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Implementation of Legal Socialization on the Protection of Indonesian Migrant Workers as a Form of Cross-Border Community Service: A Case Study of UMB International Student International Community Service in Taiwan

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Abstrak

Migrasi pekerja Indonesia ke luar negeri, termasuk ke Taiwan, terus menunjukkan tren peningkatan setiap tahun, sehingga Taiwan menjadi salah satu negara tujuan utama Pekerja Migran Indonesia (PMI) di kawasan Asia Timur. Namun, tingginya angka migrasi tersebut belum sepenuhnya diimbangi dengan pemahaman hukum PMI mengenai hak, kewajiban, dan mekanisme perlindungan yang diatur dalam Undang-Undang Nomor 18 Tahun 2017 tentang Pelindungan Pekerja Migran Indonesia. Kondisi tersebut menyebabkan PMI rentan mengalami eksploitasi kerja, pemotongan gaji secara ilegal, penahanan dokumen, serta potensi tindak pidana perdagangan orang (TPPO). Kegiatan pengabdian kepada masyarakat ini dilaksanakan melalui Program International Community Service (Student International Community Service) Universitas Muhammadiyah Bengkulu (UMB) di Taiwan dengan tujuan meningkatkan pemahaman hukum PMI mengenai hak-hak dasar, prosedur pengaduan resmi, dan pencegahan TPPO. Metode pelaksanaan meliputi ceramah interaktif, diskusi kelompok, studi kasus, simulasi pengaduan, serta pembagian modul saku dwibahasa yang dilaksanakan di tiga lokasi konsentrasi PMI, yaitu Taipei, Taoyuan, dan Kaohsiung, dengan melibatkan 115 peserta. Hasil evaluasi menunjukkan peningkatan rata-rata skor pemahaman hukum peserta dari 50,4 pada pre-test menjadi 82,4 pada post-test atau meningkat sebesar 63,5%. Tingkat kepuasan peserta terhadap kegiatan mencapai 92% dalam kategori puas dan sangat puas. Kegiatan ini menunjukkan bahwa program International Student Community Service dapat menjadi model pengabdian lintas negara yang efektif sekaligus bentuk kontribusi perguruan tinggi dalam memperkuat perlindungan hukum bagi diaspora pekerja Indonesia di luar negeri.

Kata kunci: Pekerja Migran Indonesia; Sosialisasi Hukum; Pengabdian kepada Masyarakat; International Community Service; Taiwan

Abstract

The migration of Indonesian workers abroad, including to Taiwan, continues to show an increasing trend every year, making Taiwan one of the main destination countries for Indonesian Migrant Workers (PMI) in the East Asian region. However, the high migration rate has not been fully balanced with PMI's legal understanding of the rights, obligations, and protection mechanisms regulated in Law Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers, so that PMI is vulnerable to labor exploitation, illegal salary deductions, document detention, and potential trafficking in persons (TPPO). This community service activity is carried out through the International Community Service Program (Student International Community Service) of the University of Muhammadiyah Bengkulu (UMB) in Taiwan, with the aim of increasing PMI's legal understanding of basic rights, official complaint procedures, and prevention of trafficking. The implementation methods included interactive lectures, group discussions, case studies, complaint simulations, and the distribution of bilingual pocket modules, which were carried out in three PMI

concentration locations, namely Taipei, Taoyuan, and Kaohsiung, involving 115 participants. The results of the evaluation showed an increase in the average legal understanding score of participants from 50.4 in the pre-test to 82.4 in the post-test, or an increase of 63.5%, with the level of satisfaction with the activity reaching 92% in the satisfied and very satisfied categories. This activity shows that the International Student International Community Serviceprogram can be an effective model of cross-border community service as well as a form of university contribution in strengthening legal protection for the diaspora of Indonesian workers abroad.

