

UDC 332

**ANALYSIS OF THE NEEDS OF INDONESIAN MIGRANT WORKERS: A STUDY
AT AGENCY FOR THE SERVICE, PLACEMENT AND PROTECTION OF INDONESIAN
OVERSEAS WORKERS, KUPANG, EAST NUSA TENGGARA**

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ABSTRACT

The placement of Indonesian Migrant Workers is an effort to carry out equal rights and opportunities for workers to obtain decent work and income. The implementation of which is carried out with due regard for dignity, human rights, and legal protection, as well as equal employment opportunities and provision of labor work in accordance with national interests. Indonesian Migrant Workers (*Pekerja Migran Indonesia/PMI*) are Indonesian citizens who will, are, or have performed work receiving wages outside the territory of the Republic of Indonesia. The purpose of this paper is to determine the extent to which aspects of the needs of Indonesian Migrant Workers (PMI) are based on Maslow's Hierarchy of Needs which consists of 5 (five) levels of needs, those are: Physiological Needs, Safety Needs, Need for a sense of belonging and affection (Social Needs, Esteem Needs, and Self-actualization Needs). The results of this study indicate that the Hierarchy of Indonesian Migrant Workers' Needs is already at the second level, that is the Need for Security (Safety/Security Needs) with a percentage of 62.50%. Another result obtained from this study is that the fulfillment of needs must be tiered based on Maslow's Hierarchy of Needs Theory is "no longer appropriate or irrelevant". With the pattern matching technique proposed by Yen, the researcher gets a new comprehension, that is the Hierarchy of Individual/Human Needs which only has 3 (three) levels greatly affect social status in society so that each individual tries to meet every level of the need, i.e. Physiological Need (Physiological Needs), Esteem Needs and Self-actualization Needs.

KEY WORDS

Physiological needs, need for security, need for ownership and love, need for appreciation, need for self-actualization.

The population is increasing and employment opportunities in the country are still limited, thus Indonesian Government is expected to cooperate with other countries to opening up job opportunities for Indonesian citizens to work abroad.

In accordance with Law number 6 of 2012 concerning Ratification of the International Convention On The Protection Of The Rights Of All Migrant Workers And Their Families Members (International Convention Concerning the Protection of the Rights of All Migrant Workers and Members of Their Families) (State Gazette of the Republic of Indonesia 2012 number 115, Supplement to the State Gazette of the Republic of Indonesia Number 5314); Indonesian Citizens or Indonesian Migrant Workers, hereinafter referred to as PMI who wish to work overseas, must meet the applicable requirements in Law Number 18 of 2017 concerning Protection of Indonesian Migrant Workers, which one of the duties and responsibilities is assigned to The National Board for the Placement and Protection of Indonesia Overseas Workers (*Badan Nasional Penempatan dan Perlindungan Tenaga Kerja Indonesia/BNP2TKI*).

The Service Center for Placement and Protection of Indonesian Migrant Workers in Kupang, hereinafter referred to as Agency for the Service, Placement and Protection of Indonesian Overseas Workers (*Balai Pelayanan, Penempatan, dan Perlindungan Tenaga Kerja Indonesia/BP3TKI*) KUPANG, is located in Kupang City to facilitate the process of placing PMI abroad in East Nusa Tenggara Province. Indonesian Migrant Workers (PMI) who

can work abroad should go through a process based on a mechanism online which is known as the Overseas Workforce Computernization System (SISKO-TKLN) which leads to BP3TKI. Based on data on BP3TKI Kupang, it shows that the Placement of Indonesian Migrant Workers (PMI) Abroad for East Nusa Tenggara Province for the last 5 (five) years:

Table 1 – Data on Procedural / Legal Placement of PMI Abroad for the last 5 (five) years 2015 s/d 2019

2015	2016	2017	2018	2019	TOTAL
2708	2046	1739	1613	642	8748

Source: BP3TKI Kupang, 2019.

