

## GROW Training as an Effort to Improve the Adaptive Performance of Indonesian Migrant Workers in Malaysia

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**ABSTRACT** Community Service (PKM) carried out by the Psychology Study Program Lecturer is an International PKM for 1 semester (Odd FY 2023/2024). This PKM has the theme "Empowering Indonesian Migrant Workers (PMI) in Malaysian Placement Countries to Increase Capacity and Prepare for Independence". Then the servants were interested in carrying out service with the title "GROW Training as an Effort to Improve the Adaptive Performance of Indonesian Migrant Workers in Malaysia". PMI is an Indonesian worker who works abroad legally. On this occasion, the service carried out PKM for PMI for work placements in Malaysia. Implementation of PKM is carried out by service members online using zoom meetings. Where the devotees are in Indonesia and the participants are at the Embassy of the Republic of Indonesia Kuala Lumpur Malaysia. The implementation of the odd semester PKM consists of several stages, namely the first is the preparation stage where the stage is exploring cooperation with the Indonesian Embassy and making a PKM design for PMI, the second is the implementation stage which is carried out over 3 days at different times and using online and offline methods, and the third is the evaluation stage as well as publication of reports and proceedings or International PKM journals. At the implementation stage, service providers have the opportunity to deliver material in room A on November 11 2023 from 10.00 WIB to 12.00 WIB. There were 25 participants who were present at the Indonesian Embassy during PKM and all of them were female, while those who attended online were approximately 70 people. There are several sub-materials presented, namely videos about adaptability, understanding adaptive performance, dimensions of adaptive performance, an overview of GROW model training (Setting Goals, Understanding Reality, Exploring Options, Doing Will/What Next), and exercises to make GROW based on one's condition.

**Keywords:** Indonesian Migrant Workers (PMI); Adaptive Performance; GROW (Goal, Reality, Options, Will/What Next); Training, Indonesian Embassy.

## 1. INTRODUCTION

Indonesian Migrant Workers (PMI) are Indonesian workers who have the opportunity to work abroad, whether they are going to, are doing or have already done work and receive a salary outside the territory of Indonesia. PMIs are also known as the country's foreign exchange heroes, where remittances sent to Indonesia can help the PMIs' families economically and also help the Indonesian

economy (Muslihatinningsih et al., 2020). However, PMI issues have been reported several times, including cases of abuse, exploitation and trafficking syndicates. There are even PMIs who work illegally, so their rights are not given. Lack of skills is one of the factors that causes these problems to arise. As referring to Law Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers, there are at least 3 main conditions so that PMI is free from using the word illegal, namely that Indonesia and the PMI country must have a Cooperation Agreement, the PMI placement agent must come from an official body, namely the Migrant Worker Protection Agency. Indonesia (BP2MI) and finally the requirements for prospective migrant workers themselves (aged 18 years and over, physically and mentally healthy, and have a work skills letter or a competency test) (Made for Minds, 2020).

It can be seen that competence also plays an important role in the sustainability of PMI in neighbouring countries. Apart from that, according to (Widodo & Belgradoputra, 2019), prospective and Indonesian migrant workers have the right, namely to get a job abroad and choose a job according to their competence, to be able to gain access to increase their own capacity through education and job training, to obtain correct information about the market. work, placement arrangements, and working conditions abroad. Apart from that, the Strategic Plan for the Deputy for the Americas and Pacific Region for 2020-2024 (Deputi Bidang Penempatan dan Pelindungan Kawasan Amerika dan Pasifik, 2020), states that there are at least 5 (five) main strategies used to increase the protection of Indonesian Migrant Workers and their families, one of which is namely increasing Indonesian migrant workers in the formal sector and professional positions, through the preparation of skilled, innovative, independent and competitive human resources.

Based on this, the Embassy of the Republic of Indonesia (KBRI) Kuala Lumpur/Malaysia collaborated with the NGO SHARING: Indonesian Academic Community (IAC) to carry out Community Service (PKM), to provide self-capacity improvement for PMIs. In the odd semester of the 2023/2024 Academic Year, NGO Sharing (IAC) held an International PKM by inviting Academics and Practitioners to provide additional knowledge and skills for PMI in Malaysia. The theme raised at this PKM was "Empowering Indonesian Migrant Workers (PMI) in Malaysian Placement Countries to Increase Capacity and Prepare for Independence.

