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Social Service Model For Women Ex-Migrant Workers

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Abstract

Women former migrant workers experience various problems such as discrimination, stigmatization, difficulties with economic resources. Their existence requires assistance in the form of social services organized by the government and other institutions. The main article aims to provide an overview of services that can be carried out to overcome various problems of women ex-migrant workers. This article uses a literature study method to comprehensively describe the services provided. The results of the study show that the social services include assessment, implementation, evaluation and termination. In each stage, it applies gender sensitive values, namely practical needs and strategic needs.

Keywords: Social Services; Women; Migrant Workers.

A. Introduction

Women are no longer a passive minority who are only involved in activities at home or in the domestic sphere. However, there is a paradigm shift for women in society that affects the role of women in the public sphere. Today's women can have the opportunity to work and be involved in builders. Fakhri (2009) explains that the solution to solving development problems is to stop the marginalization of women by fighting for changes in laws and regulations that allow women to have equal access and control over work and economic rewards (Mansour, 1996). Therefore, women have the same opportunities as men to get a job.

Regarding women and job opportunities, one type of work that is mostly chosen by women in Indonesia is as a migrant worker. The International Labor Organization (ILO) defines a "migrant worker", as a person who has migrated, or has migrated from one country to another, with an image that that person will be employed by someone other than himself, including anyone who usually recognized as a migrant for work (Wulandari, 2019). The large number of women who choose to work as migrant workers is caused by the persistent problem of poverty and the limited number of job opportunities in the country (Yusitarani & Sa'adah, 2020) (Irawaty & Wahyuni, 2011).

According to data from the Indonesian Migrant Worker Placement and Protection Agency (BNP2TKI), more than 53% of Indonesian migrant workers placed are women each year in the 2011-2016 period. Data from BNP2TKI as of October 2017 even shows that female migrant workers account for 67% of the total number of migrant workers placed (NASIONAL, PERLINDUNGAN, & INDONESIA, 2010).

However, behind the high number of women migrant workers, there are problems that must be faced, such as exploitation, discrimination, and violence

against women migrant workers. The International Labor Organization (ILO) states that the results of vulnerability to these problems can be seen from breaches of contracts, poor working and living conditions, limited freedom of movement, harassment and violence, health and safety risks, lack of social protection, forced labor and debt trap (Agus, 2013). Therefore, many women migrant workers choose to go home and not return to work as migrant workers.

In general, women do not report or disclose domestic violence openly to seek help. This is because domestic violence is experienced as a private matter. In addition, discussions about domestic violence are considered taboo in society so that talking about it outside the family is unacceptable. Women as victims of domestic violence have a fear of being criticized, ostracized and distrusted by society. This is the reason why the majority of women victims of violence do not want to disclose or report the acts of domestic violence they experience in order to get help (Chitashvili and Auritinov, 2010).

The next problem faced by women former migrant workers is the powerlessness to access economic resources. This powerlessness is caused by the marginalization of women in the culture of the majority of Indonesian society, namely patriarchy. According to Alison Scoot in Saptari (1997) sees various forms of marginalization, namely (Khotimah, 2009): (1). The process of exclusion, women are ostracized from wage work or certain types of work, (2) The process of shifting women to the margins of the labor market, in the form of a tendency to work in types of work that have unstable lives, low wages, are considered unskilled or less skilled , (3) The process of feminization or segregation, the concentration of women in certain types of work (job feminization), or separation that is solely carried out by women or men only. (4) The process of increasing economic inequality which refers to, among other things, wage differences. Based on this statement, systematic efforts and actions are needed to solve these problems, one of which is through assistance from social service institutions.

Furthermore, Khan in Soetarso (1997) provides an understanding of social services consisting of programs that are held without considering market criteria to ensure a level in the provision of facilities to meet the needs of health, education and welfare, to improve community life and the ability of individuals to carry out their activities (PERMATASARI, Nueraheni, & Nomaini, 2012). its functions, to facilitate the ability to reach and use existing services and institutions, and to assist community members who experience difficulties and neglect. From this statement, Khan said that one of the social services is to improve the standard of living of the community. it can be given to women former migrant workers who after returning from abroad experience job marginalization.

