

# BPN2TKI Website Utilization in Improving Services and Protections of Indonesian Workers in Asia Pacific Region (Case Study on BP3TKI in West Java)

Nuryah Asri Sjafirah<sup>a</sup>, Ika Merdekawati Kusmayadi<sup>b</sup>

<sup>a</sup>*Universitas Padjadjaran, Bandung, Indonesia, asri\_sjafirah@yahoo.co.id*

<sup>b</sup>*Universitas Padjadjaran, Bandung, Indonesia*

---

## Abstract

Indonesian workers empowerment is expected to overcome the complexity of Indonesian workers problems. Government agencies in services and protections of Indonesian workers is called BNP2TKI (National Agency for Placement and Protections of Indonesian Workers) and [www.bnp2tki.go.id](http://www.bnp2tki.go.id) is their official website. BP3TKI West Java as their representative in West Java area utilize this website to connects with other parties, its included government, private parties, Indonesian worker candidates and Indonesian worker itself. The aims of this study is to (1) focus on the news of G to G program in BNP2TKI website, (2) finds out the actualization of the news content of G to G program in BNP2TKI website, and (3) seeks how the Indonesian worker candidates of South Korea and Japan utilize the website to the fullest. This study applied qualitative research methodology with case study approach. This study used in-depth interview, observation and literature studies. The result of this study is analyzed using structuration theory. This study discovered the article that is published in [www.bnp2tki.go.id](http://www.bnp2tki.go.id) mostly posted about the news of G to G program between Indonesian Government and the government of South Korea and Japan. The data of this study showed that people had more interest in finding information about G to G program through this website. It is proven that the article related to G to G program were accessed more than a thousand visitors on every article. This G to G program has given special concern, therefore they make special column for this program.

*Keywords:* BNP2TKI website; GtoG Program; Indonesian Workers; TKI

---

## 1. Introduction

The inability of Indonesian Government providing jobs opportunities with a decent salary for its citizen drove people to find jobs outside the country. In designated country, the jobs opportunities are wider as well as the chances to be employed are high for the Indonesian workers. According to Sudjana (2009) there is a correlation between regions on the high of unemployment and poverty levels also the desire of its citizen to become migrant workers in other countries.

Indonesian government through BNP2TKI (National Agency for Placement and Protections of Indonesian Workers) make a serious efforts in

improving the quality and data updates of Indonesian Workers by utilizing the official website namely [www.bnp2tki.go.id](http://www.bnp2tki.go.id). Online collaboration in terms of services between Indonesian Worker and BNP3TKI also other parties includes BP3TKI West Java is consider as a big step in efforts to organize the recruitment, placement and protection of Indonesian Workers from West Java. Communication through online system can prevent the Indonesian workers from the risk such as brokering, fraud, document forgery, and human trafficking. Moreover, the Indonesian Government sought to improve the bargaining position of workers abroad through the implementation of bilateral agreements with the countries via G to G program.

Government to Government Program or called G to G Program between Indonesia and South Korea and Japan (as part of the Asia Pacific Region) can only be made by written agreement between the Indonesian government and the state workers. G to G Program with South Korea is started since July 13<sup>th</sup>, 2014. Based on the research that is conducted by Prasetiyani (2015), the G to G program in placement procedure had improved and it affected the frequency of cooperation between the Indonesia and South Korea in various field.

BNP2TKI website contains complete information of G to G program, from the scheme program procedures and other information that is related to the program. According to research by Sjafirah et al (2015) the news of South Korea and Japan are the most read/seen article that is posted in the BNP2TKI website by the visitors of BNP2TKI. The number of visitors who access the news is more than a thousand visits everyday. This condition is aligned with the statement of BP3TKI West Java, it is stated that the Indonesian Worker Candidates from West Java who joins G to G program has accessing more of the BNP2TKI website than Indonesian Worker Candidates who joins in other program.

There are two categorizes of groups in BNP2TKI programs, formal and informal groups. The Indonesian Worker Candidates who is categorized in formal sector of groups will work in the field of manufacturing and nurses. The informal groups will work in the fields of household. The formal groups of the workers have more knowledge in terms of technology and information compare to the informal group of the workers.

The aims of this study is to (1) focus on the news of G to G program in BNP2TKI website, (2) finds out the actualization of the news content of G to G program in BNP2TKI website, and (3) seeks how the Indonesian worker candidates of South Korea and Japan utilize the website to the fullest.

