

EFFECTIVENESS OF FACILITATION SERVICES FOR REPATRIATION OF INDONESIAN MIGRANT WORKERS AT TECHNICAL IMPLEMENTATION UNIT OF LABOR AND TRANSMIGRATION OFFICE IN EAST JAVA PROVINCE

Dwingga Aprilliana Futri Gunawan^{1)*}, Binti Azizatun Nafi'ah¹⁾
Universitas Pembangunan Nasional "Veteran" Jawa Timur, Indonesia¹⁾
*Email: 22041010296@student.upnjatim.ac.id**

Article History

Received: 23 January 2025

Accepted: 23 January 2025

Published: 25 April 2025

Abstract

This study examines the effectiveness of the Indonesian Migrant Workers Deportation Facilitation Service at the UPT-P2TK of the East Java Provincial Manpower and Transmigration Office using descriptive qualitative research methods. This study analyzes the effectiveness of the Indonesian Migrant Worker Deportation Repatriation Facilitation Service which includes the quality, efficiency, and responsiveness of services provided to deported Indonesian Migrant Workers. This study concluded that the Effectiveness of the Indonesian Migrant Worker (PMI) Deportation Repatriation Facilitation Service uses the theory The focus of this research focuses on using the effectiveness of Fandy Tjiptono's public services (2017) in (Pane et al., 2020), of which there are 4 (Four) Indicators, namely: Service Timeliness, Service Accuracy, Courtesy and Friendliness in providing services, and ease of getting services. which can show whether the facilitation services provided by UPT-P2TK regarding the facilitation of PMI deportation repatriation are running effectively.

Keywords: Deportation Repatriation, Effectiveness, Facilitation Services, Indonesian Migrant Workers.

A. INTRODUCTION

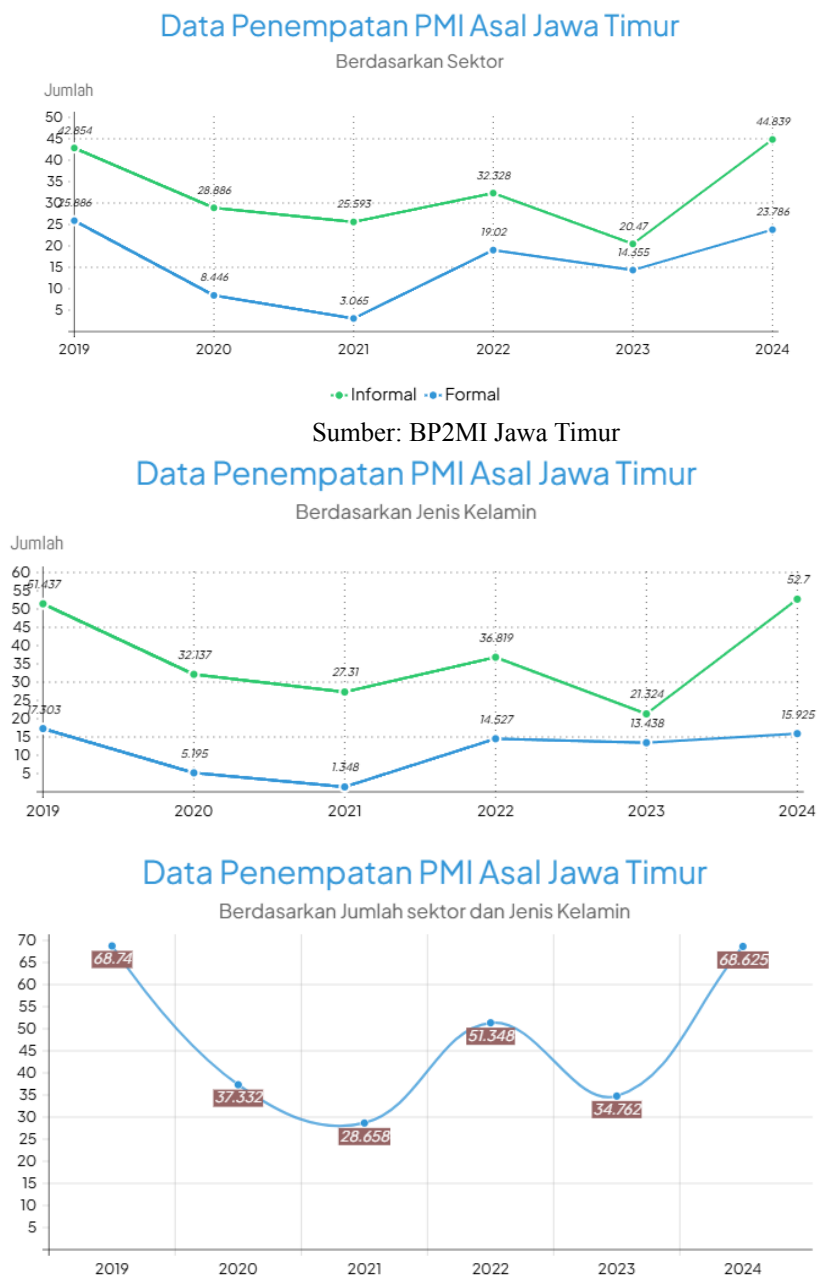
Article 27 Paragraph 2 of the 1945 Constitution states that "Every citizen has the right to work and a decent living for humanity." This article explains that every Indonesian citizen has the right to get a job (Indonesia, 1988). The state is responsible for creating job opportunities for every citizen so that they can meet their living needs and can actively participate in the economic development of the Republic of Indonesia (Wijaya et al., 2019). This article emphasizes that every citizen has the right to decent work and a prosperous life.

