

# Vulnerabilities in digital platform-based work in the field of online transportation

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## ABSTRACT

*This study investigates the vulnerabilities and the illusion of well-being in platform-based digital work, focusing on drivers from Grab, Maxim, and Gojek in Tasikmalaya City. The urgency of this research arises from the rapid growth of the platform economy in Indonesia, which often overlooks the welfare of its workers. The primary objective of this study is to identify the factors affecting the vulnerability of drivers in achieving true well-being, as well as to analyze how the illusion of well-being is produced and maintained in platform-based work. The method used is a qualitative approach with a case study to illustrate the digital work vulnerabilities of Gojek drivers. Data were collected through document studies and Focus Group Discussions (FGDs) with representatives of drivers in Tasikmalaya City, and then analyzed through data reduction, data presentation, verification, and conclusion drawing. The findings indicate that online drivers in Tasikmalaya City face various vulnerabilities, such as a lack of social security and uncertain income. Therefore, collaboration between companies, the government, and driver partners is needed to improve their well-being. Proposed solutions include tariff transparency, the development of a social security scheme, and improved communication between the parties involved. In the future, it is hoped that a fairer and more sustainable partnership for the well-being of online drivers in Indonesia can be established.*

### Keywords:

*digital work; ojol; worker vulnerability*

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## INTRODUCTION

This research explores the digital work relationships that occur between driver partners and Gojek, Grab and Maxim in Tasikmalaya City as a consequence of business

management based on application platforms. The use of applications to measure the performance of driver partners and the provision of "wages" based on consumer assessments results in different working relationships compared to conventional wage system workers or contract workers with certain workloads (Kamim & Khandiq, 2019). Application systems that drive the performance of driver partners need to be studied further to understand emerging digital work relationships, so that we can explore the fulfillment of welfare for driver partners. An assessment of the digital work relationships that emerge in the management of online motorcycle taxi businesses needs to be carried out to ensure that driver partners truly receive adequate welfare. Moreover, the job of becoming an online motorcycle taxi driver is starting to be taken up by the young workforce.

The rapid growth of online motorcycle taxis has resulted in the availability of a legal or regulatory umbrella. Application-based transportation regulations are currently incomplete and several laws and regulations only regulate spatially (Maria, 2019; Setiawan, 2017). Even though the status of ojol drivers is as a partner and not as a worker as regulated in the law. No. 13 of 2003 concerning Employment, the relationship between the two must continue to be regulated so that there is a mutually beneficial relationship, especially in matters of tariffs and profit sharing. The ease of online transportation means that people sometimes forget about consumer safety factors. Specific regulations first appeared in 2019, through Minister of Transportation Regulation Number KP 348 of 2019 which regulates tariff guidelines *online motorcycle taxi*, including lower and upper rate limits. This regulation aims to protect driver welfare while maintaining healthy business competition between service providers. Then in 2022, regulations for protection against *online motorcycle taxi* emerged through the Decree of the Minister of Transportation Number KP 667 of 2022 which regulates passenger delivery rates based on certain island zones. Apart from that, it also contains regulations regarding maximum applicator discounts and order rewards of a certain amount as well as supporting costs to support the welfare of online motorcycle taxis such as health/accident insurance.

However, so far, the existence of online motorcycle taxis has left problems due to the empty impact of special regulations governing the relationship between online motorcycle taxi drivers and applicators regarding the legal status of online motorcycle taxis which are still illegal because they have not been regulated in Law Number 22 of 2009 concerning Road Traffic and Transportation. At the legal level, there is no legal umbrella that forms the basis for online motorcycle taxis or two-wheeled vehicles as public transportation. UU no. 22 of 2009 concerning Road Traffic and Transportation (LLA) was created long ago when ojol didn't exist and there wasn't a single article that regulated it. Indeed, there is a Minister of Transportation Regulation no. 12 of 2019, launched in 2019, regulates the rights and obligations of applicators, drivers and users, but these regulations are not yet specific.

