

Policies and Directions for Digital Development: Restructuring the Protection and Services of International Migrant Workers

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ABSTRACT

Policy has an important position in the process of developing digital technology. Many stakeholders are involved in the process of developing digital technology for international migrant workers. The government and NGOs are considered as one of the parties who have a major role in the policy making process and implementation of policies related to the use of digital technology for international migrant workers. Migrant workers are considered as a group that is vulnerable to security while working abroad. The problems faced are related to the security and management of migrant worker services while abroad. The development of digital technology presents challenges and opportunities, especially in policies that support and provide services to international migrant workers. Policy restructuring and implementation at various policy levels is important for accelerating the implementation of digitizing the services of international migrant workers from Indonesia.

Keywords : *Policy, digital, services, migrant workers*

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INTRODUCTION

Digital technology has experienced rapid development in the past decade. Various stakeholders such as NGOs and the Government are the most intense in formulating various policies related to digital technology among international migrant workers. The process of digitizing and strengthening networks can strengthen services and security for international migrant workers while working abroad (Herman 2018, Blix 2016, Cala 2016).

The Association of Southeast Asian Nations (ASEAN) discussed the use and development of the use of digital technology for international migrant workers at the 11th ASEAN Forum on Migrant Labor (AFML), 29-30 October in Singapore. The agreement at this forum is the basis of digital technology development policies for international migrant workers in Southeast Asia. This forum is the key for cross-country stakeholders, including government, NGOs, employers' organizations and civil society.

This was done to discuss various experiences, build consensus on the ASEAN declaration on the promotion of human rights of migrant workers. Four things that are encouraged in the AFML (Asean Forum on Migrant Labor) are: first, increasing the protection and promotion of migrant workers' rights to exploitation and abuse. Second, strengthening the protection and promotion of migrant workers' rights by improving labor migration governance in ASEAN countries. Third, regional cooperation to combat human trafficking in ASEAN. Fourth, the development of ASEAN instruments regarding the protection and promotion of the rights of migrant workers.

The digitalization process requires processes and collaboration between stakeholders and appropriate policies so that welfare and security can be realized in international migrant workers (Temel 2019, Ludtke 2019).

FINDINGS AND DISCUSSION

Policies and Directions for Digital Development

Country-level (macro) policies regarding digital services and protection for international migrant workers are still very limited. AFML (Asean Forum on Migrant Labor) 2018 in Singapore provides a policy foundation for migrant workers. Countries in Southeast Asia do not yet have clear regulations related to the protection of migrant workers. Indonesia as one of the countries with the largest contributor of migrants in Indonesia has urgent interests in this regard. AFML 2018 provides recommendations on labor migration management.

The first: Digitalization is needed in the process of recruitment, placement, employment and upon return. Second: promoting the use of digital tools such as smart devices and social media. Third: encouraging further efforts to use technology in enforcing migrant workers' rights, such as payment of wage benefits timely and accurate. Fourth: support inter-agency coordination in developing accessibility of digital feedback and complaints mechanisms for migrant workers.

Fifth: develop and improve labor migration information systems to facilitate identification of wrong employers and recruitment or employment agencies and transparency in recruitment fees. Sixth: Coordinate efforts among stakeholders in developing digital services for migrant workers, to avoid unnecessary duplication and to ensure clarity of roads, including effective referral pathways for migrant workers. Seventh: The government and other relevant stakeholders must consider providing support, such as funding, to digital services that meet the needs of migrant workers, such as remittances, financial services, and social protection. Migrant workers must not bear the costs of developing this service.

Eighth: All stakeholders must educate migrant workers about the digital availability of services; cyber security; and risk of false information, through appropriate media platforms such as information campaigns and pre-departure / post-arrival exercises. Ninth: Content providers and digital platform owners must ensure that the information provided is accurate, and make efforts to eliminate false information through steps such as online information verification and regular fact checking.

Restructuring the Protection and Services of International Migrant Workers

Improving indicators for digitizing services and protecting Indonesian migrant workers needs that the existing system is not optimal in dealing with new problems. The government needs to play a role in this by creating a set of instruments, methods and resources as well as strategic innovations to solve problems fundamentally. One option is to digitize services and protect migrant workers in order to create effectiveness and efficiency. Through one-stop and integrated services carried out by ministries or agencies, it is necessary to start by fixing the data management system that can be collected and carried out by good management. Armed with good and complete data, various forms of services, applications or platforms can be made to improve welfare and protection. All upstream and downstream processes involve all parties from the central, regional, private and migrant workers.