Regarding social services, there are several studies that have been carried out in assessing social services. In general, a study of social services is carried out to find out whether there has been a change or improvement in the living conditions of the client or the target group of the program. In other words, research related to social services is more directed at the implementation and evaluation of social services. Ekstrom's research (2016) examined the support of social services for women victims of domestic violence in Sweden through interview techniques with social workers involved in these services (Ekström, 2018). The results of this study indicate that the

important aspects that support social services for women who act of domestic violence are cooperation between formal and non-formal organizations and the competence of social workers.

Meanwhile, the research conducted by Chikara (2013) examines the management of domestic violence services that must be reviewed in terms of type, causes and effects for both victims and society. Management of domestic violence services requires a combination of law enforcement, social welfare and health services (Chhikara, Jakhar, Malik, Singla, & Dhattarwal, 2013).

From these studies on social services, a common thread can be drawn that there is an imbalance between conditions and their implementation. In addition, from these studies, it can also be seen that there is a need for support from other policy makers to help operationalize a social service.

From several studies related to social services above, it can be seen that various related sub-themes have been studied. However, the research conducted is still focused on the implementation and evaluation aspects of social services in the field of social welfare in a narrow sense and has not looked at the value aspects that arise from a process. Therefore, research on social services still opens up alternative space for similar studies, such as studies on the process of social services for women ex-migrant workers.

Based on this, a study of how a social service for women ex-migrant workers is an alternative to see the role of social service institutions in helping women ex-migrant workers. In addition, studies on social services and women ex-migrant workers have yet to be found.

B. Research Methods

This article uses a literature study to describe concepts relevant to social services for women ex-migrant workers. The literature is then described to comprehensively describe the services carried out theoretically. The literature used is based on articles, newspapers and books as secondary data. After collecting secondary data, then the data is analyzed in order to obtain comprehensive conclusions related to the study conducted.

C. Result And Discussion

1. Women Former Migran Workers

Women former migrant workers are a term for women who no longer work as migrant workers abroad such as Malaysia, Hong Kong, Taiwan, Korea, Australia, United States of America, Saudi Arabia, Kuwait. The International Labor Organization (ILO) defines a "migrant worker". As a person who migrates, or has migrated from one country to another, with an image that the person will be employed by someone other than himself, including anyone who is normally recognized as a migrant, to work. Meanwhile, according to Wahid (2015) female former migrant workers are migrant workers whose work contracts have expired and have returned to Indonesia, and returned to their areas of origin (Wahid, n.d.). Regarding women former migrant workers, Wahid gave a limitation that these former migrant workers had completed a minimum work contract of two years and lived in Indonesia for less than one year.

Women and migration are one of the faces created by globalization. Globalization makes women a serving class (Bhugra, 2010). Mohanty (2002) explains that women's employment has always been at the center of the development, consolidation, and reproduction of capitalism in various regions of the world (Mohanty, 2003). Women's bodies and employment are used to create global dreams, passions, and ideologies of success and adequate living in ways never before imagined. Women in third world countries experience various types of exploitation and are at the bottom of the hierarchy in the global employment structure. Industrialization places women in different types of work.

2. The Problem of Women Former Migrant Workers

In general, gender discrimination in the employment sector is motivated by the existence of erroneous gender beliefs in society. The gender role as a form of social provision is believed to be a natural condition that causes social inequality and this is very detrimental to the position of women in various social communities, both in education, socio-culture, politics and also the economy. In the employment sector, injustice can occur due to the following reasons.

a. Employment Marginalization

Marginalization in general can be interpreted as the process of removing women from work. As quoted by Saptari (1997) according to Alison Scott, sees various forms of marginalization in four forms, namely (Saptari, 1997): (1). The process of exclusion, women are ostracized from wage work or certain types of work, (2) The process of shifting women to the margins of the labor market, in the form of a tendency to work in types of work that have unstable lives, low wages, are considered unskilled or less skilled, (3) The process of feminization or segregation, the concentration of women in certain types of work (feminization of work), or the separation of only women or men. (4) The process of increasing economic inequality which refers to, among other things, wage differences.

b. The Subordination of Women's Social and Cultural Positions

Gender roles in society can also lead to subordination of women, especially in their work. The assumption that women are irrational or emotional makes women unable to appear as leaders, and this results in the emergence of attitudes that place women in less important positions in the organizational or work environment.

