



## The Complex Phenomenon of Community Education: The Lives And Socio-Psychological Resilience of Indonesian Migrant Workers In Malaysia

Ahyar  
Muhammad Saleh  
Siti Nurul Yaqinah  
Zaenudin Amrulloh  
Syamsul Hadi  
Abdullah Bin Ibrahim  
Wan Khairul Aiman Bin Wan Mokhtar  
Universitas Islam Negeri Mataram,  
Indonesia<sup>4</sup>  
ahyar@uinmataram.ac.id  
saleh@uinmataram.ac.id  
yaqinah@uinmataram.ac.id  
amrulloh@uinmataram.ac.id  
syamsulhadi@uinmataram.ac.id  
Universiti Sultan Zainal Abidin, Malaysia  
abdullah@unisza.edu.my  
Wan Khairul@ unisza.edu.my

### Abstract

The number of Indonesian Migrant Workers has increased significantly from year to year. However, this increase in numbers is not accompanied by guarantees of protection obtained from the state. The number of cases related to migrant workers is increasing, encompassing a range of issues, from legal protection to life safety. This research will examine the complexity of the problems faced by Indonesian migrant workers, specifically in terms of their lives and social security. This research demonstrates that the socio-psychological experiences of migrant workers center on the life lessons gained through job satisfaction and its consequences. Meanwhile, in terms of human capital (community education), migrant workers receive little good learning that focuses on the problems and creativity of migrant workers in solving their problems. There is also a lack of experience among migrant workers in integrating new information with their experiences.

**Keywords:** Community Education, Indonesian Migrant Workers, PMI, Social Resilience, Psychological Resilience

### INTRODUCTION

Indonesia is a country with a population of approximately 278.69 million as of mid-2023.<sup>1</sup> This data also ranks Indonesia as the fourth-largest country in the world in terms of population. With this ranking, Indonesia has homework to prepare employment opportunities that fulfill the needs and welfare of its people. So far, the Indonesian government has made various efforts to prepare employment

<sup>1</sup> Central Bureau of Statistics (BPS) 2023 data.

opportunities, but it is not uncommon for interest in becoming Indonesian migrant workers (PMI) to still be high. This is evidenced by the high statistical data recorded.

The number of people with PMI was 3.25 million in 2021. This number increased by 1.88% compared to the previous year, which was 3.19 million people. (Source: Bank Indonesia -BNP2TKI) Bank Indonesia noted that the number of Indonesian migrant workers was 3.25 million people in 2021. That number increased by 1.88% compared to the previous year, which was 3.19 million people. Although it has increased, the number is still lower than it was before the COVID-19 pandemic. In 2019, the number of migrant workers was recorded at 3.74 million people. According to the country of placement, the most significant number of migrant workers was in Malaysia, with 1.63 million people. Next is Saudi Arabia, with a total of 833,000 migrant workers from within the country. Then, as many as 290,000 Indonesian migrant workers are in Taiwan. There are also 281,000 Indonesian migrant workers located in Hong Kong. The number of Indonesian migrant workers in Singapore and Jordan is 91,000 and 43,000, respectively. Meanwhile, there are approximately 37,000 Indonesian migrant workers in the United Arab Emirates.<sup>2</sup>

A World Bank study (2017a) estimates the number of migrant workers in Malaysia to range from 1.23 million to 1.46 million. As of June 2019, Indonesian migrant workers are the largest group of regular migrant workers in Malaysia, reaching a total of 704,175 people.<sup>3</sup> These elementary occupation workers have certainly contributed to Malaysia's rapid economic development, filling an important gap in the labor market over the years.

In West Nusa Tenggara (NTB) alone, between 2007 and June 30, 2022, 537,497 thousand NTB residents became migrant workers abroad. This figure represents 16.62 percent of the total NTB labor force, which comprises 2,739,900

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<sup>2</sup><https://dataindonesia.id/sektor-riil/detail/jumlah-pekerja-migran-indonesia-capai-325-juta-pada-2021>, accessed on November 25, 2022, at 19.28.

