

**IMPLEMENTATION OF THE ONE-STOP INTEGRATED SERVICE
(LTSA) PROGRAM TO PROTECT INDONESIAN MIGRANT WORKERS
(PMI) IN SUKABUMI DISTRICT**

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ABSTRACT

The purpose of this study was to determine the implementation of the one-stop integrated service program (*LTSA*) in the effort to protect Indonesian migrant workers (*PMI*) in Sukabumi Regency. This research uses a qualitative method with a phenomenological approach with data collection techniques of observation, interviews and documentation. Data analysis was carried out by the process of data reduction, data presentation and conclusion drawing/verification. The results of this study are measured by indicators of implementation by Charles O Jones (1996), namely organization, interpretation and application. The results of this study are that the implementation of the program involves many parties, where inter-agency cooperation is important to ensure service integration and provide maximum benefits to the community. Then the application of the *LTSA* program for the protection of migrant workers is to pay attention to important aspects such as justice, non-discrimination, confidentiality and active participation of migrant workers, this aims to minimize the form of exploitation by irresponsible individuals. The implementation of the program is still faced with the obstacle that there are still illegal migrant workers who are exploited or get violence due to departure and work abroad not according to existing procedures.

Keywords: *Migrant workers, implementation, LTSA*

A. INTRODUCTION

The One-Stop Integrated Service Program (*LTSA*) is a program provided by the government to prospective Indonesian Migrant Workers in the placement and protection of Indonesian Migrant Workers as well as efforts to prove the presence

of government performance in preparing prospective Indonesian Migrant Workers which aims to minimize the form of exploitation by irresponsible individuals. The legal basis that presents the existence of the program is the protection of Indonesian migrant workers article 38 stated: "In providing placement and protection services as referred to in paragraph (1), the Regional Government establishes a One-Stop Integrated Service. One Roof Integrated Service as referred to in paragraph (2) aims to: a) realize the effectiveness of organizing placement and protection services for Indonesian Migrant Workers, b) provide efficiency and transparency in the processing of placement and protection documents for prospective Indonesian Migrant Workers and/or Indonesian Migrant Workers, and c) accelerate the quality of service. And then, according to Feri Juliawan, the meaning of policy implementation is , lexicographically defines the term "to implement" as "to provide the means for carrying out (something); to give practical effect to (something)". If we follow this view, then policy implementation can be seen as a process of implementing policy decisions, usually in the form of laws, government regulations, judicial decisions, executive orders, or presidential decrees.

This program is an approach applied by the government or institutions to provide various public services or administrative services to the community that are presented in one place or through one entrance. The main objective is to improve accessibility, efficiency and convenience for the community in accessing the various services needed. *LTSA* seeks to combine various services, for example in terms of business licensing (Department of Manpower and Transmigration), Population Administration (*DISDUKCAPIL*), taxation services (*BANKING*), Health Services (Health Service), Police and many other public services both in person and through digital platforms in order to increase efficiency, reduce queues and provide a better experience to the public in terms of services.

The *LTSA* program is linked to the protection of migrant workers in the context of providing easy and integrated access to services and protection needed by migrant workers. In the context of protection of migrant workers, the *LTSA* program provides a mechanism to ensure that migrant workers have easy access to various services needed, such as health services, housing, education, counselling and legal assistance. With this program, migrant workers do not need to face complex and time-consuming bureaucratic obstacles when accessing services. In addition, the *LTSA* also plays a role in coordinating the various agencies and organizations involved in providing protection to migrant workers. For example, one-stop service centres for migrant workers work with government agencies, non-governmental organizations, human rights institutions, the police and other institutions to provide comprehensive services. This ensures that migrant workers receive effective and integrated protection through cross-sector and cross-agency collaboration. The main point is that the implementation of the *LTSA* for the protection of migrant workers must pay attention to important aspects such as fairness, non-discrimination, confidentiality and active participation of migrant workers. Therefore, migrant workers must have access to clear information about available services and their rights and have a mechanism to submit complaints so as to get help in case of violation of their rights.

