

The Role of Gratitude and Social Support in Life Satisfaction in Online Motorcycle Drivers

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Abstract : Passing the road is a driver's routine. Drivers are responsible for their work and are at risk of accidents at work. Of course, life satisfaction is a priority to support better performance and quality of life. This study aims to determine the role of gratitude and social support on driver's life satisfaction. The researcher collected data by using simple random sampling technique. The instruments used are gratitude scale, social support scale and life satisfaction scale. The research sample is 100 drivers registered online in Yogyakarta. The results of this study indicate that there is a very significant effect of gratitude and social support on the life satisfaction of motorcycle taxi drivers. By always being grateful, the quality of individual life is increasing. Social support provides reinforcement to drivers to live their lives well, productively and optimistically. Suggestions for further research are that excellent service needs to be provided to customers, there is further research and needs to be added or more practical methods. Gratitude and social support are effective predictors, but in other studies they can be inhibiting factors.

Keywords: Life satisfaction; Gratitude; Social Support; Online Driver Profession

INTRODUCTION

A. Research

Our needs as human are inseparable of wanting to get life satisfaction. It is verified that life satisfaction is correlated with a better physical health (Diener and Chan 2011), fewer problems (Fergusson et al. 2015), increased a positive relationship with others (Proctor, Linley, and Maltby 2009) and very meaningful for humans (Joshnloo and Jovanović 2021). This is surely very useful and needed by human. Life satisfaction is a firm decision that must be taken by individual. However, there are many reasons why people seek such a major change, but a main factor that seems to play a role in many decisions of this kind of thing is that people are dissatisfied with their current status (Kaiser et al., 2020). For example, since the Covid-19 pandemic, many people felt stressed and it affected their life satisfaction (Rogowska, Kuśnierz, and Bokszczanin 2020). In addition, the Covid-19 pandemic has affected human in anxiety, depression, anger and sensitivity to social risk (Li et al. 2016). Positive emotions also decreased and life satisfaction also decreased (Rogowska et al. 2020).

Many individuals' life satisfactions have decreased. Low life satisfaction sustains with a person's distress condition (Lam and Zhou 2020). This negative distress includes excessive anger response, not sleeping well, not working fully, not concentrating and so on. This affects drivers' life satisfaction. Work stress is also often associated with various problems faced by individuals, for example, the heavy workload, limited working hour, differences in perceptions and opinions, lack of harmony between co-workers, changes in managerial style that is not appropriate and several other things that can trigger a person to be underpressure at work (Fahmi 2017). Apart from the psychological side, drivers are also experiencing financial difficulties during this pandemic. This is reinforced by a qualitative discovery that the income of online drivers decreases because the order is also low (Amri and Laming 2020). Material and non-material income is unable to provide positive power for the individual. The positive power seems to be lost and not gathered into one.

Life satisfactions for the drivers do not attach to one domain within the company or organization where they work. However, it has more improve to the quality of life. Life satisfaction is not an absolute goal. When individuals are able to evaluate the good or bad matter for them and then they do not blame the condition, it certainly affects their life satisfaction. The dominant response is always to be grateful and give or receive social support. With gratitude, individual can see problem from an extensive and open perspective. The meaning is that when it is about family and work problem either, individual will think of solution that can be done as much as possible while thinking positively. In fact, the individual needs to be satisfied with what he/she has. Life satisfaction is influenced by gratitude and social support (Kong, Ding, and Zhao 2015; Wood, Joseph, and Maltby 2008). Surely, in this relationship there is a causal relationship and mutually beneficial to each other. Each factor has its own role. The role of gratitude and social support will be summarized in the results and discussion of this research.

B. Purpose of the Study

Each research has a goal that refers to the research problem. The problem of this research is related to gratitude, social support and life satisfaction. The hypothesis proposed in this study is that there is a significant positive relationship between gratitude and social support on life satisfaction in online drivers. That is the major hypothesis while the minor hypothesis of this study is divided into two, namely;

H1: there is a significant relationship between gratitude and social support on life satisfaction for online drivers.