System information usage is processed data into a form that is meaningful for its recipient and has its benefit in terms of making decisions (Davis, 2002: 28). Information reduces uncertainty and may change the possibilities of the expected result in decision situation because it has a value in the decision process. In information system, structuration theory is adapted and further developed by several experts of information system. Wanda J Orlikowski (in Kusnandar, 2009)

argued on the theory of “Structural models of technology” through his work called “The Duality of Technology: Rethinking of the Concept of Technology in Organization” in 1991. Orlikowski (in Kusnandar, 2009) presents two main concepts on his finding, that is:

1. Duality of Technology is a technological concept that is adopted from the concept of “Duality of Structure” of Giddens. Technology is a product of human activity as well as medium.
2. Interpretative Flexibility is the concept of human interaction with technology, both in terms of design or manufacture of technology. Human input these technologies into interpretative schemes, facilities, and certain norms. Meanwhile, in the aspect of technology usage, human make adjustments to the technology by giving a specific meaning in technology. Ultimately they have an option to use the technology or modify the system usage or even not to use them at all.

## 2. Method

This article applied case study approach. Stakes (on Creswell, 2013:294) stated, “The case selected for study has boundaries, often bounden by time and place. It also has interrelated parts that form a whole. Hence, the proper case to be studied is both bounden and a system”. This research is taken in 2015, located in BP3TKI (Agency of Services Placement and Protection of Indonesian Worker) West Java Area.

This article use sampling technique to gather information from the candidates who is on the site, therefore we conducted an accidental interview with the candidates of G to G Program. There are 38 people of formal candidates that is joining G to G Program to South Korea and Japan. It consist of the candidates who will working in manufacture fields and the candidates also listed as a student at Korean and Japan Language Courses in Bandung. Moreover, this article employed in-depth interview, with involved parties such as Coordinator of Information Technology Operator BP3TKI West Java (Ridwan Syawaluddin), Coordinator of Information BP3TKI West Java (Agus Sitompul), and the Head Office of P4TKI Cirebon (Atep Suryadi Hidayat). In addition, researcher doing an observation by observeing on the content of BNP2TKI website and literature studies to collect the data

### 3. Result and discussion

BNP2TKI website is contain with BNP2TKI internal news, jobs information in other countries and the regulation of related acts. The website is utilize as a medium to socialize the findings of research also to facilitate the Indonesian worker and society to be able to communicate. The information status column of Indonesian workers that can be find in the Home section. It helps people to find information on jobs opportunities easier. It is categorize based on names or passport number, and the placement countries. As for G to G program, BNP2TKI has created special website to provide all of the information that is needed for the Indonesian worker whether its candidates or the worker who already work abroad. For candidates, the website provides information about how to work in other countries, the procedure of G to G program, information on the countries that has G to G program, the cost that is needed to apply, and all of the information that mostly questioned by the Indonesian worker candidates. This website also provide the information about accommodation near airport, flight information, bus schedules, and train schedules for Indonesian worker who has finished their contract and have to return to Indonesia. And for Indonesian worker who has issues or problems, they can find help through this website, it also provide the procedure to report the problem by contacting Complaint Services of Indonesian Worker (BNP2TKI Crisis Centre) and it can be access in 24 hours.

#### *1. Focus on the news of G to G program in BNP2TKI website*

News release in this website is prioritize to the activities that will be done and has been done by BNP2TKI in order to socialize the jobs opportunities that can be gained by the Indonesian workers. Moreover, this website proclaiming the efforts that BNP2TKI has been done in several places in improving the services and protections of Indonesian workers. The observation data proved that people who has interest on G to G program are actively finding information about the program through this website, it is proven that the news related to South Korea and Japan has been accessed more that a thousand visitors every day.

This G to G program has a special concern for BNP2TKI. It has a special column in the front page of the homepage website, therefore when accessing the website people will be focus directly into G to G program. This column contains a complete scheme of program procedure. Start from how to register, what the requirement that is needed, as well as other information that related to the program. In addition, in special rubrics G to G program, the candidates can also access sources of important information in the different sections on the website. These rubrics are really related with G to G program.

