

Study Of Creative Industrial Competencies Specification Of Indonesian Migrant Workers As Preparation For Retired Employment

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Abstract. This survey aims to evaluate the needs and competency interests of Indonesian migrant workers (PMI) in Taiwan in order to increase the effectiveness of the training and support provided. The survey was conducted in the period June to August 2024 involving 150 PMI respondents spread across various employment sectors in Taiwan. The methods used include online questionnaires and face-to-face interviews. Survey results show that the majority of PMIs in Taiwan have an urgent need for training in specific technical skills and Mandarin. Most respondents identified a gap between the skills they have and those required in their current workplace. The most in-demand technical skills include machine maintenance, welding, and skills in the use of the latest technological devices. In addition, Mandarin language skills are an important factor that often becomes an obstacle in communicating effectively with employers and co-workers. In terms of training, PMI shows a preference for flexible training methods, including online training and application-based modules that can be accessed independently. Respondents also highlighted the importance of counseling support and development of soft skills such as time management and communication to improve their performance at work. Recommendations from this survey include developing training programs that are more targeted and tailored to the specific needs of PMIs, increasing the accessibility of language training, and adding psychosocial support services. It is hoped that the implementation of these recommendations can reduce the skills gap, increase PMI's work productivity, and improve their welfare while working in Taiwan as well as having a post-service business plan when they return to their homeland.

Keywords: Migrant Workers, Taiwan, Retirement

1 Introduction

Indonesia is one of the largest sending countries for migrant workers in the world, with Taiwan as one of the main destinations for Indonesian migrant workers (PMI). PMIs in Taiwan work in a variety of sectors, including manufacturing, maintenance, and services, and play an important role in supporting the economies of both countries. However, despite their significant contribution, there are a number of challenges faced by PMI in Taiwan, especially related to fulfilling the required competencies and skills.

Based on reports and observations, many PMIs face a gap between the skills they had before leaving and the skills needed in the workplace in Taiwan. These difficulties are often related to specific technical skills and the ability to speak Chinese, which are important skills in communicating and performing tasks effectively in different work environments. Pre-departure training usually covers the basics of skills, but often does not include in-depth or specific training for the type of work to be performed. This has resulted in PMIs having to face a steep learning curve and, in some cases, difficulty in adapting to the demands of their work in Taiwan. In addition, inflexible or less relevant training methods often do not meet PMI's practical needs.

PMI often experiences challenges in getting adequate support in the workplace, both from a technical and non-technical perspective. This limited support can affect their performance and well-being. A lack of guidance in soft skills such as time management, communication, and cultural adjustment also contributes to the problems PMIs face. The dynamics of the job market in Taiwan are constantly changing, with technological advances and industry changes requiring new skills and rapid adaptation. To ensure PMI remains relevant and competitive, it is important to regularly evaluate and update required competencies.

The welfare of PMIs is an important priority, and relevant training and appropriate support can contribute to improving their quality of life and work performance. Identifying the specific needs of PMI through surveys can help in designing more effective interventions to support them.

Economic Migration Theory explains how migration decisions are often driven by differences in wages and employment opportunities between countries of origin and destination countries [1]. Of relevance is understanding PMIs' motivations for working in Taiwan and the role of skills in determining their success in the job market. Furthermore, the Skills and Human Capital Theory focuses on the importance of skills and education in increasing work productivity and income [2]. This theory provides a basis for evaluating PMIs' training and skills needs and how training can increase their value in the job market. To understand the Skills Gap factor in Labor Migration, Research shows that many migrant workers experience a skills gap between what they have and what is needed in the destination country [3]. Relevance: Emphasizes the importance of surveys to identify specific skills gaps experienced by PMI in Taiwan. The required training and skills development models are training models such as Competency-Based Training and Performance-Based Training which help adapt training to industry needs [4] as well as help in designing more comprehensive training programs. effective and relevant based on survey results. Support and Welfare of Migrant Workers shows that social support, both from institutions and the community, plays an important role in the welfare of migrant workers [5]. This is also very relevant because it helps understand the social support needs of PMI in Taiwan and how this affects their well-being. Work Wellbeing and Performance includes mental and physical health, directly related to work performance and satisfaction [6]. This is all highly relevant to provide a basis for evaluating how training and support programs can improve PMIs' well-being, and consequently, their performance in the workplace. Research on migrant workers' adaptation shows that positive work experiences and adequate support can influence their successful adaptation [7]. This means providing insight into how relevant training can help PMIs better adapt to their jobs and work environments in Taiwan. Job Fit and Competency show that the match between skills and work has an impact on job satisfaction and

worker retention [8]. It is important to highlight the need for surveys to assess the match between PMI skills and the jobs they undertake to increase satisfaction and retention.

