DO REALLY COMPENSATION EFFECT ON PERFORMANCE COMMITMENTS: TAXI DRIVER ONLINE (G0-JEK) IN THE CITY OF JAMBI?

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Abstract

This research aims to analyze the commitment online taxi driver (Go-Jek) based on the components of a commitment that is continuous, affective, normative, and analyze the effect of compensation on performance motorcycle taxi driver online as well as influence commitment, compensation on performance the driver's taxi online (Go-Jek) in the town of Jambi. This research was conducted in the city of Jambi and surrounding areas. The population in this research is the entire taxi driver online (Go-Jek) operating in the city of Jambi and the surrounding area. Sampling using a purposive sampling method. The research on using primary data. The main data needed is (1) data on organizational commitment (affective, continuous, and normative) drivers Go-Jek, (2) the compensation data drivers Go-Jek, (3) performance data Drivers Go-Jek. The primary data were obtained directly from the respondent. Data collection using a structured questionnaire, asked respondents to use a questionnaire. This research uses descriptive quantitative and regression analysis.

Keywords: Commitment, Compensation, Performance, Drivers Go-Jek

Introduction

Currently, the community is very fond of cell phones (smartphones), ranging from browsing, playing games online is even shopping can be done online via mobile phones. Not only online shopping can be done over the phone, but to order any services can be done online. A growing proliferation of internet use society creates businesses create opportunities which is currently rife among the public by combining transportation services with the internet, which will be new breakthroughs in transportation.

The presence of ground-based transport services online application is very influential for society in all its activities quickly and efficiently. An online answer to concerns of the community with the advantages of data-based applications, where the public can find out the identity of the driver. One of the advantages of online taxi service is the community can know who will be bringing the taxi drivers, complete with a biography of the drivers concerned. In its application, an online security factor put forward this very useful. Then this online taxi service can only be obtained through the booking via GoJek application, so customers can ensure security and accountability (Wiratri, 2016)

PT Go-Jek Indonesia by leveraging access technologies can be a promising business smartphone and gives ease for user or consumer. PT. Indonesia Go-Jek was founded in 2011 by Nadiem Karim and Michelangelo Moran. The purpose of the establishment of these efforts to reduce unemployment in Indonesia and become bottlenecks. The company is engaged in the transport service as an intermediary that connects between the riders motorcycle taxis with customers. In January 2015, the company launched mobile applications Go-Jek-based location-based search for mobile phones based on Android and iOS (apple). Through this application, taxi riders can see the incoming order and location of its order for the complainant, and the customer can monitor the position of the rider-motorcycle taxis that respond to the order. Services and service Go-Jek develops not only as transportation (transport) but also can be used as an introduction of the goods, documents or packages (instant courier), as a partner of the company online and offline that need delivery on the same day (shopping), even the newest ones can be used as an introduction to the food ordered (food delivery).

PT Go-Jek Indonesia in achieving company goals need someone willing to work and seek to realize the objectives of the company in achieving optimal profit. Unlikely entrepreneurs acting alone without workers, and workers are unlikely to work without the presence of entrepreneurs. So that performance is very determining the progress of the company in the future because of the dependency between them.

Current Go-Jek has partnered with more than 20,000 taxi riders start from the province of Aceh, Jambi, Jakarta, Surabaya, Bandung, to the province of Bali. Through that partnership, Go-Jek applies system for results by taking a Commission of 20% of every journey taken riders partners, on the contrary, a partner Go-Jek (motorcycle taxi riders) get a Commission of 80%, (Jerome, 2015). However, in the granting of the comfort, safety, and welfare of workers was minimal once, seen from the obscurity of the awarding of compensation given to its employment, the uncertainty of the protection given by the company against workers, the reduction in incentives unilaterally

granted by the company against the driver. Each driver is obligated to deposit the initial capital to work. Cuts of 20% during the withdrawal of the passenger and the driver is mandatory when deposited top up will run out, time to work provided by PT Go-Jek is absolutely free. But among the large number of cases received by the driver on the Go-Jek don't break people's interest to apply for a job at PT Go-Jek Goal o

The research is to analyze the organizational commitment driver (Go-Jek) based on continuous, affective dimension, and normative, analyze the granting of compensation PT. Go-Jek-Jek to drivers as well as influence commitment, compensation against PT driver performance Gojek in the region of the town of Jambi.

