

## ROLE OF SPIRITUALITY IN PREDICTING THE GIG WORK SUCCESS

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**Abstract: Role of Spirituality in Predicting the Gig Work Success.** This study aims to examine the psychosocial predictors, namely government support, proactive personality, motivation, and spirituality, for the career satisfaction of gig workers in a new era of working. 323 gig workers across different sectors in Indonesia participated in this study. This study is important because it helps us understand what factors contribute to the career satisfaction of gig workers in today's changing work environment. As more people choose flexible, short-term jobs, it is crucial to know how government support, proactive personality, motivation, and spirituality affect their job satisfaction. The results can help improve policies and support systems to ensure gig workers feel more fulfilled and supported in their careers. PLS-Structural Analysis Model (SEM) was performed to examine the hypothesis. A proactive personality has the highest path score in predicting gig work career satisfaction. Government Support does not influence the satisfaction of gig work in Indonesia. This research stands out for its comprehensive examination of factors not previously studied within the Indonesian gig work environment, especially for spirituality. Additionally, the use of SEM analysis methods underscores an exhaustive approach to investigate relationships between the variables studied. The result that government support doesn't significantly impact career satisfaction offers fresh perspectives on the factors influencing gig work success in Indonesia. This study sheds light on psychosocial predictors that could have wider implications for gig workers globally as well as providing insight on the dynamics of gig work.

*Keywords: Career Satisfaction, Gig Work, Spirituality.*

**Abstrak: Peran Spiritualitas dalam Memprediksi Keberhasilan Kerja Gig.** Penelitian ini bertujuan untuk mengkaji prediktor psikososial, yaitu dukungan pemerintah, kepribadian proaktif, motivasi, dan spiritualitas terhadap kepuasan kerja pekerja paruh waktu di era kerja yang baru. Sebanyak 323 pekerja paruh waktu dari berbagai sektor di

Indonesia berpartisipasi dalam penelitian ini. Penelitian ini penting karena membantu memahami faktor-faktor yang mempengaruhi kepuasan kerja pekerja paruh waktu di tengah perubahan lingkungan kerja. Seiring dengan meningkatnya minat pada pekerjaan fleksibel dan jangka pendek, penting untuk mengetahui sejauh mana dukungan pemerintah, kepribadian proaktif, motivasi, dan spiritualitas berperan dalam kepuasan kerja mereka. Hasil penelitian ini diharapkan dapat menjadi dasar bagi kebijakan dan sistem pendukung yang lebih baik untuk meningkatkan kesejahteraan pekerja paruh waktu. Metode Partial Least Squares Structural Equation Modeling (PLS-SEM) digunakan untuk menguji hipotesis. Hasilnya menunjukkan bahwa kepribadian proaktif merupakan prediktor paling kuat terhadap kepuasan karier. Sementara itu, dukungan pemerintah tidak berpengaruh signifikan terhadap kepuasan kerja pekerja paruh waktu di Indonesia. Penelitian ini menjadi unik karena secara komprehensif mengkaji faktor-faktor yang belum banyak diteliti dalam konteks pekerja paruh waktu Indonesia, terutama aspek spiritualitas. Penggunaan metode SEM juga memperkuat pendekatan analisis yang mendalam atas hubungan antar variabel. Temuan ini memberikan perspektif baru terkait faktor-faktor yang mempengaruhi keberhasilan kerja di sektor pekerja paruh waktu dan dapat menjadi acuan bagi pengembangan kebijakan di berbagai negara.

Keywords: Kepuasan Karier, Pekerjaan Sambilan, Spiritualitas.

## INTRODUCTION

Globalization has a significant impact on the social and environmental changes in society. One of the environments affected by globalization is the work environment. According to Pramanik (2020), flexible work arrangements and assignments such as gig work have become popular career choices. This trend is driven by the rapid development of technology, which enhances flexible and remote working experiences (Shevchuk et al., 2019). These findings affirm the shifting nature of work preferences and structures in the digital era, highlighting how

globalization and technology jointly reshape career paths and work environments.

Gig work involves the performance of projects within the framework of specific activities carried out by individual self-employed workers and is usually coordinated via online platforms or applications (Tran & Sokas, 2017). The individuals who perform gig work are called gig workers. In a study conducted by the World Economic Forum Future (2022), 38% of companies around the world hoped to add a new role that increase productivity in their workforce. More than a

quarter expect automation and will use more gig workers.

