Al-Kharaj: Journal of Islamic Economic and Business
Volume 8 (2), 2026
P-ISSN: 2686-262X; E-ISSN: 2685-9300

The Effects Of Burnout And Uncertainty On The Productivity Of Gig Workers In Mataram City

Jannatul Ayu Saptika[1]
[1] Mataram University
Email: Jnntlptk02@gmail.com

Keywords:
Gig Economy, Online Motorcycle Taxis, Burnout, Uncertain Working Hours, Uncertain Income, Productivity, Random Forest

Abstract

This study aims to analyze the influence of burnout levels, uncertainty of working hours, and income uncertainty on the productivity of online motorcycle taxi drivers in Mataram City. The study used a quantitative approach with a survey method and purposive sampling, involving 110 active drivers with a minimum of six months of experience. Primary data were obtained through a 1–5 Likert scale questionnaire, while secondary data were obtained from literature and previous research to strengthen the theoretical framework. The burnout variable was measured based on three dimensions of Maslach and Jackson (1981): uncertainty of working hours through daily hour fluctuations and workday inconsistencies, uncertainty of income through income stability and incentives, and productivity through work effectiveness and income balance. The analysis was conducted using Random Forest via Python according to the method of Liaw and Wiener (2002) to model non-linear effects and assess the contribution of each variable to productivity. The results showed that burnout was the most dominant factor in determining productivity, followed by uncertainty of income, while uncertainty of working hours had a limited and contextual influence. Drivers with low to moderate burnout and stable income showed higher productivity, while high burnout was correlated with low productivity. These findings confirm that work flexibility in the gig economy does not automatically increase productivity; Burnout management and income stability are prerequisites for optimal performance (Amrudin, 2019; Ginting et al., 2025). This research provides empirical understanding of the dynamics of gig economy work in mid-sized cities and forms the basis for employment policies that are more responsive to the conditions of digital platform workers.

INTRODUCTION

The digital transformation of the past ten years has significantly changed the structure of the labor market in Indonesia, driving the emergence of the gig economy, or platform-based economy. This work model allows individuals to earn income through digital platforms without formal employment relationships, offering significant flexibility in setting work hours and locations (Fitriyaturrochmah et al., 2024). The core of the gig economy is an on-demand employment system through digital platforms, which has grown in popularity with the growth of companies like Uber and Fiverr and has expanded into the transportation, caregiving, and professional services sectors (Farrell & Greig, 2016; Jeon et al., 2019 in Glavin et al., 2021).

In Indonesia, the gig economy phenomenon is most evident in the online transportation sector through platforms like Gojek, Grab, Maxim, and ShopeeFood. Although official data is not yet available, media reports estimate the number of online motorcycle taxi drivers nationwide to be between 4 and 7 million, making them a vital part of urban life and a source of livelihood for

millions. This model is promoted as flexible employment where workers "be their own boss" and determine when, where, and how often they work (Novianto et al., 2021), although research shows that this flexibility is often superficial and conceals workers' structural vulnerabilities.

Online motorcycle taxi (ojek) work is attractive, especially to the younger generation, because the freedom of time and potential income are more attractive than certain formal jobs (Fitriyaturrochmah et al., 2024). In August 2025, the Central Statistics Agency reported that 57.80%, or approximately 84.58 million workers in Indonesia, are informal workers, including gig workers. This indicates that the majority of the workforce still operates outside the formal sector with limited employment protections. The online transportation sector is one of the largest labor absorbers in the digital economy.

On the other hand, platform-based work systems present serious challenges. Reliance on algorithms and platform policies creates income uncertainty, forcing drivers to work longer hours to meet their income targets. Many gig workers in transportation must work more than 10 hours per day without the guarantee of a stable income, increasing the risk of physical and emotional exhaustion (burnout), which reduces productivity (Mukherjee & Datta, 2024). Amrudin (2019) emphasized that despite offering flexibility, drivers often face pressures such as long working hours, unstable income, extreme weather, and demands for mastery of application technology (Ginting et al., 2025).