Keywords: Indonesian Migrant Workers; Legal Socialization; Community Service; International Community Service; Taiwan

INTRODUCTION

The phenomenon of international labor migration has become an important part of Indonesia's labor dynamics over the past few decades. As one of the largest sending countries for Indonesian Migrant Workers (PMI) in the world, Indonesia sends its workers to various destination countries, one of which is Taiwan, which is one of the main destinations for migrant workers in the East Asian region with a relatively large diaspora population, especially in the household arrangement (PLRT), caregiver sector, and manufacturing industry. The high number of migrant workers in Taiwan makes the issue of legal protection of their rights a problem that cannot be ignored, considering the vulnerability of migrant workers to various forms of rights violations, ranging from exploitation of working hours, salary deductions that are not in accordance with contracts, detention of identity documents by agents or employers, to the potential to become victims of trafficking in persons (TPPO) [1].

The Government of Indonesia has regulated the protection of migrant workers through Law Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers, which mandates protection at the stage before work, during work, and after work, including the provision of official complaint channels through government representatives abroad [2]. However, such comprehensive regulations do not necessarily have an optimal impact if they are not balanced with adequate legal understanding among the migrant workers themselves. Limited working hours, language barriers, lack of access to easy-to-understand legal information, and low digital literacy have caused many migrant workers in Taiwan to not fully understand their rights and obligations in accordance with employment contracts and applicable regulations, both Indonesian regulations and Taiwanese labor regulations [3].

METHOD

Target Audience

The target audience for this activity is Indonesian Migrant Workers (PMI) who work in Taiwan in various sectors, including housekeepers (PLRT) and elderly caregivers, manufacturing industry workers, and workers in other sectors. This legal socialization activity involved a total of 115 participants spread across three PMI concentration locations in Taiwan.

Time and Place of Execution

The activity was carried out during the period of the UMB International Student International Community Serviceprogram in Taiwan, located in three locations with a fairly high concentration of migrant workers, namely Taichung Park location of the regular meeting of the elderly caregiver community. The selection of the three locations was based on the results of coordination with and local PMI organizations.

Method of Activity

Legal socialization activities are carried out using a combination of several methods so that the material can be delivered effectively to participants with limited educational backgrounds and free time, namely: (1) interactive lectures on the legal basis for the protection of migrant workers; (2) focus group discussions to discuss the problems experienced by participants directly; (3) case studies based on PMI's real experience related to labor rights violations; (4) simulation of official complaint procedures; and (5) the distribution of a bilingual pocket module (Indonesian-Chinese) which contains a summary of the rights, obligations, and contact of the complaint service that can be used as a practical reference by the participant after the activity ends.

Stages of Implementation of Activities

The implementation of this community service activity is carried out through five main stages as shown in Figure 1.



Figure 1. Stages of Implementation of Legal Socialization Activities

The Preparation and Needs Survey stage is carried out through the identification of legal problems faced by PMI in Taiwan and the preparation of socialization materials and modules that are tailored to the needs of the field. The Partner Coordination Stage was carried out with PMI association organizations to determine the location, time, and technical mechanism of implementation. The Socialization Implementation Stage is the core of the activities carried out in the three target locations. The Evaluation Stage is carried out through measuring participants' understanding using pre-test and post-test instruments, as well as satisfaction questionnaires. The follow-up stage is carried out through the establishment of an online communication group as a medium of continuous assistance and the distribution of official contact for complaint services.

Evaluation Instruments

The evaluation of the success of the activity was carried out using two instruments. First, the pre-test and post-test instruments consist of 10 multiple-choice questions for each socialization material, in order to measure the improvement of participants' legal understanding before and after the activity. Second, a participant satisfaction questionnaire with a four-point Likert scale (Very Satisfied, Satisfied, Quite Satisfied, Less Satisfied) to assess the quality of the implementation of activities in terms of delivering material, interactions, and benefits felt by participants.

RESULTS AND DISCUSSION

Overview of Activities

Legal socialization activities on the protection of migrant workers were carried out as part of the UMB International Student International Community Serviceprogram in Taiwan by involving students of the Law study program and other study programs in a cross-disciplinary manner. The activity took place in three PMI concentration locations with a total of 115 participants who actively participated in the entire series of activities, ranging from lecture sessions, group discussions, to complaint simulations.

