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(RESEARCH ARTICLE)

FACTORS ASSOCIATED WITH WORK FATIGUE AMONG ONLINE MOTORCYCLE TAXI DRIVERS IN KENDARI CITY

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ABSTRACT

Occupational fatigue refers to a decline in physical and psychological functioning that may impair concentration and compromise workplace safety. Online motorcycle taxi drivers are particularly susceptible to fatigue because of their demanding mobility patterns, unpredictable working schedules, pressure to fulfill customer orders, and various workplace conditions. This research investigated the factors associated with occupational fatigue among online motorcycle taxi drivers belonging to Community X in Kendari City in 2026. A cross-sectional quantitative methodology was adopted to analyze 96 conveniently sampled participants. Five parameters—namely, work fatigue, environmental conditions at work, job fulfillment, task volume, and occupational stress—were quantified using five-point Likert questionnaires. For hypothesis testing, the gathered data underwent univariate and bivariate analysis using the Chi-Square method with an alpha level set at 0.05. The findings indicated statistically significant associations between work-related stress and occupational fatigue ($p = 0.025$) and between workload and occupational fatigue ($p = 0.024$). However, the associations between job satisfaction and occupational fatigue ($p = 0.059$) and b.etween the working environment and occupational fatigue ($p = 0.569$) were not statistically significant. These findings suggest that work-related stress and workload are significantly associated with occupational fatigue among online motorcycle taxi drivers, while job satisfaction and working environment are not significantly associated with this condition. Therefore, drivers are encouraged to develop effective stress-management strategies, regulate their workloads according to their physical and psychological capabilities, and maintain consistent rest schedules to reduce the likelihood of experiencing occupational fatigue

Keywords: Workload, Online Motorcycle Taxi Drivers, Job Satisfaction, Work Fatigue

1 INTRODUCTION

A recent report referring to the International Labour Organization (ILO) in 2025 shows that, out of 58,155 sampled workers, approximately 32.8% experienced work fatigue. These data confirm that work fatigue remains a significant global as well as national issue, especially in jobs with high physical and mental demands (1).

Occupational fatigue remains a significant concern among the Indonesian workforce. Data reported by Statistics Indonesia (BPS) through the 2023 National Labour Force Survey (Sakernas) indicate that approximately 42% of workers in the country experienced work-related fatigue. This proportion highlights the considerable work demands

faced by employees across various sectors, including both formal and informal employment. Several contributing factors may include extended working hours, excessive workloads, and insufficient opportunities for rest (1). Data on occupational accidents in Southeast Sulawesi show a fairly significant upward trend, from 256 cases in 2019 to 494 cases in 2020, and increasing again to 517 cases in 2021 up to September. This increase is inseparable from the contribution of work fatigue as one of the main causes of occupational accidents, especially in jobs with long working durations and high workloads (2).

Research on driver fatigue in the ride-hailing sector is imperative due to its profound effects on informal workers' health, safety, and life quality. Impaired concentration and delayed reflexes caused by physical fatigue heighten crash risks for riders, clients, and pedestrians alike (3). This issue is severe among Kendari City drivers, who endure tough conditions including 8–12 hour workdays with erratic breaks. The cumulative strain of pursuit of order targets, harsh climates, heavy traffic, and varied customer interactions generates substantial job stress and excessive workloads.

If these conditions are not addressed, the impact on online motorcycle taxi drivers can be very serious in terms of safety, health, and work productivity. Based on recent studies of online motorcycle taxi drivers, work fatigue has been shown to be associated with reduced concentration, increased drowsiness, and decreased alertness while riding, which directly increases the risk of traffic accidents. A study of online motorcycle taxi drivers in Cilandak showed that fatigue is influenced by long working durations and lack of sleep, and this condition is cited as one of the main factors in accidents among two-wheeled vehicle riders (2).