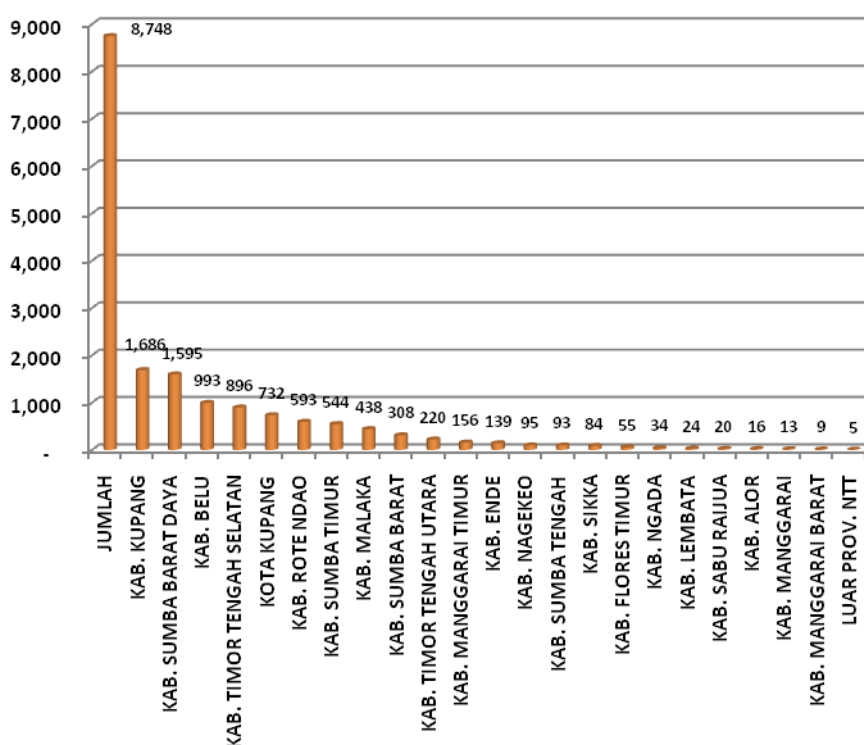


Figure 2 – Graph of PMI Placement Abroad by procedure/Legal 2015-2019 Based on Regency/City.

The data show that there were 8,748 PMIs procedurally placed during 2015 to 2019, 235 PMIs had problems and 23 PMIs died, while 891 PMIs had problems with non procedural problems and 310 had died. Judging from the data obtained, it shows that quite a lot of Indonesian Migrant Workers (PMI) have made choices to work abroad to meet their daily needs. The author is interested in knowing whether PMI who works abroad only to meet basic (physiological) needs or whether some have the goal of meeting needs at a higher level.

Starting from the facts and problems above, the focus of this research is directed to analyze the extent to which the aspects of the needs of Indonesian Migrant Workers (PMI) are based on Maslow's Hierarchy of Needs theory so that PMI chooses to work abroad. Based on the thoughts described above, the authors are interested in conducting research with the title "Analysis of the Needs of Indonesian Migrant Workers (PMI) (Study at Agency for the Service, Placement and Protection of Indonesian Overseas Workers (*Balai Pelayanan, Penempatan, dan Perlindungan Tenaga Kerja Indonesia/BP3TKI*) Kupang - East Nusa Tenggara). Furthermore, the usefulness of this research can be seen from two

aspects, those are; (1) Theoretically, this analysis is to enrich the knowledge of Public Administration Science, especially the Aspects of Community Needs. (2) Practically, as information and consideration for policy makers in the formulation of appropriate mechanisms and rules for implementing the placement and PMI as well as information material for other researchers in the context of conducting further research..

LITERATURE REVIEW

Human resources (HR) contain two definitions. First, human resources enclose the meaning of work businesses or services that can be provided in the production process. In this case HR reflects the quality of the business provided by a person at a certain time to produce goods and services. The second definition of HR concerns people who are able to work to provide services or work businesses. Being able to work means being able to carry out activities that have economic value, i.e. these activities produce goods or services to meet community needs. Physically, the ability to work is measured by age. In other words, people of working age are considered capable of working. The population group in the working age group is known as a worker or man power. In short, the workforce or labor is defined as the work-ing age population (Sumarsono, 2009).

