



## The Moderation Role of Work Environment on the Influence of Work Life Balance on Work Stress of GIG Economy Workers in the Online Ojek Driver Group in Jakarta

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**ABSTRACT:** The purpose of this study was to examine how the work environment affects Life Balance and work-related stress, especially for online motorcycle taxi drivers in Jakarta. The development of the online work economy model provides flexibility, but also brings problems such as income uncertainty and psychological stress, which can increase stress at work. This study used an associative method and involved 150 online motorcycle taxi drivers from five areas of Jakarta. The results showed that work-life balance did not have a significant effect on work stress directly; however, the interaction between work-life balance and work environment showed a moderating effect; a good work environment can improve work-life balance by helping to reduce work stress. This study shows how things like work environment can reduce the stress work experienced by gig economy workers and how important time management is for online motorcycle taxi drivers between their personal life and work.

**Keywords:** GIG Economy, Work Life Balance, Work Environment, Work Stress



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## INTRODUCTION

Development technology in the digital era has changed the landscape global economy and encourages growth gig economy, which is an economic model in which individuals work as freelancers or contractors, often through online platforms that bring together providers and users of services. Phenomenon This has been adopted in various industries, such as online transportation (for example, Gojek, Grab, and InDrive), freelancing, and other personal services. For workers, the gig economy offers flexibility, convenience, access to jobs, and potential income; additionally, however, no one can deny that several challenges come with it. One of the main issues is the uncertainty of income and its limitations guarantee social, which can negative impact on the welfare psychology of gig workers, especially online motorcycle taxi drivers ([Aslan et al., 2023](#); [Kesiena et al., 2023](#); [Maulana Radiyan Rifki M Irfani Hendri Yulyanti Fahrana Arman Jaya, 2025](#); [Schueller-Weidekamm & Kautzky-Willer, 2012](#)).

Environment work and work-life balance also play a role important role in the mental health of gig workers. In the context of online motorcycle taxi drivers, the study shows that a work environment that is not supported and poor work-life balance can increase work stress, which in turn impacts the decline in performance ([Lesmana & Engagement, 2020](#); [Bulcleng, 2022](#)). Factors like height competition, fluctuating price material burn, congestion, and change in algorithm application participation influence the welfare

psychology of workers ([Warren, 2017](#)). With increasing pressure, drivers often must fight to maintain performance, guard their reputation, as well as avoid platform penalty ([Khikmah, 2024](#); [Min, 2022](#); [Tejero et al., 2021](#)).

Several studies have previously highlighted aspects of work stress and work-life balance in the context gig economy and its impact on performance ([Putra & Wirawan, 2022](#); [Rizki, 2016](#)). However, the limitations study previous studies are not yet many of which are specifically focused on the role moderation environment Work to work-to-work-life balance, and the stress relationship work on workers gig economy, especially among online motorcycle taxi drivers. Existing research is also often not specific to factors specific to the gig economy, such as dynamic platform algorithms and uncertain contract work. This has become a gap in relevant research. For filled, namely, understanding how the environment works can moderate the connection between work-life balance and stress work on workers gig economy with consider characteristics of unique jobs in the industry ([Alzadjali & Ahmad, 2024](#); [Arman Jaya Nurlia Eka Damayanti, 2025](#); [Novia Sry Hartati Farhan Indra, 2024](#)).

Based on research that has ever been conducted by [Lesmana & Engagement \(2020\)](#), it was found that stress at Work negative impact on performance among online motorcycle taxi workers. Factors that influence include fluctuating income and demands to meet daily targets. [Rizki \(2016\)](#) finds that the work environment has a significant influence on work stress. Research. This underlines the importance of creating an environment supportive of work to reduce stress. [Putra & Wirawan \(2022\)](#) show that work-life balance reduces work stress in workers' contracts. As work-life balance improves, the level of stress tends to decrease. Then, the novelty of the study. This gives a contribution new in the literature on the gig economy, especially in understanding the interaction between work-life balance and the environment Work in to moderate stress work on online motorcycle taxi workers. Although there are several studies related to work-life balance and work stress, research offers a new perspective by putting the work environment as a moderator variable, something that has not been explored in the context of online motorcycle taxi drivers. In a dynamic industry like the gig economy, a better understanding of deep factors is needed. This would be very useful for digital platforms, creators' policies, and workers ([Herrera & Proff, 2023](#); [Pratama, 2021](#)).