Literature Review
Commitment

Organizational commitment according to Porter, et al (1974) commitment is strong recognition and engagement of a person in a specific organization. On the other hand, Becker described the commitment as a tendency to be bound in a consistent line of activities due to consider the existence of the cost of implementing the activities of the other (stop working).

Oyelere et al. (2015) says the commitment of the Organization to explain the relative strength of an individual's identification with involvement in an organization. Commitment to bring something beyond mere loyalty towards an organization. In addition, this includes an active relationship with the organization where the individual is willing to give something of themselves to help the Organization's success and prosperity.

Some understanding of organizational commitment above it can be concluded that organizational commitment is an attitude shown by the individual with the identification, engagement, and loyalty towards the organization. As well, the existence of a desire to remain in the Organization and are not willing to leave the Organization for any reason.

According to the Chughtai and Zafar (2006); and Oyelere et al. (2015) commitments reflect the Organization's three components, namely:
1. Affective commitment. This commitment is an emotional attachment to employees, identification of, and involvement in the organization.
2. Continuance commitment. This commitment based on losses related to the discharge of an employee of an organization. This may be due to the loss of seniority upon promotion or benefit.
3. Normative commitment. This commitment explains the existence of compulsory feel to remain in the organization because it must be so; such action is the correct thing to do.

Compensation

Compensation is a form of retribution for an employee who is given to the company. Can be financial or non-financial period remain. According to Gary Dessler (2009:82) employee compensation is any form of payment or rewards given to employees and emerged from their work and has two components: direct payment (in the form of wages, salaries, commissions, incentives and bonuses), and indirect payment (in the form of financial benefits such as insurance and holiday money paid by the company). The rewards nonfinancial like things that are not easy to quantify of IE the rewards-rewards in the form of a more challenging job, tia more flexible working hours and more prestigious offices.

According to William b. Werther and Keith Davis (1996:119) compensation is what a worker received a reply from the work in its given. Good hourly wage or salary that is designed and maintained by section personnel. Compensation is everything received by an employee as retribution against employees of the company in the form of salaries, facilities and so on which can be assessed with the money and be permanent. In addition, the granting of compensation is a strategic function of human resources. Compensation affects the overall strategy of the organization because of the compensation effect on job satisfaction, productivity, and so on. As for the purpose of compensation according to Hasibuan (2002:120) is as follows:
1. Bonds of cooperation "with the awarding of compensation there was formal cooperation ties Between employers and employees. Employees must work on the task – the task properly, whereas employers or employer is obliged to pay compensation in accordance with the initial agreement. "
2. Job satisfaction "with retribution, employees will be able to meet the needs – physical needs, social status and its egoistic so as to gain job satisfaction from Office".
3. Provision of effective "If the compensation program set is big enough, the procurement of qualified employees for the company will be easier."
4. Motivation "retribution if given a large enough, the manager will be easier to motivate his subordinates".
5. Stability of employees "with the principle of fair compensation for the program and worth as well as external consistency that is competitive, then the employee more stability is assured because the turn-over was relatively small."
6. Discipline "with the awarding of the retribution that is large enough, then the better employee discipline. They will be aware of and obey regulations – regulations ".

7. The influence of the trade unions "with good compensation, relating to the influence of trade unions can be avoided, and employees will be concentrating on her work".
8. The influence of the Government "If the compensation plan in accordance with the labor laws in force (such as a minimum wage limit), then Government intervention can be avoided".

Performance

Performance of the effects expected from the grant of compensation is performance. According to Robbins (2001:171), that performance is a function of the interaction between ability, motivation, and opportunity. While according to Bernardin and Russel (1998:379) performance is the recording outputs (outcomes) that are generated on a function or activity of the work specifically for a certain period of time. Performance is the result of work done by employees of a certain age. This employee's performance will be achieved if supported by the attributes of the employee, the labor effort (work effort) and the support of the organization. Performance can be measured through indicators – such knowledge, the charge indicators will the initiative and dedication of the work, skills, human relationships, and honesty.