Hardt and Negri (2010) explain that one impact of advances in digital technology is a shift in labor formation. In the past, Indonesians were primarily interested and required to work in the formal sector, but now there is a growing interest in more flexible job options, such as gig work. According to data from BPS (2022), the percentage of gig workers in Indonesia reaches 26.94% of the total population. Despite the increasing trend of gig work in Indonesia, there is a lack of exploration into the psychosocial factors that might contribute to enhancing career satisfaction and achieving success in gig work careers.

Despite the rapid growth of gig work in Indonesia, existing research remains limited in several key areas. Most studies (e.g., Permana et al., 2023; Hartono et al., 2021) focus primarily on describing gig work demographics or exploring transportation-based gig work, such as online motorcycle taxi drivers. These studies tend to use qualitative or descriptive-correlational approaches and largely overlook other sectors, such as digital freelance, domestic services, and online education. Furthermore, existing research emphasizes surface-level factors such as income and job roles, with

limited investigation into deeper psychosocial predictors that may influence career satisfaction among gig workers.

In contrast, studies in countries like the UK, Brazil, and China (Lu et al., 2023; Chen, 2023; Nunes et al., 2023) have begun exploring various types of gig work using diverse methodologies and broader variables. However, a comprehensive framework that integrates internal (psychological and spiritual) and external (social and environmental) predictors of career satisfaction remains underdeveloped particularly in the Indonesian context. As noted by Hudek et al. (2021), psychological well-being, sense of purpose, social connectedness, and perceived government support are all potentially crucial for sustainable satisfaction and performance in gig work, yet these variables are rarely examined collectively.

Moreover, most Indonesian studies (e.g., Pramanik, 2020; Wulansari, 2021) narrowly focus on motivation or government policy regarding social security, leaving a gap in understanding how broader psychosocial dimensions interact to influence gig workers' satisfaction and success. Without such insights, efforts to optimize the gig economy's role in national development may fall short.

Therefore, this study seeks to fill these gaps by examining a comprehensive set of psychosocial predictors, career satisfaction, motivation, proactive personality, spirituality and perceived government support across multiple types of gig work in Indonesia.

This approach offers a novel contribution by integrating internal and external factors to understand career satisfaction holistically. Additionally, it aims to inform policy by highlighting areas where governmental and institutional interventions could enhance the sustainability and quality of gig work as a career path.

## RESEARCH METHODS

Sample size and participants: the number of gig workers in Indonesia is reported to be 2.33 million people according to BPS (2023). This research involved 323 gig workers across various areas in Indonesia, including Jakarta, Bogor, Depok, Tangerang, and Bekasi. The sample criteria required respondents to be currently employed or engaged as gig workers, spanning across different age groups from Generation X, Generation Y, to Generation Z.

The sampling method used was purposive sampling, which involves selecting samples based on specific criteria (active gig workers from various generations). Data collection

was conducted online using Google Forms, which also allowed for elements of convenience sampling. According to Creswell (2017), purposive sampling is a non-probability sampling technique in which researchers intentionally select participants who possess specific characteristics relevant to the study's objectives.

The number of research samples was determined using G Power analysis, which yielded a total of 319 samples. The calculation was based on a correlation value of  $r = 0.2$ , with an error probability  $\alpha$  set at a significance level of 0.05. The expected statistical power, denoted as Power ( $1 - \beta$  err prob), was set at 0.95. The correlation  $\rho$  H0 represents the null hypothesis, set at 0.

Measures: the research was conducted by Applying Empirical Research. The data was collected by the researcher using a survey which was distributed to the participants. The research design is quantitative. The questionnaire method is used to collect data. The five-point Likert type of scale is used to maintain the uniformity of variable measurements. All variables are measured by a multi-item scale, questionnaire items are used to measure different construction in this study originating from previously determined research.

**Table 1. Reference Measuring Instruments**

Variable	Sources
Government Support	Huđek, I., Tominc, P., & Širec, K. (2021).
Proactive Personality	Kanten, P., & Alparslan, A. M. (2013), Bateman, T. S., & Crant, J. M. (1993).
Motivation	Huđek, I., Tominc, P., & Širec, K. (2021).
Spirituality	Makkar, S., & Singh, A. K. (2019)
Job & Career Satisfaction	Huđek, I., Tominc, P., & Širec, K. (2021).

