



## Building Digital Literacy for Informal Sector Workers in Malaysia

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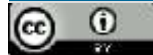
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### ABSTRACT

The purpose of this proposal refers to providing knowledge, understanding, and implementation of digital administrative literacy for migrant workers to be wise in using digital media for population administration activities. The presence of migrant workers abroad has its own challenges in storing population documents. One effort to realize this is by conducting training for migrant workers in Malaysia. The method of activity is community education by using training and approaches to targeted partners, implementing training and evaluation. From this activity, data was taken to see the achievement of objectives using questionnaire techniques. Data processing with descriptive analysis provides information that: 1) this training activity is very beneficial for Migrant Workers, 2) migrant workers have increased their digital administrative literacy competencies, 3) there is new knowledge and experience gained by training participants about the use of digital technology in population administration in daily activities, and 4) the attendance rate of activity participants reached 100%

## **INTRODUCTION**

The existence of documents or archives is the breath of human existence as part of a membership, namely citizens. Imagine if we do not have documents as proof of citizenship, family members, or documents recognizing an event (Ho & Lee, 2010; Wang et al., 2024; Zhou et al., 2024). Many cases show that even though we have official documents, if they expire, we will have problems (Ventura et al., 2018). It is quite troublesome if there are no documents. In today's digital era, various sectors are experiencing significant transformations, including the informal sector (Kintominas et al., 2021). Digital archives are important because of rapid technological advances and the increasing volume of electronic documents (Xiao, 2022). Informal sector workers in Malaysia, especially those from Indonesia, are in a unique but challenging position. Although many are looking for job opportunities to improve their welfare, they are often trapped in unfavorable conditions, including incomplete or non-existent population and employment documents. One solution that can help them is digital document administration literacy (Conway, 2011; Buchert, 2024). This literacy not only includes an understanding of how to use technology, but also how to manage important documents related to their work (Lunt, 2011). Previous research shows that there is an impact of digital literacy in eradicating households from poverty. Although the impact is relatively small, digital literacy can promote local non-agricultural jobs and migrant jobs, improve entrepreneurial performance, and expand the scale of entrepreneurship (Zhou et al., 2024).

As migrant workers, of course, population documents and permits are their main capital (Tang & Wang, 2024). Given that they are far from their homeland, document storage is a crucial thing to pay attention to (Andreetta & Borrelli, 2024). If brought physically, it is prone to damage or forgetting in storage, or even lost. Highlighting this phenomenon, Lecturers at the Faculty of Economics and Business (FEB) of Surabaya State University (Unesa), Meylia Elizabeth Ranu, Triesninda Pahlevi Febrika Yogie Hermanto, and Jaka Nugraha provided an education and training program for migrant workers in the informal education sector to utilize digital platforms, using Google Drive media. Although important, it cannot be denied that there are many challenges faced by Indonesian informal sector workers in Malaysia in accessing digital document administration literacy. One of the biggest challenges is the lack of access to relevant training and education. The expected target of this training is that migrant workers are able to transfer archive media and utilize Google Drive as a means of storing electronic documents that have been converted.

According to the situation analysis points above, it can be said that the problem found is the low understanding related to digital administrative literacy activities among Indonesian migrant workers in Malaysia in preparing documents to be used. Therefore, there is a need for PKM activities with a digital administrative literacy training agenda for Indonesian migrant workers in Malaysia. This PKM aims to provide an understanding related to the importance of understanding and mastering digital administrative literacy in the current era of technological development by providing an understanding to

Indonesian migrant workers in Malaysia, with the hope that this understanding can be disseminated to all migrant worker families. Thus, digital administrative literacy can be owned by all Indonesian migrant workers in Malaysia.

