

## WOMEN DRIVERS IN GIG ECONOMY: WORK FLEXIBILITY AND MENTAL HEALTH TO IMPROVE JOB SATISFACTION IN PART-TIME EMPLOYEES



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### ABSTRACT

*The level of enthusiasm of female drivers shows that women are increasingly comfortable and confident in taking on jobs that were previously dominated by men. In this case, job flexibility has positive benefits on mental health and job satisfaction. This study aims to analyze the relationship between job flexibility, mental health, and job satisfaction among female drivers. In addition, this study will also test whether the work flexibility variable can be influenced by the mental health variable as a moderating factor. The method used in this research is quantitative with a sample of 95 female drivers, and data collection is done through distributing questionnaires online (TikTok, WhatsApp, Instagram). The results showed that work flexibility affects mental health, which in turn affects job satisfaction. Furthermore, the analysis also revealed that mental health, as a moderating variable, weakens the relationship between work flexibility and job satisfaction.*

**Keywords:** Work Flexibility; Mental Health; Job Satisfaction

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## INTRODUCTION

Work flexibility and mental health impact on job satisfaction of women drivers, especially for women drivers who work part-time. Online driver jobs through online platforms such as Gojek, Grab, and Shopee, among others, have provided opportunities for many individuals, especially women, to earn income more flexibly (Maroddah & Pujiyanto, 2023). This job allows women drivers to organize their working hours and location according to their personal needs, which is a great advantage, especially for women drivers who have family obligations or other responsibilities (Eko, 2023). Work flexibility is an important factor that can increase job satisfaction for women drivers. Working in the gig economy gives women drivers the freedom to organize their working time according to their personal needs. This allows women drivers to maintain a balance between personal and professional life, which can reduce stress and increase women drivers' job satisfaction (McCracken et al. 2021).

In the current era of disruption, the changes in gadget technology, especially the online motorcycle taxi application, motorcycle taxis that initially only operated manually have now spread to modern technology (Mursalina et al. 2023). A modern economic system where individuals work on short-term, small projects, or specific tasks through digital platforms. One of the most prominent sectors in the gig economy is online transportation, where drivers work independently to connect passengers with women drivers' destinations (Zulfiyan, 2020). Women drivers have an increasingly significant role. Women drivers are not just transportation service providers, but also an integral part of the changing work landscape that is happening today (Dinansyah et al. 2023).

Working in the gig economy, while offering freedom, also brings its challenges, including a sense of isolation, income uncertainty, and safety concerns, which can affect the mental health of workers, especially women (Fanani and Hidayah, 2021). Women drivers often feel anxiety and stress related to the uncertainty of women drivers' jobs, as women drivers' income depends on the number of hours women drivers work and customer demand which often fluctuates. In addition, women drivers also have to deal with potential harassment or safety threats when working outside the home, which can increase anxiety and tension. Therefore, it is important for companies to pay more attention to the mental well-being of workers, especially women, by providing psychological support or features that can reduce stress and increase a sense of security during work (Aziz & Athoillah 2023).

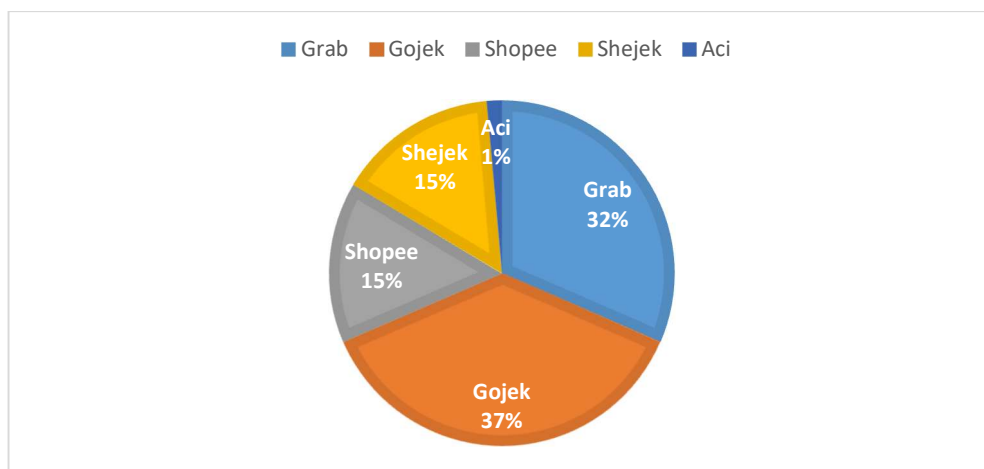
Previous research is still insufficient due to the lack of in-depth research on the impact of mental health on job satisfaction of women drivers in the gig economy, especially for women drivers who work part-time. Although the time flexibility offered by the gig economy is considered a great advantage, not many studies have directly linked how this flexibility can affect the psychological state of women drivers and vice versa, how women drivers' mental health affects job satisfaction (Pratiwi, 2023.) In addition, while there have been some studies addressing driver well-being in the gig economy, most of these studies have focused on male drivers or workers in general, rather than women specifically. Therefore, there is a gap in research that identifies the unique challenges faced by women, such as discrimination or sexual harassment, which can affect women drivers' mental health and impact their job satisfaction. Women working in the gig economy also often face difficulties in balancing work with household responsibilities, which adds to the mental stress of women drivers (Pradana 2024).