<sup>3</sup><https://www.tribunnews.com/regional/2022/07/08/ntb-jadi-provinsi-ke-4-di-indonesia-untuk-jumlah-pekerja-migran-malaysia-jadi-tujuan-favorit>, diakses tanggal 25 November 2022, pukul 19.14.

people. This is based on data from the NTB Indonesian Migrant Workers Protection Agency (BP2MI). From this data, migrant workers from NTB are dominated by men as many as 426,676 people and women 110,821 people.<sup>4</sup> Furthermore, from the data that researchers have collected in the field, the Central Lombok area is a pioneer in economic drivers, with individuals trying their luck by working abroad in destination countries, including 50% Malaysia, 35% Saudi Arabia, and 15% Southeast Asian countries such as Brunei Darussalam, Hong Kong, Taiwan, and Singapore.

To fulfill their primary needs, many people in Indonesia, especially in the province of NTB, choose to become migrant workers. According to the International Labor Organization (ILO), a migrant worker is defined as an individual who has immigrated or migrated from one country to another and is employed by someone other than themselves. A migrant worker can be defined as someone who goes, is going, or has gone to a country to work and receive wages abroad. Formally, Indonesian citizens working in other countries are referred to as Indonesian Migrant Workers (IMWs), as per the name of Law No. 18 of 2017 concerning the Protection of Indonesian Migrant Workers. In Law No. 18/2017, it is emphasized that Indonesian Migrant Workers are every Indonesian citizen who works, has worked, or will work by receiving wages outside the territory of the Republic of Indonesia.<sup>5</sup>

Despite the contributions of migrant workers, Indonesian migrant workers in Malaysia face diverse challenges. These include social welfare issues such as long working hours, low wages, more limited access to healthcare, social services, and education for children of migrant workers who join their parents. To make matters worse, some workers may also experience human rights violations, such as physical and sexual violence, that complicate the integration of these Indonesian workers

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<sup>4</sup> Ira Patriani, *optimalitas layanan terpadu satu atap (LTSA)-P2TKI pekerja migran Indonesia di masa pandemi covid-19* (Surabaya: scopindo 2022), hal-50.

<sup>5</sup> Ricky Johannes Sepang, Butje Tampi dan Marthin Doodoh, "Jurnal Lex Administratum". *Perlindungan Hukum Terhadap Pekerja Migran Dalam Tindak Pidana Kekerasan Di Tinjau Dari Undang-Undang Nomor 18 Tahun 2017*, Vol. IX No. 2, Mar 2021.

into the Malaysian community.<sup>6</sup> On the part of other family members, issues related to mental well-being, ensuring educational services for children left behind, and financial literacy.

Several initiatives and programs have been launched to protect the rights of Indonesian migrant workers in Malaysia. However, there are still gaps in the protection and enforcement of these policies. One of the gaps is how community education on basic literacy, information literacy, family resilience, and readiness for cross-cultural understanding, as well as workers' rights and obligations, becomes more mainstream. Therefore, the governments of Indonesia and Malaysia have different policies and regulations regarding labor migration.

Furthermore, the socio-psychological conditions of workers are one of the key areas that researchers will study. This departs from the initial observations made. Researchers found that certain aspects are not being fulfilled in the context of workers' social welfare. The data show that workers experience psychological pressure in carrying out their work, which is related to the burden or responsibility assigned by the provider.

Employment to migrant workers. A significant caveat to this study is that difficulties in governance and cross-border cooperation need to be scrutinized from both Indonesian and Malaysian perspectives.

This descriptive research will explore the lived experiences of Indonesian migrant workers in Malaysia regarding fundamental rights issues, including economic, decent work, housing, and health conditions. The ways and circumstances in which these workers and Malaysian nationals interact, as well as the views of Malaysian nationals, will also be documented. This wide-ranging research is a first-of-its-kind research project handled in collaboration between nations by academics from the Faculty of Dakwah and Communication Sciences at UIN Mataram and colleagues from Universiti Sultan Zainal Abidin, Malaysia. The research will provide an in-depth analysis of the socio-psychological,

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<sup>6</sup> Fernandez, Romdiyati, Noveria dan Bandiyono, 2002; McKenzie 2005; Kementerian Kesehatan Malaysia 2004; PBB, 2018.

economic, educational, and political factors that drive labor migration from Indonesia to Malaysia, as well as the challenges and opportunities that migrant workers face upon arrival.

