

The Influence of Work Discipline, Compensation, and Job Stress on The Performance of Maxim Bike Online Transportation Drivers in Makassar City

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Abstract

This research aims to determine the influence of work discipline, compensation and work stress on the performance of Maxim Bike drivers in Makassar City. The population in this research is Maxim Bike drivers in Makassar City. The sampling technique used purposive sampling technique so that a sample of 40 respondents was determined. Data collection methods were carried out by observation, questionnaires, and interviews. The data analysis methods used were descriptive analysis, instrument testing, classical assumption testing, and multiple linear regression analysis. The research results show that work discipline and work stress have a positive and significant effect on the performance of Maxim Bike drivers, while compensation does not have a positive and significant effect on the performance of Maxim Bike drivers. The multiple linear regression model shows that work discipline, compensation, and work stress are three factors that affect good performance, so before good performance can be achieved, work discipline, compensation and work stress must be met.

Key words: work discipline, compensation, work stress, performance.

INTRODUCTION

The increasingly advanced digital era and globalization encourage the advancement of technology and transportation management. Advances in technology and transportation management are the main things that must be addressed by the government in an effort to equalize economic development throughout the region, both rural, urban and remote areas. This condition is carried out with the aim of achieving national economic development such

as the movement of goods, services and residents from one place to another so that it can run faster, more effectively and efficiently (Muthalib, 2016).

Online transportation is a combination of motorcycle taxi transportation services with communication technology (Marsusanti, 2018). Transportation has an important role that influences several factors, such as geographical or regional conditions and air in making it easier to reach all regions. In addition to playing an important role in driving the economy, transportation affects almost all aspects of life and plays an important role in driving the progress of a country. To support economic growth, transportation services that serve passengers and goods are needed in Indonesian cities. In everyday life, people will need transportation to make their travel easier so that they can support economic activities.

Human Resources play an important role in planning, implementing and supervising various operational activities of the company. In addition, effective and efficient management of Human Resources will help the company optimize income and expenses. The success or failure of a company depends on its Human Resources elements. Therefore, it is very important for companies to expect their employees to perform competitively.

Job performance is the quality and quantity achieved by individuals or groups when carrying out tasks. The parameters used in assessing employee performance are the quality, quantity, knowledge, and creativity of individuals towards the work results achieved according to responsibilities during a certain period (Praptiestrini, 2018).

The company really expects good performance from its employees to achieve the company's success, of course Maxim drivers cannot be separated from performance. Therefore, the company must have the right strategy to improve the performance of its employees. There are several factors that can affect driver performance, namely work discipline, compensation and work stress on Maxim drivers in Makassar City.

Work discipline is an important technical function in human resource management, the better the employee's work discipline, the higher the work performance achieved, while if the work discipline applied in the company is not implemented perfectly, it will make it difficult for the company to achieve maximum results (Tyas, 2018). Work discipline aims to reduce waste of time and energy and increase productivity as much as possible.

Compensation is all forms of salary or rewards that flow to employees for what the employee has done (Dessler, 2015). Meanwhile, according to Yuvenny (2014), providing compensation to employees is an important factor in efforts to improve employee performance so that it has an impact on achieving company goals, both long-term and short-term goals. The company's compensation policy is very important for the productivity and survival of the company.

Job stress is a feeling of pressure or feeling pressured experienced by employees in dealing with work. There are many causes of work stress, including workloads that are felt to be too heavy, pressing work hours, unhealthy work climates, inadequate work authority related to responsibility and work conflicts (Mangkunegara, 2010). Stress in the workplace causes employees to be less satisfied with their jobs. Therefore, in order to maintain and retain its human resources, it is important for companies to pay attention to the level of work stress experienced by their employees.

Maxim is an online transportation company from Russia which was founded in 2003. In 2018, the Maxim company opened an office in Makassar and is under the auspices of PT. Teknologi Perdana Indonesia. The emergence of Maxim online transportation has also contributed to reducing unemployment in Indonesia, especially in Makassar. Driver partners who want to join Maxim have many career options. Maxim has two applications, namely the Maxim application (motorcycle taxi and transportation), which is intended for customers and offers a variety of needs, such as delivery of goods, food delivery, shopping, and traveling. In addition, there is the Taxsee Driver application, which is intended for driver partners, with more than 1000 driver partners.

LITERATURE ANALYSIS AND METHODOLOGY

Literature Analysis

Human Resource Management is a system that aims to influence the attitudes, behaviors and performance of employees so that they are able to provide optimal contributions in order to achieve company goals (Tohardi, 2015). If the performance of the company's employees is good, the company's performance will also increase. Therefore, employee performance must always be improved so that they can contribute to the overall performance of the company.