Subordination can take many different forms from place to place and from time to time. In Java, for example, there is an assumption that women do not need to go to high school, because eventually they will also work in the kitchen. In the household, it is often heard that the family's finances are very limited and they have to make a decision to send their children to school so that the boys will get top priority. Such practice actually departs from the awareness of an unfair gender.

The same applies to the work environment. Women's potential is often judged unfairly. This makes it difficult for women to penetrate strategic positions in the community related to decision making. The majority of women in the rural agricultural sector work as farm laborers. Women in the urban industrial sector are mainly involved as laborers in the textile, garment, shoe, household needs,

and electronics industries. In the trading sector, in general, women are involved in small business trades such as trading vegetables in traditional markets.

In the public sector, a common problem faced by women in employment is the tendency for women to be marginalized in types of work with low wages, poor working conditions, and lack of job security. This is especially true for women with lower secondary education. The work in the city is as a factory worker, while in the countryside it is as a farm laborer. What needs to be underlined here is that the tendency of women to be marginalized in marginal work is not solely due to educational factors. From among the entrepreneurs themselves, there is a preference for employing women in certain sectors and certain types of work because women's wages are lower than men's.

Another fact can also be shown to women workers in the informal sector which is an irregular and organized workplace. In this situation, poor female workers are more often exploited than male workers. In the rice fields of Southeast Asia, for example, women earn a third less than men for the same work, face sexual harassment, work continuously during pregnancy and childbirth, and do not have health and safety guarantees.

c. Negative Stereotypes Against Women

Stereotypes are generally defined as labeling a particular group. In fact, stereotypes are always detrimental and cause discrimination, including for women. One type of stereotype is that which comes from a gender perspective. There is a lot of injustice against certain genders, generally women, which stems from the stereotypes attached to them.

For example, marking that starts with the assumption that women make up is in order to attract the attention of the opposite sex, so every case of violence or sexual harassment is always associated with this stereotype. Even if a woman is raped, society tends to blame the victim. Society has the opinion that the main task of women is to serve their husbands. So there is a stereotype that women's education is secondary.

d. Women's Education Level is Low

Gender Analysis in Education Development at the National Level (BPS 2004) found that there was a gender gap in the implementation of education, especially at the SMU/MA, SMK (Vocational High Schools) and PT (Universities) levels, the number of women was lower than the number of men, but more balanced at the elementary and junior high school levels (Statistik, 2004).

The tendency is that the higher the level of education, the greater the gender gap, and the proportion of men attending school is greater than the proportion of women attending school. This gap is caused by various things, including priority considerations based on the economic value of children, that the economic value of boys is more expensive than the economic value of girls.

Symptoms of gender segregation are still widely visible in the division of majors (Economics Vocational School for women and Industrial Engineering Vocational School for men) which result in gender discrimination in employment institutions.

In some places in Indonesia, as a result of their low level of education, many employ women as migrant workers. Many of them only speak the local language

and not Indonesian, which is the national language that is often taught in schools.

From this description, it can be explained that low education is a factor that contributes to discrimination in employment. The lack of education and skills makes it difficult for girls who are still girls to find other jobs in order to support themselves and their families.

Many of these workers who need only a few skills demand migration to big cities or abroad, where women are the target of traffickers and others who intend to exploit them. With low levels of education and lack of adequate job skills, girls who are still girls only look for work in the informal sector. Jobs in the informal sector for uneducated women usually include housemaids, or drink vendors at street vendors, housemaids, food vendors at terminals and stations, who do not receive protection from the government and the workforce through trade unions or employers.

Lack of education and high illiteracy rates make it more difficult for women to find work. If you finally get a job, you are positioned in a section that does not require skills, such as laborers, messenger workers, who have very low wages, do not get legal protection and also health. They do not know how to access the available resources, because they cannot read and write to seek legal assistance or shelter if their employer acts exploitatively or commits violence, whether physical, psychological, or sexual.

