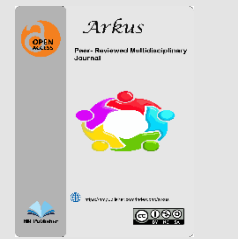




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Analysis of Administrative Burden on Semarang Regency Manpower and Transmigration Office

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ABSTRACT

The government organization responsible for managing, promoting, and supervising the employment sector is the Manpower and Transmigration Office or Disnakertrans. The Manpower and Transmigration Department, which is responsible to the Governor through the SEKDA, is tasked with implementing government policies related to employment and transmigration. This research uses a normative juridical method, namely a method that looks at legal doctrine, principles, norms, and general rules through the lens of literature study and legal research, as well as using interviews and observations. This research discusses the administrative burden borne by the community as well as the effectiveness of work programs offered by the Manpower and Transmigration Office. The programs of the Semarang Regency Manpower and Transmigration Office have been running effectively, although there are still several challenges and obstacles. Apart from that, there is an administrative burden on society, where people with low backgrounds have difficulty accessing social media to search for information related to the Manpower and Transmigration Department.

1. Introduction

Indonesia's economy has grown significantly in recent years, aided by important industries such as services and agriculture.¹ However, there are several obstacles facing the labor market, such as high unemployment, lack of skilled labor, and changes in workers' positions due to technological advances. Work is defined as any action carried out with the intention of ensuring survival and meeting needs. Article 1 paragraph (1) Law no. 13 of 2003 defines employment as all activities related to labor that are carried out before, during, and after the work day.¹ As one of the developing countries on the Asian continent, Indonesia has many of the same population problems as other developing countries, especially those related to employment issues, such as the gap between the

number of the workforce and job prospects, the relatively low quality of the workforce, and the distribution of the workforce. uneven distribution, and high unemployment rates. One of the efforts made to reduce the unemployment rate in Indonesia is by establishing the Manpower and Transmigration Service. The Great Indonesian Dictionary (KBBI) defines "service" as a part of a government office that handles certain tasks and/or matters related to (government) services, not something personal.

The Manpower and Transmigration Office, also known by its abbreviation, Disnakertrans, is a government agency tasked with encouraging, managing, and supervising the employment sector. Disnakertrans also offers training to prospective employees so that they can acquire specific skills to

respond to requests from job seekers, expand job opportunities, improve workforce placement services, and offer labor market and job market data. The Manpower and Transmigration Service is the implementing element of government activities in the field of employment and transmigration, which is under and responsible to the Governor through the SEKDA. The existence of the Manpower and Transmigration Service is very important and urgent when viewed from the perspective of a country's social and economic development. This is very important in the management and optimization of human resources, which are vital for a country's development. The Department of Manpower is responsible for setting up initiatives that promote workforce development, skills enhancement, and job creation, thereby significantly reducing unemployment rates and increasing productivity. Meanwhile, controlling population migration is a strategic responsibility of the Transmigration Service to reduce development gaps between regions. Through designing, implementing, and monitoring transmigration initiatives, Manpower and Transmigration contribute to reducing regional disparities and promoting equitable growth.^{2,3}

The Manpower Department directly supports Semarang Regency's economic growth by emphasizing workforce training, job creation, and skills improvement. Apart from that, the Manpower and Transmigration Department also monitors population distribution by considering development needs in various regions through the transmigration program. Its existence is also very important to facilitate coordination between local communities, companies, and the government to build a conducive work environment. The Semarang Regency Manpower and Transmigration Service is an important component in achieving sustainable development and welfare of local communities because it recognizes and supports the potential of local human resources and facilitates planned population mobility. This study aims to describe the administrative burden on the Semarang Regency Manpower and Transmigration Office.

2. Methods

This research uses a normative juridical method, namely a method carried out using legal research using a literature study by examining legal doctrine, principles, norms, and general rules in the Herzien Inlandsch Reglement (HIR), as well as Law Number 7 of the Year 1989 relating to the Civil Procedure Code (KUHPdt), and additional regulations relating to research issues.³ Law is often understood as what is written in statutory regulations (law in book) or as rules or norms that function as a guide to community behavior regarding what is considered appropriate in research that uses normative juridical methods. This research uses data collection techniques by conducting observations and interviews.⁴ The aim of the research method itself is to collect various theories, as well as writings that are directly relevant to the problem being studied. This strategy aims to collect various types of theories and literature that are closely related to the problem being researched.