## METHODS

The paradigm employed in this study is an interpretive one, serving as a basis for thinking and seeking explanations of socio-cultural events through the perspectives and life experiences of the people studied. Thus, to gain a clear understanding of the phenomena in the field and the life experiences of migrant workers in Malaysia, it is essential to view them from their perspectives, ensuring that this research is not biased in interpretation.

The type of research employed is qualitative research with descriptive approaches. This type of research aims to describe and explore the life experiences of PMI as research subjects. Descriptive qualitative research aims to describe or portray the social situation under study in a detailed and accurate manner. Thorough, broad, and in-depth. This type of research presents the data as it is without manipulation or other treatment.

The research was conducted in West Nusa Tenggara, Indonesia, and Terengganu, Malaysia. The research involved two universities, namely the State Islamic University (UIN) Mataram and Universiti Sultan Zainal Abidin Malaysia.

The data and data sources used in this study comprise both primary and secondary data. The primary data in this study are the management practices of PT, a company that provides migrant labor services. The following primary data concern Indonesian migrant workers who work on oil palm plantations in the Terengganu area of Malaysia. At the same time, the secondary data in this study include official documents on the acceptance of migrant workers, lists of migrant workers, and photographs that depict Indonesian migrant workers in Malaysia.

Research participants who will be interviewed include migration policymakers and current migrant workers in the two countries. Fundamental rights issues include

the education received by migrant workers in both countries, the health facilities provided by the two countries, and the economic conditions of migrant workers.

The determination of the sample in this study was carried out from the time the researcher entered the field and continued throughout the research (emergent sampling design), involving the selection of specific individuals to provide the necessary data. This was also supplemented by information sourced from previous samples.

The data collection methods used were observation, interviews, and documentation. In the observational method, the research team employed a non-participant observation approach, observing the behavior of the research subjects from a distance and reviewing documents available in various print and online media. Observations were conducted over two weeks, both directly in the field and indirectly through available digital platforms. As for what was observed in this research, it is the recruitment process, from the recruitment of migrant workers until they start working, and the observation of Indonesian migrant workers in Malaysia.

The interview method employed in this study utilized a semi-structured interview approach. This method requires the readiness of a document or a list of questions that have been formulated beforehand without limiting the questions if other interesting data is found. The research subjects interviewed were representatives of PMI service provider companies and 15 Indonesian Migrant Workers in Terengganu, Malaysia.

The documentation method employed in this research comprises regulatory documents applicable in Indonesia, specifically Law No. 18 of 2017 concerning the Protection of Indonesian Migrant Workers, documents provided by PMI service providers, and photographs of other relevant evidence.

## RESULT AND DISCUSSION

### Life and Socio-Psychological Resilience of Indonesian Migrant Workers in Malaysia

Indonesian Migrant Workers (PMI) are citizens who work in a particular country. According to statistical data, the number of PMIs continues to increase annually, based on data from several sources. In this research, researchers conducted research related to the dynamics that occur in the field. The following are some descriptions of data from primary and secondary sources related to the complexity of life and socio-psychological resilience of migrant workers in Malaysia. The primary sources in this study involve migrant workers in Malaysia, as well as the companies where they work. The secondary sources involved are citizens of Malaysia residing in areas where migrant workers are employed.

Initial data collection focused on the number of migrant workers in the Terengganu area, particularly at PT Felda, where they are employed. Initial data were obtained from primary sources, including interviews, observations, and documentation. Socio-psychology, or social psychology, can be interpreted as understanding the differences in behavior between individuals, allowing each individual to interact with others in various roles and within groups, as well as in interactions with their environment. The application of socio-psychology used in this research is an example in the organizational field that has contributed to understanding the functions of job design and labor relations in management. There are several socio-psychological aspects in the application of the organizational field.

