



Addressing Sexual Violence: The Reality and Strategies of Female *Ojek* (Motorbike Ride Service) Drivers in Banyumas Regency

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Abstract

The emergence of the phenomenon of female online motorcycle taxi drivers in the Banyumas district shows that women's emancipation has taken place. Transportation has become a daily need for Banyumas residents, this is used by some women to earn a living. However, in the field, there are quite a few who experience sexual violence, including touching drivers' body parts, sexual chats, invitations to perform sexual acts, and attaching male vital parts to female online motorcycle taxi drivers. There are several strategies used by female online motorcycle taxi drivers, namely communicating well, reprimanding consumers with kind words, and threatening to report them to the online motorcycle taxi driver.

Munculnya fenomena driver ojek online perempuan di kabupaten Banyumas menunjukkan sudah berlakunya emansipasi wanita. Bidang transportasi sudah menjadi kebutuhan sehari-hari warga Banyumas, hal ini dimanfaatkan oleh sebagian perempuan untuk mencari nafkah. Namun, di lapangan tidak sedikit yang mengalami kekerasan seksual, antara lain: menyentuh bagian tubuh driver, obrolan seksual, ajakan melakukan tindakan seksual, dan menempelkan bagian vital laki-laki ke driver ojek online perempuan. Ada beberapa strategi yang dilakukan oleh driver ojek online perempuan, yaitu melakukan komunikasi dengan baik, menegur dengan ucapan yang baik pada konsumen, dan mengancam melaporkan pada pihak ojek online.

Introduction

The rapid development of technology affects all aspects of life, including transportation. Transportation has become an essential part of daily life, facilitating

people's activities and making mobility more accessible. In this modern era, the demand for transportation continues to grow. This is evidenced by the rising popularity of the online *ojek* (motorbike ride service) industry, which has become widely embraced by the public due to its ability to meet daily mobility needs. Online *ojek* services offer an innovative solution, combining transportation with online communication technology to allow people to book rides conveniently from anywhere, at any time (Anindhita, Arisanty, & Rahmawati, 2016).

The emergence of online *ojek* (motorbike ride service) applications in Indonesia began in 2015 with the establishment of Go-Jek, founded by Nadiem Makarim. The goal was to address the traffic congestion in Jakarta (Kristo, 2017). According to the We Are Social 2020-Digital 2020 Indonesia report, as of January 2020, there were 21.7 million online transportation app users in Indonesia. The operation of online *ojek* services is simple, effective, and efficient in terms of time, as users only need a smartphone application connected to the internet (Tresiya, Djunaidi, & Subagyo, 2018).

While the ease of using online *ojek* services has contributed to their popularity, the presence of these services in Indonesia has sparked both support and opposition. On the positive side, online *ojek* services provide quick, affordable transportation and create job opportunities. However, some people view online transportation services as illegal and argue that they compete with conventional transportation, affecting traditional drivers' livelihoods (Amaliyah, P. Bakti, Syafiin, & Akbar, 2019).

This division of opinion is also reflected in Banyumas Regency, where most conventional transportation drivers oppose the presence of online *ojek* services, citing reduced income and a decline in the use of traditional public transport. Additionally, a circular issued by the Banyumas Regent prohibited the operation of online *ojek* services due to concerns over public order and security. Over time, compromises were reached between conventional and online drivers, with agreements such as restrictions on where online *ojek* drivers can accept ride requests, allowing conventional drivers to retain customers.

Despite the opposition, online *ojek* services have created job opportunities for the community, particularly for women who work as drivers. However, working as an online *ojek* driver also presents its own set of challenges, one of which includes cancelled orders by customers. Female online *ojek* drivers face additional risks, including sexual violence from male customers. Instances of sexual violence range from inappropriate verbal propositions to physical harassment, such as

unwanted touching. In Banyumas Regency, for example, a pre-survey revealed that approximately 60 female *ojek* drivers had experienced sexual violence while performing their duties (Syevtiandini, Erningsih, & Yatim, 2021).

