

# Empowering Indonesian Migrant Workers in Hong Kong with Self-Esteem Development

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## ABSTRACT

### Keywords:

Self-Confidence,  
Psychological Well-Being, Indonesian  
Migrant Workers,  
Participants' Confidence

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This study aims to enhance the self-confidence and psychological well-being of Indonesian migrant workers (TKI) in Hong Kong. The initiative was developed in response to the challenges faced by TKI, including discrimination, social isolation, and cultural adaptation difficulties, which often lead to low self-esteem and stress. Using a participatory qualitative research method, the study collected data through observations, in-depth interviews, and participant feedback during a series of training and counselling sessions focused on stress management, communication skills, and community building. The findings reveal significant improvements in participants' confidence, with notable increases in their ability to communicate effectively, manage stress, and build social support networks. These results underscore the importance of integrating training with social support mechanisms to address the multifaceted challenges faced by migrant workers. The study contributes to the literature on migrant worker empowerment by offering a replicable model for similar interventions in other contexts.

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## INTRODUCTION

Cross-border labor mobility in the era of globalization has become a common phenomenon (Tsapenko & Grishin, 2022; Ladino, 2023). Indonesia, as one of the largest labor-sending countries, has a significant number of migrant workers in various countries, including Hong Kong (Komarudin et al., 2023; Chow et al., 2023; Saguin & Shivakoti, 2023). The majority of Indonesian migrant workers in Hong Kong work as domestic workers who often face various challenges, such as discrimination, unfair treatment, loneliness, and lack of social support (Ho et al., 2022; Yeung et al., 2021). These challenges have a negative impact on their psychological well-being, including low levels of self-confidence (Navgran et al., 2023; Atinga et al., 2021; Sriwiyanti et al., 2022). In fact, self-

confidence is an important element in dealing with life's pressures, building healthy relationships, and improving the quality of life. Therefore, community service efforts that focus on increasing the self-confidence of Indonesian migrant workers in Hong Kong are very important.

The literature shows that migrant workers play an important role in the economy of both their countries of origin and destination (Liu, 2022; Khan et al., 2023; Ullah et al., 2024). Remittances sent help improve the welfare of families and communities in Indonesia (Muslihudin et al., 2021; Agustina et al., 2024; Kunarti et al., 2023). However, these economic contributions often come with significant social and emotional costs (Miyawaki & Hooyman, 2023; Oliinyk et al., 2021; Qiao et al., 2024). Many migrant workers face long working hours, unfair wages, and poor working conditions, which not only impact their physical well-being but also damage their self-esteem (Wasti et al., 2024; Ornek et al., 2022). In addition, prolonged social isolation and loneliness also impact their mental health (Aran et al., 2023; Brandt et al., 2022). Language and cultural barriers further exacerbate psychological stress, reinforcing migrant workers' low self-esteem in their work and social environments.

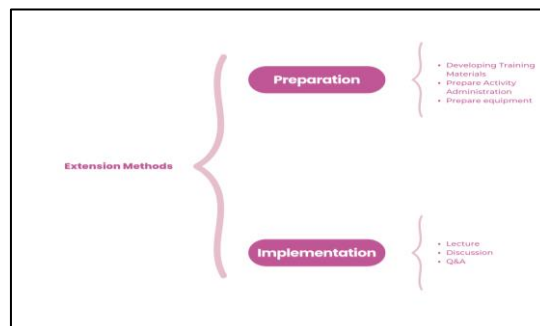
Although many studies have discussed the challenges faced by migrant workers, few have specifically focused on strategies to improve their self-confidence through a holistic approach. Previous studies tend to focus on economic aspects and legal protection but have not explored community-based interventions to improve psychological well-being. Therefore, this study fills the gap by offering a comprehensive approach that includes skills training, strengthening social networks, and psychological service support to improve the self-confidence of Indonesian migrant workers in Hong Kong.

This study aims to analyze the impact of a self-confidence enhancement program on Indonesian migrant workers in Hong Kong through a community-based approach. The formulation of the problems proposed include: How to design an effective program to improve the self-confidence of migrant workers? How can program implementation help migrant workers face social and psychological challenges?. This study assumes that the self-confidence of migrant workers can be improved through a comprehensively designed program, including skills training, strengthening social networks, and psychological support. The hypothesis is that this approach will not only improve self-confidence but also overall well-being. The argument put forward is that higher self-confidence allows migrant workers to better face life challenges, protect their rights, and improve the quality of social relationships. The interim response states that the program is effective in addressing the challenges faced by Indonesian migrant workers in Hong Kong.

