
**COMPARATIVE ANALYSIS OF EXTRINSIC AND INTRINSIC MOTIVATION
BETWEEN GOJEK DRIVER AND GRAB DRIVER IN MANADO****ANALISIS KOMPARATIF MOTIVASI EKSTRINSIK DAN INTRINSIK
ANTARA PENGEMUDI GOJEK DAN GRAB DI MANADO**

by

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Abstract: Transportation is one of the main things that plays an important role in everyday's life, many people even cannot be separated by it because it is very useful for supporting people's daily activity. Current fact, proof that ground transportation is about to start to use this strategy which is using the online-based application to innovate and develop their business. The purpose of this research is to find the difference of motivation on online transportation driver. This research used quantitative method. The sample of this research is driver Gojek and Grab. This research used purposive sampling. The result of this research is there is no significant difference on becoming online transportation driver measured by Intrinsic Motivation with a normal and homogeneous data distribution. The mean of Intrinsic Motivation perspective on Gojek and Grab are almost the same, and there is a significant difference on becoming online transportation driver measured by Extrinsic Motivation with a normal and homogeneous data distribution. The mean of Extrinsic Motivation perspective of Grab are better than Gojek. Driver should focus more on their work and always remember why they choose the company that they are working for now than comparing what they get from their company and what other company can give to them, and Gojek should pay more attention to their drivers considering Grab can do better to avoid that their driver will turn to Grab because of that.

Keywords: motivation

Abstrak: Transportasi adalah salah satu hal utama serta peran penting dalam kehidupan sehari-hari, banyak orang tidak dapat dipisahkan karena sangat berguna untuk mendukung kegiatan sehari-hari. Fakta saat ini, bukti bahwa transportasi darat adalah menggunakan strategi aplikasi berbasis online untuk berinovasi dan mengembangkan bisnis di bidang transportasi. Tujuan penelitian ini adalah mencari motivasi menjadi pengemudi transportasi online. Penelitian ini menggunakan metode kuantitatif. Sampel penelitian ini adalah pengemudi Gojek dan Grab. Penelitian ini menggunakan purposive sampling. Hasil dari penelitian ini adalah tidak ada perbedaan yang signifikan untuk menjadi pengemudi transportasi online diukur dengan Motivasi Intrinsik dengan distribusi data normal dan homogen. Mean of Intrinsic Motivation perspective pada Gojek dan Grab hampir sama, dan ada perbedaan yang signifikan untuk menjadi sopir transportasi online diukur dengan Motivasi Ekstrinsik dengan distribusi data normal dan homogen. Perspektif Motivasi Ekstrinsik Grab lebih baik daripada Gojek. Pengemudi sebaiknya lebih fokus pada pekerjaan mereka dan selalu ingat mengapa mereka memilih perusahaan tempat mereka bekerja dari pada membandingkan apa yang mereka dapatkan dari perusahaan mereka dan apa yang dapat diberikan perusahaan lain kepada mereka, dan Gojek harus lebih memperhatikan pengemudi mereka mengingat Grab dapat melakukan lebih baik untuk menghindari bahwa driver mereka akan berubah menjadi pengemudi Grab karena itu.

Kata Kunci: motivasi

INTRODUCTION**Research Background**

Transportation is one of the main thing that plays an important role in everyday's life, many people even cannot be separated by it because it is very useful for supporting people's daily activity. People tend to use transportation modes according what they are needed and what they are going to do and also according to how effectively and efficiently the transportation modes supporting their activities.

In recent years, with the progress and development of information technology, transportation service providers inspired to create an application that could help people daily activities. This kind of development had brings a new look for the transportation service provider, many of them start adopt an online-based application which controls all of their services. Current fact, proof that ground transportation is about start to use this strategy which is using the online-based application to innovate and develop their business.

There is a saying 'a company is as good as its employees', which implies that to keep the performance well, the company has to manage the employees well. One of the ways to keep the performance in the optimum level is by maintaining the job satisfaction of the employees itself. Job satisfaction can be defined as positive emotional response happen due to the appreciation from the job or work done. Job satisfaction is a crucial factor that should be looked after since it will impact on the employees' commitment towards the organization. The employees will work harder to achieve the goals of the organization by having strong commitment and loyalty (Armstrong, 2006). On the other hand, the numerous studies have also shown that the unsatisfied employees will lead to increase in the employee turnover rate. Unhappy or dissatisfied employees tend to be less motivated and will not be faithful to a company (Beck, 1983), decrease in company productivity, and high turnover cost as the impact of resignation and recruitment.