H2: there is a significant relationship between gratitude and life satisfaction. This indicates that the higher the gratitude, the higher the life satisfaction. Otherwise, if the hypothesis is rejected, there is no relationship between gratitude and life satisfaction. This correlation indicates that gratitude plays a role in increasing life satisfaction.

H3: if the hypothesis is accepted, it is stated that there is a significant relationship between social support and life satisfaction. This correlation indicates that there is a role that social support plays in increasing life satisfaction. It indicates that the higher the social support, the higher the life satisfaction. Otherwise, if the hypothesis is rejected, there is no relationship between social support and life satisfaction.

C. Statements of the Problem

Most previous studies discussed job satisfaction is not about driver life satisfaction. For example, in Runtulalo, Axel, William, Areros, and Sambul, Sofia (2020) research discussed job satisfaction with financial compensation and work stress on driver partners of PT. Gojek Indonesia (Go-Ride). Job satisfaction is different from life satisfaction because the orientation of job satisfaction is only limited to the realm of work or profession. It is same with Halias and Prahara's research (2020) with the title "Job satisfaction with employee engagement on online drivers". The result shows that there is a significant positive relationship between job satisfaction and employee engagement for online drivers who work in Yogyakarta. The conclusion shows that the individual who is satisfied with their work will give energy and time as a form of active involvement for the company. This condition should be a role mode. In addition, job satisfaction that is different from this study was also investigated by Darma et al. (2019) entitled "Compensation factor and gojek strategies in increasing the job satisfaction of drivers". The results of this study indicates that the gojek strategy in increasing the job satisfaction of gojek drivers is to innovate to improve system and management by replacing the old system with a rating system. It is well known that drivers must have effective strategies to increase their positive feeling in the middle of life's stresses in order to increase their life satisfaction. Life satisfaction surrounds

Salvador-Ferrer (2017) examine life satisfaction. The title of the research is The relationship between Gratitude and Life Satisfaction in a sample of Spanish university students: The moderation role of gender. The research shows that gratitude is a predictor variable that affects

life satisfaction. This study has similarity with the research of Salvador-Ferrer (2017) which is related to the independent variable and the dependent variable. However, the researchers anticipate to make research update from research subject, research variables and sampling technique. The research is also at the University of Spain, while this study reviews online drivers who have worked, have married and use Indonesian culture. The variable in this study do not use mediator, while previous studies used gender role as mediator variable. This is certainly a novelty because there has never been a previous study discuss about gratitude and social support to life satisfaction for drivers.

D. Literature Review

Life Satisfaction

Human as human being has great goal and idea, namely to feel or to get life satisfaction and happiness (Leelakulthanit 2017). Ngoc Khuong et al., (2020) describe life satisfaction is about the need for existence, the need for relatedness, the need for participating in group, and the need for growing. Life satisfaction is defined as a global evaluation of quality of life based on certain individual criteria. These satisfaction is different from one another. It means that life satisfaction is relative. It is a stable characteristic and beneficial for the physical, psychological and individual's quality of life (Yildirim and Alanazi 2018). Individual who appreciate more good thing than bad thing in their life will always be more grateful. Indeed, individual never feel satisfied with their lives because there are many things that human want but do not match to their need. Life satisfaction lies in the inner satisfaction of the individual so as not to feel arrogant or not to feel the most right. It indicates mental and emotional health. Life satisfaction involves a positive cognitive assessment of emotional health, social and better behaviour (Sun and Shek 2013). Life satisfaction is increasingly evident with the result that shown such as an increase in social relationships and an increase in active involvement in life (Ginevra et al., 2018; Lewis et al., 2011).

