

## SPD Field Research Support Fund Report

The research paper that I have been working on for more or less four months focuses on the vulnerabilities of informal transportation workers in Indonesia, specifically the motorcycle taxi drivers or *ojek* in Indonesian language. The type of vulnerabilities in this study is assets vulnerabilities which include five different kind of assets (Moser 1998): (1) Labor; (2) Human Capital; (3) Productive Assets; (4) Household Relations; and (5) Social Capital. The assets approach is most suitable in capturing poverty by seeing it not only by their deprivation but also the resilience capacity by what the drivers' have.

This theme became interesting to be examined with the addition of a start-up called Go-jek which claimed themselves as a social enterprise due to the inclusive business plan by involving informal workers. Thus, the study aims to see whether Go-jek really reduces the drivers' vulnerabilities or not. Since motorcycle taxi is the most popular mode of transportation among the citizen of Jakarta, Go-jek has attracted 150.000 drivers, both men and women, in only 6 years of its development. The emergence of women in the population of online motorcycle taxi drivers also being highlighted as they are breaking the stigma of "transportation work is a men's work".

By the support of SPD research fund, I was able to collect the data in Jakarta for seven weeks through two methods of data collection. I was using questionnaires with several open questions to obtain structured and comparable data between before and after joining Go-jek's condition to 47 respondents in total. Parallel with the questionnaires, I conducted in-depth interviews towards Head of Indonesian Online Driver Association and Head of Planning and Development Section of Greater Jakarta Transport Authority to gain more knowledge on the work-related problems and policy constraints. Furthermore, the latter method also being applied to women motorcycle taxi drivers regarding their livelihood within the existed stigma. These steps are really important to be done directly in the field to obtain good quality of data by situating it within the context of Jakarta's social and economic conditions. Especially, when engaging with the traditional drivers in their station and talk about sensitive subject like income and their household relations.

From the fieldwork, unlike their claim, I found that Go-jek is more suitable to be classified as socially responsible business rather than social enterprise. This is because Go-jek prioritize profit first and the welfare of the drivers come in later. Go-jek one-sidedly determined the tariff without drivers' consent and it was frequently changed or keep decreasing. Not only that, Go-jek evaluates the drivers based on customer rating system from 1-5 scale and when customer gave bad rating and/or comment, Go-jek often suspended the drivers' account even without further confirmation. If their account gets suspended, the drivers could not receive any order thus they did not earn any income. The drivers can not do anything about this because they only considered as "partners".

Despite the frequent change of tariff, Go-jek drivers believe that Go-jek help their life by giving them opportunity to earn more than their previous work. In fact, the system in Go-jek is sharing income, where the longer you work, the higher you will earn. Still, the drivers need to work for a really long hour, up until 77 hours a week as a response of the decreasing tariff. Thus, in term of labor assets, being included in Go-jek does not reducing their vulnerabilities. Regarding their productive assets, Go-jek also does not contribute to reduce the drivers' vulnerability. It does not provide benefit for the drivers to access the motorcycle as their main productive asset except only for information about the instalment. This information is exclusive to certain drivers who obtain high rating. On the contrary, Go-jek reduces the vulnerability because it increases human capital of the drivers through free-of-charge trainings such as safety riding and how to use the application. Although, the trainings are considered not too significant to reduce the vulnerabilities as most of the drivers already knew how to use the

application and road signage before joining Go-jek. In addition, Go-jek reduce the drivers' vulnerabilities through extensive social group that increases their social capital and household relations since most of the drivers' family support their decision to join Go-jek. Extensive social group in this context means a solidarity group, can be station-based called "*pangkalan*", region-based like South Jakarta, or gender-based like women-only drivers.

**Figure 1. Typical *Pangkalan* for Traditional Ojek**



Source: Author (2017)

**Figure 2. Typical *Pangkalan* for Online Ojek**



Source: Author (2017)

The stigma of motorcycle taxi driver is a men's work still affecting women motorcycle taxi drivers even though the number is increasing, reaching 10-15% of total online motorcycle taxi drivers. They experience the discrimination on daily basis, through cancellation of order, especially when the customer realized that they will be picked up by a women driver. This is affecting women's driver earning and also evaluation through customer rating.

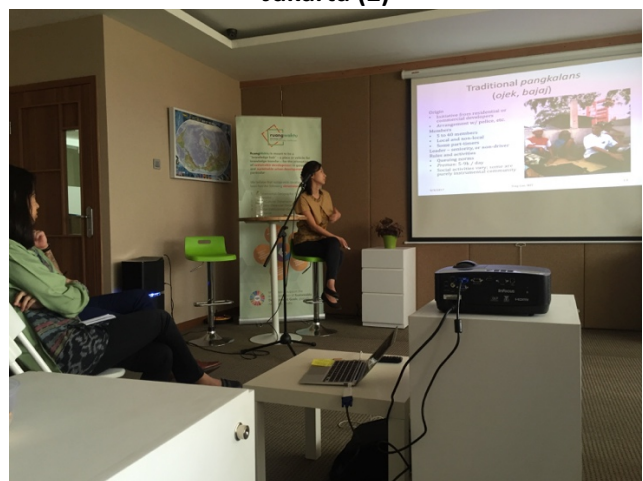
While in Jakarta, not only that I was able to collect data, I also involved in a forum held by a knowledge-hub institution named RuangWaktu. It was a small forum of 25 people on Mobility App and Citizens: Social and Governance Implications of Innovation in Urban Informal Sector presented by Ying Gao, a PhD researcher of Massachusetts Institute of Technology. This forum enabled me to enrich the analysis by knowledge exchange and establish network with other academics that were interested in mobility app-related topics.

**Figure 3. Mobility App and Citizens Forum in Jakarta (1)**



Source: Author (2017)

**Figure 4. Mobility App and Citizens Forum in Jakarta (2)**



Source: Author (2017)