So, based on the above exposure, research this aims for:

1. Analyze the influence of work-life balance on stress work as an online motorcycle taxi driver.
2. Identifying role environment Work into moderate connection between work-life balance and stress work on workers gig economy, especially online motorcycle taxi drivers.

## Job Stress

When someone feels pressured facing a situation, including a work situation, the person will enter a state of work stress. A condition where someone feels pressured by work targets, work processes, and work situations. Greenberg & Barton ([And & Baron, 2008](#)), translates work stress as a condition when getting pressure or tension in work and the work environment, so that individuals respond negatively and feel burdened in completing their obligations. Meanwhile ([Stephen P. Robbins and Timothy A. Judge, 2013](#)) Define work stress as when someone faces a dynamic situation where there are opportunities and demands from the organization that must be completed ([Akbar et al., 2015](#); [Chemers et al., 1985](#); [Lambert et al., 2021](#)).

It can be concluded that when someone faces a situation caused by work demands and a discrepancy between expectations and results received, someone can experience a stressful situation. The presence of stressors that cause stressful situations can come from the organization in the form of work faced and the

physical situation around someone or relationships with other parties that can cause conflict and cause someone to experience stress. ([Gilan et al., 2018](#); [Tatang Kusmayadi, 2018](#); [YSA & Haryani, 2020](#))

Nancy et al. ([Nancy Langton, Stephen P. Robbins, 2015](#)) divide the dimensions of work stress that come from symptoms caused by stressful situations. The easiest symptoms to detect a stressful situation are physiological symptoms in the form of stress as an indicator of seen in changes in body metabolism, increased heart rate and breathing, increased blood pressure, headaches, and even more severe heart attacks. Psychological symptoms can indicate the stress experienced, namely, someone experiences anxiety, tension, irritability, boredom, and likes to procrastinate. While other symptoms are seen in behavior, there is a decrease in achievement and productivity in work results.

## Work Life Balance

[Kalliath and Brough \(2008\)](#) stated that *work-life balance* is an individual's process where activities in work and non-work life can run together and encourage personal growth by the individual's life priorities. In addition, *work-life balance* is an individual's subjective assessment of the harmony of work and non-work activities and life in general ([Brough, Timms, O'Driscoll, Kalliath, Siu, Sit, and Lo, 2014](#)).

[Delecta's \(2011\)](#) *work-life balance* is the ability of individuals to meet work and family commitments, as well as other responsibilities besides work and other activities. This statement is supported by the definition according to [Susi and Jawaharrani \(2011\)](#), who said that life balance is an effort to fulfill satisfaction in three basic areas of life, namely work, family, and personal. From this explanation, it can be concluded that every individual must have the ability to balance work, family, and personal life to achieve *work-life balance*. [Fisher, Bulger, and Smith \(2009\)](#) said that work-life balance has 4 dimensions, namely:

## WIPL (Work Interference With Personal Life)

This dimension refers to the extent to which work can interfere with an individual's personal life. Indicators that can describe this dimension are Time, which includes the amount of time spent working compared to time spent on activities outside of work. Working can make it difficult for someone to manage time for their personal life.

## PLIW (Personal Life Interference With Work)

This dimension refers to the extent to which an individual's personal life interferes with his/her work life. Indicators that can describe this dimension are problems in his/her personal life that lead to the emergence of Behavior that includes actions to achieve desired goals. This is based on a person's belief that he/she can achieve what he/she wants in his/her work and his/her personal goals. This can interfere with an individual's performance at work.

## PLEW (Personal Life Enhancement of Work)

This dimension refers to the extent to which a person's personal life can improve individual performance in the workplace. Indicators that describe this dimension are emotional in nature, Tension, which includes anxiety, pressure, loss of activity, and personal pleasure, and difficulty maintaining attention, and also if the

individual feels happy because his personal life is pleasant, then this can make the individual's mood at work become pleasant.

### **WEPL (Work Enhancement of Personal Life)**

This dimension refers to the extent to which work can improve the quality of an individual's personal life. Indicators that can describe this dimension are the skills that individuals acquire while working, allowing individuals to utilize these skills in everyday life.

