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Effectiveness of One-Stop Integrated Services in Optimizing the Role of Indonesian Migrant Workers Protection Agency in Central Java

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Abstract--This study aims to determine the application of an integrated service system in several Central Java districts to protect Indonesian workers. This research uses the observational method. This study involved seven districts contributing to Indonesian workers in the province of Central Java. The sample districts include Banyumas, Cilacap, Pati, Kendal, Sragen, Grobogan and Wonosobo. The data were obtained utilizing field observations, interviews, quinones and literature studies, analyzed using the Miles and Huberman models, namely data reduction, data tabulation, data presentation and conclusion drawing. The study results show that the One-Stop Integrated Service also helps reduce Illegal Indonesian Migrant Workers and prevents document falsification. Limited Human Resources (HR) who can act as operator staff at LTSA office outlets are also a factor in the ineffectiveness of the One-Stop Integrated Service. This means that the presence of LTSA in various districts/cities in Central Java can facilitate the role of BP2MI in carrying out its functions. However, it cannot run effectively as a whole.

Keywords--governments roles, Indonesian migrant, one-stop integrated services (LTSA), worker protection agency.

Introduction

Indonesian Migrant Workers are every Indonesian citizen who will, are currently, or have been doing work for wages outside the territory of Indonesia (Widodo &

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[Belgradoputra, 2019](#)). Indonesian workforce from year to year has increased. However, the lack of job opportunities in Indonesia and economic factors cause workers in Indonesia to migrate. The number of Indonesian workersplacements in 2019 reached 276,553 people. Central Java is one of the provinces as an enclave of Indonesian workers, which is ranked 2nd with 60,432 people spread across various districts in Central Java ([BP2MI, 2020](#)).

Local governments play a significant role in protecting Indonesian migrant workers. This protection includes protection before and after work ([Mihardi, 2020](#); [Smithikrai & Phetkham, 2019](#)). As an area that is the most oversized sending pocket of Indonesian workers, establishing the One-Stop Integrated Service Office is an effort by the Central Java regional government to protect Indonesian workersat the pre-placement and post-placement stages. The establishment of the One-Stop Integrated Service in Central Java has empirically been able to help the Indonesian Migrant Worker Protection Agency (BP2MI) ([Hasan et al., 2019](#)). One of them is increasing productivity and effectiveness of services in the regions, especially in districts or cities ([Berlanda et al., 2017](#); [Voronkova et al., 2021](#)). This protects workers from document crimes or fraud during their work ([Farida et al., 2021](#); [Hartono & Samsuria, 2021](#)).

One-Stop Service (LTSA) can empirically help the Indonesian Migrant Worker Protection Agency (BP2MI) increase productivity and service effectiveness in the regions, especially in districts or cities. Based on the above background, it is necessary to evaluate the Effectiveness of One Stop Services (LTSA) in Optimizing the Role of the Indonesian Migrant Worker Protection Agency (BP2MI) in Central Java ([Debonneville, 2021](#); [Hall et al., 2019](#)). This study aims to determine the application of an integrated service system in several Central Java districts to protect Indonesian workers ([Sakolnakorn, 2019](#)). In this regard, the author describes several facts about implementing an integrated service system in several districts in Central Java, one of the enormous pockets of Indonesian migrant workers ([Lin & Mai, 2018](#); [Maksum et al., 2020](#)).

Methodology

This research uses the observational method. The sample was selected utilizing a census and purposive sampling of 35 districts/cities in Central Java. The research sample is 20% of the total cities and districts in Central Java. This study involved seven districts contributing to Indonesian workers in the province of Central Java. The sample districts include Banyumas, Cilacap, Pati, Kendal, Sragen, Grobogan and Wonosobo. The district was chosen as the research location because it has the most sending criteria in Central Java for Indonesian workers. The data in the study were obtained using field observations, interviews, quinones and literature studies ([Mohd Nawi et al., 2019](#)). The data were analyzed using the Miles and Huberman models, namely data reduction, data tabulation, data presentation and conclusion drawing ([Gouscos et al., 2007](#); [Keatley et al., 2013](#)).