The number of Indonesian residents (based on NIK ownership) in 2023 is 279,118,866 million people (Population Data from the Directorate General of Population and Civil Registration). The population of Indonesia, which is more than ± 279 million people, proves that the population of Indonesia is very large and continues to increase from year to year. If the population in Indonesia continues to increase, the need for jobs will also increase, so that it can create a balance between the number of jobs and the number of existing residents (Adriyanto et al., 2020). However, in reality, the development between the number of workers is not balanced with the absorption of labor (Saefurrahman et al., 2017). Ultimately, the unemployment rate in Indonesia will increase. This will be a serious problem for the Indonesian Government in its efforts to improve the welfare of its population.

ARTICLE

According to Hidayat in (Skaut & Tripuro, 2022) the Government has an effective solution to overcome the problem of unemployment. One of them is by sending Indonesian Migrant Workers abroad. Sending Indonesian Migrant Workers abroad is one of the efforts to reduce unemployment in Indonesia (Sugandi et al., 2018). In addition to reducing unemployment in Indonesia, sending Indonesian Migrant Workers abroad can make a major contribution to the country's foreign exchange earnings, and even become one of the main sources of foreign exchange. It can be said that Indonesian Migrant Workers are Foreign Exchange Heroes (Yakup, 2019).

Table 1. Placement Data for PMI from East Java



Source: (Monthly Report of LTSA UPT-P2TK Disnakertrans East Java)

ARTICLE

As of November 1, 2024, there are 68,625 Indonesian Migrant Workers spread across 52 countries such as Malaysia, Hong Kong, Taiwan, South Korea and various other countries. As seen in the graph, from 2020 to 2021 there was a decrease in the number of PMI working abroad by 8,674, however, in 2024 there was a drastic increase in PMI working abroad. Although Indonesian citizens working abroad, they still receive worker protection like Indonesian citizens working in Indonesia as stated in Law of the Republic of Indonesia Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers and regulations regarding its implementation have been regulated in PP RI Number 59 of 2021 concerning the Implementation of Protection of Indonesian Migrant Workers. In 2017, there was a change in the term TKI (Indonesian Migrant Workers) which was replaced by the term PMI (Indonesian Migrant Workers) since the enactment of Law Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers (Christi, 2020).