#### Job Satisfaction

The central theoretical conception of job satisfaction has several indicators, including the productivity of workers in completing tasks, physical conditions, and relationships between workers and groups within the scope of work. There are

concepts related to job satisfaction, as described by Elis Anisah in her theory, which are as follows.<sup>7</sup>

- a. Expectancy Theory posits that satisfaction is determined by how well one's achievements fulfil one's expectations, and dissatisfaction arises from the failure to meet expectations.
- b. It is theoretical to view satisfaction as a function of the degree to which one's needs are met, including both physical and psychological needs. Needs, conceptualized as objective human requirements, are almost the same for everyone, while values, viewed as subjective desires, vary between individuals.
- c. Value Theory views job satisfaction as being determined by whether the job enables the individual to achieve their values.

The data obtained by researchers in the field shows that PMI still does not have job satisfaction that includes the three aspects above; this is shown by primary source data, which states that:

We are given targets to complete our work every day. Within a month, we had a target to complete. In the past, when we were able to complete the target, we were given overtime. However, now there is no more overtime pay.<sup>8</sup>

We only work according to the office's working hours. When the working hours are over, we also finish and no longer want to do any more work.<sup>9</sup>

The wages we receive every day are sometimes also below the wage we agreed upon in the contract. Sometimes, the wages we receive are also deducted directly by the company because we have to go into debt at the beginning of the month to cover our daily needs.<sup>10</sup>

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<sup>7</sup> Elis Anisah Fitriah, *Psychologic Sosial Terapan*, Bandung: Remaja Rosdakarya, 2018. Hlm. 52

<sup>8</sup> Wawancara PMI, Harmaen, Terengganu Malaysia 22 Agustus 2023

<sup>9</sup> Wawancara PMI, Harmaen, Terengganu Malaysia 22 Agustus 2023

<sup>10</sup> Wawancara PMI, Kabul Budiono, Terengganu Malaysia 22 Agustus 2023

The data above was obtained directly from PMI, who are still active workers in the company concerned. PMI, in the context of satisfaction and appreciation for achievements made by workers, does not provide them with satisfaction at work as it differs from the data submitted by the company in charge.

The land area we have is approximately 600 hectares, and each worker will be assigned to a specific area. Usually, we will assign 200 hectares to be managed by six people and 100 hectares to 4 people.<sup>11</sup>

As for the type of work, we will categorize it according to the company's target. Usually, 15 days can harvest in an area of

100 hectares for one round of harvesting. Moreover, 15 days later, harvest again for the second round. In one month, we can conduct two harvests on 100 hectares of land. However, if there are too many fruits on the trees, workers can usually only harvest one and a half rounds in a month.<sup>12</sup>

Locke (1976) in Elis states that he presents a provisional definition for job satisfaction as the result of a person's assessment of his job that achieves or allows the achievement of important values from work that are congruent with or help fulfill a person's basic needs. These needs are two separate but interdependent types: physical needs and psychological needs, particularly the need for growth. This growth is made possible primarily by the nature of the work itself.<sup>13</sup> PMI's basic physical and psychological needs are concerns that must be taken into consideration. These considerations are based on field data, namely:

On average, we have been at PT Felda for 7 months, and the longest one of us is in his second year. We are here to support and strengthen one another. All PMI participants in the camp are residents of Lombok, NTB.<sup>14</sup>

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<sup>11</sup> Wawancara Direktur PT. Felda, Abd. Aziz Bin Mohd. Terengganu, Malaysia 22 Agustus 2023

<sup>12</sup> Wawancara Direktur PT. Felda, Abd. Aziz Bin Mohd. Terengganu, Malaysia 22 Agustus 2023

<sup>13</sup> Elis Anisah Fitriah, Psikologi Sosial Terapan, Bandung: Remaja Rosdakarya, 2018. Hlm. 52

<sup>14</sup> Wawancara, PMI. Ismali Marzuki, Terengganu, Malaysia 22 Agustus 2023.

