



Women's Online Driver! Flexibility and Work Environment to Job Satisfaction: Moderation Effect of General Anxiety Disorder

Rozanatul Maroddah^{1*}, Wahyu Eko Pujiyanto²

Departement of Management, Faculty of Economics, Universitas Nabdlatul Ulama, Sidoarjo, Indonesia

31420081.mbs@unusida.ac.id^{1}, wahyueko.mnj@unusida.ac.id²*

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Abstract: Online drivers are one of the alternative jobs in the informal sector. In the development of women's increasingly active roles, work flexibility and work environment are key factors that influence the job satisfaction of female drivers. The purpose of this study was to analyze the relationship between work flexibility, work environment, and job satisfaction in female drivers. In addition, this study was conducted to examine whether generalized anxiety disorder can moderate this relationship. The method used is quantitative method, using purposive sampling technique based on 99 female drivers. Data collection was done through online questionnaire distribution (Facebook, Instagram, WhatsApp). The results of this study indicate that flexibility has no significant effect on job satisfaction, and the work environment has a significant effect on job satisfaction. Generalized anxiety disorder has no significant impact on job satisfaction. While as a moderating variable, generalized anxiety disorder weakens the relationship between flexibility and work environment on job satisfaction.

Key words: *flexibility, job satisfaction, general anxiety disorder, work environment*

Abstrak: Driver online yaitu salah satu alternatif pekerjaan di sektor informal. Dalam perkembangan peran perempuan yang semakin aktif, fleksibilitas kerja dan lingkungan kerja menjadi faktor kunci yang memengaruhi kepuasan kerja pengemudi perempuan. Tujuan dari penelitian ini adalah untuk menganalisis hubungan antara fleksibilitas kerja, lingkungan kerja, dan kepuasan kerja pada pengemudi wanita. Selain itu, penelitian ini

dilakukan untuk menguji apakah gangguan kecemasan umum dapat memoderasi hubungan ini. Metode yang digunakan yaitu metode kuantitatif, dengan menggunakan teknik purposive sampling berdasarkan 99 pengemudi perempuan. Pengumpulan data dilakukan melalui penyebaran kuesioner secara online (Facebook, Instagram, WhatsApp). Hasil penelitian ini menunjukkan bahwa fleksibilitas tidak berpengaruh signifikan terhadap kepuasan kerja, dan lingkungan kerja berpengaruh signifikan terhadap kepuasan kerja. Gangguan kecemasan umum tidak berdampak signifikan terhadap kepuasan kerja. Sedangkan sebagai variabel moderasi, gangguan kecemasan umum memperlemah hubungan antara fleksibilitas dan lingkungan kerja terhadap kepuasan kerja.

Kata Kunci: *pengemudi perempuan, flexibility, work environment, job satisfaction, general anxiety disorder*

INTRODUCTION

The current era of disruption requires women to increasingly actively participate in various work sectors including as drivers, which can be called women drivers. The presence of women in the driver industry, one of which is as an online motorcycle taxi, is increasing. There is research proving that women who work as online drivers can fulfill the role of making significant financial contributions, presenting various sources of income, and increasing family purchasing power.¹ In this context, it is important to consider two aspects that can affect women drivers' job satisfaction: work flexibility and work environment.

Table 1 below shows preliminary observations from previous research conducted from 2018 – 2023:

¹ Siska Novy Isaroh and Wahyu Eko Pujianto, 'Peran Ojek Online Wanita Guna Menambah Perekonomian Keluarga', 2023, 12 <<https://doi.org/https://doi.org/10.30640/dewantara.v2i3.1310>>.