An important role of management is to help make work more satisfying and rewarding for employees and to make employees motivation consistent with organizational objectives. Huczynski and Buchanan (2007) argued that motivation is a combination of goals towards which human behavior is directed; the process through which those goals are pursued and achieved and the social factors involved. This study involves extrinsic and intrinsic motivational factors as independent variable. Extrinsic motivation is related to tangible rewards such as salary and fringe benefits, security, promotion, contract of service, the work environment and conditions of work. Such tangible rewards are often determined at the organizational level and may be largely outside the control of individual managers. Intrinsic motivation is related to psychological rewards such as opportunity to use one ability, a sense of challenge and achievement, receiving appreciation, positive recognition, and being treated in a caring and considerate manner. The psychological rewards are those that can usually be determined by the actions and behavior of individual managers.

In the urban city like Manado, public transportation still becomes the favorite modes that are chosen by the people to help their daily activities. One of the public transportation that still exist and most chosen in Manado is the motorcycle taxi. This kind of public transportation operated without an official company or legal organization that handles, they are often grouped to make a basis station motorcycles or something like that. Motorcycle taxis usually is just based around the area or territory where we live and can be found in various street corners or crowded places like downtown or even some shopping center.

Along with the development of nowadays technology, there are applications which introduce a motorcycle taxi booking service using technology and adopt the standards of service. Companies strive to create a public transportation that integrated into internet network and based on online application aims to enable the users to access and reach from everywhere along there is an internet connection and the application. Besides providing an easy to use concept, the companies also pay attention to the service quality of their business in order to satisfy the users or the customers. Because of the demand by people, there are companies that provide an on-demand mobile platform transportation service such as GO-JEK and Grab. These two transportation services are helping solving the customer demand of transportation, right now in Manado itself these two companies have so many employees (driver).

Gojek have 220 thousand drivers, while Grab had more driver with 250 thousand drivers all around Indonesia. Lately, online transportation driver had more concern about their future in becoming online driver, since they start to feel aggrieved by the company they working on. So this study being made to see motivation by the drivers for becoming online driver at first place, and use it for company purpose. By knowing what motivation are and the effects of it toward online driver transportation, company can differentiate the drivers and find out which motivation that implies the most on online transportation driver.

Research Objectives

Based on the research problems, the objective of this research are to find out if there is difference of Extrinsic Motivation between Gojek Driver and Grab Driver in Manado and to find out if there is difference of Intrinsic Motivation between Gojek Driver and Grab Driver in Manado.

THEORETICAL FRAMEWORK**Human Resource Management**

Human Resource is to develop an effective HR function for development and maintenance of human functions. Every organization is made up of people and thus acquiring their services, developing skills, motivating them to high levels of performance and ensuring that they continued to maintain their commitment to the organization for achieving organizational goals.

Burma, (2014) Human Resource or HR is a strategic approach to managing employment relations which emphasizes that leveraging people's capabilities is critical to achieving competitive advantage, this being achieved through a distinctive set of integrated employment policies, programmes and practices. Also, according to Burma(2014) Human Resource is one very important factor in a company in addition to other factors such as capital. Therefore, HR must be properly managed to improve the effectiveness and efficiency of the organization.

Lapina, Maurane, Starineca(2014) examine Human Resource is the design of the formal systems within an organization to ensure the use of human talent effectively and efficiently in order to achieve organizational goals. Human Resource is the integrated capabilities of the intellect and physical power of the individual. Performers and nature conducted by heredity and environment, while his performance was motivated by a desire to meet his satisfaction. Huselid(2011) contended that human resources are frequently "underutilized" because employees often perform below their maximum potential and that organizational efforts to elicit discretionary effort from employees are likely to provide returns in excess of any relevant costs. Bailey argued that HRM practices can affect such discretionary effort through their influence over employee skills and motivation and through organizational structures that provide employees with the ability to control how their roles are performed.