## METHODOLOGY

Referring to the problems faced by partners, the implementation methods offered are:

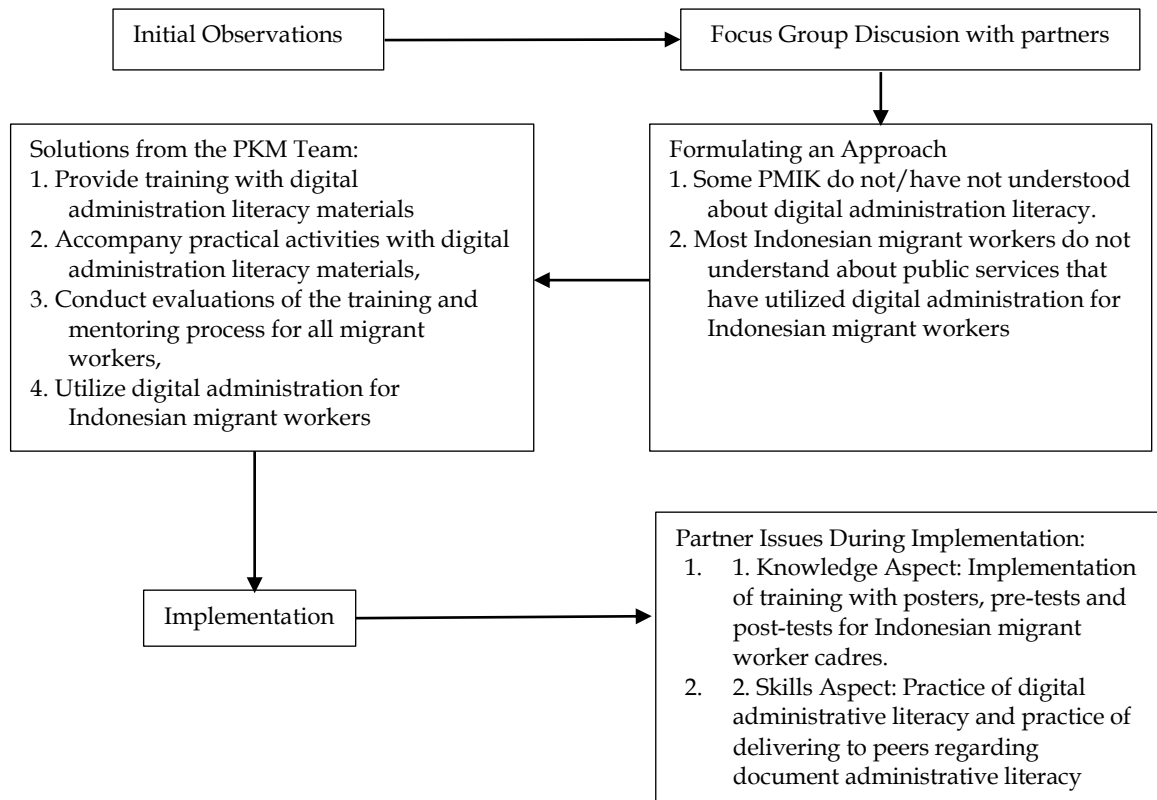


Figure 1. Implementation Method of Digital Administrative Literacy Training

So far, the administration carried out by migrant workers for daily needs uses hard files, while the management of public administration in Malaysia is starting to move towards digital administration. This is indicated by the management of files for public administration needs being carried out through a single digital platform. The solutions offered by the community service team through the results of initial observations and FGDs are: 1) providing training and mentoring on digital administration literacy materials and designing modules as learning materials for Indonesian migrant workers in Malaysia who are participants; 2) conducting an evaluation of the learning process related to cognitive, skills and affective aspects for each participant

The method of implementing community service activities consists of two stages. The first stage is designing digital administration literacy learning materials, especially population and family documents. The next stage is compiling an instrument for the success of training and mentoring. The role of the partners in this activity includes being the implementing party who also determines priority problems that must be addressed immediately. In addition,

partners also work together in planning activities to be carried out and determining the level of understanding of Indonesian migrant workers in Malaysia related to digital administration literacy materials. The PKM team has achievement indicators from two aspects of activities that will be carried out for Indonesian migrant workers in Malaysia, as follows:

Table 1. Indicators of PKM Implementation Achievement

Aspects	Before Mentoring	Achievement Indicators After Mentoring
<b>Knowledge</b>	Indonesian migrant workers in Malaysia do not yet understand good digital administration literacy	Indonesian migrant workers in Malaysia understand digital administration literacy material
<b>Skill</b>	Implementation of digital-based administration	Digital administrative literacy practices in government
<b>Affectiv</b>	feel clueless before doing digital administration	Responsible for completing the tasks given in the pocket book

Table 2. Program Sustainability

Achievement Indicators After Mentoring	Program Sustainability
Indonesian migrant workers in Malaysia understand digital administrative literacy materials	Indonesian migrant workers are able to understand digital administrative literacy
Digital administrative literacy practices in government	Digital-based family documentation administration implementation skills
Responsible for completing the tasks given in the pocket book	Able to increase the confidence of Indonesian migrant workers

## RESULTS AND DISCUSSION

This community service program is carried out through several stages: initial assessment, training, production of lesson plans and final assessment. Each stage consists of several issues. In general, the activities can be carried out well, the initial assessment activity was carried out on March 31, 2024 with the Alliance of Indonesian Malaysian Organizations (AOMI). While the training activities were carried out on Saturday to Monday, July 20-22, 2024, located in Selangor, Malaysia. The production of lesson plans was carried out as an assignment for migrant workers and was collected during training. The explanation of each stage is as follows.

### a) Initial Assessment

All Indonesian migrant workers have gadgets as a means of communication. The use of digital tools including gadgets has been used by Indonesian migrant workers in their daily activities. So it can be concluded that they have been able to use gadgets at least as a means of communication and data search if connected to the internet. Through initial discussions with representatives of Indonesian migrant workers,

so far not many have used them as a means of storing documents. Workers also sometimes experience problems finding important documents, which they forget where they are placed. There are even some documents that are damaged because they have been folded for a long time, damaged by humidity, or even lost. The thing that is of great concern is when the lost or damaged document is a population document, where this document is the "life" of the employees. From this initial interview, it was obtained that they had not used digital media as a place to store documents.

b) Training

After understanding the use of digital media and features in gadgets, the training provides training on digital administrative literacy which is divided into the following topics.

- 1) Sorting personal, family, and population documents.
- 2) Converting physical documents to digital media
- 3) Creating document storage media on gadgets
- 4) Protecting the storage of documents stored on gadgets.

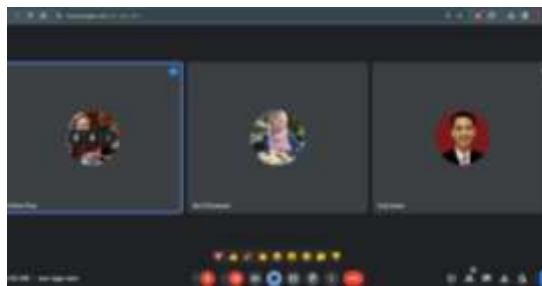


Figure 2. Online Meeting with Representatives of Indonesian Immigrant Workers

Based on the results of the implementation of the community service program held on Saturday to Monday, July 20-22, 2024, it shows that most migrant workers have not managed their personal document storage properly. Some do not even have official population documents. Citizen documents and permits are the main capital for every citizen (Roberts-Smith et al., 2013; Ruiz-Cortés, 2021). Given their existence far from their homeland, document storage is a crucial thing to pay attention to. If carried physically, it is prone to damage or forgetting in storage, or even lost. Highlighting this phenomenon, Lecturers at the Faculty of Economics and Business (FEB) of the State University of Surabaya (Unesa), Meylia Elizabeth Ranu, Triesninda Pahlevi Febrika Yogie Hermanto, and Jaka Nugraha provided an education and training program for migrant workers in the informal education sector to utilize digital platforms, using Google Drive media. Although important, it is undeniable that there are many challenges faced by Indonesian informal sector workers in Malaysia in accessing digital document administration literacy. One of the biggest challenges is the lack of access to relevant training and education.

