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APPENDIX

OVERVIEW OF OBJECT RESEARCH

- **Description of research Informant**

All informants in this study do not feel objectionable to be named, the informant of this research is as follows:

1. **Riky Hermanto (Go-Jek Driver)**



During my time observing the online transportation in Yogyakarta Mr. Riky is the first speaker in my research. I interviewed Mr. Riky while he was resting in near my house near at Adisucipto Street, he was willing to be interviewed and enthusiastic in answering the questions I gave. When I interviewed Mr. Riky, he wore attributes or Go-Jek uniforms that are commonly worn by drivers for duty.

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2. Wisnu Putra (Grab Driver)



During my interview with Mr. Wisnu, what is more interesting here is that Mr. Wisnu was a former conventional Ojek driver, which is perfect to help me to understand more why he want to change to become an online ojek driver rather than conventional ojek. I interviewed Mr. Wisnu while he was resting in a small convenience stores near Adisucipto Street, he was willing to be interviewed and really help me in answering my questions. He wore the Grab uniforms that are commonly worn by the drivers so that the customers can distinguish between Go-Jek and Grab driver.

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3. Supriadi (Conventional Ojek Driver)



My third interview is that I choose headed to the conventional Ojek base on Jalan Seturan. Here I met Mr. Supriyadi who I ask if Mr. Supriyadi is willing to be interviewed, from the response of Mr. Supriyadi is able to answer the question he can answer. When I meet Mr. Supriyadi is sitting on a chair in the conventional ojek base and talking to his co-worker.

4. Several Consumer Opinion on Online Ojek and Conventional Ojek

No.	Name	Description
1	Mrs. Yani	She is 32 years old, she work as a house maid in Yogyakarta.
2	Evelyn	She is 22 years old, she is one of the medical student of Gadjah Mada University in Yogyakarta.
3	Mrs. Mega	She is 71 years old, she is my grandmother who live in Yogyakarta.
4	Bimo	He is 22 years old, he is one of the architect student of Atmajaya University in Yogyakarta.
5	Mr. Didin	He is 45 years old, he work as a private driver in Yogyakarta.

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- **Description of Research objects**

From my interview on Sunday, June 7 2020 obtained from the online basecamp Go-Jek on Jalan Adisucipto, Yogyakarta, we found a speaker who is a Go-Jek driver named Riky Hermanto (37 years). Mr. Riky is a native of Yogyakarta, and has been a Go-Jek driver in Yogyakarta since the end of December 2018. Mr. Taufan previously became an Uber Ojek in Jakarta.

Then I also did an interview against one of the Grab drivers named Wisnu Putra (31 years old) acquired when Mr. Wisnu is resting in one of the convenience stores in Jalan Adisucipto, Yogyakarta. Mr. Wisnu is a native of Yogyakarta, and has just been the driver of Grab in the beginning of 2020, where he previously worked as a conventional ojek.

After that, observation of the Conventional ojek drivers also done on the same day in one of the Ojek base/station in the city of Yogyakarta. The location that I took place is Ojek base located in Yogyakarta precisely on Jl. Seturan. There I found some conventional ojek driver that happened to wait for the passengers/customers. Here I did a further interview with Mr. Supriadi (40 years old) on the topic that I will discuss further.

Based on the research in the field, the conventional ojek drivers most of them are elderly man, which most of them does not really know well about technology. Most of the conventional ojek drivers that I met at the base were people that originally live in Yogyakarta. Some of them have also often been offered to join Go-Jek through a short message.

Here I also conduct several short interviews on consumer opinion on Wednesday , June 10 2020 about which they think is better between Online Ojek and Conventional Ojek, based on their age (from adult-elder people).

- Interview Questions

Interview questions for conventional motorcycle taxis?

1. Why do you keep choosing to be a conventional ojek driver even though in this era you can say that online ojek drivers is superior / prosperous ?
2. What is your opinion about the conflict between online ojek and conventional ojek ?
3. According to you, which one is better in economic factors related to income between online ojek drivers and conventional ojek drivers?
4. In your opinion, what factors make you reluctant to move to become an online ojek driver?
5. Do you have any intention to move to become an online ojek driver in the future?

Interview questions for Ojek Driver Online:

1. Why did you choose to become an online ojek driver ?
2. Do you think the Online Ojek (Go-Jek and Grab) system is easy to understand? And if you were told to choose to be a driver in Yogyakarta or Jakarta, which one do you choose ?
3. What is your opinion about the conflict between online ojek driver and conventional ojek driver ?

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4. According to you, which one is better in economic factors related to income between online ojek driver and conventional ojek driver ?
5. Is the process for registering to become an online ojek driver on Go-Jek or Grab fairly difficult or easy ?