### **Work environment**

According to [Stephen P. Robbins and Timothy A. Judge \(2012\)](#), the work environment includes everything around the work, such as the variety of tasks and levels of autonomy, job demands, and requirements for expressing emotions. Meanwhile, according to [Sedarmayanti \(2017\)](#), the work environment is all the tools and materials faced by the surrounding environment where a person works, their work methods, and their work arrangements both as individuals and as a group. Then, according to [Afandi \(2018\)](#), the work environment is everything around employees and can influence them in carrying out the tasks assigned to them, for example, with the presence of air conditioning (AC), adequate lighting, and so on ([Adelia et al., 2024](#); [Gulzar et al., 2020](#); [Nisak & Andriani, 2022](#)).

So it can be synthesized that the work environment is everything that is around the worker, both in physical form, for example the office equipment used, the room provided, the work atmosphere including lighting, air conditioning, the work atmosphere caused by the work method used, which can influence employees to carry out the tasks given to them ([Ladd & Neumark, 2023](#); [Rahmawati, 2022](#); [Yustikasari & Santoso, 2023](#)).

Meanwhile, work environment indicators according to Seda [\\_ \(greenhaus, n.d.\)rmayanti \(2017\)](#). The dimensions and indicators of the work environment are as follows:

#### **1. Physical work environment**

##### **a. Lighting**

An important factor in the work environment is that adequate lighting will help employees complete tasks more effectively.

##### **b. Work space circulation**

Oxygen is a gas needed by living things to maintain survival for the metabolic process. Air can be said to be dirty if the oxygen in the air has decreased and has been mixed with gases or odors that are harmful to the health of the body.

##### **c. Space layout**

A good workspace layout will create comfort while working.

##### **d. Decoration**

Decoration has something to do with good color schemes; therefore, decoration is not only related to the results of the workspace.

##### **e. Noise.**

Work requires concentration, so noise should be avoided so that work can be carried out efficiently and work productivity increases.

##### **f. Facilities**

Company facilities are very much needed as a support in completing every job in the company. The availability of adequate facilities will support the smooth process of working.

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## 2. Non-physical work environment

### a. Relationship with leadership

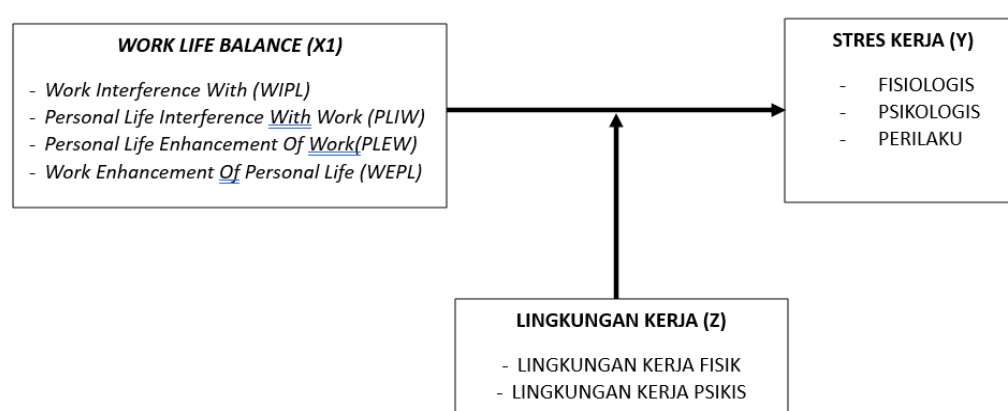
The relationship between superiors and subordinates or employees must be maintained well, and there must be mutual respect between superiors and subordinates. Respecting each other will create a sense of respect between individuals.

### b. Relationships between co-workers

Relationship with co-workers is a harmonious relationship with co-workers without conflict among co-workers. One of the factors that influences employees to stay in one organization is because of the harmonious and familial relationship.

The research model used is shown in the following image:

Figure 1. Research Model



## Hypothesis Study

1. H1: Work-life balance has a negative effect on stress work as an online motorcycle taxi driver.
2. H2: Environment Work plays a role as a moderator that strengthens the connection between work-life balance and work stress, where a good job environment will reduce work stress for an online motorcycle taxi driver.

This expectation can give a new outlook on the importance of environment supportive work in a moderate work-life balance to reduce stress work in the gig economy sector.

