

Indonesian Migrant Workers: Enhancing Skills Through Short-Training Service Excellence

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ABSTRACT Issues pertaining to education and training, particularly in soft skills like service standards, affect Indonesian migrant workers. Providing soft skills for professional service standards is the goal of this community service project. General appearance standards, professional appearance traits (sitting, standing, handshaking, and speaking postures), the use of magic words, and how to conduct business phone conversations are all covered throughout training. This exercise is a tutorial that involves practice and direct communication about service standards. Understanding and application of professional service standard soft skills are the outcomes of this course. One of the challenges facing PMI in Kuala Lumpur, Malaysia, is their lack of knowledge about the fundamentals of providing professional services.

Keywords: Training; Service Standards; Indonesian Migrant Workers; Indonesian Embassy; Kuala Lumpur

1. INTRODUCTION

There were 4.1 million Indonesian migrant workers worldwide, with 1.2 million of them residing in ASEAN (Arisman & Jaya, 2021). Indonesia is renowned for its ability to supply labor. The majority of Indonesian migrant laborers employed abroad are low-skilled laborers, with over 50% of them being female (Arisman & Jaya, 2021). Although many unskilled migrant workers are able to create a marital road to lawful residency, there is an immigration policy that aims to prevent them from marrying citizens (Leng et al., 2012). Malaysia, Singapore, Hong Kong, Taiwan, Saudi Arabia, Kuwait, and the United Arab Emirates are the primary destinations for Indonesian migrant workers (Kloppenburger & Peters, 2012). Migration in Asia is linked to disparities in the perception of migrants as workers or students, and as skilled or unskilled. The accounts of the Indonesian migrant workers who are also students in Korea serve as helpful points of comparison for other disparate Inter-Asian mobilities (Nugroho et al., 2018).

Even before they leave, migrant workers from Indonesia still face numerous challenges at home. In addition, problems encountered by a large number of Indonesian migrant laborers

overseas can be linked to mistreatment during the domestic hiring process. The most significant issue with Indonesian migrant workers' governance is the disorganized hiring procedure that they go through. Institutional reforms were implemented in Indonesia to improve the hiring procedure for migrant laborers from that country (Karim, 2017). Many migration-related stressors that may have an impact on mental health are faced by migrant workers. Psychological distress and workplace discrimination were positively correlated. It has been discovered that low emotion/avoidance coping mitigates the negative impact of discrimination on suffering (Noor & Shaker, 2017). Emotions play a significant role in the construction of these elderly and migratory workers' disposability, especially amid the capitalist currents that power the gendered supply networks (Saraswati, 2017).

A number of parties are involved in the placement of migrant workers overseas, including the community, the regional government through the office of manpower, the National Body for the Placement and Protection of Indonesian Migrant Workers (BNP2TKI), the Agency for the Service, Placement and Protection of Indonesian Migrant Workers (BP3TKI), the Private Agency for the Placement of Indonesian Migrant Workers (PPTKIS), and migrant workers as actors (Waridin et al., 2020). Due to government rules designed to safeguard migrant workers, migrant workers' journeys can nevertheless be classified as having "limited mobility" while returning home. But this kind of confinement isn't exploitative; rather, it's a means of ensuring a nice and safe return trip (Kloppenburger & Peters, 2012).

The majority of the documentation held by Indonesian migrant workers in Johor are retained by their employers. The largest proportion of employees whose employers withhold their documents comes from the fishing industry. In the meantime, domestic workers are the industry where the majority of workers do not receive a single weekly holiday (Arisman & Jaya, 2021). The possibility of cruel treatment exists whenever Indonesian migrant workers return home, beginning the time they arrive as foreign revenue heroes and set foot on our soil. The perception of migrant labourers is that, although they bring in large sums of money, they are not very adept in self-defence. This renders them vulnerable to deception, disdain, and heinous acts committed by careless others (Kloppenburger & Peters, 2012). The administration is focusing more on the issue of migrant labourers and emphasizing the assistance that Indonesian diplomatic personnel provide overseas (Rother, 2017). Unauthorized migration lowers manufacturing costs and creates a flexible underground labor market full of exploited, weak-willed, and vulnerable people. The influx of Indonesian migrant labourers into Macau is associated with Hong Kong's restrictive immigration laws, which are designed to remove excess migrant labor. In the meanwhile, Macau is not acknowledged as an official destination, thus the Indonesian government declines to accept accountability for its migrant workers there (Sim & Wee, 2009).

The government must set up shelters for migrant workers who are involved in a case since they are unable to return right away. They don't engage in useful tasks or develop their ability and competence while they're at the shelter. There are two categories of issues that migrant workers encounter when residing in shelters: issues related to their employers and issues related to themselves. Priorities for workers include case resolution in the country of destination, training in shelters, and the prospect of facilitation in the area of origin following placement (Waridin et al., 2020).

Since 2011, Malaysia has been the most popular destination for migrant workers from Indonesia. Hong Kong, Taiwan, Brunei Darussalam, and Saudi Arabia are among the other locations. Because these nations are in dire need of low- and semi-skilled laborers, such as maids, construction workers, and plantation workers, Indonesian migrant laborers travel there (Arisman & Jaya, 2021). The government and labor bureaus enhance employability and social support for migrant workers by increasing employability through workforce education and training (Waridin et al., 2020).

2. METHOD

Among the many issues pertaining to PMI (Indonesian Migrant Workers) mentioned above, one thing we can do is implement research-based recommendations for education and training. Hybrid activities will be carried out from October 2023 to December 10, 2023, at the Indonesian Embassy in Kuala Lumpur's Hasanuddin Hall. These meetings will be conducted via Zoom. There were 76 PMI participants in all for the full day of training. By working directly with the PMI, tutorial materials were provided as part of the training.

