

Analysis of Conflict Between Traditional Motorcycle Taxis and Online Motorcycle Taxis in the Purwokerto Station Transit Area

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Abstract: *This study analyzes the conflict between online motorcycle taxi drivers (ojek online) and conventional motorcycle taxi drivers (ojek pangkalan) at Purwokerto Railway Station. The research focuses on the forms and characteristics of the conflict, its causal factors, and the socio-economic impacts around the station, including efforts for conflict resolution and strategies for harmonization between the two groups. The research method is qualitative, employing field studies. The conflict is horizontal and continuous, involving disputes over passenger acquisition, threats, and operational obstruction. The most common form of conflict occurs when conventional drivers prohibit online drivers from picking up passengers within the station area. The main causes of the conflict include economic competition over income sources, unclear station regulations, limited intergroup communication, and differences in application-based fare systems. The impacts include decreased passenger comfort, disruption in pick-up processes, and damage to the station's security image. Conflict resolution efforts have been made through mediation involving the police, the Department of Transportation, and station management, along with the establishment of operational zones for both groups. These measures have reduced conflict intensity, though tensions remain. Key findings indicate that the most effective resolution strategy is a collaborative approach based on local agreements, in which both online and conventional motorcycle taxis alternate in using operational areas and pick-up times, under third-party supervision to ensure compliance.*

Keywords : *online motorcycle taxis, motorcycle taxi bases, transportation conflicts, Purwokerto station, regional division*

Abstrak: Penelitian ini menganalisis konflik antara ojek online dan ojek pangkalan di Stasiun Kereta Api Purwokerto. Fokus penelitian mencakup bentuk dan karakteristik konflik, faktor penyebab, serta dampak sosial-ekonomi di sekitar stasiun, termasuk upaya penyelesaian konflik dan strategi harmonisasi antar kedua pihak. Metode penelitian bersifat kualitatif melalui studi lapangan. Bentuk konflik bersifat horizontal dan berkelanjutan, melibatkan perselisihan perebutan penumpang, ancaman, dan saling menghalangi operasional. Konflik paling sering berupa pelarangan ojek online menjemput penumpang di area stasiun oleh ojek pangkalan. Faktor penyebab utama adalah persaingan ekonomi akibat perebutan sumber pendapatan, regulasi stasiun yang kurang jelas, minimnya komunikasi antarkelompok, dan perbedaan sistem tarif aplikasi. Dampak konflik meliputi penurunan kenyamanan pengguna jasa, terhambatnya proses penjemputan penumpang, serta terganggunya citra keamanan stasiun. Upaya penyelesaian telah dilakukan melalui mediasi oleh kepolisian, Dinas Perhubungan, dan pengelola stasiun, serta penetapan zona operasional bagi kedua pihak. Upaya ini berhasil mengurangi intensitas konflik meskipun

ketegangan belum sepenuhnya hilang. Temuan kunci menunjukkan bahwa strategi penyelesaian paling efektif adalah pendekatan kolaboratif berbasis kesepakatan lokal. Dalam strategi ini, ojek online dan ojek pangkalan bergiliran menggunakan area operasional dan jam penjemputan yang disepakati, dengan pengawasan pihak ketiga untuk memastikan kepatuhan.

Kata kunci: ojek online, ojek pangkalan, konflik transportasi, stasiun Purwokerto, pembagian wilayah

Introduction

The phenomenon of competition between online motorcycle taxis (ojol) and base-based motorcycle taxis (opang) has emerged in many cities across Indonesia. Several studies indicate that this conflict is rooted in long-standing cultural differences and consumer patterns. For example, Anggraeni (2019) noted that conflict began in Bandung in 2010, as the opang group perceived the presence of ojol as "changing the traditional social structure." Similarly, in the Jatinangor area (Sumedang), conflict arose from a "struggle for rights" when opang felt their income was being "usurped" by ojol. A similar situation occurred in Purwokerto, particularly around the train station, where competition between two-wheeled transportation modes caused social tension (supported by previous research findings).

