

THE INFLUENCE OF WORK CULTURE, WORK EXPERIENCE AND WORK LOAD ON INDRIVER DRIVERS' PERFORMANCE IN BEKASI CITY

Dewi Puspaningtyas Faeni¹, Muhammad Fico Firdaus².

Faculty of Ecomocs and Business Universitas Bhayangkara¹,

Student of Faculty Economics a Business Universitas Bhayangkara Jakarta Raya².

dewi.puspaningtyas@dsn.ubharajaya.ac.id^{1*}, mficofirdaus@gmail.com²

ABSTRACT

The purpose of this study is to examine how Bekasi City's InDriver drivers' performance is impacted by work culture, experience, and workload. This study investigates the variables influencing InDriver drivers' performance utilizing the research hypothesis that workload, work culture, and experience all have an impact on employee performance—both concurrently and to some extent. The findings of this study can offer transportation service providers, like InDriver, important information about how to enhance driver wellbeing and performance. Based on the study's findings, it can be inferred that drivers can be inspired to perform better and work harder by a strong and supportive work culture. Long and diverse work experience is also acknowledged as a contributing element to The present research endeavors to examine the factors that impact the performance of InDriver drivers by applying the research hypothesis that suggests workload, work culture, and experience all have some degree of concurrent and simultaneous effects on employee performance.

Keywords: Job Satisfaction Compensation, Job Characteristics

INTRODUCTION

With the advancement of time and technology, motorbike taxis are becoming an increasingly important form of transportation, especially with the rise of online motorcycle taxi services. Online motorcycle taxis are a form of transportation that resembles traditional motorcycle taxis in that they transport people to their destination. The ordering process for online motorcycle taxis is distinct, though, as it makes use of modern technology by utilizing a smartphone application. Smartphones that can call a car or driver via an Internet connection The cost of motorcycle taxi services ordered online is explicitly mentioned in the application and is calculated by taking into account the distance between the passenger pick-up place and the destination.

Performance is the will of an individual or group to carry out a task and finish it in accordance with their duties with the desired outcomes. Performance, according to Donnelly, Gibson, and Ivancevich (in Rivai et al. 2004), is the degree of success attained in completing a task and the capacity to meet predefined objectives. In the meantime, it was highlighted by Mathis and Jackson (2006) that performance basically refers to what workers do or do not do. Additionally, performance is defined by Robbins (2008) as the outcomes that workers attain in their work in accordance with particular standards that are relevant to the position. Several indicators are used to assess the performance of individual employees. Robbins (2006) identified six indicators: quantity, quality, independence, efficiency, timeliness, and work dedication.

Ndraha (2012) defines work culture as a collection of fundamental ideas or mental programs that may be applied to improve teamwork and productivity at work among members of a community group. Ndraha (2012:232) categorizes work culture indicators into three groups: (1) Habits; (2) Regulations; and (3) Values.

The prerequisite for working is job experience, and the more work experience one has, the more skills and speed one may utilize to finish mining chores. Employees with prior

work experience might operate in a variety of settings. is defined as the combination of individual skills, knowledge, capability and experience of a firm's managers and employees (Faeni, 2023)

The quantity of work that employees are physically and psychologically responsible for is known as their workload. Every job is a weight for the worker, and since workloads can be mental, emotional, or physical, each employee must be able to manage them on their own. or the community. Hard workers—those who load and unload cargo at ports, for example—bear a heavier physical weight than an emotional or social one. However, an entrepreneur may have a comparatively greater mental load due to their responsibilities. Conversely, social workers bear a greater social cost.

THEORETICAL REVIEW

Employee performance

A performance is an outcome or something that a someone has accomplished. According to Kiruja and Mukuru (2013), employee performance in this context refers to the accomplishments made by workers in light of their position or role in the workplace. Both qualitative and quantitative performance indicators can be used to assess an individual's success or performance. This is in line with the degree of accountability assigned to him.

"Performance is a movement, action, implementation, activity, or conscious action aimed at achieving a certain goal or target," according to Kusnadi (2003: 264). Performance is the outcome of a person's or a group's labor over a predetermined amount of time, both in terms of quantity and quality, in completing tasks in accordance with assigned responsibilities.

Work culture

Work culture is described as "a set of assumptions or belief systems, values, and norms developed within an organization to guide employee behavior" by Mangkunegara (2005: 316). members to solve issues with both internal and external adaption.