Motivation

Motivation is the set of processes that arouse direct and maintain human behavior towards attaining some goals. Employee must understand about their motivation and understanding the essential to improving their productivity. An employee with highly affiliated motivation is interested in or considers the feeling and opinions of his/her colleagues or subordinates and will strive for acceptance and agreement from subordinates or colleagues. So motivation can be attributing or to reflect personal desire which motivation on personal's attitude emotion and behavior in social physiology. Motivation consists of interacting and interdependent elements, i.e., needs, drives and incentives and managers and management have believed that organizational goals are unattainable without the enduring commitment of members of organizations.

Without motivating their employees organizations cannot run and cannot achieve their goals. All organizations encounter the matter of motivation whether they are in the public or private sector. Broussard and Garrison (2004) have broadly defined motivation as the attribute that moves us to do or not to do something. Therefore Motivation is one of important thing in human life, because with motivation people can push the limit of their mind and reach something they need and want.

Extrinsic Motivation

Extrinsic motivation is related to tangible rewards such as salary and fringe benefits, security, promotion, contract of service, the work environment and conditions of work. Such tangible rewards are often determined at the organizational level and may be largely outside the control of individual managers. In his book *Management and Organizational Behavior*, distinguished between two kinds of rewards. According to Stipek (1996), early approaches to the study of motivation were rooted in the literature on extrinsic reinforcement. Within this literature, all behavior, including achievement, was believed to be governed by reinforcement contingencies. Therefore extrinsic motivation is a part of motivation to boost the employee performance. Which is salary, bonus, incentive, promotion, encouragement.

Although intrinsic motivation is clearly an important type of motivation, most of the activities people do are not, strictly speaking, intrinsically motivated. This is especially the case after early childhood, as the freedom to be intrinsically motivated becomes increasingly curtailed by social demands and roles that require individuals to assume responsibility for nonintrinsically interesting tasks. In schools, for example, it appears that intrinsic motivation becomes weaker with each advancing grade.

Extrinsic motivation is a construct that pertains whenever an activity is done in order to attain some separable outcome. Extrinsic motivation thus contrasts with intrinsic motivation, which refers to doing an activity simply for the enjoyment of the activity itself, rather than its instrumental value. However, unlike some perspectives that view extrinsically motivated behavior as invariably nonautonomous, SDT proposes that extrinsic motivation can vary greatly in the degree to which it is autonomous. For example, a student who does his homework only because he fears parental sanctions for not doing it is extrinsically motivated because he is doing the work in order to attain the separable outcome of avoiding sanctions. Similarly, a student who does the work because she personally believes it is valuable for her chosen career is also extrinsically motivated because she too is doing it for its instrumental value rather than because she finds it interesting. Both examples involve instrumentalities, yet the latter case entails personal endorsement and a feeling of choice, whereas the former involves mere compliance with an external control. Both represent intentional behavior, but the two types of extrinsic motivation vary in their relative autonomy.

Given that many of the educational activities prescribed in schools are not designed to be intrinsically interesting, a central question concerns how to motivate students to value and self-regulate such activities, and without external pressure, to carry them out on their own. This problem is described within SDT in terms of fostering the internalization and integration of values and behavioral regulations (Deci and Ryan, 1985). Internalization is the process of taking in a value or regulation, and integration is the process by which individuals more fully transform the regulation into their own so that it will emanate from their sense of self. Thought of as a continuum, the concept of internalization describes how one's motivation for behavior can range from a motivation or unwillingness, to passive compliance, to active personal commitment. With increasing internalization (and its associated sense of personal commitment) come greater persistence, more positive self-perceptions, and better quality of engagement. Within SDT a second subtheory, referred to as Organismic Integration Theory (OIT), was introduced to detail the different forms of extrinsic motivation and the contextual factors that either promote or hinder internalization and integration of the regulation for these behaviors (Deci and Ryan, 1985).

Intrinsic Motivation

Intrinsic Motivation is one part of Motivation that will be used in this research. Intrinsic motivation is related to psychological rewards such as opportunity to use one's ability, a sense of challenge and achievement, receiving appreciation, positive recognition, and being treated in a caring and considerate manner. The psychological rewards are those that can usually be determined by the actions and behavior of individual managers. As Deci and Ryan (1985) observe, intrinsic motivation energizes and sustains activities through the spontaneous satisfactions inherent in effective volitional action. Therefore intrinsic motivation is a part of strategy to boost the employee performance. Which is responsibility, recognition, job enrichment, job satisfaction and achievement.