Interview questions for Online Ojek and Conventional Ojek users:

1. Which do you think is better between Online Ojek and Conventional Ojek ? And please give the reason !

Transcript of interviews :

- **Transcript Go-Jek Driver Interview :**

Vincent: Excuse me, sir, I'm Vincent Suryajaya Guntoro, a student from FEB UGM, do you want to be interviewed for a while?

Mr. Riky: Yes you can. What do you want to interview about?

Vincent: Thank you sir for taking your time, I would like to give some questions to you about the problem that occurred between the Online ojek drivers and Conventional ojek drivers.

Mr. Riky: Yes it's okay, what's the question?

Vincent: Have you ever been a Conventional ojek driver? and Why do you now choose to be an online ojek driver?

Mr. Riky: I have never been a motorcycle taxi driver (Ojek driver) before, being a Go-Jek driver was my first experience being a motorcycle taxi driver. For the reason I chose to become an online ojek driver, there are actually a number of factors, the main factor being the income earned when working as an online ojek driver, when compared to office work income which is only one million four hundred eighty rupiahs, these results are not enough to support a family Meanwhile, if you work as an online ojek driver you can get two million to two million and five hundred rupiahs per month. Another factor is the flexibility given in the Online ojek, Gojek is the most flexible, without being tied to time, can work from morning to noon, or noon to evening. And also the work system that is given can be understood easily and is very efficient and also does not waste time.

Vincent: Yes, sir, thank you, go to the next question. According to you, which one is better in economic factors related to income between online ojek and conventional ojek ?

Mr. Riky: In my opinion it is definitely better to be an Online ojek driver because for nowdays technology is very advanced and we ourselves must follow this era. I work at Gojek per day to earn two hundred thousand rupiahs, where for a month or less I can get three million rupiahs. Compared to the income in conventional ojek drivers, I think the income I get at Go-Jek is far more profitable in this era. If conventional ojek drivers still maintain the way they work in my personal opinion they will not be able to compete with Online ojek, my advice for conventional ojek drivers is to try to change to an Online ojek driver because it never hurts to try first.

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Vincent: Thank you sir, I want to ask Do you think the Online Ojek (Go-Jek) system is easy to understand? And if you were told to choose to be a driver in Yogyakarta or Jakarta, which one do you choose ?

Mr. Riky: I personally think that the working system in Go-Jek is easy to understand, at first when we wanted to join as a Go-Jek Driver we were given a number of instructions to understand how the system works in Go-Jek. So actually it only needs adjustments, it might take around 3-5 days to really understand. As for choosing work where I myself am more comfortable working in Yogyakarta. Because to reach the target of the number of customers needed in Yogyakarta is easier and also looking for passengers is also easier, for example, if in Yogyakarta we are targeted to look for 10 passengers a day to get a bonus. If I work in Jakarta it will definitely be more difficult to reach the target of 10 passengers because there are more drivers in Jakarta and also more traffic jams in Jakarta.

Vincent: Yes sir, thank you, what do you think about the conflict between the online ojek and the conventional ojek ?

Mr. Riky: Go-Jek and Grab drivers did not take a headache for the negative responses of various conventional transportation parties. Because Go-Jek and Grab only have an intention to serve the public, not to conflict with other types of transportation.

Vincent: Is the process for registering an online ojek on Go-Jek or Grab fairly difficult or easy?

Mr. Riky: the procedure that must be fulfilled to become an Object driver is actually very easy. By simply asking a prospective driver to include Police Registration Certificate (SKCK), Identity Card (KTP)), Driving License (SIM), and Vehicle Number Certificate (STNK), and then immediately submitted to the headquarters in Jakarta which will be continued to the branch office (Go-Jek and Grab) in Yogyakarta.

Vincent: Well sir, that's all for the interview, thank you for taking your time.

Mr. Riky: Yes, sir, you're welcome

- **Transcript Grab driver Interview :**

Vincent: Excuse me, sir, I'm Vincent Suryajaya Guntoro, a student from FEB UGM, do you want to be interviewed for a while?

Mr. Wisnu: Ohhh yes I can, what's the question about?

Vincent: Thank you, sir, for your time. I want to give a few questions about the issue of Online Ojek and conventional ojek sir. Do you still want to be interviewed?

Mr. Wisnu: Yes sir, I will answer as much as I can.

Vincent: Thank you sir, the first question "Have you ever been a Conventional Ojek driver? And why did you choose to change to be an Online ojek driver?"