Several previous studies have examined working hours, income, and psychological stress partially. Caza et al. (2021) found that gig workers face multiple emotional and economic pressures, Tanzia and Ernawati (2023) noted high levels of work stress related to work duration and competition, while Rohi Riwu et al. (2025) showed that working hours have a positive effect on income, without considering the psychological consequences of long working hours. This indicates a gap in research regarding the interaction of working hours, burnout, and income uncertainty on gig worker productivity.

This study aims to fill this gap by integrating work hour uncertainty, burnout, income uncertainty, and productivity within a single empirical framework for online motorcycle taxi drivers. Unlike previous studies that focused on large cities, this study takes the context of Mataram City, a medium-sized city with a limited market and high competition. Media reports indicate that approximately 6,000 online motorcycle taxi drivers operate in Mataram, facing intense competition and unstable incomes. This approach is expected to provide a more contextual understanding of the dynamics of gig economy work outside the national economic center.

By positioning productivity as a key variable, this study not only contributes to the enrichment of the gig economy literature from an economic and psychological perspective but also provides an empirical basis for formulating employment policies that are more responsive to the real conditions of digital platform workers, particularly regarding working hour regulations, income protection, and occupational health.

Based on the above background, this study aims to analyze the influence of burnout levels, work hour uncertainty, and income uncertainty on the productivity of online motorcycle taxi drivers in Mataram City.

Hypothesis Formulation

Based on the conceptual framework, theoretical foundation, and previous research presented, hypotheses can be formulated as tentative assumptions that will be empirically tested in this study. They are as follows:

- H1: Burnout levels negatively impact productivity. This means that the higher the burnout level of online motorcycle taxi drivers, the lower their productivity.
- H2: Uncertain working hours negatively impact online motorcycle taxi drivers' productivity. This means that uncertain and unpredictable working hours tend to reduce drivers' ability to manage time, energy, and resources efficiently, resulting in decreased work productivity.

• H3: Income uncertainty negatively impacts online motorcycle taxi drivers' productivity. This means that high income uncertainty is expected to reduce online motorcycle taxi drivers' ability to achieve work productivity.

These hypotheses form the basis for empirical testing conducted in the next chapter to determine the effect of each variable on motorcycle taxi driver productivity.

METHODS

This research uses a quantitative approach with a survey method to analyze the relationships and influences of empirically measurable variables. This approach is based on the philosophy of positivism, which views social reality as a phenomenon that can be objectively measured through numerical data and analyzed using structured statistical techniques (Sugiyono, 2017). Each variable is treated as a measurable entity, allowing for systematic testing of causal relationships. The quantitative approach was chosen because it is relevant to examining the influence of burnout levels (X1), uncertainty in working hours (X2), and uncertainty in income (X3) on the productivity (Y) of online motorcycle taxi drivers in Mataram City. This allows the research results to be analyzed objectively and scientifically justified.

The research was conducted from September–October 2025 in Mataram City, West Nusa Tenggara, chosen because its characteristics align with the gig economy phenomenon, particularly the online motorcycle taxi sector. As a center of government and urban activity, Mataram has high mobility, resulting in significant demand for online transportation services. Ali, Kharis, and Karlina (2018) stated that Mataram residents actively use Go-Jek due to its ease of mobility, as well as factors such as product, price, service, and user perception. This city also allows for easier data access and more efficient respondent collection.

The study population consisted of all active online motorcycle taxi drivers in Mataram City. Given the dynamic nature of the population, the study employed purposive sampling, with the criteria being drivers who had been active for at least six months and were willing to complete the questionnaire. A total of 110 respondents were collected. Primary data were obtained directly through a questionnaire using a 1–5 Likert scale, covering demographics, burnout levels, working hours, income uncertainty, and productivity. Secondary data were obtained from literature, journals, and previous research reports to strengthen the theoretical framework, determine variable indicators, and provide empirical context.