Furthermore, the contract for workers is for a maximum of 3 years, after which it will be extended according to the agreement. However, the average Indonesian typically continues the contract for up to 10 years. Moreover, we at the company give our workers the freedom to make decisions, and we would be delighted to welcome them back if they wish to continue working together.<sup>15</sup>

Based on the observation data collected by the observer, the company provides a comfortable dormitory for workers to rest, along with several other supporting facilities, including public kitchens, toilets, clean water facilities, electric lighting, and Wi-Fi. The company provides all of these facilities. Furthermore, the company also prepares a surau, or a place of worship, for its Muslim workers.<sup>16</sup> Some of the factors that influence job satisfaction include:

- a. The job itself should be interesting and personally meaningful to the individual who occupies it. The more objective aspects of meaningfulness include task significance, job identity, the application of skills, and autonomous work.
- b. Working conditions (impersonal), including wages/salaries, job safety, role ambiguity, organizational structure, physical conditions of work, and environmental factors.
- c. Interpersonal relations. Includes relationships with company colleagues, supervision, participation in policy-making, and work pressure.<sup>17</sup>

#### Consequences of job satisfaction

The consequences of job satisfaction are as follows.<sup>18</sup>

- a. Productivity: The theory that job satisfaction leads to job productivity is almost disproven in every piece of literature, which suggests that high job

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<sup>15</sup> Wawancara Direktur PT. Felda, Abd. Aziz Bin Mohd. Terengganu, Malaysia 22 Agustus 2023

<sup>16</sup> Observasi, Terengganu, Malaysia 22 Agustus 2023.

<sup>17</sup> Elis Anisah Fitriah, Psikologi Sosial Terapan, Bandung: Remaja Rosdakarya, 2018. Hlm. 53

<sup>18</sup> Elis Anisah Fitriah, Psikologi Sosial Terapan, Bandung: Remaja Rosdakarya, 2018. Hlm. 53

productivity often leads to job satisfaction due to the rewards obtained, such as high wages, awards, or promotions.

- b. Absenteeism: A cause of job dissatisfaction and vice versa.  
Other factors that may influence attendance include social appreciation of work, financial needs, and the availability of alternative employment opportunities.
- c. Employee turnover. Low job satisfaction encourages employees to move or quit; the reciprocal relationship between dissatisfaction and low commitment to the organization also results in employee turnover.
- d. Actions from other workers. Complaints and grievances from employees most often result from job dissatisfaction. Counterproductive behaviors from other employees, such as sabotage, theft, deliberate laziness, or starting trouble on the job, are also closely related to dissatisfaction, according to studies conducted.
- e. Physical health. There are many reports in the literature of links between job dissatisfaction and physical symptoms of illness, from fatigue and headaches to ulcers and heart disease. The logical connection is that job dissatisfaction can be a source of stress, and stress is a contributing cause of many physical ailments.
- f. Mental health. Workers who are dissatisfied with their jobs tend to leave them before pushing them into emotional incapacity, and emotionally unstable individuals can be found in almost all jobs and occupations, both satisfying and unsatisfying.
- g. General life satisfaction. There are two different views. Compensation theory argues that people whose jobs are unfulfilling will find compensatory satisfaction in other areas of life. Overflow theory posits that "unhappiness at work is likely to affect one's entire life."

## Community Education for Indonesian Migrant Workers

In Law No. 18/2017 Article 1 on the Protection of Indonesian Migrant Workers, Indonesian Migrant Workers (PMI) is every Indonesian citizen who will, is, or has done work by receiving wages outside the territory of the Republic of Indonesia. Article 2 further states that the protection of PMI is based on integration, equal rights, recognition of human dignity and rights, democracy, social justice, gender equality and justice, non-discrimination, anti-trafficking, transparency, accountability, and sustainability.

Normatively, migrant workers are regulated by Law No. 18/2017, which provides legal norms aimed at protecting them. The number of migrant workers in Malaysia, according to data released by the Director General of Immigration (in the Press Release of the year 2023), is 450,000 migrant workers recorded in Malaysia. This data collection effort is based on officially registered data; however, there are still hundreds of thousands more data points on unregistered (illegal) migrant workers. Therefore, the Director General of Immigration must conduct field visits to locate migrant workers who are not recorded. Interview with immigration officials in Kuala Lumpur:

The state must be present when its citizens experience problems. We visited the Malaysian immigration office to find a solution for undocumented Indonesian workers in Malaysia who wish to become legal workers. One of the solutions offered is that Indonesian Immigration provides passports to Indonesian migrant workers whose documents are incomplete, then immigration issues work passes (work permits) through procedures."