Issues related to social support and networks are also rarely discussed in depth in the context of women drivers. Workers in the gig economy often work independently without a clear organizational structure, which can exacerbate feelings of isolation and

stress. The lack of research exploring the role of social support from driver platforms or communities is a gap that needs to be filled. In addition, the absence of comprehensive research on the differences in job satisfaction levels between full-time and part-time female drivers is also an issue that needs to be addressed in further research (Kurniawan and Soenaryo, 2019)

The number of female drivers in Sidoarjo Regency in 2024 showed a significant increase compared to previous years. This work reflects the increasingly important role of women in the app-based transportation sector such as Gojek, Grab, Shopee, Aci and Shejek. This work offers flexibility that is highly desirable to many women, especially women drivers who want to manage their working time according to family needs or other responsibilities. However, there is a clear difference in the number of women drivers distributed in different areas of Sidoarjo District (Aziz & Athoillah 2023).

Figure 1 shows the number of women drivers in Sidoarjo Regency for the period of 2024.



Source: data processed by researchers, 2025

**Figure 1**  
**Number of Women drivers in 2024 in Sidoarjo Regency**

The results show Gojek and Grab to be the two main apps used by female drivers in the region, with a higher number of female drivers compared to other apps. This is likely due to the popularity of these two platforms which are more established and have many active users in Sidoarjo, influencing the number of drivers who join them (Amanda, 2023)

This issue needs to be resolved due to its significant impact on women drivers' well-being and job quality in the gig economy. In this sector, time flexibility and mental health play a particularly important role in determining drivers' job satisfaction and performance. Given that many women join the gig economy for extra income or flexibility in work, it is important for companies to provide the right support to enable women drivers to work effectively and feel satisfied with their work (Agustina & Wulansari, 2021).

The theory used to underpin this strategy is work-life balance theory. This theory explains that individuals who can balance work with personal life will feel more satisfied with the work of women drivers (Nuryanti et al. 2023). In addition, Herzberg's motivation theory is also relevant, which distinguishes between motivational factors. Work flexibility and mental health support are included in motivational factors that can

increase job satisfaction, while work safety aspects are important hygiene factors to prevent dissatisfaction (Nur and Setyaningrum 2024). Self-control theory is also used to show how drivers who have control over the work of women drivers tend to feel more satisfied and motivated (Dinansyah et al. 2023).

This research makes an important contribution that is a theoretical contribution in the development of literature regarding the relationship between work flexibility work flexibility and work performance (Tay and Diener, 2011) and mental health by including job satisfaction variables can be a link between flexible work and mental health providing job satisfaction results (Dinansyah et al. 2023). This study combines work-life balance theory, Herzberg's motivation theory, and self-control theory to explain how work flexibility and mental well-being can increase job satisfaction. Thus, this study enriches the literature on the gig economy, particularly regarding the role of time flexibility and mental well-being in influencing the quality of life of part-time workers (Dinansyah et al. 2023).

Based on the results of the study, companies can implement more supportive policies, such as providing flexibility in work schedules and providing mental health support, to improve driver well-being. In addition, companies can pay attention to work safety aspects by providing features that increase the sense of security for female drivers (Dawson and Golijani-Moghaddam 2020).