The Indonesian government does not yet have firm rules regarding the regulation of online drivers like Thailand, the United States and Singapore. Apart from that, there has been no revision of Law Number 22 of 2009 concerning Road Traffic and Transportation which regulates the position of motorbikes as a mode of public transportation before further regulating the technical legal protection for users through regulations below, either through Regulations. Government and Regional Regulations. Minister of Transportation Regulation Number 12 of 2019 is a temporary solution to fill the legal vacuum regarding online motorcycle taxi regulations (Puspa et al., 2021). A research study conducted by Nabiyla found that Minister of Transportation Regulation 12/2019 has placed an unbalanced burden of responsibility on online motorcycle taxi drivers in fulfilling aspects of protection that should be the responsibility of the application company. The logic of partnership relations adopted in Minister of Transportation Regulation 12/2019 causes policy makers to be

distorted in positioning application companies as the party that has more power in online motorcycle taxi relations. As a result, instead of providing protection as originally intended, this regulation can actually worsen unequal and exploitative relations for online motorcycle taxi drivers (Izzati, 2022).

The absence of laws gives rise to various problems because of the difficulty of exercising control at the national level. The absence of policies regulating online transportation often leads to conflict (Nainggolan et al., 2020). This also means that local governments cannot make specific regulations for their respective regions, such as different tariffs to improve driver welfare. Until now, with demands for clarity on the status of driver partners, the government is still working on regulations that can regulate the relationship between the two. Currently the government is still drafting special regulations for workers on digital platforms which can provide protection for workers in partnership patterns and other patterns on digital platforms. Drivers feel they are victims of arbitrariness by application companies, while the government is seen as not having done much to address this (Jati, 2024). Not to mention the threat of gender inequality that threatens female online drivers (Putri & Arsi, 2022) because the legal factors themselves are not yet clear in protecting victims of criminal acts of sexual harassment (Talan & Suharyanti, 2023).

According to Kemenaker, the government will pay special attention to digital platform workers, such as working properly according to ILO standards, not experiencing modern slavery, being free from the threat of sexual harassment, and having their social security protected. During the preparation of this regulation, the government did not escape a number of demonstrations that expressed welfare. The discussion regarding this regulation will be carried out after the Joko Widodo regime. For the time being, the existence of online transportation in the regions still uses its authority to regulate order so that there is no conflict between public transportation drivers and online drivers. The joint agreement is in the form of a passenger pick-up and drop-off point located outside the bus, train, station or airport terminal area which is a public transportation area. In the future, regulations governing online transportation must become part of the work of regional legislators in formulating regional regulations related to online transportation (Lamganda et al., 2023). Regulations need to be made so that they have an impact not only on companies as service providers, but also on drivers and consumers. So far, the process of monitoring online services is still hampered by slow and bureaucratic law enforcement (Maruru et al., 2024).

The digital economy phenomenon has changed the employment landscape globally, including in Indonesia. Online transportation has succeeded in driving social change at at least three levels, namely the individual level; inter-individual level and community level (Widiyatmoko, 2018). Digital platforms such as Grab, Maxim, and Gojek have become an integral part of people's daily lives, not only as a means of transportation but also as the main source of income for many individuals. Single parent women who lost their husbands as heads of the family have made online transportation their job choice (Sundari & Harianto, 2023). The online-based transportation business has an impact on the economic welfare of online drivers in the Jabodetabek area (Wijayanti, 2023). This phenomenon is often associated with the potential to increase economic welfare. It could be that being an online driver provides an income that could be greater than the income from your previous job (Hoar & Nitsae, 2024). However, behind the positive image, there are vulnerabilities and dilemmas that occur among workers behind the digital screen (Aqil, 2023).

Online motorbike taxis are becoming a favorite for the workforce, especially among young people. Based on research conducted by the University of Indonesia Communication Studies Center in collaboration with PT. Gojek Indonesia (2017) found that after becoming a Gojek partner, 83% of surveyed drivers felt their quality of life had improved, 53% felt they

knew how to utilize insurance facilities, and 77% of driver partners admitted they earned an income above the average Provincial Minimum Wage.

Previous research in this area has highlighted a number of issues related to digital platform-based work, such as job insecurity, social protection and worker well-being (Puspitarini & Basit, 2020). However, in-depth research on this phenomenon with a focus on Grab, Maxim and Gojek driver partners in Tasikmalaya City is still very limited. The novelty of this research lies in an in-depth case study approach to the local context in Tasikmalaya City, as well as exploring new aspects related to the perceptions and illusions of welfare of driver partners.