Sumarsono (2003) defines that human resources have several definitions, such as human resources are work efforts that are beneficial to the continuity of production. Meanwhile, the second meaning, human resources are groups of people consisting of people who have the ability to provide services. Meanwhile, Hariandja (2003) interpreted human resources as an important factor for a company apart from capital. This human resource factor is considered important because it requires good management in order to improve the quality of the organization and company. Furthermore, according to Mathis and Jackson (2009), human resources are a design of various formal systems in companies and organizations that function to ensure that the use of human talents and interests can be used to achieve the goals of the organization or company effectively and efficiently.

Labor has several definitions, according to Law No. 13 of 2003 on manpower, labor is anyone who is able to do work to produce goods and / services both to meet their own needs and for the community. In Law no. 25 of 1997 defines workers as residents aged 15 years or more, while in the latest law on manpower, namely Law no. 13 of 2013 does not provide an age limit in the definition of labor, but the law prohibits the employment of children. Children according to Law no. 25 of 1997 concerning employment are men or women who are less than 15 years old.

Labor includes residents who are already or currently working, who are looking for work, and who carry out other activities such as going to school and taking care of the household (Simanjuntak, 1985). There are 2 (two) elements contained in Labor, those are:

1. Workforce. It is the part of the labor that wants and that actually produces goods and services. The work force consists of those who work and those who are unemployed and looking for work. The non-labor force group consists of those who attend school, those who take care of the household, and other groups or income earners. The three groups in the non-labor force can at any time offer their services to work. Therefore, this group is often called a potential labor force (Simanjuntak, 1985). The size of the supply or supply of labor in society is the number of people who offer their services for the production process. Some of them are already active in activities that produce goods or services. They are called the working group or employed persons. Some others are classified as ready to work and are trying to find work, they are called job seekers or unemployed. The number of employed and job seekers is called the labor force (Simanjuntak, 1985).
2. Job Opportunities. According to Esmara (1986: 134), it is defined as the number of people who work or people who have obtained a job, the more people who work, the wider the job opportunity. While Sagir (1994: 52), gives the definition of job opportunities as business fields or job opportunities that are already available for work as a result of an economic activity, thus job opportunities include jobs that have

been filled and job opportunities can also be interpreted as participation in development. Sukirno (2000: 68), provides an understanding of job opportunities as a condition in which all workers who want to work at a certain wage level will easily get a job.

Based on the above definition, the researcher can conclude that job opportunities are people of productive age who have a job or do not have a job / are unemployed or are looking for work. Meanwhile, based on the description of the workforce above and according to the research objectives, the researcher focuses more on the concept of job opportunities, which describes the availability of employment and workers who are already working so as to reduce the impact of unemployment.

Work is a human right that must be upheld, respected, and guaranteed for its enforcement as mandated in the 1945 Constitution of the Republic of Indonesia; that the state guarantees rights, opportunities, and provides protection for every citizen without discrimination to obtain decent work and income, both inside and outside. country according to expertise, skills, talents, interests and abilities.

Law Number 39 of 2004 concerning the Placement and Protection of Indonesian Workers Abroad. Indonesian Workers are hereinafter referred to as TKI, so far as a guideline for the Procedural / Official / Legal Placement of Indonesian Workers (TKI). So that BP3TKI Kupang as the Regional Government carries out the Vision and Mission of Placement and Protection of TKI. In line with the development of the needs for the placement and protection of Indonesian Migrant Workers, the Government has enacted Law Number 18 of 2017 as a substitute for Law Number 39 of 2004 and Law Number 18 of 2017 concerning PROTECTION OF MIGRANT WORKERS. In Law Number 18 of 2017, the term "Indonesian Migrant Workers (*Tenaga Kerja Indonesia/TKI*)" is replaced by the title "Indonesian Migrant Workers", hereinafter referred to as "PMI/*Pekerja Migran Indonesia*".