## **LITERATURE REVIEW, RESEARCH FRAMEWORK, AND HYPOTHESES**

### **Work flexibility**

Work flexibility is a flexible policy where the selection of work time and place both formal and informal that facilitates workers with a free policy to determine how long (time flexibility), when (timing flexibility), and where (place flexibility) workers work (Aziz and Athoillah, 2023). According to Eko (2023), flexibility describes work time that is not bound and can be adjusted to other activities. Oleh and Pandiangan (2018) explains that flexibility in the workplace is flexible working hours (flexible work placement), which is one of a spectrum of work structures that change working and working hours periodically. Flexibility associated with flexible working hours includes alternative work plans (flexible working hours using a preferred schedule). Both definitions of flextime here can be drawn on the fact that some people have flexible working hours. According to Chatterjee et al. (2022), work flexibility can be measured by work place flexibility (Rodgers 1992; Hill et al 2008; Mariani and Castaldo 2020); work time flexibility (Golden 1999; Jonsson 2007; Mellner et al. 2016; Lourenco 2016; Matli 2020); infrastructure flexibility (Loi et al. 2019; Sanchez et al. 2020; Sridhar and Bhattacharya, 2020); remote work flexibility (Rodgers 1992; Daniels et al. 2001; Spreitzer et al. 2017; Kaur et al. 2020)

### **Mental Health**

Mental health denotes a state of physical, mental and social well-being (Amanda, 2023). Mental health is a state of mind characterized by emotional well-being, adaptable behavior, relative absence of anxiety and disabling symptoms, and the ability to form positive relationships, make meaningful connections and deal with the normal demands and pressures of life (Purba and Demou 2019). According to Glyn and Booth (1994), mental health can be measured by concentration; close of sleep; playing a usefull role; constantly under strain; problem overcoming; unhappy or depressed; losing confidence; believe worthles; general happiness; capable of making decision; ability to face problems; enjoy day to day activities.

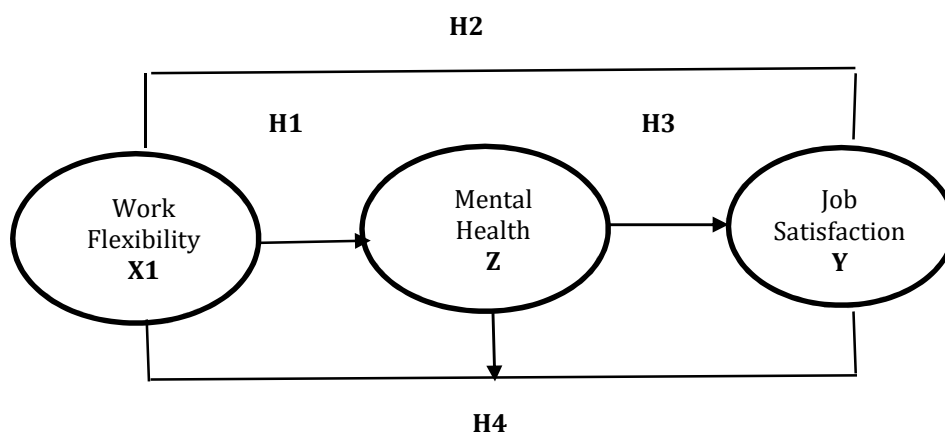
## Job satisfaction

Job satisfaction can be defined as a person's general attitude towards the work they do (Syihabuddin et al. 2024). Individuals who have a high level of job satisfaction tend to show positive behavior in carrying out their duties. Conversely, those who are dissatisfied with their jobs often develop negative attitudes towards what they do (Agustina and Wulansari, 2021). Job satisfaction includes a positive perception felt by individuals about the work of women drivers and is the result of an evaluation of their character in carrying out a job (Ridwan et al. 2023).

An employee's level of job satisfaction reflects how happy they are with their role or task in the organization (Davidescu et al. 2020). Employees who feel satisfaction in their jobs tend to remain motivated to contribute more and continue to strive to improve their performance (Chatterjee et al. 2022). Job satisfaction can be measured by pay; promotion; job status; job security; working condition; behaviour of boss; open communication; autonomy in work; recognition for good work; participation in decision making; relation with colleague (Issa et al. 2022).