Other research conducted by the Demography Institute, Faculty of Economics and Business, University of Indonesia in 2018 at 9 survey locations showed that 77% of driver partners were aged 20-39 years. This research also found that 15% of driver-partners were university/high school graduates and 83% of driver-partners had a junior high school or equivalent level of education. The research concluded that 87% of Gojek drivers were satisfied with the income they received as Gojek partners (LD FEB UI, 2018). However, six days after the release of this research, there was a demonstration by Gojek driver partners to improve the rate per kilometer which was considered too cheap. Of course, the conditions regarding Gojek's depiction of the welfare of driver partners, the majority of whom consist of a young workforce, do not match reality (Heychael, 2018).

Several studies have tried to explore the conflicts that arise due to unclear work relationship arrangements between application companies and driver partners, and the regulation of business rates which are considered detrimental and affect the welfare of driver partners. Conflict shows a form of driver partner dissatisfaction with the fulfillment of welfare that arises from application platform-based business management. Conflicts between driver partners and application companies in various regions occur due to drivers wanting to form a labor union based on the Labor Law, but the government and company do not comply (Randi, 2017). The absence of regulations that can regulate the partnership relationship between driver partners and application companies means that online motorcycle taxi drivers cannot claim their rights according to the Employment Law. (Suhartoyo et al., 2018) and there are no regulations governing online transportation businesses and modes. If only regulations were made with an intensive approach and communication with the target group, social conflict could actually be avoided (Istianto & Maulamin, 2017). These studies see that the vulnerability experienced by driver partners occurs due to the absence of regulations that can explain the working relationship between driver partners and application companies. However, without first exploring how the work relationships that have emerged from online motorcycle taxi operations affect the welfare of driver partners.

Another study also saw that conflicts between online motorcycle taxi companies and their partners occurred due to attempts by individual drivers to deceive the use of applications in performance appraisals by various means such as fake accounts, fictitious orders, and various other device modifications which resulted in operators being assertive in enforcing business rules, resulting in This individual's behavior actually harms advocacy efforts to improve working relationships with driver partners as a whole (Hidayat & Handoyo, 2016). Unfortunately, these studies do not explore in advance the digital work relations that arise as a result of application platform-based business management which influences the welfare and workload of driver partners. Another study even recommends that local governments need to encourage application providers to create regulations governing the number of partnerships so that they do not create unhealthy competition, even with fellow online drivers (Andrianus & Yunekha, 2020).

Nastiti once tried to explore the "super exploitation" process that occurred from the use of online motorcycle taxi company application platforms. The process of "super exploitation" is manifested through the use of technology and entrepreneurial rhetoric to control markets, enforce labor, and avoid risks and obligations. The use of digital technology in ride-hailing services allows all driver work experiences to be mediated, controlled and manipulated. Work patterns are continuously surveyed and the resulting data is in turn used to optimize work. Massive data collection, including customer data, consumer mobility, and vendor transactions are also monitored with the application (Nastiti, 2017).

All this data is also an important commodity for application owners, namely Gojek, Grab, and Maxim, who have the ambition to become the largest platform provider for connecting various parts of the informal economy. According to Nastiti, this exploitative practice tends to be allowed because there is a vacuum in regulations and labor regulations for the protection of digital workers. Unfortunately, the research conducted by Nastiti does not further interpret the digital work relations that arise from the use of applications in online motorcycle taxi operations.

An assessment of the digital work relationship that emerges between driver partners and online motorcycle taxi application companies needs to be explored to help describe the "partnership" that actually occurs between the two. Where this will affect the fulfillment of welfare. Deepening this digital work relationship needs to be explored further whether the driver is truly a partner who gets "fair economic benefits" or is actually just a worker who is assessed and driven by the application platform, so that the young workforce who are the driver's partner are actually trapped in exploitation conditions.

## METHOD

This research is an assessment framed by a qualitative approach using a case study method. This research attempts to describe the complexity of the problem being studied. In this study, a descriptive qualitative method was used to describe the vulnerabilities that arise from digital work carried out by Gojek driver partners driven by the application platform. Data collection was carried out in stages and through document studies by researchers by searching various journal articles, government reports, research reports and institutional reports related to the topic being studied. Apart from that, researchers will conduct interviews with representatives of Gojek, Grab and Maxim driver partners in Tasikmalaya City. Interviews were carried out by inviting partner representatives to the Focus Group Discussion (FGD) forum. This is useful, if there is data that cannot be used or is less relevant. Data analysis is carried out through several stages, namely, data reduction, data presentation, verification and drawing conclusions.

