Evaluation of Social Protection Programs to Improve the Welfare of Indonesian Migrant Workers Deported from Malaysia at the Rumah Perlindungan Trauma Center (RPTC) Tanjungpinang, Riau Islands Province

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Abstract. This study aims to evaluate social protection programs to improve the welfare of Indonesian Migrant Workers who are deported from Malaysia who are then provided with social protection services starting from pick-up, shelter at RPTC to repatriation to the area of origin. From the CIPP evaluation model used in this study, it was found: Context evaluation, social protection for migrant workers at RPTC is a crucial step in efforts to improve their welfare. Input evaluation, evaluation of the inputs that have been provided for the social protection of PMI at RPTC aims to measure the extent to which existing resources have been optimally utilized in improving the welfare of PMI which includes human resources, budget, facilities, policies, partnerships and information and data. In the Process Evaluation, researchers focus on activities or agendas that will or have been carried out by RPTC officers/employees. in this case the author found several processes of implementing the agenda, assisting personnel and the supervision process, namely by interviewing, validating the process and filling out questionnaires. Evaluation of results (product) is used to determine what decisions will be made next, the researcher concluded several interviews that said that this social protection service could improve the welfare of Indonesian Migrant Worker.

Keywords: Social Protection Programs, Welfare, Migrant Workers Deported

1. INTRODUCTION

Limited vacancies in domestic jobs which make many Indonesian citizens forced or required to be able to look for and apply for jobs abroad. Where there is a Program for the Placement of Indonesian Workers Abroad, called Indonesian Migrant Workers, which is part of a goal in the aspect of solving unemployment in Indonesia. The role of the central government in this program must focus on the aspects of guidance, and protection as well as the provision of various facilities to stakeholders, especially workers and companies that oversee the placement of workers in Indonesia. The era of globalization marks a paradigm shift in social and economic dynamics. Increased human mobility is one of the main characteristics of globalization. With migration between countries becoming an inevitable phenomenon. Migration is the movement of people from one place to another such as moving villages, districts, cities or countries. Economic and employment limitations are also the reasons and reasons we decide to migrate.

Indonesian Migrant Workers (PMI) or often referred to as Indonesian Migrant Workers (TKI), is a promising profession for those who have low skills and education levels. When jobs in the area of origin cannot absorb the existing local workforce, then the opportunity to migrate to become migrant workers abroad is considered the most real and ideal solution to do. Poverty has been a phenomenal problem throughout the history of the Indonesian nation which is

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characterized by the existence of major problems in life. The lack of affordable education, health and employment opportunities that are lower than the growth of the workforce has resulted in the strengthening of urbanization to the city and even worse poverty causes millions of people to be very limited and meet the needs of clothing, food and shelter. Indonesia is one of the largest contributors of labor resources in the world. The high rate of population growth in Indonesia has an impact on the problems of unemployment, poverty, migration, and other population sectors, especially the labor factor.

A strategy that is considered suitable for the government and most people in an effort to reduce the number of unemployed is the placement of Indonesian workers abroad. The government's efforts, in addition to reducing unemployment, the placement of Indonesian migrant workers abroad is also one of the sources of devesi income for the country, so it plays an important role for the country's economy. Indonesian Migrant Workers (PMI) is a government program that aims to improve the quality of human resources through training and practice to improve the welfare of Indonesian Migrant Workers (PMI) and their families by utilizing available international employment opportunities. According to the Law of the Republic of Indonesia Number 18 Year 2017 on the Protection of Indonesian Migrant Workers: "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 from all regions that contribute their labor to work as PMI. Indonesian Migrant Workers (PMI) who have low work planning will have an impact on various aspects, including economic, social and cultural issues.

The number of Indonesian Migrant Workers (PMI) who will work and are working abroad is a factor that proves the need for social protection to create a good working environment without discrimination against the rights of Indonesian Migrant Workers (PMI). The importance of the protection system for Indonesian Migrant Workers lies in the fact that the government has established an institution that has the authority and role in supervising, monitoring, and facilitating all aspects of Indonesian Migrant Workers, especially in the field of protection. The comprehensive protection of Indonesian migrant workers (PMI) must be realized immediately and become the concern of all parties as part of the state's efforts to protect each of its citizens. The number of migrant workers who work illegally in foreign countries is still relatively high, immediate and comprehensive steps to protect them must be the concern of stakeholders at the central and regional levels.