Work culture is a high-quality, consistently based on core values work approach that serves as inspiration and incentive to consistently improve output and satisfy stakeholders (Ruliyansa, 2018: 83).

Work culture is "a system of shared understanding among members of an organization that distinguishes that organization from other organizations," according to Robbins (2003: 11).

Work experience

Work experience, according to Marwansyah in Wariati (2015), is the set of skills, knowledge, and abilities that employee have to carry out duties from a prior employment.

Professional experience, according to Sutrisno (in Suwanto, Kosasih, Nurjaya, Sunarsi, and Erlangga, 2021), is the capacity of an employee to fulfill all of his responsibilities and obligations in light of his prior experience in the employee's line of work.

Work experience, according to Martoyo (in Wirawan et al., 2018), is the total amount of time a worker has spent at their current job since beginning employment.

Workload

Gawron (2016) defines workload as "a set of task demands, as effort, and as activity or accomplishment." In other words, workload is exactly what it sounds like: a set of task demands, effort, and activity or accomplishment.

Fransiska & Tupti (2020) define workload as an excessive amount of work or activity that might lead to stress in an individual. Employee performance may suffer as a result of the excessively high degree of skill needed, the excessively fast speed, the excessive amount of work, and other factors. Overly high workload intensities can lead to work stress, whereas underlying effort intensities might result in saturating or boring labor.

The concept of workload, according to Hart & Staveland in Tarwaka (2011:106), is something that results from the interaction of workers' perspectives, skills, and the demands of the tasks that are utilized as a workplace. Operationally, workload can also be characterized in terms of task demands or effort put into the work.

Conceptual Framework

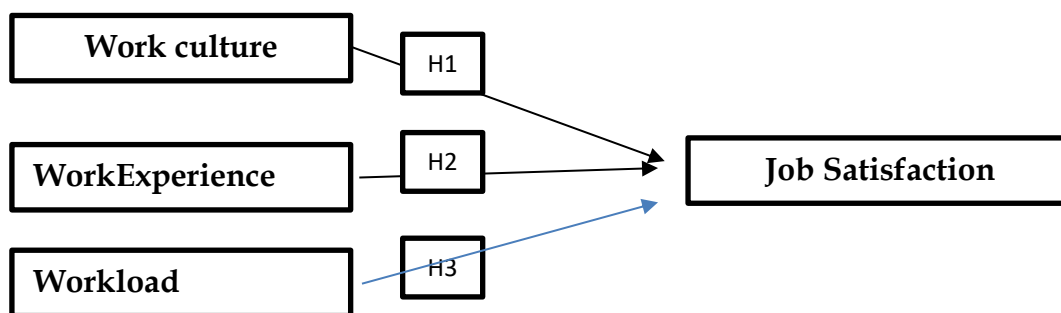


Figure 1. Conceptual Framework

Hypotheses

- H1. Work culture influences employee performance
- H2. Work experience affects employee performance
- H3. Workload affects employee performance

METHODOLOGY

Aan Komariah and Djaman Satori (2011: 103) According to Djaman Satori and Aan Komariah, a systematic process for gathering the required data is what constitutes data collection procedures in scientific research.

I utilize a questionnaire as my method of data collection. A questionnaire is a technique for gathering data in which participants are given a list of written questions or statements to complete. When the variables to be measured and the expected responses from the respondents are known, a questionnaire is a more effective way to gather data. The questionnaire can also be used if the respondents are dispersed over a big geographic area and number is rather high.

CONCLUSION

It can be concluded that this study aims to identify the influence of work culture, work experience, and workload on the performance of InDriver drivers in Bekasi City. From the research hypothesis, there is an assumption that work culture, work experience, and workload affect employee performance, both simultaneously and partially. In addition, workload is explained as the amount of work that is imposed on workers both physically and mentally, and is their responsibility

For a transportation service provider such as InDriver, driver performance is essential to the company's success. As a result, this study offers businesses insightful information about how to enhance the productivity and welfare of their drivers.

Drivers can be inspired to work harder and perform better by a supportive and upbeat work environment. Companies that implement efficient training, development, and communication strategies can fortify a work culture that fosters driver performance at its best. Additionally, management of the organization can think about ways to control the burden of drivers, like better time management, psychological support, and more effective scheduling. Extended and diverse job experience has been identified as a factor that enhances employee effectiveness. As a result, businesses are able to offer incentives and prizes to drivers who have a strong work history.

