

## Interpersonal Communication Between PT. Employment Services Distributors and Prospective Migrant Workers During Recruitment (Case Study of Ms. YH as a Representative of an Illegal Services Distributor and Ms. EE as a Former Migrant Worker)

Ermila Rizka Sudirman, Lalu Ahmad Taubih

Program Studi Ilmu Komunikasi  
Fakultas Ilmu Sosial dan Ilmu Politik

---

### Article Info

#### Article history:

Received: 9 July 2024

Publish: 15 July 2024

---

#### Keywords:

Interpersonal Communication, PT.  
Service Distributors, Prospective Migrant  
Workers, Recruitment

---

### Abstract

Recruitment carried out by PT labor service providers is still carried out today in Sumbawa Regency. The main problem in this research is how service distributors succeed in convincing prospective migrant workers to work as household assistants abroad. The theory used in this research is interpersonal communication theory by Joseph A Devito in 1989. The research method used in this research is a qualitative method and data collection techniques using observation of the situation and environmental conditions where the informants live and interviewing research informants directly and the objectives of This research is to determine the interpersonal communication used by PT labor service providers to prospective migrant workers during recruitment. And the results of this research show that there is an attitude of openness carried out by PT service providers towards prospective migrant workers. Empathy is in the form of actions carried out by PT service providers to prospective migrant workers. Support in the form of assistance and materials provided by PT service providers to prospective migrant workers. A positive feeling in the form of respect and listening is given by PT service providers when interacting with prospective migrant workers, and finally there is no equality in communication between PT service distributors and prospective migrant workers.

This is an open access article under the [Lisensi Creative Commons Atribusi-BerbagiSerupa 4.0 Internasional](https://creativecommons.org/licenses/by-sa/4.0/)



---

#### Corresponding Author:

Ermila Rizka Sudirman, Lalu Ahmad Taubih  
Program Studi Ilmu Komunikasi  
Fakultas Ilmu Sosial dan Ilmu Politik

---

## 1. INTRODUCTION

One of the social problems that occurs in Indonesia is poverty which is caused by the high cost of living and intense competition so that many Indonesians choose to become migrant workers as a means of livelihood. Quoted from the text on TKI (Ecosoc Rights et al, Jakarta 2019) that every year around 450 thousand migrant workers go abroad and no less than 4 million Indonesian citizens work abroad, around 70 percent of Indonesian citizens are women and the majority work as household assistants. . And of the 70 percent of Indonesian citizens who departed, it is estimated that around 60 percent of Indonesian citizens departed illegally. Quoting reports from Bank Indonesia and BNP2TKI for the last 8 years (2015 – 2022), there has been a decrease and increase every year, in 2015 there were around 3.68 million migrant workers, then in 2016 around 3.51 million migrant workers, in 2017 around 3.54 million migrant workers, in 2018 around 3.65 million migrant workers, in 2019 around 3.74 million migrant workers, in 2020 around 3.19 million migrant workers, in 2021 around 3.25 million migrant workers and there will be an increase in 2022 where there will be around 3.43 million migrant workers.

As the number of migrant workers increases, cases of Indonesian migrant workers also increase, but this does not fuel enthusiasm for improving the economy by working in neighboring countries. Quoting BP2MI documents (Indonesian Migrant Worker Placement and Protection Agency) in January – August 2021, BP2MI recorded 186 complaints, while 257 cases of migrant worker complaints were received by Komnas HAM in 2020 – 2022. The cases complained of were unpaid wages, insurance claims, violence, detention and difficulties in repatriation, BP2MI stated that 100 illegal migrant workers from NTT died

in the period 1 January – 30 August 2023. In 2009 Fatmawati (not her real name) working as a migrant worker experienced inhumane treatment and was sexually harassed. from his employer to being accused of stealing until he had to languish in a prison cell (reported in NuasaNTB), then there were 5 migrant workers who became victims of human trafficking in the names of HA, YN, DE, SI and ER. These five migrant workers work in the Middle East region and receive inhumane treatment such as rarely being given food and water by service users or employers of these migrant workers. It was also stated that one of the migrant workers was promised to work in Saudi Arabia, but in fact he was directed to Iraq, a country of conflict and the placement of migrant workers was closed (published by the official BP2MI account Berita Kawal 5 Cases of PMI Victims of TPPO, head of BP2MI, Sumbawa Women's Solidarity Virtual Meeting). There was also a case of migrant workers from Sumbawa who were accepted by BP2MI, where 6 migrant workers experienced problems including not having their rights fulfilled and being detained by employers and agents in the country of placement (published on the official BP2MI account, BPMI Follows Up on Complaints about PMI Sumbawa Cases).