Participant Participation Based on Activity Location

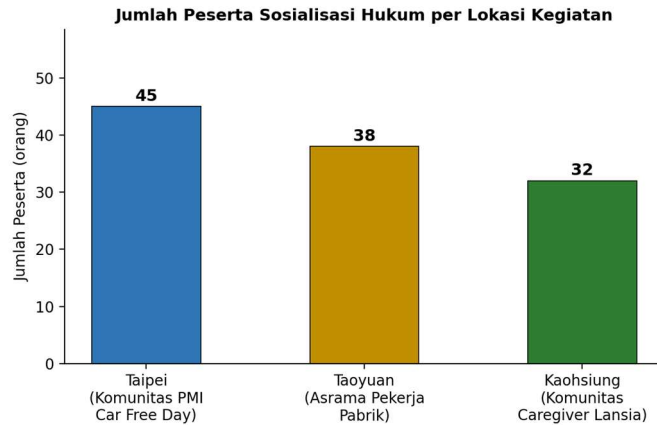


Figure 2. Number of Legal Socialization Participants per Activity Location

Table 1. Number of Participants Based on Weekly Activities at Taichung Park

No.	Activity Location	Week	Number of Participants
1	Taichung Park	Week 1	38
2	Taichung Park	Week 2	40
3	Taichung Park	Week 3	37
Total	—	—	115

Table 1 and Figure 2 show that community participation in the activities conducted at Taichung Park remained relatively consistent throughout the three weeks of implementation. The highest participation was recorded during Week 2 with 40 participants, followed by Week 1 with 38 participants, and Week 3 with 37 participants. Overall, a total of 115 participants attended the activities. The relatively balanced number of participants across the three weeks indicates sustained community interest and effective dissemination of information regarding the Student International Community Service International activities held at Taichung Park.

Characteristics of participants by sector of work

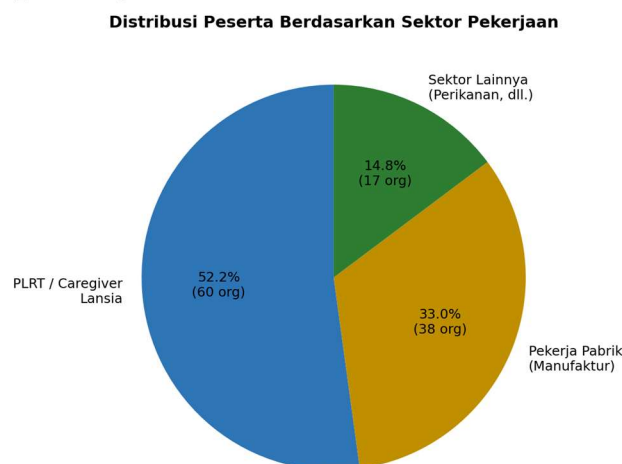


Figure 3. Distribution of Participants by Sector of Employment

Based on Figure 3, the majority of activity participants came from the household management sector (PLRT) and elderly caregivers, which were 60 people or 52.2%, followed by the factory worker sector (manufacturing) as many as 38 people or 33.0%, and other sectors such as fisheries as many as 17 people or 14.8%. The dominance of participants from the PLRT and caregiver sectors is in line with the general characteristics of migrant workers in Taiwan which are indeed dominated by the

domestic informal sector, as well as being a group that is empirically more vulnerable to labor exploitation because they work individually in the employer's household with relatively limited legal supervision compared to the formal sector such as manufacturing.

Material for Socialization of the Law on the Protection of Migrant Workers

The socialization material is systematically prepared to cover the legal aspects that are most relevant to the problems commonly faced by migrant workers in Taiwan, as presented in Table 2.