This term aims to better appreciate the status of individual workers who play an important role in the economy in Indonesia, not just Migrant Workers from Indonesia. It is undeniable that although there are many positive aspects to being a Migrant Worker, there are some negative risks such as getting inhumane treatment, for example, human trafficking, slavery, forced labor given to Indonesian Migrant Workers. In addition, the rampant Human Trafficking that occurs is because there are still many PMIs who work illegally. The existence of these illegal PMIs is because prospective PMIs want a better and more decent life and ultimately decide to become an Illegal PMI who works abroad without following the procedures required to be followed by Indonesian Migrant Workers. However, this can be a problem because with invalid documents and not in accordance with the procedures, illegal PMI will be arrested by the immigration of the country where the PMI works and will be followed up according to the regulations in that country until finally Deportation occurs.

Deportation is a forced action to remove foreigners in a country's territory, this is because there is a problem that is not in accordance with the regulations and violates immigration law. Deportation is applied to people who are not citizens of a country. Usually, deportation cases are caused by a person or foreign citizen who enters a country or enters a country illegally or without a passport and appropriate visa so that this causes the act of deportation or expulsion or repatriation of a person or group that violates immigration law.

B. LITERATURE REVIEW

Labor offices

The Manpower Office (Disnaker) is a government agency at the central and regional levels that is responsible for the field of employment (Yulianti et al., 2020). Its main task is to formulate, implement, and supervise policies related to industrial relations, job training, workforce placement, workforce protection, and supervision of work norms (Asyhadie, 2019). This office also acts as a bridge between job seekers and employers and plays a role in creating decent and fair working conditions. The performance indicators in the manpower office are

1. Level of workforce placement
2. Reduction in unemployment rate
3. Number and resolution of international relations cases
4. Supervision and compliance with work norms
5. Number of job training and certification

Immigrants

Immigrants are people who move from their home country to another country with the aim of living permanently or temporarily (Jayanti, 2019). This move can be done for reasons

of work, education, protection (such as refugees), family reunification, or other economic and social reasons (Achsin & Rosalinda, 2021). In the context of employment, labor immigrants are individuals who work outside their home country, either legally or illegally, and are usually subject to the immigration laws of the destination country. Indicators contained in immigrants are

1. Number of immigrants
2. Country of origin of immigrants
3. Legal status
4. Level of participation in the workforce
5. Type of work
6. Level of education
7. Access to social services
8. Remittances (Sending money to the country of origin)
9. Social and cultural integration

Deportation Repatriation

Deportation repatriation is the return of a person who is a foreign citizen from a country to their home country or a third country for violating immigration regulations. Deportation can occur for various reasons such as expired residence permits, illegal entry into the destination country, involvement in criminal activities, being a threat to national security and violating visa or work permit provisions (Diva, 2020). Repatriation means the administrative or logistical process of returning the person, while deportation is the legal action. Indicators of deportation repatriation are

1. Number of people deported
2. Most countries of origin
3. Reasons for deportation
4. Time of deportation process
5. Cost of repatriation
6. Level of compliance with legal processes
7. Number of refusals to enter
8. Cooperation between countries

C. RESEARCH METHODOLOGY

In this study, the method used is descriptive qualitative which is oriented towards a government institution, namely the Technical Implementation Unit for Services and Protection of Manpower of the Manpower and Transmigration Office (UPT-P2TK Disnakertrans) of East Java Province. This study is oriented towards the Effectiveness of the Facilitation Services for the Repatriation and Deportation of Indonesian Migrant Workers at the UPT P2TK Disnakertrans of East Java. The location of this study is on Jl. Bendul Merisi no. 2 Surabaya. The reason for choosing this location is because the UPT-P2TK Disnakertrans of East Java is the one that oversees the Manpower Offices throughout East Java. The focus of this study focuses on using the effectiveness of Fandy Tjiptono's (2017) public services, which include 4 (Four) Indicators, namely: Timeliness of Service, Accuracy of Service, Politeness and Hospitality in providing services, and ease of obtaining services. This data collection technique uses participant observation techniques to determine the effectiveness of the facilitation services for the repatriation of deportation of Indonesian Migrant Workers at the UPT P2TK Disnakertrans East Java.

Interviews were conducted by exploring information through purposive sampling. This study uses a structured interview method by making a draft of questions that will be

addressed to informants or sources. Data collection through Literature Study obtained through literature studies through internet searching as reference material or references that are relevant to the case and using literature studies through scientific journals.

