

EFFECTIVE COMMUNICATIONS FOR INDONESIAN MIGRANT WORKERS IN MALAYSIA

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ABSTRACT Communication is very important for everyone, including for migrant workers. Cultural and language differences are obstacles to effective communication for migrant workers. Therefore, training is needed for migrant workers so that they can communicate effectively and they can improve workers' performance. This community service activity aims to improve the performance of Indonesian migrant workers (PMW) in Malaysia through the application of effective communication techniques. This activity was held online from 23 to 27 May 2024 at Sekolah Indonesia Kuala Lumpur and this program included interactive seminars and practical sessions that focused on understanding effective communication, overcoming communication barriers, and improving worker performance. By learning effective communication, migrants can create good quality work and reduce the possibility of misunderstandings, errors in conveying information, and misperceptions.

KEYWORDS: *Community Service, Effective Communications, Indonesian Migrant Workers.*

1. INTRODUCTION

An essential skill for Indonesian migrant workers in Malaysia is effective communication. It is essential to maintaining productivity at work, personal health, and a smooth transition into the community. This essay examines the value of good communication, the difficulties experienced by migrant workers from Indonesia, and the possible advantages of developing communication abilities. The majority of migrant workers arriving in Malaysia come from Indonesia, making it one of the major recipient nations in Southeast Asia. Just 1.6 million of the 2.7 million Indonesian migrant laborers in Malaysia (Ministry of Foreign Affairs/MOFA, 2020) used the official channels (Bank Indonesia and the Indonesian Board for the Protection of Migrant Workers/BP2MI, 2020). The remaining individuals are undocumented foreign laborers who frequently toil in appalling conditions in the construction, domestic, and agricultural industries (Indonesia-IOM, 2023).

In particular, in Malaysia, where the culture is composed of a multitude of ethnic and racial components, further research is required to gain a deeper understanding of ICC and related concerns among Indonesian migrant workers (Bakar et al., 2016; Raza et al., 2018). According to a survey of the literature, there are three main issues with migrant workers' ICC in Malaysia, there's the problem of people from host cultures having irrational expectations of foreign workers, For instance, although migrant laborers are crucial to Malaysia's economic development, their presence in a culture that is unique to them can give rise to a variety of social issues (Djatkika et al., 2024).

Since it is challenging for culturally diverse groups to coexist peacefully and engage in play, employment, and communication, the tensions that arise from the development of multicultural societies are evident (Lustig and Koester, 2010). Therefore, it is imperative that migrant workers learn how to live in harmony with other people.

2. METHOD

The large number of participants working in Indonesia is a challenge for colleges to be able to provide solutions for migrant workers in the face of cultural differences, languages in the country of people. This community dedication is aimed at providing additional knowledge and skills due to the lack of skills and competences by communicating effectively. The seminar is expected to be able to raise the skill of the migrant workers for their contribution to empowering communities to work successfully in the country of destination.

The event was organized in collaboration with NGO Share (Indonesian Academic Community based at Malikussaleh University in the province of Aceh, Indonesia) and partner agency (Ambassy of the Republic of Indonesia) KBRI/SIKL at SIKL (Indonesia Kuala Lumpur School in Malaysia), a

hybrid socialization webinar was held on May 26, 2024 with a total of about 120 participants migrant workers from several countries.

The participating Indonesian foreign workers gathered at the Embassy and sat in the hall watching on a large screen featuring speakers/sources and other sources from the college as well as participants who joined on line. The activity takes about 60 minutes, including a question-and-answer session. To evaluate the implementation of dedication to the community, webinars are recorded and reproduced to assess the process and its impact on the performance of the target community. More specifically, processes and their impact are monitored through attitudes, behaviors, responses during the webinar.

3. RESULT AND DISCUSSION

The third International Community Service Activity was held on Sunday 26 May 2024 at the Indonesian School Kuala Lumpur. There were 100 Indonesian migrant workers, 10 foreign migrant workers and 10 SIKL Lecture who were in Malaysia as recipients of education about effective communications via the online internet and responded well to the material presented. Effective communications for migrant workers, the hybrid seminar series, incorporating both online and offline components, fostered a sense of community among participants. Peer support and experience sharing were encouraged by collaborative learning experiences, such as role-playing and group activities (Mitchell, 2023).

Indonesian immigrant identity and goes over particular topics to elucidate the significance of identity in the bilateral relationship between Indonesia and Malaysia (Maksum, 2022). Effective communication is essential for several reasons, including workplace efficiency and safety. Specifically, effective communication ensures that tasks are completed, reducing the likelihood of errors and mishaps and boosting worker productivity and safety (Djarmika et al., 2024; Enh et al., 2024).



Figure 1. Implementation of International Community Service held on Sunday 26 May 2024 at the Indonesian **School Kuala Lumpur** by online

Personal Well-being, the ability to express oneself and understand others is critical for mental and emotional health. It helps in building relationships and reducing feelings of isolation (Dalib et al., 2023). Legal and Administrative Matters for migrant workers often need to navigate complex legal and administrative systems. Effective communication skills are necessary for understanding rights, completing paperwork, and accessing services such as healthcare and legal aid (Freedom United, 2024). Integration into Local Community, Effective communication facilitates better interaction with the local population, aiding smoother integration into Malaysian society and fostering mutual understanding and respect (Enh et al., 2024).

Language barriers are just one of the many communication difficulties faced by Indonesian migrant workers in Malaysia. The two main languages spoken in Malaysia, English and Malay, may not be spoken fluently by many Indonesian laborers. This obstacle may make it harder for them to communicate their requirements, ask for assistance, or comprehend instructions. Misunderstandings may arise from variations in communication styles and cultural conventions. One culture's idea of what is proper or courteous might not be the same as another's. Access to Education and Training: Employees may be unable to further their careers if they have restricted access to programs for communication and language learning.

Migrant laborers frequently have hectic schedules that don't leave much time for further education. Fear of Retaliation: Employees may be reluctant to raise concerns about their jobs for fear of facing consequences from their bosses, which would prevent them from being candid and open in their communication. For Indonesian migrant workers, developing communication skills can be beneficial in a number of ways. Improved Job Performance: Employees with strong communication

skills are better able to comprehend job requirements and work together with colleagues, which improves job performance and creates advancement chances.

Gaining proficiency in the local language and using efficient communication strategies can help employees become more self-assured, independent, and equipped to handle a variety of circumstances on their own. Better relationships with supervisors, employees, and the community are cultivated through effective communication, which enhances both the work environment and the individual's quality of life. Employees with strong communication skills are more likely to ask for and get help when they need it, whether it's social support, legal guidance, or medical attention.



Figure 2. Community Service Activities by online



Figure 3. Flyer of Community Service Activities

4. CONCLUSION

The "Effective Communications" program, designed to address communication barriers among Indonesian Migrant Workers (PMI) in Kuala Lumpur, has yielded notable outcomes; they can boost self-esteem, comprehend communication obstacles, and deal with cultural differences; it can be emphasized that communication barriers can be removed by expanding one's knowledge and proficiency in effective communication.

For Indonesian migrant workers in Malaysia to succeed and be happy, effective communication is essential. Providing education, addressing cultural and linguistic hurdles, and addressing language barriers can all greatly improve their ability to communicate, with multiple positive effects on both a personal and professional level. Future studies should concentrate on creating and putting into practice plans to help these workers become more proficient communicators, since this would guarantee their greater integration and general wellbeing.

Stakeholders can benefit both the workers and the larger Malaysian society by comprehending and resolving these factors and fostering an atmosphere that is more welcoming and helpful to Indonesian migrant workers.

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