Result and Discussion

The role of the Indonesian migrant worker protection agency (BP2MI)

The implementation of the protection of migrant workers requires strict supervision and law enforcement. This supervision includes protecting Indonesian migrant workers before, during, and after work (Dewi et al., 2020; Igorevich Golubev et al., 2020). The Indonesian Migrant Worker Protection Agency (BP2MI) is a non-ministerial government agency. Previously this institution was named the National Agency for the Placement and Protection of Indonesian Migrant Workers (BNP2TKI) (Sururama & Nanuru, 2019). However, with the issuance of Presidential Regulation Number 90 of 2019 concerning the Indonesian Migrant Worker Protection Agency, BNP2TKI changed its name to the Indonesian Migrant Worker Protection Agency (BP2MI) and strengthened its function and role as implementing service policies in placements and the integrated protection of Indonesian migrant workers (Doi et al., 2014; Lu, 2008).

The existence of one-stop integrated service (LTSA) in Central Java

The One-Stop Service (LTSA) is an effort and evidence of the government preparing every prospective Indonesian workers who wants to leave and minimizing other forms of violations. Cases such as sexual harassment, ill-treatment, torture, and exploitation by people who can harm Indonesian workers and minimize Indonesian workers without documents and unprocedural, foreign exchange will also increase. The establishment of the One-Stop Integrated Service Office (LTSA) as an institution specifically tasked with providing services to the community can be said to be a breakthrough or innovation in local government management. One-Stop Services is established in local governments and focuses on districts or cities belonging to migrant workers or other considerations, such as locations on national borders (Alekseevna Fedorova et al., 2020; Herberholz, 2020; Suphanchaimat et al., 2017). The local governments must initiate the development of Indonesian society so that equitable distribution of welfare occurs not only in big cities (Rutman & Hubberstey, 2019). In addition, technological progress can be a driving force for upholding justice and legal certainty to build public services in the placement of Indonesian Workers (Handayaniputri et al., 2019; Vafina et al., 2020).

One-Stop Integrated Service (LTSA) is present as a form of placement and protection of Indonesian Migrant Workers on the mandate of Law No. 18 of 2017 on the Protection of Indonesian Migrant Workers (BP2MI, 2019). One-Stop Integrated Service (LTSA) aims to realize the effectiveness of implementing the placement and protection services of Indonesian Migrant Workers and provide efficiency and transparency in the management of document placement and protection of Prospective Indonesian Migrant Workers and accelerate the quality of services (Athreya, 2020; Drbohlav et al., 2017). Central Java Province, as one of the most Indonesian migrant worker delivery enclaves in Indonesia. There are 7 Integrated One-Door Services (LTSA) that have been built in several districts or cities, namely LTSA-PTKLN Pati, LTSA P3MI Grobogan, LTSA-PTKLN Brebes, LTSA-PTKLN Banyumas, LTSA-PTKLN Cilacap, LTSA-PTKLN Kendal, and LTSA PTKLN Wonosobo (Nur et al., 2021; Dung et al., 2021).

LTSA-PTKLN Pati

The One-Stop Service for the Placement of Foreign Workers (LTSA-PTKLN) in Pati Regency is under the Pati Manpower Office. The One-Stop Integrated Service (LTSA) only provides prospective Indonesian workers during the pre-placement or post-placement period. At the same time, the placement period abroad is the authority and task of the Ministry of Foreign Affairs. During the pre-placement period, the Manpower Office handles related documents needed for departure to educate brokers who illegally brand prospective migrant workers. Including the completeness of related documents such as Identity Cards (KTP) and Birth Certificates, Diplomas, or Marriage Certificates from husband/wife. This is done to address the possibility of migrant workers in the country (Winefield & Barlow, 1995; Anderson, 2000).

Based on the Pati Manpower Office records, the number of services at LTSA PTKLN Pati Regency increased from 2018 to 2019. The number of benefits in 2018 was 13,721 services and improved in 2019 by 15,670 services. Mrs Sukati, as the Head of Placement of the Pati Regency Manpower Office, explained that the one-stop integrated service for workers who want to work abroad had gone very well. Prospective Indonesian workers who will work abroad can get information and manage all files at the LTSA-PTKLN. This information can be through questions and answers or information posted on bulletin boards related to job vacancies abroad or obtaining a Indonesian workers Placement Company that can send Indonesian workers procedurally (Svalund et al., 2018). LTSA-PTKLN Pati Regency has also implemented an online system and also serves registration with a manual system (Patanakul & Pinto, 2014; Orazem & King, 2007). Indonesian workers from Pati Regency made Taiwan a destination country with 217 formal workers and 929 informal workers. Meanwhile, based on gender, South Korea became the destination country for male migrant workers as many as 491 people, and 942 female prospective migrant workers made Taiwan a work destination (Smit et al., 2007; Dumbrell, 2006).