Gratitude

The essence of gratitude is the individual's gratitude for what they currently receive. Further explained in the research of Aisyah and Chisol (2020) that gratitude is a value, hope, warmth, affection, willingness to provide assistance to others and tend to act positively. A concrete examples are spreading love, showing affection, helping others, sharing, repaying the kindness of others, doing worship and so on. A grateful individual means an individual who recognizes reciprocity for the gifts received and appreciates the efforts that have been made. The basic element in being grateful is with the heart, verbally and gratefully with action. Gratitude is a form of emotion or feeling, which then develop into an attitude, good moral character, habit, personality trait, and it will eventually influence a person to respond or react to something or a situation. Gratitude is a feeling of gratitude for the blessing that has been received and focusing on the positive thing at this time. Gratitude as a behavioral construction is to take countermeasures to others for the benefit and gift that has been received. The object of gratitude is God, other people, nature, and others. Thus, gratitude is considered as one of the effective strategies that indicate that individuals are able to interpret their daily experiences and read them as extraordinary benefits (Salvador-Ferrer 2017).

Social support

From the research result of Han et al. (2021) it is explained that social support is positively correlated with life satisfaction. This correlation shows that the higher the social support, the higher one's life satisfaction. Social support contains acceptance of the social environment such as family support, parents, partner of life who are able to reduce individual anxiety so as to support life satisfaction. Grav et al. (2012) confirmed that social support is related to experience or expectation obtained from family, friends and other people. other. This support includes the size, type of social network and how often people communicate in it (Lett et al. 2009). Marginally,

social support has a positive effect on life satisfaction (Dehghani 2018; Kasprzak 2010). Social support received by employee or worker from other people can help individual to reduce anxiety, fatigue due to workload, physical demand, and other factor so as to restore positive feelings of employees in building better working conditions (Wibowo & Handayani 2020).

METHOD

Research design

Generally, this study was designed using two predictor variables. This study refers to non-experimental quantitative data. It means that, the purpose of this study is to analyze the role of gratitude and social support of life satisfaction of online drivers. For this purpose, this study created three different scales to measure the percentage and correlation of each variable. This two predictors is predict to serve significant value toward its linier model. This research is designed to examine the impact of gratitude or thankfulness and social support such as friends, family members, partner of life and society to increase a better life quality for online drivers. However, they are partially distinguished from each other. The first point is that this study looks at how great the impact of gratitude on life satisfaction. The second point is to see how much the impact of social support has on life satisfaction.

Research Instruments

This research is inseparable from the main instrument, namely the scale. The scale used is kind of a Likert type. There are four responses that are displayed, namely very appropriate, appropriate, not appropriate and very inappropriate. There are two categories of scale, namely the favorable scale and the unfavorable scale. The rating given on the favorable scale is very appropriate with the score 4, appropriate scores 3, not appropriate scores 2 and very inappropriate scores 1. For the unfavorable scale, the rating given is very appropriate is 1, appropriate is 2, not appropriate is 3, and very inappropriate is 4. The number of items arranged are already compatible with the Pearman-Brown formula with the expected differentiating power index is 0.8 and item discrepancy index is 0.4.

a. Life Satisfaction Scale

Life satisfaction is measured to determine the individual's ability to provide an assessment of the quality of life based on specified criteria. In this trial scale, there are 42 items including 21 favorable items and 21 unfavorable items. The quality set to each indicator is 33.3%. Indicators of life satisfaction are acceptance, affection, and achievement. After the trial, the result showed that there were 21 items that could be used. Acceptance has 7 items. Affection has 7 items and indicator of achievement has 7 items. There were 21 items that fail in the scale trial stage. The reliability of this scale is 0.944. The number of items that can be used is 21 items, each for favorable items is 9 items and the other 12 items are unfavorable items.

b. Gratitude Scale

Gratitude is measured to determine the individual's ability to appreciate or show gratitude for all the blessings in life, both the blessings of others and the blessings of God. This scale has 3 main indicators including gratitude with the heart, gratitude with word and gratitude with action. The quality set to each indicator is 33.3%, each of which is 21 favorable items and 21 unfavorable items. Gratitude scale has a reliability value of 0.951. The results of the trial scale are used as a reference for the research scale. On the gratitude scale, there are 11 favorite items and 10 unfavorable items that can be used. The total is 21 items.

c. Social Support Scale

Social support is evaluated to determine the form of support, assistance or encouragement that is able to create a sense of being loved and accepted by individual, family, life partner, friend and the society. Basically, aspects of social support consist of four, namely emotional support,

instrumental support, information support and social group support. The items are 48 items. Each aspect has a different number of items, some are 6 items and some are 4 items. For the social support scale, the reliability value is 0.964. The test result are 24 items that failed and 24 items that can be used. The details are 8 favorable items and 16 unfavorable items.

