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RESEARCH ARTICLE

THE IMPORTANCE OF COMPETENCY CERTIFICATION FOR INDONESIAN MIGRANT WORKERS

Tjepy F. Aloewie, Mochamad Wahyudi and Matin
Universitas Negeri Jakarta, Indonesia.

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Abstract

This study is intended to determine the importance of competency certification for Indonesian migrant workers at PT. Karya Semesta Sejahtera after the issuance of Law Number 18 Year 2017 concerning the Protection of Indonesian Migrant Workers (IMW). The method used is a descriptive qualitative approach using the Context, Input, Process, and Product (CIPP) Evaluation Model developed by Stufflebeam. Data collection techniques using observation, interviews, Guided Group Discussion and documentation. Data analysis techniques in this study used an interactive analysis model. The results of this study indicate that the implementation of the competency certification policy of Indonesian migrant workers has not been running optimally. In terms of context, there is an inadequate running of the education, training and competency testing system to all prospective Indonesian migrant workers because there are still prospective Indonesian migrant workers who are illegal, ineffective supervision. From the input side, it turns out that the government vocational training center has not yet carried out education, training and competency tests for Indonesian migrant workers. Likewise, private vocational training centers have not fully carried out education, training and competency testing in accordance with the provisions. From the aspect of the process, it turns out that not all private vocational training centers carry out the provisions in terms of material, time, etc. In terms of results, apparently not all recipient countries (users) appreciate the competency certification of Indonesian migrant workers. As a result of the foregoing, there are still many violations of labor norms. The policy on competency certification of Indonesian migrant workers needs to improve in terms of law enforcement, cooperation between units and between agencies, increase cooperation with recipient countries or users of Indonesian migrant workers, increase the quantity and quality of vocational training centers and their instructors and assessors.

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Introduction:-

Every year there are hundreds of thousands of Indonesians who go abroad to work as migrant workers on a two-year work contract. Countries that are the destinations of Indonesian migrant worker placement include Hong Kong, Taiwan, China, Malaysia, Singapore, Brunei, Japan, South Korea and other countries in Asia. They work in various industrial and household sectors. Indonesia is one of the main senders of domestic migrant workers in the world.

Corresponding Author:- Tjepy F. Aloewie
Address:- Universitas Negeri Jakarta, Indonesia.

Data from the National Board for Placement and Protection of Indonesian Migrant Workers (NBPPIMW) in 2018 shows that Indonesia sends as many as 283,640 migrant workers abroad. Most of them are female and work in the domestic sector, which is 150,000 people.

Economically, Indonesian migrant workers have donated a lot of foreign exchange and are dubbed foreign exchange heroes. In 2018, they have provided remittances of US \$ 8.8 billion or around Rp124 trillion, equivalent to almost one percent of Indonesia's total Gross Domestic Product (GDP).

But behind that success, there are various reports of problems faced by Indonesian migrant workers, such as wage discrimination, inadequate working conditions, social security, physical violence and so on. From 2012-2016, there were an average of 4,689 complaints of problems of Indonesian migrant workers or there were around 13 percent of Indonesian migrant workers with problems. Whereas in 2018, there were ten issues of Indonesian migrant workers that were often complained to the National Board for Placement and Protection of Indonesian Migrant Workers (NBPPIMW), namely Indonesian migrant workers did not have documents, Indonesian migrant workers wanted to be repatriated, salaries were not paid, migrant workers failed to leave, sickness, broken communication, excess salary deduction, unsuitable work, Indonesian migrant workers in custody, and termination of employment before the contract ends, as shown in Figure 1.