In 2009 the local government through the Provincial Social Service tried to propose the construction of a proper shelter, in 2011 the central government provided assistance to build a shelter named RPTC (Rumah Perlindungan Trauma Center). In 2012 the RPTC began

operating by collaborating with the Tanjungpinang City SATGAS, in 2016 the RPTC work area through the Directorate of Social Rehabilitation was expanded to cover the Provincial area and collaborated with the Riau Islands Provincial SATGAS no longer involving the Tanjungpinang City SATGAS and its name changed to RPTC which until now has been a shelter for Indonesian citizens - M & KPO, from the description above the function of the RPTC is an institution that provides initial protection services and psychosocial recovery and restoration of traumatic conditions experienced by victims.

Rumah Perlindungan Trauma Center (RPTC) has officers / employees whose main tasks and functions are to carry out social protection for M KPO citizens who are deported from Malaysia, the HR planning process at the Trauma Center Protection Agency (RPTC) as said by Miller Burack and Maryann in planning HR needs to pay attention to the steps that must be taken, among others, there are four main steps:

a. Planning for future needs.
b. Planning for future balance.
c. Planning for recruitment and selection or for temporary dismissal.
d. Temporary development planning.

Based on the background that has been described previously, the research focus can be formulated as follows:

a. To what extent can social protection programs for migrant workers provide valid and reliable information.
b. What are the challenges faced during the deportation process of migrant workers
c. What are the implications of employee work planning at the Tanjungpinang Trauma Center Protection House (RPTC) Riau Islands Province
d. To what extent can employee services at RPTC improve the welfare of Indonesian Migrant Workers (PMI) Deported from Malaysia.

2. LITERATURE REVIEW

Concept of Program Evaluation

Evaluation is a process carried out in order to determine policy by first considering the positive values and benefits of a program, and conducting a research. Evaluation is an activity to determine the value or price of something, including obtaining information that is useful in assessing the existence of a program, product, procedure, and alternative strategies used to achieve predetermined goals. Evaluation is an important stage that must be carried out in implementing policies (Hajaroh, 2019). The definition of evaluation from the Oxford

Advanced Leaner's Dictionary of Current English is to find out, decide the amount or value which means an attempt to determine value or amount. In addition to the meaning based on translation, the words contained in the definition indicate that evaluation activities must be carried out carefully, responsibly, using strategies and can be accounted for. Anderson (2017), describes evaluation as a process of determining the results that have been achieved by several activities designed to support the achievement of goals. While Stufflebeam also revealed that evaluation is a process of describing, searching and providing information that is useful for decision makers in determining alternative decisions.

Social Protection (Z)

Social protection is one of the important elements of the government's strategic efforts in establishing social policies to reduce poverty levels and minimize multi-dimensional disparities (Suharto, 2011). Social protection in a broad sense includes all actions, carried out both by the government, the private sector, and the community that are useful for protecting and fulfilling basic needs, especially the poor and vulnerable groups in facing a life full of risks, improving social status. The existence of social protection has always had a significant positive economic impact on the country's overall national development goals (Merei, 2002; Von-Hauff, 2002; Shepherd et al., 2004; Suharto, 2011).

Migrant workers are protected through mandatory social security schemes for migrant workers, namely Work Accident Insurance (JKK) and Death Insurance (JKM) while Old Age Security (JHT) is an optional scheme and PMI gets protection from health insurance for migrant workers as mandated by Law No. 18 of 2017 concerning the protection of migrant workers article 31 that Indonesian Migrant Workers must be protected both in the country of origin and in the receiving country. However, with various kinds of government interventions to protect migrant workers, in fact there are still many cases of violations that harm migrant workers, especially in terms of social protection. This research aims to see how the social protection model for Indonesian Migrant Workers (PMI) deported from Malaysia. This research involved the Eumah Perlindungan Trauma Center (RPTC) Tanjungpinang, Riau Islands Province.