Intrinsic motivation is defined as the doing of an activity for its inherent satisfactions rather than for some separable consequence. When intrinsically motivated a person is moved to act for the fun or challenge entailed rather than because of external prods, pressures, or rewards. The phenomenon of intrinsic motivation was first acknowledged within experimental studies of animal behavior, where it was discovered that many organisms engage in exploratory, playful, and curiosity-driven behaviors even in the absence of reinforcement or reward. These spontaneous behaviors, although clearly bestowing adaptive benefits on the organism, appear not to be done for any such instrumental reason, but rather for the positive experiences associated with exercising and extending one's capacities. In humans, intrinsic motivation is not the only form of motivation, or even of volitional activity, but it is a pervasive and important one. From birth onward, humans, in their healthiest states, are active, inquisitive, curious, and playful creatures, displaying a ubiquitous readiness to learn and explore, and they do not require extraneous incentives to do so. This natural motivational tendency is a critical element in cognitive, social, and physical development because it is through acting on one's inherent interests that one grows in knowledge and skills. The inclinations to take interest in novelty, to actively assimilate, and to creatively apply our skills is not limited to childhood, but is a significant feature of human nature that affects performance, persistence, and well-being across life's epochs. Although, in one sense, intrinsic motivation exists

within individuals, in another sense intrinsic motivation exists in the relation between individuals and activities. People are intrinsically motivated for some activities and not others, and not everyone is intrinsically motivated for any particular task. Because intrinsic motivation exists in the nexus between a person and a task, some authors have defined intrinsic motivation in terms of the task being interesting while others have defined it in terms of the satisfactions a person gains from intrinsically motivated task engagement. In part, these different definitions derive from the fact that the concept of intrinsic motivation was proposed as a critical reaction to the two behavioral theories that were dominant in empirical psychology from the 1940s to the 1960s.

Previous Research

Yoo (2012) A case from South Korea: The roles of intrinsic motivators and extrinsic motivators in promoting e-learning in the workplace. Acceptance of e-learning by employees is critical to the successful implementation of e-learning in the workplace. To explain why employees might accept the e-learning technology, motivational factors must be considered. Although the Unified Theory of Acceptance and Use of Technology (UTAUT) has identified many variables to understand employees' motivation to use e-learning, current literature cannot conclude the roles of extrinsic and intrinsic motivators in the technology adoption process. Consequently, organizations often overestimate the effects of extrinsic motivators in promoting e-learning while ignoring employees' intrinsic motivation. To examine the effect difference between the two motivational factors, this study surveyed 261 employees in a food service company in South Korea with the UTAUT instrument. Upon analyzing 226 valid cases with LISREL, the findings revealed that intrinsic motivators (effort expectancy, attitudes, and anxiety) affected employees' intention to use e-learning in the workplace more strongly than did the extrinsic motivators (performance expectancy, social influence, and facilitating conditions). Furthermore, the effects of intrinsic motivators mediated the effect of extrinsic motivators. Implications of this study are important for both researchers and practitioners.

Teo (2015) Intrinsic and Extrinsic Motivation Among Adolescent Ten-Pin Bowlers in Kuala Lumpur. Motivation has long been associated with sports engagement. However, to date no research has been performed to understand the domain of motivation among ten-pin bowlers. The purpose of this study was to investigate different types of motivation (i.e., intrinsic vs. extrinsic) based on self-determination theory from the perspective of gender and the bowler type (competitive vs. casual). Results showed significant differences ($t=10.43$, $df=239$, $p=0.01$) between total scores of intrinsic and extrinsic motivation among ten-pin bowlers. There were significant gender differences with respect to intrinsic motivation to know, intrinsic motivation to accomplish, intrinsic motivation to experience stimulation, and extrinsic motivation to identify regulation. However, no significant bowler type differences were found for either the intrinsic ($t=-1.15$, $df=238$, $p=0.25$) or extrinsic ($t=-0.51$, $df=238$, $p=0.61$) motivation dimensions. In conclusion, our study demonstrated substantial intrinsic motivation for gender effects, but no bowler type effects among

