Online transportation workers in Palembang City: context and characteristics

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Abstract. Online transportation has become a necessity for people in Palembang City in particular. Palembang City is the only city in South Sumatra Province that has online transportation services. The existence of these services is related to the existence of disruptive innovations in the field of transportation services. Transportation which so far has only been based on conventional, has now changed to being based online. The purpose of this study is to describe the characteristics of online transportation workers in the city of Palembang. The research method used is quantitative with a descriptive approach. Data were collected by means of a survey of 384 respondents. Data analysis was performed using descriptive statistics. The results showed that online transportation workers in Palembang were dominant at a young age with a range of 18-28 years. Male gender is more dominant, mostly unmarried, migrant status originating from various regions in Sumatra and Java. Their education level is predominantly high school/vocational school with income of more than Rp 3,000,000. Their vehicle ownership status is private vehicle status.

1. Introduction

At present, the informal sector has experienced very rapid development, especially the informal sector in the transportation sector. Transportation can be divided into three namely land, sea and air transportation. States that the most widely used land transportation so far in big cities in Indonesia is urban public transportation, but technological developments have been able to contribute to the progress of informal sector workers such as ojek (conventional transportation) to become gojek drivers (online transportation) [1].

Transportation can be interpreted as the activity of moving goods or people and currently there is transportation known as online transportation. Online transportation is the activity of moving goods or people who in their use must be connected to the internet. At present, the link between the internet and
the era of globalization is very close [2], so someone who wants to compete in the current era of globalization must be able to operate the internet. Transportation services are very important services for residents in urban areas, so good planning is needed in creating transportation services. Inadequate transportation investment in urban areas causes problems, which is chaos in the mobility of the daily population [3]. The chaos can be in the form of traffic jams and inconvenience in enjoying transportation facilities so that transportation innovations that prioritize customers are needed. Customer-friendly transportation is the result of technological advancements and innovations from business people who always want to create better urban transportation [4]. The creation of innovation in transportation results in ease and comfort for users to support effective and efficient mobility. A person's mobility is greatly influenced by means of transportation, because transportation is very important in daily activities such as the delivery of goods and services and for transporting individuals from one place to another so that transportation must be safe and comfortable [5].

The existence of online transportation is due to disruptive innovation which, is an innovation that can change the existing market or sector [6]. In this case, previously the public was more familiar with conventional transportation (ojek, oplet, city bus) and now because of the innovation into online transportation (goride, jocular). With regard to work in the field of transportation, work such as public transportation drivers and motorcycle taxi drivers, has now been replaced by the name of goalkeeper and motorbike taxi which is an online means of transportation for the community for the removal of people, goods and payments. In Indonesia, currently online transportation (gojek company) has been found in 50 cities, one of which is Palembang City which is the only city in South Sumatra Province, there is online transportation especially gojek [7]. Online transportation can be regarded as work in the informal sector because of its flexible working time.

In this study the informal sector in question is the informal sector in urban areas. In South Sumatra there are four urban areas namely Palembang, Prabumulih, Pagaralam and Lubuk Linggau. A comparison of the number of informal sector workers in the four urban areas can be shown in the following Table 1:

| No. | City          | Number of informal sector workers (male and female) | Percentage |
|-----|---------------|-----------------------------------------------------|------------|
| 1.  | Palembang     | 204.860                                             | 59.17      |
| 2.  | Prabumulih    | 46.404                                              | 13.40      |
| 3.  | Pagaralam     | 49.835                                              | 14.40      |
| 4.  | Lubuk Linggau | 45.098                                              | 13.03      |
|     | Total         | 346.197                                             | 100.00     |

Source: Employment Situation in South Sumatra, 2017

Table 1 shows that the highest number of residents working in the informal sector was in Palembang, which was 59.17 percent. It can be assumed that the high number of informal sector workers is due to the large number of work opportunities in the informal sector in the city of Palembang which is the capital of the South Sumatra Province as the economic center in the region, resulting in developments in the informal sector, especially in online transportation. Based on the explanation above, researchers are interested in conducting research on the characteristics of online transportation workers in the city of Palembang.

2. Methods
In this study, researchers used quantitative research methods. Researchers used a descriptive approach with the reason researchers wanted to explain the characteristics of online transportation workers in the city of Palembang. Questionnaire as an instrument in this study. The questionnaire consisted of variable characteristics of online transportation workers (age, gender, marital status, education, regional origin,
income, and vehicle ownership status) distributed on the questionnaire so that it could be seen the
distribution of respondents' answers from the most dominant online transportation workers. Data
collection techniques using the survey method is a direct interview to 384 respondents used as a sample.
The data analysis technique uses statistical calculations by looking at the percentage distribution through
the SPSS 23 program which is expected to be able to give an idea of the tendency of the most dominant
answers.

3. Results and Discussion
3.1. Age of Online Transportation Workers in Palembang City
Age is a factor that determines a person declared as a teenager, adult or old. Age can affect a person's
decision in determining his work. Data from the field obtained from online transportation workers shows
that workers are dominated by those who are young at the age range of 18-28 years. For more details on
the age of workers can be seen in the following graph:

![Figure 1. Age of Online Transportation Worker in Palembang City](image)

The graph above shows that young age dominates who work as an online transportation worker. This
means that those who are young prefer flexible work such as employment as an online transportation
driver. Statement that the main reason someone wants to be an online transportation driver is work time
that can be set by themselves [8]. Those who have just graduated from high school / vocational school
for a number of years and have not gotten a job or a previous job that is not what they expected, then
working in online transportation is their choice to work.