Sampling technique

Online drivers associations are very various. In Indonesia itself, there are some companies that focus on modes of transportation, especially online drivers such as Gojek, Grab, Maxim and others. Some of these companies have their respective advantages but still choose for one company. Researchers decided to randomly select a sample of this study. Overall, the population collected is online drivers who live in Yogyakarta. The basic reason for choosing this technique is that the online mode of transportation company is a start-up company, so gathering all the drivers in one place is impossible. On one side, the drivers also have to hunt down the target and complete the work so that it is impossible to use any other sampling technique but simple random sampling. The essence is that all drivers have problem with congestion, passengers and so on, so no need to put samples on group separately. All criteria can be put in this study including gender differences. This study allows online drivers for women so that they can analyze life satisfaction for both men and women.

Research Sample

The sample of this study are 100 subjects who worked at Gojek. Gojek is a start-up company that specializes in transportation modes. After growing rapidly, Gojek has opened other services such as food, shopping, house cleaning and so on to support customer satisfaction and the company's existence. The research sample includes gender differences consisting of 70 males or equivalent to 70%, and female subjects as many as 30 females or equivalent to 30%. Age is also a criteria in the selection of samples, namely from the range of 20 to 50 years old. Another characteristic is the subject who is married and lives around Yogyakarta.

Data analysis method

The first method is to test the validity and reliability of the scale. The validity was obtained from the professional judgment of two people as supervisors. After getting an accurate assessment, the researcher continued by giving a scale to the trial sample. They were given 42 items as a trial scale on a life satisfaction scale and a gratitude scale. While the scale of social support amounted to 48 items. The distribution of the trial scale is in the form of a google form. Google form is a media that is used as a tool to collect subject data quickly, easily and efficiently, then it distributed to various social media such as WhatsApp, Instagram, Facebook and so on. The total trial scale is 132 items separately. The google form link is bit.ly/yukbantuinwisuda.

After that, it was analyzed using SPSS 16, to test its reliability. In the reliability test, the internal consistency and discrepancy values of the items have been found. The item discrepancy triggers the emerge of the highest correlation value on life satisfaction scale in amount of 0.705 and the lowest is 0.448. The gratitude scale is in the range of 0.565 – 0.770. Finally, the social support scale is in the range of 0.463 – 0.852. Looking for descriptive data is also important in this study. This descriptive data contains the mean value, standard deviation, minimum and maximum value. After that, the descriptive data was associated with the subject's score. Then the categories of high, medium and low was found. The next test is the assumption test. This test needs to do because the purpose is as a provision that must be fulfilled before testing the hypothesis so that the decision taken are valid and reliable. The test consists of normality test, linearity and multicollinearity test. When everything has been fulfilled, then it solved to hypothesis testing. The analysis used to test the hypothesis is multiple linear regression analysis or two predictors.

RESULTS AND DISCUSSION

One of the transportations that is widely used by the community to carry out various activities is online motorcycle taxis, compared to other transportation such as taxis and Uber. Online motorcycle taxi is the main choice for the community because using two-wheeled vehicle or motorbike is considered more effective and efficient in picking up and delivering passenger to their destination (Mallo and Nugroho 2021). The efficiency of this mode of transportation also has an impact on increasing the amount of individual income. The more orders, the more money you collect. The mode of transportation is now transforming into a digital mode, thus encouraging motorcycle taxi drivers to switch to online motorcycle taxis.

