

Factors Affecting Work Performance and Empowerment Efforts among Indonesian Domestic Workers in Recipient Countries

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ABSTRACT

Development of globalization, on the one hand, opens up opportunity for women to make international migration to be a Domestic Worker in a recipient country. This study analyzes the factors that affect job performance and what domestic workers and stakeholders need to do in empowering of domestic workers in receiving countries. The research was conducted in the Klang Valley of Malaysia. The study used a qualitative approach, with in-depth interview techniques and documentary techniques, through the “Interactive Data Analysis”. The results showed the main factors that affect work performance of women migrant domestic workers are two, namely; (1) internal factors: (a) domestic socio-economic background is not good, cause moral / behavioral MDW less support their work performance, (b) morality domestic workers also show poor results, (c) relatively good hard skills, soft skills but still low; (2) external factors: (a) the working conditions in the employer’s premises is not the dominant factor causing the quality of domestic job performance, (b) the role of the Government of Indonesia in the empowerment of domestic workers, show lack of empowerment of domestic workers in receiving countries.

Keywords: *performance of work, Migrant Domestic Workers (MDW), morality, hard skills, soft skills, empowerment.*

BACKGROUND

Mackenzie and Tabbutt (1974) in Ismail and Mahbar (1996) confirm the various factors that have spurred the women ventured into the job other than their traditional duties. Including labor migration to fill labor requirements as Domestic helpers (MDW), both domestically and abroad. Commence than a factor of progress and improvement of living increase, the stronger the desire to achieve higher living standards, opening up more opportunities to participate in development.

At case Indonesia, the same thing happened in other developing countries, sending workers out of the country is dominated by female workers. In 2004 the numbers of women workers are sent outside the country, reaching the proportion of up to 77.92%. Most of them work as e domestic workers (MDW). Study of Rosenberg (2003) in the ILO (2006), between 1400000 and 2100 000 Indonesian migrant women who work outside the country as domestic helpers. The site their main goal to go is Malaysia (40%) and Saudi Arabia (37%). Human Rights Watch (2005) also reported of approximately 240 000 domestic workers in Malaysia, 90% of whom are citizen of Indonesia (ILO, 2006). Employment as domestic workers (MDW) is generally considered to be '3-D jobs' (dirty, dangerous and difficult). This Condition cause of women migrant domestic workers are vulnerable to various forms of discrimination, violence and abuse, and even lead to serious violations of human rights (Human Rights) (ILO, 2004). States the migrants are generally concentrated in the SALEP (Shunned by All Nationals Except the Very poorest) (ILO, 2004). Similarly RESPECT (European Network of Migrant Domestic Workers) said the work as domestic workers, are usually not appreciated and considered insignificant. It is this kind of work that is generally given to the migrants. The employer can set aside the various identities of migrant domestic helpers, and impose a variety of tasks that substantially lowered; they will feel strange to give it to our fellow citizens (ILO, 2004). Though MDW is an indispensable work for working families and have children who need care. Married women who have put great hope in general to the helper of the domestic workers to replace the domestic role they have run with the best, as they have run so far. Therefore, the task of MDW is actually more specific to the work of social service. MDW is not the only important job skills, but also demands the ability and the ability to devote social values-humanity.

For example, the work of child care and elderly residents to be done by pouring compassion, sincerity, patience, perseverance, carefully and be careful. As a part rather than solemn work of social, Lovelock (1988) in Soeprapto (2005) further states that a number of values that must be considered in providing quality solemn namely: (1) Empathy, namely in providing optimum care service, (2) Assurance (guarantees), namely a guarantee that may be trusted, courtesy, friendliness, honesty and so on, (3) Responsiveness (responsibility), namely the ability to be responsible, decent acting and like unto it, (3) Reliability (reliable), the real and proper service, (4) Tangible (affordable), the shape and appearance physical, personnel, equipment, ease of communication physical and easy to obtain the user.