Veithzal and Ahmad (2005) defines performance in more fundamental argues that performance is the result of work that can be accomplished by a person or group of people in a company in accordance with the authority and responsibilities of each in achievement of the objectives of the company's efforts to legally, not breaking the law and not contrary to morals or ethics. The performance is by the researchers was the performance of the driver which is employees who measured from several elements, namely knowledge about products and employees of his duties, the employee's skills in delivering services to consumers and skills to advance the company's human relations, namely the ability of employees to establish good cooperation of fellow co-workers or supervisor or his subordinates, initiative and dedication the work realized by the solemnity in implemented work and honesty is the ability of employees, to be honest, and fair to the rights and obligations in the exercise of his duties (Winardi, 2000:128).

Hornsby and Naffziger in Watson, et al (2006) towards entrepreneurs, they identified four dimensions comprising the 15 indicators as follows:
1. Extrinsic reward consists of finding and fostering personal wealth, increase revenue sources and increasing revenue opportunities
2. Intrinsic reward awarded, consisting of public, seek and find challenges, enjoy the joy or pleasure and personal development
3. Independent/autonomy, consisted of nurture or defend personal liberty, personal security, personal responsibility and employ yourself
4. Family security (security of Families), composed of members of guarantee for the future of family members and to build a business to be inherited.

Methods

The flow of research using the Fishbone diagram (fishbone diagram) that will describe the way research ranging from what is done in the research, how to do research, what variables are examined, in which research was conducted until on the product will be achieved in the study

This research using survey method through the dissemination of the questionnaire. This research has the purpose of descriptive, i.e. It describes various characteristics of the observed phenomena and statistical purposes i.e. describes the relationship among causal variables are involved in the research

The population in this study amounted to 1,200 people online taxi drivers across several existing sub-district in Jambi City area. In this study, the process of withdrawal of samples conducted in proportional random sampling that is as follows:

$$n = \frac{N}{1 + (Nd^2)}$$

Description:
- n = sample size
- N = population size
- d = degree of precision (set of 10% with a confidence level of 90%)

$$n = \frac{N}{1+(Nd^2)} = \frac{1.200}{1+(1.200)(0,1)^2} = \frac{1.200}{12} = 100 \text{ taxi drivers online}$$

A method of data analysis in this research is descriptive statistics analysis method and analysis of correlation of product moment (Pearson). The research of using multiple linear regression analysis (Multiple Regression Analysis) with the help of Microsoft Excel and SPSS version 22. According to Ghozali (2016) correlation analysis aims to measure the strength of linear association between variables, instead of showing the relationship of functional.

Validity and Reliability Test

The validity of the test used to measure is valid or whether a questionnaire. A questionnaire is said to be valid if the questions on the questionnaire were able to reveal something that will be measured by the questionnaire (Ghozali, 2007). Measuring validity in this research analysis factors. The main purpose of the analysis of the factor is defining the structure of a data matrix and analyze the structure of mutual relations (correlations) between the large number of variables (test score, test items, answer a questionnaire) and how to define a set of similarity variables or dimensions and is often referred to as factors.

Reliability is a tool to measure a questionnaire that is an indicator of variable or invalid constructs. A questionnaire said reliability or reliable if someone answers to the questions are consistent or stable over time (Ghazali, 2012). In SPSS the test to measure reliability is Cronbach Alpha test with (α). Invalid constructs or variables are said to be reliability if giving the value of Cronbach Alpha > 0.70 (Ghazali, 2012). Reliability measurements can be done in two ways, namely; 1) Repeated measure or measurement that is someone going to the same question was handed at a different time, and then whether it remains consistent with the answer and; 2) One shot or the measurement only once and then the result other questions or measuring the correlation between the answer with questions.

Test for Normality

Test of normality aims to test whether, in regression models, the residual variable has a normal distribution. The good regression model is having a normal distribution of the data or close to normal (Ghozali, 2012). Normality test IE by using a normal probability plot, which compares the cumulative distribution of actual data with the cumulative normal distribution of data. The basis of decision making in a test of normality are: 1) if data (point) spread out around the diagonal line and follow direction of diagonal lines or graph showing the pattern of a normal distribution, then the regression models meet the assumptions of normality; and 2) If data (point) spread far from diagonal and or do not follow the diagonal line or graphics does not show a normal distribution pattern, make model regression does not satisfy the assumption of normality.