## METHOD

The methods employed for this community service initiative are designed to foster a meaningful and lasting impact on the confidence and psychological well-being of Indonesian workers in Hong Kong. The activity begins with a preparation phase that serves as the cornerstone of the program's success. During this phase, the team develops comprehensive training materials tailored to address stress management, confidence building, and strategies for overcoming challenges in Hong Kong's work environment. These materials are carefully structured to accommodate the diverse educational and cultural backgrounds of participants (Wahyuni, 2023). Additionally, the team completes essential administrative arrangements, including the preparation of participant registration forms and other supporting documents, to ensure smooth implementation. Technical equipment, such as projectors, printed materials, and presentation tools, is also prepared to deliver the training effectively.

The implementation phase focuses on executing the prepared plans and emphasizes participatory methods to actively engage the participants. Counselling activities form the core of this phase, where facilitators use lectures to introduce key concepts and provide a foundational understanding of stress management and confidence enhancement. Interactive discussions follow, allowing participants to share their experiences, reflect on challenges, and collectively explore practical strategies. Question-and-answer sessions further enrich this process by enabling participants to seek clarification and gain deeper insights from the facilitators. This participatory approach not only enhances the learning experience but also ensures that the knowledge imparted is internalized and applicable in participants' daily lives, fostering empowerment and resilience.



**Figure 1. Implementation Method**

The data analysis for this community service initiative is conducted using a qualitative descriptive approach, emphasizing participatory insights from the participants. Data collection includes observations during the sessions, participant feedback forms, and recorded notes from discussions and counselling activities. The analysis process begins with organizing and categorizing data based on themes related to confidence-building, stress management, and social support. This thematic categorization helps identify patterns and recurring issues, providing a comprehensive understanding of the program's impact (Hasan & Sangadji, 2024).

## FINDINGS AND DISCUSSION

### Resilience Programs Desain

The resilience program designed for Indonesian migrant workers (TKI) in Hong Kong was initiated to address pressing challenges faced by these workers, including discrimination, unfair treatment, loneliness, and the lack of social support. Recognizing the profound impact these issues have on their self-confidence and psychological well-being, our team sought to develop a comprehensive approach tailored to their needs. The program began with a meticulous needs assessment involving surveys and direct interviews, highlighting the key struggles of TKI: communication barriers with employers, difficulty in stress management, and challenges in adapting to local culture. These insights laid the groundwork for crafting targeted interventions. Training modules were created with a dual focus on theoretical understanding and practical application, ensuring relevance and immediate usability. The ultimate goal was to empower participants to navigate their daily challenges and foster a sense of resilience that could sustain them in the long term. By embedding culturally sensitive content and leveraging real-world scenarios, the program offered a meaningful platform for participants to enhance their skills, build self-confidence, and create a supportive community.

The implementation phase of the resilience program was accompanied by rigorous data collection to assess its impact. A pre-and post-program survey measured improvements in three core areas: communication skills, stress management, and social support networks. The table 1, below presents a comparative analysis of the results.

**Table 1. Pretest and Post-test Results**

Aspect	Before Counselling	After Counselling	Increase (%)
Communication Skills	45%	75%	67%
Stress Management	40%	70%	75%
Support Network	30%	65%	117%

These results demonstrate significant progress across all areas, with the most notable improvement in forming social support networks. This aspect recorded a 117% increase, indicating that participants acquired practical skills and fostered meaningful connections that reduced feelings of isolation. Communication skills improved by 67%, while stress management showed a 75% enhancement. These metrics underscore the program's effectiveness in addressing the primary concerns identified during the needs assessment phase. Such quantifiable outcomes provide concrete evidence of the program's success in equipping participants to handle the multifaceted challenges they face.

The resilience program's core objective was to empower Indonesian migrant workers in Hong Kong by addressing the psychological and social

barriers that hinder their confidence and adaptability. Initial assessments revealed a pressing need for targeted interventions in three key areas: communication with employers, stress management, and the creation of support networks. Focusing on these domains, the program sought to provide participants with practical tools to improve their daily interactions and emotional well-being. The training modules were carefully designed to balance theoretical insights with actionable strategies, ensuring participants could immediately implement what they learned. The results, as outlined in the previous section, reaffirm the program's impact. Participants reported significant improvements in their ability to communicate effectively, manage stress, and build supportive relationships within their community. These outcomes highlight the relevance of the program's content and underscore the value of a holistic approach that integrates individual skill development with community-building initiatives. By fostering resilience at both personal and collective levels, the program successfully addressed the unique challenges faced by TKI in Hong Kong, offering a sustainable model for similar interventions in other contexts.