Socially, this conflict fueled tensions between driver groups. Rahayu & Zuber (2019), for example, noted that declining opang incomes fueled dissatisfaction as people preferred using ojol services. Wulanjani et al. (2024) added that the strong spirit of solidarity among the opang community (e.g., the rotating pickup system) was eroded when the online motorcycle taxi (ojol) system became algorithmic and competitive. This shift led to increasingly intense competition among drivers, and "conflicts over customers" in high-demand areas were not uncommon. In other words, driver social interactions shifted from cooperation to individual rivalry as technology facilitated automated passenger allocation (e.g., based on ratings and location).

From an economic perspective, several studies have uncovered factors such as fare differences and limited parking space. Surakarta, for example, faced conflict because cheaper ojol fares drove opang customers to switch. Putri et al. (2025) emphasized that real competition occurs in service quality, price, and parking locations. Excessive fare competition and the struggle for pick-up locations often lead to unhealthy competition. In practice, both ojol and opang operators strive to improve responsiveness and service, but differences in systems (apps and bases) and fare determination (algorithmic and negotiated) often exacerbate glaring competition for capital.

Urban spatial planning also plays a crucial role. This conflict often reflects unequal access to public space for each group. Arrazi & Arifin (2025) found that the motorcycle taxi (ojol)-opang (opang) conflict "reflects unequal access to urban space" as well as the state's absence in ensuring equitable mobility. For example, motorcycle taxis (opang) in Surakarta occupy dedicated bases (the UNS campus, stations, and terminals) with limited pick-up areas. In contrast, motorcycle taxis can pick up passengers anywhere, even within the station/terminal area, leaving them feeling "very limited space to find passengers." The government also frequently intervenes by restricting operational areas. In Surakarta, mediation resulted in the establishment of a "red zone" around the motorcycle taxi base (the motorcycle taxi pick-up radius is limited to ~100–200 m from the base). This red zone approach is now also used as a reference to mitigate conflicts in other locations, including Purwokerto, to ensure equitable operational boundaries for motorcycle taxis and opang.

Legally, the status of motorcycle taxis remains unclear, leading to regulatory tensions. Arrazi & Arifin note that ojol (motorcycle taxi) "has not been fully recognized within the positive legal framework as a mode of public transportation," resulting in a lack of formal protection for drivers and passengers. This is exacerbated by regulations that are still developing; Suswadi et al. (2024) emphasize that online transportation legal policies need to be refined so that ojol drivers receive adequate legal protection and job security. This means that without fair regulations, the ojol-opang conflict is not only social and economic in nature, but also related to legal certainty and regulatory fairness.

Research methods

This research uses a qualitative approach with descriptive methods. This approach was chosen to gain an in-depth understanding of the actual social conditions occurring at the research location. Data sources in this study consist of primary and secondary data. Primary data were obtained directly from the research location through data collection techniques such as in-depth interviews and participatory observation, while secondary data were obtained through literature review and documentation studies relevant to the research topic.

Data collection techniques were conducted through in-depth interviews with representatives of motorcycle taxi drivers at Purwokerto Station, as well as representatives of the Banyumas Raya online motorcycle taxi community, or other parties operating in the area. In addition, direct observations were conducted in the Purwokerto Station transit area to observe the forms of interaction and use of space, such as the location of the official base and areas that frequently become sources of conflict between motorcycle taxi drivers and online motorcycle taxi drivers. As stated by Hanum, Adiansah, and Nulhaqim (2024), the conflict between online and offline motorcycle taxi drivers occurs because the drivers feel their livelihood has been usurped by the online motorcycle taxi drivers.

A qualitative approach was used to comprehensively describe the nature of the conflict between online and offline motorcycle taxi drivers based on the direct experiences of participants in the field. The research location was determined in the transit area of Purwokerto Station, which includes the conventional motorcycle taxi base area and the surrounding area that is often used as a pick-up point for online motorcycle taxis. Informants were selected using purposive sampling, namely by establishing certain criteria deemed relevant to the research objectives, including representatives of motorcycle taxi base drivers (opang) and representatives of online motorcycle taxi drivers (ojol) operating in the Purwokerto Station area.