Partial Least Squares (PLS) structural models are utilized to predict causal relationships, particularly between latent variables or variables that cannot be directly measured. The structural model integrates two analyses, namely factor analysis and path analysis. Path analysis enables the determination of the direct, indirect, and total influences of an independent variable on the dependent variable. The model's structure serves as an analytical technique that facilitates the simultaneous testing of a series of relationships. These relationships are established between one or more independent variables and one or more dependent variables. According to Lee (2007), structural equation models are widely acknowledged as the most significant statistical method for such purposes and can be applied across various fields.

The structural model delineates the causal relationship between latent variables constructed based on theoretical foundations. The testing of the structural model (inner model) is conducted using Bootstrapping and Blindfolding procedures in SMART PLS. Tests on the structural model aim to examine the relationships between latent constructs. Various tests for structural models, such as R Square on endogenous constructs, are conducted (Sekaran & Bougie, 2016).

## RESULTS AND DISCUSSION

### RESULTS

The results of the demographic information finds are shown in table 1. The frequency analysis is carried out to identify the distribution of respondent characteristics based on gender, age category, level of education, income, work, domicile, duration

of one being gig work, and reason of choice being gig work. It is found that the characteristics of the sample in this study mostly are from Generation Z who have undergraduate degrees with income > IDR 2,000,000- IDR 5,000,000. Based on demographic analysis, the majority of gig work in Indonesia choose to work in business and online marketing as well as design and multimedia which mostly domiciled in Jakarta. Most of them work as gig work attached to the organization with tenure less than one year and the reason for working as a gig work is to gain experience.

Demographic Profile of Respondents: the demographic data of 323 respondents based on table 2 shows that the majority are female

(57.5%) and predominantly belong to Gen Z (59.8%), with most holding a bachelor's degree (65%) and earning between Rp 2,000,000-Rp 5,000,000 (48.9%). Common gig work includes business & online marketing, design & multimedia, and website development, with many residing in Jakarta and surrounding areas like Tangerang, Bogor, Depok, and Bekasi. Most have been gig workers for over a year (35%) and work under contracts lasting 3 to 6 months (35%) or more than a year (32.8%). The main reasons for freelancing are flexible working hours (41.8%) and work-life balance (18.9%), and a large majority (77.1%) are affiliated with a freelancer organization or platform.

**Table 2. Demographic Profile of Respondents**

<b>Demographic Information</b>	<b>N</b>	<b>(%)</b>
<i>Gender</i>		
Male	143	42.5
Female	180	57.5
Total	323	100
<i>Age Category</i>		
Gen X	20	4.6
Gen Y	110	34.1
Gen Z	193	59.8
Total	323	100
<i>Level of education</i>		
Senior High School	87	26.9
Bachelor	210	65.0
Diploma	21	6.5
Other	5	1.5
Total	323	100
<i>Income</i>		
0- Rp 1.000.000	25	7.7
> Rp 1.000.000-Rp 2.000.000	81	25.1
>Rp 2.000.000- Rp 5.000.000	158	48.9
>Rp 5.000.000	59	18.3
Total	323	100
<i>Work</i>		
Website & Development	33	10.2
Business & Online Marketing	41	12.7
Mobile App Development	22	6.2
Legal Consultant	19	5.9
Design & Multimedia	41	12.7
Writing	29	9.00
Data Entry	25	7.7
Translation	14	4.3
Video, Audio & Photo	18	5.6
Journalist	12	3.7
Driver Online	15	4.6
Content Creator	21	6.5
Teacher/ Coach	22	6.8
Others	11	3.4

Total	323	100
<i>Domicile</i>		
Jakarta	98	30.3
Bogor	60	18.6
Depok	60	18.6
Tangerang	61	18.9
Bekasi	44	13.6
Total	323	100
<i>Duration of being a gig work</i>		
< 3 months	27	8.4
>3 months- 6 months	107	33.1
>6 months-1 year	76	23.5
>1 years	113	35.0
Total	323	100
<i>Duration of the gig work contract</i>		
< 3 bulan	35	9.1
>3 bulan- 6 bulan	111	35.0
>6 bulan-1 tahun	73	23.0
>1 tahun	104	32.8
Total	323	100
<i>Reasons for freelancing</i>		
Work-Life Balance	61	18.9
Flexible working hours	135	41.8
Income commensurate with work	44	13.6
Haven't found a job/Unemployed	37	11.5
Looking for experience	46	14.2
Total	323	100
<i>Under organization</i>		
Yes	249	77.1
No	74	22.9
Total	323	100