The results of a preliminary survey of 15 respondents showed that 3 drivers experienced work fatigue, characterized by tiring easily, drowsiness, and decreased concentration. Four drivers had low job satisfaction due to income uncertainty and the incentive system, which has the potential to reduce motivation and trigger fatigue. In addition, 2 drivers experienced work stress due to pressure from targets, competition, and customer complaints, which can develop into psychological and physical fatigue. With regard to workload, 4 drivers felt a high workload due to long working hours and order demands, while 2 others complained of an unsupportive work environment such as traffic congestion, weather, and pollution. This indicates that work fatigue is influenced by job satisfaction, stress, workload, and work environment, so further research is needed to examine these factors among online motorcycle taxi drivers in Kendari City.

2 MATERIALS

2.1 General Overview of the Research Location

This study was conducted in Kendari City, Southeast Sulawesi Province. Kendari City is the provincial capital and one of the centers of government, economy, trade, services, education, and public services in Southeast Sulawesi.

2.2 Research Instruments

The instruments used for data collection in this study included a digital camera or mobile phone, which was used to document research activities, and a questionnaire, which was used to collect data.

Laptop hardware and software, namely a laptop as the hardware together with the software installed on it, served as the main means of supporting data processing activities. Stationery, namely writing tools and other supporting equipment, was used as an aid in carrying out the research.

3 METHODS

3.1 Type of Research

An analytical quantitative research method was applied using a cross-sectional study design.

3.2 Population

The study population comprised all online motorcycle taxi drivers working in Kendari City who offer transportation services to the public through digital ride-hailing platforms.

3.3 Sampling

The Lemeshow approach frequently chosen for research involving unquantified populations was utilized to compute the required number of subjects. This calculation produced a value of 96.04 individuals, resulting in a total sample size of 96 respondents.

3.4 Analysis Methods

3.4.1 Univariate

The basic distribution patterns for individual factors were examined through univariate procedures. Each parameter (including occupational stress, task magnitude, workplace setting, and employee contentment) underwent isolated processing to calculate frequency distributions. This analysis provides an initial picture of the condition of the respondents and the tendencies in the data before further analysis is carried out. Furthermore, univariate statistical insights enable the investigators to grasp general trends and the relative distribution of individual parameters connected to driver exhaustion levels in the ride-hailing sector.

3.4.2 Bivariate

Bivariate testing was implemented to verify potential connections linking the study's independent parameters to the dependent variable. The core analytical approach utilized for assessing these categorical relationships was the Chi-square test.

4 RESULTS AND DISCUSSION

4.1 Bivariate Analysis

4.1.1 Relationship between Work Stress and Work Fatigue

Table 1: Distribution of the Relationship between Work Stress and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City, 2026

Work stress	Work Fatigue				Total		*p-value*
	Low		High				
	n	%	n	%	n	%	
Low	23	38.3	37	61.7	60	100	0.025
High	6	16.7	30	83.3	36	100	
Total	29	30.2	67	69.8	96	100	

Regarding the association between occupational stress and exhaustion, the Chi-Square evaluation yielded a statistically significant outcome ($p = 0.025 < 0.05$), confirming a meaningful link among online motorcycle taxi operators in Kendari City (2026). Specifically, within the cohort reporting mild work tension, 23 individuals (38.3%) exhibited minimal fatigue, whereas 37 subjects (61.7%) suffered from severe exhaustion. Conversely, among those experiencing high occupational stress, only 6 participants (16.7%) reported minor fatigue, contrasted with a dominant 30 individuals (83.3%) facing high fatigue levels.