Welfare

Indonesian Migrant Workers undoubtedly contribute to Indonesia's socio-economy. Not only from remittances, but also improvements in welfare, family education and health conditions, and cultural exchange. Therefore, the placement of migrant workers requires strategic steps, especially by adjusting the needs of the destination country. Identification of capacity building is important to obtain an overview of these needs. Migrant workers play a significant role in the global economy, especially in developing countries. They contribute

labor in areas such as healthcare, construction, hospitality, and agriculture, advancing productivity due to their specific skills and expertise. This in turn increases consumption and economic growth in the countries where they work, such as through tax payments and increased demand for goods and services. On the other hand, migrant workers also make an important contribution to the economy of their home countries through remittances sent back to their home countries.

Migrant workers also contribute to improving the welfare of families left behind. They play a role in increasing household income to meet basic needs and improve living standards. Migrant workers with stable incomes can facilitate their families' access to capital and credit for entrepreneurship. Families left behind have the opportunity to be temporarily out of work until they find suitable employment, thanks to remittances that can meet basic needs. From this explanation, social welfare is a condition that must be realized for all citizens in fulfilling material, spiritual and social needs in order to live properly and be able to develop themselves, so that they can carry out their social functions.

Human Resources Planning Steps

In human resource planning there are four main steps:

1. Planning for future needs.
2. Planning for future balances
3. Planning for preservation and selection or temporary termination.
4. Temporary development planning.

Some steps in human resource planning are as follows:

1. Collecting and managing data and information on human resources that the company already has to clarify its current condition, both in terms of quantity and qualification (quality).
2. Predicting human resource shortages by comparing existing human resources with demand.
3. Controlling the suitability of predicted human resources in terms of quantity and quality with business planning, so that the company's strategic goals and vision can be achieved optimally.

Program Concepts Under Evaluation

Employee Planning at RPTC Tanjungpinang as a team that carries out tasks starting from picking up PMI at Sri Bintan Pura Tanjungpinang Port to RPTC, then carrying out services at RPTS continued with the process of returning to their home areas, this is a social protection facility from the Government. Therefore, in order for social protection for
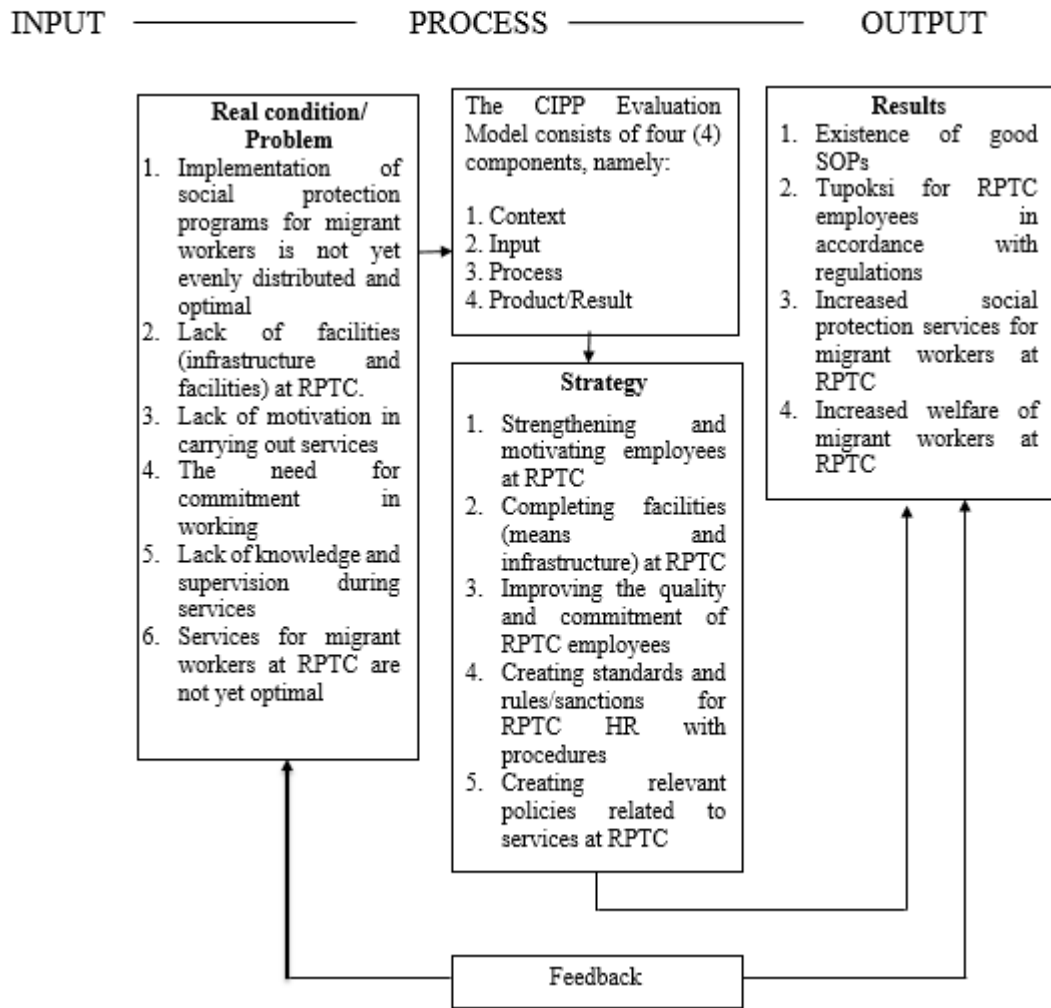
Indonesian Migrant Workers deported from Malaysia to improve welfare, there needs to be good human resource management at RPTC Tanjungpinang. According to Handoko (2017), he explains that the human resource planning process can be influenced by several factors, including:

1. External Environment, environmental changes are difficult to predict in the short term and sometimes impossible to predict in the long term.

2. Economic developments have a large influence but are difficult to estimate. For example, the inflation rate, unemployment and interest rates are often determining factors for the business conditions faced by companies.

3. Socio-political-legal conditions have implications for human resource planning through various regulations in the field of personnel, changes in attitudes and behavior, and so on.

4. While current technological changes are not only difficult to predict but also difficult to assess. The rapid development of computers is a clear example of how technological change causes human resource turmoil.

5. Competitors are another external challenge that will affect the demand for organizational human resources. For example, the "piracy" of managers will force companies to always prepare their replacements through anticipation in human resource planning.

Selected Program Evaluation Model

There are many evaluation models developed by experts that can be used in evaluating learning programs. One of these models is the CIPP (Context, Input, Process and Product) evaluation model first offered by Stufflebeam. Then Stufflebeam developed the CIPP evaluation model in 1966. Stufflebeam, quoted by Wirawan, stated that the CIPP evaluation model is a comprehensive framework for directing the implementation of formative and summative evaluations of program objects, projects, personnel, products, institutions, and systems.

Conceptual framework

INPUT ———————— PROCESS ———————— OUTPUT

Real condition/ Problem	The CIPP Evaluation Model consists of four (4) components, namely:	Results
1. Implementation of social protection programs for migrant workers is not yet evenly distributed and optimal 2. Lack of facilities (infrastructure and facilities) at RPTC. 3. Lack of motivation in carrying out services 4. The need for commitment in working 5. Lack of knowledge and supervision during services 6. Services for migrant workers at RPTC are not yet optimal	1. Context 2. Input 3. Process 4. Product/Result **Strategy** 1. Strengthening and motivating employees at RPTC 2. Completing facilities (means and infrastructure) at RPTC 3. Improving the quality and commitment of RPTC employees 4. Creating standards and rules/sanctions for RPTC HR with procedures 5. Creating relevant policies related to services at RPTC	1. Existence of good SOPs 2. Tupoksi for RPTC employees in accordance with regulations 3. Increased social protection services for migrant workers at RPTC 4. Increased welfare of migrant workers at RPTC

Feedback

Source: Researcher (2024)

Figure 1. Conceptual Framework

3. RESEARCH METHOD

Type of research

Descriptive evaluative research conducted by researchers aims to evaluate and describe research data in the form of observations, document studies and explore data in the form of information and statements related to the social protection program to improve the welfare of deported migrant workers from Malaysia at RPTC Tanjungpinang is expected to provide good results and appropriate solutions that can be scientifically accounted for. In a scientific way, it is expected that the data obtained will be objective, valid and reliable data.