Source: Author's Analysis

## Constructs Validity and Reliability:

**Table 3. Convergent Validity and Reliability of Constructs**

Constructs	Items	Factor Loading	Cronbach's alpha (CA)	Composite reliability (CR)	Average Variance Extracted (AVE)
Government Support	GP1	0.641	0.571	0.655	0.621
	GP2	0.719			
	GP3	0.528			
	GP4	0.811			
	GP5	0.329*			
	GP6	0.647			
	GP7	0.110*			
Job & Career Satisfaction	JCS1	0.597	0.614	0.503	0.820
	JCS2	0.850			
	JCS3	0.521			
	JCS4	0.822			
	JCS5	0.716			
	JCS6	0.681			
Motivation	MT1	0.234*	0.714	0.812	0.731
	MT2	0.768			
	MT3	0.685			
Proactive Personality	PPS1	0.540	0.826	0.716	0.914
	PPS2	0.620			
	PPS3	0.920			
	PPS4	0.500			
	PPS5	0.703			
	PPS6	0.691			
	PPS7	0.752			
	PPS8	0.730			
Spirituality	SP1	0.716			

SP2	0.821	0.630	0.810	0.723
SP3	0.644			
SP4	0.684			

Source: PLS-SEM Analysis

Factor loading measures whether each question indicator item is valid or reliable provided that the loading factor value is  $> 0.5$ . Based on the analysis that has been carried out, there are several indicators of invalid question variables, namely the GP5, GP7, and MT7 indicators, which can be

seen from the loading factor value  $< 0.5$ . Based on table 3, it can be seen that each variable in this research model has been declared reliable and valid. This can be seen from the CA, CR, and AVE values for each variable  $> 0.5$ .

Measures for Discriminant Validity:

**Table 4. Fornell-Larker Criterion, Mean, and Standard Deviation**

	Government Support	Job & Career Satisfaction	Motivation	Proactive Personality	Spirituality
Government Support	0.788				
Job & Career Satisfaction	0.873	0.905			
Motivation	0.823	0.872	0.854		
Proactive Personality	0.954	0.851	0.684	0.970	
Spirituality	0.792	0.779	0.719	0.894	0.850

Source: PLS-SEM Analysis

Based on table 4, the results of the Fornell-larker criterion analysis are used to calculate the discriminant validity value. Based on Hair et al. (2019) it can be included that for all variables it can be

declared fulfilled. This can be seen from the value resulting from the square root of each construct which is higher than the correlation with other constructs

Model Fit:

**Table 5. Model Fit**

	<b>Saturated Model</b>	<b>Estimated Model</b>
SRMR	0.024	<b>0.021</b>
R <sup>2</sup>	0.433	<b>0.456</b>
NFI	0.852	<b>0.863</b>