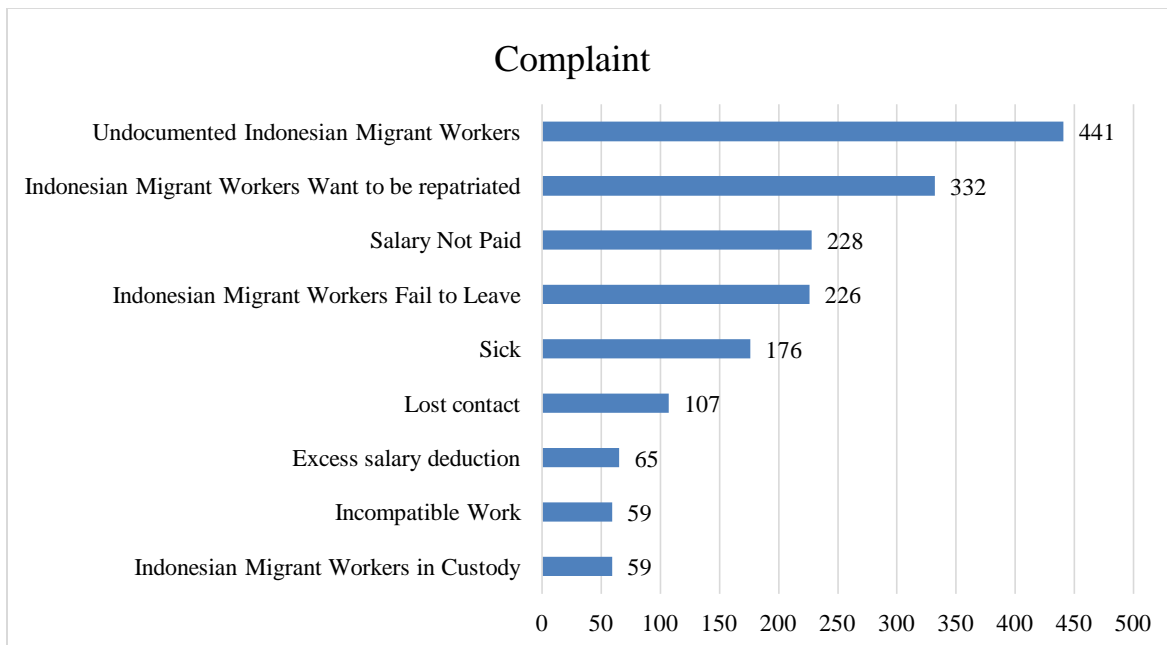


Figure 1:- The Ten Most Complaints about the Problems of Indonesian Migrant Workers in 2018'
Source: NBPPIMW, 2018.

The complaints came from various placement countries. In 2018 there were twenty countries that submitted the most complaints about the problems of Indonesian migrant workers as shown in Table 1 data.

Table 1:- Number of Complaints from Indonesian Migrant Workers by Country Placement in 2018.

No	Country	Number of Complaints	in Process	Completed
1	Malaysia	1.961	684	1.277
2	Saudi Arabia	481	320	161
3	Taiwan	330	119	211
4	Hong Kong	186	67	119
5	United Arab Emirates	113	66	47
6	Singapore	105	51	54
7	Korea Selatan	99	33	66

8	Brunie Darussalam	56	19	37
9	Yordania	48	30	18
10	Kuwait	25	10	15
11	Qatar	23	13	10
12	China	22	10	12
13	Iraq	16	6	10
14	Syria	16	9	7
15	Japan	15	13	2
16	New Zealand	15	14	1
17	Oman	14	4	10
18	Turkey	13	11	2
19	Bahrain	10	2	8
20	Poland	10	6	4

Source: NBPPIMW, (2018), reprocessed

Indonesian migrant workers mostly come from small towns or villages that are poor, with educational background of primary school graduates and lack of work experience, and some even fail primary school as long as they can write and read and study. Because of one of the factors of poverty and in the hope of changing the economy they chose to work abroad. With various limitations such as skills, knowledge and language, Indonesian migrant workers are often faced with a lack of understanding of rights and are considered incompetent. For example, migrant workers' knowledge of domestic work is generally only obtained in their daily lives using only simple tools, whereas in developed countries they are already using modern tools and must be trained with sufficient time so that can work professionally and competently.

Many of the losses suffered by Indonesian migrant workers while abroad can be attributed to the lack of transparency and accountability in the privatized recruitment process in the country of origin and the lack of adequate rights-based training and information for prospective Indonesian migrant workers before departure. Therefore, the Indonesian government and private leaders should share or share responsibility for the losses suffered by migrant workers together with figures involved in the destination country. Indeed, general losses such as unpaid salaries or changing working conditions are a violation of the contract with the Indonesian Migrant Worker Placement Actor (IMWPA) that has been signed in Indonesia.

For this reason, the government through Article 5 of Law Number 18 Year 2017 concerning the Protection of Indonesian Migrant Workers Overseas, is tasked with regulating, fostering, implementing and overseeing the placement and protection of Indonesian Migrant Workers abroad (President, 2017). Seen from the mandate of the law that the government guarantees the safety of Indonesian Migrant Workers abroad. But in this case it can be seen that the government has not fully been able to guarantee the safety of Indonesian Migrant Workers.

One of the instruments to protect migrant workers is to ensure that Indonesian migrant workers have competency certification so that they understand the rights contained in the Work Agreement / Work Contracts that must be fulfilled by the Employer and Worker and applies to the two States. When the rights of Indonesian migrant workers are violated, access to compensation in the local state court or other institutions is very limited. In order for an Indonesian migrant worker to access justice, it generally depends on access to assistance from the Indonesian consulate in the destination country, and / or access to compensation after returning to Indonesia. Access to justice in the country of origin is also an important matter.

It is questionable how the job training program and competency certification for prospective Indonesian migrant workers is carried out. According to Wanadi (2015), "Overseas Job Training Center carry out education and training for prospective Indonesian migrant workers not in accordance with the program, even though prospective Indonesian migrant workers can obtain competency certification. The case of Indonesian migrant workers abroad cannot be separated from the lack of labor inspection of the provisions in the fields of education, job training and competency testing of prospective Indonesian migrant workers".

In article 5 b of Law Number 18 Year 2017 also mandates the requirements of Migrant Workers to have competence. However, Law Number 18 Year 2017 concerning Indonesian Migrant Workers, there are no specific

provisions regarding work education and training for Indonesian migrant workers including sanctions if the migrant worker does not carry out work education and training in the context of placing migrant workers abroad. Earlier in article 9 of Law Number 13 Year 2003 concerning Manpower, it was determined that job training made Indonesian migrant workers competent, productive and prosperous (President, 2003). In terms of protection, standardized work training will improve the ability of Indonesian migrant workers to adapt in the work environment in the form of technical skills, communication and mental attitude.