Conceptual Framework

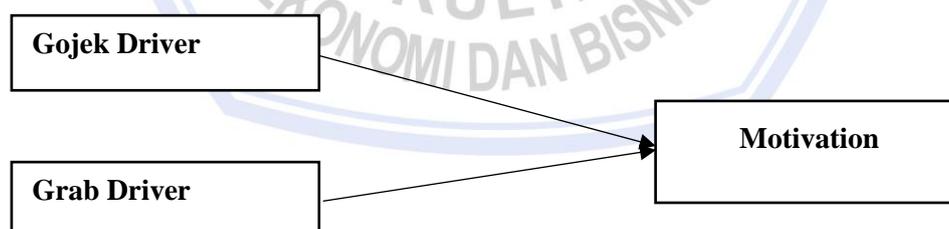


Figure 1. Conceptual Framework

Source: Theoretical Review, 2018

RESEARCH METHOD**Type of Research**

This research will use causal type of research with Quantitative method. As an analysis tool this research will use multiple linear regression method. The factorial design focuses on two or more categories with the independent variables as compared to the dependent variable

Population and Sample

The population in this research is all theonline transportation driver in Manado.Sample size of this research are 50 Gojek Driver and 50 Grab Driver.

Data Collection Method

Primary data is the data obtained directly from the original source, specifically the primary data collected by researchers to answer the research questions. The primary data of this study gets from the results of questionnaires. The questionnaires are distributed to respondents so they can respond directly on the questionnaires. There were two sections in the questionnaires that should be filled in by respondents. The first section asked about respondents' identities and the second section asked about things that related with the variables.

Operational Definition of Research Variable

The definition of research variables are:

1. Intrinsic Motivationrelated to psychological rewards such ebaas opportunity to use one's ability, a senseof challenge and achievement, receiving appreciation, positive recognition, and being treated in a caring and considerate manner
2. Extrinsic Motivationrelated to tangible rewards such as salary and fringe benefits, security,promotion contract of service, the work environment and conditions of work.

Data Analysis Method

Descriptive analysis was employed to describe characteristics of respondents based on factors of age, education and work duration. Validity test was conducted to analyse of whether all questions used for variables in the questionnaire were valid or not, based on correlation between each question to the total questions. Pearson Product Moment was used for this test. A question was categorized as valid question if the value of Pearson correlation was positive and the significance value below 0.05 to the total questions of variables. Reliability test was established by testing for both consistency and stability of the answers of questions. Cronbach's Alpha is a reliability coefficient that indicates how well the items in a set are positively correlated to one another (Sekaranand Bougie, 2009). A variable is categorized as reliable valuable if value of Cronbach's Alpha is above 0.60.

Independent Sample T-Test

Taking from previous research, it explain that independent samples t-test is used to compare two groups whose means arenot dependent on one another.

Independent sample t-test evaluates the difference between the means of two independent or unrelated groups. This evaluate whether the means for two independent groups are significantly different from each other. The independent sample t-test is commonly referred to as a between-groups design, and can also be used to analyze a control and experimental group.

A t-test is any statistical hypothesis test in which the test statistic follows a student's t distribution, if the null hypothesis is supported. It is most commonly applied when the test statistic would follow a normal distribution if the value of a scaling term in the test statistic were known. When the scaling term is unknown and is replaced by an estimated based on the data, the test statistic follows a Student's t distribution

RESULT AND DISCUSSION

Result

The data used of this research is collected by distributing questionnaires to the target. The following is description about the characteristic of the respondents consists of characteristic based on gender, education, job duration..

Characteristic of Respondents

Based on gender shows the largest number of sampled respondents 93% comes from male. Based on education shows the largest number of sampled respondents 62% comes from SMA/Sederajat. Based on job duration shows the largest number of sampled respondents 51% comes from 6 months-1 year.

Table 1. Validity Test

		Extrinsic Motivation	Intrinsic Motivation
Extrinsic Motivation	Pearson Correlation	1	-.110
	Sig. (2-tailed)		.277
	N	60	60
Intrinsic Motivation	Pearson Correlation	-.110	1
	Sig. (2-tailed)	.277	
	N	60	60

Source: SPSS Output, 2018

Table 1 Shows that the correlation index is higher than 0.3 and below the significance level of 5%. Therefore the data is considered valid.