Work discipline has a significant influence on employee performance. Research shows that good work discipline can increase productivity and work efficiency (Pratama, 2024; Pereira & Said, 2019). In the context of online transportation drivers, high work discipline can be reflected in punctuality in picking up passengers, compliance with the specified route, and the ability to maintain the vehicle in good condition. Research by Pratama (2024) revealed that work discipline contributes positively to employee performance, which can also be applied to online transportation drivers. This shows that disciplined drivers tend to have better performance in meeting company and customer expectations.

Compensation also plays an important role in improving driver performance. Research by Shabri et al. (2021) shows that fair and adequate compensation can increase

work motivation, which in turn has a positive impact on employee performance. In the context of Maxim Bike, the compensation given to drivers, whether in the form of salary, bonuses, or incentives, can influence their motivation to work harder and provide the best service to customers. In addition, research by Olivia & Rozak (2022) confirmed that job satisfaction resulting from good compensation contributes to increased employee performance. Thus, drivers who feel appreciated through decent compensation tend to show better performance.

On the other hand, work stress can be a factor that inhibits performance. High stress can reduce driver concentration and productivity, and increase the risk of accidents on the road. Research by Zati et al. (2020) shows that an unsupportive work environment can cause high levels of stress, which has a negative impact on employee performance. In the context of online transportation drivers, stress can come from various sources, such as pressure to meet income targets, poor traffic conditions, and unpleasant interactions with passengers. Therefore, it is important for companies to create a supportive work environment and reduce stress-causing factors.

The interaction between work discipline, compensation, and work stress also needs to be considered. Research by Sari & Pancasasti (2022) shows that work discipline can function as a mediator between compensation and performance. This means that good compensation can improve work discipline, which in turn will improve performance. However, if the driver experiences high stress, then the positive impact of work discipline and compensation on performance can be reduced. Therefore, companies need to manage these three factors holistically to achieve optimal performance from drivers.

METHODOLOGY

This study uses a quantitative descriptive method. Quantitative research is a type of research that produces results using statistics or other quantitative methods. Descriptive research is conducted to determine the value of each variable, to determine whether one or more factors work alone without forming a relationship, and to compare other factors.

This research was conducted in Makassar City, South Sulawesi. This research was conducted for two months starting from October to November 2024. Population is an object or subject that is in an area and meets certain requirements related to the research problem. The population in this study were all Maxim Bike drivers in Makassar City. The sampling technique in this study was purposive sampling. The number of samples in this study was 40 samples.

The research variables (performance, work discipline, compensation, work stress) were measured using a Likert scale, and validity and reliability tests were carried out. The

data analysis used was multiple linear regression analysis, with classical assumption tests (heteroscedasticity and multicollinearity). Multiple linear regression in this study is calculated using the formula:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Information:

Y = Performance Variable

α = Konstanta

β_1 = Regression Coefficient of Work Discipline Variable

β_2 = Regression Coefficient of Compensation Variable

β_3 = Regression Coefficient of Work Stress Variable

X_1 = Work Discipline Variable

X_2 = Compensation variable

X_3 = Work stress variable

e = Error Term

RESEARCH AND RESULTS

Characteristics Respondents

The characteristics of Maxim Bike driver respondents include gender, age, and occupation. Gender is mostly (92.5%) male, while females are only 7.5%. This is related to the high risk of traffic on the road, so women tend to be more risk-averse. In terms of the age of the respondents, it can be seen that most (32.5%) are very productive, between 17-25 years old.

Very young age has relatively high productivity, and young people tend not to be afraid of risks, so Maxim Bike drivers are able and brave to face various challenges. Maxim Bike driver jobs are mostly side jobs of self-employed, civil servants, and students. Most Maxim Bike drivers have miscellaneous jobs (75%), which indicates that this job as a driver is their main job.

Table 1. Characteristics of Maxim Bike Driver Respondents in Makassar City

Characteristics	Number (people)	Percentage (%)
1. Gender		
- Man	37	92.5
- Woman	3	7.5
2. Age (years)		
- 17 - 25	13	32.5
- 26 - 30	10	25.0
- 31 - 35	17	17.5
- ≥ 36	10	25.0
3. Work		
- Self employed	7	17.5
- Civil Servants	1	2.5
- Student	2	5.0
- Others	30	75.0

Source: Primary Data Analysis, 2024.

Factors Affecting Maxim Bike Driver Performance

The influence of work discipline, compensation, and work stress on the performance of online transportation drivers, such as Maxim Bike, is an important topic in the context of human resource management and company operations. This study aims to explore how these three factors interact with each other and affect the performance of drivers. In this study, work discipline is defined as compliance with the rules and procedures set by the company, while compensation includes financial and non-financial rewards received by drivers. Work stress, on the other hand, refers to the stress that drivers experience due to high job demands and uncertain working conditions.