D. RESULTS AND DISCUSSION

The Effectiveness of the Indonesian Migrant Worker Deportation Repatriation Facilitation Service at the UPT-P2TK of the East Java Provincial Manpower and Transmigration Office was studied based on several variables. According to the focus of this study, it focuses on using Fandy Tjiptono's (2017) public service effectiveness theory in (Pane et al., 2020) there are 4 (Four) Indicators, namely: Timeliness of Service, Accuracy of Service, Politeness and Friendliness in providing services, and ease of obtaining services, namely:

Timeliness of Service

Timeliness of Service is an important factor in terms of customer satisfaction. In public services, services must be provided on time, both in waiting time and during the service process. One important aspect in the timeliness of service is the smoothness of the administrative process. This administrative process includes the efficiency of the process in collecting and recording documents. The timeliness that can be provided by UPT-P2TK in deportation issues is through coordination between related parties, namely the Manpower Office, Immigration, Ministry of Foreign Affairs, and other institutions related to the PMI deportation process whose role greatly influences the time of repatriation of deported PMI. Coordination carried out between UPT-P2TK and the Ministry of Foreign Affairs, embassies, Social Services, and other parties related to the repatriation of deported PMI, as well as coordination with airlines and agents involved in the repatriation of deported PMI can speed up the repatriation time. With today's sophisticated technology, the repatriation of deported PMI can take a short time.

Where related parties or institutions can use today's sophisticated technology to process and monitor the repatriation of deported PMI. In addition, the timeliness of service also depends on the performance and competence of UPT-P2TK employees. The staff at UPT-P2TK itself has been trained and understands very well the procedures for returning deported PMI so that they can speed up every step in the process of returning deported PMI to their area of origin or being accommodated at the PMI Shelter to await coordination and pick-up by the local government or the Manpower Office of the deported PMI or returning independently who are picked up by the family of the party concerned. The provision of transportation assistance provided to deported PMI such as flight tickets from the country of placement to returning to Indonesia, especially for East Java residents who return at Juanda Airport, is also one aspect of the Timeliness of Service. In addition to transportation assistance from the country of placement to Juanda Airport, UPT-P2TK provides transportation facilities for deported PMI who are not picked up by their families or by the local government of origin or the Manpower Office of the deported PMI area of origin.

The deportation repatriation process does take time, but if there has been coordination with the relevant parties, the return of deported PMI can also run smoothly and will not take much time. If the deported PMI is picked up by the Regional Government or the Manpower Office of the deported PMI's origin, then the administrative process and return to their area of origin will not take a long time. For PMI who are picked up by their family or the Manpower Office of the deported PMI's origin at the airport, after the required data and documents are complete and meet the requirements, the deported PMI can be immediately taken home to their area of origin. However, if the deported PMI is accommodated in the PMI Shelter, then

the repatriation process awaits pick-up by the Regional Government or the Manpower Office of the deported PMI's origin or the family who picks them up or if no one picks them up, the UPT-P2TK can facilitate the repatriation of the deported PMI who will be accompanied by UPT-P2TK employees until they return to the area of origin of the deported PMI. In this case, the Timeliness of Service provided by the UPT-P2TK of the Manpower and Transmigration Office has been running well and effectively.

Service Accuracy

Accuracy in service means the absence of errors in providing services or services provided are free from errors. In this case, the information or actions taken must be correct and precise so that there will be no errors that can harm the parties involved. Accuracy is also related to the implementation of proper procedures. Therefore, service accuracy plays an important role in creating public trust and satisfaction with the services provided. In terms of service accuracy regarding PMI deportation, it can be reviewed from the provision of services by officers related to PMI deportation such as filling out documents belonging to PMI deportation, or verification of data belonging to PMI deportation which is carried out correctly and the data provided is free from input errors or errors during data collection.