LTSA P3MI Grobogan

Grobogan Regency is included in the top nine pockets of Indonesian workers in Central Java. Grobogan Regency established the One-Stop Service for the Protection of Indonesian Migrant Workers (LTSA-P3MI) to simplify, speed up, and reduce the cost of obtaining permits for Indonesian workers who wish to work abroad. LTSA P3MI Grobogan Regency is under the Department of Manpower and Transmigration (Disnakertrans) of Grobogan Regency. From the outlets that must be provided, only civil registration and population services are available to check the administration of population data for Indonesian migrant workers who will leave the country and PRT yellow card printing. LTSA P3MI in Grobogan Regency still has several obstacles, such as facilities and infrastructure, and the number of employees is still limited so that it cannot perform an effective service (Alsharif, 2020; Nyandra et al., 2018).

Throughout 2019, Indonesian workers candidates with junior high school education graduates were the most, with 746 people. The number is divided into Informal Workers and Formal Workers, Informal Workers at the registration stage

are 128 people, and 495 people have completed. As for the formal workforce at the registration stage, 53 people and 70 people have finished. The recapitulation of Prospective Indonesian workers in 2019 based on placement country shows that Prospective Indonesian workers from Grobogan Regency made Taiwan a destination country with 623 people. According to, individual character and work environment are the reasons why Indonesian workers belong to the country. On the other hand, Hong Kong is a destination for prospective Indonesian workers who choose to be informal workers with 504 people (Menaka, 2017; Lukman et al., 2016).

LTSA-PTKLN Brebes

The One-Stop Service for the Placement of Foreign Workers (LTSA PTKLN) in Brebes Regency is a structural organization under the Technical Implementation Unit of the Indonesian Migrant Worker Protection Agency (UPT BP2MI) Central Java, which is located in the city of Semarang. In contrast to other districts, most of which are still appointed as workforce offices. LTSA-PTKLN Brebes Regency provides integrated services for the placement and protection of Indonesian workers in the Region at the pre-placement and full-placement stages. With the one-stop integrated service in Brebes Regency, the OPP (Pre-Departure Orientation) service is closer to the surrounding community. Therefore, it is expected to reduce the sending of illegal Indonesian workers. However, the one-stop integrated service in the City of Brebes has not been effective, and all outlets in the one-stop integrated service office are still empty. The reason is that prospective Indonesian workers who depart by legal means, all pre-placement requirements have been handled by the Indonesian Migrant Worker Placement Agency (P3PMI). Therefore, future migrant workers should have the initiative to come and ask about job opportunities abroad for both formal and informal employment sectors (Johnston & McGauran, 2021). This is to know more about the terms, stages, and job opportunities (Martyn, 2018).

The Indonesian Migrant Worker Protection Agency (BP2MI) should continue to assign its staff to fill service outlets at the one-stop integrated service in Brebes. Although in practice, one-stop integrated service itself has not been used optimally as a one-stop integrated service. When viewed from the facilities provided at the one-stop integrated service office in Brebes, it is sufficient.

Table 1
Recapitulation of PMI placement by formal and informal sector in Brebes district

| No | Month - Year | Formal | | | Informal | | | Total |
|----|------------------------|--------|-----|-------|----------|------|-------|-------|
| | | M | F | Total | M | F | Total | |
| 1 | January-December 2017 | 1341 | 556 | 1897 | 3 | 2923 | 2926 | 4823 |
| 2 | January-December 2018 | 1382 | 904 | 2286 | 4 | 3705 | 3709 | 5995 |
| 3 | January- December 2019 | 1656 | 971 | 2627 | 2 | 3634 | 3636 | 6263 |
| 4 | January-September 2020 | 367 | 179 | 546 | 0 | 882 | 882 | 1428 |

Source: Siskotlin, 2021

From 2017 to 2020, the sending of Indonesian workers in Brebes Regency was dominated by 13,754 female workers. This number is very far compared to male

Indonesian workers candidates, which are only 4,755 people. The highest peak of Indonesian workers in Brebes Regency occurred in 2019. The number of Indonesian workers placements in 2019 was 6,263 people. As for the placement of Indonesian workers abroad, there are two employment sectors, namely the formal and informal sectors. Women choose to work abroad to provide for their families. Besides, they feel comfortable working far from where they live.