In addition, this research database tests how much are the empirical value and the value of the hypothesis. The empirical value is described in table 1 that life satisfaction has a min value of 38, a max value of 84, a mean value of 68.07 and SD value of 8.700. Gratitude has a min value of 58, max value of 84, mean value of 75.43, SD is 6.483. Unlike with the social support, Its the empirical values are 52 min value, 96 max value, 79.05 mean value and 9,73 0 SD value. It was hypothetically found that min value of 21, max value of 84, mean value of 52.5 and SD value of 10.5 are the life satisfaction scale. Then, gratitude has the 21 min value, 84 max value, 52,5 mean value and 10,5 SD value. One more thing that social support has a min value of 24, a max value of 96, a mean value of 60 and an SD value of 12. At intervals, the life satisfaction scale are $\geq 76,77$ for the high category X, $59,37 \leq X < 76,77$ for the medium category, and low category $X < 59,37$. So, it is found that the number of subjects for the high category was 19 people (19%), the medium category was 68 people (68%) and the low category was 13 people (13%). Furthermore, the high frequency gratitude scale was 19%, medium ws 65%, and low was 16%. Then, social support has a subject with a high category of 26 people (26%), medium was 64%, and low was 10%. Overall, the medium category represents the result of this study. In life satisfaction, the dominant category is moderate with the characteristics of 68 subjects. Furthermore, the moderate category of gratitude is also dominant, namely 65 people and at last social support, as well as other variables was dominated by the medium category. That was 64 people. From table 1 it can be concluded that the highest life satisfaction variable is 68%. Then, followed by 65% gratitude and finally 64% of social support. But on the other side, the social support scale for the high category is higher than the other scales, namely 26 people (26%). It indicates that the social support of drivers who live in Yogyakarta is more diverse and the frequency is quite high. The community helps each other or in other words, many customers, family, friends, partners give enough attention to individual so that individual feel good and they feel the positive impact of the social environment.

Table 1. Variable of Descriptive Data

Variable	Empirical Score				Interval			Frequency		
	Min	Max	Mean	SD	High	Medium	Low	High	Medium	Low
Life Satisfaction	38	84	68,07	8,700	$X \geq 76,77$	$59,37 \leq X < 76,77$	$X < 59,37$	19 %	68%	13%
Gratitude	58	84	75,43	6,483	$X \geq 81,91$	$68,95 \leq X < 81,91$	$X < 68,95$	19%	65%	16%
Social Support	52	96	79,05	9,730	$X \geq 88,78$	$69,32 \leq X < 88,78$	$X < 69,32$	26%	64%	10%

Descriptive data has been found, then the next step is to test the research assumption. Starting from normality, linearity and multicollinearity tests. It can be seen in table 2 that life satisfaction has a KS-Z score of 0.711 and a significant value of 0.694. It proves that because the p value >

0.05 or $0.694 > 0.05$, the data is considered to be normally distributed. Then, gratitude has a KS-Z score of 1.1411 with a significant value of $0.148 > 0.05$. This figure explains that the data is normally distributed. Then, social support has a KS-Z score of 1.330. The significant value is $0.058 > 0.05$ so it is also considered as normally distributed. The keyword is that all data are normally distributed, both life satisfaction scale, gratitude scale and social support scale. Furthermore, in table 3 represent the linearity and multicollinearity tests.

Table 2. Normality Test

Variable	Skor KS-Z	Significant	Description
Life Satisfaction	0,711	0,694	Normal
Gratitude	1,141	0,148	Normal
Social Supports	1,330	0,058	Normal

Table 3 shows that the life satisfaction and gratitude model has an F value of 99.905. The level of significance is 0.000. Then, the tolerance value is 0.513 and the VIF value is 1.950. This figure describes that the model is linear and there is no multicollinearity. Then, the model of life satisfaction and social support has F value of 60,955 and a significant level of 0.000. It followed by a tolerance value of 0.513 and a VIF value of 1.950. It means that the model is linear and there is no multicollinearity.