## RESULT AND DISCUSSION

### The Welfare of Online Driver Partners

Behind the diverse experiences of online transportation application partners, there are challenges that must be faced regarding the complex dynamics of the relationship between application companies and online drivers. Examining this relationship in depth is important to create a partnership that is fair, sustainable and oriented towards driver welfare. The issue of the welfare of driver partners is a major focus in digital platform-based work relations. Even though online transportation platforms offer flexible work opportunities, there are several issues related to the welfare of driver partners that need to be considered.

One of the important issues in the welfare of driver partners is the issue of income. Based on Tasikmalaya City BPS data, the average income of Gojek, Grab and Maxim driver partners is below the Tasikmalaya City Minimum Wage (UMK) which is set at IDR 2.9 million

per month (Lestari, 2021). This shows that driver partners still face challenges in earning sufficient income to meet their living needs. The amount of income will be determined by the number of orders entered into the application. This is not only determined by whether the driver partner is diligent in opening application orders, but also based on the partner's level/rank status.

Levels or tiers can be found in almost every type of online transportation platform. Grab classifies the achievements of its driver partners into several levels, namely member, warrior, knight, and finally champion. To get to champion level. To get the highest level, namely champion. To reach this highest level, partners must achieve a target of 250-300 orders every month. When a partner reaches champion, the company will provide a voucher worth IDR 155,000 per month as a reward. If you reach the champion level, it will be easier for partners to get orders. Long before determining a ranking system like this, Grab first established a diamond system as a reward. Drivers will get a value of 10 diamonds after getting an order. When the driver successfully collects 70 diamonds, he will get a bonus of 10,000.

Not all partners are satisfied with the level system that Grab currently implements. Because the level or level will also be determined by the rating given by the customer. Meanwhile, a decrease in rating will have an impact on the difficulty of getting subsequent orders. One of Grab's driver partners admitted that he prefers the diamond system because it allows partners to get bonuses from the system the. Meanwhile, with ranking, not all partners are able to reach the highest level. As a result, Mita had difficulty getting orders. A confession from one of the partners said that the current system would only cause disparities between drivers. One of the informants admitted that the levels carried out by Grab made it difficult for drivers at the lowest level to get orders. Meanwhile, this does not apply to drivers who are at the top level, so it is felt that drivers have an impact on the gap. According to the informant, it is not easy to level up because it takes a long time, for example, for champion level it takes up to one year.

If Grab recognizes 4 level rankings, then Maxim only provides 2 levels, namely priority and non-priority partners. The determination of priority and non-priority drivers is determined not based on the order target achieved but on the partner's ability to purchase attributes such as helmets, jackets, car stickers, etc. By becoming a priority partner, there will be more orders and will be prioritized by the system.

The different incentives implemented by these companies received various responses from partners. There are those who think the system is good because it motivates them to work because it triggers partners to remain disciplined 'on opening the system' regularly, but there are those who think it actually disrupts 'flexibility' which is the main reason. One of the partners admitted that the company where he worked should carry out a fair division of work based on the partner's performance and performance.

In depth, this research reveals that driver partners have high expectations for the welfare and social security provided by platform companies. They hope to receive adequate benefits, such as health insurance, pension programs and other benefits, so that they can improve the quality of life for themselves and their families.

Another challenge faced by driver partners is income uncertainty. Although they can choose their own working hours, the number of orders and rates provided by platform companies often fluctuate, making it difficult for them to plan their finances well. According to one informant, there was a decline in opinion. This happened because of the arrival of other drivers from outside Tasikmalaya who came looking for passengers in Tasikmalaya. Sometimes there are conditions where there is a vacuum in income or a lack of income but the company still has to cut it by 15%

Another issue is social security. Most of the driver-partners in Tasikmalaya City have not registered with social security programs, such as BPJS Employment and BPJS Health. This makes them vulnerable to risks that can disrupt survival, such as work accidents, illness, or loss of work. In an effort to improve welfare and social security for driver partners, the platform company has carried out several initiatives, such as providing health and accident insurance programs. However, several partners consider that the benefits provided are still inadequate and cannot comprehensively meet their needs. When asked whether the company provides guarantees, almost all driver partners said that their platform company provides retirement benefits by deducting a certain amount of money every month. Not everyone agreed with the balance cut and chose not to participate.