## METHOD

This method is associative, namely approach that aims to identify the connection or influence between variables. In the context of this study, the method used is associative to analyze the connection between work-life balance (as a variable independent) and work stress (as a variable dependent), and to understand role environment Work as a variable moderation that influences connection between work-life balance and stress work as an online motorcycle taxi driver.

## Research Design

Research design: This is design quantitative correlational design with a survey approach. This design was chosen to measure how strong the connection is between variables and to know the direction of influence

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between variables in research, good in a way, direct, and also through effect moderation from environmental work. With the use of this design, research can present quantitative data that describes the influence of work-life balance on work stress and how the environment and Work play a role as moderators.

## **Population and Sample**

- Population: Population in the study. This is all online motorcycle taxi drivers working in the DKI Jakarta area, which includes five regions: Central Jakarta, East Jakarta, South Jakarta, West Jakarta, and North Jakarta.
- Sample: The Sample used is 150 selected online motorcycle taxi drivers through a technique of proportional random sampling to ensure balanced representation from every region in Jakarta. With this technique, researchers can control possible variations that appear between regions and ensure more accurate as well as relevant results.

## **Data Collection Techniques**

Data collection was carried out with method survey questionnaire method. The questionnaire used in the study consists of three main parts measuring :

- Work-life balance: Using a scale that measures balance between work and life, personal, such as frequency of involvement in non-work activities and capabilities to arrange time between work and life, personal.
- Stress work: Measured using a scale that covers dimensions like the level of pressure experienced, difficulties in meeting work targets, and emotional burden from work.
- Environment work: Includes aspects like supporting colleague work, factor road safety, flexibility time work, and quality interaction with the application or work platform.

Every variable measured uses 5- 5-point Likert scale, which ranges from “very not agree” to “strongly agree.” Before data collection, the questionnaire was tested for validity and reliability to ensure the data collected is valid and reliable.

## **Data Processing**

Data that has been collected and analyzed uses the device software SPSS version 26. The stages analysis conducted includes :

- Validity and Reliability Test: Conducted to ensure that the instruments used in the study are valid and reliable.
- Statistical Test Descriptive: To describe the characteristics demographic sample and the data distribution on each variable study.
- Analysis, Correlation, and Multiple Regression: Used to see the connection between work-life balance and work stress, and to identify the role environment as a moderator.
- Moderation Test with the Interaction Model (Moderated Regression Analysis): In this model, the variables environment and Work are tested as moderator variables between work-life balance and work stress. This technique allows researchers to measure the influence of interaction between work-life balance and the environment on Work stress.



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## Variables and Dimensions

The following table summarizes the variables used in the study along with their dimensions :

Variables	Dimensions/Indicators	Statement
<b>Work stress</b> <b>Nancy Langton, Stephen P. Robbins, 2015)</b>	Physiology	1, 2,3
	Psychology	4,5,6
	Behavior	7,8,9
<b>Work Life Balance (Fisher, Bulger, and Smith 2009)</b>	<i>WIPL (Work Interference With Personal Life)</i>	10.11
	<i>PLIW (Personal Life Interference With Work)</i>	12.13
	<i>PLEW (Personal Life Enhancement Of Work)</i>	14.15
	<i>WEPL (Work Enhancement Of Personal Life)</i>	16.17
<b>Work environment</b> <b>(Stephen P. Robbins and Timothy A. Judge, 2015)</b>	Physical work environment	18,19,20,21,22,23
	Non-Physical Work Environment	24.25

Every dimension was measured with several compiled indicators in a questionnaire, which was then processed using statistical analysis.

## Testing Hypothesis

Based on objectives and hypotheses, research testing hypotheses is done through a regression model moderation. The proposed hypothesis is:

- H1: Work-life balance affects negatively on stress at Work negatively.
- H2: Environment Work to moderate the connection between work-life balance and work stress, so in a good environment job, the relationship between work-life balance and stress work will more stronger.

With this approach, research is expected can disclose the connection between work-life balance, work environment, and work-related stress on workers gig economy of online motorcycle taxi drivers. Research results. This will give an outlook for digital platforms and workers to create an environment more work support use reduces stress work and improve welfare for gig workers.