Table 3. Linearity Test and Multicollinearity Test

Variable	Linearity		Tolerance	VIF Value	Description
	F	Level of significance			
Life Satisfaction and Gratitude	99,905	0,000	0,513	1,950	Linier and no multicollinearity
Life Satisfaction and Social Support	60,955	0,000	0,513	1,950	Linier and no multicollinearity

Statistically, all assumption tests have been fulfilled and it indicates that hypothesis testing can be carried out. The truth is that the assumption test is fulfilled and then test of the hypothesis. And this study has proved it by prioritizing the assumption test and continued with hypothesis testing. The hypothesis test is described in table 4. In the table 4, there is an H1 model which explains that there is a very significant relationship of gratitude and social support to life satisfaction for online drivers. The result states that the F Change value is 54.084 and the significance is $0.000 < 0.05$. This figure proves that the major hypothesis has been accepted. In other words, there is a very significant relationship of gratitude and social support to life satisfaction of online drivers. The table below also includes H2 and H3. H2 explains that there is a very significant relationship between gratitude and life satisfaction for online drivers. The beta value is 0.493, the t value is 5.055 and the significance is $0.000 < 0.05$. This value proves that the second hypothesis has been accepted. In other words, there is a very significant relationship between gratitude and life satisfaction for online drivers. Furthermore, H3 explains that there is a significant relationship between social support and life satisfaction for online drivers. This third hypothesis produces a beta value of 0.291, a T value of 2.980, and a significant value of 0.004. The significance value is $0.004 < 0.05$, so it can be concluded that the third hypothesis is also accepted. In other words, social support effects and plays a positive role in life satisfaction. Each variable also gives contribution. Table 4 explains that the effective contribution of gratitude and social support to life satisfaction is 52.79%. Then, partially gratitude for life satisfaction is 34.31%. Social support partially reviewed in life satisfaction also contributed 18.48%. Overall, it

can be concluded that the effective contribution of the two predictors or in other words, gratitude and social support are 52.79%. The remaining of 47.21% are other factors that affect the life satisfaction of online drivers. These factors were not examined in this study and become evaluation material for further research.

Tabel 4. Hypothesis Test

Model	F Change	Significance	Beta	T	Significance	Effective contribution	Description
H ₁	54,084	0,000				52,79%	Accepted
H ₂			0,493	5,055	0,000	34,31%	Accepted
H ₃			0,291	2,980	0,004	18,48%	Accepted

Life satisfaction is very important for individual because it can support their productivity. The productivity includes an increase in the number of customer, harmonious relationship with spouse or family, increased income and so on. There is a role of gratitude in it. Moderate life satisfaction does not mean that life satisfaction does not exist. Precisely driver satisfaction gives them comfort. In accordance with the research of (Pratama, Prasantiwi, and Sartika 2015) life satisfaction was born. The results of the study convince this study that there is a significant relationship between gratitude and life satisfaction on online drivers. It means that high gratitude indicates a high life satisfaction. Diponegoro (2010) revealed that someone who has satisfaction in life is characterized by high energy, a sense of comfort, full of concentration and it is obtained because of gratitude or voluntarily in accepting something. Gratitude is a sign of individual thankfulness for God's favors or gifts.

Based on the finding of Gandelman and Piani (2013) one of the factor that affect life satisfaction for workers is work. When the individual likes his job then he continues to do it with pleasure. A conducive situation and a happy feeling make the drivers feel satisfied. Another life satisfaction domain proposed by Robustelli and Whisman (2018) is social relations. Apparently, gratitude is able to predict individual life satisfaction in developing social relationship. They are positively correlated. This study also confirms the finding of Robustelli and Whisman (2018) that individual who has higher gratitude has better relationship satisfaction and rarely to experience physical pain such as headache, stomachache, nausea than individual who has lower gratitude. After being calculated, the area of life satisfaction relates to six things including health, work, finance, relationship with children, relationship with partner and whole life (Robustelli and Whisman 2018). Work as a driver is an individual gratitude. The achievement that the drivers got today or now are things they are very grateful for, especially in a pandemic situation like this. This achievement is unseen whether the large or small income earned. Individual does not make this as an absolute benchmark. According to the individual, the money that currently receives is enough to help in life. Individual works very hard to meet personal or family needs.