Results and Discussion

The research findings indicate that the conflict between motorcycle taxis (opang) and online motorcycle taxis (ojol) in the Purwokerto Station transit area stemmed from a dispute over pick-up locations and a struggle for passengers, which directly impacted opang income. Opang sources repeatedly mentioned that income had decreased since the rise of app-based services—“my income has definitely decreased, it’s hard to find customers now” (Slamet, opang)—and many opang drivers felt that ojol violated the operational boundaries agreed upon between the base communities. From the ojol side, there were complaints that these restrictions burdened service and user comfort: some ojol stated that they were forced to wait or force passengers to walk further, reducing the user experience, while they themselves lost work efficiency; one ojol source stated, “The pick-up area was moved forward because it was a shame for customers to have to walk first” (anonymous, ojol). These qualitative findings also indicate that mediation efforts had been undertaken but their implementation was weak: sources mentioned plans for mediation or the signing of agreements but without clear follow-up, resulting in differing interpretations of the rules in the field. Furthermore, the emerging interaction pattern is a combination of informal negotiations (notifications between drivers) and protective measures (enforcement of zones by the opang community), which has at times triggered tense incidents where authorities have intervened, but the solutions tend to be temporary and fail to address the root cause of the distribution of access to passengers.

Conflicts between motorcycle taxi drivers (opang) and online motorcycle taxi drivers (ojol) are primarily driven by a struggle for operational space and passengers. Opang drivers generally feel they have "territorial rights" to specific locations, such as base stations near stations or terminals, and view the presence of ojol as a violation of their territorial boundaries and a threat to their livelihoods (Arrazi & Arifin, 2025). Conversely, motorcycle taxi drivers operate with a digital market logic that prioritizes service efficiency and customer convenience. Therefore, these area restrictions are considered to complicate service and harm consumers (Arrazi & Arifin, 2025). Some motorcycle taxi drivers reported being forced to wait outside base zones or move pickup points further away to avoid

friction, which requires passengers to walk considerable distances. This degrades the user experience and reduces the effectiveness of motorcycle taxi drivers (Budyanto, 2021). One motorcycle taxi driver at the University of Indonesia, for example, recounted that he often "moved" the pickup point outside the base area out of pity for customers having to walk long distances due to the no-go zone regulations (Budyanto, 2021). This situation demonstrates a sharp difference in perspective: opang (motorcycle taxi drivers) focus on protecting their traditional territories, while motorcycle taxi drivers emphasize the customer's right to choose the most convenient and comfortable mode of transportation (Arrazi & Arifin, 2025).

The discussion of the above findings can be linked to social conflict theory, particularly the ideas put forward by Lewis Coser on conflict serving as a catalyst for social change and by Ralf Dahrendorf on conflict arising from differing interests within the social structure. In the case of Purwokerto, the conflict is not simply a personal dispute but a structural one: technological shifts (app platforms) have changed the mechanisms of access to economic resources—in this case, passengers—resulting in an imbalance of economic power and access to information.

The Opang, who have “historical rights” to their operational zones, respond to threats to their economic survival by maintaining local pacts and operational spaces; this aligns with Dahrendorf's analysis that conflict arises when old social structures are disrupted by new groups that acquire different mechanisms for competing for resources. From Coser's perspective, the conflict has the potential to force a reconstruction of the rules of the game—for example, the re-establishment of equitable pick-up zones or compensation mechanisms—but only if mediation and regulatory reform are carried out in a participatory and sustainable manner.