Place and Time of Research

Research Location After conducting a survey, the author finally determined the location of this research at RPTC Tanjungpinang because it is a transit house that accommodates deported migrant workers so that it can support the research process carried out by the author.

Data Analysis Techniques

In analyzing the data, the researcher used a sociological approach that underlies the occurrence of communication and interaction between officers and migrant workers at the Tanjungpinang RPTC. Data analysis is an effort to systematically search for and organize records of observation results, interviews and others to improve the researcher's understanding of the case being studied and present it as a finding for others. In this study, data analysis uses data in the form of words or sentences and is separated according to clear and detailed categories. The analysis steps that the author took while in the field were:

1. Data reduction
2. Data presentation
3. Data verification

4. RESULTS AND DISCUSSION

Context Evaluation

Evaluation of the context of social protection for Indonesian Migrant Workers (PMI) at the Trauma Center Protection House (RPTC) is a crucial step in efforts to improve their welfare. The discussion of the context evaluation research for social protection for PMI deported from Malaysia is as follows:

1. PMI conditions (social protection): low educational background, no previous migration experience, skill factors, age that does not match the required worker standards and physical and mental health conditions that do not go through health check procedures.
2. RPTC Facilities and Services: Availability of facilities such as housing, food, health, and counseling at the RPTC, as well as the quality of services provided, efforts to provide social protection services within the scope of Indonesian Migrant Workers (PMI) deported from Malaysia at the RPTC in supporting the welfare of PMI deported after being implemented have improved. this has implications for services. Social protection services can be said to be less than optimal when PMI deportations from Malaysia soar and exceed the capacity, this raises problems in addition to human resources and the available infrastructure.

3. Government Policy: Regulations related to PMI protection, reintegration programs. There has been a change in improving services and infrastructure with the development of human resources from the government and additional budget, when the budget exceeds the previous activity expenditure, until now there has been no reintegration program planned.

4. Role of Institutions: BP2MI and IOM as international organizations that provide protection and assistance to PMI.

Input Evaluation

The second stage of the CIPP Model is Input Evaluation. understand what is meant by "input" in the context of social protection for Indonesian Migrant Workers (PMI) at the Trauma Center Protection House (RPTC). Input here can be interpreted as all resources entered into the social protection system. Evaluation of the input that has been provided for PMI social protection at RPTC aims to measure the extent to which existing resources have been optimally utilized in improving PMI welfare. At this stage, the researcher found several inputs that have been classified by the researcher as follows:

1. Human Resources: RPTC Social Workers, Social Rehabilitation Companions, counselors, medical personnel, Security Officers, Drivers, Administrative Officers who are directly involved in providing social protection services to PMI, the implementation of these social protection services has not been maximized.

2. Budget: Funds allocated for RPTC operations come from the Ministry of Social Affairs of the Republic of Indonesia's APBN Fund, have not been implemented effectively and efficiently.

3. Facilities: RPTC buildings, medical equipment, counseling rooms, vehicles, children's rooms and other supporting facilities, there are still several facilities that need to be completed.

4. Policy: Legislation, guidelines, and standard operating procedures governing the protection of migrant workers, need to be updated to suit conditions and situations.

5. Partnership: Cooperation with various parties such as local governments, BP2MI, IOM, JIP (Positive Indonesia Network), coordination with partnerships is effective and quite good.

6. Information and Data: PMI data, research results, and information related to migration used for decision making, are quite accurate.

Process Evaluation

Process evaluation is a systematic activity to assess the extent to which a process or activity is running according to the plan and objectives that have been set. In the context of social protection for Indonesian Migrant Workers (PMI) at the Trauma Center Protection House (RPTC), process evaluation aims to identify strengths, weaknesses, opportunities in each stage of the process, starting from the acceptance of PMI. In this CIPP Model Process Evaluation, the researcher focuses on activities or agendas that will or have been carried out by RPTC officers/employees. In this case, the author found several processes for implementing the agenda, accompanying staff and the supervision process, namely through interviews, validation processes and filling out questionnaires.