MDW work performance can basically the meaning as levels of qualities rather than the implementation of the work and results achieved rather than domestic workers in carrying out its essential tasks as domestic workers. Based on various criteria of quality and quality service above, MDW work performance is not only related to the qualities of his work or the result of the implementation of the work only. Aspects of the job performance of the domestic workers are not less important than the qualities namely domestic behavior shown in carrying out the work itself. Behavior in carrying out the work basically covers attitude, speech, expression, self physical appearance, orientation and interests or actions action indicated in the job. By the way, MDW work performance levels the meaning as qualities of the behavior shown in carrying out the work and results from implementation of the work itself. Referring to the criteria above, MDW work performance in this study further measured through aspects such as the following main criteria: (a) The orientation of domestic work, mainly concerned with domestic virtue to be achieved in carrying out the work. The studied case is domestic priority of his rights when working or prefer the contentment employer in carrying out its obligations as the primary key so that their rights are met, (b) the working attitude of workers, (c) discipline of the domestic worker, (d) Sense of Responsibility for domestic work, (e) Accuracy MDW work, (f) Neatness and cleanliness of domestic work, (g) The efficiency of MDW, (h) Honesty MDW, (i) Quality MDW work. Measurement of work performance of women migrant domestic workers in this study is based on perception of the employer's assessment and also from the female migrant domestic workers. For it also to domestic work performance may give satisfaction to the employer it is necessary for

domestic empowerment efforts undertaken by stakeholders in order to improve his performance. This study is about to discuss what factors are affecting the domestic job performance and what was undertaken and it should run in empowerment domestic stakeholders in the recipient country. To answer the main problem above, then this study focuses on efforts to find on a number of specific questions as follows: 1) What are the main factors that affect the job performance of migrant domestic workers in receiving countries? 2) What has been executed and stakeholders in an effort to run empowerment MDW in the recipient country?

DATA, METHODOLOGY, RESEARCH AREA

The study relied on mix research method namely qualitative and quantitative. The qualitative method was generated from interview, observation, and documentary analysis. In order to collect data by interview, the researcher engaged in interviews and discussion with key informants including employers, Embassy officers, and NGO Migrant Care. In documentary analysis, the researcher collected materials from various sources, such as book reports, research results, reference books, and other written documents related to the research focus. While, quantitative method was held by using snowballing sampling. The researcher took 150 Indonesia Migrant Workers from the total of 294,115. The researcher also took 150 Melayu employers. While, another respondent was taken based purposive sampling.

PRIOR RESEARCH

Many countries payed more attention in women migrant domestic worker. It had resulted many research. In order to make further understanding, in this paper, I will provide any researches which has close relation with this paper as below.

From those studies above, we can conclude that women domestic workers is a serius problem faced by many countries. It happen because the workers don't have anought skill and performance for doing business in recipient countries. Most of them are less educated people with the education is only in elementary school. Unfortunately, there are less protection from the recipient countries

for protect the migrant workers. They prefer to concern in getting permission rather than in protection of workers. Therefore, superiors can act freely including to suffer their workers. In other hand, migrant workers also face many suffer and suppression in their countries such as bad behaviour of government officer drawing profit with much “tax”, deception from agent and other people, and so on.

Table 1

Prior Research

Researcher	Research Focus	Research Finding
Rosenberg (2003)	Profil of Women Migrant Domestic Worker in Indonesia	25% of women migrant domestic worker were in 15 years old. Most of the workers graduated from elementary school and therefore, did not have enough performance (low skill). They did not marry yet. Unfortunately, they responsible for their family welfare.
Rosenberg (2003)	Profil of Indonesia Migrant Worker working abroad	1400,000 – 2,100,000 Indonesian women worked abroad as Domestic Worker. Partner is a prominent canal for getting kind and nice boss.
Sayres (2004)	Profil of women domestic workers in its philippine and women Philippine domestic worker in Hongkong and Singapura	Most of domestic worker are young (less than 19 years old). They had low skill because of their education. There are differences between domestic worker in Hongkong and Singapore in which Singapore had more educated worker than in Hongkong.
Human Right Wacth (HRW) (2005)	Protection of International Domestic Migrant in Singapore	Most of the Act did not concern in the protection of domestic worker in Singapore. Therefore, domestic worker got many pressure and exploitation from their superior.
Wisnuwardini et al. (2005)	Problems of Indonesian Domestic Workers in Singapore	Many Indonesia domestic workers got suppression. There is less protection for the workers getting pressure and suppression.

