

ABSTRAK

Nurhafizah NIM 220531100208. Program Studi Ilmu Komunikasi. pengalaman komunikasi pekerja migran di Sabah Malaysia studi fenomenologi pada tenaga kerja sektor informal.

Penelitian ini bertujuan untuk memahami pengalaman komunikasi pekerja migran Indonesia (PMI) yang bekerja di Sabah, Malaysia, khususnya di IOI Ladang Baturong. Penelitian ini menggunakan metode kualitatif dengan pendekatan fenomenologi yang berfokus pada pengalaman langsung yang dirasakan oleh individu. Penelitian ini menggunakan metode kualitatif dengan pendekatan fenomenologi Edmund Husserl. Teknik pengumpulan data dilakukan melalui wawancara mendalam, observasi, dan dokumentasi, dengan penentuan informan secara purposive sampling. Analisis data dilakukan melalui tahapan fenomenologis untuk menggali makna pengalaman bekerja, serta didukung dengan triangulasi sumber, member checking, dan penyajian deskripsi mendalam untuk menjamin keabsahan data.

Data penelitian diperoleh melalui wawancara dan observasi terhadap pekerja migran yang bekerja di sektor informal, seperti pekerja kebun kelapa sawit, pengasuh anak, dan penjual kecil. Hasil penelitian menunjukkan bahwa pada awalnya para pekerja migran mengalami kesulitan dalam berkomunikasi, terutama karena perbedaan bahasa serta rasa takut saat berinteraksi. Namun, seiring berjalannya waktu, mereka mulai mampu menyesuaikan diri dengan menggunakan bahasa Indonesia, bahasa Melayu, maupun campuran keduanya.

Selain digunakan untuk berkomunikasi, komunikasi juga berfungsi untuk menjaga hubungan kerja, membangun hubungan sosial, serta menghindari konflik. Berdasarkan analisis fenomenologi, dapat disimpulkan bahwa komunikasi memiliki peran penting dalam membantu pekerja migran beradaptasi dan bertahan hidup di lingkungan yang baru.

Kata kunci: komunikasi, pekerja migran Indonesia, fenomenologi, adaptasi, Sabah Malaysia

ABSTRACT

Nurhafizah NIM 220531100208. Communication Studies Program. The communication experiences of migrant workers in Sabah, Malaysia, a phenomenological study of informal sector workers.

This study aims to understand the communication experiences of Indonesian migrant workers (PMI) working in Sabah, Malaysia, specifically at IOI Ladang Baturong. This study uses a qualitative method with a phenomenological approach that focuses on the direct experiences felt by individuals. This study uses a qualitative method with Edmund Husserl's phenomenological approach. Data collection techniques were carried out through in-depth interviews, participant observation, and documentation, with informants selected through purposive sampling. Data analysis was conducted through phenomenological stages to explore the meaning of work experiences, supported by source triangulation, member checking, and the presentation of in-depth descriptions to ensure data validity.

The research data were obtained through interviews and observations of migrant workers working in the informal sector, such as palm oil plantation workers, childcare workers, and small vendors. The results indicate that initially, migrant workers experienced difficulties in communicating, primarily due to language differences and fear during interactions. However, over time, they began to adapt by using Indonesian, Malay, or a mixture of both.

Besides communication, communication also serves to maintain work relationships, build social relationships, and avoid conflict. Based on a phenomenological analysis, it can be concluded that communication plays a crucial role in helping migrant workers adapt and survive in their new environment.

Keywords: communication, Indonesian migrant workers, phenomenology, adaptation, Sabah, Malaysia