Reliability Test

Table 2. Reliability Test Result

Cronbach's Alpha	N of Items
.834	2

Source: SPSS Output, 2018

Table 2 Shows that Alpha Cronbach is 0.833 which is above the acceptance limit of 0.6; therefore the research instrument is reliable.

Independent Sample T-Test

The table of Intrinsic Motivation interpretation: Normality test results shows that both groups of subjects in the study had a normal distribution. Homogeneity test results of t -bigger than 0.05 shows that the variance between the study samples was homogeneous. Because the Intrinsic Motivation is homogeneous need to see the interpretation of equal variances assumed. Based on the table above the average perception of Intrinsic Motivation of gojek at 4.01 and perception of Intrinsic Motivation of grab at 4.27. It shows that there are slight differences in the average perception. In the table above can be seen that the value $t=1.867$ with a significance of $p=0.065$ ($p>0.05$) indicates that H_0 is accepted which means there is no significant difference in Intrinsic Motivation between gojek driver and grab driver.

The table of Extrinsic Motivation interpretation: Normality test results shows that both groups of subjects in the study had a normal distribution. Homogeneity test results of t -smaller than 0.05 shows that the variance between the study samples was not homogeneous. Because the Extrinsic Motivation is not homogeneous we need to see the interpretation of equal variances not assumed. Based on the table above the average perception of Extrinsic Motivation of Gojek at 3.88 and perception of Extrinsic Motivation of Grab at 4.20. It shows that there are differences in the average perception of a significant, means more positive perception of Extrinsic Motivation on Grab than Gojek. In the table above can be seen that the value $t=-1.991$ with a significance of $p=0.049$ ($p<0.05$) indicates that H_0 is rejected which means there is significant difference based on Extrinsic Motivation between gojek driver and grab driver.

Discussion

With internet involvement in everyday life keeps increasing, it also involves the way of people doing activities nowadays. Online transportation are really helpful to use these days because it make people can go anywhere when they are not using their own private transportation. The objectives of this research is to find out if there is significant difference in Motivation based on Intrinsic Motivation and Extrinsic Motivation between Gojek and Grab drivers.. After the data is analyzed, the researcher find out that there is no significant difference in motivation based on Intrinsic Motivation between gojek and grab driver but there is significant difference in motivation based on Extrinsic Motivation between gojek and grab driver.

Comparing mean of gojek and grab show there are no significant difference between the groups. Gojek and Grab drivers are answering the perception of Intrinsic Motivation based on their experience of becoming online transportation driver. Seems in the indicator of Intrinsic Motivation mean is almost the same in gojek and grab, shows that there is no difference perception of Intrinsic Motivation of becoming online transportation driver. This compare means does not have proven by significant different between gojek and grab, means both of these groups are not significantly different. Therefore, there is no significant difference in becoming online transportation driver between gojek and grabdriver measured by Intrinsic Motivation.

The result found there is significant difference in perception about Motivation measured by Extrinsic Motivation. Mean comparison of gojek and grab showing there is significant difference between the group. Gojek and Grab are answering the perception of Extrinsic Motivation based on their experience of becoming online transportation driver. Seems in the indicator of Extrinsic Motivation mean is bigger on Grab than Gojek, shows that there is difference perception of Extrinsic Motivation of becoming online transportation driver. This compare means does have proven by significant different between gojek and grab, means both of these groups are significantly different. Therefore, there is significant difference in purchase decision between gojek and grab measured by Extrinsic Motivation. Extrinsic motivation is related to tangible rewards such as salary and fringe benefits, security, promotion, contract of service, the work environment and conditions of work.

For becoming an online transportation driver, there are no difference based on Intrinsic Motivation between Gojek and Grab driver, both samples gives above standard response about it. The psychological rewards are those that can usually be determined by the actions and behavior of individual managers, by that we can see that the driver of Grab and Gojek does not take intrinsic motivation and the rewards that they feel from becoming online transportation driver , considering the main thing for them when becoming online transportation drivers is the incomes that they will get, does not matter what companies that they join to, Gojek company or Grab Company, since both of them treat well their drivers.