The reason the PKM Team targeted migrant workers in the informal education sector was because through them, awareness of documenting family archives could be properly transmitted to their students, most of whom are Indonesian citizens but do not have official citizenship documents. In addition to awareness in managing documents, storage problems are also a major obstacle (Nanda Kumari & Kavitha, 2018; Budai et al., 2023). Storing documents or archives currently no longer requires filing cabinet drawers (Fritz, 2018). There are digital storage facilities that are more practical and easy to apply (Rafi et al., 2019; Jos, 2024). However, the convenience and benefits generated have not been utilized properly due to lack of socialization. The process of storing archives digitally starts from:

1. Create a folder

“There is no safest place in the world to store documents. The threat of moths and termites haunts physical document storage. Digital storage is also vulnerable to being hacked. Therefore, we need to have knowledge about safe digital storage facilities,” said Meylia as the head of the PKM Team. Facilities can be done on our cellphones. This can facilitate increased mobility (Fritz, 2018) of humans which has an impact on the production of documents as evidence of activity (Lunt, 2011). The use of Google Drive can be a solution as a place to store archives. There are currently various choices of archive storage places available, but the most frequently used is Google Drive. Creating a folder in Google Drive is adjusted to the classification of the type of documentation to be stored. This will facilitate the process of retrieving the required archives..

2. Correct Sorting

The sorting process is an important process, because not all archives or documents that we store are important or vital documents. Thus, it will be easier for us to search because the documents are not mixed with unimportant documents..

3. Continue Scanning

The next stage is the scanning process. This process can be done using a cellphone camera. Then the photo of the document is renamed according to the name of the document. Once again, this aims to make it easier to search again.



Figure 3. Migrant Workers Practicing Archival Media Transfer

#### 4. Ready to Save

The final step in the archive media transfer process is storage. Photo or document files that have been renamed are stored according to the folder that has been prepared. Well, it's not difficult to transfer document or archive media. This activity is expected to increase awareness of digital archives in family documents driven by migrant workers in the informal education sector. This is to support the security of family documents from the threat of damage or loss of family documents.



Figure 4. Resource Person Delivering Digital Administration Literacy Material

Collaboration between Educational Institutions, in this case universities, and the community can also create an ecosystem that supports the development of digital administrative literacy (Yankova et al., 2013). By building strong partnerships, they can jointly develop innovative programs (Gollins et al., 2014) that have a real impact on migrant workers. These programs are expected to provide access to the training and resources needed to improve document administration literacy (Krishnamurthy & Shettappanavar, 2019).

#### **Activity Results**

The implementation of the community service program (PKM) with the theme of Digital Document Administration Literacy for migrant workers in Malaysia is divided into three sessions. It begins with a material presentation session. After the material delivery session, it is continued with a question and answer session related to various obstacles related to storing personal and family documents, especially those related to their work needs, permits and completeness of work documents. Furthermore, the PKM activity is filled with the following practices: Prepare personal documents that will be used as practice materials: 1) The process of converting physical documents into digital media, by scanning or photographing personal documents owned (KTP, passport, residence permit, certificate from the Manpower Office, etc.) into jpg, jpeg, or pdf files. Using a mobile phone (handphone); 2) Create a folder in the google drive application on each participant's mobile phone (handphone), according to needs/classification; 3) participants create several folders according to storage needs. Work documents, personal documents, family

documents, and so on; 4) Move document files into folders according to their classification.

The results of the implementation of community service activities as a whole can be seen based on the following components: 1) Achievement of the target number of training participants. The target number of training participants or target audience is 30 migrant workers in Malaysia. In its implementation, this activity was attended by more than the initial target, which was 30 migrant workers. So it can be concluded that this training has achieved the target number of participants of 100%; 2) Achievement of training objectives. The community service program (PKM) with the theme of digital document administration literacy training aims to increase and solve problems of awareness in storing, maintaining, and being wise in using personal or family documents. In addition to general objectives. This training has a specific objective, namely to overcome various real problems that occur when storing documents and overcome the vulnerability to loss or damage. Digital document administration has the benefit of protecting personal documents as citizenship or work identities, so that they are well maintained. By identifying problems related to physical document storage, participants can carry out and choose the right method in storing and maintaining personal documents or archives. 3) Achievement of planned material targets. The achievement of the implementation of PKM team activities seeks to provide a questionnaire to determine the extent of migrant workers' understanding and skills regarding the material and practices of digital administrative literacy that have been carried out.