Table 1
Mapping Women Driver In Research 2018 – 2023

Year	Platform	City	Drivers	Source
2018	Grab	Balikpapan	49	(Apelles & Sihombing, 2023) ²
2018	Syarihub	Surabaya	54	(Agustina & Wulansari, 2021) ³
2019	Gojek	Padang	105	(Syevtiandini et al., 2021) ⁴
2022	Maxim	Makassar	746	(Rais et al., 2023) ⁵
2023	Gojek	Solo Raya	48	(Andriyantari & Sholahudin, 2023) ⁶

Source: processed, 2023

The results show that female drivers in the app-based transportation service industry from 2018 - 2023 have brought positive changes in creating gender equality in the sector. The level of enthusiasm shown by female drivers indicates that women are increasingly comfortable and confident to engage in work that was previously dominated by men. Flexible time opportunities provide greater support to female drivers from

² Epenetus Apelles and Rendy Oselbi Sihombing, 'Stereotip-Stereotip Terhadap Perempuan Pengemudi Ojek Online Di Kota Balikpapan', *EJournal Pembangunan Sosial*, 2023.1 (2023), 380–91.

³ Tri Siwi Agustina and Iqranning Pratiwi Wulansari, 'Analisis Faktor-Faktor Determinan Kepuasan Kerja Wanita Sebagai Pengemudi Ojek Syar'I', *Jurnal Ekonomi Syariah Teori Dan Terapan*, 8.1 (2021), 97 <<https://doi.org/10.20473/vol8iss20211pp97-107>>.

⁴ Maulidya Syevtiandini, Erningsih, and Yenita Yatim, 'Kendala Perempuan Sebagai Driver Ojek Online Di Kota Padang', 3.2 (2021), 8.

⁵ Lukman Rais and others, 'Peran Domestik Dan Hubungan Sosial Dalam Keluarga Perempuan Pengemudi Ojek Online Maxim Di Kota Makassar', 8.2 (2023), 11 <<https://doi.org/https://doi.org/10.33506/>>.

⁶ Tatsani Adha Andriyantari and M. Sholahudin, 'Pengaruh Literasi Keuangan Dan Financial Technology Terhadap Perilaku Keuangan Driver Gojek (Studi Kasus Komunitas Gojek Di Solo Raya)', 1, 2023, 1–17 <<http://eprints.ums.ac.id/id/eprint/112723>>.

app-based transportation platforms, reflecting increased job satisfaction among female drivers.

As explained in the study, the freedom to set work schedules provides opportunities to do work and other activities such as cooking and caring for their children, which shows the influence of flexibility on job satisfaction of female drivers.⁷ In addition, other researchers have shown that work flexibility has a significant impact on job satisfaction of GrabBike drivers in North Cikarang, Bekasi.⁸ Job satisfaction describes how satisfied a person is with his job, especially job satisfaction at work is a manifestation of a happy mental state, so that the result is quality work.⁹ Job satisfaction aims to increase employee morale and productivity, reduce absenteeism, increase employee loyalty, and employee retention in the organization or agency.¹⁰ An organization that is effective in its management can create a high level of job satisfaction, it also refers to a comfortable working environment.¹¹

⁷ Agustina and Wulansari.

⁸ Radiatul Fadila and Fitri Rezeki, 'Pengaruh Fleksibilitas Kerja, Kompensasi Dan Iklim Kerja Terhadap Kepuasan Kerja Driver Grabbike Cikarang Utara Kabupaten Bekasi', *Jurnal Administrasi Dan Manajemen*, 13.2 (2023), 118–24 <<https://doi.org/10.52643/jam.v13i2.3158>>.

⁹ Md Abu Issa Gazi and others, 'Does Job Satisfaction Differ at Different Levels of Employees? Measurement of Job Satisfaction among the Levels of Sugar Industrial Employees', *Sustainability (Switzerland)*, 14.6 (2022) <<https://doi.org/10.3390/su14063564>>.

¹⁰ Siti Fatimah and Wahyu Eko Pujiyanto, 'Pengaruh Religiosity Leadership Dan Lingkungan Kerja Terhadap Employee Performance Dan Job Satisfaction Di Mcdonald ' s Gedangan , Sidoarjo', 2.3 (2023), 1–14.