After explaining the increase in placements and cases of migrant workers, it turns out that the high number of migrant workers in Indonesia is not solely caused by economic factors but by other factors such as the skills of PT. Service distributors in promoting so that prospective migrant workers are interested in working as household assistants or domestic work, and this is one of the reasons why researchers took the topic of interpersonal communication between PT. service providers and prospective migrant workers.

## 2. METHOD

The type of research used in this research is qualitative research methods. Qualitative research is research that uses an analytical process and does not use a statistical analysis or calculation process. There are 15 functions and uses of qualitative research, including 1) In initial research where the research subject is not explained in detail and is difficult to understand, 2) There are efforts to understand behavioral research and motivational research, 3) For consultative research, 4) to understand the issues being discussed. complexity of a process, 5) To understand issues in detail about the situation and reality faced by individuals, 6) To understand a sensitive issue, 7) For research evaluation, 8) To examine a background of a phenomenon that cannot be researched through quantitative research process, 9) To research things related to the background of the research subject, 10) To better understand every phenomenon that is not yet known, 11) To find new views on things that are already widely known, 12) To researchers who conduct in-depth research, 13) Used by researchers who have an interest in studying background matters such as motivation, roles, values, attitudes and perceptions, 14) Used by researchers who wish to use things that are not yet known to science , 15) Used by researchers who want to research something in terms of the process. (Moleong, 2010:6, Qualitative Research Methods, Adhi Kusumastuti and Ahmad Mustamil Khoiron). This qualitative research takes data in the form of verbal or non-verbal in the form of descriptions of people and behavior observed by the researcher. Apart from that, qualitative research is used to examine natural objects (Sugiyono, 2016)

So it can be concluded that qualitative research is research that does not use calculations or numbers, uses field or environmental facts, and uses verbal or written data that is explained in detail from the individuals studied. The main reason researchers use qualitative research methods is because the problem formulation and research objectives are expected to be resolved and achieved through qualitative research, with the aim of finding out a communication pattern that occurs between migrant workers and sponsors or

brokers. This research focuses on the case study of Mrs. YH as a PT service distributor or what is often called a sponsor or illegal broker and Mrs. EE as a former migrant worker by linking elements of Joseph A. Devito's interpersonal communication. Therefore, qualitative research methods are an appropriate method for completing research and the use of this research method can strengthen descriptive research results with accurate field data.

### 3. RESULTS AND DISCUSSION

PT interpersonal communication. service distributors and prospective migrant workers. This occurs when the service distributor visits the residence of the prospective migrant worker. Prospective migrant workers who were looking for work at that time, then PT. service providers offer jobs as household assistants.

#### 1. *Openness*(Openness)

Openness of interpersonal communication between PT. service providers and prospective migrant workers can be seen when PT. service providers convey information to prospective migrant workers and prospective migrant workers are also open in conveying the situation and conditions of prospective migrant workers. Apart from that, openness between PT. service providers and prospective migrant workers happened well, because the three aspects of interpersonal communication have occurred well, it can be seen how the results of the interviews from the two informants were. PT. service providers who are open to all the information needed by prospective migrant workers, and vice versa, prospective migrant workers are open to PT. service provider regarding the history of illness, skills and difficulties they have experienced. Regardless of whether it is true or false and honest or false, the message conveyed by PT. service providers to prospective migrant workers and vice versa.

#### 2. *Empathy*(Empathy)

Empathy in interpersonal communication between PT. service providers and prospective migrant workers can be seen from how PT. service providers and prospective migrant workers show their empathy through the actions taken by PT. service providers and prospective migrant workers as explained above. This act of empathy when PT. service providers who help offer or provide information about jobs abroad so that the economy of prospective migrant workers can improve. On the other hand, prospective migrant workers show empathy for PT. service distributor by speeding up the collection of files needed by PT. Service Distributor and obeys every word conveyed by PT. service provider.

#### 3. *Supportiveness*(Support)

The support shown by PT. Providing services to prospective migrant workers is demonstrated by the way they help or accompany prospective migrant workers in preparing departure documents, accompanying and paying for medical tests for prospective migrant workers and providing support in the form of materials or financial fees. The findings from this research are that there is support or a supportive nature that occurs in interpersonal communication between PT. service providers and prospective migrant workers thereby creating a safe, calm and trusting relationship between PT. service providers and prospective migrant workers.