Grab also provides scholarships for families and relatives of partners called Grab Scholars. This scholarship is available for students from elementary, middle school, high school to college students. There are no provisions regarding achievement limits for this scholarship. Research findings show that driver partners in Tasikmalaya City have diverse experiences in working relationships with platform companies. Some partners are satisfied with the flexibility and freedom provided, but others experience challenges related to income uncertainty, lack of social security, and lack of communication with the company.

The conditions experienced by online motorcycle taxi drivers in Tasikmalaya City are not much different from those experienced by other driver partners. There is a lot of news regarding the actions carried out by the company's online motorcycle taxi drivers. This demonstration to demand welfare was carried out on a large scale on Thursday, August 29 2024 by not serving orders for transportation or food delivery throughout Jabodetabek. The demonstration was carried out to demand welfare, humane conditions and decent wages. With the tariff war between various platforms, this has resulted in drivers' income continuing to decline (Mediana, 2024b).

Due to the 'partnership' nature of the employment relationship, Online Platform companies do not have an obligation to protect the rights of their workers. Their position and status is only recognized if they receive an order, while the drivers themselves admit that it is increasingly difficult for algorithmic reasons. The partnership between online transportation workers and companies is a challenge for the Ministry of Manpower (Kemenaker) to prepare regulations that are fair for both parties. However, these regulations will still be formulated in the next government period. The Ministry of Manpower urges that digital platform workers must work properly in accordance with international labor organization standards, be paid according to applicable regulatory standards, be safe from all forms of crime and be protected by social security.

The problem is the location of the partnership status itself which is not explicitly regulated by Law Number 13 of 2003 concerning Employment or Law No. 6/2023 concerning the Determination of Government Regulations in Lieu of Law Number 2 of 2022 concerning Job Creation into Law. The term partnership is only stated in the Civil Code Article 1313. This legal uncertainty means that workers are vulnerable to exploitation and also find it difficult to obtain proper rights. For example, providing holiday allowances. The Ministry of Manpower has appealed to companies operating in the online transportation sector to provide THR, but implementation is still difficult. This cannot be separated from the status of motorcycle taxi drivers which is still a partnership (Mediana, 2024a).

This is not the only demonstration to express aspirations regarding welfare. Previously, 3000 driver partners from various online transportation platforms held a demonstration in front of Gedung Sate on Tuesday (25/6/2024). This combination of online drivers from Gojek, Maxim, Grab and Indriver is asking for decent rates on online motorcycle taxi applications which they feel are too cheap. They asked the regional government to

intervene in the tariff submissions to applicator companies to hear their aspirations to increase tariffs. According to them, the income drivers receive is often less because it is cut by discounts and promotions. The applicable regulation, namely Minister of Transportation Regulation Number 118 of 2018 which regulates vehicle tariffs, is considered irrelevant to vehicle operational costs (Abdurahman, 2024).

These demonstrations did not only occur in regional areas. Dissatisfaction with applicator companies even occurs in big cities. In Tasikmalaya City itself, as the research locus, we recorded almost 4 demonstrations to convey their aspirations to the applicant, namely Maxim. The demand they voiced was for the company to close registration for new Maxim Ojols in the city of Tasikmalaya. They feel anxious about the increasing number of driver partners which is not compared to the small number of people in Tasikmalaya City. However, the request from the driver partners was not responded to by the applicator company. Regarding the closing of registration, one of Maxim's partners admitted that he was asked what his hopes were

Driver-partners feel they experience income uncertainty because they do not have a guaranteed fixed wage, but instead depend on the number of passengers they carry. Normatively, even though it is recognized as a partnership relationship, in reality the relationship is often unbalanced. Drivers do not have equal bargaining power with the company, which results in dissatisfaction with their rights (Aryaputri et al., 2023). For example, lack of social security such as health insurance and pensions can make them feel insecure at work. The lack of effective communication between driver partners and online transportation companies is also a challenge in this working relationship. This can cause misunderstandings and dissatisfaction between both parties. To overcome these challenges, collaborative efforts are needed between driver partners, ride-hailing companies and local governments. Solutions that could be considered include increasing social security, developing more effective communication systems, and providing training and support for driver partners. Digital platform-based work relationships between driver partners and online transportation companies in Tasikmalaya City require serious attention in order to provide optimal benefits for all parties involved. With the right collaboration and innovation, it is hoped that this work model can become a good example for similar industries in the future.