Table 2. Factors Affecting Maxim Bike Driver Performance

Variable	Coefficient	Error Standards	Sig.
Constant	0.924**	0.356	0.014
Work Discipline	0.470***	0.089	0.000
Compensation	0.037 ^{ns}	0.081	0.641
Work Stress	0.277**	0.110	0.016
Coefficient of Determination (R ²)	0.681		
F statistic	25.658***		

** Significant at $\alpha=5\%$			
*** Significant at $\alpha=1\%$			
ns Non Significant			

Source: Primary Data Analysis, 2024.

The variables of work discipline, compensation, and work stress in a simultaneous manner had a significant effect on the performance of Maxim Bike drivers, which was 68.1 percent, while the remaining 31.9 percent of the performance was influenced by other factors that were not studied in this study.

Based on the results of the partial analysis, work discipline is the variable that has the most positive and significant effect on the performance of Maxim Bike drivers. A coefficient value of 0.47 means that if the work discipline value increases by one score, the driver's performance will increase by 0.47 points. Thus, it can be concluded that the higher the level of driver work discipline, the higher the driver's performance. This indicates that work discipline is the most important factor in improving performance.

Work discipline is one of the factors that is widely discussed in the context of employee performance. Research by Wonggor (2024) shows that high work discipline is directly related to improving employee performance. This is in line with the findings by (Kharismasyah, 2023), which emphasizes that good work discipline can increase productivity and efficiency. In the context of online transportation drivers, work discipline can be reflected in compliance with company rules, such as punctuality and efficient use of routes. Research by Ningsi (2022) also supports that work discipline has a significant effect on performance, showing that disciplined drivers tend to provide better service to customers.

Work stress has a positive and significant effect on the performance of Maxim Bike drivers with a coefficient value of 0.277 at a confidence level of 95 percent. This shows that work stress has proven to be a motivation for drivers to work harder and dare to take risks, thus having a positive effect on the increase in Maxim Bike driver performance. Thus, the higher the work stress, the higher the driver's performance. The results of this study contradict the results of previous studies, which showed that work stress has a negative effect on performance. This difference is realistic, because respondents in Makassar City, most of whom are of very productive age and have a tough and unyielding work ethic, so that work stress is used as motivation to move forward.

On the other hand, work stress is often a hindrance to performance. Research by Mutmainah (2023) shows that work stress does not have a positive effect on performance,

and can even reduce productivity. This is in line with research by (Trianingrat & Supartha, 2020), which found that work stress has a negative influence on employee performance. In the context of online transportation drivers, stress can arise from a variety of sources, including the pressure to meet income targets and uncertain traffic conditions. Research by Hakim et al. (2021) also pointed out that work stress can reduce employee motivation and performance, which shows the importance of stress management in improving driver performance.

The compensation in this study did not have a significant effect on the performance of Maxim Bike drivers. This shows that Maxim Bike drivers are mostly an important livelihood in meeting the needs of young people in particular, so the amount of compensation tends to be overlooked.

Compensation is another factor that plays an important role in improving performance. Research by Palupiningtyas & Aryaningtyas (2022) shows that fair and adequate compensation can increase work motivation, which in turn has a positive impact on performance. Research by Shabri et al. (2021) also showed that compensation has a significant effect on employee performance, which shows that drivers who feel rewarded through decent compensation tend to perform better. However, research by Sandra (2024) shows that although compensation and work discipline have a positive relationship with performance, there are times when compensation does not have a significant effect on performance, depending on the context and working conditions.

The interaction between work discipline, compensation, and work stress also needs to be considered. Research by Jufrizen et al. (2020) showed that work stress can mediate the relationship between workload and performance. This suggests that if the driver is under high stress, then the positive impact of work discipline and compensation on performance can be reduced. Therefore, it is important for companies to create a work environment that supports and reduces stress-causing factors, such as providing flexibility in working hours and providing psychological support for drivers who experience severe stress.

CONCLUSION AND RECOMMENDATIONS

Work discipline, compensation, and work stress simultaneously had a significant effect (68.1%) on improving the performance of Maxim Bike online drivers in Makassar City. Partially, work discipline is the most important variable and has a significant effect on improving the performance of Maxim Bike online drivers. The higher the level of driver discipline, the higher the performance of Maxim Bike drivers. Work stress is a variable that also has a positive effect on improving Maxim Bike driver performance, although the effect

is relatively lower. Work stress can contribute positive motivation to the performance of Maxim Bike drivers in Makassar City.

In order to improve the performance of online transportation drivers, companies like Maxim Bike must pay attention to various aspects that affect work discipline, compensation, and work stress. One approach that can be taken is to provide training and development to improve driver skills, which can increase confidence and reduce stress. In addition, companies also need to ensure that the compensation system implemented is fair and transparent, so that drivers feel valued and motivated to work better.

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