Source: PLS-SEM Analysis

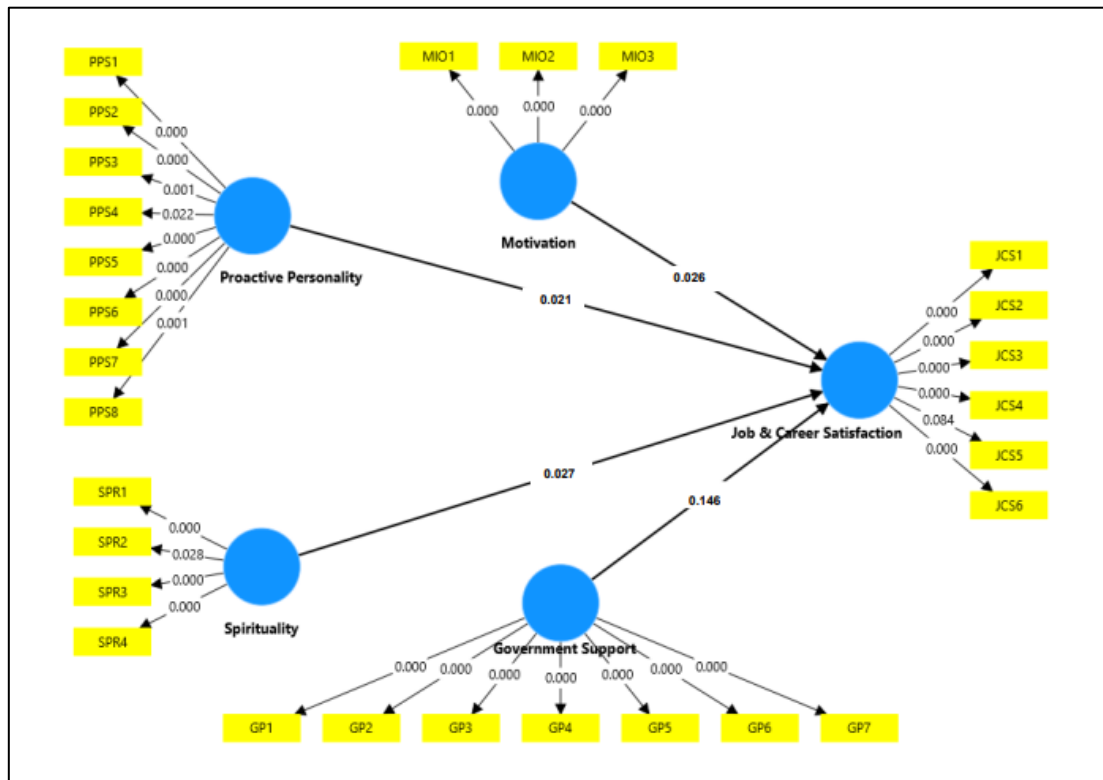
Based on table 5, the output of the PLS-SEM analysis results is attached to find out whether the model used in the study has met the fit criteria or not. It can be concluded that the construct model in this study can be declared to meet the fit model this can be known from the output of the analysis obtained has met the criterion. Henseler et al. (2014) introduced standardized root mean square residual (SRMR) as the overall model fit. According to Hu and Bentler (1999), an SRMR value of less than 0.10 or 0.08 is considered appropriate.

Based on the results of the analysis, the coefficient value which is assessed by

explanatory power R<sup>2</sup> was obtained at 0.456 or equal to 45.6%. These results can be defined as motivation, proactive personality, and spirituality simultaneously influencing the job and career satisfaction variables by 45.6%. Meanwhile, the remaining 54.4% is influenced by other variables outside the model variables which were not examined in this research. NFI (Normed Fit Index) produces a value between 0 and 1. NFI indicates how well the proposed model fits the data, with values closer to 1 indicating a better fit. The higher the NFI value, the better the model fits the data.

## Hypotheses Testing:

Picture 1. Bootstrapping Analysis



Source: PLS-SEM Analysis

Table 6. Results of Hypotheses Testing

Hypotheses	t-value	p-value	Results
Government Support→ Job & Career Satisfaction	1.454*	0.146*	Not Supported
Motivation→ Job & Career Satisfaction	2.221	0.026	Supported
Proactive Personality→ Job & Career Satisfaction	2.635	0.021	Supported
Spirituality→ Job & Career Satisfaction	1.314	0.027	Supported

Source: PLS-SEM Analysis

Based on table 6, it can be seen that the relationship between government with career satisfaction is declared not to have a significant effect can be known from the t-value and p-value, values produced by

1,454 and 0.146. The relationship of motivation with career satisfaction can be concluded to have a significant effect can be known from a t-value of 2,221 and p-value of 0.026. The relationship between

proactive personality with job career satisfaction can be declared to have a significant influence based on t-value and p-value, values of 2,635 and 0.021. The last spiritual relationship with career satisfaction can be concluded to have a significant influence based on t-value and p-value values of 1,314 and 0.027.

### **Discussion**

Based on the results of the analysis conducted in this study, H1 is not supported, as government support does not exhibit a significant relationship with career satisfaction. These findings align with previous studies conducted by Huđek et al. (2021), which showed that government programs focused on opening job opportunities for gig work do not significantly improve career satisfaction among gig workers. However, gig workers are seeking better support from the government, particularly in terms of technology infrastructure. In Indonesia, government support for gig work primarily manifests through regulations governing the rights and obligations of gig workers Wulansari (2021). Thus, there remains a significant gap in governmental support for gig work in Indonesia.

With regard to gig work platforms, the government can provide assistance by supporting platforms that avoid causing technological overload (Bunjak et al., 2021), enhancing engagement through gamification by incorporating game elements into user experiences (Behl et al., 2021), and encouraging formalized governance structures that consider a balanced perspective from customers, gig workers, and platform providers (Chen et al., 2023). Additionally, it is important to learn strategies implemented by other countries to better support and nurture the gig economy. As a recommendation, governments should invest in technological infrastructure, ensure reliable digital connectivity, promote innovation, and establish supportive regulatory frameworks. Moreover, governments can enhance gig workers' capabilities by promoting reskilling and upskilling in both technical and soft competencies to help them thrive in their careers.