A more practical interpretation suggests that the roots of the conflict are twofold: first, formal regulations (station and regional policies) are not yet in sync with the dynamics of the digital economy; second, organizational capacity and communication between parties are weak, so existing agreements are often not adhered to or interpreted differently. This explains why ad-hoc mediation efforts easily break down and why protective or confrontational actions emerge: when economic opportunities are scarce, actors tend to take action to maintain their economic existence, even if it means going against formal norms.

The limitations of this study need to be acknowledged to avoid overgeneralization of the results. This qualitative fieldwork relies Interviews were conducted during operational practice, limiting the availability of informants, and interviews tended to be brief and contextual. Some informants provided more reflective answers when asked again at a different time—an indication that these narrative data represent a snapshot of changing dynamics. Furthermore, the sample size was relatively small and non-random due to difficulties reaching drivers seeking passengers, making the findings more appropriately understood as a

contextual case study in Purwokerto rather than a national representation. Finally, there is potential for response bias, as some informants may have presented narratives that favored their respective groups (e.g., exaggerating the impact of technology on declining income). This limitation requires caution in drawing broad-scale policy conclusions and suggests the need for further studies using quantitative or mixed-methods methods to quantitatively measure income impacts and passenger surveys to understand their preferences.

The implications of the findings for theory and policy development are significant. Theoretically, this case confirms that technological transformations are triggering new social conflicts, necessitating adaptations of conflict theory to incorporate digital access and platform mechanisms into analyses of resource distribution. Practically, the policy recommendations emerging from these results include: (1) data-driven revisions to pickup zoning regulations (measuring effective distance, passenger density, and the economic impact on drivers), (2) a formal mediation mechanism involving app operators, drivers' associations, station managers, and local officials to develop clear and monitorable pickup protocols, and (3) a transition program for affected drivers in the form of digital training or community-based integration schemes so they can participate in the app-based service ecosystem if they choose. The implementation of these solutions must address distributive justice so that technological change does not solely benefit actors with superior social capital and access to information. Therefore, sustainable conflict resolution requires a combination of adaptive rule-making, local capacity building, and fair enforcement—not just one-off interventions that quickly fade in effectiveness.

1. Conflict Overview

Interviews with several online and offline motorcycle taxi drivers in the Purwokerto Station area indicate that the core of the problem lies in the division of work areas and passenger pickup points. Both groups strive to earn a living in strategic locations, but unclear operational boundaries often lead to friction in the field. As noted by Fauziah Hanum, Wandu Adiansah, & Soni Akhmad Nulhaqim (2024), "the conflict between online motorcycle taxis and base motorcycle taxis... arises from a struggle for rights, as seen in the conflict between online motorcycle taxis and base motorcycle taxis, who feel that their livelihoods have been usurped by online motorcycle taxis" (p. 38).

Online motorcycle taxi drivers, such as Slamet Riyadi and Muhammad Rizanul, reported that differing opinions regarding pick-up areas are a frequent source of tension. They hope for orderly and firm regulations to ensure smooth operation around the station. Some choose to pick up passengers outside the station area to avoid direct conflict.

Meanwhile, base motorcycle taxi drivers, such as Rachmadi Naftuloh and Slamet, feel that online motorcycle taxis frequently cross unwritten boundaries. They consider these actions to disrupt the peace and disrupt the order they have

built over the years. For them, the station area is a workspace with historical and economic value that is crucial to their daily lives.

2. Perception of the Role of Management and Officials

Both online and base motorcycle taxi drivers acknowledge the efforts of station management and security forces to mitigate the conflict. Several mediation sessions have been held between the two parties, although the results have not yet been fully felt in daily practice. The drivers believe that the role of authorities still needs to be strengthened with clearer policies and consistent implementation, particularly regarding the division of work zones and operating hours.

For online motorcycle taxi drivers, the presence of authorities is expected to bring a sense of security and justice, not simply restrict their activities. They want to be recognized as part of a legitimate and formally regulated transportation system. On the other hand, base motorcycle taxi drivers want the authorities to maintain order in the station area so that their work area remains respected. They hope for regulations that provide certainty and protect their rights as local transportation operators.