## RESULTS AND DISCUSSION

### Validity and Reliability Test Results

Based on the results of the validity and reliability tests results were obtained as following :

Variables	Cronbach's Alpha	Rho_A	Composite Reliability	Average Extracted (AVE)	Variance
<b>Work Life Balance</b>	0.953	0.956	0.959	0.660	
<b>Work environment</b>	0.916	0.925	0.935	0.707	
<b>Job Stress</b>	0.917	0.918	0.932	0.605	

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This result shows that all variable has an Average Variance Extracted (AVE) > 0.5, which indicates that every variable has good discriminant validity. In addition, the Composite Reliability value > 0.7 for all variables shows that every variable's level high reliability, so that the instruments used fulfil the criteria for measuring each variable reliably.

In the context of this study, Average Variance Extracted (AVE) and Composite Reliability have important roles in ensuring the reliability and construct validity of the used tools. Nilai AVE > 0.5 for all variables indicates that the constructed object can explain more than any of the indicator variables, meaning that each constructed object has a good discriminant. This supports the assertion that the variables in this study (Work-Life Balance, Workplace Environment, and Workplace Stress) are measured using reliable instruments.

In addition, a Composite Reliability of >0.7 for every variable indicates a high level of internal consistency. This is important because it ensures that every component in a single construction has a good relationship and can support the same concept. To put it another way, high reliability results give confidence that any research may produce consistent data in a variety of conditions.

These two indicators (AVE and Composite Reliability) significantly contribute to internal and external validity of research, which serves as a foundation for accurately interpreting the relationship between variables. Without strong validity and reliability, the results of regression analysis or a model of moderation, as done in this study, cannot be compared.

Using reliable and rigorous instruments, this study provides evidence that the relationship between work-life balance, workplace culture, and workplace stress, including the moderation of workplace culture, influences a phenomenon that is often overlooked. This goes beyond just highlighting the theoretical contributions of the research, but also its practical relevance in offering suggestions for improving the working environment in the gig economy.

## The Influence of Work-Life Balance on Stress at Work

Linear regression results are used to measure the influence of work-life balance on stress. Work shown in

**Table 2:**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	3,678	.327		11,258	.000
	WLB	.018	.077	.019	.234	.815
a. Dependent Variable: STRESS						

From the table, it is known that the count by 0.234 more than the table (1.68) and the value significance (p-value) of 0.815 (> 0.05). This shows that there is a significant influence between work-life balance and work stress \*\*. Thus, a balance between life work and personal No own influence a significant direct influence on stress levels for online motorcycle taxi drivers. This means that work-life balance may not be the main predictor of stress on gig economy workers, so other factors may play a more dominant role in influencing the level of stress they experience.



**Influence Moderation Environment Work on the Work-Life Balance Relationship towards Stress Work**

Analysis results of regression moderation. For now role environment works as a moderator variable against the connection between work-life balance and stress. Work shown in Table 3:

Coefficients <sup>a</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	6,085	.721		8,444	.000
	WLB	-.428	.215	-.459	-1.987	.049
	WORK ENVIRONMENT	-.776	.189	-.888	-4.110	.000
	WLB AND ENVIRONMENT INTERACTION	.153	.049	1.153	3.131	.002
a. Dependent Variable: STRESS						

This result shows that the environment and work-life balance together contribute significantly to the level of work stress. In particular, the \*\* environment Work own effect significantly negative to stress work ( $B = -0.776$ ,  $p < 0.001$ ), indicating that the more Good work environment, more and more lower the level of stress experienced by workers. In addition, interactions between work-life balance and the environment work ( $B = 0.153$ ,  $p < 0.002$ ) indicate that the environment Work moderates the connection between work-life balance and work stress. This means that the impact of work-life balance on stress Work will vary depending on the work environment: environment more work-oriented environment can strengthen the positive effect of work-life balance on stress Work.

Research results show that *work-life balance* (WLB) for gig economy workers, especially online motorcycle taxi drivers, is not significantly influential significant to stress. Work directly. This means a balance between personal life and work. No, in a way, directly lowers or increases the level of stress workers experience in their context jobs on online motorcycle taxi platforms. However, when combined with an environment supporting work, effects moderation from the environment Work show that the influence of *work on work-life balance* on stress becomes more significant. In other words, although WLB is important, its impact on stress is more felt when a worker is supported by an environment with good job conditions, like an atmosphere conducive to work, support colleagues' work, and access to adequate facilities.