The study variables consisted of burnout levels, work hour uncertainty, income uncertainty, and productivity. Burnout was measured using three dimensions according to Maslach and Jackson (1981): emotional exhaustion, depersonalization, and decreased self-actualization. Work hour uncertainty was measured through fluctuations in daily work hours, inconsistent workdays, and difficulty predicting weekly work hours. Income uncertainty was measured through income stability, certainty of incentives, and adequacy of daily income. Productivity was measured based on the balance of income and expenses, work time effectiveness, and satisfaction with work results, all using a 1–5 Likert scale.

Respondent data underwent editing and coding before analysis. Validity was tested using Corrected Item–Total Correlation with a correlation criterion of >0.30, while reliability was tested using Cronbach's Alpha with a minimum threshold of 0.60. Once valid and reliable, the data were analyzed descriptively to describe respondent characteristics and variable trends. Further analysis used the Random Forest method in Python, which constructs hundreds of decision trees using bootstrapping techniques and random variable selection to reduce variance and the risk of overfitting. Model performance was evaluated through accuracy, precision, F1-Score, and feature importance to identify the variables most influential on productivity.

The Random Forest estimation model follows the approach of Liaw and Wiener (2002), where the final prediction is obtained by averaging the predictions of all decision trees: $\hat{Y} = 1/B \sum fb(X)$, where B = number of trees, fb() = prediction function of the b-th tree, and $\hat{Y}$ = predicted productivity value. This method provides stable estimates, reduces variance, addresses overfitting,

and assesses the contribution of each variable X1, X2, and X3 to productivity. This model is a formal estimate that represents the relationship patterns found by Random Forest, not linear regression.

All research procedures were conducted with due regard for research ethics. Respondents were given an explanation of the research objectives, guaranteed data confidentiality, and had the freedom to discontinue participation. All data was used solely for academic purposes.

RESULTS AND DISCUSSION

Research Results

This study was conducted on online motorcycle taxi drivers actively operating in Mataram City, West Nusa Tenggara. This city is a center of economic activity and community mobility, with a relatively high number of online motorcycle taxi drivers compared to other areas in West Nusa Tenggara (NTB). Therefore, it is relevant to examine the relationship between burnout, uncertainty about working hours, income uncertainty, and productivity. Data collection was conducted between September and October 2025 using a quantitative approach through in-person and online questionnaires. A total of 110 respondents who met the criteria, namely active drivers with at least six months of experience, participated in this study. Respondents had diverse characteristics in terms of age, length of service, working hours, and income level, providing a comprehensive picture of the working conditions of online motorcycle taxi drivers in Mataram City.

Respondent characteristics indicate that the majority of drivers were male, in line with field conditions where online motorcycle taxi work is highly sought after by men due to the high mobility demands and relatively high job risks. However, the presence of female drivers demonstrates that gig work remains inclusive and accessible to all groups. An analysis of length of service revealed that nearly half of the respondents, 52 (47.3%), had worked for more than three years, indicating that online motorcycle taxis were their primary source of income. Twenty-four (21.8%) respondents had worked for one to two years, while 18 (16.4%) had worked for two to three years. This suggests that more than a third of drivers have sufficient intermediate experience to navigate the dynamics of platform-based work. Meanwhile, relatively few drivers had worked for less than one year, consisting of nine (8.2%) with 6–12 months of experience and seven (6.4%) with less than six months of experience. This distribution reflects a high job retention rate, as well as the substantial experience of most respondents and a good understanding of work patterns, demand, and income within the gig economy in Mataram City.