Indonesian Migrant Workers must be protected from human trafficking, slavery and forced labor, victims of violence, abuse, crimes against human dignity, and other acts that violate human rights. The placement of Indonesian Migrant Workers is an effort to realize equal rights and opportunities for workers to get decent work and income, the implementation of which is carried out by taking into account the dignity, human rights and legal protection, as well as equal employment opportunities and the provision of workers according to their interests. The state is obliged to fix the entire protection system for Indonesian Migrant Workers and their families that reflects the human value and dignity as a nation starting from before working, during work, and after work. Placement and protection of Indonesian Migrant Workers need to be carried out in an integrated manner between government agencies, both central and regions by involving the community;

Needs are one of the psychological aspects that move living things in their activities and become the basis for trying. Humans work basically to meet basic needs or primary needs, when primary needs are met, then humans try to meet secondary needs or other needs. The famous theory is A Theory of Human Motivation, Maslow (1943). He assumed that the needs at lower levels must be met or at least sufficiently met before the needs at higher levels become motivating. This concept of hierarchical basic needs began when Maslow made observations on monkey behavior.

Based on his observations, it was concluded that some needs take precedence over other needs. For example, if an individual feels thirsty, the individual will tend to try to quench his thirst. Individuals can live without food for weeks. But without water, individuals can only live for a few days because the need for water is stronger than the need for food.

Maslow often denoted these needs as basic needs which are described as a hierarchy or ladder that describes the level of needs. There are five levels of basic needs, i.e. physiological needs, need for security, need for belonging and affection, need for appreciation and the need for self-actualization. Maslow hypothesized that after the individual satisfies the need at the lowest level, the individual will satisfy the need at the next level. If at the highest level but basic needs are not satisfied, then the individual can return to the previous level of need.

According to Maslow, (1954, "Motivation and Personality") the fulfillment of these various needs is driven by two forces, those are deficiency motivation and growth motivation. Deficiency motivation aims to overcome the problem of human tension because of various deficiencies. Meanwhile, growth motivation is based on the capacity of every human being to grow and develop. This capacity is the nature of every human being. The level of needs can be described as follows:



Figure 3 - Level of Needs Based on Maslow's Hierarchy of Needs

The most basic needs of everyone are physiological needs, namely the need to sustain their physical life. These needs such as the need for food, drink, shelter, sleep and oxygen (clothing, food, shelter). Physiological needs are the most basic and great potential for all the fulfillment of the needs on it.

Physiological needs differ from other needs in two ways. First, physiological needs are the only needs that can be fully satisfied or at least can be overcome. Humans can feel enough in the activity of eating so that at this point, the driving force to eat will be lost. For someone who had just finished a large meal, and then the thought of another meal was enough to make him nauseous. Second, what is peculiar to physiological needs is the nature of their repetition. After humans eat, they will eventually become hungry again and will continue to look for food and water again. Meanwhile, the needs at higher levels do not continue to emerge. For example, someone who has at least partially met their needs to be loved and appreciated will still feel confident that they can maintain their fulfillment of those needs without having to seek them out again.

Once physiological needs are sufficiently satisfied, emerges what Maslow calls security needs. These needs for security include physical security, stability, dependence, protection and freedom from threatening forces such as crime, war, terrorism, disease, fear, anxiety, danger, chaos and natural disasters as well as psychological needs that threaten mental conditions such as not being ridiculed, not be humbled, not stressed, and so on. The need for security is different from the physiological need in that it cannot be fully met.

Humans can never be fully protected from the threats of meteors, fires, floods or other people's dangerous behavior. According to Maslow, unsafe people behave in the same way as unsafe children. They will behave as if they are always in grave danger. An insecure person has an excessive need for order and stability and will go to great lengths to avoid foreign and unexpected things.

When the physiological needs and the need for security have been met, then the need for love, affection and belonging will arise. These needs include encouragement to be needed by others so that they are considered members of their social community. Forms of fulfilling these needs include friendship, the desire to have a partner and offspring, the need to be close to family and interpersonal needs such as the need to give and receive love. A person whose love needs have been relatively fulfilled since childhood will not feel panic when rejecting love. He will have great confidence that he will be accepted by people who are important to him. When other people reject him, he will not feel devastated.