Accuracy of Service provided to PMI deportation in accordance with existing procedures, poor service is very small when compared to the service provided to PMI deportation in the country of PMI deportation. Factors that can affect the accuracy of services in the repatriation of deported PMI are the availability of complete and correct data regarding deported PMI by checking data from the immigration of the deportation country with data in the Indonesian government, effective communication between related institutions (Disnaker, Immigration, Ministry of Foreign Affairs, Ministry of Manpower) to exchange information regarding deported PMI, and proper document management in accordance with applicable procedures or provisions to process valid documents for deported PMI so that they can return safely to Indonesia and in accordance with existing procedures. So that the accuracy of the services provided to deported PMI is very small.

Politeness and Friendliness in Providing Services

Politeness, Friendliness, Positive Attitude in interacting with the community is one of the important factors in assessing the effectiveness of a service provided. The courtesy and friendliness provided can provide a sense of security, and help everything run smoothly. In terms of facilitating services for the repatriation of deported migrant workers, the courtesy and friendliness of officers can reduce the feeling of anxiety for deported migrant workers, can provide a sense of security that deported migrant workers are welcomed back after going through deportation problems carried out in countries other than their home countries. The services that can be provided well can build a positive image for the institutions involved in the repatriation of deported migrant workers and help migrant workers to be wiser and more careful in looking for a job both in the country and abroad by ensuring that the procedures and documents they have are indeed valid and proven to be true.

In providing services for deported migrant workers, it is done quickly and well so that they can provide polite and friendly services and respect each other even though the problem of deportation is not a small problem. This is proven by the provision of adequate services to process the repatriation of deported PMI starting with taking care of valid files or documents and in accordance with existing provisions until they can return to their home country of each deported PMI. There are facilities provided for PMI who are temporarily staying at the PMI Shelter such as consultation and briefing carried out by the Perlewa (Protection and Evaluation) sector so that deportation does not occur or become a non-illegal PMI which can lead to deportation.

Ease of Obtaining Services

Ease of Obtaining Services refers to the extent to which PMI can access services easily without any obstacles and with uncomplicated procedures to return to Indonesia. The existence of easy access to services for deported PMI can make deported PMI feel more appreciated even though these PMI work abroad illegally which ultimately has to be deported. These deported PMI do not have documents such as valid visas, ID cards, passports, so they are eventually arrested and deported. Therefore, UPT-P2TK provides services to deported PMI to assist deported PMI in making valid documents and ensure that deported PMI can return to Indonesia safely.

In addition to assisting in making valid documents so that they can return to Indonesia, PMI who have not been picked up by their families or by the local government are provided with safe and comfortable facilities such as PMI Shelters. Provision of adequate facilities during the repatriation process, transportation, food, health, temporary housing is also a determining factor in the satisfaction of the services provided. Provision of adequate transportation to provide assistance for the return of deported PMI to their areas of origin plays a very important role and makes it easier for deported PMI to return to their areas of origin. This is also included in the Ease of PMI in obtaining Services. According to deported PMI who are at the PMI Transit Shelter, they explained that the services provided by the UPT-P2TK of the East Java Manpower and Transmigration Office were quite good and the services provided were also very good. In this case, the Satisfaction of Deported PMI with the services provided by the UPT-P2TK was quite effective.

E. CONCLUSION

The purpose of the PMI deportation repatriation facilitation service is to ensure that PMI deportations can be repatriated safely and securely from the journey to the country of origin of the deportation to the area of origin of the PMI deportation. This repatriation not only prioritizes punctuality but also guarantees the security and safety of PMI, including in the provision of adequate transportation and supervision that runs well from the relevant parties. Completing the repatriation administration process quickly and efficiently in a transparent manner is carried out by employees who process the pick-up of PMI deportations at the airport which can be accessed by PMI and their families concerned. The facilitation service process provided by UPT-P2TK has so far been running safely, efficiently, quickly, and does not harm PMI or any party. The PMI who were given the service also acknowledged that the services provided by UPT-P2TK were quite good and could be said to be effective. Based on the results of the study above, it can be concluded that this PMI Deportation Repatriation Facilitation Service has a very important role in ensuring adequate security and protection for the repatriation of PMI deportations. Effectiveness of PMI Deportation Repatriation Facilitation Services at UPT-P2TK Disnakertrans East Java has implemented the four indicators well and the PMI deportation repatriation facilitation service process has been running effectively.