(continued)

Researcher	Research Focus	Research Finding
Human Right Wacth (HRW) (2004)	Protection for Indonesia Women Migrant Workers in Malaysia	The Workers did not get enough protection from the Act. There are many bad behaviour from government, agent, and so on such as drawing high incentive, deception, and so on that make migrant workers more suffer.
ILO (2004)	Situation of Domestic Workers in Arabian	70% - 90% domestic woraker coming from Indonesia and Philippine are women. Most of them got phisical suppression. Therefore, many workers faced HIV/AIDS problems.
Asian Migrant Care (AMC) (2005)	Indonesian Women Migrant Workers in Hongkong	There is less protection for the worker from the Act. Therefore, thay face many suppression from their superior. Even they had legal contract with their superior, they still face many pressure and suffer from their superior.

From those studies above, we can conclude that we have prepare the workers who will send to the recipient countries. Therefore, in this paper, I would like to explore the factors effecting performance work and the efforts for empowering them in recipient countries. Actually, many researches were conducted in this area. However, as I know, there is no research that concern in the factors affecting performace work of the migrant domestic workers and efforts for empowering them.

WOMAN EMPOWERMENT AND IT'S STRATEGY

Concept of women empowerment is a new paradigm in which concern in some characteristic namely people centered, participatory, empowering and sustainable (Kartasmita, 1995). Empowerment can be defined as an effort forsupporting, motivating, increasing awareness for their potential for achieving better life. Friedmann (1992) quoted in Kartasmita (1995) stated that empowerment is alternative development emphasizing in the value of inclusive

democracy, appropriate economic growth, gender equality, and intergeneration equality. Therefore, women is not only a mother who responsible for reproduction, caring her son, and doing domestic work, but also a person playing role in ekonomik, social, and even political life. Therefore, women empowerment should be focused for replacing women as a development subject in order to increase their participation in development.

Strategy for women empowerment can be done by individual and colective approaches that see women equally. In another word, women empowerment can be done by increasing their power and authority. According to Seitz in Prijono and Pranarka (1996), there are 5 dimention in women empowerment, namely:

1. Education Empowerment. It can be done by:
 - a. Ensuring education equility
 - b. Reducing illiteracy
 - c. Increasing woman performances and skills throught education and training.
 - d. Providing enought budget for woman education
 - e. Providing enought resourches for supporting education change
2. Economy Empowerment
3. Psychology Empowerment
4. Socio-Cultural Empowerment
5. Politic Empowerment

Actually, empowerment can be done by giving support, motivation, and increasing awareness to their potential. The efforts for empowerment can be done throuhgt 3 directions, namely:

1. Creating comfortable condition
2. Increasing power and potential
3. Protecting empower people

In order to achieve those 3 directions, we can focus in 3 steps, namely: (1) inisiation: from government, by government, and for people; (2) Participation: from government with people, by government with people, and for people; and (3) Emancipation: from people, by people, for people, and supporting by government dealing with people

(Priyono and Pranarka, 1996). Through the steps, people have known their own. By knowing their own, they can make a better changes and increase their performance.

Furthermore, Cook and Maculay (1997) purpose “ACTORS” approach for empowerment that consist of:

1. Authority. Giving authority to people to change their mainset and increase their performance.
2. Confidence and Competence. Increasing confidence of the people for their performance.
3. Trust. Creating conviction that they have potential to make a change and giving a chance to do something.
4. Opportunity. Giving a chance to choose an appropriate thing in order to stimulate their potential.
5. Responsibility. People should be responsible for their choice.
6. Support. Giving support to the people choices in order to increase their sustainable work.

STUDY RESULTS AND ANALYSIS

Income study shows there are 2 factors that affect the job performance of migrant domestic workers namely (1) factors that includes the depths of: (a) domestic socio-economic background as has been revealed in the study acquired Lely Indah and Amriah (2011, 2012a) and Lely Indah (2012b) the largest portion of women migrant domestic workers from Indonesia in Selangor Malaysia , namely they only had the highest formal education up to primary level and only finished primary school as formal education, even as many as 6% who do not complete primary school. Before becoming a domestic worker in Malaysia, most of them are not working. Although they have been trained, but 59.30% agreed that they follow the training, has done well and 14% said they strongly agree. Training has not been fully implemented properly, it has been made yet entirely female migrant domestic workers are fully prepared mentally before/when it departed. There are as many as 9.3% of state does not agree, 10% did not agree and 1.3% said they strongly disagree only have really prepared mentally before / when it departed. In addition, there are as many as 8% said not agree, 8.7% expressed disagreement, and 6.7% strongly disagreed stating that domestic work according to their