3. Results and Discussion

Effectiveness of the Semarang Regency Manpower and Transmigration Office Work Program

Effectiveness is a term used to describe a process that shows the level of success or achievement of a goal, which is measured in terms of quality, quantity, and time in accordance with the previous discussion. Steers (1984) defines effectiveness as the extent to which a program, as a system with certain resources and means, can achieve its goals and objectives without hampering these resources and methods and placing undue pressure on the implementation process.⁵ The effectiveness of a work program in an official service can be measured from various criteria that show the success of the program in achieving goals and providing a positive impact. One of the main benchmarks is the achievement of goals and targets, which are used to assess how well the program performs in achieving the set quantitative and qualitative targets. Apart from that, evaluations also focus on social and economic impacts by measuring increases in community welfare, reductions in poverty

rates, or economic growth in certain areas. Apart from the effective use of resources such as budget and workforce, another important indicator of program effectiveness is the level of community participation in its implementation.

Assessment of service quality, innovation, and continuous improvement, based on program implementation feedback, contributes to the development of a comprehensive picture of the extent to which the agency's programs are delivering desired results. A more comprehensive picture can be obtained through the use of key performance indicators (KPIs) and risk assessments, and it is important to consider the sustainability of a program once implemented. Through the integration of various evaluation methodologies, an agency can gain a deeper understanding of the effectiveness of work programs and ensure that the policies implemented provide the most beneficial results for the communities or sectors they serve.

The effectiveness of the Manpower and Transmigration Department's work program is very relevant in the context of Indonesia's social and economic development. Rapid growth in the workforce, together with significant regional disparities, poses major challenges in managing the workforce effectively.⁶ Changes in migration patterns, both internal and international, also influence the dynamics of labor and transmigration, requiring adjustments in work programs. Global factors such as changes in global markets, international trade, and investment also have a direct impact on work programs at the Manpower and Transmigration Department.

Evaluation of previous programs is the basis for identifying deficiencies and opportunities for improvement. The influence of technology and digitalization in the way these programs are run, especially in terms of job search, training, and data recording, is an important factor. The Manpower and Transmigration Department's work program requires continuous policy updates to answer these various challenges. In this case, achieving national

development goals such as creating jobs, increasing productivity, and reducing poverty is greatly helped by the success of the Department of Manpower and Transmigration's work program. With this in-depth knowledge, more investigations and assessments are needed to address these issues and promote sustainable development in Indonesia.

The official work program is closely related to the State Administrative Law (HAN), along with the principles of legality that regulate the basics of its implementation. In implementing this program, the legal aspect also includes compliance with applicable laws and regulations, thereby ensuring that the actions taken are in accordance with the law. The administrative processes involved in the Disnakertrans work program are also subject to HAN provisions, which regulate administrative procedures that must be followed in planning, implementing, and evaluating the program. Setting the Manpower and Transmigration Department's work program budget also includes HAN aspects with budget planning, financial management, and financial accountability in accordance with legal provisions. Apart from that, fulfilling legal obligations related to rights and obligations in relation to third parties, protecting the rights of citizens, and protecting personal data are also important parts of carrying out the Manpower and Transmigration Department's work program. In addition, if there is a dispute related to the work program of the state administrative legal service, it provides a legal basis for filing a lawsuit with the administrative court in an effort to seek a legal resolution. Thus, HAN plays an important role in organizing, implementing, and supervising the work program of the Manpower and Transmigration Department, ensuring that the program runs in accordance with the principles of fair, transparent, and just public administration.

In this context, it is also found in the work program of the Semarang Regency Manpower and Transmigration Department. The work program includes; (1) Regency/city regional government affairs support program, which aims to prepare planning

documents and documents relating to administration, provision of employee salaries, and procurement of office goods; (2) Job training and labor productivity programs aim to reduce unemployment through the implementation of job training and coaching; (3) The labor placement program aims to provide employment services between districts/cities, issuing permits for labor placement institutions, managing labor market information, protecting pre- and post-placement workers; (4) The industrial relations program aims to create harmonious industrial relations between the government, employers and workers (tripartite), preventing and resolving industrial relations problems; (5) Transmigration area planning program, which aims to even out population distribution to places that are not densely populated; (6) Transmigration area development program.

The programs above have run well, although there have been problems in some programs. As with job training programs and workforce productivity, problems arise where job training centers (BLK) are unable to accommodate all training participants in terms of facilities, infrastructure, and time. The effort to resolve these obstacles is to collaborate with job training institutes (LPK) and vocational high schools (SMK) in Semarang Regency. Then, in the transmigration area planning program, there was an obstacle where the Semarang Regency Manpower and Transmigration Office could not send prospective immigrant workers to the location without approval from the central Manpower and Transmigration Office.