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Mr. Wisnu: I originally worked as a conventional ojek driver, then after I saw the development of technology that occurred I decided to move to become an online ojek driver in Grab. The main reason I moved because I personally think conventional ojek are already very few enthusiasts because everyone on average chooses to use online ojek such as Go-Jek or Grab and conventional ojek income drops dramatically to 80% of the usual income. Then there was my friend who used to be a conventional ojek driver, he tried to move to an online ojek driver and he told me to move to an online ojek driver because it was far more profitable, and the time was flexible. From there I then chose to become an online ojek driver in Grab.

Vincent: Yes sir, go on to the next question, sir, in your opinion, which one is better in economic factors related to income between online ojek and conventional ojek ?

Mr. Wisnu: Yes, as I said before, mas, I used to work in a conventional ojek, and I myself felt my income was reduced to 80% of what I usually get, this is due to all customers arguably choosing to use an online ojek like Go- Jek or Grab because their work system is more efficient, they can order drivers from the application, compared to conventional ojek, the work system is arguably less efficient today because customers must come to the base / station first. So the point is, if it's about income it's definitely better to be an online ojek driver in this day and age, because in my opinion conventional ojeks can no longer compete with online ojek (Go-Jek and Grab).

Vincent: Do you think the Online Ojek (Grab) system is easy to understand? If you are told to choose to be a driver in Yogyakarta or Jakarta, which do you choose?

Mr. Wisnu: In my opinion the working system in Grab is not that difficult, at the beginning it only needs to be adjusted. When compared with the workings of conventional ojek, maybe for some people there is trouble because they have to understand about smartphones if they want to join the Online ojek, but if someone wants to try to learn it certainly can because it is easy to understand the work system in Grab. I definitely still choose to work as a driver in Yogyakarta. Because in my opinion in Jakarta it's already too crowded, traffic is everywhere, and the number of drivers is certainly more. These things cause it will take longer than usual, for example if in Yogyakarta I work from 9am to 3pm I have reached my target because in Yogyakarta congestion is not so severe, and if I work in Jakarta I might be able to work from morning -night to achieve the desired target, and also the cost of living in Jakarta is definitely more expensive than in Yogyakarta.

Vincent: Thank you sir, I have the next question sir "What do you think about the conflict between online ojek and conventional ojek ?"

Mr. Wisnu: In my personal opinion, I used to be a conventional ojek driver, so I also understand the disadvantages that are impacted on conventional ojek because of the existence of these online ojek, as our income drops dramatically from what we usually get, this can happen because of the existence of online ojek. But on the other side of these online ojek such as Go-Jek and Grab they actually have no intention to harm conventional ojek at all, because actually conventional ojek drivers are offered to join Go-Jek and Grab several times.

But there are some people from conventional ojek still do not accept the presence of this online ojek because it can be said to have damaged the work they have long elaborated. But on the other hand I joined becoming a Grab driver, which resulted in a much better income than I used

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to work as a conventional ojek. So my advice for conventional ojek drivers, try to do new things because this new thing is not necessarily detrimental to us.

Vincent: Then what about the procedure for registering to be an online ojek at Go-Jek or Grab is fairly difficult or easy?

Mr. Wisnu: To be an online ojek driver in Grab, the requirements are easy, at first we need to fill in the registration form on the website, then after we fill out the registration form, we are required to provide several documents such as the Police Registration Certificate (SKCK), Identity Card (KTP)), Driving License (SIM), and Vehicle Number Certificate (STNK). After that we need to wait for the confirmation of the registration results that will be sent via SMS. If the data has been verified, it will receive an SMS to come to the nearest Grab operational office to complete the registration process. What might be difficult for some people who want to join online ojek is usually because they do not have a smartphone, and must have a motor vehicle over the year 2011.

- **Transcript Conventional ojek driver interview :**

Vincent: Excuse me sir, I'm Vincent Suryajaya Guntoro, a student from FEB UGM, do you want to be interviewed for a while?

Mr. Supriadi: Yes sir, what do you want to interview about?

Vincent: Thank you sir for your time, I want to ask sir, Why do you keep choosing to be a conventional ojek driver even though in this age you can say that online ojek are superior / prosperous?

Mr. Supriadi: Honestly, I actually want to move to become an online ojek driver, but I don't really know about technology, especially if I want to join an ojek online, I need a smartphone, but then I just don't have a smartphone and dont really know how to use it. Therefore I still choose to be a conventional ojek, instead for example if i join there but cannot work or meet their criteria then i will be fired.

Vincent: In your opinion, what factors make conventional ojek driver reluctant to move to become an online ojek driver?

