



## **Analysis of the Role of the Kendal Regency Manpower and Industry Service in Protecting Workers' Wage Rights in Accordance with Kendal Regency Regulation Number 101 of 2021: A Qualitative Study**

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### **ARTICLE INFO**

#### **Keywords:**

Department of manpower and industry  
Entrepreneurs  
Regional regulations  
Wage rights  
Workers

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The author has reviewed and approved the final version of the manuscript.

<https://doi.org/10.37275/arkus.v10i3.562>

### **A B S T R A C T**

Kendal is located on a strategic route between Semarang and Surabaya, the two largest metropolitan cities in Central Java. Kendal has a large working age population and is relatively cheap compared to other areas in Central Java. The district minimum wage (UMK) in Kendal is low compared to other areas in Central Java. Disnakerind has an important role in enforcing regulations and protecting workers' rights. This research aims to analyze the role of the Kendal Regency Manpower and Industry Service (Disnakerind) in protecting workers' wage rights in accordance with Kendal Regency Regulation Number 101 of 2021. This research is important to carry out because wages are a fundamental right of workers which is protected by regional laws and regulations. This research uses a qualitative method with a case study approach. Data collection techniques were carried out through in-depth interviews with key informants at the Kendal Regency Manpower and Industry Office, workers and entrepreneurs in Kendal Regency. Data were analyzed using thematic analysis techniques. The research results show that the Kendal Regency Manpower Office has an important role in protecting workers' wage rights in accordance with Kendal Regency Regulation Number 101 of 2021. This role is carried out through various activities: Socialization of regulations: Kendal Regency Manpower Office carries out socialization of regulations regarding district minimum wages (UMK) and rights. other labor rights to workers and employers; Wage inspection: Kendal Regency Manpower and Industry Office carries out wage inspections in companies to ensure that employers pay wages to workers in accordance with the UMK and other laws and regulations; Handling complaints: Kendal Regency Manpower and Industry Office receives and handles complaints from workers who feel their wage rights have been violated by employers; Worker empowerment: Kendal Regency Manpower and Industry Office provides training and assistance to workers about their rights, including wage rights. In conclusion, the Kendal Regency Manpower Office has an important role in protecting workers' wage rights in accordance with Kendal Regency Regulation Number 101 of 2021. However, there are still several challenges that the Kendal Regency Manpower Office needs to overcome so that it can carry out its role optimally.

### **1. Introduction**

Kendal Regency, Central Java, is being transformed into a promising new industrial area. The birth of the Kendal Industrial Area (KIK) opens up great opportunities for economic growth and employment in this region. KIK is projected to be able to accommodate up to 1,500 companies and absorb 200,000 workers. Kendal is located on a strategic route between Semarang and Surabaya, the two

largest metropolitan cities in Central Java. This facilitates access to ports, airports, and other important infrastructure. Kendal has a large working-age population and is relatively cheap compared to other areas in Central Java. The Indonesian government provides various incentives and conveniences for investors who want to invest in KIK. Even though it offers bright prospects, industrial development in Kendal is not free from various

challenges and problems. One crucial issue that needs serious attention is workers' welfare, especially related to wages. The district minimum wage (UMK) in Kendal is low compared to other areas in Central Java. It is feared that this could trigger inequality and poverty among workers. There are still entrepreneurs who do not comply with the UMK provisions, so that workers receive wages below the established standards. The lack of transparency in the wage system often means workers do not know their rights and are easily exploited.<sup>1,2</sup>

Wages are a fundamental right that is inseparable from the lives of workers. Wages are compensation for their hard work, dedication, and contribution in carrying out their duties and responsibilities. Fulfilling the right to a decent wage in accordance with regulations is an important foundation for realizing a prosperous life for workers and their families. In Indonesia, the right to wages is protected by various laws and regulations, including Law Number 13 of 2003 concerning Employment and regional regulations at the district/city level. One example is Kendal Regency Regulation Number 101 of 2021 concerning Position, Organizational Structure, Duties and Functions, and Work Procedures of the Kendal Regency Industry and Manpower Service.<sup>3,4</sup>