In Figure 1. below, it can be seen that efforts to digitize migrant worker services require the restructuring of various elements. Through digitizing the effectiveness of service time can be achieved, optimization and monitoring of services and evaluation can be done efficiently. Policy collaboration and formulation of service strategies are carried out from upstream to downstream by involving village governments, local governments, the Department of Manpower and Transmigration, the Ministry of Manpower and Transmigration and the private sector. The first step that can be taken is to make big data about migrant workers by working with the private sector and industry in order to provide the right digital platform. The second step is the development of services that are always monitored jointly between stakeholders. The development and control and evaluation of migrant workers abroad can be done through the provision of good

facilities and infrastructure. Figure 1. Below is an offer of modeling digital services to migrant workers.

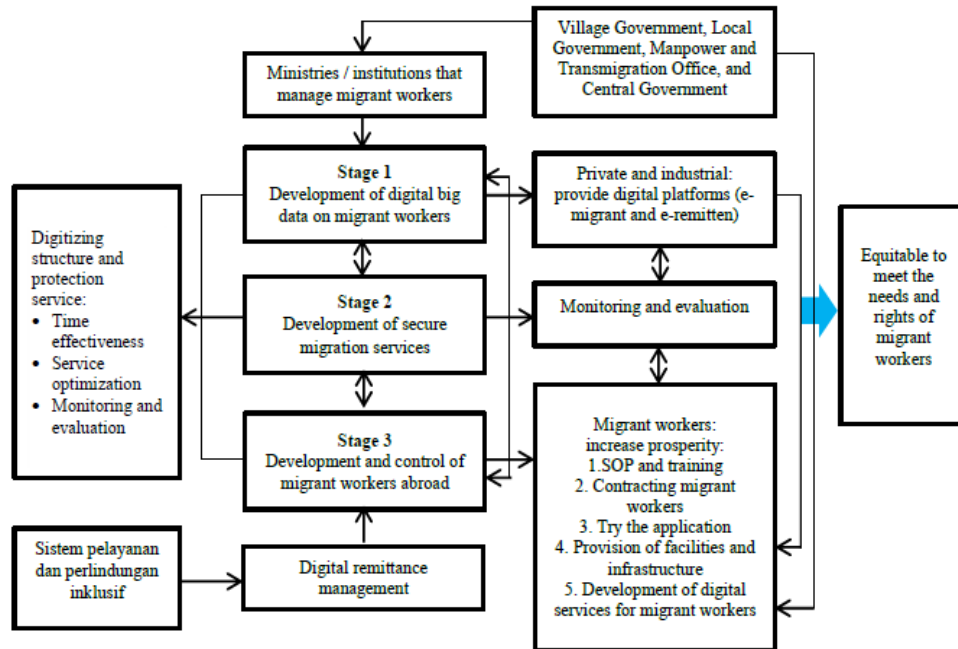


Figure 1. Digital-based service and protection restructuring.

With various digital service restructuring, it is hoped that the prosperity of migrant workers can be increased. All forms of remittance flow can be managed properly. With this service restructuring it is expected to be able to create a fair system that is able to meet the needs and rights of migrant workers. Restructuring the service is not an easy job but it is also not a difficult thing to do. This restructuring certainly requires more energy and mind given that there are still many limitations both related to technological infrastructure and human resources in the face of the digital revolution 4.0. The concept of learning by doing can be done in the development as an embryo of digital services for Indonesian migrant workers. Restructuring can be carried out properly if there are good sponsors (executive sponsors), good design and operations, structured approach, good data and utilizing appropriate technology and qualified human resources (Recardo and Heather 2013).

CONCLUSION

The ASEAN Forum on Migrant Labor (AFML) 2018 provides recommendations to encourage various policies from each country to develop legal rules for the protection of migrant workers. This legal rule encourages more gender-sensitive policies that have often been neglected in terms of services and protection while working abroad. AFML encourages countries involved at this conference to implement policies related to the services and protection of

international migrant workers. The problem is related to the implementation of digitization in each country. There are imbalances between countries in Southeast Asia in the process of implementing the digitalization policy in the process of service and protection of migrant workers.

ACKNOWLEDGEMENTS

Our gratitude goes to the Indonesian Journal of Digital Society editors and reviewers team for the selection our article and publication in Volume 1 Number 1 of 2020. I hope that the writing of my next research result can be included in the selection of manuscripts to be published in the next volume.

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