Description of Variable Statistics

Variables	N	Minimum	Maximum	Mean	Std. Deviation
Burnout Level	110	6	25	14.481	4.461
Working Hour Uncertainty	110	12	20	16.518	2.066
Income Uncertainty	110	7	25	16.518	4.136
Productivity	110	5	22	15.009	3.887
Valid N (listwise)	110				

The descriptive analysis results show that the burnout variable (X1) has a minimum value of 6 and a maximum of 25, with a mean of 14.48 and a standard deviation of 4.61. This finding indicates that the burnout level of online motorcycle taxi drivers in Mataram City is in the moderate category, with significant variation among respondents, reflecting differences in workload and psychological stress experienced by drivers. The working hour uncertainty variable (X2) has a

minimum value of 12 and a maximum of 20, with a mean of 16.52 and a standard deviation of 2.07. A high mean value indicates that drivers face significant working hour uncertainty, while a low standard deviation indicates a relatively homogeneous working hour pattern, reflecting the long and demanding workloads characteristic of gig work.

For the income uncertainty variable (X3), the minimum value was recorded at 7 and the maximum value was 25, with a mean of 16.52 and a standard deviation of 4.14. These results indicate that income uncertainty is moderate to high, with wide variations in experience among drivers, with some experiencing relatively stable incomes while others experience significant fluctuations. Meanwhile, productivity (Y) had a minimum value of 5 and a maximum of 22, with a mean of 15.00 and a standard deviation of 3.89. These findings indicate that driver productivity is moderate, with considerable variation among respondents in their ability to produce work output effectively.

Overall, the descriptive results indicate that online motorcycle taxi drivers in Mataram City face quite challenging working conditions, characterized by moderate levels of burnout, high uncertainty about working hours, and significant income uncertainty. These conditions align with suboptimal productivity levels and form the basis for further analysis of the relationships and influences between variables.

Analysis Results

Instrument Validity and Reliability Test

The validity test results indicate that all items in the burnout (X1), uncertainty in working hours (X2), uncertainty in income (X3), and productivity (Y) variables have calculated r values greater than the table r (0.187), thus all statements are valid and accurately represent the constructs being measured. Reliability testing indicates that all variables have Cronbach's Alpha values above the minimum threshold of 0.60, indicating adequate internal consistency of the instrument. The burnout (X1) variable has an alpha value of 0.747, uncertainty in working hours (X2) of 0.652 after the removal of item X2.1, which reduced reliability, uncertainty in income (X3) of 0.668, and productivity (Y) of 0.633. Overall, these test results indicate that the research instrument meets the validity and reliability criteria and is suitable for use as a measurement tool in further analysis.