Interpretation This hints that for gig economy workers who work in a way independent without a formal contract and are in a situation where work is not fixed, factors external like the environment play an important role in moderating the influence of WLB on stress. An environment bad job or no support tends to weaken the benefits from WLB, so that stress still high, although workers try to balance life.

Findings This is consistent with the literature that shows that the factor environment Work is one of determinant main determinants in press stress work ( Rizki, 2016). Previously, a study by Lesmana & Engagement (2020) stated that Stress in gig economy workers, such as online motorcycle taxi drivers, is greatly influenced by the work environment and situations in the field, which are often not stable. In

addition, research by [Buleleng \(2022\)](#) also highlighted that environment supportive work can increase satisfaction with work as an online motorcycle taxi driver and reduce off stress, because a good environment tends to provide a sense of security and social support to the worker.

In the context of WLB, this is in line with the theories of [\(Brough, P., O'Driscoll, M.P., & Kalliath, 2022\)](#), which states that external contexts, such as the workplace environment, have an impact on employees' work-life balance. Constructive environments can help employees achieve a balance between their work and personal lives, which in turn reduces work-related stress. In addition, this study supports the findings of [\(Fisher, G. G., Bulger, C. A., & Smith, 2009\)](#) The WLB dimensions, such as Work Interference with Personal Life (WIPL) and Work Enhancement of Personal Life (WEPL), will be more effective if they are supported by a positive work environment.

The claim that "struktur pekerjaan gig economy berbeda dari pekerjaan formal" is further supported by literature such as [\(Kost, D., Fieseler, C., & Wong, 2021\)](#), which identifies flexibility and a lack of formality as characteristics of gig work. According to [\(Ashford, S. J., Caza, B. B., & Reid, 2018\)](#) Gig workers frequently encounter issues that stem from platform algorithms, a lack of formal work relationships, and tinggi persaingan. This contrasts with formal work that consistently has clearer work schedules and more structured organizational environments. In this context, the research indicates that the work environment is very important in reducing the negative effects of gig work characteristics that are not stable.

The Conservation of Resources (COR) theory was developed by [\(Hobfoll, 1989\)](#) It is also pertinent to explain how a healthy work environment can reduce stress. This theory states that people will work to strengthen, protect, and use day-to-day resources to deal with the stress. According to this study, a healthy work environment serves as a fulcrum that helps employees improve their work-life balance and lower stress levels.

By connecting the research with pertinent theories and literature, this study offers academic and practical insights into the nature of work in the gig economy. This is not only relevant to academia, but it also offers recommendations that are beneficial to digital platforms and businesses looking to create a work environment that enhances gig workers.

Based on these results, some practical implications for workers and companies in the gig economy can be described :

1. For Workers: Online motorcycle taxi drivers can utilise flexible time to choose a time and route with safe and low-potential work congestion for a better balance of work and life. They need it too more proactive in looking for community or social support, such as joining with forum or group worker For share experiences and strategies in facing stress. Awareness of the importance environment at Work can help workers take steps to minimize stress in conditions the field that cannot be changed.
2. For Platform Companies: Companies that facilitate gig economy jobs, like online motorcycle taxi companies not have quite enough answers for notice quality environment work, especially in the form of psychological support and physical facilities that can be accessed by the driver. Support can be in the form of :
  - a. Training management time and stress that helps workers manage burden workload and improve awareness about effective coping techniques.
  - b. Service counseling or mentoring, psychological services that can be accessed by the driver for help when they face pressure. Work in a way more Good.
  - c. Provide a facility communication open and safe for workers to convey problems to the company.

Research result also has implications for policy, government, and companies in matters of protecting gig economy workers, which include :

- a. Health and Safety Work: Governments and gig economy platform providers can set guidelines or minimum standards regarding working hours, time limits, Work maximum, and guarantee the safety physique workers in the field. Policy: This is important to protect workers from possible risks that arise due to long working hours or working conditions that are not safe.
- b. Regulation for Healthy Flexibility: The Government can set up flexibility time work given to permanent gig economy workers, considering their physical and mental health. This can cover arrangement, pause time, a well-deserved rest, or regulation regarding a safe and comfortable work area.
- c. The Role of Companies in Providing Environment-Supportive Work: Online motorcycle taxi platforms can be pushed to provide a room, Rest, or dot, dot, dot in certain operational areas that can be accessed by workers for rest. Policy This can become part of the regulation or standardization environment work in the gig economy, in particular for workers who spend a significant part time they are on the road.
- d. Support Psychological and Routine Training: Government can requires large platforms For give support service psychological to gig economy workers, who face risk tall caught stress Work Because characteristic work that is not determined. Regular training in management, handling stress, and safety can also be required.