Results Evaluation

This product evaluation is used to determine what decisions will be made next. Thus, the author focuses on 2 things, namely this evaluation is directed at the objectives of social protection and the overall impact of a program on the welfare of deported migrant workers. The results of this social protection service can be seen directly. This can be seen in the feedback or testimonials and questionnaires filled out by deported migrant workers before returning to their home areas. The government's goal of establishing RPTC as a Trauma Center Protection House is considered appropriate, because it is an implementation of the Social Protection Law. The researcher concluded several interview results that said that this social protection service could improve the welfare of Indonesian Migrant Workers (PMI) deported from Malaysia. In this Input Evaluation, the researcher also included the addition of RPTC human resources and increased competence, although it is actually already in the Implementation Standard Operating Procedures, but what is meant by increasing competence here is an effort to increase insight and skills in order to prioritize service. This will have an output of increasing welfare for deported migrant workers who are given maximum service.

5. CONCLUSIONS AND SUGGESTIONS

Conclusion

To improve the welfare of deported migrant workers, especially in terms of social protection programs in RPTC, it is very important to know what to do in order to achieve the goals that have been set. The influence of social protection programs in efforts to improve the welfare of deported migrant workers can be formulated as the level of target realization that shows the extent to which the target has been achieved. From the analysis of the data obtained and the Evaluation of the Social Protection Program to Improve the Welfare of Indonesian

Migrant Workers (PMI) Deported in Malaysia, the following conclusions can be drawn:

1. Context Evaluation

In the context evaluation, it is known that there are several categories of measurements, namely: needs that must be met by the program, identifying obstacles and problems, and program achievement goals, where each category of measurement has its own sub-components to be able to assess whether the context evaluation, which evaluation looks at how social protection will be run by a program, where in each indicator there is a sub-assessment, namely, the level of service of RPTC employees, the role of the government regarding policies, social protection, where in each sub-assessment it can assess whether social protection services in RPTC can run well.

2. Input Evaluation

Input evaluation helps to determine sources that are in accordance with the needs to be met, where in this problem the author assesses that this evaluation can assess a source for needs that must be met in a program, in the input evaluation there are several assessment categories, namely: quality and adequacy of human resources. Which in the discussion made by the author states the need for increased competence related to social protection services and the addition of human resources, especially health workers and psychologists.

3. Process Evaluation

In this evaluation, there are several assessment categories which include: implementation of the agenda, social workers, and the process of social protection services and the involvement of internal and external elements of the institution. Which the author sees one of the agendas they carry out, namely starting from pick-up, social protection services at RPTC and repatriation to the area of origin, where the social protection process is carried out according to schedule, only constrained by changes in the ship or plane departure schedule.

4. Evaluation of Results (Product)

In the evaluation of results, there are several assessment categories, namely the achievement of goals and the impact of the program. In this evaluation, it can be seen from the results of the context evaluation which has been running quite optimally, as well as the evaluation of input and processes which have also been running quite optimally, where the achievement of goals has been quite optimal and something with the targets that have been set. In addition, the achievement of success can also be seen from the testimonies and feedback from the PMI deportation.

Suggestion

Based on the conclusions obtained from the above research, the following suggestions are made:

1. In the context evaluation, there is still a need for selection of officers/employees to be more competent in providing social protection services at RPTC.

2. In the input evaluation, education and training are still needed in order to improve the competence of RPTC officers/employees, so that social protection services can be more professional, considering the critical situation when the spike in deported PMI occurs.

3. In this process evaluation, supervision and direction of social workers from the government is needed, in this case the Ministry of Social Affairs to improve competence related to social protection services for deported PMI, especially for deported PMI who have experienced trauma. In the evaluation of the results, it can be seen that the achievement of the objectives has been quite optimal, in addition, cooperation is needed between social workers and deported PMI at RPTC both during pick-up, services at RPTC and repatriation to create a safe and conducive atmosphere.

4. To achieve success from the evaluation of the social protection program for deported PMI, the government is expected to play a more active role in compiling the RPTC SOP, so that there are no obstacles during social protection services and deported PMI feel safe and comfortable while waiting for the repatriation process to their home areas.

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