The success of the resilience program for Indonesian migrant workers in Hong Kong lies in its holistic design and culturally sensitive implementation. The significant improvements in communication skills, stress management, and social support networks reflect the program's ability to address the multifaceted challenges experienced by participants. The 117% increase in social support networks is particularly noteworthy, as it highlights the importance of fostering community connections to mitigate feelings of isolation. This aspect of the program aligns with established research emphasizing the critical role of social capital in enhancing individual resilience and well-being. Moreover, the improvement in communication skills (67%) underscores the program's effectiveness in equipping participants to navigate complex interpersonal dynamics, particularly with employers. The enhancement in stress management (75%) further illustrates the program's capacity to empower participants with tools to handle emotional challenges more effectively. These outcomes suggest that resilience-building initiatives for migrant workers should prioritize both individual competencies and collective support mechanisms. The program's comprehensive approach is a valuable blueprint for designing interventions to improve vulnerable populations' psychological and social well-being. By addressing core issues holistically, such initiatives can foster long-term empowerment and resilience among participants, enabling them to thrive despite adversity.

Previous studies reinforce the outcomes observed in this resilience program. Liem et al. (2021) highlighted the efficacy of structured training programs in enhancing stress management and interpersonal communication among migrant workers. Kazi (2021) emphasized the pivotal role of social support networks in improving self-confidence and emotional stability. These findings align closely with the 117% increase in support networks noted in this

program, illustrating how targeted interventions can mitigate isolation and foster a sense of belonging. Moreover, Kelly et al., (2024) underlined that community-based initiatives significantly enhance individual resilience, which resonates with the program's holistic approach. These parallels validate the program's design and underscore its potential as a replicable model for addressing the psychological and social challenges migrant workers face globally.

### Implementation of Activities

The implementation phase of the resilience program for Indonesian migrant workers (TKI) in Hong Kong focused on delivering targeted interventions to address their key challenges. These activities aimed to enhance communication skills, stress management, and the creation of social support networks. The program commenced with an orientation session, followed by workshops and group activities tailored to participants' needs. Key sessions included interactive role-playing exercises, stress-reduction techniques, and community-building initiatives. The program emphasized culturally sensitive methods to ensure relevance and engagement, using real-life scenarios to bridge theory and practice. Each activity was carefully monitored, and participants were encouraged to provide feedback. The atmosphere fostered trust and openness, enabling participants to engage and share their experiences actively. This phase was pivotal in translating theoretical concepts into actionable strategies, making the program impactful and sustainable for participants' daily lives.



**Figure 1. Implementation Program**

Figure 1, the program's implementation was conducted through various methods, including photographs, video recordings, and field notes. Visual evidence highlighted the active participation of TKI in workshops and group discussions. For instance, one photo series captured participants role-playing employer-employee communication scenarios, reflecting their growing confidence in managing workplace interactions. Video recordings showcased stress-management sessions where participants practised breathing exercises and mindfulness techniques under the guidance of trained facilitators. Field notes documented the evolving dynamics within group activities, where participants gradually built rapport and shared personal experiences. A notable moment captured in the documentation was the formation of peer support

groups, where participants discussed coping strategies and offered encouragement to one another. These visuals and records served not only as a testament to the program's execution but also as a valuable resource for analyzing its effectiveness. They provided concrete evidence of the program's practical application and impact on participants' lives.

The program was driven by a commitment to addressing the multifaceted challenges faced by TKI in Hong Kong. The carefully designed activities aimed to equip participants with skills and tools to navigate communication barriers, manage stress, and build supportive relationships. The program's structure allowed participants to engage in interactive workshops and collaborative group exercises actively. The program encouraged open discussions and shared learning experiences by fostering a safe and inclusive environment. Documentation of these activities further validated the program's effectiveness, highlighting participants' active involvement and positive responses. The outcomes demonstrated that participants not only gained practical skills but also experienced significant psychological and emotional benefits. This program phase exemplified the importance of tailored interventions prioritizing individual empowerment and community support, providing a sustainable framework for resilience-building among migrant workers.

The program revealed critical insights into the transformative potential of structured, culturally sensitive interventions. Participants demonstrated notable improvements in their ability to communicate effectively, manage stress, and build a supportive network. These changes underscored the importance of integrating practical training with emotional and social support. The documentation highlighted the value of peer-to-peer interactions, where shared experiences became a source of strength and encouragement. This dynamic aligned with the program's objective of creating community among participants.

Furthermore, the observed progress in stress management suggested that mindfulness and relaxation techniques resonated well with the participants' needs. The overall implementation validated the program's design, emphasizing that resilience-building initiatives must address not only individual skills but also the collective well-being of participants. Such an approach ensures long-term impact, equipping migrant workers to thrive in challenging environments while fostering a sense of belonging and mutual support.