3. Social Service

An understanding of social services for former migrant workers can begin with the definition of social services themselves. Social services include activities or interventions for cases that arise and are carried out individually, in groups and in the community and have the aim of helping individuals, groups, and the social environment in their efforts to achieve adjustment and good functioning in all areas of life in society. Service delivery can be done through activities that provide services to clients in helping to realize their goals. Social service itself is a form of activity that aims to help individuals, groups, or community units so that they are able to meet their needs, which in the end they are expected to solve existing problems through cooperative actions or through the use of existing resources. in society to improve their living conditions.

In this context, social services are directed at tackling various problems faced by women. These social service activities can be carried out by individuals or by groups. Good social service practice is not only seen from the effectiveness of the social service but also relates to how the results are achieved ethically. The social service process refers to the way of acting, the sequence and stages of action and consists of sub-process parts where a social worker must complete the functions and tasks in each sub-process. Therefore, the stages in social services are a central part. Regarding the social service process, Watson and West (2006) say (Watson & West, 2006):

“Effective practice requires workers to develop a conscious awareness of their approach. The worker’s orientation to the task will draw upon a number of aspects including an understanding of society and how it works; an awareness of wider political issues; personal and professional values; current knowledge base and organisational and cultural aspects of the agency. There are three broad categories of

approach to practice: procedural, individual pathology and progressive. Each has its own unique response to service users and will in turn affect the processes of assessment, implementation, termination and evaluation. Developing an approach to practice assists workers to develop a clear sense of their own professional persona and the skills they require in order to be effective”.

This opinion can be said that in the process of social services, appropriate stages are needed. According to Siporin (1975), there are five stages of the problem-solving process in social services, including engagement, intake and contract, disclosure and understanding of problems, preparation of intervention plans, implementation of interventions and (5) evaluation and termination (Siporin, 1975).

Furthermore, Brill (1978) divides the social service process into six stages, including engagement, problem disclosure or assessment, problem definition, goal setting, completion of alternative methods and intervention models, contract determination, evaluation and further work planning (Brill & Levine, 1978).

According to Brill (1978) the initial stage in the social service process is engagement, namely the involvement of social workers in client problems so that social workers have a responsibility to establish relationships with clients in various different ways, whether it is done voluntarily by the client, or social workers try looking for clients (Brill & Levine, 1978).

The assessment stage is an assessment or interpretation of the situation and the people involved in it. At this stage the social worker must apply the basic knowledge in general and in particular. The stages that must be carried out by social workers in conducting assessments include data collection, data checking, data analysis and drawing conclusions. The problem definition stage must be based on the client's view of what the client looks and feels.

The goal setting stage is intended to direct an activity. This stage is useful for determining short-term and long-term goals to realize the achievement of expectations from the social services provided. The next stage is the stage of completing alternative methods and intervention models. Social healing methods from social workers are divided into two approaches, namely micro and macro approaches. A micro intervention approach is used to address individual, family and group problems. Usually the problems that are handled involve psychological problems. After selecting alternative activities for specific intervention models, a contract between the social worker and the client is required. This is intended to create an agreement regarding the involvement of each party in understanding common goals, methods and procedures adopted and defining the duties of social workers and the roles and duties of clients.

Activities to achieve goals are determined by a particular intervention model while roles and tasks are defined in this field, the emphasis is on cooperation among people and everyone's abilities are limited at each level of participation. At the evaluation stage, the social worker is responsible for creating a climate in which the procedure is accepted as the object of the evaluation or assessment that occurs. At the evaluation stage, social workers and clients can see the consequences of what they have done in achieving the final and intermediate goals. The next stage is termination, which is the stage when the goals have been achieved and the service is complete, there is no follow-up activity, client requests have stopped and referrals are made to

other sources of help and the social worker is not involved any longer. Termination is the entry point for the next contract.