Previous research on sexual violence against online *ojek* (motorbike ride service) drivers includes a study by Fadhillah et al. (2022), which examined the experiences of sexual harassment among male online *ojek* drivers. The findings reveal that male drivers also face sexual violence from customers, with the perpetrators being of the same sex. Additionally, Kurniawan T. E (2022) conducted research on sexual harassment of female online *ojek* drivers from the perspective of positive law and Islamic criminal law. The study highlighted physical sexual violence experienced by female drivers, such as uncomfortable situations caused by the slippery seats of the motorbikes, which led to consumers unintentionally pressing against the drivers' bodies.

Research by Irgeuazzahra, Damayanti, & Mulyadi (2023) focused on law enforcement concerning sexual harassment in public transportation. Their study suggests that law enforcement related to sexual violence cases must be more transparent and responsive, offering a deterrent effect for perpetrators while ensuring victims feel safe and comfortable using public transportation.

Research Method

The method used in this study is qualitative, with data collection through interviews. According to John W. Creswell (Patilima, 2007), qualitative research is a process of investigation aimed at understanding social or human problems. This approach is based on creating a holistic picture formed by words, reporting informants' perspectives in detail, and arranging them within a scientific framework. The research participants were selected using purposive sampling. The study focused on female online *ojek* (motorbike ride service) drivers who have experienced sexual violence.

The data collection process in this study involved several steps. First, data were gathered through interviews with informants, in line with the research subjects' criteria. Second, data reduction was carried out, which is an analytical process that refines, selects, focuses, discards, and organizes data to draw a final conclusion. Third, the data presentation involved structuring the information to allow for descriptive conclusions and actions. Finally, conclusions were drawn by the researcher to

determine what had been obtained and what answers had been found in relation to the research questions. Data collection from informants took three months.

Research Results and Discussion

Sexual violence can occur anytime and anywhere. In general, sexual harassment is often committed by individuals who are already known to the victim; however, many cases of sexual violence involve strangers. Several factors can contribute to this, such as the emergence of patriarchal culture in household or social environments, gender injustice, and low quality of life, which can lead to negative attitudes or behaviors. Additionally, incorrect parenting patterns and the increasing prevalence of non-educational media, especially those depicting sexual violence, can also play a role. Psychological and mental health disorders may further contribute to such behavior.

This article discusses the phenomenon of sexual violence against female online *ojek* (motorbike ride service) drivers in Banyumas. The study involved six informants: five female online *ojek* drivers who have experienced sexual violence, and one representative from an online *ojek* company. The following table presents the characteristics of the research informants:

Name	Age	Occupation	Education	Length of Work
CC	36	Online <i>Ojek</i> Driver	High School	8 years
AR	32	Online <i>Ojek</i> Driver	High School	3 years
HS	43	Online <i>Ojek</i> Driver	High School	6 years

Table 1: Characteristics of Research Informants

The following is a description related to the three informants.

1. Mrs. CC

Mrs. CC is a female online *ojek* (motorbike ride service) driver in Banyumas Regency, specifically in Purwokerto. She has been working as an online *ojek* driver since 2016. Before becoming an online *ojek* driver, Mrs. CC had experience as a driver, and her skills were well-suited to driving vehicles. When there was an opportunity for recruitment of female online *ojek* drivers, Mrs. CC registered and became the first woman to join the workforce as an online *ojek* driver in the area. At 36 years old, Mrs. CC is known for her strong work

ethic and dedication to meeting her life's needs. She is a cheerful, creative individual with a strong sense of community. Whenever there is an issue, such as coordinating with a restaurant or addressing an accident involving a coworker, she quickly takes action to help resolve the situation.

Mrs. CC is also the head of the MGGP Family (Mbekayu Gojek Grab Purwokerto), which includes other *ojek* services such as *Ojek Online Maxim*, *Nu-Jek*, *Shopee Food*, and *Bos-Jek*. In addition to her work as an online *ojek* driver, Mrs. CC runs a massage service called "Doktercapehomcre" as a side business. Despite the rewards of her work, Mrs. CC has faced sexual violence from consumers while working as a female online *ojek* driver. This is a risk that both male and female online *ojek* drivers face in their profession.

2. Mrs. AR

Mrs. AR is an online *ojek* (motorbike ride service) driver in Banyumas Regency. She is 32 years old and a single parent supporting three children through her work as an online *ojek* driver. Mrs. AR has been working as an online *ojek* driver since 2020. Before this, she worked at a restaurant in Banyumas Regency. Initially, Mrs. AR worked as an online *ojek* driver for the *Shopee Food* company and later joined the *Grab* company. On busy days, Mrs. AR receives around 20 orders, and on quieter days, she gets about 15 orders. She handles orders for *Go Food*, *Grab Bike*, and *Big Hemat*.