For Maslow, love involves a healthy and loving relationship between two people, including mutual trust. Often love is damaged when one party is afraid of his weaknesses and mistakes. Maslow also said that the need for love includes love that gives and love that receives. We should understand love, should be able to teach it, create it and predict it. Otherwise, the world will drift into waves of hostility and hatred

After the needs of being loved and belonging are fulfilled, then humans will be free to pursue their ego's needs as the desire to achieve and have prestige. Maslow found that everyone has two categories regarding the need for rewards, i.e. lower needs and higher needs. Lower needs are the need to respect others, the need for status, fame, glory, recognition, attention, reputation, appreciation, dignity, even domination. The high need is the need for self-esteem including feelings, beliefs, competence, achievement, mastery, independence and freedom. Once humans can fulfill their need to be appreciated, they are ready to enter the gate of self-actualization, the highest need that Maslow found.

The last level of Maslow's basic needs is self-actualization, which is the need to prove and show himself to others. At this stage, a person develops to the maximum of all his potential. Self-actualization needs are needs that do not involve balance, but involve a continuous desire to fulfill potential. This need is described as the desire to become more and more of itself to its fullest extent, to become whoever they can be. Initially Maslow assumed that the need for self-actualization arose as soon as the need to be appreciated was met. However, during the 1960s, he realized that many young people [in Brandeis] had sufficient fulfillment of lower needs such as reputation and self-esteem, but they had not been able to achieve self-actualization yet.

Migration is the movement of population with the aim of settling from one place to another beyond political / state boundaries or administrative boundaries / part boundaries within a country. Therefore, Indonesian Migrant Workers (PMI) who work abroad are also included in migration activities. According to Lee (1966) migration in a broad sense is a permanent or semi-permanent change of residence. Here there are no restrictions, either on the distance of movement or its nature, that is, whether the difference is voluntary or forced. So migration is the movement of people from one place to another with the intention of settling in the destination.

Lee (1966) in an article entitled "A Theory Of Migration" states that the volume of migration in a developing region is in accordance with the diversity of the region in the region. In the area of origin and destination there are positive factors (+), negative factors (-) and there is also a neutral factor (0). Positive factors are factors that benefit if you live in this area there are schools, job opportunities or a good climate. The negative factor is the shortage factor in the area concerned so that someone wants to move from that place. The difference in cumulative values between the two places tends to lead to a flow of population migration.

Furthermore, Lee also explained that the size of the migration flow is also influenced by obstacles between, for example high moving costs, the topography of the area of origin and the destination is hilly and limited means of transportation or high taxes to enter the destination area. Individual factors play an important role, it is he who assesses an area positively or negatively and it is he who ultimately decides whether to move or not.

According to Lee, there are 4 (four) factors that cause people to make the decision to migrate:

- Factors in the area of origin (Push Factors); (a) Economic Factors; In general, population mobility is due to someone wanting to change their standard of living for the better. (b) Educational factors; The education factor is also one of the driving factors for immigrants to carry out population mobility. According to Lee "the volume of migration in a certain area develops according to the level of development, which attracts people from various types of education". (c) Transportation Factors; The availability of transportation facilities is one of the driving forces for mobility because with a complete means of transportation, the community can make it easier to access outside the region to improve the economy in an area and make it easier for people to work or go to school;

- Factors contained in the destination area (Pull Factor); (a) Availability of employment opportunities; (b) The opportunity to get a higher income. (c) Higher opportunities for education. (d) A pleasant environment. (e) Progress at the destination;
- Intervening Obstacles; When someone migrates from their place of origin to their destination, there are always obstacles between these two areas. These obstacles can be in the form of distance, rules and risks faced by those who are left behind as well as risks to be faced in the migration destination. This factor is crucial in making a person's decision to migrate;
- Personal factors; This personal factor has a very important role in making decisions whether to migrate or to survive with conditions in the area of origin. All factors, both driving factors, pull factors and intermediate obstacles, will be considered, positive factors (+), negative factors (-) or neutral factors (0). At this stage, sensitivity, intelligence and a commitment are needed in making the decision to migrate or not.

METHODS OF RESEARCH

The method conducted in this very research is a case study with qualitative approach (Creswell, 2015) in which the researcher does not propose to test the hypothesis, yet barely intends to describe the facts about an event or situation. This approach was chosen on the grounds that this method will allow researchers to more deeply reveal the phenomena that occur and the reasons for an event, and how it impacts or affects them.