The Kendal Regency Government, through the Department of Manpower and Industry (Disnakerind) has a crucial responsibility in ensuring the fulfillment of the wage rights of workers in its area. Disnakerind plays a role as a guardian of workers' wage rights by carrying out various tasks and functions. Disnakerind has the authority to carry out inspections and inspections of companies to ensure compliance with minimum wage provisions, payment of overtime wages, and other wage-related rights. Disnakerind provides education and understanding to employers and workers about rights and obligations related to wages, including minimum wage provisions, wage systems, and mechanisms for resolving wage disputes. Disnakerind becomes a mediator and facilitator in resolving wage disputes between employers and workers, either through mediation, conciliation or

arbitration.<sup>5-7</sup> This research aims to analyze the role of the Kendal Regency Manpower and Industry Service in protecting workers' wage rights in accordance with Kendal Regency Regulation Number 101 of 2021.

## 2. Methods

This research uses a qualitative method with a case study approach. The case study approach was chosen because it allows researchers to conduct in-depth and detailed research on a particular phenomenon, in this case, the role of the Kendal Manpower and Industry Office in protecting workers' wage rights. Qualitative methods were chosen because they were considered appropriate for understanding complex and multidimensional social realities, such as the issue of workers' wages. This method allows researchers to explore deep meaning and understanding from informants, as well as to see situations from various perspectives. The data collection technique used in this research was in-depth interviews. In-depth interviews were chosen because they allow researchers to build closer relationships with informants and to explore more in-depth and detailed information.

The key informants in this research are: Officials at the Kendal Regency Manpower and Industry Service: These informants can provide information about the role and function of the Manpower Office in protecting workers' wage rights, as well as about the strategies and efforts made by the Manpower Office in achieving this goal. Employers: These informants can provide information about their experiences in fulfilling wage obligations to workers, as well as about the challenges and obstacles they face in this regard. Workers: These informants can provide information about their experiences in receiving wages, as well as about the obstacles and obstacles they experience in getting decent wages and in accordance with statutory regulations. Researchers in this study uphold research ethics by following several principles. Researchers explain to informants about the research objectives, research procedures, and their rights as informants before they participate in the research. Researchers maintain the confidentiality of the

identities of informants and the information they provide. Researchers are honest and open to informants. Researchers treat all informants fairly and respectfully.

Data obtained from in-depth interviews were analyzed using qualitative data analysis techniques. The qualitative data analysis techniques used in this research are: Thematic analysis: This technique is used to identify, categorize, and analyze themes that emerge from the data. Narrative analysis: This technique is used to understand and analyze the stories told by informants. Grounded theory analysis: This technique is used to develop a new theory that is grounded in the data. The validity of the data in this research is maintained through several steps, namely: Data triangulation: Researchers use data triangulation to ensure the validity of the data by comparing data from various sources, such as key informants, documents, and observations. Member checking: Researchers conduct member checking by discussing research findings with key informants to ensure that the findings are accurate and consistent with their experiences. Auditability: Researchers document the research process carefully so that the research can be audited and verified by other parties.

### 3. Results and Discussion

Table 1 displays the role, main tasks, and functions of the Kendal Regency Manpower and Industry Service (Disnakerind) in protecting workers' wage rights. This table provides a comprehensive overview of the Manpower and Industry Department's responsibilities in ensuring the fulfillment of workers' rights to adequate wages in accordance with statutory regulations. The role of Disnakerind as Protector of Workers' Wage Rights: 1. Conducting Supervision: Disnakerind has the authority to carry out inspections and examinations of companies to ensure compliance with minimum wage provisions, overtime pay, and other wage-related rights. This is done through various methods, such as: Direct Inspection: Disnakerind conducts direct visits to companies to check labor conditions, including compliance with wage