The problem of Indonesian migrant workers abroad today is not only the existence of illegal migrant workers (un-procedure), but several cases arise such as the departure of Indonesian migrant workers in a procedural manner but when they are in their destination country they become un-documented Indonesian migrant workers, which means The Indonesian migrant worker loses a document or passport or is exhausted of a residence permit and does not renew it again and eventually becomes an un-documented Indonesian migrant worker. This is the task of labor inspectors and protect Indonesian migrant workers so that they are not affected by problems.

The National Board for the Placement and Protection of Indonesian Migrant Workers (NBPPIMW) has served complaints of prospective Indonesian migrant workers or Indonesian migrant workers through the service of complaints of prospective Indonesian migrant workers or Indonesian migrant workers during 2018 as many as 3,673 complaints, both at the Crisis Center of National Board for Placement and Protection Indonesian Migrant Workers (NBPPIMW) and the Crisis Center at the Indonesian Migrant Workers Placement and Protection Service Center (IMWPPSC), Indonesian Migrant Workers Placement and Protection Services Workshop (IMWPPSW), and Indonesian Migrant Workers Placement and Protection Services (IMWPPS). Of 3,673 complaints have been served, namely still in the initial handling (validation of documents and analysis) as many as 531 cases, as many as 576 cases in the clarification process, as many as 50 cases in the mediation process, and as many as 299 cases in the advocacy process.

In 2018, as many as 2,175 complaints had been resolved, with details of delegations to other agencies totaling 81 complaints, resolved through mediation with 21 complaints, and through advocacy as many as 2,094 complaints. The problems of prospective Indonesian migrant workers or Indonesian migrant workers are complained through the media of letters, telephone, e-mail and come directly to the National Board for Placement and Protection of Indonesian Migrant Workers (NBPPIMW), Indonesian Placement and Protection Workforce Service Center (IMWPPSC), Service Centers Placement and Protection of Indonesian Migrant Workers (SCPPIMW), and Service Placement and Protection of Indonesian Migrant Workers (SPPIMW).

Article 34 of Law Number 18 Year 2017 concerning the Placement and Protection of Indonesian Migrant Workers, regulates the recruitment process preceded by providing information to prospective Indonesian migrant workers at least about: a) Procedures for recruitment, b) Required documents, c) Rights and obligations of prospective Indonesian migrant workers or Indonesian Migrant Workers, d) Situations, conditions and risks in the destination country, and e) procedures for the protection of Indonesian migrant workers. Information as referred to in paragraph (1) shall be submitted completely and correctly. (2) Information as referred to in paragraphs (1) and (2) Must obtain approval from the agency responsible for manpower and submitted by the placement of migrant workers.

Article 35 of Law Number 18 Year 2017 states that the recruitment of prospective Indonesian migrant workers by executing the placement of private Indonesian migrant workers must be carried out for prospective Indonesian migrant workers who have fulfilled the following requirements: a) At least 18 (eighteen) years of age except for Indonesia Migrant Workers to be employed by individual users of at least 21 (twenty one) years of age, b) Physically and mentally healthy, c) Not in a state of pregnancy for female migrant workers and d) Educated at least graduating from Junior High School or equivalent. For education that only junior high school does not meet the requirements to be competent, because if only junior high school technology knowledge is not yet well received.

In the Regulation of the Minister of Manpower and Transmigration of the Republic of Indonesia Number 21/MEN/X/2007 concerning the Procedure for Determination of Indonesian National Work Competency Standards Article 1 paragraph 3 states that Indonesian National Work Competency Standards, hereinafter abbreviated as INCQS, are the formulation of work capabilities that cover aspects of knowledge, skills and or expertise as well as work attitudes that are relevant to the implementation of duties and conditions of office that are determined in accordance with statutory provisions.

Government Regulation of the Republic of Indonesia Number 31 of 2006 article 7 paragraph (1) states that INCQS is prepared based on the needs of the business field which at least contains technical competence, knowledge, and work attitude. For Indonesian migrant workers who work abroad most of this is ignored because it only pursues the benefits of Indonesian Labor Service Distributors (ILSD).

To meet the qualifications and increase competitiveness of Indonesian migrant workers, the Indonesian government has required prospective Indonesian migrant workers to have work competency certificates in accordance with overseas job requirements (President, 2017). But in reality, many Indonesian migrant worker placement practitioners still ignore the importance of work competency certification, while competition for work is getting tougher in the era of the industrial revolution 4.0.

To overcome this, the government together with the organizers of placement of migrant workers abroad must prepare competent candidates for Indonesian migrant workers by organizing work education and training and competency tests in accordance with the work to be performed. Education and training are carried out by accredited vocational training centers, have competent instructors, and then certified by the Professional Certification Institute (PSI) in accordance with applicable regulations. The government formed the National Professional Certification Board (NPCB) tasked with creating a professional certification program. The aim is to increase recognition of work competitiveness at home and abroad.

In order to support the improvement of the quality of education and training in Indonesia, President Joko Widodo instructed in a state address on August 16, 2019 as follows; "Educational and training institutions need to be supported to make major improvements" (Ramadan, 2019). It was also further stated that this reform must be supported, so that the institution is adaptive and able to deal with change. Thus, it can be interpreted as improving the quality of education and training, including in the field of manpower, starting from the development of work competency standards, revitalizing job training institutions through the provision of job training facilities, increasing the competency of instructors and training staff.