In general, each expert uses different terminology to describe the stages of the social service process. However, basically social workers work towards the same goals, so they also use the same problem-solving process, therefore although each expert uses different terminology, there are the same basic elements in the whole process, including doing contact with clients, enter into contracts, carry out actions, evaluate and terminate (Engelbrecht, 1999).

Furthermore, Watson and West (2006) incorporate these elements into the concept of the social service process by using terminology that is adapted to social services for victims of violence. The process includes assessment (assessment), implementation (implementation/intervention), evaluation (evaluation) and termination (termination).

The assessment stage or the initial stage of the process of social service stages which contains activities observation and assessment to understand the plight of women ex-migrant workers as service users and identify appropriate interventions. At this stage there are a series of processes including preparation of meetings, meetings with service users, analysis of information and formulation of actions. The information is then analyzed to formulate appropriate actions. According to Watson and West (2006), the assessment stage is strongly influenced by the skills and knowledge of social workers in analyzing information about acts of domestic violence experienced by victims.

The implementation stage is a continuation of the assessment stage after the formulation of actions has been carried out. At this stage the selection of the appropriate intervention method, the use of the intervention method and at this stage periodic reflection and supervision are carried out to observe the implementation of the method. The implementation stage is largely determined by the availability of resources, both human resources and facilities and infrastructure, besides that at this stage there are usually conditions that cannot be handled alone, therefore collaboration with partners is needed.

The next stage is the evaluation stage which is carried out to assess the process carried out and the results obtained. At this stage it is necessary to determine indicators of success and assess the extent to which the results of implementation have achieved these indicators of success, if it has been achieved then proceed to the termination stage, but if it is still not achieved then intervention will be carried out again. The last stage is the termination stage, namely the termination of intervention on the client. This stage is carried out when all stages have been carried out in accordance with the social service objectives that have been agreed with the client.

Furthermore, according to Watson and West (2006) competence includes knowledge and skills in terms of communication skills, negotiation skills and skills to make decisions, besides that other important aspects that support the social service process include resources, which include human resources and facilities and infrastructure. infrastructure.

In this research, the gender analysis tool used is Moser to see the practical and strategic needs of gender in disaster policy. Moser (1993) divides gender needs analysis into two, namely practical needs and strategic needs. Practical needs are

related to daily needs while strategic needs are related to conditions needed to change the subordinate position of one gender (Moser, 2012).

In this study, so that social services can promote gender equality, a gender perspective is needed at every stage. Based on this, this study uses the Moser (1993) approach as the perspective used. Moser (1993) divides gender needs analysis into two, namely practical needs and strategic needs. Practical needs are related to daily needs while strategic needs are related to conditions needed to change the subordinate position of one gender.

Table 1. Social Services for Women Ex-Migrant Workers

Service Stages	Practical	Strategic
<i>Asessment</i>	Data based on accessibility and participation in obtaining basic needs based on gender differences 1. Education 2. Health 3. Work 4. Organization	Cultural data, gender roles, perceptions of public figures, government policies.
<i>implementation</i>	Program Based on the fulfillment of special basic needs for women migrant workers 1. Program to fulfill access to education 2. Health access fulfillment program 3. Program to fulfill economic access 4. Program to fulfill access to organizational participation	Program on the representation, leadership, and role of women ex-migrant workers in the community and in organizations
<i>evaluation</i>	Monitoring the social impact of meeting the basic needs of migrant workers is seen from the improvement of the community's education, health, economy and social life	Evaluation of social change programs from the community regarding support for women former migrant workers
<i>termination</i>	Readiness of women ex-migrant workers after receiving social services	Policies and the surrounding environment that support the practical needs of women ex-migrant workers.

With the existence of a service program that is sensitive to gender issues in its implementation, the fulfillment of the needs of women ex-migrant workers can be comprehensively carried out.

4. Conclusion

Women former migrant workers experience various problems when they no longer work abroad. Discrimination, stigmatization, gender-based violence and their limited access to economics are problems faced by them. Efforts to overcome these various obstacles can be done through a gender-based social service approach. These services include assessment, implementation, evaluation and termination. In each stage, it applies gender sensitive values, namely practical needs and strategic needs.

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