LTSA-PTKLN Banyumas

The establishment of the One-Stop Service for the Placement of Foreign Workers (LTSA-PTKLN) in Banyumas Regency is intended to realize Indonesian Migrant Worker services (PMI) and accelerate the improvement of the quality of services for Indonesian workers. Unlike other areas in Central Java, PTKLN-LTSA services are located at MPP (Public Service Mall). Services at LTSA PTKLN are very effective because there are many outlets related to LTSA PTKLN, such as Banyumas Police, Social Security Administering Agency (BPJS), Civil Registry, and Immigration. So that this service will make it easier for Prospective Indonesian Migrant Workers (CPMI) to manage sufficient files in one place, namely at the MPP (Public Service Mall). Furthermore, it makes it easier for officers because it can be completed in one day and prevents document falsification. Therefore, ease in the service system will help both officers and consumers (Nguyen et al., 2020; Roy et al., 2018; Shaqra, 2021).

The placement of Indonesian workers in the informal sector in Banyumas Regency from 2017 to 2020 has decreased from year to year. However, the informal sector dominates more than the formal sector. The number of Indonesian migrant workers occupying the informal sector from 2017 to 2020 is 8,729, while the number of formal sector migrant workers is 4,002. Female Indonesian workers dominates placement of Indonesian workers based on gender. From 2017 to 2020, there were 10,625 female Indonesian workers placements in Banyumas Regency and 2,106 male Indonesian workers placements. The highest placement of Indonesian workers was in Banyumas Regency in 2018 with 4,112 Indonesian workers, consisting of 767 male Indonesian workers and 3,345 female Indonesian workers.

LTSA-PTKLN Cilacap

One-Stop Integrated Service Placement of Foreign Workers Cilacap is located separately from the office DISNAKER Cilacap City. LTSA PTKLN Office is also a P4TKI Office (Post Service Placement and Protection of Indonesian Workers). With LTSA in Cilacap, services to Prospective Indonesian Migrant Workers and Indonesian Migrant Workers become more effective and efficient. Solving the problem between prospective Indonesian migrant workers and Indonesian migrant workers is also done with the relevant services in LTSA PTKLN Cilacap. Ideally, all agencies from the Office of Manpower (Disnaker), Population and Civil Records Office (Disdukcapil), Immigration, Police, Social Security Organizing Agency (BPJS) Employment is in one place. As well as with the system used, the Information and Communication System of Foreign Workers (SISKOTKLN) can reduce illegal Indonesian migrant workers.

Cilacap Regency ranks first with the highest number of migrant workers from 2017 to 2019. In 2017 there were 10,177 people, then in 2018, there were 11,785 people, and in 2019 the number decreased to 11,480 people (BP2MI, 2020). In addition, Cilacap Regency in 2019 sent Indonesian Migrant Workers to various countries through the Implementing of a Private Indonesian Labor Placement (PPTKIS) following the Recapitulation of Placement of Indonesian Migrant Workers in 2019 in Cilacap Regency. As a result, many Indonesian workers in Malaysia are accessible, and the similarities in culture and language between Indonesia and Malaysia (Eko & Eko, 2020; Rizka et al., 2021).

