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WORK STRESS AND OUTCOMES DETERMINANTS FOR MALE ONLINE TWO-WHEELED RIDERS IN JAKARTA DURING THE COVID-19 PANDEMIC

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Abstract. *This study is based on the conditions of the COVID-19 pandemic, which has had an impact on many work sectors, including online transportation. During a pandemic, there were social constraints that reduced the work targets for drivers. Online transportation orders are decreasing, and dealing with the Corona virus is making it difficult to meet work deadlines. This can have an impact on two important variables: work stress and driver performance. Based on this, the purpose of this study is to investigate the determinants of these two variables. This quantitative study employs PLS-SEM with a survey method and a questionnaire as the instrument. This questionnaire employs a Likert scale of 1-5 (strongly disagree-strongly agree). According to the findings of this SmartPLS study, the primary determinants of work stress are financial conditions, physical conditions, and social concerns. Because the characteristics of this work are in the field, physical fatigue becomes an important determinant of employee outcomes. This study thus strengthens the theoretical concept of basic human motivation, particularly in terms of meeting basic human needs. Future studies can use historical factors of drivers who have been exposed to COVID-19 or whether they have comorbidities as input variables.*

Keywords: *driver, work stress, employee outcomes, financial concerns, physical concerns, psychological concerns, social gaze concerns.*

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Introduction

Jobs in most sectors became insecure during the COVID-19 pandemic, and salary cuts became common (Wilson et al., 2020). Along with this, the unemployment rate in Indonesia can rise in each period in response to the pandemic situation (Rahayu & Sulistiadi, 2020; Rosyidi et al., 2021; Windarwati et al., 2020). According to Sari et al., (2023), the poverty rate in Indonesia is expected to be 13.97% in 2020 and 2021. This figure is higher than Indonesia's average poverty rate of 10.43%. This affects economic difficulties as measured by the household's financial situation and psychological well-being (Fiksenbaum et al., 2017; Marjanovic et al., 2015). Worse, this condition has an impact on people's overall mental health (Nelson et al., 2020).

This is also the foundation for this research to elevate specific jobs whose pay is based on daily performance, such as a driver of an application-based online land transportation mode. Drivers in Indonesia, like most other countries, are dominated by men. This is also what caused these workers to have increasingly heavy work demands during the pandemic. These workers must continue to work in hazardous and uncomfortable conditions to earn a living that will most likely be used to support themselves or their families. On the other hand, this creates a simultaneous effect in which the performance of these workers affects not only their daily income but also their performance as employees (partners) for the company that employs them. Like most drivers who are prone to fatigue at work (Cendales-Ayala et al., 2017; Raggatt & Morrissey, 1997), these online transportation drivers were greatly influenced by significant factors, particularly those related to psychological factors and work stress, during the pandemic. This is due to social constraints, the work-from-home system, and the implementation of rules in the completeness of the health protocol property, all of which are limiting the space for working in this job.

This research captures these fundamentals, which will then be analyzed to explain the determinants of employee outcomes from the perspectives of financial, physical, psychological, social, and work stress concerns. The purpose of this study considers both the internal and external aspects of these workers when viewed through the lens of the factors involved in this study. This is based on a global pandemic that has had a multiplier effect, namely the internal and external causes of workers' illnesses. It is hoped that the use of male worker criteria in this study will contribute to a specific novelty aspect, which, as previously stated, is that male online transportation drivers play a significant role in earning income for the family and are the company's dominant sex.

Literature Review

In this case, financial concerns refer to workers' concerns about potential changes in income, which can include salaries or wages derived from daily, weekly, or monthly work. This also applies to the income system used by online transportation drivers in Indonesia, as evidenced by their daily performance in picking up and dropping off passengers. According to Wilson et al., (2020) job insecurity due to COVID-19 and financial problems are associated with increased symptoms of depression and anxiety. Furthermore, the findings suggest that increased job insecurity because of the pandemic is associated with increased anxiety symptoms, possibly due to increased financial concerns. This condition is very likely to cause workers to experience stress at some point. This is consistent with Dijkstra-Kersten et al., (2015) who explain that if there is financial disruption, anxiety disorders or even depression can develop, which can lead to depression. Financial concerns do, however, have an impact on workplace organizations (Meuris & Leana, 2015). This emphasizes that the organization, as an employer, can influence the level of welfare of its employees (Meuris & Leana, 2018). This is also related to whether workers can perform the tasks for which they are responsible. This, on the other hand, makes employees dependent on their employers, and the inverse is also true. The explanations presented led this study to propose the hypothesis (H) as follows:

H1a:	Financial concerns affect employee outcomes.
H1b:	Financial concerns affect work stress.
H1c:	Financial concerns mediated by work stress affect employee outcomes.

Drivers, like most types of field work that require physical fitness, have limitations, or work abilities that, at some point, make them very susceptible to fatigue. This can be due to health issues, the difficulty of the job, or even the high targets that drivers must meet. Poor physical health, particularly those related to musculoskeletal, cardiovascular, or general physical fatigue, will impact work stress, particularly for public transportation drivers (Cendales-Ayala et al., 2017). This also explains another viewpoint, in which workers with high job demands and little social support are prone to physical and mental stress. Several studies have been conducted to explain the relationship between work stress and physical health, as well as perceived work fatigue (de Lange et al., 2009; Van der Hulst et al., 2006; Zuraida et al., 2016). Physical and mental fatigue, physical and

psychological task demands, and work stress can all pose hazards in the field, such as for drivers (Cendales-Ayala et al., 2017). As a result, the following hypotheses are proposed in this study:

H2a:	Physical concerns affect employee outcomes.
H2b:	Physical concerns affect work stress.
H2c:	Physical concerns mediated by work stress affect employee outcomes.

According to Delbaere et al., (2010) and Pauelsen et al., (2018), psychological issues at work are closely related to aspects of depression and one's outlook on life. This aspect is also associated with psychological health problems in certain types of work, which can take the form of stress, anxiety, depression, or insomnia (Nguyen et al., 2021). Online transportation drivers who are juggling work targets, difficult work environments, and health issues are more likely to experience psychological issues, especially if work targets are not met. Work stress on drivers can affect their mentality as well as their physical health, particularly in terms of psychological discomfort, sleep quality, or mental fatigue (Cendales-Ayala et al., 2017; Raggatt & Morrissey, 1997). In the context of workers, workers' anxiety about uncertainty during a pandemic is more concerned with whether they will be able to support their families. This explains why there is a role for anxiety about pandemic conditions, which has a significant psychological impact on worker welfare (Silva et al., 2021). Strong motivation can underpin worker behavior to determine psychological well-being and performance (Deci et al., 2017; Gerber & Anaki, 2021), particularly when considering the basis of survival motivation. Based on the explanations provided above, the following hypotheses are proposed in this study:

H3a:	Psychological concerns affect employee outcomes.
H3b:	Psychological concerns affect work stress.
H3c:	Psychological concerns mediated by work stress affect employee outcomes.

Concerns about social gaze are one of the unavoidable free-form factors. This factor causes varying degrees of anxiety because of these characteristics. Individuals with clinical or subsyndromal social anxiety frequently exhibit social gaze (Chen et al., 2015; Weeks et al., 2013). This factor will be very easy to find among online drivers, one of which is in the social environment among fellow drivers. Morrison & Heimberg (2013), define social gaze as a type of safe behavior that aims to maintain social anxiety. This is also supported by Howell et al., (2016) and Langer & Rodebaugh, (2013); Schneier et al., (2011) who show that social gaze can be performed if it is related to the severity of social anxiety. Furthermore, anxiety sensitivity, according to Judah et al., (2019), can be viewed as a transdiagnostic cognitive risk factor for social anxiety disorder. It was also stated that social concern, as a component of anxiety sensitivity, can influence the formation of gaze avoidance. It is widely accepted that social support can improve worker performance and well-being (Cendales-Ayala et al., 2017). Workers who face high work demands but lack social control and support are more likely to experience workplace stress, which will negatively impact their physical and mental health. In relation to these explanations, the following hypothesis is proposed:

H4a:	Social gaze concerns affect employee outcomes.
H4b:	Social gaze concerns affect work stress.
H4c:	Social gaze concerns mediated by work stress affect employee outcomes.