3. Perceived Impacts

This conflict has had an impact on various aspects of the lives of drivers. Socially, many drivers feel wary around the station. Some online motorcycle taxi drivers choose to drop off passengers further away to avoid confrontation. The atmosphere around the station becomes less comfortable for passengers due to the growing tension between the two parties.

Economically, motorcycle taxi drivers are experiencing a decline in income due to the decrease in passengers, who are now increasingly using app-based services. Online motorcycle taxi drivers also face unique challenges due to limited access to busy pick-up points. This situation creates economic pressure for both drivers and reduces their sense of job security.

This situation demonstrates that the problems between online and offline motorcycle taxi drivers at Purwokerto Station have spread to social and emotional levels. Relationships between drivers have become strained, while the public, as users of the services, also feels the impact in the form of discomfort and disorder in public spaces.

4. Expectations and Proposed Solutions

Most drivers, both online and offline motorcycle taxi drivers, share similar views regarding the needed solutions. They want a clear division of work areas and open communication between drivers, station management, and the local government. Dialogue is considered essential to build understanding and avoid future misunderstandings. Motorcycle taxi drivers hope that the regulations will be formally disseminated and involve all parties so that territorial boundaries are mutually understood. They believe that written regulations will help maintain order and reduce the potential for conflict.

On the other hand, some online motorcycle taxi drivers suggest that motorcycle taxi drivers should begin to understand and utilize digital technology. They believe that the use of transportation apps can bridge the gap between traditional and modern work systems more harmoniously.

5. Analysis and Interpretation

The conflict between online and offline motorcycle taxi drivers at Purwokerto Station reflects the intersection of two economic systems: traditional and digital. This issue relates not only to the struggle for economic space but also to differing perspectives on technology, social change, and weak communication mechanisms between groups.

From a social perspective, this situation demonstrates resistance to change and the need for adjustment. Structurally, the absence of balanced policies has led to inequality in access to public space. The values of Pancasila, particularly just and civilized humanity and social justice for all Indonesians, should be the basis for resolving this issue. Through deliberation, empathy, and active involvement from all parties—drivers, operators, and the government—conflicts can be resolved constructively. If dialogue and fair regulations are consistently implemented, the Purwokerto Station area has the potential to become an example of harmonious, orderly, and mutually respectful collaboration between conventional and digital transportation.

Conclusion

The research results indicate that the conflict between online motorcycle taxis and street motorcycle taxis at Purwokerto Station is a result of economic competition and unequal job opportunities. This dispute has been ongoing for quite some time. The conflict manifests itself not only in operating bans and competing for passengers, but also in mutual suspicion and threats between the parties. These restrictions also influence the atmosphere around the station.

From direct observations and interviews, it appears that the main source of the problem stems from unclear regulations, significant income disparities, and a lack of communication and understanding of digital work systems. Street motorcycle taxi drivers perceive the existence of app-based services as reducing their income. Meanwhile, online motorcycle taxi drivers often perceive local regulations as restricting their freedom of work. This situation makes it difficult to establish open interactions, even though both parties share the same goal: to earn a decent and recognized living.

This conflict has various impacts. Socially, it creates discomfort for passengers and a decreased sense of security around the station. Economically, street motorcycle taxis' incomes have decreased, while online motorcycle taxi drivers' mobility has been restricted. In this situation, the role of station officials and management is crucial as mediators to prevent conflicting interests from escalating the situation. Mediation efforts involving the police, the Transportation

Agency, and the station ultimately resulted in an agreement regarding the division of territory and operating hours.

Based on the overall findings, it can be concluded that this conflict is rooted in structural and cultural factors. Economic competition is the primary trigger, while weak communication perpetuates the problem. The values of humanity and unity in Pancasila can serve as an ethical foundation for improving relations between the two groups. The principles of mutual respect and social justice need to be implemented through concrete cooperation. If these values are consistently implemented, creating social harmony in the Purwokerto Station area is not impossible.

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