

ABSTRACT

THE INFLUENCE OF PERFORMANCE-BASED COMPENSATION, WORK FLEXIBILITY, AND WORK RELATIONSHIP MANAGEMENT ON ORGANIZATIONAL PARTNERSHIP AND THEIR IMPACT ON DRIVER PARTNER RETENTION AND ORGANIZATIONAL STABILITY IN THE GIG ECONOMY ERA

*(A Study on the United Online Transportation Association in the Eastern
Priangan Region)*

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This research is motivated by the challenges of the gig economy that affect the partnership relationship between online transportation platforms and driver partners, particularly regarding income uncertainty, work flexibility, and organizational stability. The research aims to analyze the influence of performance-based compensation, work flexibility, and work relationship management on organizational partnership, as well as their impact on driver partner retention and organizational stability within the United Online Transportation Association in the Eastern Priangan Region. The study employs a quantitative approach using Partial Least Squares–Structural Equation Modeling (PLS-SEM) based on questionnaire data. The findings indicate that performance-based compensation, work flexibility, and work relationship management have a significant effect on organizational partnership. Furthermore, organizational partnership has a positive influence on partner retention and organizational stability. These results emphasize that a fair compensation system, appropriate work flexibility, and well-managed work relationships can strengthen partnership quality and increase driver partner loyalty. The implications of this study provide strategic insights for online transportation organizations in developing adaptive and sustainable partnership models amid the dynamics of the gig economy.

Keywords: *Partner Retention, Organizational Stability, Gig Economy,*

ABSTRAK

PENGARUH KOMPENSASI BERBASIS KINERJA, FLEKSIBILITAS KERJA DAN PENGELOLAAN HUBUNGAN KERJA TERHADAP KEMITRAAN ORGANISASI SERTA DAMPAKNYA TERHADAP RETENSI MITRA *DRIVER* DAN STABILITAS ORGANISASI DI ERA *GIG ECONOMY*

(Studi Pada Paguyuban Transportasi *Online* Bersatu
di Wilayah Priangan Timur)

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Penelitian ini dilatarbelakangi oleh tantangan *gig economy* yang memengaruhi hubungan kemitraan antara platform transportasi online dan mitra *driver*, khususnya terkait ketidakpastian pendapatan, fleksibilitas kerja, serta stabilitas organisasi. Penelitian ini bertujuan menganalisis pengaruh kompensasi berbasis kinerja, fleksibilitas kerja, dan pengelolaan hubungan kerja terhadap kemitraan organisasi, serta dampaknya terhadap retensi mitra driver dan stabilitas organisasi pada Paguyuban Transportasi *Online* Bersatu di wilayah Priangan Timur. Metode yang digunakan adalah pendekatan kuantitatif dengan analisis *Partial Least Squares-Structural Equation Modeling* (PLS-SEM) berbasis kuesioner. Hasil penelitian menunjukkan bahwa kompensasi berbasis kinerja, fleksibilitas kerja, dan pengelolaan hubungan kerja berpengaruh signifikan terhadap kemitraan organisasi. Selain itu, kemitraan organisasi terbukti berpengaruh positif terhadap retensi mitra dan stabilitas organisasi. Temuan ini menegaskan bahwa sistem kompensasi yang adil, fleksibilitas kerja yang sesuai, serta hubungan kerja yang dikelola secara konstruktif mampu memperkuat kemitraan dan meningkatkan loyalitas mitra *driver*. Implikasi penelitian ini memberikan masukan strategis bagi organisasi transportasi *online* dalam membangun model kemitraan yang adaptif dan berkelanjutan di tengah dinamika *gig economy*.

Kata Kunci: Retensi Mitra, Stabilitas Organisasi, *Gig Economy*,