

# **Ride-Hailing Services: An Analysis of Gojek's Security and Privacy Protection**

## **ACADEMIC JOURNAL RESEARCH PAPER**

Compiled to Fulfill the Requirements for Obtaining a Bachelor's Degree of  
Strata I Communication Studies Program Faculty of Social and Political  
Sciences University of Muhammadiyah Yogyakarta



Arranged By:

Nida Amalia Aristya

20190530033

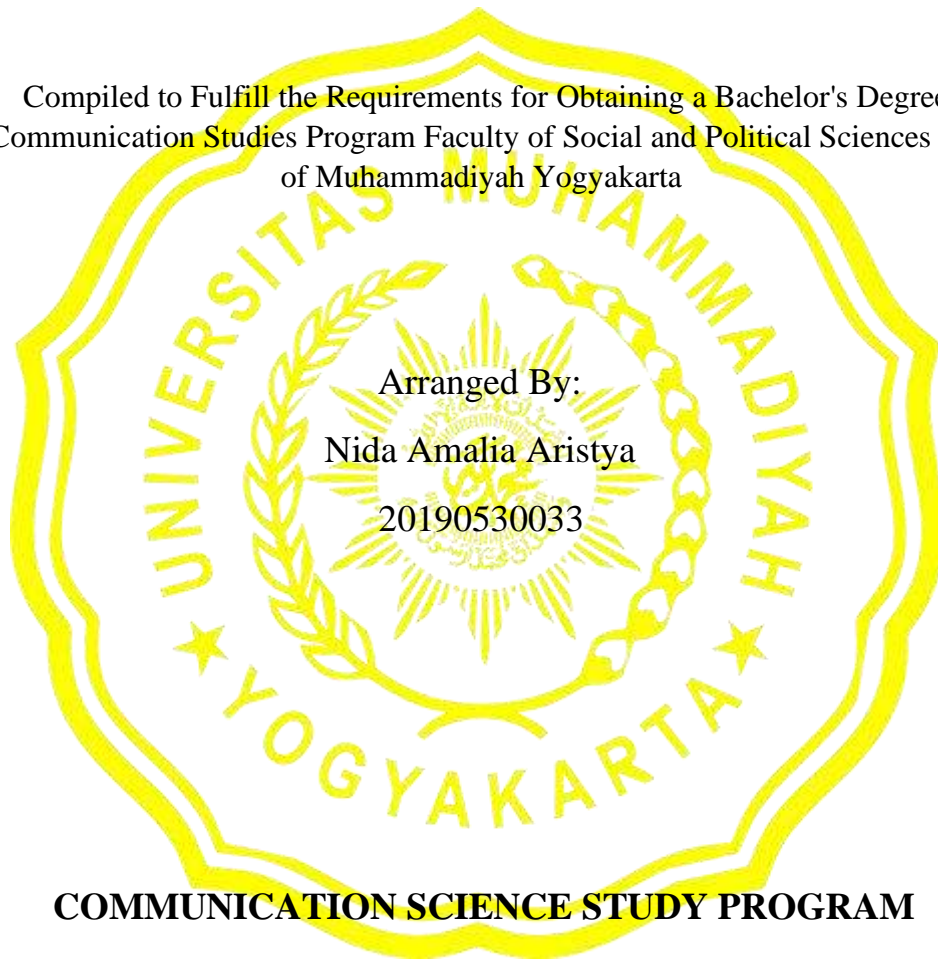
**COMMUNICATION SCIENCE STUDY PROGRAM  
FACULTY OF SOCIAL AND POLITICAL SCIENCE  
UNIVERSITY OF MUHAMMADIYAH YOGYAKARTA**

**2023**

**TITLEPAGE**  
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## RESEARCH AUTHENTICITY STATEMENT PAGE

I made the statement below:

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Stating that the article with the title "Ride-Hailing Services: An Analysis of Gojek's Security and Privacy Protection" contains no work that has ever been submitted for a bachelor's degree at a university, and to the best of my knowledge, there are no works or opinions that have been written and published by other people, except those referred to in writing in this manuscript are mentioned in the Bibliography. If it turns out that in the journal manuscript, it is known that some works or opinions have been written or published by other people, I am willing to have this journal manuscript is taken down.

Yogyakarta, 9<sup>th</sup> March 2023



Nida Amalia Aristya

## PREFACE

Bismillahirrahmanirrahim

Praise the presence of Allah SWT, who has bestowed His grace, guidance, and gifts so that the Journal entitled "Ride-Hailing Services: An Analysis of Gojek's Security and Privacy Protection" can be completed properly. Completion of this Journal could not be separated from the guidance and support of various parties; therefore, on this occasion, the author would also like to thank profusely the honorable:

1. Dr. Fajar Junaedi, S.Sos, M.Sc as the Head of Department of Communication Studies, University of Yogyakarta Muhammadiyah
2. Erwan Sudiwijaya, S.Sos, MBA., MA, as Secretary of the Head of Department of Communication Studies, University of Yogyakarta Muhammadiyah
3. Dr. Filosa Gita Sukmono, S.I.Kom, MA, as the author's supervisor
4. Department of Communication Studies, Faculty of Social and Political Sciences, University of Yogyakarta Muhammadiyah
5. Mentors, friends, and parties involved in the 2023 HCII Journal Thank you for working together to finish this Journal
6. And all parties who have provided mental and spiritual assistance the writer cannot mention one by one

The author is fully aware that there is still much in the making of this Journal there are drawbacks. The author dramatically appreciates and expects suggestions and constructive criticism from all parties. Furthermore, the author hopes this Journal can benefit readers in general, as well as other related parties, especially writers. Furthermore, to all parties, I say thank You.

Yogyakarta, 9<sup>th</sup> March 2023



Nida Amalia Aristya

## PRESENTATION PAGE

Bismillahirrahmanirrahim

With sincerity, I thank and thank you for the following:

1. Allah SWT, who always provides convenience behind the difficulties I experience.
1. Hopefully, this Journal is one of the forms of worship that can be useful in the world and hereafter.
2. My parents always give prayer and support, both moral and material, all this time, "Thank you, may Allah repay all the sacrifices you, Aamiin."
3. Dr. Fajar Junaedi, S.Sos., M.Si, as the Head of Department of Communication Studies, University of Muhammadiyah Yogyakarta.
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The author is fully aware that there are still many issues to be resolved before this Journal is complete. For that, the author would greatly appreciate and anticipate any advice or criticism that is helpful.

## **MOTTO**

*Never regret a day in your life. Good days bring you happiness, and bad days  
give you experience*

(Jangan pernah menyesali sehari dalam hidupmu. Hari-hari baik memberimu kebahagiaan  
dan hari-hari buruk memberimu pengalaman)

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