Results of Random Forest Estimates

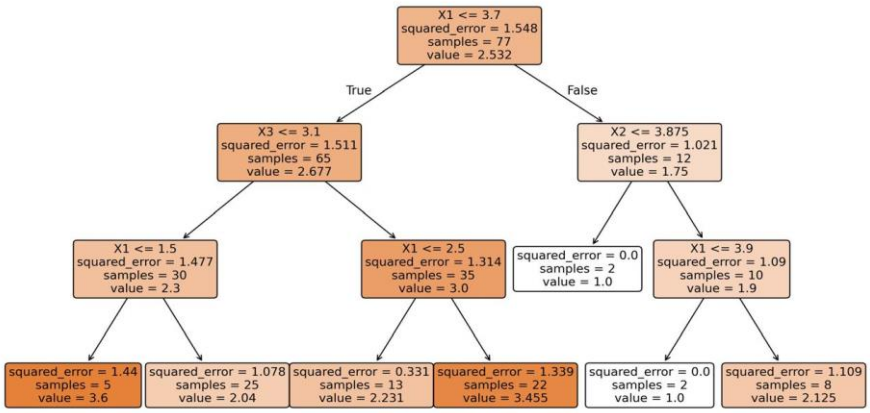

Figure 1. Illustration of the Decision Tree Structure in the Random Forest Model

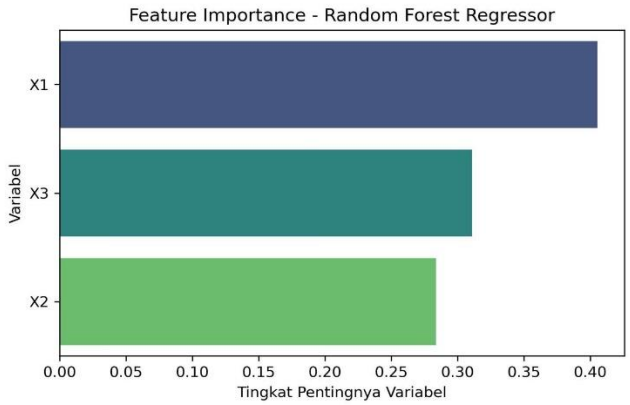

Figure 2. Level of Importance of Variables Based on the Random Forest Model

Based on the results of Random Forest modeling based on a data-driven machine learning approach, it shows that the level of burnout (X1) is the main separating variable that determines the variation in productivity (Y) of the respondents. At the root node, the model separates the data based on a threshold of X1 = 3.7, dividing respondents into low-moderate and high-burnout groups. The average Y value across the entire sample is 2.532, and this initial separation confirms that burnout is the strongest factor explaining productivity changes.

In the low-moderate burnout group (X1 ≤ 3.7), the next separation is determined by income uncertainty (X3). Respondents with lower levels of income uncertainty (X3 ≤ 3.1) have relatively more stable Y values, indicating that income conditions contribute to respondents' ability to maintain productivity. Within these groups, there is further variation based on more specific levels of burnout.

Respondents with very low burnout (X1 ≤ 1.5) exhibited two patterns: a small group (5 people) had the highest productivity scores, with an average Y score of 3.6, while the larger group (25 people) had a lower productivity score of 2.04. This indicates heterogeneity or diversity in productivity, despite similarly low burnout levels.

Meanwhile, in the slightly higher low-moderate burnout group (1.5 < X1 ≤ 2.5), the Y score increased to an average of 3.0. Within this group, there was a group with low variation (Y = 2.231) and another group with moderately high productivity scores (Y = 3.455), illustrating that the combination of low burnout and low income uncertainty creates the conditions most conducive to optimal productivity.

Respondents with low income uncertainty tended to have more stable and higher productivity. This finding suggests that while low burnout can create opportunities for better productivity, income stability remains a factor that enables respondents to allocate work resources more optimally. In contrast, respondents in the low-burnout but high-income uncertainty cluster appear to exhibit greater and less stable productivity variation, as indicated by the differences in scores at nodes 1A and 1B. This suggests that income uncertainty serves as a significant differentiating factor, as it indicates whether the productivity generated by low burnout is sustainable under conditions of income uncertainty.

In contrast to this cluster, respondents with high burnout (X1 > 3.7) exhibit a much more consistent pattern: their productivity falls within the low category. At the first node of this cluster, the variable working hours (X2) serves as the best separator. Respondents with a fixed number of hours (X2 ≤ 3.875) had an average productivity score of only 1.75, and two respondents even had identical Y scores of 1.0. Further separation using the threshold X1 = 3.9 shows that increasing burnout further reduces productivity. The group with very high burnout again exhibited the lowest Y score (1.0), while other groups in the same cluster achieved an average score of only 2.125.

Overall, respondents in the high burnout category did not show any improvement in productivity despite variations in work hours or income, confirming that high burnout is consistently associated with a high decline in productivity. Furthermore, this condition also

indicates that when burnout is already at a high level, increasing or decreasing work hours does not produce a significant difference in productivity. Thus, uncertainty in working hours functions more as a secondary moderating variable, affecting productivity patterns only in the high burnout group but not strongly enough to change the primary trend that burnout is the most dominant determinant of declining productivity among online motorcycle taxi drivers.

Based on the summary of predicted values, the Random Forest results show a clear relationship: lower burnout leads to higher productivity, and conversely, higher burnout leads to lower productivity. Respondents with very low burnout (≤1.5) have the potential to achieve the highest productivity (Y = 3.6), while the low-moderate burnout group falls within the medium to high productivity range (2.04–3.455). Meanwhile, respondents with high burnout (X1 > 3.7) consistently achieve the lowest productivity levels (1.0–2.125). These findings confirm that burnout is the most dominant factor influencing the productivity of online motorcycle taxi drivers, with uncertainty in working hours and income uncertainty serving as additional separators, clarifying the structure of variation among respondents.