provisions; Document Inspection: Disnakerind checks documents related to wages, such as pay slips, salary lists, and company regulations regarding wages; Interviews with Workers: Disnakerind conducts interviews with workers to find out their experiences in receiving wages. 2. Carry out guidance and outreach: Disnakerind provides education and understanding to employers and workers about their rights and obligations regarding wages. This is done through various activities, such as: Seminars and Workshops: Disnakerind organizes seminars and workshops on rights and obligations related to wages for employers and workers; Dissemination of Educational Materials: Disnakerind disseminates educational materials about rights and obligations related to wages through print, electronic and online media; Establishment of a Communication Forum: Disnakerind facilitates the establishment of a communication forum between employers and workers to discuss issues related to wages. 3. Resolving Wage Disputes: Disnakerind plays a role as a mediator and facilitator in resolving wage disputes between employers and workers. This is done through various stages, such as: Mediation: Disnakerind helps employers and workers to reach an agreement through mediation; Conciliation: If mediation fails, Disnakerind helps employers and workers to reach an agreement through conciliation; Arbitration: If conciliation fails, Disnakerind helps employers and workers to resolve disputes through arbitration. The Main Duties of Disnakerind in Protecting Workers' Wage Rights: 1. Conducting Counseling and Inspections: Disnakerind carries out counseling and inspections of companies in the context of labor inspection, including compliance with wage provisions. 2. Carrying out Manpower Guidance and Development: Disnakerind carries out manpower guidance and development to improve the quality and productivity of the workforce. This includes providing training and technical guidance to employers and workers on wage-related rights and obligations. 3. Resolving Employment Relations Disputes: Disnakerind resolves employment relations disputes

between employers and workers, including disputes related to wages. 4. Controlling and controlling the spread of infectious diseases in the workplace: Disnakerind carries out control and controlling the spread of infectious diseases in the workplace to protect workers' health. 5. Provide guidance and provide assistance to informal workers: Disnakerind provides guidance and assistance to informal workers to improve their welfare. Disnakerind's function in protecting workers' wage rights: 1. Carrying out counseling and inspections: Disnakerind carries out counseling and inspections of companies in the context of labor inspection, including compliance with wage provisions. 2. Carrying out Manpower Guidance and Development: Disnakerind carries out manpower

guidance and development to improve the quality and productivity of the workforce. This includes providing training and technical guidance to employers and workers on wage-related rights and obligations. 3. Resolving Employment Relations Disputes: Disnakerind resolves employment relations disputes between employers and workers, including disputes related to wages. 4. Controlling and controlling the spread of infectious diseases in the workplace: Disnakerind carries out control and controlling the spread of infectious diseases in the workplace to protect workers' health. 5. Provide guidance and provide assistance to informal workers: Disnakerind provides guidance and assistance to informal workers to improve their welfare.

Table 1. Main tasks and functions of the Department of Manpower and Industry.

<b>Role</b>	<b>Main tasks</b>	<b>Function</b>
Protection of workers' wage rights	Carry out supervision of employers' compliance in fulfilling minimum wage obligations, overtime wages, and other wage-related rights. Provide guidance and outreach to employers and workers regarding rights and obligations related to wages. Resolve wage disputes that may arise between employers and workers.	Carrying out counseling and inspections of companies in the context of labor inspection. Carry out employment coaching and development. Resolving employment relationship disputes. Controlling and overcoming the spread of infectious diseases in the workplace. Providing guidance and providing assistance to informal workers.
Supervisor of employment conditions	Conduct inspections and audits of companies to ensure compliance with minimum wage provisions, overtime pay, and other wage-related rights. Provide guidance and outreach to employers and workers regarding employment provisions. Following up on reports of labor violations.	Carrying out counseling and inspections of companies in the context of labor inspection. Carry out employment coaching and development. Resolving employment relationship disputes. Controlling and overcoming the spread of infectious diseases in the workplace. Providing guidance and providing assistance to informal workers.
Industrial relations facilitator	Providing employment-related information and services to employers and workers. Facilitate dialogue and negotiations between employers and workers. Help resolve wage and employment disputes.	Carrying out counseling and inspections of companies in the context of labor inspection. Carry out employment coaching and development. Resolving employment relationship disputes. Controlling and overcoming the spread of infectious diseases in the workplace. Providing guidance and providing assistance to informal workers.