3.2. Gender of Online Transportation Workers in Palembang City
The sexes can be divided into 2 namely male and female. The data found in the field shows that online
transportation workers in the city of Palembang are not only male, there are also women. This can be
interpreted that the work is also open to women who want to earn income from trying to become online
transportation workers. Data on sex of online transportation workers in the city of Palembang can be
seen in the picture below:
Based on the data above, it can be seen that online transportation workers in Palembang City are dominated by male sex with 97 percent or 374 people, while female are only 3 percent or 10 people. That online transportation workers are dominated by male workers because they require a lot of time on the road using motorbikes [9].

3.3. Marriage Status of Online Transportation Workers in Palembang City
Marital status can be divided into four namely married, single, divorced and divorced. The data found in this study there are only three marital status, namely married, unmarried, and divorced, while there are no divorced respondents. For more details, the data can be seen in the image below:

Figure 3 above shows that the highest number are unmarried workers, while the lowest is divorced. This can be interpreted that there is a relationship between those who are not married to the age of many workers who are still young so that many of them are not married. That those who work as online transportation workers are predominantly married [9].
3.4. The Origin of Online Transportation Workers in Palembang City

The origin of the area is the birthplace of online transportation workers in the city of Palembang. Those born outside Palembang are interpreted as migrants and those born in Palembang are non-migrants. Reasons for migrants coming to Palembang include wanting to earn a better income than in their home area. The number of migrant and non-migrant workers can be seen in the following figure.

![Regional Origin](image)

**Figure 4. Origins of Online Transportation Workers in Palembang City**

The higher number of migrant workers compared to non-migrants can be interpreted that migrants have a great enthusiasm for work as online transportation workers or also called jobs in the informal sector. The informal sector is a destination sector for migrant workers [10]. The income earned per day which is quite beneficial makes many migrants work in this employment sector. The migrants who work are not only from the area around the city of Palembang or within the province of South Sumatra, but also from other provinces on the island of Sumatra, and some even from Java.

3.5. Latest Education on Online Transportation Workers in Palembang City

Education can determine the work someone will do. The data shows that the most recent education of the respondents was dominated by high school / vocational education with 81 percent or 311 workers. This can be interpreted as saying that those who work in the transportation sector are no longer educated, but currently many have secondary education. The education data of online transportation workers can be seen in the picture below:

![Latest Education](image)

**Figure 5. Education of online transportation workers in the city of Palembang**
The education of workers who are dominated by Senior High School is caused by the large number of workers aged between 18-25 years. This means that they have completed high school / vocational school then they choose to work in online transportation. In addition, this job does not require a college diploma to become an online transportation worker, anyone can as long as it meets the requirements that must be prepared in order to become an online transportation worker. That the education of workers as motorcycle taxis is dominated by further education such as high school (high school) level [11].

3.6. Income of Online Transportation Workers in Palembang City

Income is income earned by someone after he does work. Based on the data obtained in the field shows that the income of online transportation workers is dominated by having an income of more than Rp 3,000,000, amounting to 60 percent or 229 respondents. The figure below shows the income of online transportation workers in the city of Palembang.

![Figure 6. Income of Online Transportation Workers in Palembang City](image)

The meaning of the data above is that currently the workers who work on online transportation are predominantly having income that can meet their daily needs which is above Rp. 3,000,000. The above data can also be interpreted that there are no more workers who earn less than Rp 1,000,000, so it can be concluded that work as an online transportation worker is quite promising for workers to earn income used to support themselves and the families of online transportation workers. That the high income makes many people become online transportation workers [12].

3.7. Vehicle Ownership Status

Vehicle ownership in this study can be divided into two namely private ownership and rent. Private means the vehicle used by online transportation workers for work is their own property as evidenced by a motorized vehicle certificate on their behalf, while lease means the vehicle used for work belongs to someone else. Vehicle ownership of online transportation workers can be seen in the following figure:
Figure 7. Status of Vehicle Ownership of Online Transportation Workers in Palembang City

Based on the data above, almost all workers' vehicles are private property, only 0.5 percent of workers rent vehicles. That motor vehicles owned by the community on average or nearly one hundred percent are already privately owned [13]. The vehicles in this study are those who use two-wheeled vehicles or motorbikes. The private vehicles that the workers have owned are from their previous work as motorcycle taxi drivers and there are also those who deliberately buy motorbikes to work as online transportation workers.

4. Conclusion
The characteristics of online transportation workers in the city of Palembang can be categorized into seven namely age, sex, marital status, regional origin, last education, income and vehicle ownership status. Based on the results and discussion above, it can be concluded that online transportation workers in Palembang are dominated by young people with an age range of 18-28 years, male sex, unmarried, migrants coming from various regions in Sumatra and Java, the last education Senior High School, income above Rp. 3,000,000 and their ownership status is private vehicle status.

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