To guarantee workforce competency, competency certification is carried out by the National Professional Certification Board (NPCB) through the Professional Certification Institute (PCI) (Minister, 2016). Certification only has two assessments, namely Competent (C) and Not Competent (NC). Thus, researchers are called to conduct research entitled "The Importance of Competency Certification for Indonesian Migrant Workers", so they can find solutions to get better policies.

Literature Review:-

The notion of evaluation is widely conveyed by experts who are influenced by the characteristics of the model and approach. Janet E. Wall, stated "An evaluation is a purposeful, systematic, and careful collection and analysis of information used for the purpose of documenting the effectiveness and impact of programs, establishing accountability and identifying areas needing change and improvement (Wall & Edb, 2014). This means that evaluation is a planned, systematic and careful collection and analysis of information, which aims to document the effectiveness and impact of the program, establish accountability and identify areas that need change and improvement.

Certification:

According to Hutabarat and Binawidya (2017) certification is a procedure by which third parties (certification bodies) offer written guarantees that a product, process or service complies with certain standards. Certification is a documented agreement that sets standards (principles, criteria, and indicators) as rules or guidelines that must be obeyed by actors in the product supply chain for sustainable products (Fatmalasari, Prasmatiw, & Rosanti, 2016).

Competence:

Work competence is the work ability of every individual which includes aspects of knowledge, skills, and work attitudes that are in accordance with established standards (President, 2003). Based on article 1 paragraph (1) of Law Number 14 of 2005 concerning Teachers and Lecturers, "competence is a set of knowledge, skills and behaviors that must be possessed, internalized, and mastered by the teacher or lecturer in carrying out professional duties" (President, 2005).

In the Indonesian dictionary, competence is defined by the authority (power) to determine or decide something (Sunendar & Al, 2017). In the Decree of the Head of the State Civil Service Agency Number 43/KEP/2001 concerning Structural Position Competency Standards for Civil Servants, what is meant by competency is the abilities and characteristics possessed by a Civil Servant in the form of knowledge, expertise and behavioral attitudes required in carrying out the duties of his position (BKN, 2001). The National Personnel Board distinguishes competencies from general competencies to specific competencies. General competence is the ability and characteristics that must be possessed by a Civil Servant in the form of knowledge and behavior needed in carrying out structural occupational duties that he holds. While special competence is the ability and characteristics possessed by a Civil Servant in the form of expertise to carry out structural positions that he holds.

According to Wibowo (2016) the definition of competency is an ability to carry out or do a job or task based on skills and knowledge and supported by work attitudes demanded by the job. These competencies are individual characteristics that can be obtained through education in order to increase knowledge, skills and professional attitudes, as an element of the ability of human resources in carrying out their duties.

Competence according to Jebarus (2013) is the ability of individuals to do a job that is preceded by a process based on knowledge, skills and work attitude in accordance with the performance required ". In this sense also meant that competence consists of knowledge and skills specifications, as well as how to apply those knowledge and skills in accordance with work standards set at the workplace.

Next Spencer and Spencer (1993) write, "a competence is an underlying characteristic of individuals that is causally related to criterion-referenced effective and / or superior performance in a job or situation". This means that competence is a basic characteristic of an individual with effective criteria that will produce superior performance in certain situations according to the type of work. Furthermore, Lucia and Lepsinger wrote that; "A cluster of related knowledge, skills, and attitudes that Affects a major part of one's job (a role or responsibility), that correlates with performance on the job, that can be measured against well-accepted standards, and that can be improved via training and development (Lucia & Lepsinger, 1999).

According to Darsono and Siswandono (2011) competence is a written description of work habits and personal skills that can be measured and used to achieve work goals. Competence is a combination of knowledge, skills, creativity and a positive attitude towards a particular job that is manifested in performance. Competence is the character of a worker who is able to produce the best performance compared to others.

Can be synthesized competence is a description of the basic characteristics of an individual, which is a work habit and personal skills and knowledge supported by work attitudes that can be measured and used to achieve work goals, and to produce superior performance.

Professional Certification Institute (PCI) and Competency Test Place (CTP):

Professional certification institutions (PCI) are institutions that are licensed to carry out professional competency certification on behalf of the National Professional Certification Board (NPCB) (NPCB, 2014). Profession is a field of work that has certain competencies that are recognized by the public. The Professional Certification Institute (PCI) functions among others to compile and develop certification schemes, make assessment tools and competency test materials, provide testing staff (assessors), carry out certification, and carry out certification services. While the authority includes issuing competency certificates in accordance with NPCB guidelines to revoke or cancel competency certificates.

There are three types of Professional Certification Institutions (PCI), namely; a) Type 1 Professional Certification Institution or often referred to as P1 Professional Certification Institution (PCI P1), b) Type 2 Professional Certification Institution or often referred to as P2 Professional Certification Institute (P2 PCI), and c) Type 3 Professional Certification Agency or often referred to as the P3 Professional Certification Institute (PCI P3). P1 Professional Certification Institute is formed by educational and training institutions (training centre) which train participants for industrial needs. P1 Professional Certification Agency can issue competency certificates in accordance with a scheme that has been validated by the National Professional Certification Agency. P1 Professional Certification Institute is an integrated part of job training institutions (JTI) which has a license as an independent job training institution from the Ministry of Manpower. Therefore, training is an integral part of the certification examination process carried out by the P1 Professional Certification Institute. P1 Professional

Certification Agency can use the Indonesian National Competency Qualification Standard (INCQS) or the Special Competency Qualification Standard (SCQS) depending on the choice.