In carrying out its role in protecting workers' wage rights, the Kendal Manpower Office is supported by a solid legal foundation. Law Number 13 of 2003 concerning Employment, Government Regulation Number 78 of 2015 concerning Wages, Minister of Manpower Regulation Number 18 of 2012 concerning Regency/City Minimum Wages, and Kendal Regency Regulation Number 101 of 2021 concerning position, organizational structure, duties, and the functions and work procedures of the Kendal Regency Industry and Manpower Service are the main reference in carrying out the duties and functions of the Manpower and Manpower Office. This legal basis ensures that Disnakerind has legal and measurable authority to protect workers' wage rights. The Kendal Manpower and Industry Office has clear and firm authority to protect workers' wage rights. This authority includes monitoring employers' compliance in fulfilling minimum wage obligations, overtime pay, and other wage-related rights. In addition, Disnakerind has the authority to provide guidance and outreach to employers and workers regarding rights and obligations related to wages, as well as resolving wage disputes that may arise between employers and workers. This authority gives Disnakerind wide latitude to ensure that workers' wage rights are well protected. The procedures for implementing the role of the Kendal Manpower and Industry Office in protecting workers' wage rights are in accordance with statutory regulations. Supervision is carried out through inspections and inspections of companies, examination of documents, and interviews with workers. Coaching and outreach efforts are carried out through seminars and workshops, dissemination of educational materials, and the establishment of communication forums. Wage disputes are resolved through mediation, conciliation and arbitration. This systematic and structured procedure is expected to maximize the effectiveness of protecting workers' wage

rights. Even though it has a strong legal basis, clear authority, and appropriate procedures, the Kendal Manpower and Industry Office still faces several obstacles and obstacles in carrying out its role. Lack of human resources and budget is one of the main factors hampering the performance of the Manpower Department. Lack of awareness among employers and workers about their rights and obligations regarding wages is also a challenge in itself. Weak law enforcement also makes the situation worse. These obstacles and obstacles need to be overcome so that the Manpower and Industry Department can carry out its role more optimally in protecting workers' wage rights. To increase the effectiveness of the role of the Kendal Manpower and Industry Office in protecting workers' wage rights, several recommendations need to be considered. Increasing human resources and the Disnakerind budget is a crucial first step. Socialization and education regarding the rights and obligations of wages to employers and workers need to be intensified. Strengthening law enforcement is also key to ensuring that workers' wage rights are respected and fulfilled. It is hoped that these recommendations can bring positive changes to the protection of workers' wage rights in Kendal Regency. Protection of workers' wage rights in Kendal Regency still faces various challenges. Even though the Kendal Manpower and Industry Office has shown its commitment to carrying out its role, there are still many things that need to be done to achieve ideal wage rights protection. A strong legal foundation, clear authority, and appropriate procedures are valuable initial capital. However, existing obstacles and obstacles need to be overcome with various effective solutions and strategies. It is hoped that the recommendations that have been presented can serve as a guide for all interested parties to continue to strive to realize better protection of workers' wage rights in Kendal Regency.

Table 2. Legal study aspects of implementing the role of the Kendal Regency Manpower and Industry Service in protecting workers' wage rights.

<b>Regulations reviewed</b>	<b>Kendal Manpower and Industry Office compliance analysis</b>	<b>Recommendation</b>
Law Number 13 of 2003 concerning manpower	<p>The Kendal Manpower and Industry Office has carried out its duties and functions in protecting workers' wage rights in accordance with the provisions of Law Number 13 of 2003 concerning Employment. The Kendal Manpower and Industry Office has monitored employers' compliance in fulfilling minimum wage obligations, overtime wages, and other wage-related rights.</p> <p>The Kendal Manpower and Industry Office has provided guidance and outreach to employers and workers regarding their rights and obligations regarding wages. The Kendal Manpower and Industry Office has resolved wage disputes that may arise between employers and workers.</p>	<p>The Kendal Manpower and Industry Office needs to strengthen supervision of employers' compliance in fulfilling minimum wage obligations, overtime pay, and other wage-related rights. The Kendal Manpower and Industry Office needs to increase guidance and outreach to employers and workers regarding their rights and obligations regarding wages.</p> <p>The Kendal Manpower and Industry Office needs to speed up the resolution of wage disputes between employers and workers.</p>
Government Regulation Number 78 of 2015 concerning wages	<p>The Kendal Manpower and Industry Office has carried out its duties and functions in protecting workers' wage rights in accordance with the provisions of Government Regulation Number 78 of 2015 concerning Wages.</p> <p>The Kendal Manpower and Industry Office has determined the district minimum wage (UMK) in Kendal Regency in accordance with the provisions in Government Regulation Number 78 of 2015 concerning Wages.</p> <p>The Kendal Manpower and Industry Office has monitored employers' compliance in fulfilling minimum wage obligations.</p>	<p>The Kendal Manpower and Industry Office needs to increase supervision of employers' compliance in fulfilling minimum wage obligations.</p> <p>The Kendal Manpower and Industry Office needs to strengthen cooperation with relevant agencies in enforcing labor law.</p>
Kendal Regency Regulation Number 101 of 2021 concerning position, organizational structure, duties and functions, and work procedures of the Kendal Regency Industry and Manpower Service	<p>The Kendal Manpower and Industry Office has carried out its duties and functions in protecting workers' wage rights in accordance with the provisions of Kendal Regency Regulation Number 101 of 2021 concerning position, organizational structure, duties and functions, and work procedures of the Kendal Regency Industry and Manpower Service.</p> <p>The Kendal Manpower and Industry Office has prepared and implemented programs and activities to protect workers' wage rights. The Kendal Manpower and Industry Office has provided counseling and education to employers and workers about their rights and obligations regarding wages.</p> <p>The Kendal Manpower and Industry Office has resolved wage disputes between employers and workers.</p>	<p>The Kendal Manpower and Industry Office needs to increase outreach and education to employers and workers about their rights and obligations regarding wages. The Kendal Manpower and Industry Office needs to strengthen cooperation with labor unions in protecting workers' wage rights.</p> <p>Kendal Manpower and Industry Department needs to increase human resource capacity in handling wage disputes.</p>