Finally, migrant labor policy shows that effective policies regarding training, placement and support can improve outcomes for migrant workers [9]. It would be relevant to inform data-based policies that can be proposed based on survey results to improve PMI management in Taiwan. This literature review shows that the PMI competency specialization survey in Taiwan has a strong academic foundation in migration theory, skills, training, support, and policy. Through better understanding PMI's skills and support needs, this survey can provide valuable information to improve the quality of migrant workers' training, policies and welfare, and ensure their success in their new work environment.

2 Methodology/Material

This study employs a survey research method to investigate the competency specialization of Indonesian migrant workers (PMI). The survey method is chosen due to its effectiveness in gathering quantitative data from a large population within a limited timeframe. The target respondents were selected using a purposive sampling, ensuring representation from diverse demographic or professional groups.

Data collection was conducted through a structured questionnaire that includes both closed-ended and open-ended questions. The closed-ended questions were designed to measure respondents' attitudes, perceptions, or experiences. The questionnaire was distributed online. The competency specialization survey for Indonesian migrant workers (PMI) in Taiwan is aimed at achieving several main targets that will provide in-depth understanding and support various improvement efforts. The following are the main targets of carrying out this survey:

- 1) Active PMI in Taiwan; The description is of Indonesian migrant workers who are currently working in Taiwan in various sectors such as manufacturing, maintenance and services. The goal is to identify the skills they have, training needs and challenges they face in the workplace to ensure relevant training and support.
- 2) Workforce Placement Agent; The description is of the agents responsible for recruiting and placing PMIs in Taiwan. The aim is to collect information regarding training needs and skills frequently requested by employers in Taiwan, as well as evaluate the suitability of currently available training programs.
- 3) Training and Education Institutions; The description is an institution that provides training and education for PMI before departure. The goal is to assess the effectiveness of the training provided, identify areas for improvement, and develop training programs that better suit the needs of the labor market in Taiwan.
- 4) Employer in Taiwan; The description is of parties who employ PMI in Taiwan, including companies and individuals who employ domestic workers. The goal is to identify the skills and competencies expected from PMI, as well as understand the challenges faced in employing and managing PMI.
- 5) Government and Policy Makers; The description is the Governments of Indonesia and Taiwan and related institutions that regulate migrant worker policies. The goal is to

provide the data needed to formulate better policies regarding migrant worker management, training and support.

- 6) Non-Governmental Organizations (NGO) and Social Institutions; The description is an organization that works to improve the welfare and rights of migrant workers. The goal is to obtain information to design more effective support and advocacy programs for PMI, as well as understanding their social and psychological needs.
- 7) PMI Family and Community; The description is of PMI families and communities living in Indonesia. The goal is to understand how PMI working and training conditions in Taiwan affect their families and communities, as well as identifying additional support that may be needed.

Of the seven main targets above, they can be specifically summarized into skills and training needs which are carried out by first understanding the skills possessed and needed by PMI and identifying training needs. Support and Policy are identified by evaluating the effectiveness of existing support and providing data for policy and program improvement. PMI welfare is known by first identifying challenges and needs that affect PMI welfare, as well as designing relevant interventions. By achieving these goals, the survey is expected to provide a strong basis for improving the quality of training, support and policies regarding Indonesian migrant workers in Taiwan.