P2 Professional Certification Institute is almost the same as P1 Professional Certification Agency, but it is run by a certain government department that requires the Special Competency Qualification Standards from the department itself to be the basis of their internal education and certification. The P2 Professional Certification Institute was formed by the technical implementation unit (TIU) to ensure that the network of technical implementing units that carry out the competency certification program can be issued by the technical implementing unit that forms it with other technical implementing units sufficiently as a place for competency testing (CTP). P2 Professional Certification Institutions can use the Indonesian National Competency Qualification Standards or the Special Competency Qualification Standards depending on their choice.

While the P3 Professional Certification Institute is a general Professional Certification Agency that can be formed by industry associations or professional associations. The certification exam does not have to be integrated with specific training from an independent job training institution or specific technical implementation unit. Anyone who qualifies can take their certification exams directly, and therefore, P3 Professional Certification Institutions generally use the Indonesian National Competency Qualification Standards (INCQS).

A competency test place or assessment center is a good workplace or workplace simulation for conducting competency tests or assessments by the Professional Certification Institute (Chair, 2014). A good workplace is a workplace that has implemented work practices so that the achievement of competence is truly contextual with the environment, workplace infrastructure.

Place a competency test in the form of an organization, institution or agency that operates a good work system. The application becomes a place for competency testing addressed to the Professional Certification Institute, located in Jakarta. Verification of workplace competency test places is provided with a decision on the determination of verification by the Professional Certification Agency.

The competency test site must have at least one person who understands the certification scheme and competency test according to the Indonesian National Competency Qualification Standards. The competency test site submits an application for verification by attaching proof of basic requirements and its management.

Based on the nature of the location and its commitment to providing a test place in a sustainable manner and its relationship with the Professional Certification Institute, the competency test place (CTP) is classified into three (Chair, 2014), namely:

1. The competency test place in the workplace is owned by the industry and the competency test place in the workplace is verified every time it will be used as a test place.
2. When competency test can be owned by various parties, both related and unrelated to the Professional Certification Institute. The competency test place when verified each will be used as a test site.
3. Independent competency test site, owned by institutions outside the Professional Certification Institute. Independent competency test sites are verified and determined as verified competency test sites for a certain period of time and maintained periodically. The independent competency test site must develop and maintain a quality management system in accordance with the provisions in the National Professional Certification Board (NPCB) Number 206.

Migrant Workers:

In Law Number 18 Year 2017 it is stated that Indonesian migrant workers are every Indonesian citizen who will, is, or has done work by receiving wages outside the territory of the Republic of Indonesia (President, 2017). Whereas what is meant by prospective Indonesian migrant workers is every Indonesian worker who qualifies as a job seeker who will work abroad and is registered with the district / city government agency responsible for manpower (President, 2017). Migrant workers are increasing in an increasingly global labor market as human efforts continue to want to improve their level of welfare and wage differences between countries, so migration is one of the issues in global society.

There are Indonesian migrant workers who go through Indonesian migrant worker placement service companies, and there are those who depart individually. Indonesian migrant workers who depart individually in Law Number 18

Year 2017 are referred to as Indonesian Migrant Workers who will work overseas without going through a placement manager (President, 2017).

The families of Indonesian migrant workers are husbands, wives, children or parents, including relationships due to decisions and / or court rulings, both those in Indonesia and those living with Indonesian Migrant Workers abroad (President, 2017).

Research Methods:-

The method used in this research is evaluative descriptive method. The object of the research is focused on the certification of competence of Indonesian migrant workers at PT. KaryaSemesta Sejahtera.

Data collected through observation, study documentation, and in-depth interviews. Data analysis uses descriptive evaluative techniques, through four stages, namely: data collection, data reduction, data presentation and drawing conclusions / verification.

Data analysis in this study used the CIPP model. An evaluation model developed by Wirawan that is used as a process of describing, obtaining, providing information that is useful for assessing the alternatives needed to make decisions (Wirawan, 2016). Stufflebeam revealed that the CIPP model can be used by internal evaluators, either by teams or individuals as measured through four phases: Context, input, process, and product.

According to Stufflebeam and Coryn (2014), the CIPP Model includes (1) "An evaluator uses context evaluation to assess the needs, problems, assets, and opportunities in a given environment. Needs include things that are needed or useful to meet the objectives that can be maintained (2) "basically, an evaluation of inputs must involve identifying and evaluating relevant approaches (including related equipment and materials) and assisting the decision maker in preparing the approach chosen for execution. An evaluator must also search through the client's environment for political, financial or legal constraints, and the potential available resources. "(3)" Process evaluation includes ongoing checks on aircraft implementation and Process Associates documentation "and (4)" Purpose from product evaluation is to measure, interpret, and assess company results. Feedback on results is important both during the activity cycle and in its conclusion. Product evaluators must assess desired and undesirable results as well as positive and negative results ".

To measure the level of achievement of evaluation criteria used benchmark data reference ordinal scale categories. The use of the ordinal scale 1-3 illustrates low with a score of less than <34%, scale 2 illustrates a moderate score achieved between 34-66%, and scale 3 illustrates high with a score of > 66%. The assessment mechanism scheme used is explained in Table 2.