If it is put in the upper middle class, work as an online driver is a hobby or just spending free time. They try to not as hard as people who belong to the lower middle class because their goal is not just to earn money. However, it is more on individual motivation. It could be that the motivation for being a driver is experimenting, proving independence, a hobby of traveling, love to work on field, helping and so on. These various motivations are subjective so they cannot be generalized depending on each individual. People who work as online drivers are required to have enough energy to regulate their physical ability to drive. People who work as motorcycle taxi drivers and have such behavior can be said to have found satisfaction in their lives and can accept everything gratefully. When a person has found comfort in his work, it can make it difficult for a person to move or switch to another profession (Soegandhi, Sutanto, and Setiawan 2013). In this case, people who work as motorcycle drivers have received comfort from the life satisfaction they feel, and this is one of the factor why these motorcycle taxi drivers are willing to pursue this profession for a long time. In addition, in the questionnaire distributed, the researcher asked the

reason for choosing a profession as a motorcycle taxi driver with open question. The data obtained in the research of Pratama et al. (2015), namely, as many as 50% (n = 39) of respondents said that the work as a motorcycle taxi driver was considered flexible and could be done at any time, without being bound by a contract and free to determine when to start and finish. Then as many as 26.92% (n = 21) said a job as an ojek driver was suitable for him, the interesting one was 8.97% (n = 7) said that a job as an ojek driver could increase their income. It indicates that the respondents have other job besides being a drivers.

The target of online motorcycle drivers is all ages and groups. Their target is people who need an online motorcycle ride. It means that drivers cannot be separated from human assistance and the surrounding social environment. The phenomenon that occur is when two online motorcycle drivers pass each other, they honk their horns at each other as a form of social support. Or nodding head when you see other online motorcycle drivers. This is a crucial substance that drivers continue to promote. The Individual feel not alone despite of many pressures in living this profession. The individual feel empowered by other drivers. The spirit that continues to be nurtured in the driver certainly has a positive impact that is received by others. The more social support, the more acceptance and sense of social belonging. This statement is strengthened by Han et al. (2021) that material or non-material forms such as spirituality is a real action of social support provided by friends, relatives, or strangers that can increase individual emotional stability. Social support can protect individual from the excessive negative response and generate more positive emotion to increase life satisfaction. The sample of this study collected various drivers from young to old age. There is significant difference in social support between different age groups. The underlying research is the result of Kocalevent et al. (2018) that the older the age, the lower level of social support. Otherwise, the youngest age group is the group dominated by the highest social support. Reviews of life satisfaction with social support were found again in the research of Cao and Zhou (2021). They found that social support affects life satisfaction. Similarly, the result of this study that there is a significant relationship between life satisfaction and social support. The study also indicated that social support from family, friends or other specific sources of support were able to reduce stress while driving. The negative impact of stress can be handled well by social support. Individual becomes less worried and maintain a harmonious relationship with all parties.

This study is not much different from other studies which surely has deficiency. The deficiency of our study are first, the subject used does not have specific criteria, so it is quite general. Starting from the age, gender, and occupation of the subject. This research only takes a small number of drivers in one company. The next research is expected to be able to examine more companies by taking different samples. This research is also a lesson for future researcher not to repeat the mistake that cannot be controlled in this study. Second, this research in the process of research procedure does not put an informed consent on the scale on the google form, and on the research scale there is no assessment of professional judgment score so that it affects the validation of the research scale. The inclusion of informed consent is actually very important to maintain the commitment and seriousness of the research participants. However, for one reason or another, informed consent was neglected and more focused on the items of this study. Finally, the selection of the theory of gratitude is according to the perspective of Islamic psychology which is not followed by the criteria of the subject being Muslim, thus allowing for different things in the use of the scale in research.

CONCLUSION

Based on the result of the study, it can be concluded that gratitude and social support have a very important role in affecting life satisfaction for online drivers. Individual's gratitude will create a sense of gratitude or a form of appreciation for all the things the individual gets, both from other people and Allah SWT. This attitude will help individual bring up positive value in their lives, so that individual will feel happier and satisfied in life. In addition, the social support obtained can make individual feel more loved, valued, and cared for, because they feel they get

support and help from people in their surrounding. As suggestion for further researcher is that it is necessary to refine research procedure, by assessing score on the research scale through professional judgment, and adding criteria for research subject such as age range, education, work time span, ethnicity, religion, so that the research result is not too general. Furthermore, research can be carried out by considering other variable that may affect life satisfaction.

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