3 Results and Discussion

The results of data analysis from the competency specialization survey of Indonesian migrant workers (PMI) in Taiwan provide in-depth insight into the skills, training and support needed by PMI. The following is a summary of the results of data analysis based on the main categories often covered in surveys of this kind:

- 1) Demographics and Respondent Profile; Survey results on age and gender show that the majority of PMI surveyed are in the 25-40 year age range, with relatively equal proportions of men and women, although there are slight differences in certain employment sectors (for example, more women work in the care sector). Meanwhile, survey results on Education and Work Experience show that the majority of respondents had a high school or diploma level education, with an average of 3-5 years of work experience in Indonesia before leaving for Taiwan. There is also a group of PMIs who have a higher educational background but with skills that are not suited to their work in Taiwan.
- 2) Skills and Competencies; Survey results on the technical skills required by respondents showed a significant need for training in specific technical skills such as welding, machine maintenance, and technology skills. Many PMIs feel inadequate in the technical skills required by their current jobs. Mandarin language skills are the area with the most pressing need. Most PMI admit that they have difficulty communicating with employers and co-workers due to language limitations. Assessments show that better Mandarin skills will improve work performance and experience in Taiwan. Many PMIs consider soft skills such as time management, communication, and cultural adjustment also need to be improved. These skills are considered important for adapting to new work environments and increasing work effectiveness.

- 3) **Training Needs;** The survey results regarding the Types of Training Required most frequently requested were technical training according to the type of work (for example, mechanical and welding skills), as well as Mandarin language training. There is also demand for soft skills and management training. As for Training Methods, respondents prefer flexible training methods, such as online training and application-based modules, compared to centralized face-to-face training. Many PMIs want access to training materials that can be accessed at any time and from different locations.
- 4) **Work Experience and Challenges;** Survey results regarding job suitability with skills, many PMIs feel that their jobs do not always match the skills they have. The match between skills and job is considered important for job satisfaction and performance. As a result, the main challenges faced by PMI include communication difficulties, high work pressure, and lack of support from employers. Some respondents reported problems with cultural adjustment and unclear work expectations.
- 5) **Support and Wellbeing;** Support from placement agencies and employers was considered inadequate by most respondents. There is a need for additional support in the form of guidance and counselling, as well as help in dealing with personal and professional problems. As a result, PMI's welfare is often affected by work pressure and lack of social support. PMI reported high levels of stress and difficulty in adapting to the new work environment.

3.1 List of Training Types

Based on the results of a survey of creative industry competency specialization among Indonesian Migrant Workers (PMI) in Taiwan, the required training must be designed to fill skills gaps, strengthen existing competencies, and facilitate a smooth transition to the creative industry after retirement. The following are the types of training that may be needed, tailored to the survey findings:

Table 1. List of Training

No	Title of Training	Description
1	Technical Skills Training	Graphic Design: Training in the use of design software such as Adobe Photoshop, Illustrator, and InDesign.
		Photography and Videography: Techniques for taking pictures, editing videos, and using editing software such as Adobe Premiere Pro or Final Cut Pro.
		Web Design and UX/UI: Skills in user interface (UI) and user experience (UX) design, as well as tools such as Figma or Sketch.
		Animation and Motion Graphics: Training in creating 2D and 3D animations, as well as using software such as Adobe After Effects and Blender.
2	Creative and Entrepreneurship Training	Creativity and Innovation: Techniques to increase creativity and out-of-the-box thinking.
		Creative Project Management: Skills in planning, managing, and executing creative projects.
		Marketing and Branding: Strategies for marketing creative products or services, including branding and use of social media.
		Entrepreneurship and Creative Business: Basic knowledge of how to start and manage a creative business, including legal and financial aspects.

3	Soft Skills Training	<p>Communication and Negotiation: Skills to communicate effectively and negotiate in a creative business context.</p> <p>Network Development: Techniques for building and maintaining professional relationships in the creative industries.</p> <p>Time Management and Productivity: How to manage time efficiently and increase productivity in creative projects.</p>
4	Technology and Digital Training	<p>Digital Marketing: Digital marketing techniques, including SEO, SEM, and online advertising campaign management.</p> <p>E-commerce: Knowledge of how to run and manage an online store or e-commerce platform.</p> <p>VR/AR Technology: Training in the use of virtual reality (VR) and augmented reality (AR) technologies if relevant to PMI's interests.</p>
5	Specific Creative Industry Training	<p>Fine and Performing Arts: Techniques in fine arts, performing arts, or crafts if PMI shows interest in these areas.</p> <p>Creative Writing and Journalism: Skills in writing, editing, and publishing for print or digital media.</p> <p>Music and Audio Production: Training in music production, composition, and audio editing.</p>
6	Access Training and Career Development	<p>Mentoring and Coaching: Guidance program to assist PMI with career transition and professional development.</p> <p>Portfolio and CV: How to create an effective creative portfolio and write a compelling CV for positions in the creative industries.</p>
7	Access Training and Technical Support	<p>Access to Tools: Training on how to use certain creative tools or software that may not have been available before.</p> <p>Technical Support: Technical assistance for problems that may arise when using digital tools or software.</p>