In order to prepare for independence and increase the capacity of PMIs, not only in terms of physical skills but also mental. Therefore, the Service team carries the title PKM in the form of improving the Adaptive Performance of PMIs. Considering that PMIs come from various regions and have different cultures, habits and environments from those in Malaysia, PMIs need to be prepared with adaptation skills, in this case adaptation related to their field of work, so that they can adapt to the pressures, conditions and work environment.

Adaptive Performance itself according to Polkas, et al. (Febrianti, Bantam, & Sulistiono, 2023) is an individual's ability to understand and adapt to changes that occur in the workplace. According to Park and Park (Febrianti et al., 2023), adaptive performance can be influenced by 4 factors, namely individual characteristics, job characteristics, group characteristics and organizational characteristics. In order to realize adaptive performance from PMIs, an effective approach is needed (Lee & Kim, 2020). According to Campeau and Higgins, and Farah (Bantam et al., 2019), training or adding skills for individuals is very important. With this, individuals will have skills that can be used to face challenges in completing tasks, thus making them more mature and ready to carry out their activities. One approach that has the potential to improve a person's skills is through coaching (Bantam & Syah, 2023; Jannah & Bantam, 2023) or training (Bantam, 2022; Bantam et al., 2019). Therefore, in this PKM, the main focus is improving the Adaptive Performance of Indonesian Migrant Workers in Malaysia through GROW model training.

## **2. METHOD**

The problem faced by Indonesian Migrant Workers in Malaysia is adjusting to work and the new situations they face. On the one hand, these PMIs are individuals or new workers in Malaysia. On the other hand, they are required to be able to survive changes in situations, the social environment of society and also the work and task environment. This situation means that PMI must be able to adapt to this uncertain situation and be able to overcome these problems while still optimizing their performance. According to polkas, Arad, and Donovan (Bantam, Yanto, & Syah, 2021), an employee's flexibility or various individual behavioural responses when facing work, managing new knowledge, situations and experiences, so that they are able to survive in various situations and conditions is called Adaptive Performance .

Furthermore, according to polkas, Arad, and Donovan (Bantam et al., 2021), there are 8 dimensions to be able to describe a person's adaptive performance, namely Handling emergencies or crisis situations (managing pressure without feeling disappointed, moody or anxious when facing critical situations), Handling work stress (managing pressure in a calm way and being able to influence not to make other people panic), Solving problems creatively (Can solve problems without direction from other people in a creative and effective way), Dealing with uncertain and unpredictable work situations (Feeling comfortable and not easily distracted in uncertain work situations), Learning work tasks, technologies, and procedures (Actively increasing knowledge, skills and experience to learn the latest tasks, technologies and procedures to adapt to situations), Demonstrating interpersonal adaptability (Can accept ideas, approaches and new strategies), Demonstrating cultural adaptability (Respecting the values, culture and manners of other people),

Demonstrating physically oriented adaptability (Can adapt to natural conditions and physical conditions in the appropriate work environment).

In order to realize adaptive performance from PMIs, an effective approach is needed (Lee & Kim, 2020). Therefore, in this PKM, the main focus is improving Adaptive Performance through GROW model training. With this training, PMIs are expected to have the knowledge and skills to adapt to their work, thereby minimizing the problems that have befallen PMIs, especially in Kuala Lumpur, Malaysia.

The Service Team carries out analysis with partners to determine and agree on solutions that can improve adaptive performance, so that the GROW Model Training is used as an Empowerment and Competency Improvement Program for Indonesian Migrant Workers in Malaysia, in optimizing adaptive performance.