In terms of increasing employment opportunities, the Semarang Regency Manpower and Transmigration Department provides several efforts, namely: inventory of the Business World, Industrial World and World of Work (DUDIKA), validation of Mandatory Company Employment Reporting (WLKP) data, searching for information on job vacancies, creating Memorandums of Understanding (MoU) with companies to fill job vacancies, fill vacancies from job seekers, especially those trained by the Manpower and Transmigration Department so that there are work and placement programs. The existing work program at the Manpower

and Transmigration Department in Semarang Regency has been running effectively, where every obstacle and challenge faced has received solutions. However, there are still challenges in the Manpower and Transmigration Department's work program, namely in matters of migration.

Analysis of community costs in manpower and transmigration work programs

In the work program of an agency, according to the State Administrative Law (HAN), there are several burdens faced by the community. The burden that society has on HAN can also be called Administrative Burden or Administrative Burden. Expenses in HAN are categorized into three types, namely: (1) Learning, in search information (related to information obtained by the public); (2) Compliance, eligibility, requirement (relating to requirements that make things difficult for society); (3) Psychological, distress, frustration, stigmatize (related to people's mental conditions).

At the Department of Manpower and Transmigration (Disnakertrans), there are administrative burdens that can be felt by the community, namely in terms of learning or related to people's difficulties in accessing information. In this case, almost all prospective new workers graduate from junior high school (SMP), and the highest level of education is senior high school (SMA) or vocational high school (SMK). So there is a gap between them and people who are competent and highly educated. Of course, this affects how active each individual is in searching for information related to the Manpower and Transmigration Department. As is known, adopting and utilizing modern technology can present a number of challenges for them, as a lack of knowledge about basic technological concepts, such as how to use software or operate electronic devices, is one of the perceived obstacles.⁷ They may feel embarrassed or worried about making a mistake that could damage the gadget. This can make it difficult for them to communicate clearly on digital platforms or search for information. It is difficult for them to use the platform, find the information they need, and understand the

existing service procedures at the Manpower Office if they do not have an adequate level of digital literacy. So, it can be interpreted that people who have adequate competence can quickly obtain information related to the various data they need.

Additionally, those with limited education may find it difficult to navigate the formal and technical language used on Disnakertrans service platforms. It is difficult to understand complex and formal terms, which makes it more difficult for them to understand information about training programs, labor rights, and employment opportunities. Inadequate financial and physical access can also be a barrier. Less educated people may not have access to electronic devices or reliable internet, which will hinder their ability to make good use of employment service platforms. Simplifying platform interfaces, presenting information in easier-to-understand language, and offering more support or training to low-educated populations are what is needed to overcome these barriers. Reducing information gaps among underserved communities can be achieved through inclusive approaches and focusing on sustainable access to information.^{8,9}

The Department of Manpower and Transmigration is not maximizing mass media in the current era, such as not providing Instagram (IG) social media, which is more widely accessed by young people nowadays. The limited use of social media to maximize existing programs at the Manpower and Transmigration Department also causes prospective workers to experience difficulties. It can be seen that the lack of activity and involvement of the department through social media platforms is the main obstacle. Social media has great potential as a two-way communication tool that can facilitate information, program announcements, job opportunities and provide direct responses from the community. The lack of an active and integrated presence on social media means the agency is missing opportunities to provide information that is faster and more accessible to the public.

Therefore, maximizing the use of social media can be an effective strategy for improving communication, increasing community participation, and providing a wider impact in efforts to empower workers and transmigration. By strengthening their online presence, agencies can more effectively achieve their goals of informing, engaging, and empowering the public. So, there is a need to increase access to information carried out by the Manpower and Transmigration Department. So that people from various eras can access information related to existing programs at the Manpower and Transmigration Department. By increasing presence and engagement on social media, the Department of Manpower and Transmigration can create more open communication, respond to community needs in a more timely manner, and expand the reach of its programs. The strategic use of social media not only as an information tool but also as an interactive platform can help the agency achieve a more positive impact in empowering the workforce and supporting the transmigration program.

4. Conclusion

There are obstacles in several of the Manpower and Transmigration Department's work programs, namely that the job training center is unable to accommodate all training participants in terms of facilities, infrastructure, and time, the Semarang Regency Manpower and Transmigration Office cannot dispatch prospective immigrant workers to the location without approval from the central Manpower and Transmigration Office. The administrative burden is felt by people with low educational backgrounds. People with these backgrounds will definitely experience various obstacles in accessing information related to the Manpower and Transmigration Department. From the Manpower and Transmigration Department's point of view, there are also shortcomings, namely, this department's lack of maximizing social media to disseminate information to the public.

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