

**PERAN MIGRANT CARE DALAM PELINDUNGAN KORBAN  
EKSPLOITASI PERUSAHAAN ICLEAN SERVICES DI MALAYSIA  
TAHUN 2019-2020**

**SHARLA MARTIZA PUTRI KURNIAWAN**

**ABSTRAK**

Penelitian ini mengkaji peran strategis Migrant CARE dalam memberikan perlindungan terhadap delapan pekerja migran Indonesia yang menjadi korban eksploitasi oleh perusahaan iClean Services di Malaysia pada periode 2019-2020. Berangkat dari fenomena migrasi tenaga kerja yang diwarnai praktik penahanan dokumen, jeratan hutang, hingga kekerasan fisik dan seksual, penelitian ini menyoroti keterbatasan efektivitas perlindungan negara melalui mediasi KBRI Kuala Lumpur yang dinilai kurang transparan dan belum memenuhi rasa keadilan bagi korban. Penelitian ini menggunakan metode kualitatif dengan pendekatan studi kasus tunggal, data dikumpulkan melalui wawancara mendalam dengan Kementerian Pelindungan Pekerja Migran Indonesia dan Migrant CARE serta didukung oleh data sekunder seperti siaran pers dan laporan advokasi. Hasil penelitian menyimpulkan bahwa Migrant CARE berperan penting dalam melengkapi fungsi layanan publik melalui tiga peran utama menurut David Lewis, yaitu sebagai implementer dalam penyediaan shelter dan bantuan langsung, sebagai partner dalam kolaborasi jaringan transnasional, serta peran yang paling dominan yaitu sebagai catalyst. Peran catalyst terbukti menjadi faktor penentu karena kemampuan organisasi dalam menjembatani hambatan administratif dengan meningkatkan atensi publik terhadap kasus ini melalui audiensi dengan DPR RI, pelaporan dugaan Tindak Pidana Perdagangan Orang (TPPO) ke Bareskrim Polri, serta penggunaan media massa untuk mendorong respons cepat dari pihak perusahaan dan pemerintah.

***Kata kunci: Perlindungan Pekerja Migrant Indonesia, Migrant CARE, Peran Catalyst.***

# **THE ROLE OF MIGRANT CARE IN PROTECTING VICTIMS OF EXPLOITATION BY ICLEAN SERVICES IN MALAYSIA, 2019-2020**

**SHARLA MARTIZA PUTRI KURNIAWAN**

## **ABSTRACT**

This research examines the strategic role of Migrant CARE in providing protection for eight Indonesian migrant workers who fell victim to exploitation by iClean Services in Malaysia during the 2019–2020 period. Arising from labor migration phenomena characterized by practices such as document withholding, debt bondage, and physical and sexual violence, this study highlights the limited effectiveness of state protection instruments through the mediation of the Indonesian Embassy (KBRI) in Kuala Lumpur, which was deemed non-transparent and failed to provide a sense of justice for the victims. This study utilizes a qualitative method with a single case study approach ; data were collected through in-depth interviews with Migrant CARE and the Ministry of Protection of Indonesian Migrant Workers, supported by secondary data such as press releases and advocacy reports. The results conclude that Migrant CARE plays a vital role in complementing public service functions through three primary roles based on David Lewis’s framework: as an implementer in providing shelters and direct assistance; as a partner in transnational network collaborations; and the most dominant role as a catalyst. The catalyst role proved to be the determining factor due to the organization's ability to bridge administrative barriers by increasing public attention toward this case through audiences with the Indonesian House of Representatives (DPR RI), reporting alleged Human Trafficking (TPPO) to the Criminal Investigation Agency (Bareskrim Polri), and utilizing mass media to encourage rapid responses from both the company and the government.

***Keywords: Indonesian Migrant Worker Protection, Migrant CARE, Catalyst Role.***