Discussion

The results of the random forest analysis indicate that burnout is the most significant variable influencing the productivity of online motorcycle taxi drivers. This is demonstrated by selecting burnout (X1) as the primary separator at the root node with a threshold of 3.7, immediately dividing respondents into two large groups: the low-moderate burnout group and the high burnout group. The primary separator at the threshold of X1 ≤ 3.7 confirms that when burnout levels begin to exceed a certain threshold, the ability of online motorcycle taxi drivers in Mataram City to maintain income stability and operational productivity significantly declines.

This indicates that burnout impacts not only psychological well-being but also the economic behavior of drivers in carrying out daily activities. This finding aligns with Maslach's concept of burnout, where emotional exhaustion and decreased work energy can reduce an individual's capacity to perform their work optimally. In the context of online motorcycle taxi drivers, burnout has the potential to reduce work efficiency even when working hours are relatively high. Byung-Chul Han's perspective also views burnout as a consequence of excessive performance pressure. Meanwhile, the platform's work system, which demands unlimited performance, as Han explains, exacerbates the psychological pressure experienced by drivers and pushes them into a cycle of self-exploitation.

The data in this study shows a consistent pattern: the higher the burnout level, the lower the productivity achieved. The low-moderate burnout group tended to have higher productivity scores, while the high-burnout group almost entirely fell into the low-productivity category. In the low-moderate burnout group, the model shows a more stable pattern and tends toward higher productivity. This finding is understandable because online motorcycle taxi drivers in Mataram City who are in relatively good psychological health are able to manage their work hours more effectively, respond consistently to passenger demand, and maintain service quality. Productivity variations in this group are still influenced by income uncertainty, which emerges as the most influential further separator in the model.

Respondents with lower income uncertainty reported more stable and higher productivity, while those with more uncertain incomes reported greater and lower productivity. This aligns with Maslach's theory, which states that external factors such as economic uncertainty and low control over work conditions can increase emotional stress and accelerate the onset of burnout symptoms. Meanwhile, Han emphasized that income uncertainty is a hallmark of the platform economy, reflecting a "Fatigue Society," which pushes individuals to work beyond their limits due to the feeling that their accomplishments are never enough.

Furthermore, this is consistent with the precarity theory developed by Guy Standing. This theory states that workers with unstable incomes tend to experience high levels of economic anxiety, making it difficult to plan long-term work and make efficient decisions. The findings of this study indicate that even with low levels of burnout, productivity is not always high if drivers

face significant income uncertainty. This confirms that economic stability is a crucial prerequisite for achieving productivity, as income uncertainty encourages workers to adopt short-term work strategies that are not always optimal in terms of time utilization and operational costs. These findings can be understood within the framework of precarity in platform-based work, where income uncertainty is a source of ongoing work pressure. These conditions have the potential to impact drivers' perceptions of their work efficiency and overall productivity.

In the group of drivers with high levels of burnout, uncertainty in working hours (X2) emerged as the primary delimiter in the model's classification structure. However, the resulting pattern indicates that differences in levels of uncertainty in working hours did not alter the primary trend that high burnout was associated with low productivity. Respondents in this group, despite varying levels of uncertainty in working hours, still demonstrated relatively low levels of productivity.

These findings align with the Precarity Theory proposed by Guy Standing, which states that workers in precarious working conditions—characterized by instability in working hours, income, and job protection—experience reduced control over their work time and capacity. Uncertainty in working hours hinders workers' ability to plan their work rhythms, manage breaks, and maintain sustained performance, negatively impacting workforce productivity, particularly when combined with high levels of burnout. These results demonstrate that increased working hours are not always accompanied by increased productivity, particularly when long working hours lead to physical and mental fatigue. These findings support the view that productivity is determined not only by the quantity of work time but also by the quality of individual working conditions.