¹¹ Agung Aditya Saputra, 'Pengaruh Kompensasi, Lingkungan Kerja Dan Beban Kerja Terhadap Kepuasan Kerja Karyawan', *Technomedia Journal*, 7.1 (2021), 68–77 <<https://doi.org/10.33050/tmj.v7i1.1755>>.

Although driver-partners work independently, the work environment remains a key factor in their work experience.¹² For women drivers, a safe, inclusive and supportive work environment is crucial in determining their level of job satisfaction. In addition, a supportive work environment can help women drivers overcome barriers that may arise in carrying out their duties.¹³ Work environment has a positive and significant influence on job satisfaction, because a good work environment can increase employees in a company.¹⁴ However, this contradicts other research which shows that employee work environment has a negative and insignificant effect on employee job satisfaction.¹⁵ On the other hand, stressful work environments such as tight deadlines, high work demands, conflicts between coworkers, or the demands of household responsibilities can increase the risk of generalized anxiety disorder.

Generalized anxiety disorder can be defined as a measure designed to screen for the presence of generalized anxiety disorder.¹⁶ Generalized anxiety disorder is a mental condition that is often characterized by high

¹² Hoirul Imam, 'Pengaruh Lingkungan Kerja, Motivasi Dan Disiplin Kerja Terhadap Kepuasan Kerja Karyawan LPI AL Haromain', *Jurnal Ilmu Dan Riset Manajemen*, 11.ISNN:2461-0593 (2022).

¹³ Khoirun Nisa and Wahyu Eko Pujiyanto, 'Pengaruh Perilaku Kepemimpinan Berorientasi Hubungan , Promosi Jabatan Dan Lingkungan Kerja Terhadap Kinerja PNS Pada Balai Besar Karantina Pertanian Surabaya', 4.2 (2023), 166–77.

¹⁴ Nuryunia Astuti and others, 'The Influence of Compensation and Work Environment on Work Motivation and Employee Job Satisfaction at Perum BULOG Divre West Nusa Tenggara', *International Journal of Management Scienci*, 4.1 (2023), 45–52 <<https://doi.org/10.47747/ijmhrr.v4i1.1024>>.

¹⁵ Riris Wanti Apriyani and Setia Iriyanto, 'Pengaruh Kompensasi, Penempatan Karyawan, Dan Lingkungan Kerja Terhadap Kepuasan Kerja Karyawan Pada Art Industries Boyolali', *Value Added: Majalah Ekonomi Dan Bisnis*, 16.2 (2020) <<https://doi.org/10.26714/vameb.v16i2.6057>>.

¹⁶ Chi Zhang and others, 'Reliability, Validity, and Measurement Invariance of the General Anxiety Disorder Scale Among Chinese Medical University Students', *Frontiers in Psychiatry*, 12.May (2021), 1–11 <<https://doi.org/10.3389/fpsy.2021.648755>>.

and sustained levels of anxiety towards various situations. It can affect an individual's perception of work and its impact on job satisfaction. This condition can make it more difficult for women drivers to cope with job demands and a work environment that may not always be supportive.

Based on this phenomenon, the authors are interested in conducting a study entitled "women's online drivers! flexibility and work environment to job satisfaction: moderation effect of general anxiety disorder". Although there are previous studies on employee job satisfaction in various sectors, research that specifically examines how flexibility and work environment affect job satisfaction of women drivers, especially in considering the impact of general anxiety disorder is still limited. Therefore, this study aims to fill this knowledge gap by investigating the complex relationship between work flexibility, work environment, generalized anxiety disorder, and job satisfaction in women drivers. The results of this study may provide valuable insights for the development of better policies and practices to support women drivers and other women workers in sectors that require a healthy work-life balance.

RESEARCH METHODS

This study uses quantitative methods to examine the influence between the independent variables (X), namely Flexibility and Work Environment on the dependent variable (Y), namely Job Satisfaction through the moderating variable (M), namely General Anxiety Disorder. In this study, researchers used a causality approach and used questionnaire collection techniques used to identify and refer other respondents who fit the research criteria.

In this study the population was 99 women drivers by purposive sampling. The method of collecting data through distributing questionnaires

conducted online (facebook, instagram, whatsapp) starting in August - October 2023).