So far there are many phenomena of problems that occur related to Indonesian Migrant Workers, for migrant workers who are registered through procedural channels they are sure to get protection from the government while there are still many migrant workers who go through non-procedural channels due to lack of information and understanding of the procedures for placement and protection of migrant workers, various risks for non-procedural migrant workers are faced including insecurity, because they cannot guarantee protection in the placement country, victims of persecution to low pay or even no pay at all and are treated inhumanely. Sukabumi Regency has an area of 4145.7 km² with 47 sub-districts and a population of 2,725,450, still with the problem of low economic backwardness and minimum wage compared to other regions, as well as the difficulty of available employment opportunities in the end some of its citizens choose to work abroad. According to the *Peraturan Daerah Provinsi Jawa Barat Nomor 2 Tahun 2021* concerning the Implementation of the Protection of Indonesian Migrant Workers from West Java Province states that "Indonesian migrant workers and prospective Indonesian migrant workers from West Java, must be protected from trafficking, slavery and forced labour, victims of violence, arbitrariness, crimes against human dignity, and other treatment that violates human rights". Among them can be seen in the table below:

Table 1.2 Data on victims of migrant workers in Sukabumi Regency from 2020-2021

No	Years	number of victims
1	2020	23 person
2	2021	10 person
3	2022	29 person

Source: Sukabumi District Manpower and Transmigration Office, 2023

This data is the number of victims of violence against Indonesian migrant workers in 2020-2021. This data shows that there is a need for more serious handling in dealing with cases of violence that occur among migrant workers in

Sukabumi Regency in providing protection. Therefore, the One-Stop Integrated Service (*LTSA*) program created by the government is expected for people who want to work abroad to follow procedural channels. Therefore, observing all the phenomena of problems that occur, shows that the implementation of the One-Stop Integrated Service program in Sukabumi District still needs attention from various parties, especially for researchers. Therefore, researchers consider it necessary to study more about the Implementation of One-Stop Integrated Services in Sukabumi District in an Effort to Protect Indonesian Migrant Workers. Thus, researchers are interested in making research material, namely how the implementation of the *LTSA* program is, thus encouraging researchers to choose the title "Implementation of the One-Stop Integrated Service

Program in Efforts to Protect Indonesian Migrant Workers in Sukabumi Regency". The aim of this research is to provide an understanding of the Implementation of the One-Stop Integrated Service Program (*LTSA*) in the Protection of Indonesian Migrant Workers in Sukabumi Regency and is expected to contribute to the development of Administrative Science. As well as being a reference material for other research related to this research.

B. LITERATURE REVIEW

Policy Implementation

According to Dr. Tachjan, M.si (2006: 12) Public policy implementation is something important. Public policies made will only become 'paper tigers' if they are not successfully implemented. Therefore, the implementation of public policy needs to be carried out by considering various factors, so that the public policy in question can really function as a tool to realize the desired expectations. According to Tahir (2011: 89) "Implementation of a policy is a process to realize the goals that have been chosen and set to become reality".

Charles O. Jones model (1996: 296) "Policy implementation is an activity intended to operate a program. Three activities affect policy implementation, including the following:

- 1) Organization: the formation or rearrangement of resources, units and methods to make the program run.
- 2) Interpretation: interpreting so that programs (often in terms of status) become appropriate plans and directions that can be accepted and implemented.
- 3) Implementation: the routine provision of services, payments or others tailored to the objectives or equipment of the program".

Public Service

According to Taufiqurrahman and Satispi (2018: 88) public services are all forms of services, both in the form of public goods and public services which in principle are the responsibility and are carried out by Government Agencies at the centre, in the regions, and within State-Owned Enterprises or Regional-Owned Enterprises, in the context of efforts to fulfil community needs and in the context of implementing statutory provisions. According to Hayat (2017: 22) Public service is serving needs related to public interests. Public service is to serve all aspects of service needed by the community to be fulfilled in accordance with its provisions. Then according to Moenir (2001: 13) "Public service is an activity carried out by a person or group of people based on material factors through certain systems, procedures and methods in an effort to fulfil the interests of others in accordance with their rights".

C. METHODS

This study uses a qualitative research method with a phenomenological approach, which is a method used to explore and understand the meaning in a group of people based on events and phenomena that occur in that group of people. The phenomenon that occurs is in the indicators used in measuring data based on the phenomenon that occurs, namely using the indicators of Charles O Jones' theory (1996), namely organization, interpretation and application. Setting

informants in this study are the head of the labor and transmigration office of the city of Sukabumi, the sub-sector of industrial relations and working conditions and the sub-sector of labor placement. In obtaining and collecting research data, using data collection techniques in the form of observation, interviews and documentation. Data validation is carried out using triangulation techniques. The triangulation techniques used were source triangulation and technique triangulation. Data analysis was carried out using analysis techniques by Miles and Huberman, namely the process of data reduction, data presentation, and conclusion drawing/verification.