Work stress has been widely discussed in a variety of scientific publications. According to Tongchaiprasit & Ariyabuddhiphongs (2016) job stress is a type of physical or emotional response from workers that occurs when the work they are doing is not proportional to their abilities. An imbalance in job demands caused by physical or psychological factors can eventually cause workers to lose energy at work, experience stress, and even develop health problems (Galanti et al., 2021). Work stress is closely related to job performance (Wang et al., 2021). According to these explanations, online transportation drivers who are highly vulnerable to financial factors such as daily income and pandemic conditions will experience work stress at varying degrees. Work stress, which has an impact on work performance and is caused by a mismatch between work demands and

abilities, can also be shaped by various factors such as family-work conflict (Allen et al., 2015; Gajendran & Harrison, 2007), pandemics that make up socially isolated workers (Allen et al., 2015; Ellis et al., 2020; Toscano & Zappalà, 2020; Wang et al., 2021), and work engagement systems (Hornung & Glaser, 2009; Müller & Niessen, 2019; Sardeshmukh et al., 2012). However, certain situations, such as a pandemic, can have a positive impact on work productivity and autonomy while negatively impacting work stress (Galanti et al., 2021). Based on the explanations given, the following hypothesis is proposed in this study:

H5:	Work stress affects employee outcomes.
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According to Figure 1, this study proposes a conceptual framework paradigm based on the theoretical studies and development of the hypotheses mentioned above:

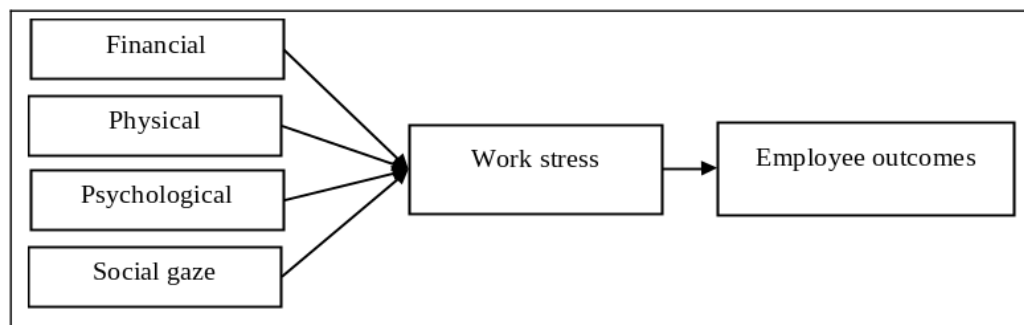


Figure 1. Conceptual framework

Methods

This research uses structural modeling with partial least squares (PLS-SEM), which consists of one endogenous variable (employee outcomes), four exogenous variables (financial, physical, psychological, and social gaze concerns), and one mediator variable (work stress). The variable measurements in this study are shown in Table 1, which consists of 31 items in total. The financial concern variable consists of four items. Meanwhile, the physical concerns variable is composed of five items. Furthermore, the variable psychological concerns consist of seven items, and the social gaze concerns consist of four items. Five items make up the employee outcomes variable, which is an endogenous variable, and six items make up the mediator variable (work stress). These items are measured using a Likert scale of 1–5 (strongly disagree–strongly agree).

The sample criteria in this study were online land transportation drivers in Jakarta. The online mode of transportation in this study is limited to two-wheeled vehicles. The next criterion for this research sample is that the drivers must have experience working during a pandemic, namely between 2020 and 2021. The criteria were asked at the beginning of the questionnaire to ensure that all participants met the criteria specified in this study. The determination of sample size in research is based on the number of items multiplied by 5 (minimum sample) to 10 (maximum sample) (Benitez et al., 2020; Wolf et al., 2013). Of the 221 questionnaires returned by participants, 203 (91.85%) were eligible for processing. This number is also in accordance with the provisions of the sample size described earlier.