4.1.2 Relationship between Job Satisfaction and Work Fatigue

Table 2: Distribution of the Relationship between Job Satisfaction and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City, 2026

Job satisfaction	Work Fatigue				Total		*p-value*
	Low		High				
	n	%	n	%	n	%	
Low	13	43.3	17	56.7	30	100	0.059
High	16	24.2	50	75.8	66	100	
Total	29	30.2	67	69.8	96	100	

Statistical testing using the Chi-Square method produced a p-value of 0.059 ($\alpha > 0.05$), indicating no statistically significant correlation between job satisfaction and occupational fatigue among Kendari City online motorcycle taxi drivers in 2026. Data distribution showed that within the low job satisfaction cohort, 13 participants (43.3%) reported

low fatigue and 17 participants (56.7%) reported high fatigue. Among those with high job satisfaction, 16 respondents (24.2%) experienced low fatigue levels, whereas a majority of 50 respondents (75.8%) experienced elevated fatigue.

4.1.3 Relationship between Workload and Work Fatigue

Table 3: Distribution of the Relationship between Workload and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City, 2026

Workload	Work Fatigue				Total		*p-value*
	Low		High				
	n	%	n	%	n	%	
Low	12	48.0	13	52.0	25	100	0.024
High	17	23.9	54	76.1	71	100	
Total	29	30.2	67	69.8	96	100	

Based on the results of the analysis of the relationship between workload and work fatigue, in the group of respondents with low workload, 12 people (48.0%) experienced low work fatigue and 13 people (52.0%) experienced high work fatigue. Meanwhile, in the group of respondents with high workload, 17 people (23.9%) experienced low work fatigue and 54 people (76.1%) experienced high work fatigue. A statistically significant association connects job demands to exhaustion levels among Kendari City ride-hailing drivers in 2026, substantiated by a Chi-Square test result of $p = 0.024$ ($\alpha < 0.05$). This indicates that task volume plays a meaningful role in determining the severity of worker fatigue.

4.1.4 Relationship between Work Environment and Work Fatigue

Table 4: Distribution of the Relationship between Work Environment and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City, 2026

Work environment	Work Fatigue				Total		*p-value*
	Low		High				
	n	%	n	%	n	%	
Good	5	25.0	15	75.0	20	100	0.569
Poor	24	31.6	52	68.4	76	100	
Total	29	30.2	67	69.8	96	100	

Based on the results of the analysis of the relationship between work environment and work fatigue, in the group of respondents with a poor work environment, 5 people (25.0%) experienced low work fatigue and 15 people (75.0%) experienced high work fatigue. Meanwhile, in the group of respondents with a good work environment, 24 people (31.6%) experienced low work fatigue and 52 people (68.4%) experienced high work fatigue. Statistical testing confirmed that the work environment does not significantly correlate with driver fatigue among Kendari City ride-hailing operators in 2026, as evidenced by a Chi-Square test result of $p = 0.569$ ($p > 0.05$).

5 DISCUSSION

5.1 Relationship between Work Stress and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City in 2026

Occupational stress stands out as a key element linked to employee physical exhaustion. Work stress is a psychological condition that occurs when the job demands placed on an individual are perceived as pressure that is difficult to cope with. Work stress can arise from job demands, time pressure, workload, interpersonal relationships, and other working conditions. Stress that continues over time can affect workers' physical and psychological condition and has the potential to cause fatigue (4).

The research hypothesis regarding the correlation between occupational stress and physical exhaustion among Community X online motorcycle taxi drivers in Kendari City (2026) is fully supported, yielding a p-value of 0.025 ($p < 0.05$). This statistical finding confirms a meaningful association between work-related tension and driver fatigue, thereby validating the proposed assumption.

To mitigate occupational fatigue within this workforce, job stress must be addressed as a crucial psychosocial determinant. Cross-tabulation data highlights this trend: high fatigue levels were noticeably more prevalent among high-stress participants where 30 individuals (83.3%) suffered severe exhaustion and only 6 (16.7%) felt low fatigue compared to the low-stress cohort, which comprised 37 individuals (61.7%) with high fatigue and 23 (38.3%) with low fatigue.

