect on job satisfaction variable of Go-jek and Grabbike riders. The variables of education level through work ethic variables have a significant effect on job satisfaction variable of Go-jek and Grabbike riders. Experiment variable has no significant effect on job satisfaction variable of Go-jek and Grabbike riders. The variables of experience through work ethic variables significantly influence the variable of job satisfaction of Go-jek and Grabbike drivers. The income variable has significant effect to job satisfaction variable of Go-jek and Grabbike riders. Variable earnings through work ethic variables significantly influence the variable of job satisfaction of Go-jek and Grabbike riders.

**Keywords:** Level of education, experience, income, work ethic, job satisfaction.