In its processing, this study conducted a series of tests. In the reliability test, this study used the results of Cronbach's alpha (>0.7) and composite reliability (>0.7). In addition to reliability testing, this study conducted a validity test by looking at the results of outer loading and average variance extracted (>0.5) (Barati et al., 2019; Memon & Rahman, 2014). The validity of this study also looks at discriminant validity using the Fornell-Larcker Criterion method. In addition, this study also measured the suitability of the model by looking at the results of the standardized root mean square (SRMR <0.1) and the normal fit index (NFI close to 1). The coefficient of determination in this study looks at the results of R square. Furthermore, in determining the hypothesis, this study uses the results of the P value, where the hypothesis will be accepted if the P value is 0.05 and vice versa (Wibowo et al., 2023).

Table 1	
Variable Measurement	
Variable	Item
Financial concerns (Wilson et al., 2020)	Financial situation will deteriorate dramatically over the next year.
	Concerned about financial situation over the next 12 months.
	Concerned about providing financial over the next 12 months.
	Enough money to cover food and housing for the next 12 months.
Physical concerns (Yu et al., 2021)	Extra work outside of the norm is required.
	When attending to customers, wearing a mask or safety equipment is physically uncomfortable.
	Because of the situation, washing more frequently and paying more attention to personal hygiene increases physical fatigue.
	Increased physical fatigue is caused by an increase in customer complaints due to limited services.
	Because there are only a few employees working, physical fatigue increases.
Psychological concerns (Yu et al., 2021)	Worried that customers will infect me as well.
	If the customer I'm serving is infected, I get nervous.
	Because I am susceptible to being exposed to and infected, I am concerned that my family may also be exposed.
	I'm afraid I'll become infected and infect my customers.
	I'm worried that I'll get infected and that my company's image and service will suffer as a result.
	When I attend to customers, I provide passive care to minimize face-to-face contact due to the possibility of infection.
	I'm concerned that the service will suffer because of the pandemic.
Social gaze concerns (Yu et al., 2021)	I believe I have interpersonal relationship issues because I avoid or do not attend personal gatherings with other drivers.
	In the current situation, I am concerned about national or social isolation because of discrimination and rejection of specific circumstances.
	I'm embarrassed to tell people I work as an online transportation driver.
	When I contracted the Corona virus or its variants, I felt uncomfortable for being ill and guilty in some way.
Work stress (Gascon et al., 2017; Kim et al., 2015; Pietilä et al., 2015)	When I work as an online transportation driver, I feel healthy and happy.
	Working as an online transportation driver requires a high level of personal fulfilment.
	When I work, I think about mental restoration.
	People's mental health, in my opinion, was better in years when they lived far away from big cities.
	My perception of depression or anxiety is shaped by my work.
	As a result of my hard work, I require specialized medication (tranquilizers, antidepressants, or sleeping pills).
Employee outcomes (Smidts et al., 2001)	I volunteer to assist co-workers.
	I'm working hard to be a good health worker during the pandemic.
	I am dedicated to the organization for which I work.
	I have a strong bond with my customers.
	Because I work for this company, I believe I am a valuable and important person.

Results

In this study, 203 male drivers of two-wheeled online transportation modes participated. These drivers are based in Jakarta. Furthermore, these workers had previous work experience during the pandemic in 2021-2022. Male drivers were identified in this study because they predominate in this type of work in Indonesia and other regions. Furthermore, because the purpose of this study is to examine employee outcomes, it is appropriate to identify male drivers as breadwinners in this case. Furthermore, during a pandemic, it became increasingly difficult to obtain passengers due to social constraints in carrying out community activities.

The PLS algorithm process results (Table 2) and Cronbach's alpha (CA) results on all variables show $CA > 0.7$ (EC = 0.932; FC = 0.846; PHC = 0.915; PSC = 0.920; SGC = 0.845; WS = 0.854). Similarly, all variables with composite reliability (CR) greater than 0.7 (EC = 0.951; FC = 0.897; PHC = 0.936; PSC = 0.936; SGC = 0.907; WS = 0.896). Based on these findings, the

variables in this study can be considered reliable. Furthermore, the extracted average variance has an AVE greater than 0.5 (EC = 0.830; FC = 0.685; PHC = 0.746; PSC = 0.677; SGC = 0.766; WS = 0.633). Similarly, as shown in Figure 2, the outer loading results show that all items have OL > 0.7. Furthermore, discriminant validity is based on the roots of each construct's AVE being greater than the correlation with other variables (EC = 0.911; FC = 0.828; PHC = 0.864; PSC = 0.823; SGC = 0.875; WS = 0.796). Based on these overall findings, it is possible to conclude that all the items and variables in this study are valid.