With the implications of this policy, it is expected existence more effort will be made systematically and comprehensively to create an environment conducive to work for gig economy workers, so that they can work more effectively and permanent mentally healthy as well physique.

## CONCLUSION

This quantitative study shows that the work environment has a significant moderating effect on the relationship between work-life balance (WLB) and stress at work in the gig economy, particularly on the ease of online shopping in Jakarta. The results of the moderation analysis show that the coefficient of interaction between WLB and the work environment is 0.153 with a significance level of  $p = 0.002$ , indicating that the effect of WLB on work stress is more significant when it is accompanied by a positive work environment.

In addition, the work environment had a significant impact on the work stress, with a regression coefficient of -0,776 ( $p < 0,001$ ). This indicates that as the work environment is improved by employees, the level of stress they experience decreases. In this study, even though WLB did not have a significant long-term effect on work stress (coefficient 0,018,  $p = 0,815$ ), the effect became more pronounced when it interacted with a supportive work environment.

This article summarizes previous research that states that external factors, such as the quality of the work environment, significantly impact the stress of gig economy employees ([Rizki, 2016](#); [Lesmana & Engagement, 2020](#)). In particular, the results show how important it is to provide physical facilities and a supportive social environment to increase gig workers' productivity, who frequently work under stress with high levels of flexibility but without formal work structures.

By integrating these quantitative results, the study supports the idea that a healthy work environment serves as a key factor in lowering the stress level of gig economy workers as well as a penopang keseimbangan kerja-kehidupan. Because of this, digital platforms and kebijakan must pay more attention to the lingkungan kerja to ensure that there is a tenaga kerja in this sector.

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Based on these findings, the following are some suggestions for the teacher policy:

1. Healthy Working Hours and Breaks: Policy related to flexible time. Work needs to be designed to take into account of mental and physical health of gig economy workers. Regulations about a minimum rest period can help prevent stressed workers in the field.
2. Standardization Environment Supporting Work: Platform providers such as online motorcycle taxi companies are expected to provide a room or point of rest that can be accessed by drivers. This can be in the form of a convenient stop in the operational area, as part of standard Work For gig economy workers.
3. Service Support Psychological: The Government can push gig economy companies to provide mental support services for its workers, such as counseling or mentoring, easily accessible psychological accessed. This is important to help the workers overcome the pressure they face.

Several limitations in the study include:

1. Scope: Limited to Location: Research. This was only carried out on online motorcycle taxi drivers in the Jakarta area, so the result may not fully represent gig economy workers in other areas with different conditions and environments and different work.
2. Variables Not Studied: Research. This focuses on WLB, stress, work, and environment. Work is the main variable. Factors other such as social support, economic conditions, and individual factors such as mental resilience, may also affect the level of stress and balance work-life, but have not been investigated in studies.
3. Quantitative Methods with SPSS: Usage method quantitative. Possible Not yet fully dig into qualitative perspective about how gig economy workers experience balance work-life and stress work, so that the outlook about the subjective experience of workers can be more deeply explored with a qualitative approach.

Recommendation For Study:

1. Study Development in Different Regions: Research in other regions or on gig economy workers with different jobs can give an outlook on the role environment. Work in diverse contexts and regions.
2. Additions Variables Psychosocial: Research furthermore can consider factors psychosocial, like social support from colleagues, Work or family, and mental resilience and individual coping strategies in the face of work pressure.
3. Mixed Methods Approach: Further study can use a mixed-methods approach to dig more into the experience of workers, esp the qualitative aspect, which provides insight about dynamics between WLB, stress, and the work environment.
4. Long-Term Studies: Longitudinal research can give an understanding of WLB and environmental impacts. Work stress in terms of more time , so that the effect is cumulative from the factors. This can be analyzed more deeply.

With study more further consideration factors additional and diverse factors, it is expected that more effective and specific For gig economy workers can implemented, for their welfare of they are as the middle development of the increasingly digital economy rapidly.

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