The ease of obtaining services for PMI deportation from Speed of Time, Accuracy of Service, Good Service Provision and coordination between overseas immigration and parties involved in the PMI deportation repatriation process shows that the effectiveness of the services provided by UPT-P2TK is running effectively if this effectiveness is reviewed with 4 (four) effectiveness indicators according to Fandy Tjiptono. This has also been conveyed by PMI who were deported that the services provided by UPT-P2TK have been running well. The administrative process including document management, repatriation monitoring is running well and efficiently, security and welfare for PMI deportation are also provided by

ARTICLE

UPT-P2TK such as facilitation of repatriation transportation to their areas of origin, and PMI Protection Transit Shelters. Overall, the UPT-P2TK of the East Java Province Manpower and Transmigration Service has carried out facilitation services for the repatriation of deported migrant workers effectively and well and in accordance with procedures.

REFERENCE

- Achsin, M. Z., & Rosalinda, H. (2021). *Teori-Teori Migrasi Internasional*. Universitas Brawijaya Press.
- Adriyanto, A., Prasetyo, D., & Khodijah, R. (2020). Angkatan kerja dan faktor yang mempengaruhi pengangguran. *Jurnal Ilmu Ekonomi & Sosial Unmus*, 11(2), 463440.
- Asyhadie, H. Z., Sh, M., & Rahmawati Kusuma, S. H. (2019). *Hukum ketenagakerjaan dalam teori dan praktik di Indonesia*. Prenada Media.
- Christi, T. L. (2020). Kepastian Hukum Perjanjian Kerja Pekerja Migran Indonesia yang Dapat Diperpanjang dalam Undang-Undang Nomor 18 Tahun 2017. *NOVUM: JURNAL HUKUM*, 7(2).
- Diva, U. (2020). TINJAUAN TERHADAP PENYELESAIAN TINDAK PIDANA KEIMIGRASIAN MENURUT UNDANG-UNDANG NOMOR 6 TAHUN 2011 YANG DILAKUKAN OLEH ORANG ASING.
- Fadillah, A. R., & Hamzah, A. S. (2022). Peran Badan Pelindungan Pekerja Migran Indonesia (Bp2mi) Dalam Upaya Perindungan Hukum Pra Penempatan Pekerja Migran Indonesia (Studi Di Upt Bp2mi Mataram). *Jurnal Private Law Fakultas Hukum Universitas Mataram*, 2(1), 117–123.
- Fitriani, Fajar Noorrahman, M., & Jumaidi. (2024). Efektivitas Program Pembinaan Usaha Mikro Kecil Menengah (Ukm) Pada Dinas Perindustrian Perdagangan Koperasi Dan Ukm Kabupaten Hulu Sungai Utara. *Jurnal Pelayanan Publik*, 1(1), 97–104.
- Hidayat, H. (2017). Perlindungan Hak Tenaga Kerja Indonesia di Taiwan dan Malaysia dalam Perspektif Hak Asasi Manusia. *Jurnal HAM*, 8(2), 105. <https://doi.org/10.30641/ham.2017.8.272>
- Indonesia, P. R. (1998). Undang-Undang Republik Indonesia Nomor 10 Tahun 1998. *Dewan Perwakilan Rakyat Republik Indonesia*.
- Jayanti, T. (2019). *TINJAUAN HUKUM TERHADAP IMIGRAN GELAP YANG MELAKUKAN TINDAK PIDANA DI INDONESIA MENURUT HUKUM INTERNASIONAL* (Doctoral dissertation, UNIVERSITAS DHARMAWANGSA).
- Longgarini, A. T., Shaafiyah, A. N., & Rahmaningtias, B. M. (2023). Penanganan Pekerja Migran Indonesia Non-Prosedural dalam Perspektif Hukum Keimigrasian. *Jurnal Ilmiah Universitas Batanghari Jambi*, 23(2), 1474. <https://doi.org/10.33087/jiubj.v23i2.3110>
- Maturrahmah, M., & Suryani Hamzah, A. (2023). Implementasi Perlindungan Pekerja Migran Indonesia (Pmi) Pasca Penempatan Di Luar Negeri Menurut Pp No. 59 Tahun 2021. *Private Law*, 3(3), 831–844. <https://doi.org/10.29303/prlw.v3i3.3498>
- Mutiarin, Dyah dan Zaenudin, A. (2014). *Manajemen Birokrasi dan Kebijakan Yogyakarta: Pustaka Pelajar*.
- Nabil, H., Arthana, A., & Zahidi, M. S. (2022). *ANALISIS KEBIJAKAN DEPORTASI WARGA NEGARA ASING PADA KANTOR IMIGRASI KELAS II TPI TARAKAN , INDONESIA*. 12(Desember), 251–261.
- Ndarujati, D. (2021). Peran Kementerian Ketenagakerjaan Republik Indonesia dalam Mengatasi Masalah Pekerja Migran Indonesia di Taiwan. *Jurnal Sosial Sains*, 1(1), 17–29. <https://doi.org/10.59188/jurnalsosains.v1i1.3>