- Rubric of Technical Instruction of Indonesian Workers  
This technical book can be download so that the participant could understand technical things and guidance used by the office instructor of Indonesian Worker anywhere (center of the country, province, city/district and village). This technical guidance is a summary of feedback and professional view from stakeholders that has been outlined in detail and focused to the instructor.
- Rubric of Working Overseas Legally and Safely  
In this rubric, the Indonesian Worker Candidate will achieve a pocketbook to help them prepare themselves as an Indonesian Worker. This book consists of a picture about profit, risks, and challenges to be an Indonesian Worker overseas. This book explains that the Indonesian Worker Candidate must have all the official documents in order to receive maximum protection and have a high bargaining power. The Indonesian Worker Candidate also has to be given an understanding about legal status since is not the only document that they will need if they are in a difficult situation.

In the website homepage, there are a variety of interestingly designed choice of information, the Indonesian Worker Candidate who were a participant in the G to G program could access information related to the program that they will attend and parted as follows:

- 1) Labor market information overseas
- 2) Indonesian Worker placement service
- 3) Announcement and socialization materials
- 4) Repatriation and empowerment of migrant workers service
- 5) A list of Indonesian Worker local service offices
- 6) Unit of public services
- 7) Indonesian Worker placement service

South Korea and Japan's Indonesian Worker Candidate mostly has high school certificate, therefore they do not have significant problems to access the information on the website.

2. *The actualization of the news content of G to G program in BNP2TKI website*

The actuality of news article that is published on BNP2TKI's website are quite significant, although they didn't updates it daily. The majority of the published news article is focusing on BNP2TKI's socialization and improvement of service against Indonesian Worker Candidate and Indonesian Worker. News about the G to G's program to Korea are routinely reported and have more in number compared with the G to G's program to Japan. Program to Korea were more varied and has more opportunities than the Japanese program that is focused on nurses. Updates information on this program is quite factual because it contains of the test announcement, announcement of those who passed the selection, and departure list of Indonesian Worker.

3. *How the Indonesian worker candidates of South Korea and Japan utilize the website to the fullest*

Indonesian Worker Candidate who were a participant of G to G program to Korea and Japan access the BNP2TKI's website relatively frequent, because of the value of information in the website is very important for them, especially in regard to search for jobs information, wages, working conditions and tests that should be prepared to become and Indonesian Worker. Indonesian Worker Candidate states that the information obtained from the website is very actual. Monitoring of the information on the website is very helpful to Indonesian Worker Candidate to understand the procedures in each phase of work as migrant workers in Korea or Japan. The openness information about the G to G program makes Indonesian Worker Candidate feel more secured and protected from the brokering and human trafficking. Such information helps them in taking decisions related to a migrant worker in Korea or

Japan. Search of information via the Internet takes place relatively quick and precise. Search information facility is relatively easy to use so it was favorable to the Indonesian Worker Candidate.

BNP2TKI's website was also used by BP3TKI in other provinces, Placement and Protection of Indonesian Workers services (LP3TKI) and Placement and Protection of Indonesian Workers Postal Services (P4TKI) in Indonesia. There are 20 BP3TKI, 4 LP3TKI and 22 P4TKI listed on the website of BNP2TKI. Other institution that utilizes this information is Executive Private Placement of Indonesian Migrant Workers (PPTKIS). There are 83 PPTKIS registered in West Java (until May 27, 2015), Health Care Facility (Sarkes) to meet the health requirements of Indonesian Worker Candidate, Overseas Training Center (BLK-LN) in Indonesia.

Based on the findings, the following forms were the utilization of the website BNP2TKI by BP3TKI West Java:

- 1 Provision of data and information on the placement of Indonesian Worker from West Java
- 2 Provision of data and information on the job
- 3 Socialization legislation
- 4 Facilitation and administration monitoring and facts on execution of Indonesian worker's departure from West Java in an integrated manner including the manufacture of KTKLN
- 5 Facilitate mentoring and monitoring the placement, protection and repatriation of Indonesian workers from West Java.
- 6 Assessment of labor agreement with the Indonesian Worker from West Java with the users
- 7 Consultation, guidance and information services for Indonesian workers including complaints crisis center
- 8 Advocacy for Indonesian workers with problems
- 9 Facilitation and guidance for Indonesian workers who return and are planning entrepreneurship.
- 10 The existence of this system greatly reduces the likelihood of falsification of documents.