Indonesia is one of the ILO member countries that has problems with its workforce. This is due to the economic problems that often hit Indonesia, which has an impact on the job vacancy crisis for its citizens. Therefore, these workers choose to work in several informal sectors outside their home countries. Then, the

workers who work outside their home country or are in the placement country to work are known as Indonesian migrant workers (PMI). The highest placement country from 2016 to 2019 was Malaysia, as reported by the National Agency for the Placement and Protection of Indonesian Workers (BNP2TKI) in 2018 and 2019. The following table shows the highest number of Indonesian migrant workers in Malaysia compared to the other four placement countries from 2016 to 2019.

According to the ILO, migrant workers are more likely to work in Malaysia due to Malaysia's high demand for domestic workers. Not only that, but Malaysia is also geographically, culturally, and linguistically close to Indonesia, making it easier for migrant workers to work without worrying about cultural and language differences. (International Labor Organization, 2015).

**Table 1: Number of migrant workers by placement 2016-2019**

No.	Country	2016	2017	2018	2019
1	Malaysia	87.623	88.991	90.671	77.963
2	Taiwan	77.087	62.823	72.323	79.574
3	Hong Kong	14.434	69.182	73.917	70.840
4	Singapore	17.700	13.379	18.324	19.325
5	Saudi Arabia	13.538	6.471	5.894	7.018

Source: BNP2TKI, 2018 and 2019

Regarding the presence of PMI in the placement country, one of the key orientations of Indonesia's free and active foreign policy is the protection of the nation and the provision of security to all citizens of the Indonesian state (WNI). (Hafidz, 2017) This protection also includes PMI because they are still Indonesian citizens. This is in line with Indonesia's commitment to promote and protect human rights, as stated in the 1948 UDHR, which has been ratified and implemented by Indonesia. Not only that but the promotion and protection of human rights for

Indonesian citizens, including migrant workers, is a mandate under Article 27, Paragraph 2 of the 1945 Constitution of the Republic of Indonesia, which emphasizes that every Indonesian citizen has the right to a decent standard of living. Specifically for labor, Indonesia also guarantees the right of migrant workers to work correctly, as mandated by Article 31 of the 1945 Constitution of the Republic of Indonesia (Tan & Shahrullah, 2017).

In educational philosophy, adult learning is referred to as andragogy. The term andragogy has a long history in its development (Chan, 2010, pp. 27-28). As early as 1833, Alexander Kapp, a German educator who worked as a grammar school teacher, introduced the term andragogy as a means of educating adults.

Illustrates Plato's idea that adults continue to learn in adulthood. Kapp did not develop a theory of andragogy but instead justified andragogy as a practical necessity in adult education. After a while, the term andragogy was lost in the flow of time. Andragogy began to be organized systematically around 1920 (Pannen and Sadjati, 2005: 4) precisely. Precisely in 1921, the term was reintroduced by Eugene Rosenstock, a teacher at the Frankfurt Labor Academy Labor Academy (Hidayat, 2015). In 1926, Lindeman from the United States went to Germany to recognize adult learning for workers. Lindeman was the first to bring the concept of andragogy to America, and it was published in English (Henschke, 2010: 1-2).

Later on, adult learning was developed by Knowles (Thompson & Deis, 2004, pp. 107-108; Keese, 2010). His full name is Malcolm Knowles (1913-1997). He was an American educator renowned for developing the theory and practice of andragogy. He used the term andragogy as a synonym for adult learning. According to Knowles, andragogy is the art and science of adult learning; therefore, andragogy refers to a specific form of adult learning (Kearsley, in Pappas, 2013). According to Keese (2010), Knowles served as a teacher, lecturer, writer, and leader in the field of adult learning. He was particularly interested in Carl Rogers' theory of facilitated learning. Knowles was an innovator, a key figure in the growth and practice of adult learning. Andragogy has become popular among educators and researchers in many countries. According to Savicevic (in