## Research Framework

Based on the research objectives and literature review, the research conceptual framework can be described as follows:



Source: constructed by researchers, 2025

**Figure 2**  
**Research Framework**

## Research Hypothesis

The hypothesis is the most probable temporary answer and must be proven through research. This alleged answer is useful for research so that the research process is more directed. Hypotheses of this study are as follows:

*H1: Work flexibility affects mental health variables*

*H2: Work flexibility affects job satisfaction variables*

*H3: Mental health affects job satisfaction variables*

*H4: Work flexibility affects job satisfaction variables in moderation Mental health*

## METHOD

This study uses quantitative methods to test the effect of the independent variable, "Women's Driver Online in Gig Economy", on the dependent variable "Job Satisfaction". The focus of this research is to examine the influence of work flexibility and mental health



on job satisfaction. The approach used is causality with data collection through questionnaires distributed to respondents who fit the research criteria (Hair et al. 2019).

Based on the concept that has been prepared, the method approach used in this research is the quantitative method. This conducts a structured assessment to examine work flexibility and mental health to provide job satisfaction as an intervening variable (Kusumah, 2023). The data collection technique uses the distribution of questionnaires to female online drivers in Sidoarjo Regency, the results of which will be analyzed using Smart-PLS.04 software. This analysis uses two basic concepts, namely, outer model analysis and inner model analysis. It is hoped that this research can find out and analyze whether there is an effect of Work flexibility on Mental health with Job satisfaction In Part Time Employees as an intervening variable on women drivers in Sidoarjo Regency.

Data sources consist of two categories, namely primary data from questionnaire respondents and secondary data from websites or journals related to the research theme. The population of this research is female drivers in Sidoarjo Regency. The sampling technique used was purposive sampling (Lenaini 2021). Data were measured using a Likert scale, with the following scores: strongly disagree (1), disagree (2), undecided (3), agree (4), and strongly agree (5). Data analysis using SmartPLS version 4.0 software with multiple linear regression techniques. This analysis consists of two stages, namely analyzing the outer model and inner model (Hair et al. 2018). The questionnaire uses a Likert scale to measure respondents' views on research variables. Data collection was conducted online through social media platforms such as TikTok, WhatsApp, and Instagram.

Data validity test consists of two types, namely validity test and reliability test. The validity test aims to ensure that the research instrument can measure the intended variable correctly. The reliability test is used to assess the consistency and stability of the measurement instrument. The instrument is considered reliable if the Cronbach's Alpha value is more than 0.6, and valid if the significance value is  $\leq 0.05$ .

Data analysis was conducted using SmartPLS software version 4.0 on the grounds that PLS SEM does not assume normal distribution of data, can work with limited samples, and is suitable for structural models. The SmartPLS analysis process involves two stages: (1) Outer Model Analysis, which aims to examine measurement validity and reliability, including convergent validity, discriminant validity, and Cronbach's Alpha. (2) Inner Model Analysis, which is used to evaluate the structural model by measuring R square, path coefficient, and predictive relevance (Q square) (Hair et al. 2019).

## RESULTS AND DISCUSSION

The data collected in this research will be analyzed quantitatively using the following methods:

### Heterotrait-Monotrait (HTMT)

Heterotrait-Monotrait Ratio (HTMT) is a technique used in data analysis to measure convergent discrimination in measurement models, particularly in the context of Structural Equation Modeling (SEM). HTMT aims to assess the extent to which two different constructs measured with different indicators do not have a very high correlation, which could indicate a discrimination problem between the constructs. If the HTMT value is greater than 0.85 or 0.90, depending on the research context, it indicates a possible poor discrimination problem between the tested constructs (Hair et al. 2019).

**Table 1**  
**Diskriminant Validity Test (HTMT)**

	Ratio heterotrait-monotrait (HTMT)
Mental Health <-> Job Satisfaction	0.858
Work Flexibility <-> Job Satisfaction	0.592
Work Flexibility <-> Mental Health	0.774

Source: Primary Data (processed), 2025

The test results show that the HTMT value is below 0.90 for the variable pair, so discriminant validity is achieved (Hair et al. 2019). The variable divides the variance of the measurement item against the item that measures it more strongly than divides the variance in other variable items.

