

How is the Professionalism of Online Transportation Drivers in Complying with Traffic Regulations?

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ABSTRACT

The purpose of this study is to determine the professionalism of drivers in complying with traffic regulations. The research method uses qualitative research with a phenomenological approach. The informants in this study were 100 drivers of online transportation and 60 consumers of online transportation in the city of Semarang. The results showed the majority of drivers had completed driving documents, the majority of drivers had used motorized vehicles according to standards, the majority of drivers had used Indonesian national standard helmets, the majority of drivers had complied with traffic signs and the majority of drivers had driven by self-safety and consumer safety. Compliance of drivers in complying with traffic regulations because it is supported by the rules set by online transportation companies. The more drivers obey traffic rules, the more professional a driver is, on the contrary if the driver often violates the rules, it shows that the driver is not yet professional in carrying out his work. This research has an impact especially on online transportation drivers in order to always maintain their professionalism in complying with traffic regulations, and for online transportation companies to always uphold the rules so that drivers can continue to be professional, especially in complying with traffic regulations.

Keywords- Traffic Regulations, traffic signs, drivers

I. INTRODUCTION

Android and IOS application technology is utilized for the development of public transportation (Marhayanie, Ismail, & Muda, 2018). The application makes the transformation from conventional transportation to online transportation (Abdul Adhim Azzuhri et al, 2018). Online transportation companies that are developing in Indonesia include Gojek and Grab (Kurniawati & Khoirina, 2020). Being an online transportation driver is considered more prestigious than being a conventional driver (Immawati & Rauf, 2020). The company has partnerships with drivers (Nurhidayah & Alkarim, 2017). The company prepares applications and procedures while drivers prepare motorized vehicles (Abidin & Andri, 2019). According to Alamsyah & Rachmadiansyah (2018) the services provided by online transportation provide convenience, comfort, transparency and affordable prices than the services provided by conventional transportation. Consumers can choose payment services with cash or with electronic money (Ferdiana & Darma, 2019).

Professionalism according to Lekatompessy (2003) is a person's attitude in doing the profession. Furthermore Restu Agusti (2013) argues that professionalism is a responsible attitude towards what has been assigned to him based on dedication to his profession. This opinion is reinforced by Wibawa (2012) who argues that professionalism is an expertise, independence, responsibility for its work. This opinion is different from the opinion of Hudiwinarsih (2011) which states that professionalism is the attitude of someone who works professionally regardless of his profession. This opinion is supported by Sagara (2013) who argues that professionalism cannot be attributed to one's profession because someone with a certain profession is not necessarily professional. When linked

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in this study, professional drivers are drivers who have the attitude, expertise, independence and responsibility in carrying out their work as an online transportation driver (Sanubari & Amalia, 2019). One form of online transportation professionalism is obeying traffic regulations (Yunus, et al, 2020), such as completing documents when driving, using a standard vehicle, using a helmet, obeying traffic signs (Astawa, 2019) and how to drive with safeguarding personal safety and consumer safety (Dwi Handayani, 2018).

Research on the professionalism of online transportation in obeying traffic regulations has been carried out by several approved researchers. Research conducted by Amajida (2016) that asks consumers to be more comfortable using online transportation services that provide security to consumers with standard vehicles and provide helmets for consumers. Research conducted by Kumala Sari & Putra Jaya (2019) which resulted in research on the approval of drivers of traffic accidents online transportation companies must be responsible, but legal practice still requires protection. Research conducted by Raditya Ariwibowo (2013) which discusses the relationship between education, knowledge and attitudes with driving safety in online motorcycle taxi drivers.

The results of Manurung's research, et al (2019) stated that there is a relationship between driving time, vehicle condition, driving equipment and driving safety on the riders of online transportation. Research conducted by Sastradinata (2019) states that there are traffic accidents related to the responsibilities of online transportation drivers by providing compensation to consumers. Research conducted by Dirga Agung (2020) states that online cross drivers will receive sanctions or penalties. Research Yunus, et al (2020) revealed that online transportation application systems have a major influence on the professionalism of online transportation drivers. Research Fatah (2019) states the actions of online drivers who use the telephone while driving violate traffic rules.

Based on the results of research on online transportation in the approval of traffic regulations there are still few that discuss the professionalism of the driver. This is the background of the researchers to conduct research aimed at discussing the level of professionalism of online transportation drivers in the approval of traffic regulations such as filling out driving documents, using standard vehicles, using helmets, obeying traffic signs and driving with Personal Safety.