Table 2:- Decryption Ranking.

Scoring scale	Rating	Description
1	Low	The evaluation criteria were not met, less than (<) 34% of the number of criteria.
2	Moderate	Evaluation criteria partially met, 34-66% of the number of criteria items.
3	High	Evaluation criteria are fulfilled greater than (>) 66% of the number of criteria items.

Description of the Rating Score Scale:

- 1 Low criteria not met below 34% of the number of criteria items.
- 2 Evaluation criteria are being partially met, 34-66% of the total criteria
- 3 High evaluation criteria meet more than 66% of the total criteria

Source: Mulyatiningsih (2014). Applied Research Methods in Education.

Results And Discussion:-

Research Results:-

Context evaluation: The legal basis for the competency certification of Indonesian Migrant Workers in PT. KaryaSemesta Sejahtera

The legal basis for the certification of Indonesian Migrant Workers' competencies in PT. KaryaSemesta Sejahtera refers to Law Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers and Government Regulation Number 31 of 2006 concerning the National Job Training System. This law is not documented in important company documents, so that the management of PT. KaryaSemesta Sejahtera does not fully understand the legal basis for implementing Indonesian Migrant Worker Competency Certification. In addition, knowledge of the legal basis for Indonesian Migrant Workers Competency Certification that has not been mastered by all levels of management and staff of PT. KaryaSemesta Sejahtera.

While the vision and mission of PT. KaryaSemesta Sejahtera is in accordance with the aims and objectives of Indonesian Migrant Workers Competency Certification. PT. KaryaSemesta Sejahtera is "Becoming the Best Indonesian Migrant Worker Training and Sending Institute in Indonesia". The mission of PT. KaryaSemesta Sejahtera is; 1) prepare qualified prospective Indonesian Migrant Workers in placement countries to be able to compete with migrant workers from other countries, and 2) conduct integrated training in accordance with national and international standards. But the vision and mission have not been posted in a place that is easily seen by every employee or person who is working in the company. Thus, there are still a number of things that need to be improved, among others, the vision, mission and objectives of the certification of Indonesian migrant worker competencies not written in the company's budget work plan. The targets of Indonesian Migrant Worker Competency Certification are not measurable and use the SMART method.

Inputs evaluation: Indonesian Migrant Workers competency certification resources at PT. KaryaSemesta Sejahtera PT. KaryaSemesta Sejahtera which is engaged in the certification of competence of Indonesian Migrant Workers has an organizational structure that is considered quite good, making it easier for communication and coordination between sections. The division of tasks, authority, and responsibilities clearly at PT. KaryaSemesta Sejahtera is related to the implementation of Indonesian migrant worker competency certification.

In terms of the preparation of PT. KaryaSemesta Sejahtera, it is known that the planned activities have not been documented but are mostly carried out based on verbal instructions. Managers and staff must be able to translate the desires of leaders to be ideal "according to the leadership" which can change at any time depending on needs, and is rarely well documented, unlike a structured government.

PT. KaryaSemesta Sejahtera has training facilities and infrastructure to certify the competency certification of prospective Indonesian migrant workers which is quite complete. PT. KaryaSemesta Sejahtera has a magnificent building, equipped with various training education facilities that are complete. For security equipped with CCTV that monitors the condition and behavior of trainees of prospective Indonesian migrant workers, including all employees of PT. KaryaSemesta Sejahtera.

PT. KaryaSemesta Sejahtera has two training institutions namely KaryaSemesta Sejahtera Overseas Work Training Center (KSS-OWTC) for training for household administrators (PLRT), and KaryaSemesta Sejahtera Work Training Institute (KSS-WTI). Based on the observations of the two training institutions PT. KaryaSemesta Sejahtera is equipped with a comfortable study room, complete practice space and equipment, a decent dormitory room, adequate bathroom, adequate eating place, healthy menu, and worship space. From the evaluation criteria, this aspect is included in the high category value by having the availability of vocational training centers, the availability of competency test places, and the availability of the final debriefing for the departure of prospective Indonesian migrant workers.

Process evaluation: Conduct training and competency certification for Indonesian migrant workers:

The sending of Indonesian migrant workers by PT. KaryaSemesta Sejahtera is firstly through registration with an Indonesian migrant worker placement company, and secondly obtaining information through a calling visa from the placement country. The Deputy for Placement of the National Board for the Placement and Protection of Indonesian Migrant Workers (NBPPIMW) emphasized that the selection process for Indonesian migrant workers was divided

into two, namely first through the Government / National Board for Placement and Protection of Indonesian Migrant Workers (NBPPIMW) with the Government to Government (Government) program to G). Usually the purpose of placement through this route is to certain countries such as South Korea, Taiwan and Japan. One of Indonesian Migrant Workers candidate informant admitted that he got information from his fellow villagers, and another Indonesian Migrant Workers candidate got information from his brother who was working in Taiwan called Calling Visa.

The process that must be passed by prospective Indonesian migrant workers before sending overseas, which begins with the process of recruitment, training, and competency certification. The process of recruiting prospective Indonesian migrant workers at PT. KaryaSemesta Sejahtera is by means of prospective Indonesian migrant workers registering directly with PT. KaryaSemesta Sejahtera matches the requirements of the participant's gender, educational background, age and health.