## Inner Model

### *Collinearity (Variance Inflation Factor)*

The Variance Inflation Factor (VIF) is a test used to detect multicollinearity in linear regression. VIF measures the extent to which the independent variables in a regression model are correlated with each other. The purpose of the VIF test is to evaluate whether any of the independent variables are significantly affected by other variables, which may lead to instability in the estimation of regression coefficients. The data is declared collinearity-free if the VIF value is  $\leq 5$  (Hair et al. 2019). The following are the results that researchers have done.

The data is declared collinearity-free if the VIF value is  $\leq 5$ . The following are the results that researchers have done.

**Table 2**  
**Inner Model Variance Inflation Factor (VIF) Test**

	VIF
Mental Health -> Job Satisfaction	1.853
Work Flexibility -> Job Satisfaction	1.854
Work Flexibility -> Mental Health	1.000
Mental Health X Work Flexibility -> Job Satisfaction	1.005

Source: Primary Data (processed), 2025

Based on table 2 the estimation results show the inner VIF value  $<5$ , so the level of multicollinearity between variables is low. These results strengthen the results of parameter estimation in SEM PLS is robust (unbiased).

### *R-Square*

The R-Square ( $R^2$ ) test is a statistical measure used to assess the extent to which the independent variables in a regression model can explain variations in the dependent variable. The main purpose of R-Square is to measure the strength of the relationship between the independent and dependent variables, with higher  $R^2$  values indicating that the model can explain more variance in the data.  $R^2$  values range from 0 to 1, where values closer to 1 indicate that the model has better predictive ability. However,  $R^2$  does not always reflect the overall quality of the model, especially if the model is too complex or suffers from overfitting. A value ( $R^2$ ) greater than 0.25 is categorized as weak, greater than 0.50 is categorized as moderate, and more than 0.75 is categorized as substantial (Hair et al. 2019). The following are the R-Square results that have been carried out by researchers

**Table 3**  
**R-Square Test**

	R-square
Job Satisfaction	0.569
Mental Health	0.460

Source: Primary Data (processed), 2025

Based on table 3, the R-Square of job satisfaction value is 0.569, and mental health obtained an R-Square value of 0.460. So that the results of testing the structural model obtained the R-Square value of the mental health variable is included in the weak category.

### Estimate for Path Coefficient

The PLS-SEM algorithm produces a standardized path coefficient value with a value range of -1 to +1. A path coefficient value close to +1 indicates a strong positive relationship while if the value is close to -1 it indicates a strong negative relationship (Hair et al. 2019). While testing the hypothesis between variables by looking at the t statistical value or p-value.

**Table 4**  
**Path Coefficient Test**

	Sample (O)	T statistik ( O/STDEV )	P values	F- Square
Work Flexibility -> Mental Health	0.678	10.094	0.000	0.731
Work Flexibility -> Job Satisfaction	-0.013	0.140	0.888	0.000
Mental Health -> Job Satisfaction	0.764	10.968	0.000	0.852
Mental Health X Work Flexibility -> Job Satisfaction	0.006	0.090	0.928	0.000

Source: Primary Data (processed), 2025

Based on data analysis in Table 4 the work flexibility has a significant effect on mental health with a value of 0.678, while the job satisfaction variable does not have a significant effect on work flexibility with a value of -0.013. The mental health has a significant effect on job satisfaction with a value of 0.764. Likewise, the interaction variable between mental health and work flexibility moderated by job satisfaction has a significant effect with a value of 0.006.

Meanwhile, from the results of hypothesis testing, it can be concluded that work flexibility has a significant effect on mental health, while work flexibility on job satisfaction has no significant effect and mental health variables affect job satisfaction variables, and the interaction between mental health and work flexibility in moderation with job satisfaction strengthens the job satisfaction variable.

## DISCUSSION

### The effect of Work Flexibility on Mental Health

These results indicate that there is a significant relationship between work flexibility and mental health. Individuals who have high levels of flexibility tend to have lower levels of stress, anxiety and depression. In addition, factors such as age, gender, and education level may also influence the relationship between flexibility and mental health.

Therefore, strengthening flexibility ability can be an effective strategy in maintaining mental health and improving overall well-being.



This is in line with the results of the study by Lucas and Moore (2020) which shows the positive effect of flexibility in improving mental health.

### **Work Flexibility affects Job Satisfaction**

The results of research on the effect of work flexibility on job satisfaction show that in some studies, work flexibility does not have a significant effect on employee job satisfaction. This study found that work flexibility has no significant effect on job satisfaction. Although there is an increase in flexible work arrangements, the analysis shows that the effect on job satisfaction is negative (Nur and Setyaningrum 2024).

