

**ABSTRAK**  
**STUDI EKSPLORATORI FAKTOR-FAKTOR YANG MEMPENGARUHI**  
**KESEJAHTERAAN PENGEMUDI *GO-CAR* DAN *GRAB-CAR* SELAMA**  
**MASA PANDEMI *COVID-19***

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Pandemi *Covid-19* telah menyebabkan pengemudi Go Car dan Grab Car mengalami penurunan jumlah pendapatan, penurunan bonus, dan berdampak pada penurunan tingkat kesejahteraan mereka. Tujuan penelitian ini adalah untuk mengetahui sejarah perkembangan Go Car dan Grab Car, dan faktor-faktor yang mempengaruhi kesejahteraan pengemudi Go Car dan Grab Car selama masa pandemi *Covid-19*. Penelitian ini merupakan penelitian deskriptif. Teknik pengumpulan data dilakukan melalui studi literatur.

Hasil studi literatur menunjukkan bahwa pada survei *Consumers Awareness*, sebanyak 75% dan 61% responden menyatakan Grab adalah *brand* yang mereka pakai pada enam bulan terakhir dan tiga bulan terakhir. Sementara 62% dan 58% responden, masing-masing mengatakan bahwa mereka telah menggunakan *Go-Jek* untuk kategori yang sama dalam enam dan tiga bulan sebelumnya. Faktor-faktor yang mempengaruhi tingkat kesejahteraan pengemudi Go Car dan Grab Car yaitu tingkat pendapatan, tingkat konsumsi rumah tangga, pendidikan, kesehatan dan fasilitas rumah tangga.

Selama masa pandemi *Covid-19*, para pengemudi aplikasi *online* baik Go Car maupun Grab Car mengalami penurunan pendapatan karena beberapa hal, seperti, kebijakan pemerintah yang menerapkan WFH (*work form home*), dan pembelajaran daring yang menyebabkan berkurangnya penumpang atau pemakai aplikasi transportasi *online* khususnya Go Car dan Grab Car.

**Kata kunci:** kesejahteraan pengemudi, Go Car, Grab Car

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**ABSTRACT**  
**THE EXPLORATORY STUDY OF FACTORS AFFECTING THE WELFARE**  
**OF GO-CAR AND GRAB-CAR DRIVER DURING THE COVID-19**  
**PANDEMIC**

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*The Covid-19 pandemic had caused Go Car and Grab Car drivers experienced decrease in the amount of income, a decrease in bonuses, and its impact on their welfare level. The purpose of this study was to know the history of the development of Go Car and Grab Car, and determine the factors which affected the welfare of Go Car and Grab Car drivers during the Covid-19 pandemic. This research is descriptive research. Data collection techniques were carried out through literature studies and interviews with Go Car and Grab Car drivers.*

*The results of the literature study showed that according to the Consumers Awareness survey, 75% and 61% of respondents stated that Grab is the brand they have used in the last six months and the last three months. While 62% and 58% of respondents, respectively said that they had used Go-Jek for the same category in the previous six and three months. The factors that affected the welfare level of Go Car and Grab Car drivers are income level, household consumption level, education, health and household facilities.*

*During the Covid-19 pandemic, online application drivers, both Go Car and Grab Car, experienced a decrease in income due to several things, such as: government policies that implement WFH (work from home), and online learning which caused a decrease in passengers or users of online transportation applications, especially Go Car and Grab Car.*

**Keywords:** driver welfare, Go Car, Grab Car

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