This research was conducted or as a research focus at Agency for the Service, Placement and Protection of Indonesian Overseas Workers (*Balai Pelayanan, Penempatan, dan Perlindungan Tenaga Kerja Indonesia/BP3TKI*) Kupang - East Nusa Tenggara, Kupang City. BP3TKI Kupang is a government agency that has the duties and functions on the placement service and protection for PMI.

The focus of this research is the Hierarchy of Needs of Indonesian Migrant Workers (PMI) based on Maslow's Hierarchy of Needs, with the research sub-focus, i.e. (1) Physiological Needs; (2) security/safety needs; (3) affection and belonging needs; (4) esteem needs; and (5) self-actualization needs. In determining the informants of this study, the researcher used two techniques, specifically purposive sampling and accidental sampling. In determining key informants, researchers used accidental sampling techniques, while determining additional informants using purposive sampling technique (Sugiyono, 2005: 53). The data source comes from primary data and secondary data.

Data collection techniques are conducted by using questionnaires, interviews and documentation. The data analysis technique used is Pattern Matching (Yin, 2008), using pattern matching logic. This rationale compares the pattern based on empirical data with the predicted pattern (or with some alternative predictions). If these two patterns are similar, the results can reinforce the internal validity of the case study concerned, which begins with examining all available data from various sources. That is questionnaires, interviews, and documentation. The results of the data obtained are analyzed appropriately so that the correct conclusions can be drawn. The data validity checking technique used was triangulation.

RESULTS AND DISCUSSION

To find out the main drive of PMI's income after working abroad, the researcher has conducted interviews and filled out a questionnaire with very simple questions and those same questions are addressed to all PMI as informants, the level of PMI's needs is based on Maslow's Hierarchy of Needs as follows:

The question that is asked is after getting an income / salary, will you use it to meet your family's food and minimum needs, make a decent house, buy proper clothes and proper home furniture?

From the results jotted down in the questionnaire and from interviewing all 36 (thirty six) informants above, it shows that the needs that will be met by Indonesian Migrant

Workers (PMI) after obtaining income / salary while working abroad for the level of Physiological Needs based on Maslow's Hierarchy of Needs, most of them have been fulfilled so that they have a goal to meet the needs of a higher level. This shows that the general opinion or view of the public so far regarding the purpose of PMI to work abroad solely to fulfill basic needs or Physiological Needs is not correct.

The question that is asked is after getting income / salary, will you use it to pay debts, live in peace because basic needs and health are met, collect business capital and education costs?

From the results jotted down in the questionnaire and from interviewing all 36 (thirty six) informants based on the Safety / Security Needs above, it shows that this need is higher or greater than the Physiological Needs. All informants or as many as 36 (thirty six) stated that they strongly agree and agree that they will raise capital to open their own business and save for the future. On the other hand, 24 (twenty four) informants have the goal of education, namely to send their children to school. and their sister. But among that there are as many as 4 (four) people who have the goal of continuing their education or going to college again with the results of their own efforts.

This illustrates that the income earned by PMI provides many changes, especially the increase in Human Resources (HR), both directly and indirectly, namely sending their families to school. On the other hand, as many as 7 (seven) PMI people have the goal of buying assets and luxury goods, including buying private cars, buying buses, buying land and building houses / boarding houses for rent and some buying rice fields. These results indicate that PMI's needs are above Physiological needs or have reached the level of Safety Needs.

The question that is asked is after getting an income / salary, will you use it to take care of your marriage, fulfill your needs so that it is loved and loved by your family, make changes in society so that many people love, can determine your own life partner?

From the results jotted down in the questionnaire and from interviewing all 36 (thirty six) informants based on the Social Needs, it shows that, at this level of need, Indonesian Migrant Workers (PMI) have partly entered this level. Although there are not too many, it has shown that the purpose of PMI to work abroad for some people is to fulfill the need for a sense of belonging and compassion (Social Needs), not merely to fulfill their Physiological Needs.

The question that is asked is after receiving income / salary to improve the standard of living of the family so that the community does not underestimate and elevate family status, if successful, can it get respect and attention from others, if it succeeds in getting a good name / reputation and fame?