- Pane, T., Tulus, F. M. G., & Tampi, G. B. (2020). Efektivitas Unit Layanan Administrasi Dalam Pengelolaan Data Di Sekretariat Daerah Provinsi Sulawesi Utara. *Jurnal Administrasi Publik*, 6(91), 1–6.
<https://ejournal.unsrat.ac.id/index.php/JAP/article/view/29158>
- Pusat, B., Kota, S., Mt, J., & Malang, H. (2021). 3) 1,2,3. 2(1).
- Putra, G. M., Oemarsahid, M. R., & Pratama, A. (2023). Evaluasi Prosedur Pemulangan Pekerja Migran Indonesia Ilegal Oleh Badan Perlindungan Pekerja Migran Indonesia Kepulauan Riau. *Comte: Jurnal SOSial Politik Dan Humaniora*, 1(1), 63–77.
<http://jemspublisher.com/index.php/comte/article/view/7%0Ahttp://jemspublisher.com/index.php/comte/article/download/7/5>
- Rachman, I. (2022). Efektivitas Kinalang Sebagai Aplikasi Pelayanan Publik Berbasis Elektronik Di Kota Kotamobagu. *Jurnal Governance*, 2(1), 1–14.
- Saefurrahman, G. U., Suryanto, T., & Wulandari, R. E. (2017). Pengaruh penyerapan tenaga kerja terhadap pertumbuhan ekonomi pada sektor industri pengolahan. *Islamic Economic Journal*, 1(1), 1-18.
- Skaut, V., & Triputro, W. (2022). Pencegahan Pekerja Migran Indonesia (PMI) Ilegal. *Jurnal Sosio Progresif: Media Pemikiran Studi Pembangunan Sosial*, 2(2), 1–11.
<https://ejournal.lumbungpare.org/index.php/maras/article/view/1/1>
- Sugandi, Y. S., & Heryadi, D. (2018). Kebijakan Migrasi Lintas Negara Pemerintah Indonesia (Studi Kasus Pengiriman Tenaga Kerja Indonesia ke Malaysia. *Jurnal Wacana Kinerja: Kajian Praktis-Akademis Kinerja dan Administrasi Pelayanan Publik*, 20(2), 41-52.
- Tjiptono, F. (2017). *Strategi Pemasaran. (Cetakan Ke 4) Yogyakarta: Andi Offset*.
- Wijaya, M., Kurniawan, K., & Sood, M. (2019). Hak Konstitusional Warga Negara Untuk Bekerja Pada Era Revolusi Industri 4.0. *Jurnal IUS Kajian Hukum dan Keadilan*, 7(2), 182-193.
- Yakup, A. P. (2019). *Pengaruh sektor pariwisata terhadap pertumbuhan ekonomi di Indonesia* (Doctoral dissertation, Universitas Airlangga).
- Yulianti, N. P. R., & Mangku, D. G. S. (2020). Peran Dinas Tenaga Kerja Transmigrasi Kabupaten Buleleng Dalam Penempatan Dan Pemberian Perlindungan Hukum Tenaga Kerja Indonesia Di Luar Negeri. *Jurnal Pendidikan Kewarganegaraan Undiksha*, 8(2), 22-40.