Chan, 2010: 28), andragogy was adopted by at least ten European countries, including Germany, England, Poland, France, Finland, the Netherlands, Czechoslovakia, Russia, Hungary, and Yugoslavia. He has made significant contributions to the field of adult learning through major works (Bates, 2009), which have been adopted by educators from various disciplines (Bolton, in Chan, 2010: 28-32). Knowles applied andragogy for human resource development (Henschke, 2010: 1-5). During his lifetime, he published more than 230 articles and 18 books. In recognition of his services, he is referred to as the "Father of Andragogy" (Bates, 2009). Knowles popularized the theory of andragogy in 1970 through his book entitled *The Modern Practice of Adult Education: Andragogy versus Pedagogy*. Knowles explains that in the book, the term andragogy is defined as an attempt to create a theory that distinguishes learning activities in childhood from those in adulthood. He explains the difference between andragogy, "the art and science of helping adults learn," and pedagogy, "the art and science of helping children learn."

According to Knowles, andragogy is essentially a "model of assumptions" about the characteristics of learners (adults) that differ from traditional pedagogical assumptions about learners (children). Adults are autonomous, free, and growth-oriented learners. After ten years, Knowles received reports from elementary school teachers and secondary school teachers that their students obtained better learning outcomes after applying the assumptions of the adult learning model. Therefore, in 1980, Knowles updated and revised his book into *The Modern Practice of Adult Education From Pedagogy to Andragogy* (Bates, 2009).

### **Practical problem-centered learning**

Practical, problem-centered learning will enable migrant workers to effectively manage the challenges they encounter in their daily work lives. This ability is necessary to prevent safety issues that may not always be addressed when working.

For migrant workers in the Terengganu region, especially those who are working at PT Felda, the practical learning aspect is provided through the board

information posted in the dormitories where they reside, whereas in the workplace, this learning model is not available—safety appeals for company workers on the



walls of the dormitories where workers live.

Source: Research Documentation

Facilities like these serve not only as a standard of work but can also influence the behavior and safety of PMIs.

#### **Learning that integrates new information with their experiences;**

The facilities and infrastructure prepared by the company are one of how PMI accesses information about the outside world. Information is certainly a secondary need for PMIs to develop their abilities in the fields they pursue. Based on the data obtained, the company prepares access for PMI to obtain information, specifically the internet network in the form of Wi-Fi. The internet network is available at the camp where the PMI lives. In the context of learning, PMI gains experience in how to survive and be professional in completing assigned tasks.

#### **Learning that boosts their self-esteem;**

An individual's self-esteem can be measured by their ability to adapt and interact effectively in a new environment. Moreover, the environment has several rules that must be obeyed. In this context, specifically in PMI, learning must enhance

self-capacity in the ability to complete tasks independently. This will undoubtedly be a personal achievement that will enable PMI to receive more benefits.

## CONCLUSION

The socio-psychological life and resilience of Indonesian migrant workers (PMI) in Malaysia is a complex phenomenon involving various aspects such as job satisfaction, community education, and legal protection. PMI faces significant challenges, including job dissatisfaction caused by a mismatch between expectations and reality, such as wages that do not align with contracts and the elimination of overtime. This impacts their productivity as well as their physical and mental health. Community education is a crucial solution to improve the quality of life for people with PMI, where andragogy approaches can help them learn practically to manage the problems they face, enhance their capacity, and access relevant information. Facilities provided by companies, such as Wi-Fi and places of worship, serve as important media in supporting this learning.

Additionally, legal protection for PMIs is regulated under Law No. 18/2017, which emphasizes the recognition of human rights and social justice, although many PMIs still work illegally. Therefore, greater attention from the government is needed to provide solutions, such as document legalization and work permits. Work satisfaction among PMI is influenced by various factors, including working conditions and interpersonal relationships, where dissatisfaction can lead to negative consequences such as low productivity and health issues. Overall, the lives of PMI in Malaysia reflect the need for a holistic approach involving education, legal protection, and community support to enhance their socio-psychological resilience, enabling PMI to lead more prosperous and productive lives while working abroad.

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