Random forest analysis results showed that in the high-burnout group, variations in work hour uncertainty did not significantly impact productivity levels. This indicates that in precarious work conditions, increasing work hour flexibility without structural certainty fails to increase work output. Instead, this uncertainty exacerbates psychological stress and accelerates the decline in drivers' work capacity.

Within the framework of Precarity Theory, this condition reflects a loss of time sovereignty, namely the ability of workers to control and predict their work hours. When burnout reaches a certain level, work hour uncertainty no longer serves as an adaptive mechanism but instead becomes an additional source of instability that hinders the process of converting labor into productive output.

Thus, uncertainty in working hours acts as a moderating factor, the effect of which becomes more pronounced in extreme burnout situations, but it lacks the driving force to increase productivity. Some respondents with very high levels of burnout reported the lowest levels of productivity, confirming that the psychological vulnerability inherent in the precarious group has direct implications for workers' ability to maintain daily work performance and productivity.

The relationship between the three variables shows a consistent pattern in the context of online motorcycle taxi work. Burnout is the core factor determining productivity, while income uncertainty and uncertainty in working hours serve as additional discriminators, detailing variations within specific groups. The work patterns of online motorcycle taxi drivers, characterized by fluctuating income, uncertain or flexible and often long working hours, and high performance pressure, reinforce the relevance of these findings. Burnout is the psychological indicator that most influences productivity, while income uncertainty and uncertainty in working hours reflect structural factors that also influence the final outcome. Therefore, productivity in this study should be understood as subjective productivity, reflecting drivers' perceptions of the efficiency of their time and energy use in generating income. This approach is relevant to the flexible yet uncertain characteristics of online motorcycle taxi work.

These findings align with the view that app-based work involves unique stress dynamics, such as demand uncertainty, changing incentive systems, and algorithm-dependent workloads. When drivers face increased psychological stress, their responses to this uncertainty become less adaptive. Working hours also lose their effectiveness as a mechanism for generating income. Thus,

burnout is not simply a consequence of work pressure, but also a contributing factor that weakens gig workers' productivity.

Overall, the results of this study reveal that online motorcycle taxi drivers' productivity is shaped through the interaction of psychological and structural factors. Burnout serves as the primary determinant of productivity, while uncertainty in working hours and income uncertainty act as discriminators that explain variation within specific groups. These findings strengthen the theoretical basis that, in the context of the gig economy, increased work intensity without managing psychological well-being and income stability can actually decrease productivity. Thus, the results of this study not only align with the theories used but also broaden empirical insights into how psychological stress and structural uncertainty work together to shape gig workers' economic performance.

This research contributes both theoretically and methodologically. Theoretically, this study reinforces the view that workers' psychological well-being, particularly burnout, is a crucial factor influencing productivity in the gig economy. Methodologically, the use of Random Forests enabled researchers to identify non-linear relationship patterns, where combinations of variables can produce distinct productivity clusters that conventional linear models cannot capture. The analysis also successfully demonstrated the existence of specific clusters, such as drivers with low burnout but low productivity, or low-to-moderate burnout with the highest productivity, something that linear regression could not capture.

Practically, this study indicates the importance of managing burnout among online motorcycle taxi drivers in Mataram City, stabilizing income through a more consistent incentive scheme, and regulating more balanced working hours. These findings can form the basis for developing policies that better support the welfare of online motorcycle taxi drivers in Mataram City and increase overall productivity. Thus, this discussion confirms that online motorcycle taxi driver productivity in Mataram City is influenced by a combination of psychological and structural factors, with burnout being the variable that has the greatest influence on the resulting productivity variation.

CONCLUSION

Based on the analysis, it can be concluded that the productivity of online motorcycle taxi drivers in Mataram City is influenced by the interaction between psychological and structural factors inherent in platform-based work systems. The research findings indicate that burnout levels, uncertainty in working hours, and income uncertainty collectively shape the dynamics of driver productivity in managing time, energy, and operational costs.