#### 4. *Positiveness*(Positive Feeling)

In PT interpersonal communication. service providers and prospective migrant workers can be concluded that there is a positive feeling or positive attitude shown in interpersonal communication between PT. service providers and prospective migrant

workers. You can see the positive feeling or positive attitude shown in interpersonal communication between PT. Service providers and prospective migrant workers seem to respect and listen to each other.

#### 5. *Equality*(Equality)

Interpersonal communication carried out between PT. service providers and prospective migrant workers, it can be concluded that from PT. Service providers in interacting or communicating with prospective migrant workers dominate and command prospective migrant workers. Meanwhile, prospective migrant workers only say yes when communicating with PT. service distributor and obey the orders given by PT. service distributor, so that there are no debates or things that are not in line between PT. service providers and prospective migrant workers. Apart from that, there is inequality between PT. service providers and prospective migrant workers. This is proven by the presentation of interview quotes between PT. service providers and prospective migrant workers where when communicating or interacting there is inequality of position and inequality regarding information or knowledge regarding work abroad so that prospective migrant workers agree to all the information provided by PT. service provider.

### 4. CONCLUSION

1. In interpersonal communication, there are 5 general qualities explained by Joseph A Devito, such as openness, empathy, support or a supportive attitude, positivity or a positive feeling, and equality. The openness that occurs between PT. Service distributors and prospective migrant workers are doing well, because PT. Service providers and prospective migrant workers are each open to what they think. The empathy shown by PT. Service distributors and prospective migrant workers in the form of actions such as PT. Service distributors find and provide information about jobs abroad so that the economy of prospective migrant workers improves. On the other hand, prospective migrant workers help and speed up the collection of documents desired by PT. Service Distributor and comply with the things ordered by PT. Service Supplier. Support in interpersonal communication between PT. Service providers and prospective migrant workers are shown in the form of assistance in preparing the documents needed for departure, assistance and paying for medical tests as well as material support. Positive feeling in interpersonal communication between PT. Service providers and prospective migrant workers are shown in a form of communication that each individual feels valued and listened to. And the last one is equality, in interpersonal communication between PT. Service Distributors and prospective migrant workers there is inequality between PT. Service distributors and prospective migrant workers, seen from how PT. Service distributors dominate in communication, prospective migrant workers who agree with everything PT says. Service Distributor and finally the different status/position between PT. Service Providers and prospective migrant workers.
2. This research also concluded that interpersonal communication carried out by Mrs. YH as a representative of PT. The service distributor and Mrs. EE as a former migrant worker during recruitment caused prospective migrant workers to be interested in being recruited or sent by PT. service provider or Mrs. YH. This can be proven by how PT. service providers are open to prospective migrant workers, there is empathy shown by PT. service provider for prospective migrant workers, support provided by PT. providing services in the form of assistance and money, positive attitudes such as respecting and listening to the opinions of prospective migrant workers, and finally

invisible inequality in communication with prospective migrant workers so that prospective migrant workers do not feel humiliated.

## 5. SUGGESTION

1. In research on interpersonal communication between PT Penyalur Jasa and prospective migrant workers, openness is one of the supporting factors for interpersonal communication. For further research, we can examine why prospective migrant workers choose to be open to PT Penyalur Jasa.
2. In interpersonal communication between PT Penyalur Jasa and prospective migrant workers, one of the factors driving this communication is empathy. For further research, we can identify and differentiate empathy and sympathy.
3. One of the factors driving interpersonal communication between PT Penyalur Jasa and prospective migrant workers is a feeling of positivity. Suggestions for further research in more detail identify positive attitudes or feelings between PT Penyalur Jasa and prospective migrant workers.