From the results jotted down in the questionnaire and from interviewing all 36 (thirty six) informants based on the Esteem Needs, it shows that, at this level of need, most of the Indonesian Migrant Workers (PMI) have also entered this level. Although there are not too many, it has shown that the purpose of PMI working abroad for some people to fulfill their Esteem Needs is not merely to fulfill their Physiological Needs, Safety Needs or Affection and Belonging Needs (Social Needs).

The question that is asked is after getting an income / salary to bring success in life so that it can influence other people to follow my wishes and breakthroughs and be able to take control and gain a strategic position in society?

From the results jotted down in the questionnaire and from interviewing all 36 (thirty six) informants based on the need for self-actualization needs, it shows that, at this level of need, only a small proportion of Indonesian Migrant Workers (PMI) have entered this level. However, this shows that PMI does not only work abroad to fulfill Physiological Needs, Safety / Security Needs and Social Needs and Esteem Needs.) but more than that there are those who already have a goal to fulfill the need for Self-actualization Needs.

From the results of interviews with additional informants as well, the researchers take the conclusions that basically PMI who work abroad has the goal of meeting the needs of life and improving the standard of living. On the other hand, many PMI also have business objectives, education and luxury goods or not only basic needs. The explanation obtained

from the informants can change our mindset where so far almost the entire community has the view that being PMI only meets basic needs. The other side shows that efforts to improve human resources are also reflected in PMI's main goals in the field of education, both for themselves and for their families.

DISCUSSION OF RESULTS

During the data analysis process, the authors adopted data analysis method from Sugiyono (2012). The following was the formula employed for the process.

$$\text{Formula} = \frac{n}{N} \times 100\%$$

Description:
 n = Number of Respondents (Informants who Gave Responses)

Table 2 described results of the data analysis.

Table 2 – Hierarchical Needs of Indonesian Migrant Workers based on Maslow’s Hierarchy of Needs

HASIL ANALISIS JAWABAN INFORMAN UTAMAN MELALUI WAWANCARA DAN PENGISIAN KUESIONER SEBANYAK 36 ORANG PMI											
NO	HIRARKI KEBUTUHAN PMI BERDASARKAN HIRARKI KEBUTUHAN MASLOW	JUMLAH NILAI					PROSENTASE				
		SS	S	TS	STS	JUM LAH	SS	S	TS	STS	JUMLAH
L	KEBUTUHAN										
A.	Kebutuhan Fisiologis (<i>Physiological Needs</i>)	19	11	5	2	36	52,78%	29,17%	12,50%	5,56%	100%
B.	Kebutuhan Akan Rasa Aman (<i>Safety/Security Needs</i>)	23	8	3	2	36	62,50%	22,92%	8,33%	6,25%	100%
C.	Kebutuhan Akan Rasa Memiliki Dan Kasih Sayang (<i>Social Needs</i>)	15	10	8	4	36	41,67%	26,39%	22,22%	9,72%	100%
D.	Kebutuhan Akan Penghargaan (<i>Esteem Needs</i>)	21	7	6	2	36	59,26%	20,37%	15,74%	4,63%	100%
E.	Kebutuhan Akan Aktualisasi Diri (<i>Self-actualization Needs</i>)	9	8	12	8	36	23,61%	20,83%	33,33%	22,22%	100%

Source: primary and secondary data; 2020.

The author also showed the data on Table 2 into Figure 3.