interests. The biggest motivation women MDW in Malaysia are still limited to one stage to improve the economic life of their family. In contrast, only a small only really have the motivation to improve her qualities. MDW is also not a job to be their main interest, and majority of them are very willing to switch from domestic work after returning home to his native country. Socio-economic background of women migrant domestic workers from Indonesia, who are less well on top, has made “morality” or orientation, mental attitudes and behaviors of their work, are less conducive to supporting the work performance stage they are at the employer’s workplace in Malaysia.

Depths following factors: (b) factors morality female migrant labor. Quality morality migrant women domestic workers, especially domestic work orientation than observed, attitude/ behavior of domestic labor, domestic labor discipline, responsibility for domestic work, domestic work and honesty. As already described in the study acquired Lely Indah and Amriah (2011, 2012a) and Lely Indah (2012b) related to the orientation of the main work conditions of migrant women domestic workers in the workplace the employer, there is a dominant tendency of women migrant domestic workers prefer the satisfaction of their rights than the employer. Women migrant domestic workers even feel annoyed / upset if employers feel less satisfied with his performance. In contrast, only a small part only MDW stating very amenable to further prioritize the fulfillment of prior employer satisfaction than putting the rights of domestic workers. Attitude / behavior of migrant women domestic workers in the workplace the employer, is still relatively high intensity they reprimanded / scolded employer because many things that make employers less willing to attitude / behavior of MDW. Majority domestic labor discipline is still relatively low. MDW Intensity reprimanded / be angry employers are still common in aspects of the other indicators of labor discipline, such as the use of household appliances, use of water, and gas electric, caring for household goods and the like. Sense of responsibility majority MDW is still relatively low. Assessment of its own MDW, MDW is still large enough that states do not and very rarely make the first record of a list of work to be done for a full day. They also are often lax doing work ordered by the employer, to repeat the things that never reprimanded / scolded by employers and so on. Assessment indicated a similar state of employer, only a small employer stating MDW never carry out the work with less neat / clean, state MDW never told / asked employers tidy and clean re-work has been done,

and said it was not reprimanded / scolded by the employer to work more neat and clean. Stages of the work of women migrant domestic workers also tend to dominate the direction of relatively low. Stage honesty of domestic work also shows the dominant trend toward relatively simple. Own assessment of the MDW, and the employer, are still quite a lot of domestic workers who said they had informed his situation to the employer only to be scolded not the employer, stating the employer did not know when informed, the employer said they had lost their household goods, said they had reprimanded / scolded employer because lost belongings, said they had to go outside the home without prior permission on the employer. In contrast, only 4.7% are domestic workers who said it was not ever employers are looking for or find the missing goods in bedroom MDW, only 6.7% of domestic workers who said it was not reprimanded / scolded by the employer to work more honest again.

To empowerment domestic workers working in the workplace the employer, will also face a number of obstacles. Starting from the MDW was not given a chance Promised holiday, even if outside the home, they are heavily guarded, the employer may be too suspicious, and domestic workers often run away and excessive. The following factors of migrant selves: (c) factors technical skills and soft skills of women migrant domestic workers. State of knowledge and skills of women migrant domestic workers in this study was performed in 2 ways, namely: (1) the current state of early departure abroad by using data sources respondents migrant domestic workers themselves, and (2) circumstances in the workplace for employers using data sources employer respondents. Revenue the domestic respondents, stage of knowledge and skills of women migrant domestic workers includes: how to get help and protection of the laws, how to resolve disputes, tensions and conflicts with the employer, modern communication skills using the equipment, how to establish the attitude and good communication with the employers, as well as the skills to maintain safety of self and the employer's family are 'less'. Instead of employer said their knowledge and skills that stage female migrant domestic workers in the category of moderate is about understanding the culture, lifestyle and manners in Malaysia, Malaysian cooking skills, and ability to communicate and write in a language that employers used two sources of data, basically both indicating that stage technical skills of women migrant domestic workers from Indonesia have been in relatively good phase. However, non-technical skills of women

migrant is likely still not good / adequate / low, or in unfavorable stage. Dominant trends of this kind, then the phase of work performance of women migrant domestic workers from Indonesia who are still dominant in simple stages. It is more concerned with domestic work morality and non-technical skills than because of technical skills.