Table 2
PLS-Algorithm

Variable	CA	CR	AVE	Discriminant validity					
				EC	FC	PHC	PSC	SGC	WS
EC	0.932	0.951	0.830	0.911	-	-	-	-	-
FC	0.846	0.897	0.685	-	0.828	-	-	-	-
PHC	0.915	0.936	0.746	-	-	0.864	-	-	-
PSC	0.920	0.936	0.677	-	-	-	0.823	-	-
SGC	0.845	0.907	0.766	-	-	-	-	0.875	-
WS	0.854	0.896	0.633	-	-	-	-	-	0.796

Note: EC=Employee Outcomes; Financial Concerns; PHC=Physical Concerns; PSC=Psychological Concerns; SGC=Social Gaze Concerns; Work Stress; CA=Cronbach's alpha (>0.7); CR=Composite reliability (CR>0.7) AVE=Average variance extracted (AVE>0.5)

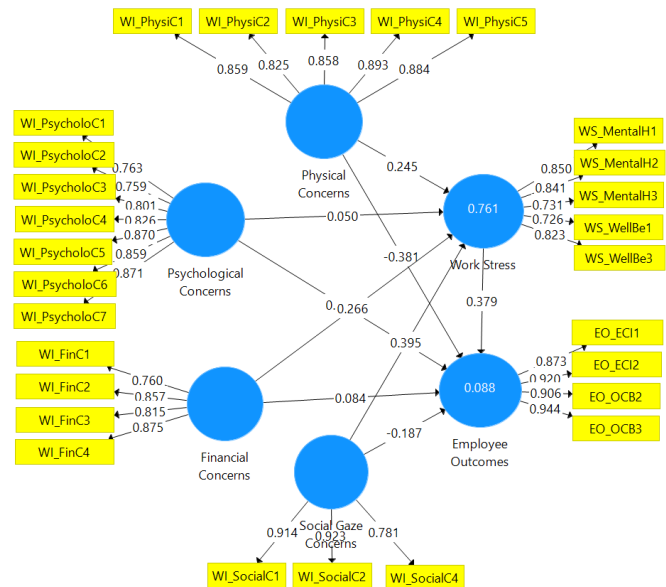


Figure 2. Loading factor

The results of Standardized root mean square (SRMR<0.1) and NFI=Normed fit index (close to 1) are shown in Table 3. Furthermore, the work stress variable has R Square = 0.761, indicating that the variables financial, physical, psychological, and social concern concerns contribute 76.1% (strong) to explaining work stress. Furthermore, the R square for Employee Outcomes is 0.088, indicating that the variables financial, physical, psychological, social concern concerns, and work stress explain 8.8% of employee outcomes (weak).

The results of hypothesis testing in this study are shown in Table 4. The P value for the path of financial concerns for employee outcomes is 0.172 (>0.05). This outcome explains why financial concerns have no effect on employee outcomes, or why H1a is rejected. The P value for the path from financial concerns to work stress is 0.007 (<0.05). These findings demonstrate that financial concerns have an impact on work stress. In other words, H1b is acceptable. The P value for the path of financial concerns for employee outcomes with work stress mediation was 0.052 (>0.05). These findings demonstrate that financial concerns mediated by work stress have no effect on employee outcomes, implying that H1c is rejected.

