

# Kerentanan Pekerja Gig di Indonesia: Studi Kasus Kapasitas Resistensi Pengemudi Gojek Perempuan di DKI Jakarta = The Vulnerability of Gig Workers in Indonesia: A Case Study of the Resistance Capacity of Female Gojek Drivers in DKI Jakarta

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## Abstrak

Gojek merupakan perusahaan layanan platform transportasi online di Indonesia. Gojek menawarkan fleksibilitas kerja yang menarik, termasuk bagi para pekerja perempuan. Pekerja perempuan menurut beberapa kajian dinilai memiliki peran ganda. Peran ganda ini didasarkan pada sebuah bentuk 'kewajiban' perempuan untuk menjalankan perannya dalam kerja rumah tangga sekaligus penopang ekonomi keluarga. Namun beberapa studi menunjukkan pekerja perempuan rentan akan eksploitasi oleh perusahaan platform karena fleksibilitas yang ditawarkan nyatanya hanya fleksibilitas semu. Fleksibilitas semu ini berdasar pada adanya skema insentif (Go To Rewards) yang hanya berorientasi menggenjot kinerja pengemudi melalui poin, rating, dan performa ketimbang menerapkan kemitraan yang mempertimbangkan juga kepentingan pengemudi perempuan. Permasalahan bagi pengemudi Gojek perempuan ditambah peran ganda serta stigma dan stereotip dari masyarakat. Kerentanan kerja biasanya memicu resistensi pekerja, namun apakah itu juga terjadi di kalangan pengemudi perempuan Gojek itu adalah topik yang masih belum diteliti selama ini. Pada akhirnya, kondisi kerentanan tersebut membatasi kapasitas resistensi pengemudi Gojek perempuan. Fokus penelitian meninjau pengemudi Gojek perempuan di DKI Jakarta. Studi ini akan membahas mengenai bagaimana skema insentif Gojek mempengaruhi kapasitas resistensi bagi pekerja perempuan untuk melawan kerentanan di DKI Jakarta. Penulis akan menganalisis menggunakan teori pemanfaatan ruang komunikatif dalam upaya resistensi dengan meninjau permasalahan berdasarkan studi pustaka dan wawancara. Temuan penulis menunjukkan bahwa pengemudi Gojek perempuan merupakan kelompok paling rentan dari yang rentan karena adanya skema insentif, stereotip dan stigma serta peran ganda. Pada akhirnya hal ini mempengaruhi kapasitas resistensi mereka dan memaksa mereka menggeser upaya resistensi melalui sosial media.

.....Gojek is an online transportation platform service company in Indonesia. Gojek offers attractive work flexibility, including for women workers. According to several studies, women workers have multiple roles. This dual role is based on a form of 'obligation' for women to carry out their roles in household work as well as supporting the family economy. However, several studies show that women workers are vulnerable to exploitation by platform companies because the flexibility offered is in fact only an apparent flexibility. This apparent flexibility is based on an incentive scheme (Go To Rewards) which is only oriented towards boosting driver performance through points, ratings and performance rather than implementing partnerships that also consider the interests of female drivers. Problems for female Gojek drivers are compounded by multiple roles and stigma and stereotypes from society. Work vulnerability usually triggers worker resistance, but whether this also occurs among women Gojek drivers is a topic that has not been researched so far. In the end, this condition of vulnerability limits the resistance capacity of female Gojek drivers. The focus of this research is to review female Gojek drivers in DKI Jakarta. This study will discuss how the Gojek incentive scheme affects the resistance capacity of women workers to fight vulnerability in DKI

Jakarta. The author will analyze using the theory of communicative space utilization in resistance efforts by reviewing problems based on literature and interviews. The authors' findings show that female Gojek drivers are the most vulnerable group of the vulnerable due to incentive schemes, stereotypes and stigma as well as multiple roles. In the end, this affects their resistance capacity and forces them to shift resistance efforts through social media.