Acquired the following studies: (2) factors that affect job performance outcomes of migrant domestic workers includes: (a) the employer's working conditions in the workplace, employers who hire migrant women domestic workers from Indonesia, in general, have had long enough experience to take domestic workers in their daily family life days. Majority respondent employer also has the experience of women migrant domestic workers have to take it in Indonesia. Lely Indah, assessment revenue than in 2012, the employer as much as 66.7% said they had to take women domestic workers from Indonesia. Instead, just as much as 27.3% of respondents stating employers have never had the experience of taking women domestic workers from Indonesia. Related to working conditions in the employer's workplace, particularly the assessment of the vulnerability of domestic workers stage because exploitative working conditions, an assessment conducted by the MDW is slightly higher than the results of the assessment on the employer. In terms of just 8% of respondents MDW stating never felt the heavy workload in the workplace employer. Only 36% of domestic workers who claimed never asked to work in the workplace other than the employer. Only 10% of domestic workers who claimed never working hours exceed 12 hours a day. Only 10% said they had never worked in the workplace of the employer until late at night. There are still 4.7% of the domestic workers claim was never given adequate rest periods when domestic workers are unwell/illness. Only 1.3% of domestic workers who said it had never been given reduction when they are unwell/ illness. Just as much as 26.7% MDW stating never do work out of the ordinary that should be done by women. Only 38.7% of domestic workers who claimed there was never any pay cuts MDW with no apparent reason / not correctly. Based on the assessment of employers shows that as many as 10.7% of employers who stated MDW never felt the heavy workload in the workplace employer. As much as 65.3% of employers stating the helper s never been told to work in addition to employer workplace. Some 15.7% of employers who claimed never MDW hours worked beyond 12 hours a day. As many as 44% of employers stating MDW has never worked in the

workplace the employer until late at night. Only 2.7% of employers stating MDW had never given adequate rest periods when domestic workers are unwell / illness. Still about 4% of employers stating MDW had never been given a workload reduction when less illness. As many as 46% of employers stating MDW never did work out of the ordinary that should be done by women. A total of 62.7% of employers who stated there was never any domestic pay cut for reasons not clear / not true. In the meantime, rather than background or motivation of employers to take workers, the majority are because their work and have children. Numbers contents of homes, majority is between 4-6 people and only 10.7% of respondents of the household employer who number between 2-3 people. With the number house of employer who majority large enough, then the burden of domestic works in the employer's workplace, there are relatively large inclinations. However, from a variety of indicators, the biggest problem is more related to the issue of mental attitudes and behaviors of women migrant domestic workers. Thus, the factor of working conditions in the workplace the employer, not the dominant factor in causing work performance qualities of women migrant domestic workers.

Outcomes following factors namely: (b) the role of the Government of Indonesia (Embassy) in empowerment work performance of women migrant domestic workers from Indonesia. Based on a meeting that is run by the bubbling Embassy informant, the informant and the informant employers of Migrant Care, the role of the government of Indonesia in empowerment migrant women domestic workers for the recipient country (Malaysia) over the years, many focused on women migrant domestic workers empowerment to the central problem and leave employer's premises for the shelter and then housed in the Embassy. Whereas for women migrant domestic workers who were working at the workplace by employers in Malaysia, there has been no attempt empowerment tends to run conscious, planned and sustainable which it is intended to improve the performance of domestic work. Tendency on the part of the government mainly happens because Indonesia (Embassy) looks more credible form of this is the responsibility of the agency of Malaysia. The role of the sending country brand is more empowerment value at the time they were prepared in Indonesia, or prior to departure to overseas labor. In addition, the Indonesian embassy does not have sufficient data about the presence of women migrant domestic workers from Indonesia in the workplace by employers in Malaysia. Specifically related to