While working as an online *ojek* driver, Mrs. AR has experienced sexual violence from her customers. The sexual violence she encountered was both verbal, with invitations to enter private rooms, and non-verbal, with customers touching sensitive body parts. This traumatized Mrs. AR, but she continues to work by remaining cautious and avoiding individuals who may commit such acts of sexual violence.

3. Mrs. HS

Mrs. HS is an online *ojek* driver in Banyumas Regency. At 43 years old, she has been working as an online *ojek* driver since 2018, making it nearly six years of service. Prior to becoming an online *ojek* driver, Mrs. HS worked as a salesperson at a food company. However, the discomfort of meeting sales targets led her to leave that job and register as an online *ojek* driver. On quieter days, Mrs. HS receives 5-10 orders, while on busier days, she can receive more than 10 orders.

Like other online *ojek* drivers, Mrs. HS faces the risk of sexual violence. During her time as a driver, she has experienced sexual violence three times, both verbal and non-verbal. One instance involved the customer touching sensitive areas, further emphasizing the risks faced by female online *ojek* drivers in their line of work.

Forms of Sexual Violence Experienced by Female Online *Ojek* (Motorbike Ride Service) Drivers in Banyumas Regency

Acts of sexual violence can take many forms, including threats, coercion, and unwanted actions, which can occur both in private and public life. Sexual violence is not always physical; it can also manifest in other behaviors such as verbal abuse or psychological intimidation, all of which can harm the victim. This was directly experienced by Mrs. CC, who shared the following:

“Sexual violence, for me, is when customers tease me and ask sensitive questions related to sexual topics, which harm the victim.” (Results of the interview with Mrs. CC)

Based on the results of this interview, it is evident that sexual violence is often committed by men against women, largely due to the patriarchal culture within society. Patriarchy refers to a social system where men hold dominant positions, elevating their status above women in all aspects of life, including social, economic, and cultural domains. This structure fosters gender injustice, where women are treated less favorably than men. Patriarchal cultures perpetuate discriminatory behaviors that position women as inferior to men, which increases the likelihood of women becoming victims of sexual violence. In such a system, men often act arbitrarily, and women may be unaware of their rights. The unequal positioning of women in society highlights the ongoing struggle for equality in dignity and respect between the sexes.

The following is an additional interview script with Mrs. CC:

“Emm, I have [experienced sexual violence], it must have been like this. Maybe he was a guy, maybe a naughty guy. At night, naughty guys nudge my hips or something. Maybe they want to touch me. He rode a motorbike that approached me, even though my motorbike is a wide NMax. But as humans, they have their own [behavior]. That’s the naughtiness of men.” (Interview with Mrs. CC)

Based on Mrs. CC's experience, while working as an online *ojek* driver, she encountered nonverbal sexual violence. Some consumers took action by nudging her hips and approaching her while she was on the road. Mrs. CC attributes this behavior to what she perceives as "male delinquency," which reflects societal views where men are often labeled as masculine and women as feminine. In a patriarchal society, where men are positioned as more dominant than women, this perceived "masculinity" can lead to negative behaviors, including sexual violence. The combination of societal expectations and the patriarchal system provides an opportunity for men to carry out these actions.

In the context of online *ojek* transportation, male customers may see their position as one of power, which, when coupled with the notion of masculinity, can lead to sexually inappropriate actions. This assumption creates a biased dynamic between men and women, reinforcing male hegemony over women as something "natural" or "inevitable," despite it being neither fixed nor justified. Unfortunately, this cultural framework often results in women being victims of sexual violence, as seen in Mrs. AR's experience, who shared the following:

"In my opinion, sexual violence is when a male customer deliberately touches my waist or asks sensitive questions related to sex." (Results of interview with Mrs. AR)

The explanation expressed by Mrs. AR is the same as that conveyed by Mrs. CC. The statement above indicates that the behavior of a consumer shows an arbitrary attitude towards online *ojek* drivers without considering the feelings of the victim. In addition, the existence of stereotypes about women—seeing them as weak and helpless—causes cruel treatment. Online *ojek* drivers become victims of this behavior, as seen in the following quote from Mrs. AR:

"Yes, I have [experienced the sexual violence]. A customer deliberately touched me in a sensitive area. Initially, I was taking someone to Java Heritage for a seminar, but I didn't take him there. We had a conversation that led to negative things on the way to the destination. Actually, I didn't feel comfortable, but I still took him to Java Heritage because I had to finish my job. However, when I was going to get paid by the customer using a large amount of money and there was no change, I decided it was better not to risk going to his boarding house, so I said, 'Okay, Sir, I'll pay later when I meet you.' There was also customer who ordered food. After showing the address, he said it would be delivered to his room. But I said, 'No, Sir, sorry, I take my child with me.' Then the customer said, 'It is okay, there is no one here.' Basically, he provoked me with the strategy

of delivering the food to his room. Then I said, ‘Sorry, sir, I won’t do that. I just leave it at the gate and I’ll go home.’” (Interview with Mrs. AR)

Based on Mrs. AR’s experience as an online *ojek* driver, she experienced sexual violence by men. Sexual violence by men against women is often considered normal in society, such as invitations or advances that are perceived as harmless jokes. The sexual violence experienced by Mrs. AR disturbed her because she was worried that her child would find out. This made her reject the sexual advances made by the customers, seeing them as unprofitable. The sexual violence experienced by Mrs. AR was an act desired only by one party—the perpetrator. These actions made the victim feel uncomfortable, with the unwanted touches, teasing, or invitations for sexual acts. Mrs. HS shared a similar experience, as seen in the following quote:

“Um, yes, the act was carried out by a man who deliberately touched my body and said obscene things, Ma’am. For me, that is sexual violence.” (Interview with Mrs. HS)

The following is an excerpt from the interview with Mrs. HS:

“Yes, but he touched me, he was an old man. Even though he was an old man, I was still uncomfortable. Yes, he wanted to touch me, but I was still uncomfortable because I am a woman. Yes, it’s the same as all the cases, but the worst one was the one I took to Teluk. The customer touched me and stuck to me on purpose. I cried; that was the last one. The man at Pon market asked for my cell phone number, but I didn’t give him mine, I gave him someone else’s. Then there were also those who said I was beautiful, but I was used to it, ma’am. The important thing was not anything serious.” (Interview with Mrs. HS)

Verbal sexual violence is an act of sexual violence that is carried out without physical contact. This is the main trigger for acts of sexual violence that continue to the level of rape. Forms of verbal sexual violence such as jokes, whistling, teasing, taunts or facial expressions, body movements or other actions that are sexually suggestive and demeaning to the victim. Based on the experience experienced by Mrs. HS, the words “beautiful” uttered by consumers are a form of verbal sexual violence. However, in society, an act of verbal sexual violence is something that is considered normal and is only considered a joke or compliment, causing such acts to continue to occur. This is what women must realize that the word beautiful or other calls that are sexually suggestive are forms of verbal sexual violence, not a compliment or joke.

Based on the interview results with Mrs. CC, Mrs. AR, and Mrs. HS, it is evident that sexual violence affects women, with male perpetrators being the common offenders. The patriarchal culture that persists in society makes it challenging for women to escape the constraints of male power, as this culture elevates men to a superior status, positioning them as the dominant figures over women. Patriarchal culture also fuels gender discrimination, portraying men as the rulers of women, thus subjecting all aspects of women's lives to male authority. These dynamic enables men to engage in arbitrary actions, including sexual violence.

Strategies Used by Female *Ojek* (Motorbike Ride Service) Drivers in Banyumas Regency to Address Sexual Violence

Acts of sexual violence can have long-lasting psychological effects, requiring effective strategies to cope. Although several strategies are implemented to address sexual violence, it cannot be ruled out that such violence may continue to occur. The first crucial step in addressing sexual violence involves self-awareness and societal education. It is essential for individuals to recognize sexual violence and take action to confront the perpetrator, as demonstrated by Mrs. AR. Below is the interview transcription from Mrs. AR:

“At first, I gave him a verbal warning, I said, ‘Sorry, Sir, we’re on the road, and it’s not appropriate to talk like that.’ The customer replied, ‘Yes, Ma’am, I’ll be waiting, maybe when your child is asleep.’ I responded, ‘Sorry, Sir, my child is still breastfeeding, so I can’t go out.’ Then the customer continued to suggest going to his boarding house, but I firmly said, ‘Sorry, Sir, I can’t.’ ‘Oh, okay, ma’am.” (Interview with Mrs. AR)

The first strategy for dealing with sexual violence is self-advocacy, as the victim is typically alone with the perpetrator in these situations. The victim should have the courage to address the behavior calmly to prevent escalation. This approach is essential for online motorcycle ride service drivers, as it can discourage perpetrators from continuing harmful actions. For example, Mrs. AR responded to degrading treatment by gently rejecting and explaining her reasons. She also politely declined further advances, explaining that she had a breastfeeding child and could not leave her responsibilities. Her response led the perpetrator to realize that further insistence would be inappropriate.

Similarly, Mrs. CC also employed a strategy of communication when encountering harassment. She explained:

“As long as we can communicate respectfully, there’s usually no issue. If it’s really serious, then I would report it. Often, it’s just sexually suggestive language, but it can still feel uncomfortable. I think, ‘Who are you to make me feel this way when I’m just here trying to work?’ So, I try to keep it light and defuse it.” (Interview with Mrs. CC)

This statement highlights the importance of respectful communication in uncomfortable situations. When experiencing harassment, Mrs. CC calmly addressed the perpetrator and kept communication polite, aiming to stop further inappropriate behavior. If the harassment continued or worsened, she would report it to her company to ensure proper action.

For cases that remain unresolved after direct intervention, reporting incidents to the ride service company, as Mrs. HS did, provides another layer of accountability and protection. Below is an excerpt from her interview:

“I told the person who was leaning too close to me, politely, ‘Sir, please, this is inappropriate,’ hoping he’d back off. But it felt as though he kept pressing closer on purpose. I wanted to be more assertive, but I decided to keep it polite. So, I said, ‘Sir, if this continues, I’ll have to drop you off early.’ He replied, ‘Oh, sorry, ma’am,’ and ultimately got out in front of the alley rather than at his destination. I also reported the incident to Grab, rating him one star with a report of sexual harassment, noting he used another person’s account to book. I asked for follow-up from Grab to address this behavior.” (Interview with Mrs. HS)

From the above, it’s clear that when Mrs. HS encountered sexual harassment, she warned the customer that she might drop him off elsewhere if the behavior continued. This strategy sends a strong message to customers, urging them to respect personal space and avoid inappropriate behavior. Drivers like Mrs. CC, AR, and HS often use polite but firm reprimands as a way to avoid offending the customer while still setting boundaries. In Banyumas Regency, female online motorcycle ride service drivers approach sexual harassment by calmly communicating their discomfort, encouraging customers to reconsider their actions.

In the present day, more women are empowered to assert gender equality and their rights, breaking the stereotype of being weak or helpless. When faced with sexual harassment, these drivers often rely on respectful communication as their primary strategy, recognizing the need for tact when handling difficult situations alone with a customer. This approach reflects problem-solving skills designed to deter further misconduct while maintaining their professional duties.

Conclusion

Based on the research findings, the following conclusions can be drawn:

1. Forms of Sexual Violence Experienced by Female Online *Ojek* (Motorbike Ride Service) Drivers in Banyumas Regency: a) Mrs. CC: Non-verbal sexual violence, including physical touching of female drivers' bodies while on the road. b) Mrs. AR: Non-verbal sexual violence, including sexual conversations and invitations for sexual acts from the customer. c) Mrs. HS: Both verbal and non-verbal sexual violence, including groping and consumers attaching the male customers' body to the female drivers. Additionally, consumers made verbal comments like "beautiful" and asked for cell phone numbers.
2. Strategies Employed by Female Online *Ojek* (Motorbike Ride Service) Drivers in Banyumas Regency: a) Mrs. CC: The strategy she used involved maintaining good communication with the customers. b) Mrs. AR: She employed the strategy of warning the customers politely. c) Mrs. HS: She used a strategy of warning the customers and threatening to report the incident to the online *Ojek* (Motorbike Ride Service) company.

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