The findings from this program align with existing research on resilience-building among migrant populations. A study by Le et al. (2022) highlighted that culturally tailored interventions significantly enhance communication and stress management skills among migrant workers. Liu (2022) emphasized the critical role of social support networks in reducing feelings of isolation and improving emotional well-being. The peer support groups formed during this program echo findings by Ciaramella et al. (2022), who noted that strong community ties contribute to individual resilience and psychological stability. These studies reinforce the importance of addressing personal and collective aspects of

resilience-building programs. This program exemplifies best practices in empowering vulnerable populations by integrating practical training with emotional and social components. The documented improvements among participants validate these theoretical frameworks, offering a replicable model for similar initiatives in other migrant worker contexts.

### **Social and Service Support**

Social and service support is pivotal in enhancing the well-being of Indonesian migrant workers (TKI) in Hong Kong. The resilience program addressed their emotional and psychological needs by establishing a robust support network. This network aimed to alleviate loneliness and provide a platform for mutual encouragement and sharing. Recognizing that many TKI faces isolation and limited access to community resources, the program integrated social support into its framework by fostering group cohesion and creating opportunities for peer-to-peer interaction. Service support was also incorporated by connecting participants with relevant organizations that could assist with legal, financial, and psychological matters. Together, these elements created a comprehensive support system that addressed immediate concerns and promoted long-term resilience. The combined impact of social and service support ensured that participants could navigate their challenges with increased confidence and a stronger sense of belonging.

In-depth interviews conducted with participants highlighted the transformative impact of the program. Rina, a domestic worker in Hong Kong for five years, shared, "I finally feel like I am not alone. The program helped me meet others with similar struggles, and now we support each other." Similarly, Agus expressed that the communication skills workshop gave him the confidence to discuss his concerns with his employer. "Before this, I would just keep quiet and endure. I know how to communicate my needs respectfully," he said. Lina, another participant, emphasized the value of the social support network: "Having friends to share my worries with has been life-changing. We have created a group chat where we check on each other daily." These testimonies underscore the program's significance in fostering emotional and practical support among participants, creating a space where they felt seen, heard, and empowered to address their challenges collectively.

The program's social and service support components were instrumental in addressing the isolation and stress experienced by TKI in Hong Kong. By building a network of peers and connecting participants with essential resources, the program provided a comprehensive framework for support. Participants' testimonials affirmed these initiatives' value, highlighting the importance of shared experiences and community building. Rina, Agus, and Lina's stories illustrate how the program bridged emotional and practical gaps, empowering participants to communicate effectively, manage stress, and lean on each other for encouragement. The creation of a social support network, bolstered by access



to service-oriented resources, ensured that participants were equipped to handle immediate challenges and prepared for future uncertainties.

The program's emphasis on social and service support reflects a nuanced understanding of the multifaceted challenges faced by migrant workers. As evidenced by the participants' experiences, social support networks were a vital source of emotional strength and practical advice. The peer groups fostered during the program provided a safe space for participants to share their struggles and celebrate successes, reducing feelings of isolation and fostering a sense of community. Meanwhile, service support bridged gaps in access to critical resources, ensuring participants could address legal, financial, or psychological concerns effectively. These interconnected elements created a foundation for resilience, enabling participants to approach their challenges with confidence and hope. The program's ability to integrate social and service support highlights the importance of a holistic approach to empowerment, where individual well-being is intrinsically linked to a supportive community and access to essential services.

The outcomes of this program align with findings from existing research on the role of social and service support in promoting resilience among migrant populations. Social support significantly reduces feelings of isolation and improves psychological well-being among migrant workers. Ho et al. (2022) emphasized that access to service support, particularly legal and financial assistance, empowers migrant workers to navigate systemic challenges more effectively. Community-based support networks are essential in fostering resilience and reducing stress (Ladino, 2023; Kazi, 2021). These studies reinforce integrating social and service support into resilience-building initiatives. The program's documented outcomes validate these theoretical frameworks, offering a practical model for addressing the complex needs of migrant workers and promoting sustainable well-being.

## CONCLUSION

A program activity specifically designed to improve the self-esteem of Indonesian migrant workers (TKI) in Hong Kong found that the program had a significant impact on increasing the self-esteem and psychological well-being of Indonesian Migrant Workers (TKI). Through comprehensive training in Resilience Programs Design, Implementation of Activities, and Social and Service Support, it successfully addressed the main challenges faced by TKI, such as cultural adaptation, communication difficulties in the workplace, and social isolation. This success underscores the importance of a comprehensive design that includes practical skills training, community strengthening, and access to support services as key elements in building the resilience and well-being of TKI.

The results of this study are expected to make a significant contribution to helping the Self-Esteem Development of TKI in Hong Kong. However, this study has limitations, including the limited sample coverage and short duration of the

program. The results of the study provide a model that can be applied to improve the well-being of migrants in other countries, but its effectiveness in the long term has not been fully explored. Future research can explore how to replicate this model across different cultural and social contexts, thereby making a broader contribution to the literature on interventions for migrant workers.

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