These findings can be explained through the concept of work stress as an individual's response to job demands that are judged to exceed the abilities or resources available to cope with them. From an occupational health perspective, high work pressure is related not only to psychological condition but can also affect workers' physical, cognitive, emotional, and behavioral functioning. The WHO and ILO identify high workload, time pressure, low control over work, long working hours, lack of support, and unsupportive organizational conditions as psychosocial risks that can impair workers' mental health. When exposure to pressure continues without adequate recovery, workers may experience increased psychological strain and fatigue (5).

In online motorcycle taxi work, work stress has characteristics that differ from jobs with a more structured workplace and working hours. Drivers must deal with uncertainty in the number of orders, income targets, time pressure, traffic density, demands to provide good service, customer assessments or ratings, and fluctuating income. Flexible work does not always mean freedom from pressure, because such flexibility can encourage drivers to extend their working time in order to reach their expected income. A study by Wulani, Lindawati, and Iswanto of 89 online motorcycle taxi drivers in Surabaya showed that work stress among drivers is related to psychosocial aspects of the job, including coworker support, autonomy, and affective commitment to the job. This shows that the characteristics of app-based work need to be understood not only in terms of flexibility but also in terms of the psychosocial demands that can affect workers' condition (6).

Work stress during riding activities also has the potential to increase drivers' psychological and cognitive burden. Drivers use not only physical effort to control the vehicle but must also maintain attention, read traffic situations, determine routes, respond to customer requests, and make decisions quickly. When psychological pressure increases, attentional resources and mental energy can be depleted more quickly. This condition can contribute to feelings of tiredness, difficulty concentrating, drowsiness, decreased alertness, and a reduced ability to maintain work performance. The WHO explains that prolonged work stress can contribute to chronic fatigue and reduced work functioning, while working conditions with high demands and long working hours are psychosocial factors that need to be controlled (7).

Considering the work stress indicators used in this study, pressure to obtain orders and income can be a source of stress because drivers must weigh their economic needs while maintaining work intensity. Income uncertainty can push drivers to stay active even when their bodies already show signs of fatigue. Pressure from customers, complaints about service, the app's rating system, and competition among drivers can also add to psychological demands. Research conducted among online motorcycle taxi operators in Depok City established a clear connection linking workload and fatigue to job-related tension, yielding p-values of less than 0.001 and 0.002, respectively (Ifadah & Novianus). These findings support the view that work pressure among online motorcycle taxi drivers is a multidimensional phenomenon that can be related to drivers' physical and psychological condition (8).

5.2 Relationship between Job Satisfaction and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City in 2026

Defined as an employee’s personal perception and affective state regarding their duties, job fulfillment stems from a combination of stress levels, operational workload, and environmental surroundings. Such evaluations are tied to various job aspects, including financial remuneration, workplace atmosphere, and interpersonal relationships. Organizational procedures, and the extent to which a job meets personal expectations. For online motorcycle taxi drivers, job satisfaction may be associated with whether their earnings are commensurate with the effort required, the flexibility of their schedules, interactions with customers, the functionality of the digital platform, and the incentives provided (9).

With a p-value calculated at 0.059—surpassing the 0.05 significance mark—the analysis confirms that occupational fatigue among Community X gig-drivers in Kendari City during 2026 is not statistically associated with job satisfaction. Consequently, the hypothesis proposing a significant relationship between these two variables was not supported by the statistical findings of this study.

The cross-tabulation analysis revealed that, among respondents with low job satisfaction, 13 individuals (43.3%) reported low fatigue, whereas 17 individuals (56.7%) experienced high fatigue. Among those with high job satisfaction, 16 respondents (24.2%) experienced low fatigue, while 50 respondents (75.8%) reported high fatigue. Therefore, high fatigue was prevalent in both groups, affecting 56.7% of respondents with low job satisfaction and 75.8% of those with

high job satisfaction. These results do not demonstrate a consistent pattern indicating that job satisfaction is associated with fatigue. Other factors may therefore contribute to the occurrence of occupational fatigue among the respondents.