Determining a minimum wage is a crucial labor policy in protecting workers' rights and ensuring they receive a decent income to meet their living needs. In the midst of economic turmoil and increasing demands for workers' welfare, understanding the theories behind setting minimum wages is essential for formulating effective and sustainable policies. The minimum subsistence wage theory focuses on meeting the basic needs of workers and their families. The minimum wage is calculated based on minimum living needs, such as the cost of food, shelter, clothing, health, and education. The aim is to ensure workers have a decent standard of living and avoid poverty. The Ability to Pay theory emphasizes the financial ability of entrepreneurs to pay minimum wages. Minimum wages are calculated based on company profitability and macroeconomic conditions. The aim is to maintain business continuity and prevent mass layoffs. The labor market equilibrium theory aims to achieve a balance between the demand and supply of labor. The minimum wage is calculated based on the wage level that can balance the number of job seekers with the number of job vacancies. The goal is to minimize unemployment and maximize labor market efficiency. Determining the minimum wage does not only take into account the theories above but also several other factors. Minimum wages must be adjusted to the inflation rate to maintain workers' purchasing power. Minimum wages must take into account the level of labor productivity in a region. Minimum wages must be adjusted to the capabilities of the industry in a region to prevent mass layoffs. Minimum wages must take into account overall economic conditions, both national and international. Determining the ideal minimum wage is always accompanied by a dilemma. On the one hand, a high minimum wage can improve workers' welfare and encourage household consumption. On the other hand, a high minimum wage can burden employers and has the potential to trigger layoffs. Therefore, it is important to find a balance between protecting workers' rights and maintaining business continuity. The government has an important role in setting a fair and sustainable

minimum wage. In-depth studies and active participation from various stakeholders, such as entrepreneurs, workers, academics, and economic experts, are needed to formulate minimum wage policies that are right on target and effective. Determining minimum wages is an ongoing effort to balance workers' rights with business continuity. Understanding theories and considering various factors is key to formulating an effective and sustainable minimum wage policy. Active participation from various stakeholders and commitment from the government is very important to realize worker welfare and inclusive economic growth.<sup>8-11</sup>

The Kendal Manpower and Industry Office has the authority to protect workers' human rights, including the right to decent wages. A decent wage is a fundamental right of workers that must be respected and fulfilled by employers. The Kendal Manpower and Industry Office has the authority to enforce labor laws, including laws regarding minimum wages. The Kendal Manpower and Industry Office can monitor employers' compliance with minimum wages, impose sanctions on entrepreneurs who violate minimum wage provisions, and help disadvantaged workers to obtain their rights. The Kendal Manpower and Industry Office has the authority to empower workers, including in terms of knowledge about their rights regarding wages. The Kendal Manpower and Industry Office can provide education and outreach to workers about their rights to decent wages, as well as help workers understand and use the prevailing wage system. Determining the Regency/City Minimum Wage (UMK) is one of the Kendal Manpower and Industry Department's efforts to ensure that the right to a decent wage is fulfilled. UMK is the minimum wage standard that must be paid by employers to workers in the Kendal Regency area. UMK guarantees that workers in Kendal Regency receive a minimum wage that meets their minimum living needs. UMK helps to prevent exploitation of workers and ensure that they receive fair wages. UMK helps to improve the welfare of workers in Kendal Regency. Higher wages can increase workers' purchasing power and help them to improve their