In addition, the study also used a statistical test of Kolmogorov-Smirnov (K-S) to test the normality of the data. The K-S test is performed by making a hypothesis at the level of 0.05 significant: H0: p 0.05 > residual data is Gaussian, H1: p no residual data 0.05 < Gaussian.

Test Multikolinieritas

Multikolinieritas test aimed at testing whether in regression models found the existence of a correlation between free variables (independent). Good regression models should not happen the correlation between independent variables (Ghazali, 2012). Techniques to detect whether there are multicolinieritas in the regression model is viewed from the value of tolerance and the value of the variance inflation factor (VIF). Decision making by seeing the value of Tolerance; 1 Multicollinearity does not occur), if the value of Tolerance is greater 0.10; 2) occurred Multicollinearity, if the value of Tolerance "smaller or equal dengan0 .10; 3) see the value of VIF (Variance Inflation Factor); 4) Multikolinieritas does not occur, if the value of smaller VIF 10.00; and 5 Multikonieritas) occurs, if the value of the VIF is greater or equal to 10.00.

Test The Significance of Individual Parameters (test Statistic t)

The test statistic t is used to find out how far the influence of explanatory one variable individually in explaining the variation of bound variables (Kuncoro, 2004). The degree of significance used was 0.05. If the value of the small significant of the degree of confidence then the alternative hypothesis is accepted. It states that partially independent variables influenced by the dependent variable. The t-test analysis presented in table "'s"

Simultaneous Significance Tests (test statistic F)

Statistical tests of F is used to indicate whether all the variables in the model intended has no influence jointly against variables bound (Kuncoro, 2004). With a degree of confidence used was 0.05. If the value of Fhasil is greater than the value of the calculation of F according to the table then the alternative hypothesis was received. It is stated that all independent variables simultaneously effect significantly to the dependent variable.

The Determination Coefficient (R ²)

The coefficient of determination (R^2) essentially measuring how far the capability model in explaining the variation in the independent variable. The value of the coefficient of determination is between zero and one. The value of R^2 small means the ability of independent variables in explaining the variation in the dependent variable

is very limited. The value approaching a means of independent variables provide almost all of the information needed to predict the variation in the dependent variable (Ghazali, 2012).

Results

The analysis in this study unit is the individual. The respondents in this study is a good Go-Jek driver Go-Ride or Go-Car which spread across several regions in the city of Jambi. Data collection is done by the method of the survey with the research instrument in the form of a questionnaire. A questionnaire distributed to taxi drivers online (Go-Jek) totaling 100 questionnaires and all were successfully refunded so that the level of response in this study of 100%.

There were 100 pairs of the questionnaires can be processed further, thus the sample in this study there were 100 samples. However, the actual number of respondents more than 92 people as respondents in this study consists of the driver's Go-Ride and Go-Car. Total respondents in this research were 1,200 people consisting of 956 driver Go-Ride and Car drivers Go-244. For these studies, researchers did the dissemination of questionnaires to some point of the location where the driver Gojek gather before they get order from consumers.

Table 1. The number of Samples Online Taxi Drivers in several locations in the city of Jambi

No	Location	Population	ni=(Ni :N).n	Samples
1	Telanaipura	336	(336:1.200).100	28
2	Simpang Rimbo	124	(124:1.200).100	11
3	Simpang Kawat	138	(138:1.200).100	12
4	Jelutung	177	(177:1.200).100	15
5	Kota Baru	212	(212:1.200).100	18
6	Thehok	154	(154:1.200).100	11
7	Talang Banjar	59	(59:1.200).100	5
	Jumlah	1.200		100

Source: processed researcher, 2017

Test Validity and test Reliability

Test Validity (accuracy test) is used to find out whether the compiled questionnaire was valid or invalid, then it needs to be tested with the correlation between test score (rating) of each item the question with a score total of the questionnaire. For items, not valid questions should be discarded or not used as an instrument of the question. Test Reliability (reliability) is also done on both the free variables or variables are bound. From the results of testing the validity of items, statements and indicators expressed valid measured its reliabilities or possibly with the help of the program SPSS version 22.