1. Problems related to motivation to change or adapt, can be done by playing self-awareness videos to make changes via YouTube with the link <https://www.youtube.com/watch?v=JAdTjHsOid0>
2. Knowledge problems related to adaptive performance will be provided with solutions in the form of providing material regarding the definition of adaptive performance, dimensions of adaptive performance, and the relationship between adaptive performance and training.
3. Problems related to adapting skills to work will be provided with solutions in the form of providing materials and practices related to the GROW Model. During the training, material will be provided regarding Setting Goals, Understanding Reality, Exploring Options, Doing Will/What Next.

The planned achievements and indicators that will be achieved in implementing GROW Model Training within one semester are self-awareness to quickly adapt to situations, increase knowledge related to adaptive performance, and be able to implement GROW model training.

The steps taken by the Service Team to provide solutions to the problems faced by partners, in this case Indonesian Migrant Workers under the auspices of the Embassy of the Republic of Indonesia (KBRI), are by providing self-improvement through education and training in the GROW Model, to improve Adaptive Performance.

This service is planned to be carried out in 3 days for online sessions using Zoom and 1 day offline at the Indonesian Embassy in Kuala Lumpur. Plan online sessions in September, October and November. Meanwhile, the offline session is in December. The following is a draft PkM schedule that will be implemented:

**Table 1.** Schedule Plan of PKM

<b>Metode</b>	<b>Bulan</b>	<b>Sesi</b>	<b>Tanggal</b>	<b>Jam</b>
<b>Online</b>	September	1	30 September 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		1	1 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
	October	2	7 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		3	8 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		4	14 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		5	15 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		6	21 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		7	22 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		8	28 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		9	29 October 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
	November	1	4 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		2	5 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		3	11 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		4	12 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		5	18 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		6	19 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
		7	25 November 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia
<b>Offline</b>	December	1	9 Desember 2023	07.30-12.00 WIB/ 08.30-13.00 Time Malaysia

Meanwhile, the place where the participants were when the service was carried out was at the Embassy of the Republic of Indonesia (KBRI) in Malaysia at the address Embassy of the Republic of Indonesia 233, Jalan Tun Razak, Kuala Lumpur 50400, Malaysia. The Service Team will collaborate with the Indonesian Embassy and the NGO SHARING: Indonesian Academic Community to design, implement and evaluate PkM as an effort to improve PMI's adaptive performance. Participants in this service were PMI with a total of around 50 people. The stages in implementing this PkM activity include:

**1. Preparation Stage**

This preparation stage starts from licensing to receiving a notification letter as a PkM resource person. Apart from that, the preparation stage for service starts from the opening session, where the Indonesian Embassy provides direction and conditions the participants.

**2. Implementation Stage**

The steps are to carry out self-improvement, through increasing self-awareness, providing motivation, in the form of playing videos of readiness to make changes and the impact if they are stiff or less flexible and less willing to adapt. After that, it was continued with providing material regarding the understanding and dimensions of adaptive performance, as well as the relationship with the GROW Model training. Followed by practical implementation using the GWOR Model by creating Goals, Current Conditions (Reality), Activity Choices (Options) and What to Choose for the Next Step (Will/What Next).

**3. Evaluation Stage**

This stage is the final stage, where the Service Team evaluates the GROW Model training process carried out by the participants.

The parties involved in this Community Service activity are the Community Empowerment Program Implementation Team, Indonesian Migrant Workers in Malaysia, the Indonesian Embassy and the NGO SHARING: Indonesian Academic Community. This program uses the action research method so that the Service Team has collaborated with related parties to define problems and solutions that are innovative and empathetic to PMI's needs.

**4. RESULT AND DISCUSSION**

Community service carried out by lecturers in the Psychology Study Program, Faculty of Economics and Social Affairs, Jenderal Achmad Yani University, Yogyakarta, is by providing GROW Model Training to improve the Adaptive Performance (knowledge and skills) of Indonesian Migrant Workers in Malaysia. There were 25 PMI who were present at the Indonesian Embassy during PKM and all of them were female, while those who attended online were approximately 70 people. This PKM activity, which was originally planned for September, October, November and December, could only be realized in October, 1 session with 2 zoom rooms (A and B), November consisted of 1 session with 2 zoom rooms (A and B), as well as in December offline or face to face. Nevertheless, this service team received a service schedule on November 11 2023 online via Zoom, with a total service time of around 4.5 hours (07.30 to 12.00 WIB).