standard of living. UMK can help to encourage economic growth in Kendal Regency. Higher wages can increase demand for goods and services, and encourage investment and job creation. The Kendal Manpower and Industry Office has strong authority to protect workers' rights, including the right to decent wages. Determining the UMK is one of the Kendal Manpower and Industry Department's efforts to ensure that the right to a decent wage is fulfilled. The UMK is the minimum wage standard that must be paid by employers to workers in Kendal Regency and is expected to help improve workers' welfare, encourage economic growth, and create fair and sustainable employment relations.<sup>12-15</sup>

The welfare gap between workers and entrepreneurs is one of the crucial issues in industrial relations. Workers often receive low wages that are not commensurate with their contribution to the company. On the other hand, entrepreneurs gain large profits from the workers' work. This gap can result in various problems, such as industrial conflict, worker demotivation, and reduced productivity. Distributive justice theory emphasizes that wealth and resources must be distributed fairly and evenly among all members of society. In the context of industrial relations, this theory can be used to underlie efforts to equalize welfare between workers and entrepreneurs. The labor rights theory emphasizes that workers have fundamental rights that must be respected and protected, including the right to a decent wage. In the context of industrial relations, this theory can be used to underlie the Kendal Manpower and Industry Department's efforts to ensure that workers receive fair and decent wages. The equality of opportunity theory emphasizes that everyone must have the same opportunity to achieve prosperity. In the context of industrial relations, this theory can be used to underlie the Kendal Manpower and Industry Office's efforts to create decent jobs and provide training and development to workers. The Kendal Manpower and Industry Office has several important roles in realizing equal welfare between workers and entrepreneurs. UMK is the minimum standard wage that must be paid

by employers to workers. Establishing a minimum wage can help to improve workers' welfare and reduce the gap between workers and entrepreneurs. The Kendal Manpower and Industry Office has the authority to supervise entrepreneurs' compliance with the UMK. This supervision can be carried out through inspections and inspections of companies, examination of documents, and interviews with workers. The Kendal Manpower and Industry Office can facilitate dialogue and negotiations between workers and employers to reach mutually beneficial agreements. The Kendal Manpower and Industry Office can provide training and development to workers to improve their skills and competencies. This can help workers to earn higher wages and improve their welfare. The Kendal Manpower and Industry Office can promote awareness about labor rights to workers and employers. This can help to prevent violations of workers' rights and improve workers' welfare. Determining the UMK is one of the tools that can be used by the Kendal Manpower and Industry Office to achieve equal distribution of welfare between workers and entrepreneurs. UMK can help to increase the wages of workers who are below the poverty line. UMK can help to reduce the wage gap between workers working in the formal and informal sectors. UMK can help to increase workers' purchasing power and encourage economic growth. The Kendal Manpower and Industry Office has the authority and important role in realizing equal distribution of welfare between workers and entrepreneurs. Determining the UMK is one of the tools that can be used by the Kendal Manpower and Industry Office to achieve this goal. By carrying out its role and authority effectively, the Kendal Manpower and Industry Office can help to create harmonious and balanced industrial relations, as well as improve the welfare of workers and entrepreneurs in Kendal Regency.<sup>16-20</sup>

#### **4. Conclusion**

The Kendal Regency Manpower and Industry Service has played an important role in protecting workers' wage rights in accordance with Kendal



Regency Regulation Number 101 of 2021. This research provides several recommendations to increase the role of the Kendal Regency Manpower and Industry Service in protecting workers' wage rights, namely: Increasing the socialization of regulations to employers and workers, strengthening guidance and supervision of companies, accelerating the resolution of wage disputes between employers and workers and increase the provision of legal assistance to workers.

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