H2 is supported, indicating that motivation significantly influences career satisfaction. In this context, factors such as salary and achieving a work-life balance can enhance satisfaction among gig workers. Salary, in particular, is a crucial factor in retaining workers and fostering job satisfaction (Anis

et al., 2011). Rewards provided for exceptional contributions and performance are highly meaningful and anticipated by workers. Research by Seibert et al. (1999) also supports the role of salary as a key motivator influencing career satisfaction. Furthermore, flexible work arrangements improve overall well-being and life balance, aligning with findings from Saxena (2018). Hartono et al. (2021) further found that psychological experiences based on the Existence, Relatedness, and Growth (ERG) motivation theory are more prominent among mobile service gig workers compared to traditional gig workers. These findings highlight the need for flexible work arrangements, clear communication channels, and appropriate technology to maintain connectivity and job satisfaction.

H3 is supported, indicating a significant relationship between proactive personality and career satisfaction. A proactive personality is closely linked to subjective career satisfaction (Li et al. 2010). Proactive behavior refers to an individual's ability to anticipate the future and take initiative to improve personal and organizational outcomes. This behavior reflects independence, forward-thinking, and a desire to positively influence their

environment. Additional findings by Maurer and Chapman (2018) suggest that a proactive personality contributes not only to career satisfaction but also to overall life satisfaction. Based on these findings, it is important for gig workers to develop a more proactive mindset. This can be cultivated at the individual level, by organizations that engage gig workers, and through governmental initiatives. Suggested activities include training sessions to enhance problem-solving and critical thinking, establishing mentorship programs that pair gig workers with experienced professionals, creating reward systems that recognize proactive efforts, and fostering a work culture that empowers gig workers to make decisions, innovate, and engage in continuous learning.

H4 is supported, demonstrating that spirituality has a significant relationship with career satisfaction. These results are consistent with Awais et al. (2015), who found a positive relationship between spirituality and job satisfaction. Charoensukmongkol, Daniel, & Chatelain-Jardon (2015) also noted that individuals with high levels of spirituality often feel a strong emotional connection to their work environments. Based on this, it is recommended that gig workers find

personal meaning in their work. Additionally, building strong relationships within a community of fellow gig workers and ensuring that their work aligns with their personal values are essential for sustaining career satisfaction (Ashforth & Pratt, 2003).

In conclusion, three out of four psychosocial predictors examined in this study motivation, proactive personality, and spirituality significantly predict career satisfaction among gig workers in Indonesia, accounting for 48% of the variance. Therefore, further interventions aimed at enhancing these intrinsic factors are essential to promote successful careers within the gig economy. This discussion not only confirms or rejects hypotheses but also explores the underlying reasons supported by prior studies and offers practical strategies to improve gig workers' career satisfaction.

## CONCLUSION AND SUGGESTIONS

### Conclusion

The goal of this study was to ascertain if the selected variables of government support, proactive personality, motivation, spirituality, and career satisfaction could effectively predict the inclination towards choosing gig work work in Indonesia. The

analysis conducted verifies that the constructed model and its variables serve as robust indicators in the formulated research model. A key insight drawn from the study is the substantial influence of spirituality, motivation, and proactive personality on the success and satisfaction of Indonesian gig workers. However, government support, as it currently stands, does not significantly impact their career satisfaction. Therefore, fostering of an entrepreneurial environment that promote motivation, rewards, and holistic support emerges as a paramount factor in promoting the growth of the gig workers in Indonesia. This study underscores the need for further research into creating such an ecosystem, where the potential of workers can be unleashed to its fullest.

### Suggestion

The study's limitations include a sample mostly from urban areas and Generation Z with undergraduate degrees, limiting generalizability to broader gig worker populations in Indonesia, especially rural regions. The cross-sectional design restricts causal inferences, and reliance on self-reported data may introduce bias. Additionally, the broad measurement of government support may have obscured its

specific effects. Future research should include more diverse samples, adopt longitudinal designs, and incorporate additional factors like financial security and mental health. Detailed examination of various types of government support is needed to clarify their impact. Practical

interventions enhancing motivation, spirituality, and proactive personality are recommended to improve career satisfaction, while policymakers should refine support strategies to better address gig workers' needs.

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