II. METHODS

This study uses qualitative research with a phenomenological type. The subject of this research is an online transportation motorbike driver in Semarang City. Informants in this study amounted to 100 online transportation drivers consisting of Gojek drivers and Grab drivers. Researchers also involved 60 informants of online transportation consumers in the city of Semarang. The process of collecting data is done by observation, interviews, and documentation. The study was conducted in March 2019 to February 2020. Data analysis techniques used the interactive data analysis technique of Miles and Huberman (2014) by compiling collecting data related to the research themes of online transportation professionalism drivers in obeying the laws and regulations. Data is sorted according to research needs. The researcher presents the data that has been processed and the last stage the researcher draws conclusions from the results of research on the professionalism of online transportation drivers in obeying statutory regulations.

III. RESULT AND DISCUSSION

Professional drivers are drivers who have the attitude, expertise, independence and responsibility in carrying out their work. One form of driver's attitude and responsibility as a form of professionalism in carrying out his work with the approval of traffic rules. Some traffic rules that must be obeyed are completing driving documents, using standard vehicles, using Indonesian national standard helmets, obeying traffic signs and driving by bringing safety together with the safety of users.

Completing Driving Compilation Letters

In accordance with CHAPTER VIII Paragraph 3 article 80 letter d, Law of the Republic of Indonesia Number 22 of 2009 concerning Traffic and Road Transportation. Drivers are given complete support of letters such as SIM and vehicle registration. The obligation to complete the driving documents is also inherent in the online transportation driver. Based on the results of a complete research online transportation drivers have been professional in completing correspondence. This is one of the requirements for someone who registers to be an online transportation driver must have a SIM and have a motorbike equipped with a vehicle registration. Although all online transportation drivers have driving documents not yet from the interview results of 60 drivers who received 3 drivers who requested not to extend the validity period of the SIM and 2 drivers had not extended the STNK validity period. The negligence of the driver of online transportation in the cover letter of the driving letter

shows that the driver is not yet professional in diverting the special traffic regulations to handle the driver's letter of driving.

Before an online transportation driver, a trained driver will check the completeness of the correspondence. This was done to arrange for the driver to carry out compilation papers carrying out his work. If the driver has complete driving documents, it will be safer to have to deal with traffic operations carried out by the police by checking the completeness of the driving documents. Meanwhile, if the driver fails to bring correspondence will be subject to sanctions by the police, this of course will hamper the driver in carrying out his work. If the driver is ticketed to a compilation of workers then it will free up consumers, which can reduce the professionalism of online transportation drivers.

Using Vehicles According to Standards

In accordance with Chapter VII Part Four Concerning Motorized Vehicle Equipment Law of the Republic of Indonesia Number 22 Year 2009 Concerning Traffic and Road Transportation. Motorized motorists are required to have a motorized vehicle in accordance with the standards. This regulation also applies to online transportation drivers who must use motorized vehicles in accordance with the standards. Based on the observations of researchers at 60 online transportation driver informants, the majority of drivers have completed motorized vehicles in accordance with standards such as rearview equipment, motorcycle lighting, vehicle signal lights when turning, vehicle signal lights when stopped, horn and other equipment. The more complete the online transportation driver vehicles that are according to the standard, it can be said that the drivers have been professional in complying with traffic regulations, especially in using motorized vehicles that are in accordance with the standards.

The results of in-depth interviews with driver informants obtained information on why drivers complete vehicles according to standards is so that consumers feel comfortable and safe and vehicles that are according to standards will support the performance of drivers in carrying out their work. when researchers ask how often drivers service vehicles, the answers from drivers vary, the majority answer drivers routinely servicing their motorized vehicles. Some drivers claim to rarely service their motorized vehicles because they have to work every day so that there is not enough time to service their vehicles. The more online transportation drivers regularly take care of their motorized vehicles, it can be said that these drivers are professional, because they are highly committed in maintaining the quality of the vehicles used in carrying out their work.

Using the Indonesian National Standard Helmet

In accordance with Chapter VII Part Four Article 57 paragraph 2 of the Law of the Republic of Indonesia Number 22 Year 2009 concerning Traffic and Road Transportation. Motorcyclists are required to use Indonesian national standard helmets. Online transportation drivers get attributes from companies consisting of jackets and helmets bearing the logo of online transportation. The online transportation drivers provided using Indonesia national standard helmets compilation are at work and provide helmets with online transportation logo for consumers. Based on observations made by researchers of online transportation drivers the contribution of drivers using Indonesian national standard helmets and providing helmets with an online transportation logo for consumers. There are still 3 online transportation drivers based on research results still using helmets that are suitable for use. When researchers interviewed, the driver pulled out a helmet that could still be used with peeling colors and helmets could not be inserted.