D. RESULTS AND DISCUSSION

The data presented in this discussion uses implementation indicators proposed by Charles O Jones (1996) in analyzing the implementation of the One-Stop Integrated Service (*LTSA*) program. The implementation of the one-stop integrated service program (*LTSA*) in an effort to protect Indonesian migrant workers in Sukabumi Regency is as follows:

Organization

Organization is an activity to form the bodies, units needed to achieve the objectives in the policy. Organization is needed as a container and executor so that a job can be carried out. The realization of the One-Stop Integrated Service (*LTSA*) program involves the cooperation of various institutions and agencies involved in the provision of public services. Some of the agencies involved in the implementation of *LTSA* at the local and national government levels include:

- a. The Department of Manpower and Transmigration, which is responsible for the integration of services related to migrant workers and transmigration.
- b. The Department of Population and Civil Registration, responsible and involved in population and civil registration services as well as information on the identity of migrant workers.
- c. The Education Office, in charge of providing services related to education and skills training for migrant workers.
- d. The Health Office, involved in providing health services and monitoring the health of migrant workers.
- e. The Licensing and Investment Office, responsible for handling the licensing process of businesses and economic activities.
- f. Regional Financial Management Agency, involved in handling financial and budgetary aspects related to the *LTSA* program.
- g. Immigration Office, responsible and involved in monitoring and supervising the movement of people across borders, especially migrant workers.
- h. Private sector, involved in supporting the program through partnerships, including the provision of services, training, or financial support.

Inter-agency cooperation is important to ensure service integration and provide maximum benefits to the community. Effective management and coordination between agencies will support the success of the *LTSA* program in improving the efficiency, accessibility, and quality of public services.

Interpretation

Interpretation in the implementation of the one-stop integrated service program (*LTSA*) in efforts to protect migrant workers is more directed at how the organizers understand the importance of protecting migrant workers in Sukabumi District.

The One-Stop Integrated Service Program (*LTSA*) is a program provided by the government to prospective Indonesian Migrant Workers in the placement and protection of Indonesian Migrant Workers as well as an effort to prove the presence of government performance in preparing prospective Indonesian Migrant Workers which aims to minimize forms of exploitation by irresponsible individuals. The *LTSA* program is related to the protection of migrant workers in the context of providing easy and integrated access to services and protection needed by migrant workers. In the context of protecting migrant workers, the *LTSA* program provides a mechanism to ensure that migrant workers have easy access to the various services needed.

This program is an approach applied by the government or institutions to provide various public services or administrative services to the community that are presented in one place or through one entrance. The main objective is to improve accessibility, efficiency and convenience for the community in accessing the various services needed. *LTSA* seeks to combine various services, for example in terms of business licensing (Department of Manpower and Transmigration), Population Administration (*DISDUKCAPIL*), taxation services (*BANKING*), Health Services (Health Service), Police and many other public services both in person and through digital platforms in order to increase efficiency, reduce queues and provide a better experience to the public in terms of services.

The main point of implementing an *LTSA* for the protection of migrant workers is to pay attention to important aspects such as fairness, non-discrimination, confidentiality and active participation of migrant workers. Therefore, migrant workers must have access to clear information about available services and their rights and have a mechanism to lodge complaints so as to get help in case of violation of their rights.

Implementation

Implementation is the main activity in the operation or implementation of a program as an effort to achieve organizational performance indicators. The Sukabumi District Manpower and Transmigration Office strive to provide the best in the protection of migrant workers. Protection for Indonesian Migrant Workers in Sukabumi District is the main focus of the Manpower Office as well as other related government agencies and institutions. Several forms of protection are provided, namely:

- 1) Pre-departure Preparation:
 - a. Provide information and training to prospective migrant workers on their rights and obligations abroad.
 - b. Organize skills training, education on the culture and language of the destination country.
- 2) Registration and Data Collection:

- a. Register potential *PMIs* so that they can be monitored and given further assistance.
 - b. Conduct data collection to record personal information and skills of the *PMI*.
- 3) Certification and Legal Protection:
 - a. Provide official certification or approval for migrant workers who have met the requirements.
 - b. Provide legal assistance and advocacy for migrant workers who experience problems or rights violations abroad.
- 4) Monitoring of Working Conditions:
 - a. Monitor the working conditions of migrant workers abroad to ensure that they are working in a safe and regulatory environment.
 - b. Provide assistance and protection for migrant workers who experience exploitation or rights violations.
- 5) Relief and Evacuation:
 - a. Provide assistance and support to *PMI* in need, including in emergency situations or conditions of concern.
 - b. Evacuate migrant workers from the destination country if necessary.
- 6) Reintegration and Training After Return:
 - a. Provide reintegration programs for migrant workers returning to Indonesia, including skills training to facilitate return to the workforce.
 - b. Provide psychosocial support and mental health services for migrant workers in need.
- 7) Prevention of Trafficking and Exploitation:
 - a. Conduct prevention campaigns to reduce the risk of trafficking and exploitation of migrant workers.
 - b. Supervising recruitment agencies and companies involved in migrant labor services
- 8) International Cooperation, namely coordinating with destination countries and international organizations to improve cooperation and protection of *PMI* globally.

However, in the implementation of this program, there are still several obstacles faced, one of which is the persistence of cases of illegal migrant workers or workers who are not officially registered so that many cases of violence occur because migrant workers are placed to work in places that are not in accordance with applicable procedures. The active role of the government, non-governmental organizations (NGOs), and civil society is very important to improve the protection system and improve the welfare of migrant workers.

As a handling to reduce the existence of illegal migrant workers, the Manpower and Transmigration Office also tries to intensify in terms of discrimination despite all the limitations of funds when collaborating because there is a Ministry of Manpower that has a budget, the office is focused on the regency's ability how many locations in one year for 47 sub-districts. Secondly, you can access information by creating a work-ready account so that you can find concrete information, for example by making a yellow card as identification to access employment information. Therefore, in 2024, it is hoped that the protection

of Indonesian migrant workers will be serious in handling the protection of Indonesian migrant workers through a one-stop integrated service program so that there will be no more victims of violence or death.

The findings from the research carried out in relation to Charles O Jones' theory with 3 indicators, namely the organization of interpretation and implementation, that the Manpower and Transmigration Department as an organization that runs the *LTSA* program which provides protection to Indonesian migrant workers and then the interpretation of the form of approach applied by the government to access various services, which Lastly, implementation which basically helps carry out preparations in running the program from start to finish.

E. CONCLUSION

Based on the results of the research that has been carried out, it can be concluded that the implementation of the one-stop integrated service program (*LTSA*) in an effort to protect Indonesian migrant workers in Sukabumi Regency is as follows:

1. Organization

The realization of the One-Stop Integrated Service (*LTSA*) program involves the cooperation of various institutions and agencies involved in the provision of public services both locally and nationally, namely the Manpower and Transmigration Office, the Population and Civil Registration Office, the Education Office, the Health Office, the Licensing and Investment Office, the Regional Financial Management Agency, the Immigration Office and private parties involved in supporting the program through partnerships, including service provision, training. This inter-agency cooperation is important to ensure integration of services and provide maximum benefits to the community. Effective management and coordination between agencies will support the success of the *LTSA* program in improving the efficiency, accessibility and quality of public services.

2. Interpretation

The One-Stop Integrated Service Program (*LTSA*) is a program provided by the government to prospective Indonesian Migrant Workers in the placement and protection of Indonesian Migrant Workers as well as an effort to prove the presence of government performance in preparing prospective Indonesian Migrant Workers which aims to minimize forms of exploitation by irresponsible individuals.

The main point that the implementation of *LTSA* for the protection of migrant workers is to pay attention to important aspects such as justice, non-discrimination, confidentiality and active participation of migrant workers. Therefore, migrant workers must have access to clear information about available services and their rights and have a mechanism to submit complaints so that they can get help if there is a violation of their rights.

3. Implementation

The Sukabumi District Manpower and Transmigration Office strives to provide the best in the protection of migrant workers. Protection for Indonesian Migrant Workers in Sukabumi District is the main focus of the

Manpower Office as well as other relevant government agencies and institutions. The protection covers a number of aspects, such as pre-departure preparation, monitoring of working conditions abroad, legal assistance, and reintegration after returning to Indonesia.

However, in its implementation, there are still several obstacles faced, one of which is the persistence of cases of illegal migrant workers or workers who are not officially registered so that many cases of violence occur because migrant workers are placed to work in places that are not in accordance with applicable procedures. As a handling to reduce the existence of illegal migrant workers, the Manpower and Transmigration Office also tries to intensify in terms of discrimination and by accessing information to create a work-ready account so that you can find concrete information, for example, making a yellow card as identification to access employment information.

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