### **The Role of Online Transportation Companies in Guaranteeing Partner Welfare**

App companies, as platform owners, have significant control over drivers' operations and revenues. Meanwhile, online drivers depend on these platforms for work and income. This inequality can give rise to various problems, such as income uncertainty, lack of social security, and health and safety risks faced by drivers. To create a fair and mutually beneficial partnership, it is necessary to conduct an in-depth study of best practices in the industry. Some practices that can be considered, for example, are; *First* with transparency in determining revenue sharing rates. This is important considering that actions to demand online welfare are often carried out. This is not the only demonstration to express aspirations regarding welfare. Previously, 3000 driver partners from various online transportation platforms held a demonstration in front of Gedung Sate on Tuesday (25/6/2024). This combination of online drivers from Gojek, Maxim, Grab and Indriver is asking for decent rates on online motorcycle taxi applications which they feel are too cheap. They asked the regional government to intervene in the tariff submissions to applicator companies to hear their aspirations to increase tariffs. According to them, the income drivers receive is often less because it is cut by discounts and promotions. The applicable regulation,

namely Minister of Transportation Regulation Number 118 of 2018 which regulates vehicle tariffs, is considered irrelevant to vehicle operational costs (Abdurahman, 2024).

A massive demonstration was held on August 29 2024 with one of the demands being to demand Article Permenkominfo no. 1 of 2012, which regulates the tariff formula for commercial postal services for motorcycle taxi and online courier partners in Indonesia. Other demands include uniforming costs, eliminating low-cost service programs, etc. Actions in the city of Tasikmalaya were also carried out several times, for example by Maxim drivers who wanted online transportation to close registration. There is anxiety among driver partners who feel that the increase in the number of online drivers is not proportional to the number of people in the city of Tasikmalaya. Responding to this, the manager of Maxim in the Tasikmalaya City area, Aty, said that Maxim really appreciates all forms of aspirations of its driver partners. According to him, The policies taken by the Branch are not without cause and effect. According to him, referring to the registration mechanism for Maxim which consists of online and offline, however, since these demands were voiced, the Maxim office has closed offline registration but is still opening online registration. This is done because Maxim itself has its own considerations in following market developments. Regarding insurance, Aty admitted that Maxim had collaborated with the YPSSI Foundation with a deduction mechanism of 1000 rupiah per month from partner accounts. This will be useful for partners if an accident occurs while carrying out work. However, the nature is not reimbursement but compensation.

The second step that can be taken is to develop a comprehensive social security program. This can be done by application providers with the government or other parties such as for health and social security, pensioners, etc. For this reason, closer collaboration is needed between platform companies, the government and related organizations to develop policies and programs that can improve welfare and social security for driver partners. This will not only have a positive impact on driver partners, but can also strengthen the digital economic ecosystem in Indonesia. One example of an initiative that could be considered is the development of a social security scheme specifically designed for platform workers. These plans can include benefits such as health insurance, retirement plans, and other benefits tailored to the unique needs and characteristics of platform workers. For this reason, drivers need psychological well-being which is also supported by their social environment (Syafiina et al., 2024).

Additionally, improving communication and engagement between platform companies, driver partners and other stakeholders is also critical. Through open and collaborative dialogue, problems and needs can be better identified, so that appropriate solutions can be developed. It is hoped that these efforts can help improve the welfare and social security of driver partners, so that they can work more safely, comfortably and productively. In the end, this will not only have a positive impact on driver partners, but can also support the growth and sustainability of the digital economic ecosystem in Indonesia. By implementing these recommendations, it is hoped that a sustainable partnership can be created that is oriented towards the welfare of online drivers. This effort will not only improve drivers' quality of life, but also support the growth of a more inclusive and responsible online transportation application industry.

## CONCLUSION

If viewed in the long term, the transformation of the online motorcycle taxi application platform business model is proven to have a positive impact on the development of the digital economy in Indonesia, especially Tasikmalaya. Of course, there is still a lot that needs to be improved so that digital work relations are more fair and sustainable. Thus, these

conditions can encourage more inclusive economic growth and improve the welfare of society as a whole. Of course, to realize these ideal conditions requires efforts that are not easy. There are various challenges and obstacles that must be faced, both from the application platform, government and civil society organizations. For this reason, strong commitment and cooperation between all relevant parties is needed to achieve a comprehensive and sustainable solution.

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