The implementation of PKM began with an opening session, then the Indonesian Embassy provided direction and conditioned the participants. After that, all participants filled out the attendance list. After filling in the attendance list, the presenter, in this case the Psychology Study Program lecturer, gave material for approximately 30 minutes, followed by questions and answers. After the question and answer session, there were door prizes distributed as a form of appreciation for the participants' activeness and also a group photo as closing.

The material sessions provided by the service members in this PKM are as follows:

1. Video Playback

In this material, videos are provided as an audio-visual method for overcoming the problem of low motivation to change or adapt. This material is carried out by playing a self-awareness video to make changes. via YouTube with the link

<https://www.youtube.com/watch?v=JAdTjHsOid0>

2. Definition and Dimensions of Adaptive Performance

This material is provided to overcome the problem of ignorance/knowledge related to adaptive performance. Adaptive Performance According to polkas, Arad, and Donovan (Bantam et al., 2021) namely the flexibility of an employee or various individual behavioural responses when facing work, managing new knowledge, situations and experiences, so that they are able to survive in different situations and conditions. diverse. Meanwhile, the dimensions of adaptive performance are Handling emergencies or crisis situations (managing pressure without feeling disappointed, moody or anxious when facing critical situations), Handling work stress (managing pressure in a calm way and can influence not to make other people panic), Solving problems creatively (Can solve problems without direction from other people in a creative and effective way), Dealing with uncertain and unpredictable work situations (Feeling comfortable and not easily disturbed in uncertain work situations), Learning work tasks, technologies, and procedures (Active increasing knowledge, skills and experience to learn the latest tasks, technology and procedures to adapt to situations), Demonstrating interpersonal adaptability (Can accept new ideas, approaches and strategies), Demonstrating cultural adaptability (Respecting the values, culture and manners of other people), Demonstrating physical oriented adaptability (Can adapt to natural conditions and physical conditions in the appropriate work environment).

3. GROW Model Definition and Practice

This material provides material related to the definition of GROW Model Training to overcome problems related to knowledge and skills for adapting to work. GROW Model

Training is a form of training that is popular and often used to improve performance. GROW was first developed in England in the 1980-1990s. The GROW method is heavily influenced by the Method of Timothy Gall Weir. GROW Abbreviation for Goal, Current Conditions (Reality), Activity Choices (Options) and What to Choose for the Next Step (Will/ What Next) (Jannah & Bantam, 2023).



Figure 1. GROW Model

a. Goal (Objective to be achieved). The training individual or employee should be able to answer some questions.

- 1) Where am I going?
- 2) What will I accomplish?
- 3) How do I achieve this goal?

b. Reality (current conditions), where PMIs or individuals must know where they will start something

- 1) Based on the goals made, what was the situation faced, what were the conditions experienced?
- 2) Are there obstacles that prevent individuals from achieving something they want?
- 3) What has been done so far?

c. Options (Activity Choices). PMI or Individuals need to explore the possibilities that will be faced in the future. Make choices of activities or activities that can be done. Carrying out various activities or work that you feel is possible or possible to do.

- 1) Are there any obstacles between reality and goals?
- 2) What are the advantages and obstacles to each option?

d. What Next/Will (What will be chosen for the next step). Develop the goals and options that have been set

- 1) What method will I choose? How can I achieve the goal?



- 2) What will be done to bridge the gap between current reality and goals?
- 3) What will happen?
- 4) What kind of support is needed?

## **5. CONCLUSION**

From the results of the training that has been carried out, it is known that the GROW Model is indeed quite effective in improving several competencies, for example it can improve performance (Rahmah & Muhliansya, 2020). Likewise with the training carried out in Community Service. It is known that the results of observations show an increase in Adaptive Performance for Indonesian Migrant Workers. Previously, several PMIs seemed less enthusiastic and wanted to give up on the current conditions. However, with the provision of this program, a sense of enthusiasm and confidence in work emerged.

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