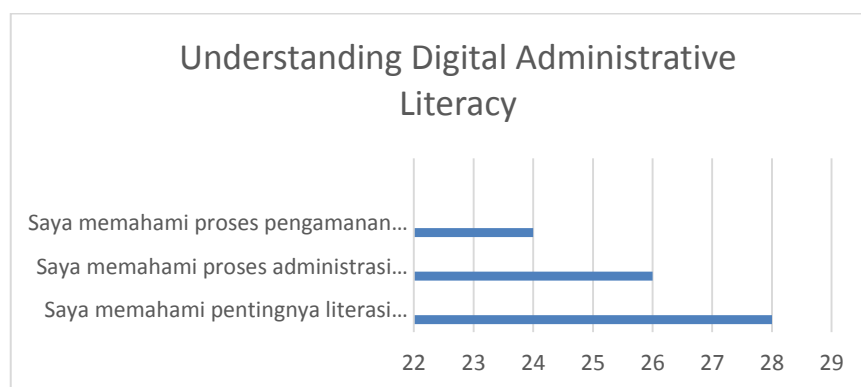


Figure 5. Level of Understanding of Digital Administrative Literacy Training Participants

Based on Figure 4, it is shown that the level of understanding of Digital Administration Literacy training participants is 93% or 28 participants who understand the importance of digital administration literacy in daily activities. Furthermore, 86% or 26 participants stated that they understand the digital administration process. Then there are 80% or 24 participants who stated that they understand the process of securing personal documents.

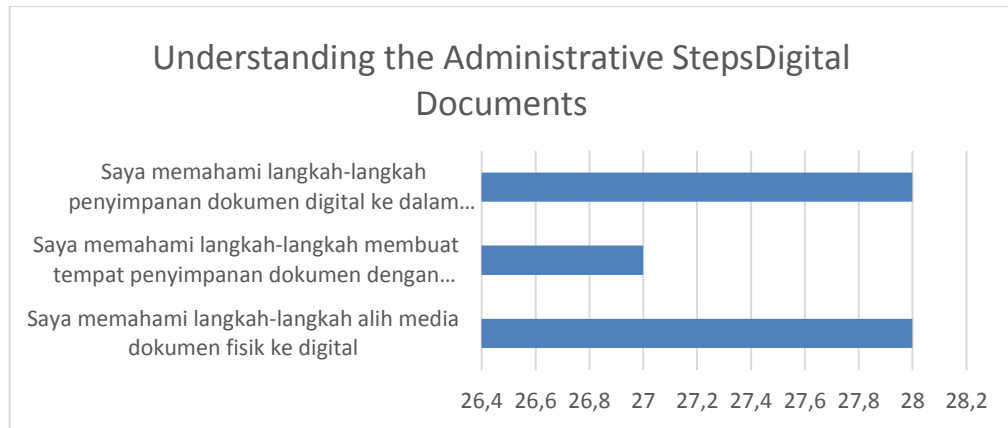


Figure 6. Level of Understanding of Training Participants Regarding Digital Administration Steps

Figure 5. displays the level of understanding of training participants regarding digital administration steps. The diagram shows that 93% or 28 participants understand the steps for storing digital documents. Meanwhile, 90% or 27 participants understand the steps for creating a document storage place with Google Drive on a cellphone. 93% or 28 participants understand the steps for transferring physical document media to digital. In general, participants responded positively to the implementation of digital document administration literacy training activities. This is something positive, because the mentoring participants have realized that being aware of the importance of personal documents is a form of concern for the existence of good citizens (Gyampoh-Vidogah & Moreton, 2005) which has an impact on legal equality (Guevara & Mugica, 2011). The awareness of participants as migrant workers of the importance of having, maintaining, and properly storing personal documents will be able to guarantee their existence as citizens who have rights and obligations (Pun, 2015) as it should be in the law (Jordan et al., 2008). The participants were very enthusiastic in practicing digital document administration. This training was given with a simple method and using materials and equipment owned by the participants (Abbas et al., 2023). This digital document administration practice is expected to be applied in the management of migrant worker documents, both for personal or family documents.