Table 2
Recapitulation of PMI placement in 2019 in Cilacap regency

| No | Country | Formal | | | Informal | | | Total |
|----|-------------------|--------|-----|-------|----------|------|-------|-------|
| | | M | F | Total | M | F | Total | |
| 1 | Singapura | 0 | 0 | 0 | 0 | 1180 | 1180 | 1180 |
| 2 | Hongkong | 0 | 0 | 0 | 0 | 1569 | 1569 | 1569 |
| 3 | Taiwan | 9 | 0 | 9 | 0 | 1270 | 1270 | 1279 |
| 4 | Malaysia | 1013 | 124 | 1137 | 0 | 443 | 443 | 1580 |
| 5 | Brunei Darussalam | 20 | 0 | 20 | 0 | 3 | 3 | 23 |

LTSA-PTKLN Kendal

One-Stop Service for the Placement of Overseas Workers (LTSA PTKLN) Kendal Regency is located within the Kendal Regency Manpower Office office complex. PTKLN LTSA services have been running as they should but are still not optimal. For example, for the SKCK service by the Kendal Police, the authority to issue a Police Record Certificate (SKCK) for prospective Indonesian workers with destination countries of Taiwan, Korea, and Japan is still carried out by the Central Java Police, Police Record Certificate Service (SKCK) for prospective Indonesian workers with destination country is still being carried out at the Kendal Police Station. In contrast, the passport registration service for prospective Indonesian migrant workers is still being carried out at the Class 1 Immigration Office in Semarang.

LTSA PTKLN Kendal Regency has presented the implementation of cheap, easy and fast services. It makes it easier for prospective Indonesian workers to register and manage required documents in only one location. LTSA PTKLN is expected to reduce migrant workers who are not procedural in Kendal Regency. As a result, the number of Indonesian workers placement services at LTSA PTKLN Kendal Regency from 2018 to 2020 has decreased. In 2018 the number of services at LTSA Kendal was 908 people, then in 2019, the number of services began to decrease to 469 people, and in 2020 the number of services decreased to 233 people. The placement of Indonesian workers in the Kendal Regency is carried out by dividing the labour sector, namely the formal sector and the informal sector. The following is the recapitulation of Indonesian workers in the Kendal Regency based on the employment sector from 2017 to 2020.

LTSA-PTKLN Wonosobo

The workforce (LTSA-PTKLN) of the Wonosobo Regency is intended to realize the effectiveness of Indonesian workers services and accelerate the improvement of the quality of Indonesian workers services. Meanwhile, the goal of LTSA-PTKLN is to improve easy, cheap, safe, quality, and fast services in the context of the placement and protection of Indonesian migrant workers. Although not yet practical, the number of Indonesian workers placement services at LTSA PTKLN in Wonosobo Regency from 2018 to 2020 has increased 2018, at LTSA Wonosobo Regency, there is no service. However, in 2019 the number of services began to increase to 51 people, and in 2020 the number of services became 154 people. The placement of Indonesian workers based on the employment sector is divided into the formal and informal sectors. In Wonosobo Regency, the post of Indonesian workers in the informal sector is more dominant than the formal employment sector. In 2017 the placement of Indonesian workers in the informal sector reached 2,136 people, but this number has decreased from year to year.

Conclusion

The existence of One-Stop Integrated Service in several districts/cities in Central Java Province makes the service more accessible, cheaper, faster, and more transparent. One-Stop Integrated Service makes it easy for Prospective Indonesian Migrant Workers and Indonesian Migrant Workers in Central Java to take care of files. One-Stop Integrated Service carried out from initial recording, registration, and Final Supply of Departure (PAP) to departure. One-Stop Integrated Services also help reduce Illegal Indonesian Migrant Workers and also prevent falsification of documents. However, the effectiveness of services in LTSA has been realized only in LTSA PTKLN Banyumas and LTSA PTKLN Cilacap. Integrated One-Stop Services are still not running effectively in several districts/cities in Central Java Province, such as LTSA PTKLN Pati, LTSA P3MI Grobogan, LTSA PTKLN Brebes, LTSA PTKLN Kendal.

Reas have not provided One-Stop Integrated Services effectively because there is no understanding between the relevant agencies and related facilities and infrastructure in the ITSA office. They also require significant funds for their procurement and are still retracting their responsibilities. Because not all regions have great potential for Indonesian workers. Because to build the LTSA, there must be an Indonesian Migrant Worker Placement Company, the Manpower Service (Disnaker), the Population and Civil Registration Service (Disdukcapil), the Health Service (Dinkes), Immigration, Police, and banking services. Limited Human Resources (HR) who can act as operator staff at LTSA office outlets are also a factor in the ineffectiveness of the One-Stop Integrated Service. The Indonesian Migrant Worker Protection Agency (BP2MI) continue to fill empty outlets so that services in some areas that have outlets at the LTSA office do not function.

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