Reliability testing of the instrument is carried out using the method Cronbach's Alpha (Dwi Priyanto: 2010). Cronbach's Alpha is suitable on a score scale-shaped (ex 1-5) or the score ranges (ex 0-20). And for testing typically use certain limitations such as 0.6. A variable is said to be reliable, when $\alpha = 0.60 <$ reliable. According to Sekaran (1992), reliability, less than 0.6 is less well, while acceptable and above 0.7 0.8 is good.

Table 2. Validity
Case Processing Summary

		N	%
Cases	Valid	100	100.0
	Excluded	0	.0
	Total	100	100.0

a. Listwise deletion based on all variables in the procedure.

From table 1 it can be seen above, the validity of the data received from the 100 data processed using the SPSS 22 no one missing or lost, so the level of 100% valid.

Table 3. Reliability
Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.889	.897	25

With the test of the validity of a table of r = 0.163, with r count > r table (0.889 > 0.163) is positive, then the result is valid. Based on the results of the reliability test that was done showed that the value of Cronbach Alpha (α) is bigger than 0.6 so that it can be concluded that the test results statement questionnaire reliable (reliable) and valid to do further analysis.

Normality Test

Test of normality aims to test whether, in regression models, the variable of residual has a normal distribution. The good regression model is having a normal distribution of the data or close to normal (Ghozali, 2012). Normality test IE by using a normal probability plot, which compares the cumulative distribution of actual data with the cumulative normal distribution of data.

Test Multikolinieritas Test

Multicollinearity is a perfect linear correlation (100%) or explanatory variable measured between being entered into the model.

Table 4. Testing Of Multicollinearity

Independent	Dependent	Tolerance
Komitmen Organisasi	Kinerja	1,000
Kompensasi	Komitmen Organisasi	1,000
Komitmen Kompensasi	Kinerja	0,190

The Results showed that compensation variable free has a tolerance greater than 0.10, then it can be concluded that there are no free variables in multicollinearity between the regression model. Based on the above, it was concluded that the Multikonieritas does not occur.

Test the significance of Individual Parameters (test Statistic t)

To perform a partial test is performed with the test t. a t-test was conducted to compare the value of t-statistic with t-table on degrees of significant (α) of 0.05 obtained t-table of 2.306.

Table 5. The t-test results (partial)

Hipotesis	Independent	Dependent	Beta	t-statistic	Sig.
Hypothesis 1	Commitment	Kinerja	2,134	6,340	
Hypothesis 2	Compensation	Performance	,387	3,631	
Hypothesis 3	Commitment Compensation	Performance	,112	1,714	

Simultaneous Significance Tests (test statistic F)

This test is done to see if the variables are free personal factors influencing interest in entrepreneurship is done using test f. F was obtained by Tests how to compare Fhitung with Ftabelpada degrees of significant (α) of 0.05. For more details can be seen in the following table:

Table 6. Test result F (simultaneous)

ANOVA

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	9.842	2	4.921	19.041	.000[b]
	Residual	25.068	97	.258		
	Total	34.910	99			

a. Dependent Variable: Kinerja
b. Predictors : (Constant), Kompensasi, Komitmen

Based on the results of the above calculation, the value of F-female of 19.041 with a probability of 0.000. The probability numbers are smaller than the value of 0.05 (5%), thus it can be concluded that the models used to test commitment, compensation and Performance are models that fit.

The Determination Coefficient (R ²)

The coefficient of Determination is used to find out how big the ability of free variables in explaining variables are bound. The determination of the value specified by the value Adjusted R Square.

Table 7. Koefesien Determination
Model Summary

Model	R	R Square	Adjusted R Square	Std. of Error of the Estimate	Change Statistics					Durbin-Watson
					R Square Change	F Change	df1	df2	Sig. F Change	
1	.531[a]	.282	.267	.50836	.282	19.041	2	97	.000	1.563

a. Predictors: (Constant), Kompensasi, Komitmen
b. Dependent Variable: Kinerja

Conclusion

Based on the results of data processing and analysis that have been carried out in the previous chapter, several conclusions can be drawn regarding the problems , among other : (1) commitment has a significant effect on the performance taxi drivers online (Go-Jek) in Jambi City, (2) Giving compensation significantly influences the performance taxi drivers online (Go-Jek) in Jambi City, (3). Commitment and compensation together have a significant effect on the performance taxi driver online (go-jek) in Jambi City.

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