This study also confirms that flexible work arrangements do not have a positive and significant impact on employee job loyalty in property companies in Kendari. Despite the expectation that flexibility can increase satisfaction and loyalty, the results show otherwise, where improvements in flexibility indicators have no significant effect on loyalty and job satisfaction (Vera et al. 2022).

This study supports previous findings by stating that there is no significant effect of work flexibility on job satisfaction. This shows consistency in the research results stating that although flexibility is considered a value-add, its effect on employee job satisfaction is not significantly proven (Ramadhan, 2024).

### **Mental Health affects Job Satisfaction**

The results of research on the effect of employee mental health have a positive impact on job performance and satisfaction. Employees who have good mental health tend to be more productive and feel more satisfied with their jobs. Good mental health helps employees manage stress and interact effectively with coworkers, which contributes to higher job satisfaction (Sipayung et al. 2023).

This research shows that mental health has a positive effect on job satisfaction, which in turn impacts employee performance. The data shows that good mental health increases motivation and job satisfaction, which are important for employee productivity (Jakarta, 2024).

In this study, it was found that employees with good mental health tend to feel more satisfied with their jobs. Poor mental health can lead to stress and dissatisfaction, whereas social support and a positive work environment can improve mental health and job satisfaction (Savitri & Gunawan, 2023).

### **Work Flexibility affects Job Satisfaction moderated by Mental Health**

The results showed that flexible work arrangements can improve work balance and job satisfaction. However, mental health factors, such as job stress and emotional exhaustion, can moderate the relationship between work flexibility, work balance, and job satisfaction. Therefore, organizations need to consider the mental health aspects of employees when implementing flexible work policies (Ahdianita and Setyaningrum, 2024).

Research by Nuryanti et al. (2023) revealed that work flexibility and work-life balance have a significant influence on employee job satisfaction. This study emphasizes the importance of work flexibility in improving employee well-being and lowering work stress levels.

### **CONCLUSION AND SUGGESTION**

The results of this study found that work flexibility has a positive effect on mental health, where employees who have freedom in organizing their work time and place tend to feel

more mentally well. However, work flexibility did not have a significant impact on job satisfaction, suggesting that there are other factors that influence satisfaction more. On the other hand, mental health was shown to have a positive influence on job satisfaction, and served as a factor that strengthened the relationship between work flexibility and job satisfaction. In other words, employees who have good mental health will benefit more from work flexibility in increasing their satisfaction. This research emphasizes the importance of attention to mental health, especially in the gig economy sector, particularly for female workers.

Based on the conclusions obtained, companies, especially those engaged in the gig economy sector, need to pay more attention to the mental health of employees, especially female workers. Providing psychological support, such as counseling or mental well-being programs, can help improve employees' mental state and strengthen the benefits of work flexibility.

Although work flexibility has a positive effect on mental health, companies should consider other factors that influence job satisfaction. Better flexibility can be combined with policies that support overall worker well-being, such as increased income, recognition of achievements, and respect for employees.

To improve job satisfaction, companies should integrate policies that support work-life balance. This can include more flexible work schedules, mental health facilities, and platforms that facilitate communication and social support among workers.

Providing training or workshops on stress management can help workers deal better with work pressures, improve their mental health, and potentially improve overall job satisfaction levels. Thus, companies need to realize that maintaining employees' mental health, especially in a flexible work environment, is crucial in improving job satisfaction and worker performance.

For future research, it is essential to conduct longitudinal studies to explore the long-term effects of work flexibility on mental health and job satisfaction. Investigating the intersectionality of gender with factors such as age, socioeconomic status, and education could provide a deeper understanding of the diverse experiences of women gig workers. Additionally, examining the role of emerging technologies in shaping work flexibility and its impact on mental health would be valuable, along with assessing the availability and effectiveness of mental health support systems tailored for gig workers. Comparative studies between different gig sectors, such as ride-sharing and delivery services, could further shed light on sector-specific challenges, while exploring the role of social support networks in enhancing job satisfaction. Finally, studying cultural and regional variations in the experiences of women drivers would help to identify universal and context-specific factors influencing their well-being and work outcomes.

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