Data analysis was carried out using Smart Partial Least Squares (PLS) software version 4.0. The reason this study uses SEM PLS is that this analysis does not assume that the data is normally distributed, can work for models with limited samples, and this study develops a structural model where general anxiety disorder acts as a moderating variable.¹⁷ The stages of analysis with SmartPLS involve two key steps: (1) Outer Model Analysis and (2) Inner Model Analysis. Questionnaire measurements use a Likert scale with the provisions Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4), Strongly Agree (5).

RESULTS AND DISCUSSION

Based on the results of the distribution of questionnaires that have been carried out by researchers presented in Table 2, shows a descriptive profile of respondents totaling 99 respondents. The most respondents were on the 'Other' online transportation platform with 29 respondents (30.4%) with the majority of respondents aged "26-33 years" totaling 44 respondents (45.1%). The length of time the majority of women drivers work is less than 2 years, totaling 55 (55.9%) respondents, where the average wage is 1 million - 3 million there are 73 (73.5%) respondents with a time achievement of 8 - 12 hours there are 62 (62.7%) respondents.

¹⁷ Joseph F. Hair, Jeffrey J. Risher, and others, 'When to Use and How to Report the Results of PLS-SEM', *European Business Review*, 31.1 (2019), 2-24 <<https://doi.org/10.1108/EBR-11-2018-0203>>.

Table 2
Respondent Distribution

Platform	Frequency	Percentage
Shejek	29	30,4%
Go-Jek	28	28,4%
Grab	19	18,6%
Shopee	14	13,7%
Maxim	9	8,9%
Age	Frequency	Percentage
18-25 year	25	25,5%
26-33 year	44	45,1%
34-41 year	22	21,6%
Over 42 years old	8	7,8%
Length of Working Time	Frequency	Percentage
Less than 2 years	55	55,9%
Lebih dari 2 tahun	44	44,1%
1 Month Wage	Frequency	Percentage
1 million - 3 million	73	73,5%
Lebih dari 3 juta	26	26,5%
Time Achieved in a Day	Frequency	Percentage
8 – 12 Jam	62	62,7%
More than 12 Hours	37	37,3%

Source: processed, 2023

Outer Model

Validity and reliability results

Validity testing is an evaluation that indicates how valid the research instrument is in measuring the extent of the object under study. The higher the level of validity of the instrument, the more precise the research measurement tool is. The validity test is considered valid if the outer loadings value is > 0.7 and the average value is said to be good if the value is > 0.5 . Reliability testing aims to assess the level of consistency and reliability of research instruments. The reliability test is considered reliable if the

Cronbach's alpha value is > from 0.07.¹⁸ The following are the results that have been carried out by researchers.

Thus, the validity and reliability tests showed positive results on all variables, meaning that the measurement instruments used in the study are reliable and valid. So that it strengthens the credibility of the research findings in describing the relationship between flexibility, work environment, job satisfaction, and general anxiety disorder in female drivers. Likewise, the results of the Average Variant Extracted (AVE) value show a value > 0.5. This means that the research instrument has a high level of accuracy in measuring the construct under study, strengthening the validity of the instrument.

Diskriminan validity

Fornell dan Lacker

Fornell and Lacker's criteria are that values above 0.65 and 0.85 are said to be good.¹⁹

Table 3
Fornell dan Lacker

	Flex	GAD	Jobsat	WE
Flex	0,916			
GAD	-0,316	0,928		
Jobsat	0,292	0,105	0,936	
WE	0,516	0,133	0,615	0,946

Source: processed, 2023

Based on the results of table 3, the value of fornell lacker criterion for each construct has the highest value in each latent variable tested with

¹⁸ Hair, Risher, and others.

¹⁹ Hair, Risher, and others.

other latent variables, meaning that each indicator is able to be predicted well by each latent variable.