Random forest modeling results confirm that burnout is the most dominant factor in determining productivity levels. Drivers with low to moderate levels of burnout tend to have higher productivity, while high levels of burnout are consistently associated with lower productivity. Income uncertainty plays a key differentiating factor, particularly for drivers with low to moderate burnout, where income stability is a prerequisite for good psychological well-being to translate into efficient economic performance.

Meanwhile, uncertainty in working hours has a more limited and contextual impact. For drivers with high burnout, variations in uncertainty in working hours do not alter the tendency for low productivity, thus confirming the dominant role of burnout in determining work outcomes. Overall, this study concludes that work flexibility in the gig economy does not automatically increase productivity. Without adequate burnout management and income stability, flexible work systems have the potential to create psychological stress and persistent unproductivity.

REFERENCE

Ali, M., Kharis, A., & Karlina, D. (2018). Faktor-faktor yang menjadi pertimbangan dalam penggunaan jasa ojek online (Go-Jek) di Kota Mataram. *Jurnal Ilmu Administrasi Publik (JIAP)*, 6(2).

Badan Pusat Statistik. (2024). *Statistik ketenagakerjaan Indonesia: Persentase pekerja informal Agustus 2024*. BPS.

Caza, B. B., Reid, E. M., Ashford, S. J., & Granger, S. (2022). Working for yourself: Measuring the challenges of gig work. *Human Relations*, 75(11), 2122–2159.

Dinas Tenaga Kerja dan Transmigrasi Provinsi Nusa Tenggara Barat. (2020). *Jam kerja menurut Undang-Undang Nomor 13 Tahun 2003 tentang ketenagakerjaan*. Disnakertrans NTB.

Farrell, M. J. (1957). The measurement of productive efficiency. *Journal of the Royal Statistical Society: Series A (General)*, 120(3).

Fitriyaturrochmah, U., Kustiningsih, N., & Rahayu, S. (2024). The influence of work life balance and work stress on the millennial generation's decision to work in a gig economy (In the Grab online ojek community in Waru-Sidoarjo). *COSTING: Journal of Economic, Business and Accounting*, 7(5).

Ginting, T., Nasution, M. R. Z., Septiavianti, N., Aulia, W. S., Sihotang, W. Y., & Simanullang, A. (2025). Determinan penyebab stres kerja pada pengemudi ojek online di komunitas GODAMS Kota Medan. *PREPOTIF: Jurnal Kesehatan Masyarakat*, 9(2).

Glavin, P., Bierman, A., & Schieman, S. (2021). Terasing jauh: Tidak berdaya dan sendirian di ekonomi pertunjukan. *Work and Occupations*, 48(4).

Mukherjee, S., & Datta, S. (2024). Ambition, marital status, and *burnout*: Insights from India's gig economy for sustainable employment. *Basic and Applied Social Psychology*, 46(6).

Novianto, A., Keban, T. Y., & Hernawan, A. (2023). *Mendorong kerja layak dan adil bagi pekerja* gig*: Kajian awal tentang ekonomi* gig *di Indonesia*.

Organisation for Economic Co-operation and Development. (2019). *Measuring the digital transformation: A roadmap for the future*. OECD.

Prudential Indonesia. (2025). *Apa itu burnout*. Prudential.

Standing, G. (2011). *The precariat: The new dangerous class*. Bloomsbury Academic.

Sugiyono. (2017). *Metode penelitian kuantitatif, kualitatif, dan R&D* (Cetakan ke-25). Alfabeta.

Suara NTB Pers. (2025). *Realitas pahit pengemudi ojol di Mataram: "Seperti sapi perah", pendapatan turun drastis*. Suarantb.com.

Tanzia, S., & Ernawati. (2023). Hubungan tingkat pendapatan dengan stres kerja pada pengemudi ojek online di Jakarta Barat tahun 2020. *Jurnal Muara Sains, Teknologi, Kedokteran, dan Ilmu Kesehatan*, 7(1).