Furthermore, the training process is carried out with the material provided covering knowledge competencies, functional competencies, behavioral or personality competencies, and values or ethical competencies. The competence is in accordance with the Regulation of the Minister of Manpower and Transmigration Number Kep. 249/MEN/V/2007 concerning the Determination of Indonesian National Work Competency Standards in the Individual Services Sector Serving Households in the Household Management Sub-Sector in the Field of Caring and Maintenance in the Field of Caring and Elderly Services (careworker).

Implementation of competency tests on prospective Indonesian migrant workers at PT. KaryaSemesta Sejahtera is carried out in two ways: first, prospective Indonesian migrant workers for household management are tested by the Indonesian PD Professional Certification Institute. The assessors came from the PD Indonesia Professional Certification Institute. Whereas the competency test place is at the Semesta Sejahtera Work Training Center. The Head of the Quality Control Section of the Overseas Work Training Center KaryaSemesta Sejahtera added that PT. KaryaSemesta Sejahtera does not yet have a Professional Certification Institute, according to the appointment of the National Professional Certification Board (NPCB), competency testing for prospective Indonesian migrant workers in the field of domestic management at the Overseas Vocational Training KaryaSemesta Sejahtera is tested by the PD Indonesia Professional Certification Institute.

The stages in the process of evaluating Indonesian migrant worker competency certification research include the training process (training), the process of competency certification activities for prospective Indonesian migrant workers, and supervision of the process of conducting training and competency certification for prospective Indonesian migrant workers.

Product evaluation:

In improving the quality of service for sending Indonesian migrant workers, PT. KaryaSemesta Sejahtera has launched a zero complaint target from the main working partner, namely the placement country. But so far this has not been successful, because there are still a number of complaints from partners even though the amount can be calculated. In the implementation of training and certification, at present there are still a few complaints from major partners such as the hostel / mess is small, the air is hot, there is no heavy work overtime.

Complaints from the main work partners are still there, even in verbal form. If there are complaints, the PT. KaryaSemesta Sejahtera directly follows up, but it is not recorded in a special complaint book from partners.

While the added value of the certification held by migrant workers dispatched through PT. KaryaSemesta Sejahtera greatly impacts the improvement of the welfare that is gained by them. Certification of competence for them makes them more confident.

Discussion of Research Results:-

The current competency model has weaknesses so that it has not been able to provide sufficient supplies according to the needs of Indonesian workers. The current model requires other schemes to be able to develop competencies plus mainly related to aspects of life skill competencies (Rodiyah& Abadi, 2012). While aspects of competency plus are needed by prospective Indonesian migrant workers according to Rodiyah and Abadi (2012) which include self-skills, thinking skills, communication, cooperation and vocational. Prospective Indonesian migrant workers need

new competencies which include motivation, professional attitude and skills in solving various problems both work problems and life problems.

From the results of research and overall assessment of the competency certification of Indonesian migrant workers at PT. KaryaSemesta Sejahtera received a final score of 64.17 percent. This means that the results of the implementation of Indonesian migrant worker competency certification at PT. KaryaSemesta Sejahtera is still at the level of moderate assessment criteria. Reflecting on the final results of the assessment of the competency certification of Indonesian migrant workers as a whole which are still included in the moderate category, then what is needed now is a serious effort from the management of PT. KaryaSemesta Sejahtera, to immediately improve the competency certification program for Indonesian migrant workers that has been running at PT. KaryaSemesta Sejahtera. Summary data on the results of evaluating the implementation of Indonesian migrant worker competency certification at PT. KaryaSemesta Sejahtera can be seen in the following Table 3.

Table 3:- Summary of Evaluation Results of the Implementation of Competency Certification of Indonesian Migrant Workers at PT. KaryaSemesta Sejahtera.

Number	Component	Value
1	Context	Moderate (50,00)
2	Input	Moderate (60,00)
3	Process	High (66,67)
4	Product	High (80,00)
Total Components		Amount of Values = 256,67

Program Assessment:

How to evaluate

Component Value = The sum of the values of each component x 100

Number of components from the program

Component Value: $256,67 = 64,18\%$ (Moderate Criteria).

Conclusion:-

Based on the research findings and the results of the discussion of the evaluation of competency certification of Indonesian migrant workers at PT. KaryaSemesta Sejahtera, then in general it can be concluded, overall the competency certification of Indonesian migrant workers at PT. KaryaSemesta Sejahtera received a final score of 64.17 percent. Based on the assessment methodology in section III, the final score of 64.17 includes moderate criteria. This means that the implementation of Indonesian migrant worker competency certification at PT. KaryaSemesta Sejahtera is still at the level of moderate evaluation criteria, in terms of context evaluation, input evaluation, process evaluation, and product evaluation.

In terms of the legal basis, the implementation of Indonesian migrant worker competency certification at PT. KaryaSemesta Sejahtera has referred to in accordance with Law Number 18 of 2017 concerning the Protection of Indonesian Migrant Workers and Government Regulation Number 31 of 2006 concerning the National Job Training System. Law Number 18 Year 2017 and Government Regulation Number 31 Year 2006, are broken down into several other implementing regulations at the level of the Minister of Manpower regulations, Regulations of the Chairperson of the National Professional Certification Board (NPCB), and the National Board for Placement and Protection of Indonesian Workers (NBPIIW).