## 6. BIBLIOGRAPHY

- Analisis Faktor Pendorong Migrasi Pekerja Migran dan Dampaknya Terhadap Aspek Sosial Ekonomi di Desa Dadap Kecamatan Juntinyuat Kabupaten Indramayu  
Astarani, K., & Pradinata, M. J. (2015). Pentingnya Perilaku Empati Perawat dalam Melaksanakan Asuhan Keperawatan. *JURNAL STIKES RS Baptis Kediri*, 8(1).
- Astarini, D., Nirwana, H., & Ahmad, R. (2016). Hubungan antara Konsep Diri Sosial, Persepsi Siswa tentang Dukungan Sosial Orangtua, dan Teman Sebaya dengan Komunikasi Interpersonal Siswa dan Implikasinya terhadap Pelayanan Bimbingan dan Konseli. *Konselor*, 5(4).
- BP2MI. Badan Perlindungan Pekerja Migran. <https://bp2mi.go.id/berita-detail/bp2mi-tindak-lanjuti-pengaduan-kasus-pmi-sumbawa>
- DeVito, Joseph, 1989, *The Nonverbal Communication Workbook (Prospect Heights)*, illinois: Waveland Press.
- DeVito, J. A., & DeVito, J. (2007). *The interpersonal communication book*.
- Fikriansyah, Z., & Julia, A. (2023). Faktor Penentu Keputusan Masyarakat Menjadi Pekerja Migran Indonesia. *Jurnal Riset Ilmu Ekonomi Dan Bisnis*, 25-32.
- Hot Liputan.2023. "11 Contoh Masalah Sosial yang terjadi di Indonesia, Simak Faktor Penyebabnya". Diakses pada tanggal 2 November 2023.
- Joseph, A, DeVito. 1989. *The Interpersonal Communication Book*, Professional Book, Jakarta -----,--,-----, 1997. *Komunikasi Antar Manusia: Edisi Kelima*, Diterjemahkan Oleh Agus Maulana. Jakarta: Professional Books.
- Keputusan Menteri Ketenagakerjaan Republik Indonesia Nomor 260 Tahun 2015
- Komsiah, S. (2021). Jaringan Komunikasi dan Peran Aktor dalam Migrasi Buruh Migran Perempuan Tahap Pendaftaran di Kabupaten Cilacap. *IKRA-ITH HUMANIORA: Jurnal Sosial dan Humaniora*, 5(1), 1-10.
- Adhi Kusumastuti dan Ahmad Mustamil Khoiron (2019), *Metode Penelitian Kualitatif*
- Muksin, N. N., Shabana, A., & Tohari, M. A. (2019). POLA KOMUNIKASI BERBASIS MOBILE PHONE PEKERJA MIGRAN INDONESIA DI PENANG DENGAN KELUARGA. *Perspektif Komunikasi: Jurnal Ilmu Komunikasi Politik dan Komunikasi Bisnis*, 3(2), 79-90.
- Mulyana, Deddy. *Ilmu komunikasi: suatu pengantar*. Rosdakarya, 2003.
- Muyasaroh, H. (2022). *MODEL KOMUNIKASI INTERPERSONAL SPONSOR DENGAN CALON PEKERJA MIGRAN KABUPATEN CILACAP PADA SAAT*

- REKRUITMEN. Hujjah: Jurnal Ilmiah Komunikasi dan Penyiaran Islam, 6(2), 80-95.
- Novianti, R. D., Sondakh, M., & Rembang, M. (2017). Komunikasi antarpribadi dalam menciptakan harmonisasi (suami dan istri) keluarga didesa Sagea Kabupaten Halmahera Tengah. *Acta Diurna Komunikasi*, 6(2).
- NUANSANTB.2022. "Nasib Buruh Migran diSumbawa". Diakses pada tanggal 3 November 2023
- Rachma, A. (2020). *State Anxiety Pada Atlet Beladiri Karate Ditinjau Dari Persepsi Tentang Pertandingan Dengan Dukungan Sosial Pelatih Sebagai Variabel Intervening* (Doctoral dissertation, UNIVERSITAS AIRLANGGA).
- Ramadhani, R. (2013). Komunikasi interpersonal orang tua dan anak dalam membentuk perilaku positif anak pada murid SDIT CORDOVA Samarinda. *Jurnal Ilmu Komunikasi*, 1(3), 112-121.
- Rizqi, M. A. (2023). Dorongan Masyarakat Jawa Timur Menjadi Pekerja Migran Indonesia. *Jurnal Manajerial*, 10(03), 430-446.
- Strauss, A. (2013). Juliet Corbin diterjemahkan oleh Muhammad Shodiq dan Imam Mutaqqien. *Dasar daear penelitian Kualitatif, tata langkah dan teknik teknik teoritis Data, Pustaka Pelajar, Yogyakarta*.
- Triwulandari, R., & Purba, I. P. M. H. (2023). Strategi Pemerintah Desa Sukosewu Dalam Mencegah Pekerja Migran Non Prosedural Melalui Program Desmigratif. *Kajian Moral dan Kewarganegaraan*, 11(1), 256-271.
- Tryanasari, D., Mursidik, E. M., & Gunawan, I. (2013). Pengembangan Buku Pedoman Microteaching Berbasis Lesson Study Prodi PGSD FIP IKIP PGRI MADIUN. *Jurnal Pendidikan*, 19(1).
- Sugiyono, D. (2019). Metode penelitian pendidikan pendekatan kuantitatif, kualitatif dan R&D
- Sulistyowati, Y. (2020). Kesetaraan gender dalam lingkup pendidikan dan tata sosial. *Ijouis: Indonesian Journal of Gender Studies*, 1(2), 1-14.