As the theory said, intrinsic motivation comes from inside the driver itself, by the result said that it gives no difference on Gojek neither or Grab, means that whatever the company gave them, it would not effects their intrinsic motivation. Compared to the previous research result by Sun JooYooSeung-hyun Han, Wenhao Huang that tell us intrinsic motivation have bigger impact on e-learning than the extrinsic motivation, it is because the people who use the e-learning itself.

Based on the supporting theory explained in chapter 2, these two companies gives the best of what they can give to their online transportation driver. By the terms of salary up until their bonus to the driver, it drives the driver for staying as their job as online transportation driver. In chapter 2, theory said intrinsic motivation exists within individuals, in another sense intrinsic motivation exists in the relation between individuals and activities.

Grab have bigger perception of Extrinsic Motivation than Gojek it is because by comparing Grab companies and Gojek companies treatment to their driver, Grab giving more compliment and know better way to treat their driver than Gojek. Grab often to call their drivers to participate in so many events that being held by Grab company. That is why relation between company and their driver is better than Gojek Company.

On the previous research, the effect difference between the two motivational factors, the findings revealed that intrinsic motivators (effort expectancy, attitudes, and anxiety) affected employees' intention in the workplace more strongly than did the extrinsic motivators (performance expectancy, social influence, and facilitating conditions). Furthermore, the effects of intrinsic motivators mediated the effect of extrinsic motivators. It differentiates with the result of current research which are extrinsic motivation have bigger impact. Compared to this research, it also gives us different result because on this results it tells us that extrinsic motivation that gives us more effect than intrinsic motivation.

This study proposes the following implications for online transportation driver on Gojek and Grab that initiating knowledge sharing practices or desiring to encourage knowledge sharing within their organizations. First, do not emphasize organizational rewards (such as salary incentives, bonuses, promotion incentives, or job security) as a primary knowledge sharing mechanism, because extrinsic rewards secure only temporary compliance. This means that organizational rewards may provide temporary incentives for knowledge sharing, but are not a fundamental force forming employee knowledge sharing behaviors. Second, effective and valuable knowledge sharing requires active employee participation. Efforts to foster the targeted reciprocal relationships and interpersonal interactions of employees are necessary for creating and maintaining a positive knowledge sharing culture in organizations. Particularly, human resource department can improve perceptions of reciprocal benefits among knowledge workers, which are important in knowledge sharing intentions. Third, this study provides evidence that knowledge self-efficacy is an important antecedent to employee knowledge sharing attitudes and intentions. This finding suggests that managers should pay more attention to providing useful feedback to improve employee knowledge self-efficacy. Previous work on role breadth self-efficacy has identified several methods of enhancing the knowledge self-efficacy of employees. A highly self-efficacious staff can be established by recruiting and selecting drivers who are proactive, and who have high cognitive aptitude and self-esteem and are intrinsically motivated. Additionally, managers can enhance the perceptions of knowledge self-efficacy among valued knowledge workers by indicating to them that their knowledge sharing makes a significant contribution to the organization. Finally, since enjoyment in helping others significantly influences employee knowledge sharing attitudes and intentions, managers need to increase the level of enjoyment that employees experience as they help one another through knowledge sharing. Managers interested in developing and sustaining knowledge sharing should focus on enhancing the positive mood state of employees regarding social exchange (i.e. enjoyment in helping others), which precedes knowledge sharing behaviors.

CONCLUSION AND RECOMMENDATION

Conclusion

After examining the findings and discussing the result, the conclusions based on this research can be formulated as follows:

1. There is no significant difference on becoming online transportation driver measured by Intrinsic Motivation with a normal and homogeneous data distribution. The mean of Intrinsic Motivation perspective on Gojek and Grab are almost the same.
2. There is a significant difference on becoming online transportation driver measured by Extrinsic Motivation with a normal and homogeneous data distribution. The mean of Extrinsic Motivation perspective of Grab are better than Gojek.

Recommendation

Based on the analysis and conclusions from overall result in this research regarding effect of research variables. The researcher makes the following recommendations for the companies:

1. Driver should focusing more on their work and always remember why they choose the company that they are working for now than comparing what they get from their company and what other company can give to them.
2. Gojek should pay more attention to their drivers considering Grab can do better to avoids that their driver will turn to Grab because of that.

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