Meanwhile, it helps to facilitate the coordination between West Java's BP3TKI and P4TKI in several areas in West Java that achievable for Indonesian Worker Candidate. For example, P4TKI in Cirebon has been frequently visited by Cirebon – Indramayu Indonesian Worker Candidate. The coordination with BP3TKI daily is usually done over the phone but there are regular meetings once a month to discuss new problem or development of the problem in a routine meeting forum. Therefore here P4TKI is an extension of BP3TKI in the region. Information / online data can be easily accessed from the site BNP2TKI, so the P4TKI could facilitate Indonesian Worker Candidate to make an Indonesian Worker Card. P4TKI officers in the region should updating information routinely, at least via the BNP2TKI's website.

Other coordination is also made to handle a complaint. When there are complaint in the region, the P4TKI will pass it to BP3TKI to follow up and discuss it further. After that BP3TKI will be directly contact the Indonesian Embassy. Indonesian Embassy response it and give feedback to BP3TKI and relayed it back to P4TKI to contact directly with the family. In empowerment aspect, Indonesian Worker Candidate and Indonesian workers are always under the coordination of BP3TKI.

It is an example on in terms on the coordination and utilization of BNP2TKI's websites by PPTKIS on the case of PT SBY (one of PPTKI in Cirebon). The supervision of PT SBY claimed to attend the training and seminars that organized by the employment agencies. Attempt to coordinate the development of information from the employment agencies and P4TKI Cirebon. PT SBY updates all of information on the BNP2TKI's websites, such as the utilization of online attendance system for Indonesian Worker Candidate who is on training process and all of the administrative processes of the Indonesian Worker Candidate has been serve by online. The supervision of PT SBY also admitted that the utilization of online system shows that the ongoing process is completely legal according to provision of related parties (The Employment Agencies Police, BNP2TKI).

Therefore, based on the observation and analysis of the website, the flow of communication in the organization of online communication by BNP2TKI is called model pinwheel. Here BNP2TKI become a central to all of involved parties that related with service and protection of Indonesian workers. The pattern is very complex and BNP2TKI here is the data centers. It can be accessed online by domestic and foreign governments, private sector, Indonesian workers, the community and users. Through the pinwheel model of communication, it is expected that the legality of administration process of Indonesian workers administration is safe, quick and accessible. Various parties that involved in this matter may conduct supervision and coordination to optimize the service and protection of Indonesian workers.

#### 4. Conclusion

Information about G to G's program which that is spread in BNP2TKI's website is a media or a tool for Indonesian Worker Candidate to understand the information fully to make a decision in his or her life. G to G's program is a big step to fulfill recruitment, placement, and protection for Indonesian worker. Online communication could prevent Indonesian worker from various risks such as brokering, fraud, document's forgery, and human trafficking. In this context, BNP2TKI's website is an activity product that can be used as a media for the involved parties. This website consist of an interpretation scheme about rules, facility, and norm so that the user of the website can receive benefit to make a better decision in his or her life.

## References

- Cresswell, John W. 2013. *Qualitative Inquiry and Research Design: Choosing Among Five Approaches*. California: SAGE.
- Davis, Gordon B. 2002. *Kerangka Dasar Sistem Informasi Manajemen*. Jakarta: Penerbit PPM
- Kusnandar. 2009. Pengembangan Sistem Komunikasi Internal Berbasis Internet. *Jurnal Komunikasi dan Informasi*, Vol. 8, No. 1, April 2009.
- Prasetyani, Nety. 2015. *Evaluasi Kebijakan Government to Government Indonesia dengan Korea Selatan (Studi Kasus Penempatan Tenaga Kerja Indonesia di Korea Selatan)*. Disertasi. FISIP, Universitas Padjadjaran.
- Sjafirah, Nuryah Asri. 2015. Komunikasi Online BP3TKI Jawa Barat dalam Pelayanan dan Perlindungan TKI. *Prosiding Konferensi Nasional Komunikasi 2015: Konsep, Kerangka Kerja, Kreativitas Karya Kaya Kultur Jilid VI*.
- Sudjana, Eggi. 2009. *Melepas Ranjau TKI: Strategi Pemberdayaan Buruh Migran*. RMBOOKS: PT Wahana Semesta Intermedia.
- Sjafirah, Nuryah Asri. Dede Mulkan, Dian Wardiana Sjuchro, Herika. 2015. *Optimalisasi Jejaring Komunikasi Online BNP2TKI Jawa Barat dalam Meningkatkan Pelayanan dan Perlindungan TKI*. Laporan Penelitian PUPT. FIKOM, Universitas Padjadjaran