Inner Model

Estimate for Path Coefficient

The PLS-SEM algorithm produces standardized path coefficient values (ρ) with values ranging from -1 to +1. With a value of path coefficient close to +1 indicates a strong positive relationship, and a value close to -1 indicates a strong negative relationship ranging from -1 to +1.²⁰ Meanwhile, hypothesis testing between variables is carried out using t-value or p-value statistics. If the calculated t-value is greater than 1.96 (t-table) or the p-value of the test results is less than 0.05, there is a significant influence between variables.²¹ In addition, there is an f-square value as a medium test, with criteria of 0.005 (low), 0.01 (medium, and 0.025 (high).²²

The results of data analysis show that, the flexibility variable on job satisfaction gets a value of -0.019 with a negative value. The work environment variable on job satisfaction is 0.612 with a positive value. The variable general anxiety on job satisfaction is 0.037 with a negative value. The flexibility variable on job satisfaction moderated by general anxiety disorder is -0.086 with a negative value. The work environment variable on job satisfaction moderated by general anxiety disorder by -0.055 with a negative value.

²⁰ Hair, Risher, and others.

²¹ Joseph F. Hair, G. Tomas M. Hult, and others, *A Primer on Partial Least Squares Structural Equation Modeling (PLS-SEM)*, ed. by Vicki Knight, Kalie Kosciak, and Laura Barrett (Singapore: SAGE Publications, 2017).

²² Ray Joseph F, Hair J.; G. Tomas M. Hult; Christian M. Ringle; Marko Sarstedt; Nicholas P. Danks; Soumya, *Review of Partial Least Squares Structural Equation Modeling (PLS-SEM) Using R: A Workbook, Structural Equation Modeling: A Multidisciplinary Journal*, 2021, XXX
<<https://doi.org/10.1080/10705511.2022.2108813>>.

The results of this analysis provide a complex picture of the relationship between the variables of flexibility, work environment, general anxiety, and job satisfaction. This means that the presence of moderating factors by general anxiety shows the importance of considering individual variability in the influence of work variables on job satisfaction. These results can provide a foundation for policy development or interventions in the work environment to improve employee satisfaction and well-being.

H1. Flexibility has a negative effect on job satisfaction

Further results show that the flexibility variable obtained a t-value: $0.156 < 1.96$ and a p-value: 0.876. This means that flexibility has a negative and insignificant effect on job satisfaction. This means that factors such as workplace flexibility, working time, and infrastructure do not have a significant impact on the job satisfaction of women drivers. The results of this study are not in line with the findings stating that flexibility has a positive impact on job satisfaction.²³ However, this result is consistent with previous research which shows that time flexibility does not have a significant influence on job satisfaction.²⁴

The cause of this situation can be attributed to the level of indiscipline of the women drivers in managing their work schedules. Although the company provides freedom and flexibility in working time arrangements, the implementation is highly dependent on the individual discipline of the women drivers, who may not always follow the rules well in managing their working hours to achieve better results.

²³ Fadila and Rezeki.

²⁴ Fatkhul Huda and Muhamad Ekhsan, 'Pengaruh Fleksibilitas Kerja Terhadap Kinerja Driver Online Yang Dimediasi Kepuasan Kerja', *Dynamic Management Journal*, 7.3 (2023), 480–94 <<http://dx.doi.org/10.31000/dmj.v7i3>>.

H2. Work environment has a positive effect on job satisfaction

The results of the analysis show that the work environment variable obtained a t-value: $5.090 > 1.96$ and a p-value: 0.000 . This means that work environment has a positive and significant effect on job satisfaction. This means that the conditions and aspects related to the work environment of women drivers play an important role in determining how satisfied they are with their jobs. This finding is consistent with the results of previous studies which show that work environment has a positive and significant effect on job satisfaction.²⁵ Other studies also support the idea that a good work environment can be a driver to increase employee job satisfaction.²⁶

Therefore, understanding the implications of this result is important. A positive and supportive work environment includes aspects such as social support from coworkers, feeling safe at work, development opportunities, fair rewards, and effective management. All these factors may together contribute to higher levels of job satisfaction among women drivers.