The lack of a statistically significant association suggests that job satisfaction was not significantly related to work fatigue in the study population. One possible explanation is that job satisfaction represents a subjective evaluation of different employment-related aspects, whereas fatigue may be more closely connected to the actual demands and conditions encountered during work. For online motorcycle taxi drivers, the freedom to organize their working schedules may improve their satisfaction with their jobs. However, this flexibility does not necessarily protect them from fatigue-inducing conditions experienced while riding. Job satisfaction among these drivers may involve dimensions such as autonomy, adequacy, and compatibility, which differ conceptually from the factors directly associated with fatigue. These findings should therefore be interpreted in the context of the specific characteristics of online motorcycle taxi work. Although drivers may be satisfied with their income or the flexibility offered by their occupation, they may still experience fatigue after prolonged periods of riding and working. This is because job satisfaction reflects an individual's overall evaluation of employment, while fatigue may develop through the accumulation of physical and psychological demands (10).

Occupational fatigue among online motorcycle taxi drivers may be more strongly associated with the nature of their work and the conditions under which driving activities are performed. A systematic review examining fatigue among taxi drivers and individuals working in ride-hailing and ridesharing services identified several potential contributing factors, including extended working hours, inadequate rest periods, demanding job requirements, poor sleep quality, traffic congestion, occupational pressure, and additional work demands. These findings suggest that drivers may experience fatigue even when they maintain a favorable perception of their jobs (11).

5.3 Relationship between Workload and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City in 2026

Workload refers to the overall demands and responsibilities that employees are expected to fulfill within a specified period, involving both physical effort and mental activity. Its magnitude is influenced not only by the volume of tasks assigned but also by time constraints, concentration requirements, levels of responsibility, energy expenditure, and an individual's ability to perform the required duties. Difficulties may arise when work demands exceed or do not correspond to a worker's capabilities, as this imbalance can require greater physical and psychological effort and increase susceptibility to occupational fatigue. From an occupational health and safety perspective, maintaining an appropriate balance between job demands and individual capacity is essential for preserving work performance and preventing fatigue-related reductions in functional ability (12).

For online motorcycle taxi drivers, workload involves several interconnected responsibilities beyond operating a motorcycle. Drivers must remain attentive to road conditions, select appropriate routes, monitor incoming requests through digital applications, communicate with passengers, complete trips within reasonable time limits, and earn sufficient income to meet their financial needs. These responsibilities indicate that their workload consists of both physical and cognitive demands. Systematic reviews involving taxi drivers and workers in ride-hailing and ridesharing services have identified demanding work schedules, prolonged working hours, insufficient recovery time, traffic congestion, application-related activities, and supplementary job demands as potential contributors to driver fatigue (13).

Data analysis probing the link between operational workload and physical fatigue among Kendari City's Community X gig-drivers in 2026 produced a p-value of 0.024. Falling below the $\alpha = 0.05$ cutoff, this outcome proves that occupational fatigue is significantly associated with workload magnitude. Accordingly, the research hypothesis proposing an association between workload and work fatigue was supported by the study findings.

The cross-tabulation analysis indicated that, among respondents experiencing a low workload, 12 individuals (48.0%) reported low fatigue, while 13 individuals (52.0%) experienced high fatigue. In comparison, among respondents with a high workload, 17 individuals (23.9%) reported low fatigue and 54 individuals (76.1%) experienced high fatigue. The proportion of respondents experiencing high fatigue was therefore greater in the high-workload category than in the low-workload category. These findings indicate a statistically significant association between workload and occupational fatigue among online motorcycle taxi drivers in Community X, Kendari City, in 2026. The observed distribution suggests that high workload tends to coincide with a greater prevalence of high fatigue. This pattern supports the theoretical explanation that fatigue may develop when work demands accumulate over time and exceed an individual's capacity to recover adequately.