Mr. Supriadi: Actually there are a number of factors that make us reluctant to move to becoming an online ojek driver. The first factor is probably because of habit, the average of us are very familiar with the work we do, and you could say we are comfortable with this job. The second factor is we are afraid to try new things, where most of us do not use a smartphone, and do not really understand the technology. Especially as I know that working as an online ojek driver we as drivers must understand how to use a smartphone, this makes us reluctant to join. Other factors are also due to economic factors, on average we also want to move to become an online ojek driver but we don't have the money to buy a smartphone, and one of the conditions for being an online motorcycle taxi driver is that one has a motorbike above 2011, where the average conventional ojek driver only have motorcycles under 2011.

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Vincent: Okay sir thank you for the info, continue to the next question. According to you, which one is better in economic factors related to income between online ojek and conventional ojek ?

Mr. Supriadi: If the income in this era is clear we conventional ojek are less than online ojek, because the average of our customers have moved to online ojek. Even the income that I got decreased by 60-70%, I was sad but what else could I do, i need to continue working for the family.

Vincent: Yes sir, I also want to ask Sir, what do you think about the conflict between online ojek and conventional ojek ?

Mr. Supriadi: As for my personal opinion, indeed with the presence of this online ojek, our income of conventional ojek is very declining, where in the end the dispute arises between the two parties. At first I also protested about the presence of this online ojek but over time I also accepted the presence of this online ojek, because we also could not do anything about this because the Indonesian community in general had already accepted this online ojek.

Vincent: Yes sir thank you, last question sir. Do you have any intention to move to become an online ojek driver in the future?

Mr. Supriadi: Actually, I myself have an intention to move to become an online ojek driver, but as I said earlier my economic factors are less supportive. I actually have money to buy a smartphone, but I have to pay for my family's life as well, if I buy a smartphone later I am afraid that i cannot support my family then, so I have to prioritize my family first. Maybe if in the future the online motorcycle taxi (Go-Jek or Grab) can give us smartphones to conventional ojek drivers, I myself will definitely choose to join the online ojek (Go-Jek or Grab).

- **Short Transcript interview on Consumer Opinion :**

First Opinion (Mrs. Yani)

Vincent : Good afternoon Mrs. Yani, if you don't mind can I interview you about Which do you think is better between Online Ojek and Conventional Ojek ? And please give the reason !

Mrs. Yani : Yes, its ok for me. In my opinion I used to use conventional ojek as the main transportation to travel, but since I learned about Online Ojek (Gojek and Grab), I found it helpful because the presence of online ojek can make it easier to travel because it can directly order through the application and drivers come to us immediately. Which is why now I prefer to choose using Online Ojek (Go-Jek and Grab).

Vincent : Thank you for your information.

Mrs. Yani : Your welcome.

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Second Opinion (Evelyn)

Vincent : Good afternoon Evelyn, if you don't mind can I interview you about Which do you think is better between Online Ojek and Conventional Ojek ? And please give the reason !

Evelyn : Yes, I don't mind at all. For me I personally choose Online Ojek (Go-Jek and Grab), because it is much more efficient in so many ways, it can be use from traveling to ordering food. Which it is very helpful for us university students.

Vincent : Thank you for your information Evelyn.

Evelyn : Your welcome Vincent.

Third Opinion (Mrs. Mega)

Vincent : Good afternoon Mrs. Mega, if you don't mind can I interview you about Which do you think is better between Online Ojek and Conventional Ojek ? And please give the reason !

Mrs. Mega : If I have to choose I prefer conventional ojek, I don't know anything about online Ojek, because I don't use smartphones, and its really often for me to use conventional ojek because I usually use this service to go the market.

Vincent : Thank you for your information Mrs. Mega.

Mrs. Mega : Your welcome.

Fourth opinion (Bimo)

Vincent : Good afternoon Bimo, if you don't mind can I interview you about Which do you think is better between Online Ojek and Conventional Ojek ? And please give the reason !

Bimo : I prefer to use Online Ojek such as Go-Jek and Grab because they are transportation that has good facilities plus with the friendliness of its drivers compared to the conventional ojek. What I likes about Go-Jek and Grab is that it's very affordable for students.

Vincent : Thank you Bimo for the information.

Bimo : Your welcome Vincent.

Fifth opinion (Mr. Didin)

Vincent : Good afternoon Mr. Didin, if you don't mind can I interview you about Which do you think is better between Online Ojek and Conventional Ojek ? And please give the reason !

Mr. Didin : I prefers to ride a conventional ojek because I don't really understand how to order online Ojek (Go-Jek and Grab), and its already my habits to use conventional Ojek to go to the market to buy needs for the family. So personally I choose to use conventional ojek instead of online ojek.

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Vincent : Thank you for the information sir.

Mr.Didin : Your welcome.