efforts to improve the ability of labor in order to improve the work performance of women migrant domestic workers from Indonesia who were working at the employer's premises are Malaysia, the role that made each embassy is very limited. All is done by the Embassy to assist and accommodate the migrant women domestic workers coming to the Embassy because of problems with the employer. While to those who are not troubled and do not come complaining to the Embassy, Embassy is still facing many obstacles to empower and improve his performance satisfied the employer and create harmonious labor relations. The main obstacle is the availability of data relating to migrant women domestic workers. Until now, the Embassy is still difficult to obtain complete data about the presence of these migrant women domestic workers. Because basic data about the presence of them are in the agency and the institutions of government man power/ labor Malaysia. Embassy depend more on reports provided by the institution. Report given to the Embassy is still inadequate. Besides there are also constraint due to migrant women domestic workers coming into Malaysia with through unofficial channels. Those who came through unofficial channels, making the embassy difficulty to identify its existence. Experience so far, those who deal directly with women migrant domestic workers during their stay in the workplace, is mostly done by the agency Malaysia. Activities of the government representatives of Indonesia and Malaysia to enhance employability monitoring Indonesian domestic worker for an employer be work is very less. Communication access to the Embassy in the MDW itself is also very less and they lacks sufficient data, especially the data concerning the presence of women migrant domestic workers from Indonesia who were working at the workplace by employers in Malaysia. Empowerment effort against women migrant domestic workers working for this employer in the workplace is very important. Because working conditions of migrant women's ability Indonesian domestic worker in Malaysia, one generally is very less.

Empowerment also need to be given to the employer, the employer also less satisfied with their rights and still do not fully understand the impact of law on the use of migrant domestic workers. In addition, employers are also sometimes caused by the agency is not satisfied just selling bio-data, not skim / certification to domestic workers conducted by the government, and the lack of legislation of error law agent. Ownership of the Embassy of the data, especially related to employers address workplace women migrant domestic workers

is still lacking. Communication access to the Embassy of migrant women domestic workers are also very less, including the activities of government representatives of Indonesia in Malaysia to enhance the employability of women migrant domestic workers while working at the workplace by employers in Malaysia. For MDW empowerment at work in the workplace of employer will also face a number of constraints. Starting from the MDW was not given a chance holiday, even if outside the home, they are heavily guarded, the employer may be too suspicious, and domestic workers often run away and too far. Furthermore, specifically relating to women migrant domestic worker who was troubled Indonesia and improve further the employer's home for shelter facilities are accommodated in the Embassy. There are a series of steps taken in order empowerment against them include: teaching (learning the Koran and read the Koran, learning English, health examination, counseling psychology (motivation, personality development, self maturity, emotional and behavioral counseling), training skills (cooking, embroidery, accessories) lectures religious / spiritual, and communal work environment troops.

The women migrant domestic workers from Indonesia are problematic and are accommodated in the shelter Embassy in Kuala Lumpur, after attending events at the Embassy empowerment, arranged by the embassy to be returned to the employer. But all this depends on the employer. If the employer would receive a return, then the worker will return to work at the employer's workplace. Past experience, through the mediation of the Embassy, the troubled domestic workers have accepted a return to work at the employer's premises and some are not willing to accept / return to work at the employer's workplace. Of the overall exposure to the above, showed a trend in which empowerment conducted by the Embassy had been still more focused on women migrant domestic workers empowerment to the middle of trouble and then leave the employer to be accommodated in the shelter Embassy. Whereas for women migrant domestic workers who were working at the workplace by employers in Malaysia, is still likely to have made an effort empowerment a conscious, planned and systematic that it is intended to improve work performance and satisfied employers of domestic workers. The absence of a conscious empowerment program, planned and sustainable against women migrant domestic workers who were working at the workplace the employer in the receiving country (Malaysia), reflecting the government that Indonesia itself is still not

