

# THE INFLUENCE OF WORK DISCIPLINE AND SERVICE QUALITY ON JOB SATISFACTION WITH COMPENSATION AS A MEDIATION VARIABLE

(Case study of East Jakarta Gojek driver partners)

**Imelda Aprileny<sup>1</sup>, Salsabila Azzahra<sup>2</sup>, Djoni Maison<sup>3</sup>, Jayanti Apri E<sup>4</sup>**

<sup>1,2</sup>Management Departement, Indonesian College of Economics, Indonesia

<sup>3,4</sup>Tecnic of Department, Persada Indonesia University YAI, Indonesia

Corresponding Author : [Imelda\\_aprieny@stei.ac.id](mailto:Imelda_aprieny@stei.ac.id)

---

## *Abstract*

Background : Changes and developments in science and technology dynamically influence current service and transportation patterns, one of which is widely used by Gojek drivers. Driver job satisfaction for Gojek users is strongly influenced by factors such as work discipline, compensation, and service quality. Given the high number of complaints from users regarding the service, driver discipline may be significantly influenced by the compensation and job satisfaction received by Gojek drivers.

Purpose : This research aims to identify the influence of work discipline and service quality on job satisfaction with compensation as a mediating variable (case study of East Jakarta Gojek driver partners).

Methodology : This research uses quantitative, this research method is a survey method, which is obtained from the results of collection using a questionnaire. The population in this study were Gojek drivers in the East Jakarta area. The sample in this study was 100 respondents. The technique used in this research is purposive sampling technique with the help of Statistical Package for the Social Sciences (SPSS) software version 29.

Results : The results of this research state that work discipline has a direct effect on job satisfaction. Service quality has a direct effect on job satisfaction. Work discipline has a direct effect on compensation. Service quality has a direct effect on compensation. Compensation has a direct effect on job satisfaction. Work discipline has a direct effect on job satisfaction through compensation. Service quality has a direct effect on job satisfaction through compensation.

Key Words : *Compensation, Job Satisfaction, Service Quality, Work Discipline.*

---