The process for putting the Short-Training Service Standards For Indonesian Migrant Workers into Practice in Kuala Lumpur, Malaysia, to build soft skills for PMI is as follows:

1. Explore the soft skill needs of PMI in Kuala Lumpur, Malaysia, with a focus on service standards.
2. Describe the content related to Service criteria, such as phone tips, magic words, and criteria for look and quality.
3. Engage in direct and interactive practice with PMI members concerning Service Standards.

With this activity, it is hoped that PMI in Kuala Lumpur, Malaysia, will be able to comprehend and begin using the soft skills of the Service Standards.

3. RESULT AND DISCUSSION

You may still be unfamiliar with PMI, or Indonesian Migrant Workers. The phrases "Indonesian Workers" (TKI) and "Women Workers" (TKW) are typically more well-known. You should be aware that the terms PMI, TKI, and TKW refer to Indonesians who work overseas. The occupation of home helper employs the greatest number of Indonesian migrant workers.

Residents who are registered as citizens of Indonesia and who have worked for pay outside the borders of the Republic of Indonesia are known as Indonesian Migrant Workers (PMI). Law No. 18 of 2017 Concerning the Protection of Indonesian Migrant Workers also regulates matters pertaining to Indonesian Migrant Workers. Indonesian Migrant Workers fall into three categories under Chapter II Article 4 of the law: PMI (Permanent Migrant Workers) who work for legal entity users; individual/household Immigrant Workers; and Ship Crew/Fishing Sailors.

Those who do not fall under the PMI category include students, refugees, investors, and Indonesian citizens who work for the government or foreign organizations outside of Indonesia on official business. In addition, state civil servants (ASN) who serve as Republic of Indonesia representatives or Indonesian nationals with overseas enterprises cannot be conflated with Indonesian immigrant workers.

There are a number of requirements that you must meet in order to become a PMI. This is also included in Article 5 of Law No. 18 of 2017, which contains the following information:

- a. a minimum of eighteen years of age.
- b. possess the necessary abilities or proficiencies.
- c. both spiritually and physically well.
- d. must be enrolled and possess a Social Security employment participation number.
- e. Possess all necessary paperwork, including a passport, a job competency certificate, a guardian's permission certificate recognized by the local subdistrict, and a photocopy of their marriage certificate for those who are married. In addition, you need to worry about a job contract, work visa, health certificate, and placement agreement for Indonesian migrant workers.

To be recognized as a legitimate *Pekerja Migran Indonesia* (PMI), adherence to the following five requirements is crucial. It is imperative to exercise caution when presented with terms that deviate from the specified criteria. Accepting such terms could lead to adverse consequences, including the risk of becoming an undocumented foreign worker. The period of service will be October through December 2023, with the Hasanuddin Hall of the Indonesian Embassy in Kuala Lumpur, Malaysia serving as the venue for the hybrid Zoom meeting on December 11th, 2023. There were 76 PMI who attended this activity; they came from practically

every region in the country. The Republic of Indonesia's Embassy in Kuala Lumpur, Malaysia, and LSM Sharing (Indonesian Academic Community) are collaborating on this project as a way to support community service.



Figure 1. PMI training participants.

Dedy Mainata spoke at the Short-Training Service Standards for Indonesian Migrant Workers session, while Fira Mubayyinah served as the moderator. Training materials are elucidated through interactive conversations and presentations.



Figure 2. Speakers and moderators who present Training Service Standards.

Training exercises include descriptions of general appearance standards, professional appearance attributes (sitting, standing, handshaking, and speaking postures), how to utilize magic words, and how to make business phone calls. PMI showed up for the session and listened to the

information with great enthusiasm. A discussion and question-and-answer period with PMI concluded the exercise. The discussion's outcomes demonstrated that PMIs remained ignorant of the existence of professional standards like those found in this article. They haven't used it in their work either. The speaker asked the PMIs to engage and put the information they had learned into practice at the conclusion of the session.



Figure 3. Service standards: (a) Introduce myself; (b) standard handshake.

The findings of field surveys conducted as part of the Short-Training Service Standards activities indicate that Indonesian Migrant Workers are very eager to advance themselves. Enhancing soft skills like service standards through self-development can raise PMIs' level of competency.

The outcomes of their talks with PMI in Kuala Lumpur, Malaysia, demonstrated that their inexperience and lack of training in this area was a contributing factor in some of their implementation challenges with professional service standards. This needs to be followed up with additional thorough training of a similar nature. Cooperation such as this between the Indonesian Embassy and LSM Sharing may be a way to share responsibilities in aiding the government in enhancing PMI's proficiency. In order for PMIs to eventually become totally independent and professional, buildings, infrastructure, and rigorous and long-lasting training—as well as socialization activities—must all be fulfilled. These details should be carefully and strategically planned.

4. CONCLUSION

The purpose of this community service project is to investigate PMI's skill requirements in Kuala Lumpur, Malaysia, particularly with reference to professional service standards. PMI in Kuala Lumpur, Malaysia, can learn soft skills about professional service standards through this exercise. In their work, they are supposed to uphold professional service standards. Smooth conditions prevailed during the October to December 2023 activity, which was eagerly attended by all participants. However, PMI in Kuala Lumpur, Malaysia had challenges throughout implementation, including a lack of familiarity with normal professional service procedures. This is an idea for more community service projects, specifically focusing on issues pertaining to the fundamental abilities that PMIs need to possess.

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CONFLICT OF INTERESTS

No potential conflict of interest was reported by the authors

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