Implementation and Delivery of Training can be various such as: Face-to-face or Online Training: Adapt to PMI's accessibility and location in Indonesia; Short Courses and Workshops: For practical skills that require hands-on practice; Internship or Practicum Program: For direct experience in the creative industry; Webinars and Online Sessions: For training that can be done remotely. This training will help PMI to build relevant skills and prepare them to enter the creative industry market in Indonesia with more confidence and competence.

3.2 PBL English Learning Module

Levels of stress and general wellbeing problems among PMI are high, influenced by work pressure, adjustment difficulties and lack of support. Improving the welfare of PMI should be a priority, with a focus on psychological support, counseling and stress management. Policies that support the welfare of migrant workers need to be considered. There is a mismatch between PMI's skills and the work they do, which affects their job satisfaction and effectiveness. Better alignment between PMI skills and the type of work they do must be ensured to increase job satisfaction and productivity. Development of training programs that are more specific and relevant to PMI's needs, including improvements in technical skills, Mandarin and soft skills. Providing additional support and counseling to help PMI adapt to the work environment in Taiwan, as well as ensuring effective communication between PMI and employers. Adjusting policies related to PMI training, support and welfare based on survey data, as well as developing policies that support more effective management of migrant workers.

This survey revealed that there is an urgent need to improve training and support programs for PMI in Taiwan. Through increased skills, better training, and adequate support, PMI can be expected to have a more positive and productive work experience. Data from this survey provides a strong basis for improved policies, training programs, and better support to ensure that PMIs can contribute optimally in their workplaces and feel more satisfaction and prosperity in their roles in Taiwan. In addition to the training list above, this survey also provided an overview of 27 English language learning module books using the PBL (Publicpreneur Based Language Learning) approach or Publishing Entrepreneur Approach Language Learning. All this modules can be accessed in platform of Apptima School Writing and Publishing www.sekolahmenulis.id.

4 Conclusion

Based on the results of the competency specialization survey for Indonesian migrant workers (PMI) in Taiwan, several main conclusions can be drawn which describe the current situation, challenges faced, and recommendations for improvement. The following conclusion outlines the key results and their implications. Many PMIs face a gap between the skills they have and the skills required in their workplaces in Taiwan. Specific technical skills such as welding, machine maintenance and Chinese language skills are often inadequate. This gap requires serious attention in designing training programs that better suit the needs of industry in Taiwan. Additional training and skill building prior to departure is essential.

PMI shows a high need for technical and Mandarin language training. Soft skills training such as time management and cultural adjustments are also necessary. Training programs should be designed to cover specific technical skills, languages, and soft skills relevant to the type of work to be performed in Taiwan. The use of flexible training methods such as e-learning is also recommended. PMIs often experience difficulties in communicating with employers and face a lack of support from placement agencies and employers. The issue of cultural adjustment is also a significant challenge. Increased support from placement agencies and employers is needed, including assistance with communication and cultural guidance. Social and professional support programs must be improved to help PMI adapt to the new work environment. The survey of creative industry competency specialization among Indonesian Migrant Workers (PMI) in Taiwan as preparation for retirement is a very relevant and interesting topic. The aim is to identify PMI's potential and interest in the creative industry sector, as well as prepare them to switch to productive activities after returning to Indonesia. Below are some steps and aspects to consider in designing this survey.

Development of training programs that are more specific and relevant to PMI's needs, including improving technical and language skills. The addition of flexible training methods such as online courses is also recommended. Provision of additional support from placement agencies and employers, including counselling and guidance. Improved communication between PMI and employers to ensure clear expectations. Adjusting policies related to PMI training and support based on survey data, as well as developing policies that support PMI welfare and job satisfaction. The results of the survey data analysis provide a clear picture of the needs and challenges faced by PMI in Taiwan. These data are important for designing effective interventions in training, support, and policies to improve PMIs' work experience and well-being, and ensure that they can contribute optimally to their work in Taiwan.

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