The concept of knowledge management in the application of migrant workers protection using SECI model

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ABSTRACT: The purpose of this research is to create the implementation design concept for the government to give the protection of Indonesian migrant workers. The concept of knowledge management adapted from SECI Model mechanism gives a wide picture of how migrant workers should be. In this research, a qualitative descriptive method was used to map the concept of the protection of migrant workers. In creating the concept of PMI protection, knowledge management was used to map, predict, and minimize criminal action to migrant workers. The SECI model was used as an effort to gain knowledge from all stakeholders related to the activities of Indonesian migrant workers. With the application of knowledge management and the SECI Model, the knowledge that comes from the past of migrant workers can be a future learning as a form of protection. The result of this study shows the concept of protecting Indonesian workers through the application of knowledge management as a basis for protecting and preventing problems for Indonesian migrant workers by utilizing information technology.

Keywords: knowledge management, migrant workers, SECI model.

1 INTRODUCTION

Indonesian migrant workers are the Indonesian people who work abroad. The Law No. 18 of 2017 (Indonesia 2017) concerning the protection of Indonesian migrant workers describes the rights of migrant workers will be protected by the government through the government agency BNP2TKI (National Agency for Placement and Protection of Indonesian Workers). Structurally, Indonesian migrant workers are clearly protected by the government as well as the established procedures and technology utilized. However, the understanding of the importance of protection has not been realized by the majority of prospective workers or those who are migrant workers themselves.

Even though it is legally protected, the fact shows that the problems regarding migrant workers are increas- ing (Malia 2018). The financial impact is the main driver of Asian migrant workers mostly Indonesian workers bold enough to work abroad legally or ille- gally (Asian Development Bank 2013). 5 years from 2013, the development of Indonesian migrant workers is increasing, which has an impact on in- creasing problems. Using past experience and knowledge of the solution to the problem solving of migrant workers can be an effective solution.

There have been many problems with Indonesian migrant workers, starting from abusive employers, late payment of salaries, sexual violence, up to the murder. In 2016, an employer who worked as a banker killed migrant workers from Indonesia in Hong Kong (BBC 2016). In the most recent case, migrant workers are sentenced to death by the Saudi Arabian government (Tempo.co 2018). Throughout 2017, a total of 1,529 cases related to Indonesian migrant workers were successfully completed (Detik 2018). Looking at the number of cases in that year, 1,529 cases were an exceptionally large number. Even in the worst cases, five million Indonesian migrant workers have problems in their place of work, this is because there are no data on these workers (Abdul 2018).

2 RESEARCH METHODS

To create a good result of research, a qualitative descriptive method was used. Obtaining information about the proper actual information and situation was the priority of qualitative descriptive method. The first step was analyzing the environment of migrant workers protection. The objective of this step was to find and identify the need. The objective of this step was to find and identify the need of knowledge that represents the effort of migrant workers protection. The next step was designing the mechanism of SECI model to align with the knowledge itself and find the focus of SECI Online.

3 DISCUSSIONS

Global research for migrant care to find a definition of migrant care, the term mi- grant worker must be defined first. The International Labor Organization (ILO) defines migrant workers as someone who moves from one country to another in the hope of being employed in that country(Simon et al. 2015). Indonesian migrant care was formed by non-governmental organizations that concentrate on maintaining and protecting migrant workers and their families (Migrant Care - FreedomUnited.org 2004).

There have been many studies on migrant care that discussed the social and context side of the workers. To improve life, whether male or female, has the right to get a normal life (Christensen 2014). One way is to leave the country and work in the destination country with the most important consideration is the economic factor in the destination country. To suppress violence against Indonesian migrant workers, education is a very important thing. Education for migrant workers must start from pre- departure and it becomes a mandatory requirement that must be met by all prospective Indonesian migrant workers (Susilo 2016).

In understanding migrant workers, basic definition and knowledge are very important. Several definitions were put forward to provide clear meaning about migrant workers. The Republic of Indonesia Law number 18 of 2017 which was ratified by the President (Indonesia 2017) is sufficient to show the governments' effort in protecting Indonesian migrant workers. However, enforcing the above act is not an easy thing to do. From 2011 to 2017, there were so many complaint reports of Indonesian migrant workers experiencing various problems. In figure 1, it can be seen that the highest complaint reports published in media occurred in 2016-2017 and the most complaints come workers who work in Saudi Arabia.

Violence against female workers was the most dominant complaint. Sylvia Yazid's research on non-governmental organization activists focusing on the issue of Indonesian migrant workers, especially women, shows that national and international cooperation and coordination with Indonesian migrant workers are essential in enforcing the Indonesian law (Yazid 2008).
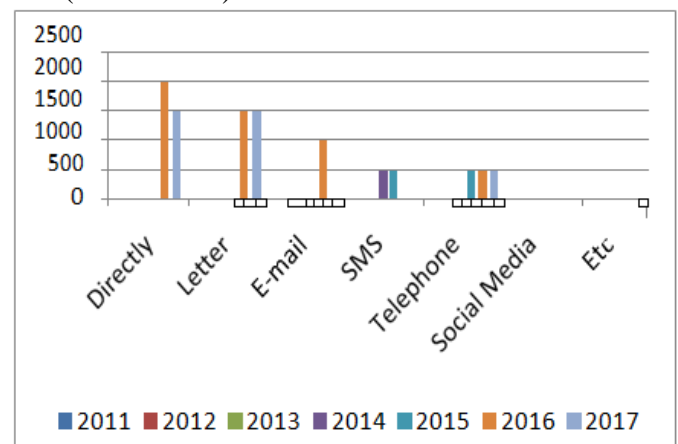