5.4 Relationship between Work Environment and Work Fatigue among Online Motorcycle Taxi Drivers in Kendari City in 2026

The work environment is all the conditions surrounding workers, both physical and non-physical, that can affect workers in carrying out their tasks and work activities. The physical work environment can include road conditions, temperature, weather, noise, air quality, lighting, cleanliness, and the facilities used while working, while the non-physical work environment can relate to social interaction, treatment by customers, a sense of safety, and psychosocial conditions while doing the job. For online motorcycle taxi drivers, the work environment has characteristics that differ from those of workers who are stationed at one workplace, because work activities are carried out outdoors and on the move, following pick-up and drop-off locations. This condition means that drivers may face a variety of environmental conditions at different times while doing their work (14).

The proposed hypothesis linking workplace conditions to physical exhaustion was not empirically validated, as statistical evaluations yielded a p-value of 0.569 ($p > 0.05$). This finding confirms that the work environment lacked a statistically significant correlation with fatigue levels among Community X online motorcycle taxi operators in Kendari City during 2026.

Based on the cross-tabulation results, in the group of respondents with a good work environment, 5 respondents (25.0%) experienced low work fatigue and 15 respondents (75.0%) experienced high work fatigue. Meanwhile, in the group with a poor work environment, 24 respondents (31.6%) experienced low work fatigue and 52 respondents (68.4%) experienced high work fatigue. Thus, descriptively, both groups were dominated by respondents with high work fatigue. In fact, the proportion of high work fatigue in the good work environment group, at 75.0%, was slightly higher than in the poor work environment group, at 68.4%. This pattern shows that the work environment category does not display a consistent tendency of relationship with work fatigue in this study, which is further reinforced by the statistical test result with a p-value of 0.569 > 0.05.

The absence of a significant relationship may be related to the characteristics of the online motorcycle taxi drivers' work environment, which is dynamic and not located at one particular workplace. Drivers move around following order locations, so exposure to environmental conditions such as roads, weather, noise, dust, vehicle exhaust, traffic congestion, and road safety conditions may vary. This variation in exposure may explain why the work environment did not show a consistent relationship with the level of fatigue in the results of this study.

The absence of a significant relationship does not mean that work environment conditions cannot cause discomfort or fatigue in workers. Theoretically, an unsupportive work environment can increase the physical and psychological demands that workers must face. However, the influence of the environment on fatigue can differ depending on the intensity and duration of exposure, the individual's ability to adapt, the characteristics of the job, and the presence of other, more dominant factors (15)

6 CONCLUSION

Among Community X ride-hailing drivers in Kendari City throughout 2026, occupational fatigue was significantly driven by work-related stress and task load magnitude, yielding Chi-Square p-values of 0.025 and 0.024, respectively ($p < 0.05$). On the other hand, factors such as workplace satisfaction ($p = 0.059$) and environmental surroundings ($p = 0.569$) showed no statistically significant connections to fatigue levels, exceeding the standard 0.05 significance mark. The findings further indicated that the majority of online motorcycle taxi drivers experienced occupational fatigue, whereas the remaining participants did not report this condition. These results suggest that occupational fatigue remains a relevant concern among online motorcycle taxi drivers in Community X, Kendari City, in 2026. Online motorcycle taxi drivers should be more attentive to their physical and psychological well-being throughout their working activities, particularly in controlling work-related stress and managing their workload, as both factors were found to be significantly associated with occupational fatigue. Drivers are encouraged to establish a balanced schedule between working hours and rest periods, prevent excessive workloads, and take adequate breaks to support physical recovery and maintain psychological well-being.

STATEMENTS ON COMPLIANCE WITH ETHICAL STANDARDS

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Disclosure of conflict of interest

The authors declare that there is no conflict of interest related to this research manuscript.

Statement of informed consent

Invormed Consent Was Obtaines From All Individual Participants Included In The Study.

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