The vision and mission of PT. KaryaSemesta Sejahtera is in conformity with and in line with the main objective of the competency certification of Indonesian migrant workers, which is to prepare qualified prospective Indonesian migrant workers, who have the skills and language skills so that they are not underestimated by other countries. The target of the law and Government Regulation, the Presidential Regulation is to obtain Indonesian migrant workers of good quality, safe and prosperous lives.

The resource aspect of implementing Indonesian migrant worker competency certification at PT. KaryaSemesta Sejahtera has not shown maximum results both in terms of organizational structure managing competency certification, planning, facilities and infrastructure, human resources, and budget availability. Specifically in the context of improving the competency certification services of Indonesian migrant workers, the Directorate General of Training and Productivity Development will provide financial assistance to 17 Central Technical Implementing Unit Training Units, and 284 Regional Work Training Centers / Regional Technical Implementing Units. Seventeen Vocational Training Centers under the guidance of Directorate General of Training and Productivity Development have training programs for Indonesian migrant workers for the purpose of filling employment opportunities at home as well as workers training programs to fill work opportunities abroad. For the training of domestic workers, especially to give education and training in the 3 T Region (Outermost, Frontier and Disadvantaged).

The process of education and training of prospective Indonesian migrant workers at PT. KaryaSemesta Sejahtera is carried out in accordance with the provisions of Government Regulation Number 31 Year 2006. All prospective Indonesian migrant workers are subject to a competency test and participants who pass are given competency certification from the National Professional Certification Agency. However, labor inspection in the field of competency certification of Indonesian migrant workers at PT. KaryaSemesta Sejahtera has not functioned well.

Competency training and certification services provided by PT. KaryaSemesta Sejahtera, is considered quite good. This is shown from the results of the customer satisfaction survey that all trainees and competency certifications felt comfortable and satisfied with the patterns and methods provided by PT. KaryaSemesta Sejahtera.

Referring to the results of the research conclusions above, there are some things that need to be recommended as follows:

1. PT. KaryaSemesta Sejahtera needs to be more socializing and documenting and posting information related to the legal basis, vision, mission, goals and objectives of competency certification of Indonesian migrant workers in a place that is easily seen, read, and understood by everyone in the company.
2. PT. KaryaSemesta Sejahtera must prepare a structured and measurable training program and competency certification for Indonesian migrant workers according to the standards to be used in the country of placement, as well as documented.
3. Increase the number and improve the quality of instructors and assessors who are competent and experienced so that the process and results of education, training and competency testing have optimal quality.
4. The government will immediately compile and perfect the implementing regulations for Law Number 18 Year 2007 concerning the Protection of Indonesian Migrant Workers. The implementing regulations are related to the regulation of levies, brokering, sponsorship, and the provision of rewards and punishment to the perpetrators of the placement of Indonesian Migrant Workers starting the process of recruitment, departure, and repatriation of prospective Indonesian migrant workers.
5. The central and regional governments need to provide financial support sourced from the National and Regional Budget for training programs and competency certification for prospective Indonesian migrant workers / Indonesian migrant workers who are trained and certified through Government Work Centers (Central and Regional) and Training Centers Private.
6. Increased coordination with all agencies related to the placement and protection of Indonesian migrant workers (IMW), such as with the Ministry of Manpower, the National Agency for Placement and Protection of Indonesian Workers, the National Professional Certification Agency, the Ministry of Foreign Affairs, the Ministry of Home Affairs, the Ministry of Law and Human Rights, Ministry of Health, Ministry of Transportation, Ministry of Communication and Information, related to Governors, Regents / Mayors, Kapolda, Kapolres, APJATI, and Migrant Care.
7. Ensuring that all prospective Indonesian migrant workers / Indonesian migrant workers have competency certification before being dispatched by carrying out massive supervision by Labor Inspectors, Governors, Mayors and Regents, and Kapolres in accordance with their scope of duties and authority and working area.
8. Provided legal assistance to prospective Indonesian migrant workers / Indonesian migrant workers can prevent and overcome problems faced by prospective Indonesian migrant workers / Indonesian migrant workers, and while carrying out their work, Indonesian migrant workers can always communicate directly with their families, basic through letters telephone or other methods.

Novelty:

The results of a review of some of the previous research literature that are relevant to this study and as far as the results of researchers searching for some published studies, there is no similar research topic that examines the evaluation of the competency certification of Indonesian migrant workers at PT. KaryaSemesta Sejahtera. This study is the first study conducted to test as a unit of analysis on the topic of Indonesian migrant worker competency certification.

The novelty of the topic of research findings can be seen from its analysis of the competency certification of Indonesian migrant workers considered to be effective, but needs to be increased again. This is because the legal basis, vision, mission, goals and objectives of Indonesian migrant worker competency certification are not yet understood by all employees. The work program has not been structured and has not been neatly documented. The policy on competency certification of Indonesian migrant workers needs to improve in terms of law enforcement, cooperation between units and between agencies, increase cooperation with recipient countries or IMW users, increase the quantity and quality of vocational training centers and their instructors and assessors.

Limitation And Future Research:-

Because of the limited time of conducting research, the researchers suggest that in the future it is necessary to conduct more in-depth research on the protection and improvement of the competitiveness of Indonesian migrant workers.

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