One of the methods used by the team to measure the level of success of the activities and participants' understanding of the implementation of the training was by providing a questionnaire as well as a pre-test and post-test on the material that will and has been given in the digital document administration literacy training. The following are the results of the pre-test and post-test from 30 participants.

Table 3. Participants' Pre-test and Post-test Results

Participants	Score	
	Pre-test	Post-test
1	40	70
2	30	70
3	50	80
4	50	70
5	60	90
6	50	80
7	50	80
8	60	70
9	70	90
10	60	100
11	60	90
12	70	90
13	50	80
14	50	70
15	60	80
16	60	80
17	70	100
18	40	70
19	60	80
20	50	80
21	50	80
22	60	80
23	60	100
24	70	80
25	40	70
26	40	70
27	30	80
28	50	80
29	60	80
30	40	70

As shown in table 3. the results of the pre-test and post-test of the training participants showed a positive increase after receiving knowledge and literacy practice training. In addition to an increase in understanding scores, participants also gave an assessment of the process and course of the training with the following indicators:

Table 4. Recapitulation of Participant Assessment of the Training Process

No	Indicator	Score	Criteria
1	Training Theme	4,13	Good
2	Timeliness	4,17	Good
3	Training Venue Conditions	4,13	Good
4	Material Suitability	4,25	Very Good
5	Quality of Organizer Services	4,21	Very Good
6	Facilities and Equipment Used	4,17	Good
7	Mastery of Material by Resource Persons	4,25	Very Good
8	Material Presentation Methods	4,21	Very Good
9	Benefits of Material Delivered in Training	4,26	Very Good
10	Interaction of Resource Persons with Training Participants	4,22	Very Good

It can be seen in table 4. that the scores given by the training participants for the training they received indicate that digital administrative literacy training for migrant workers in Malaysia is in the good and very good categories. This also implies that the need for family or personal document management is needed by every citizen (Sabennikova, 2022) including Indonesian migrant workers in Malaysia.

## **CONCLUSION AND RECOMMENDATIONS**

The results obtained from the implementation of the community service program (PKM) targeting immigrant workers in the information sector in Malaysia regarding the mastery of digital document administration literacy were carried out smoothly for two days. This can be seen from the enthusiasm and attention given to the training participants, even on Saturday and Sunday, they remained enthusiastic in following the training sessions. Digital literacy includes the ability to find, organize, evaluate, analyze, and use information through digital technology. This involves understanding and using various digital devices and platforms effectively. Digital literacy is essential for students and citizens to engage with digital archives, as it increases their ability to access, interpret, and utilize digital information sources. A digital archive is a digital database built using internet technology, which stores and provides access to various digital documents and cultural information. The transition from traditional archives to digital archives has significantly increased the accessibility of archival information, allowing more people to engage with historical and cultural documents. Digital archives democratize access to information, allowing citizens to engage with documents that were previously difficult to access. Integrating digital literacy training into the design of digital archives can help non-specialist users navigate and utilize resources effectively. Despite its benefits, there are challenges in managing and utilizing digital archives, such as ensuring the preservation of digital materials and addressing copyright issues. Effective management and training of digital literacy programs can help reduce these challenges, improving the utilization and preservation of digital archives.

Libraries and educational institutions play a critical role in promoting digital literacy by providing training and resources to help citizens develop the skills needed to engage with digital archives. Projects that integrate digital humanities into library services can teach new digital literacy skills, such as data analysis and management, which in turn enhances citizen engagement with digital archives. By increasing digital literacy, citizens can better participate in government and public affairs, access government records, and contribute to the preservation and dissemination of cultural heritage. Digital literacy also empowers citizens to critically evaluate information, reduce the spread of misinformation, and improve the overall quality of public discourse.

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