clearly oriented to the effort to support the work of domestic workers as a priority to formal employment improved work performance on an ongoing basis in order to improve qualities of services and content to the user's heart. Quality service and satisfied customer this very urgent and strategic, because will be the key to harmonious relations occur and employers of domestic workers. When there is harmony, is the key to ensure the control phase of the vulnerability of women migrant domestic workers in the workplace of employer. This condition is not in line with the contribution given by the MDW for both the sender although recipient countries, as has been widely expressed by various researchers. As be write by the ILO (2004), UNIFEM (2005), and so forth. Migration is a positive experience that applies both to women and man. This opens up opportunities for them lead a better life, especially for increasing the level of economic and social development. International labor migration can increase the autonomy of income that will change gender roles and responsibilities and contribute to increased prosperity gender. In fact, they were able to achieve a higher status and position compared to men, especially when returning to the place of origin. While more independent, they also have the power to make decisions in the family. They will also be able to have a better chance at local employment while back, and to earn money to tee up their own business (ILO, 2004). Labor migration international has also contributed significantly to the national economy in the country of origin, especially in the form of an annual visa conceded that stem from the replacement of foreign currency earned money international migrant workers. In 2004, conceded an annual rather than a foreign money exchange Indonesian migrant workers, has reached about 2.2 billion dollar. While the year 2003, money from migrant workers reached 1.86 milliard dollars, and made them the largest contributor of foreign currency in Indonesia *money* second only to oil and gas (ILO, 2004). Larger donations going to the Philippines, as reported by Human Rights Watch (2005) and Abella (2005) where the number of posts *money* than Filipino migrant workers has reached U.S. \$ 7-8 billion, or roughly double compared to 3-4 times the value of the Indonesia recorded. Once the significant contribution of international migrant workers, they are often given the nickname as the "hero of the foreign exchange" for his country, especially in Indonesia.

Moreover, female migration has also played an important and strategic role in the development process in the recipient country. As confirmed ILO (2004), they have provided a valuable contribution

to the economic life of the recipient country and society. They have been providing human resources in critical jobs that are no longer desired by the *local* citizens and allow a country to maintain its global competitiveness. They play an important role in the economy nursing, particularly in terms of doing household chores and child nurse who was young, the elderly, the sick and those with less effort. Women migrant domestic workers had allowed women to hold an office of citizens receiving service with higher status, better salaries. Women migrants outside the country also have contributed to strengthen trade relations between countries of origin and receiving countries. As an example, Moroccan women in Italy, has joined the effective strengthening of informal trade between their countries and recipient countries. Therefore, at some level, migrant women have played the role to be one agency strategic changes (ILO, 2004). Empowerment absence of women migrant domestic workers in the employer's premises during work in the recipient country, it can be said that government, especially government sending domestic helpers, are not fully 'pro-people', 'pro-citizenship' and 'pro-quality service'. Not 'pro-people', in the sense that the government has not committed enough to empowerment qualities of human resources in a sustainable manner, particularly on the poor as the women migrant domestic workers. Not 'pro-citizenship', in the sense that the government has not fully realize its responsibility to provide an optimal service the basic necessities of real people into the right bag, no matter where people are located. Including when they are venture outside the country. Not 'pro-quality service', meaning the government is really oriented to provide a quality service to various parties, either directly and indirectly. Say, a service given by people to other parties, including service given by women migrant domestic workers to the people of his and other nations.

FORMULATION AND CONCLUSION

Studies that have been acquired be description above can be concluded: Work performance of women migrant domestic worker Indonesia basically still at the stage of simple. Major factor affecting his performance, particularly over the still weak namely deepening domestic factors alone and the role of the government of Indonesia in empowerment women migrant domestic workers from Indonesia

during the work in the recipient country (Malaysia). Depth factor migrant women domestic workers from Indonesia are still very weak, especially concerning factors namely-skills soft skills (communication and negotiation skills) and more particularly non-skill factors namely a form of mental attitude and work morality. Empowerment absence of women migrant domestic workers in the employer's premises during work in the recipient country, it can be said that government, especially government sending domestic helpers, are not fully 'pro-people', 'pro-citizenship' and 'pro-quality service'. Not 'pro-people', in the sense that the government has not committed enough to empowerment qualities of human resources in a sustainable manner, particularly on the poor as the women migrant domestic workers. Not 'pro-citizenship', in the sense that the government has not fully realize its responsibility to provide an optimal service the basic necessities for its people really be right, no matter where people are located. Including when they are venture outside the country. Not 'pro-quality service', meaning the government really base on to provide a quality service to various parties, either directly and indirectly. For example, services provided by people to other parties, including service given by women migrant domestic workers to the people of his and other nations.

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