Drivers' performance and motivation may increase as a result. However, in order to maintain context consistency, this study includes a number of constraints, including the use of qualitative methods and research done in a single urban region. Therefore, to increase the generalizability of the research findings, more research can be done utilizing quantitative techniques and incorporating a wider range of topics.

REFERENCES

- Adam, V., Wulandari, J., & Aprillia, H. D. (2020). Analisis Beban Kerja Dan Insentif Terhadap Kinerja Driver Gojek Di Bandar Lampung. *Jurnal Perspektif Bisnis*, 3(2), 106-116.
- Arisanti, K. D., Santoso, A., & Wahyuni, S. (2019). Pengaruh Motivasi Kerja Dan Disiplin Kerja Terhadap Kinerja Karyawan Pada PT Pegadaian (Persero) Cabang
- Diansari, H. E., & Alie, J. (2024). Pengaruh Lingkungan Kerja, Kompensasi dan Semangat Kerja Terhadap Kinerja Driver di Wilayah Palembang. *Al-Kharaj: Jurnal Ekonomi, Keuangan & Bisnis Syariah*, 6(6), 5207-5222.
- Faeni, D. (2023). SERVQUAL measures: Indonesian government healthcare (BPJS) from a human resource perspective. *Journal of Infrastructure, Policy and Development*, 8(2), 2271. <http://dx.doi.org/10.24294/jipd.v8i2.2271>
- Faeni, D. (2024). Green Practices and Employees' Performance: The Mediating Roles of Green Human Resources Management Policies and Knowledge Development. *Journal of Infrastructure, Policy and Development*
- Faeni, D.P., Puspitaningtyas Faeni, R., Alden Riyadh, H. and Yuliansyah, Y. (2023), "The COVID-19 pandemic impact on the global tourism industry SMEs: a human capital development perspective", *Review of International Business and Strategy*, Vol. 33 No. 2, pp. 317-327. <https://doi.org/10.1108/RIBS-08-2021-0116>
- Feoh, Y. M. D., Nursiani, N. P., Timuneno, T., & Fanggidae, R. E. (2023). PENGARUH BEBAN KERJA DAN KOMPENSASI TERHADAP KINERJA PENGEMUDI GOGO TAKSI KUPANG. *GLORY Jurnal Ekonomi dan Ilmu Sosial*, 4(5), 1283-1303.
- KESELAMATAN KERJA (K3) PENGEMUDI GOJEK DI KOTA PONTIANAK. *JURNAL ECONOMINA*, 2(4), 949-963.
- Nahuri, S. B., Firayanti, Y., & Mufrihah, M. (2023). PENGARUH PENGALAMAN KERJA, JAM KERJA DAN JUMLAH ORDERAN TERHADAP KESEHATAN DAN Nganjuk. *JIMEK: Jurnal Ilmiah Mahasiswa Ekonomi*, 2(1), 101-118.

- Nirmalasari, L., & Nurbaiti, A. (2020). Pengaruh Kepuasan Kerja dan Komitmen Organisasi Terhadap Kinerja Karyawan pada PT Ace Hardware Bandung. Prosiding FRIMA (Festival Riset Ilmiah Manajemen dan Akuntansi), (3), 208-227.
- PASURUAN. Jurnal Inovasi Penelitian, 4(5), 941-950.
- Primawanti, E. P., & Ali, H. (2022). Pengaruh Teknologi Informasi, Sistem Informasi Berbasis Web Dan Knowledge Management Terhadap Kinerja Karyawan (Literature Review Executive Support Sistem (Ess) for Business). Jurnal Ekonomi Manajemen Sistem Informasi, 3(3), 267-285.
- Sinaga, K. I. P., Pudyaningsih, R., & Oktafiah, Y. (2023). PENGARUH BUDAYA KERJA DAN MOTIVASI KERJA TERHADAP KINERJA DRIVER GRAB DI KOTA
- Wicaksono, I. S. (2019). Pengaruh Kompensasi Dan Fleksibilitas Kerja Driver Gojek Terhadap Kinerja Dengan Kepuasan Kerja Sebagai Variabel Intervening.
- Yo, P., Melati, P., & Surya, I. B. K. (2015). Pengaruh beban kerja terhadap kepuasan kerja dengan stres kerja sebagai variabel mediasi (Doctoral dissertation, Udayana University).