H3. Flexibility to job satisfaction is weakened by generalized anxiety disorder

The flexibility variable on job satisfaction gets a t-value: $0.643 < 1.96$ and the p-value is: $0,520$. This means that flexibility has a negative and insignificant effect on job satisfaction weakened by general anxiety disorder. This finding supports previous research which states that general anxiety disorder can weaken the level of job satisfaction, as excessive and chronic anxiety can interfere with a woman driver's concentration, productivity, and

²⁵ Djayendra Dewa, 'Pengaruh Lingkungan Kerja, Stress Kerja, Fleksibilitas Kerja Dan Tingkat Religiusitas Terhadap Kepuasan Karyawan Lembaga Khursus Dan Pelatihan Di Kabupaten Sukoharjo', 2019.

²⁶ Saputra.

general psychological well-being.²⁷ Nonetheless, it is important to note that there is also a different view from other studies that the level of generalized anxiety disorder can actually strengthen the level of job satisfaction.²⁸ This means that women drivers with higher levels of generalized anxiety disorder have greater emotional sensitivity to job satisfaction, so they are more affected by positive factors in their work.

H4. Work environment on job satisfaction is weakened by generalized anxiety disorder

The work environment variable on job satisfaction gets a t-value: $0.449 < 1.96$ and the p-value is: 0,653. This means that work environment has a negative and insignificant effect on job satisfaction weakened by general anxiety disorder. This finding is consistent with other studies that support the idea that the level of general anxiety disorder can reduce the level of job satisfaction.²⁹ Generalized anxiety disorder often causes individuals to experience prolonged anxiety, discomfort and stress, which can result in decreased job satisfaction.

Logically, impaired concentration, decreased productivity, and negative impacts on psychological well-being can affect the level of satisfaction with work. On the other hand, there are findings that suggest that generalized anxiety disorder strengthens job satisfaction levels.³⁰ While

²⁷ Jessica Aldo Laksono, Mauritio; Hartono, Edward; Christanti, 'Hubungan Tingkat Ansietas Terhadap Kepuasan Kerja Petugas Kesehatan Unit Donor Darah Palang Merah Indonesia Semarang', 2023, 24 <<http://journal.unika.ac.id/index.php/JPB/index>>.

²⁸ Ümmühan KILIÇ and others, 'Examination of Job Satisfaction and Anxiety Levels of Workers Working at COVID-19 Diagnostic Centers During the Pandemic', *Journal of Health Systems and Policies*, 3.1 (2021), 1–19 <<https://doi.org/10.52675/jhesp.827708>>.

²⁹ Aldo Laksono, Mauritio; Hartono, Edward; Christanti.

³⁰ Gofur Abdul, 'Pengaruh Stress Kerja Terhadap Kepuasan Kerja Pegawai', *Jurnal Riset Manajemen Dan Bisnis (JRMB) Fakultas Ekonomi UNLAT*, 3 (2021), 1–10 <<http://jrmb.ejournal-feuniat.net/index.php/JRMB>>.

this may seem counterintuitive, it can be explained by the fact that individuals with lower levels of generalized anxiety disorder may feel more satisfied with their jobs because they provide structure and routine that help reduce anxiety levels.

CONCLUSIONS

The results of this study concluded that flexibility at work does not have a significant effect on job satisfaction. This means that even though women drivers have flexibility in managing work schedules so that they have the opportunity to do other activities, it is not from this that can increase the job satisfaction of women drivers. Rather, when a woman driver gets a lot of orders, near or far the distance traveled, and the number of bonuses earned. In addition, a safe work environment creates a sense of protection and comfort for women drivers, so they feel satisfied at work. General anxiety disorder causes high anxiety in women drivers, which can weaken the effect of work flexibility and work environment on job satisfaction. This is due to the negative interaction between a stressful work environment and general anxiety disorder. This study has limitations in the sample and other factors that have not been studied. Therefore, future research can take the topic of mental health that describes the mental state of individuals, which includes emotional, psychological, and social health.

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