Table 2. Socialization Material on the Protection of Migrant Workers Law

Yes	Material	Substance Summary
1	Legal Basis for the Protection of PMI	Introduction of Law No. 18 of 2017 concerning the Protection of PMI and its derivative regulations
2	Rights and Obligations in an Employment Contract	Understanding the content of employment contracts, working hours, wages, and leave rights in accordance with Taiwanese and Indonesian regulations
3	Official Complaint Procedure	Grievance mechanism through KDEI Taipei and Taiwan labor authority
4	Prevention of Trafficking	Introduction of job placement fraud modes and indications of human trafficking crimes
5	Social Security and Health	Information on Labor Insurance and Health Services (NHI) Protection in Taiwan

Results of Evaluation of Participants' Legal Understanding

The evaluation of participants' legal understanding was carried out through a pre-test before the socialization session and post-test after the entire series of material was delivered. The results of the evaluation showed a significant increase in all the materials tested.

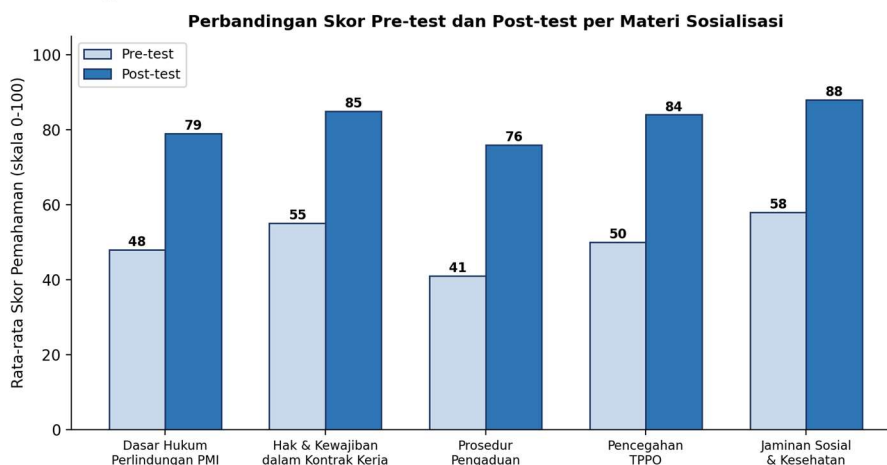


Figure 4. Comparison of Pre-test and Post-test Scores per Socialization Material

Table 3. Results of Pre-test and Post-test Participant's Legal Understanding

Yes	Material	Rata-rata Pre-test	Rata-rata Post-test	Improvement
1	Legal Basis for the Protection of PMI	48	79	+31

Yes	Material	Rata-rata Pre-test	Rata-rata Post-test	Improvement
2	Rights & Obligations of Employment Contract	55	85	+30
3	Complaint Procedure	41	76	+35
4	Prevention of Trafficking	50	84	+34
5	Social Security & Health	58	88	+30
Overall Average	-	50,4	82,4	+32,0

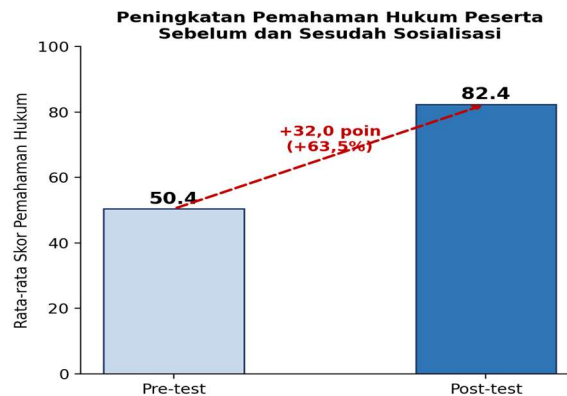


Figure 5. Increased Participant's Overall Legal Understanding

Based on Table 3 and Figure 4–5, the average overall legal comprehension score of participants increased from 50.4 in the pre-test to 82.4 in the post-test, or an increase of 32.0 points (63.5%). The highest increase occurred in the materials of complaint procedures (35 points) and prevention of trafficking (34 points), which showed that these two topics were the least understood by participants before the activity took place, but were most effectively conveyed through simulation methods and case studies used in socialization. Meanwhile, the social security and health materials showed the highest pre-test scores (58), indicating that some participants already had basic knowledge of the topic, likely due to their direct relationship with their daily work experience.