Variable	Saturated model	Estimated model	R Square
SRMR	0.079	0.079	-
NFI	0.756	0.756	-
Work Stress	-	-	0.761
Employee Outcomes	-	-	0.088

Note: SRMR=Standardized root mean square (<0.1); NFI=Normed fit index (close to 1)

Furthermore, the P value for the path from physical concerns to employee outcomes is 0.021 (<0.05). These findings demonstrate that physical concerns have an impact on employee outcomes, or that H2a is accepted. The P value for the path from physical concerns to work stress is 0.000 (<0.05). These findings explain why physical concerns affect work stress, or why H2b is tolerated. The P value for the path of physical concerns for employee outcomes mediated by work stress is 0.021 (<0.05). These findings explain how physical concerns mediated by work stress affect employee outcomes, or, in other words, how H2c is accepted.

Path	STD	T-Statistics	P-Values	Remark
<i>Direct effects</i>				
FC → EO	0.135	1.369	0.172	H1a rejected
FC → WS	0.098	2.706	0.007	H1b accepted
PHC → EO	0.124	2.317	0.021	H2a accepted
PHC → WS	0.067	3.686	0.000	H2b accepted
PSC → EO	0.138	1.755	0.080	H3a rejected
PSC → WS	0.085	0.584	0.560	H3b rejected
SGC → EO	0.145	0.259	0.796	H4a rejected
SGC → WS	0.091	4.323	0.000	H4b accepted
WS → EO	0.137	2.767	0.006	H5 accepted
<i>Indirect effects</i>				
FC → WS → EO	0.052	1.947	0.052	H1c rejected
PHC → ES → EO	0.040	2.323	0.021	H2c accepted
PSC → WS → EO	0.035	0.531	0.596	H3c rejected
SGC → WS → EO	0.071	2.111	0.035	H4c accepted

Furthermore, the P value for the path of psychological concerns for employee outcomes is 0.080 (>0.05). These findings demonstrate that psychological concerns have no impact on employee outcomes. To put it another way, this result explains why H3a is rejected. The P value for the psychological concern path for work stress is 0.560 (>0.05). These findings demonstrate that psychological concerns have no effect on workplace stress. This result, in other words, explains why H3b is rejected. It has a P value of 0.596 (>0.05) in the path of psychological concerns for employee outcomes, which is mediated by work stress. These findings demonstrate that psychological concerns caused by work stress have no impact on employee outcomes. This result, in other words, explains why H3c is rejected.

The P value for the path of social gaze concerns for employee outcomes is 0.796 (>0.05). This finding explains why social gaze concerns have no effect on employee outcomes, or why H4a is rejected. The relationship between social gaze and work stress has a P value of 0.000 (<0.05). These findings indicate that social gaze concerns influence work stress, or that H4b is accepted. The P value for the path of social gaze concerns towards employee occupations mediated by work stress is 0.035 (<0.05). These findings explain why social gaze concerns, as mediated by work stress, influence employee outcomes, or why H4c is accepted. Furthermore, it has a P value of 0.006 (<0.05) on the work stress path to employed outcomes. These findings explain how workplace stress affects employee outcomes. This outcome also explains why H5 is accepted.

Discussion

According to this study, the financial situation of online transportation drivers is a major factor to consider during a pandemic. The dominant forming item in the financial concern variable is the stability of financial conditions, which specifically emphasizes meeting daily needs for food and shelter. When it comes to these two items, they are necessities for drivers. Work stress is easily formed when financial conditions are unstable or disrupted because of a pandemic. This is because these drivers are unable to support themselves or their families. Anxiety about job insecurity caused by higher unemployment rates during a pandemic can lead to psychological strain, economic difficulties, and mental health issues that worsen over time (Wilson et al., 2020). This also explains how a sense of security at work can affect work performance and work pressure (Wibowo et al., 2023; Wibowo & Yuniarto, 2021). The need to support the family daily is a factor that drivers prioritize in this case. These findings also demonstrate that financial conditions have no absolute impact on employee outcomes. These outcomes are seen through the eyes of the drivers. It's possible that the drivers believe that the company's performance is determined not only by the performance of a single driver, but also by the performance of the drivers.