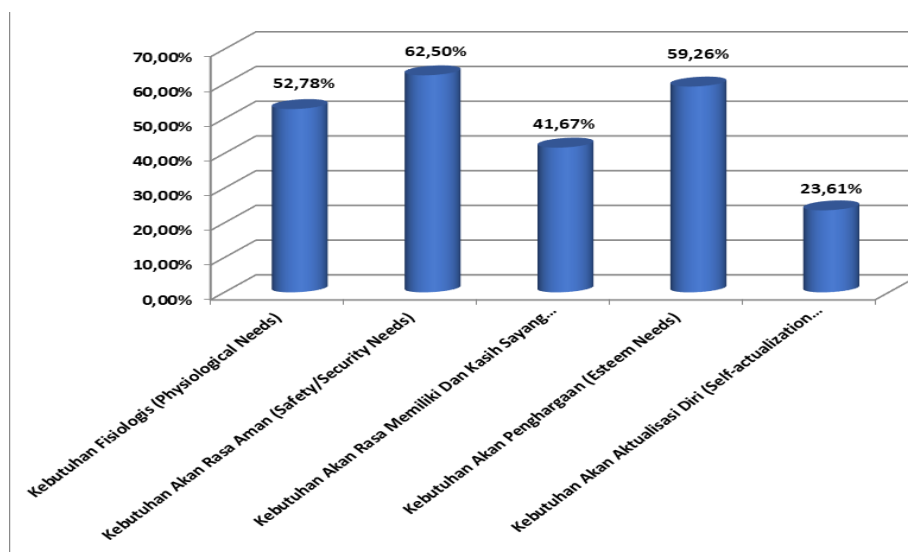


Figure 3 - Hierarchical Needs of Indonesian Migrant Workers Based on Maslow’s Hierarchy of Needs

CONCLUSION

In general, Indonesian migrant workers are motivated to work in foreign countries in order to fulfill their need and improve their standard of living.

The strongest motivating factor is lack of job opportunities in East Nusa Tenggara, while the pull factor is higher salary, which enables these workers to reach their goals more quickly.

Based on Maslow's Hierarchy of Needs, need of the migrant workers can be divided into five, namely:

1. Physiological Needs. This is the first stage of Maslow's Hierarchy of Needs. 52.8% of the migrant workers admitted that they decide to work abroad to fulfill their Physiological Needs.
2. Safety/Security Needs. The data analysis showed that 62.50% of the workers left their homeland to work to fulfill Safety/Security Needs. This type of need has a higher percentage compared to the previous one indicating that the migrant workers have been able to fulfill their Physiological Needs, and as the result, start thinking about Safety/Security Needs.
3. Social Needs. Based on the data analysis, 41.67% of the migrant workers had Social Needs. The percentage is lower than those of Physiological Needs and Safety/Security Needs. Despite of this lower percentage, the workers have showed need for the third level of Maslow's Hierarchy of Need.
4. Esteem Needs. The data indicated that 59.26% of the migrant workers flew to foreign countries to work in order to fulfill the fourth level of Maslow's Hierarchy of Needs. Percentage of Esteem Needs is higher than those of Physiological Needs and Safety/Security Needs, but lower than that of Safety/Security Needs.
5. Self-actualization Needs. 23.64% of the migrant workers showed Self-actualization Needs, the highest level of Maslow's Hierarchy of Needs. Although this type of need has the lowest percentage, the percentage reveals that Indonesian migrant workers have had Self-actualization Needs.

Based on the data, the type of Maslow's Hierarchy of Needs the migrant workers can fulfill the most is Safety/Security Needs (62.50%).

The findings provide evidence against public opinion that said Physiological Needs is the only motivation for Indonesian Migrant Workers to work outside the country. In other words, the findings of the study did not support the public opinion.

The study also suggested that Maslow's Hierarchy of Needs Theory that "*human being satisfy their needs in hierarchical order*" "*is not suitable or relevant anymore.*"

The analysis showed that human needs consists of 3 (three) levels/ stages. The Hierarchy of Needs has a significant influence toward Social Status, and as the result, each individual strives to fulfill each stage of needs, namely: Physiological Needs; Esteem Needs: Wealth, Position, Education; Self-actualization Needs.

Based on the findings and conclusion, the authors would like to propose some suggestions to the government of East Nusa Tenggara, future research, and Indonesian migrant workers. The suggestions are as follows:

1. Regional Government of East Nusa Tenggara should establish policy on Indonesian Migrant Worker Placement and Protection that enshrines migrant workers. The findings of this study clearly show that working in foreign countries enables migrant workers to fulfill not only their needs, but also those of their family. More importantly, the migrant workers also contribute toward their community, regional, and foreign exchange;
2. Future researchers should conduct further analysis investigating how much contribution the migrant workers have toward human resource development, for example number of migrant workers who can afford sending their family members to school or pursue higher education upon returning to Indonesia;
3. Indonesian migrant workers should be proud of their hard work and be aware of how much impact they have had toward their family, community, regional, and Indonesia.

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