Online transportation drivers will work using standard helmets and carry helmets bearing the online transportation logo that will be worn by consumers. Online transportation helmets are well understood, so consumers feel comfortable and safe. Based on the results of interviews conducted with online transportation drivers, the researchers obtained information about online transportation drivers that would be purchased by consumers. Care of consumer helmets by entering into the motor book for those who have a ledger and for drivers who do not have enough books to store helmets, the driver uses a helmet wrapper to store and care for the consumer's helmet. Some drivers care for consumers by cleaning from dust and dirt and spraying air freshener so that consumers feel comfortable. The actions of online transportation drivers take care of consumer helmets by storing in a safe place, storing and providing fragrances, showing drivers having professional, not only using Indonesian national standard helmets but also ensuring consumers use helmets bearing the logo of online transportation that is clean, fragrant, comfortable and safe to use by consumers .

Comply with Traffic Signs

In accordance with CHAPTER IX Part Two of article 103 of the Republic of Indonesia Law No. 22/2009 concerning Traffic and Road Transportation. Drivers of traffic vehicles must have traffic. Online transportation drivers are obliged to replace traffic signs such as no parking signs, traffic light signs, road markings and other traffic signs. Online transportation drivers that are approved traffic then the drivers are increasingly professional as

opposed to online transportation drivers who are issued traffic assistance designating these drivers are not yet professional as online transportation drivers.

Based on the results conducted by researchers of online transportation drivers at several locations. Researchers still often see a number of drivers who successfully traffic signs by crashing red lights. Drivers who are waiting for consumers to get off the train station in Poncol look increasingly seized the shoulder of the road which often causes traffic jams. Drivers are seen who turn directions while the road is crowded and other drivers, this reduces the professionalism of online transportation drivers in planning traffic signs.

Driving by Maintaining Yourself Safety and Consumer Safety

Drivers who are safe to avoid accidents must be done by all motorists, including online transportation drivers. Drivers when driving a vehicle must prioritize safety both for themselves and for the safety of consumers. Safety driving behavior on the journey must be an awareness driver online transportation. One form of safe driving is to drive a vehicle at normal speed, not overtake carelessly, drive in good condition and always be careful when compiling to cross the road. The more online transportation drivers who have awareness about driving, the more professional the drivers in traffic travel are focused on driving with their own safety and the safety of consumers.

Based on the results of interviews with the driver of the informant received driving with due regard to the safety of themselves and also the safety of consumers. However, a compilation of researchers gave the same question to consumers, some consumers answered that there were still some drivers who were not aware of their importance by prioritizing safety, such as still often spurring speeds beyond normal limits and overtaking vehicles ahead of the way as needed. Answers from consumers need to be made improvements so that drivers can provide a sense of security to consumers who want to work for workers.

From a number of research results Regarding the professionalism of online transportation drivers in the approval of traffic regulations, researchers received data from interviews with 100 drivers, and to 60 customers of online transportation drivers in the city of Semarang which can be seen in the following figure,



Picture. 1 Compliance of Online Transportation Drivers in Complying with Traffic Regulations

Based on the picture. 1 professionalism of online transportation drivers in traffic rules. It is known that 83% or as many as 83 drivers answered that traffic regulations have been approved. 17% or as many as 17 drivers answered neutral to the traffic rules and 0% did not comply. Consumer answers about the professionalism of drivers approving traffic regulations. It is known that 70% or as many as 42 consumers say online transportation drivers are compliant. As many as 30% or as many as 18 consumers say the driver does not meet traffic regulations.

Researchers triangulated sources to compare the validity of the answers of 100 online transportation drivers by asking 60 consumers of online transportation consumers. Obtained from differences of opinion about past traffic from information sent by drivers of online transportation to those delivered by consumers. If all the drivers answered that traffic was never passed, but the consumer provides information about online transportation drivers that have been approved by traffic. Researchers when observing the location Research also often find drivers who have crossed the traffic at Poncol station. Drivers who wait for consumers to get on traffic trains, if there are consumers who climb the road without regard to traffic. Causing accidents that occur congestion and accidents.

IV. CONCLUSION

Professionalism of online transportation drivers in the city of Semarang in agreeing to traffic regulations such as completing driver complaints letters, using standard vehicles, using Indonesian national standard helmets, obeying traffic signs, and how to drive safely, so that online transportation drivers can be called Professional.

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