The physical condition of on-the-road online transportation drivers is highly dependent on the weather and the number of orders. Extreme weather conditions, such as heat or rain, can cause physical exhaustion. According to Cendales-Ayala et al., (2017) general fatigue can mediate the relationship between workload or demands and risky driving behavior. Workload can also cause workplace stress (Wibowo, 2020). Christian et al. (2020) take a different stance: this is not proven in work that employs complex technology. Excessive orders, on the one hand, bring good luck to the drivers, but they also cause physical exhaustion. Physical fatigue can also be caused by congenital health problems. Unlike burnout caused by common factors (Useche et al., 2023), burnout caused at work is usually manageable through compensation strategies (Cendales-Ayala et al., 2017). Drivers believe that their physical condition has a significant impact on their work performance during a pandemic. Drivers earn a good living if their work performance is good. As a result, if the drivers' daily earnings are met, they will not be stressed at work. There are outcomes that drivers can enjoy, as well as some that can be given to families. According to the findings of this study, physical fatigue during the pandemic was caused more by the limited number of available drivers, so orders were not reachable, or customers had to wait longer for a driver.

This study's psychological effect explains why online transportation drivers in Jakarta have no significant effect on work stress and employee outcomes. This explains why, when it comes to employee outcomes or workplace stress, these drivers do not prioritize psychological concerns. According to the previous findings, driver work stress is significantly shaped by financial stability, and employee outcomes are significantly shaped by good physical working conditions. Work stress will also be related to the effectiveness of the work done in this case (Christian et al., 2021). As a result, this is appropriate in explaining that psychological concerns are not the primary factor shaping these drivers' work stress and performance. According to the Job-Demand-Control-Social Support Model (DC) theory, stress processes can emerge when high psychological demand and low control collide, or when job strain occurs (Cendales-Ayala et al., 2017; de Lange et al., 2009). The greater the balance between job demands and effort-rewards, the lower the risk of driving (Cendales-Ayala et al., 2017). This viewpoint reinforces the idea that basic needs, such as daily income for life, must be met first, and then other factors can be addressed, reducing work risk and stress.

According to the findings of this study, social gaze concerns have a significant impact on work stress but have no direct impact on employee outcomes. This social gaze is common in the field of online transportation drivers. A social gap can form when the level of poverty and the economy are not evenly distributed between one driver and another. As a result, socializing factors shape gaze concerns in the social context. According to Cendales-Ayala et al., (2017) there is a negative relationship between social support and work fatigue. In contrast to (Wibowo et al., 2022) who explain that teamwork environmental factors have no effect on work stress, competition for completing orders and pursuing targets essentially returns to individual drivers. Due to the difficulty

in obtaining work targets during the pandemic, some drivers believed that they should not be treated the same as other drivers. This is what drives its own motivation to continue receiving orders and meeting the company's goals.

The stress experienced by drivers at work during a pandemic has shaped certain work performances in a continuous process. When workers do not have a guaranteed income, compensation, or even a stable job, they are more likely to experience stress (Seen et al., 2010; Taylor & Dorn, 2006). This prolonged pandemic eventually caused work stress and disrupted the company. The target order that must be completed is not met if the driver is stressed. The company will suffer because of this failure. Examine the Job Demands-Resources (JD-R) concept once more, which emphasizes how work demands affect worker performance and welfare (Bakker & Demerouti, 2017; Schaufeli & Bakker, 2004). This is related to the role of male workers as family leaders and work demands. During a difficult situation, social constraints and work and family demands become a cohesive unit, which has a significant impact on stress levels and work productivity (Galanti et al., 2021).

Conclusion

This study emphasizes that work stress is influenced by the stability of financial conditions, physical conditions at work, and social concerns for field workers such as two-wheeled drivers in online transportation. Two of these three variables describe the fundamental components of job stress. First and foremost, financial condition is a basic factor that must be met as a basic need for drivers who want to support themselves and their families. According to the findings of this study, aspects of workers' basic needs, such as drivers, emphasize that financial stability can help avoid work stress. This is consistent with several motivational theories regarding the fulfilments of basic human needs.

Limitations and Recommendations

This research has limitations in the use of research areas that only use one city, so results from other large cities can be compared to provide a clearer understanding or comparison. Other health variables, such as whether you've been exposed to COVID-19 or if you have comorbidities, should be considered as complementary variables in future research.

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