Participant Satisfaction Level

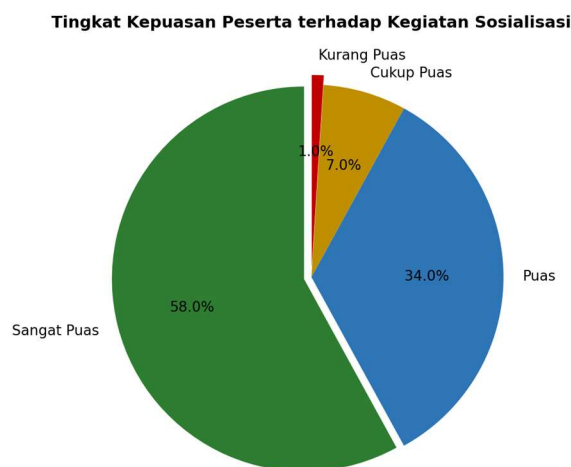


Figure 6. Participant's Satisfaction Level with Socialization Activities

The results of the satisfaction questionnaire showed that 58% of participants stated that they were very satisfied and 34% expressed satisfaction with the implementation of the activity, so that the total level of positive satisfaction (satisfied and very satisfied) reached 92%. As many as 7% of participants stated that they were quite satisfied and only 1% stated that they were not satisfied. The high level of participant satisfaction shows that the combination method of lectures, discussions, and simulations used in this activity is considered effective and in accordance with the needs and characteristics of participants who have limited time and diverse educational backgrounds.

Supporting and Inhibiting Factors of Activities

, the high enthusiasm of the PMI association organization in mobilizing its members to participate, and the use of bilingual modules that facilitate participants' understanding. In addition, the involvement of cross-disciplinary students also enriched the approach to delivering material, not only from the legal aspect but also from the communication and social psychology aspects.

The obstacles faced during the implementation of the activity include limited time for participants who only have limited holidays in a month, communication obstacles due to differences in regional language dialects among fellow migrant workers, and the limited number of sessions that cause not all migrant workers in the target location to participate in the activity directly. These obstacles are overcome through the distribution of pocket modules that can be studied independently and the formation of online communication groups to reach migrant workers who cannot attend in person.

Program Impact and Sustainability

This activity has a direct impact in the form of increasing the legal understanding of PMI in the three target locations, as shown by the results of the pre-test and post-test evaluations. In addition to these short-term impacts, the program is also designed to be sustainable through the establishment of an online communication group that connects participants with the UMB International Student International Community Serviceteam, so that legal assistance can continue even after face-to-face activities have ended. In the future, this program has the potential to be developed into an annual routine activity that is integrated with the UMB International Student International Community Serviceprogram, as well as opening up opportunities for wider cooperation with other migrant worker protection institutions, such as the Indonesian Migrant Workers Protection Agency (BP2MI) and non-governmental organizations engaged in the protection of migrant workers.

CONCLUSIONS

Legal socialization activities on the protection of Indonesian Migrant Workers carried out through the UMB International Student International Community Serviceprogram in Taiwan have proven to be effective in improving participants' legal understanding, as shown by an increase in the average understanding score from 50.4 to 82.4 (63.5%) and the satisfaction level of participants reaching 92%. This activity also proves that the International Student International Community Serviceprogram can be expanded in function not only as a means of cross-cultural learning for students, but also as an instrument of cross-border community service that contributes significantly to the legal protection of the Indonesian diaspora of workers abroad.

Some suggestions that can be recommended based on the results of the implementation of this activity include: (1) the need for the sustainability of the legal socialization program periodically, considering the rotation of migrant workers who continue to change every period of the employment contract; (2) the need to strengthen institutional cooperation between universities, in designing a more structured legal assistance program; (3) the need to develop digital educational media, such as videos or applications in simple language, to reach migrant workers who are unable to participate in face-to-face activities; and (4) the need for further research to evaluate the long-term impact of legal socialization programs on empirically reducing the number of violations of migrant workers' rights in Taiwan.

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