Figure 1 Complaint Report Based on the Media Used

Education is an important milestone in the protection of Indonesian migrant workers (Susilo 2016). Edu- cation must be able to create knowledge that is really needed by Indonesian migrant workers. Knowledge is able to generate limits on human behavior and activities in accordance with their environment. Knowledge gained from Indonesian migrant workers, especially tacit knowledge, should be able to provide insight into the environment as migrant workers in other countries.
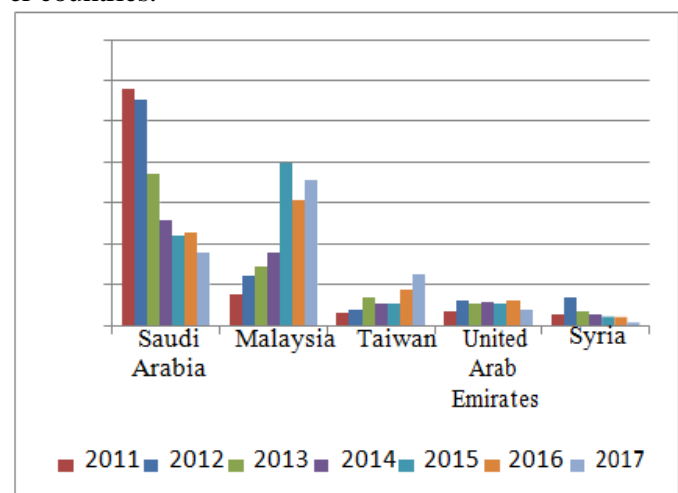

Figure 2 Complaint Report based on Country

Every Indonesian migrant worker has experiences that can be used to reduce the number of violence and also increase government efforts to protect migrant workers. However, tacit knowledge possessed by migrant workers cannot be shared with

other workers. One of the most obvious reasons is economic factors. Improving the family economy makes the application of tacit knowledge received by mi- grant workers no longer a priority. Therefore, knowledge management for the protection of migrant workers is deemed necessary.

Of particular concern, the literature on knowledge management only focuses on organizations and individuals with the aim of establishing corporate knowledge management. Tiwana (1999) explains how changes in data towards information and knowledge can become a basic implementation for companies to be able to survive in industrial competi- tion and save intangible assets (Tiwana 1999).

Knowledge management in the context of the protection of migrant workers must be able to begin with the application of the right knowledge cycle. The most possible and simple knowledge management cycle starts with knowledge capture and/or creation, knowledge sharing and dissemination, and knowledge acquisition and application (Dalkir 2005). The knowledge that forms the basis of labor protection is the main knowledge as seen in figure 3. This is based on research conducted by Jose Llagunes regarding Clinical Knowledge Management at ICU (Llagunes 2018).

Figure 3 Migrant Worker KM Concept

Knowledge management requires a way to create knowledge and share knowledge through the conversion of tacit knowledge to explicit knowledge (Oliveira et al. 2011). SECI model introduces a mechanism for converting tacit knowledge to explicit, explicit to tacit, tacit to tacit, (Socialization, Externalization, Combination, a n d Internalization) (Nonaka & Takeuchi 1995). In creating the SECI system knowledge management model can be used as a mechanism for knowledge creation (Natek & Zwiling 2016).

Some studies apply the SECI model mechanism in building knowledge management in companies in various fields. The implementation as an example of the SECI model can improve the performance of the rice milling unit (Sugiarto et

al.1995). Then SECI models can also be applied to manage non-organizational knowledge such as in an effort to preserve culture through knowledge management (Sidik 2018).

Applying the SECI model in an effort to protect Indonesian migrant workers requires a level of participation from stakeholders. The knowledge that appears either tacit or even explicit must be able to be learned (knowledge creation). The most critical knowledge is experience, how former migrant workers must be able to share experiences regarding conditions of work, environment, culture, and so on. Recipients of knowledge in this context are prospective migrant workers. As shown in Table 1, the con cept of the protection of migrant workers in the context of knowledge management can be divided into four components.

Table 1 SECI Focus

Protection Concept	Knwledge Context	Area Cover age	SECI Focus
Placement	Knowledge of the destination country of migrant workers with their ethics and culture – stakeholder (BP3TKI, the Indonesian foreign ministry)	or-ganization	E, C, I
Complaint	Identify and accommodate problems as part of knowledge - stakeholders(BNP3TKI, Migrant-care)	Individual,	Organization
Types of Problems	Sharing knowledge about problems and handling migrant workers- stakeholder (migrant worker, BP3TKI, Migrant-care)	Individual	S, E, C
Repatriation	Sharing knowledge and independent solutions after the re- turn of migrant Workers	Organization	S, I

Placement, complaint, types of problem, and repatriation are important to b e managed in order to protect Indonesian migrant workers. Based on data obtained, the focus area in the SECI model to protect and explicit to explicit, better known as SECI model Placement, complaint, types of problem, and repatriation are important to b e managed in order to protect Indonesian migrant workers. Based on data obtained, the focus area in the SECI model to protect. The migrant worker can be varied depending on the context of the knowledge it's want to find.

4 CONCLUSION

The authors assume that the SECI model is an initial model that aims to gather knowledge about the protection of Indonesian migrant workers. Each stakeholder is a source of knowledge that can be used to gather a variety of knowledge. The SECI model becomes a standard in clarifying what each stakeholder will and must do and the use of the SECI model seeks the presence of a knowledge management system to protect Indonesian migrant workers through the use of knowledge tools. The hope is that the presence and distribution of knowledge can create optimal protection of Indonesian migrant workers. At least, be able to predict the form of protection needed for Indonesian migrant workers.

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