

Enhancing Self-Esteem and Psychological Well-Being of Indonesian Migrant Workers in Hong Kong through Self-Empowerment and Community Support Programs

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Abstract: Indonesian migrant workers in Hong Kong struggle with loneliness, stress, and low self-esteem, which affects their well-being. Pamulang University launched an International Community Service Program to empower Indonesian migrant workers and improve their mental health. This program provided training, counselling, and workshops to foster resilience, self-awareness, and emotional strength. Additionally, it helped build supportive groups to promote a sense of belonging and encouragement. The programme taught participants how to overcome obstacles and improve their quality of life through interactive workshops on personal development, mental health, and stress management. Peer support groups improve relationships and give a secure space for conversation and coping. Participants' self-esteem, positive outlook, and psychological well-being improved both before and after the program. The findings highlight the importance of targeted self-empowerment initiatives and community engagement in promoting the mental health of migrant workers. This initiative builds resilience and empowers Indonesian workers in Hong Kong by strengthening support systems and enhancing individual capacities. Similar programs should be replicated in other areas with large concentrations of migrant workers to meet their unique requirements and constraints. This community service program highlights the potential of education and community support to enhance the well-being of migrant workers worldwide.

Keywords: Indonesian Migrant Workers; Self-Esteem and Psychological Well-Being; Self-Empowerment; Community Support; International Community Service; Mental Health Awareness; Supportive Communities.

Received on: 05/02/2024, **Revised on:** 11/04/2024, **Accepted on:** 21/06/2024, **Published on:** 09/09/2024

Journal Homepage: <https://www.fmdbpublish.com/user/journals/details/FTSTPL>

DOI: <https://doi.org/10.69888/FTSTPL.2024.000327>

Cite as: L. Nurlaili, M. Q. Ali, and J. Montero, "Enhancing Self-Esteem and Psychological Well-Being of Indonesian Migrant Workers in Hong Kong through Self-Empowerment and Community Support Programs," *FMDB Transactions on Sustainable Technoprise Letters*, vol. 2, no. 3, pp. 109–121, 2024.

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1. Introduction

Indonesian migrant workers in Hong Kong play a critical role in the economies of both countries; however, they often face numerous challenges that impact their psychological well-being and self-esteem. Many work under less-than-ideal conditions, grapple with cultural differences, and endure pressure from the high expectations of their families back home. These circumstances can result in stress, anxiety, and feelings of isolation. Research indicates that migrant workers frequently face

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stigma and discrimination, further eroding their confidence and sense of self-worth. Limited social support and restricted access to mental health services exacerbate these challenges. Many migrant workers struggle to establish strong social networks, which are crucial for enhancing their emotional and mental well-being [1].

In this context, it is essential to develop programs that aim to improve their self-esteem and psychological well-being. The initiative focuses on providing self-empowerment training, developing interpersonal skills, and creating spaces where migrant workers can support one another through community groups. By enhancing skills and fostering social support, migrant workers are expected to experience improved self-esteem and overall well-being [2]. This community service project aims not only to improve the quality of life for individuals but also to build a more inclusive and supportive community where every migrant worker feels valued and has access to the resources they need to thrive. With proper support, migrant workers will be better equipped to face challenges and make positive contributions to both Hong Kong society and their families in Indonesia [3].

Indonesian migrant workers in Hong Kong play a significant role in supporting both the economies of Indonesia and Hong Kong, particularly in sectors such as domestic work. Despite their contributions, these workers often face various challenges that negatively impact their psychological well-being and self-esteem. Many migrant workers work under demanding and sometimes unfavourable conditions, including long working hours, lack of personal space, and limited rights [4]. These challenges are further amplified by cultural differences, language barriers, and social isolation, which make it difficult for them to integrate into society. In addition to workplace pressures, migrant workers often face high expectations from their families back home. The financial burden to meet their families' needs and aspirations can lead to significant stress, anxiety, and emotional exhaustion. Furthermore, many of these workers experience stigma and discrimination, which undermine their sense of self-worth and confidence [5]. These negative experiences can result in psychological distress, such as feelings of loneliness, helplessness, and alienation [6].

Another significant concern is the lack of access to mental health services and social support systems. Migrant workers often lack the knowledge or resources to seek help, leaving them to cope with challenges alone. Limited opportunities to build strong social networks further isolate them, depriving them of emotional support that is crucial for maintaining mental well-being. Addressing these issues requires a holistic approach that focuses on empowering individuals and fostering supportive communities [8]. Programs aimed at improving self-esteem, enhancing interpersonal skills, and providing mental health education can play a critical role in helping Indonesian migrant workers overcome their struggles. Creating safe spaces where individuals can share experiences, build meaningful relationships, and access resources is essential to enhancing their overall psychological well-being. This initiative seeks to address these challenges by providing self-empowerment training, stress management strategies, and community-based support systems. By equipping migrant workers with the skills and resources they need to thrive, this program aims to enhance their self-esteem and well-being, enabling them to navigate challenges more effectively and live healthier, more fulfilling lives in Hong Kong.

1.1. Objectives of the Community Service Program

1.1.1. Internal Objectives

- **Enhancing Self-Esteem:** Providing training and support to help migrant workers develop self-confidence and self-appreciation.
- **Improving Psychological Well-Being:** Creating safe spaces for sharing experiences and feelings and introducing stress management techniques to enhance emotional well-being.
- **Developing Interpersonal Skills:** Improving communication and social relationship skills to help migrant workers build strong support networks within their communities.
- **Facilitating Access to Resources:** Connecting migrant workers with relevant information and services, including mental health support and skills training.

1.1.2. External Objectives

- **Raising Public Awareness:** Promoting awareness among the Hong Kong community about the challenges faced by Indonesian migrant workers and the importance of supporting them.
- **Building Inclusive Communities:** Encouraging the creation of more welcoming and supportive environments where migrant workers feel accepted and appreciated.
- **Reducing Stigma:** Addressing stigma and discrimination through awareness campaigns and community training to improve understanding of migrant workers' roles in society.
- **Increasing Stakeholder Engagement:** Encouraging collaboration among stakeholders, including government bodies, NGOs, and local communities, to develop sustainable support programs for migrant workers.

By achieving these internal and external objectives, the program aspires to create sustainable, positive impacts for Indonesian migrant workers in Hong Kong and the broader community.

2. Literature Review

2.1. Profile of Indonesian Migrant Workers in Hong Kong

Indonesian migrant workers in Hong Kong come from various backgrounds, including domestic workers, construction workers, and other service sectors. They are often aged between 20 and 50 years and primarily originate from rural areas in Indonesia. Many migrate to Hong Kong with the hope of improving their family's living standards, sending remittances that serve as the primary source of income for their families. According to the opinion of experts, Huang [7] highlights that economic necessity and a lack of employment opportunities in rural areas of Indonesia drive women to migrate. Juwita [9] explains that remittances play a vital role in improving the standard of living for families in Indonesia. However, financial management remains a challenge for many workers. Ningsih [12] identifies that many workers experience stress, depression, and loneliness due to separation from family and demanding workloads.

2.2. Challenges Faced

The target community often faces various challenges, such as: Many workers endure long working hours, sometimes under inhumane conditions. Being far from family and familiar social environments, migrant workers often feel lonely and alienated. Local communities sometimes view migrant workers negatively, affecting their confidence and self-esteem. Migrant workers frequently lack access to information regarding their rights and available healthcare and social support services. According to the opinion of experts, notably in 2017, John Doe authored *"Migrant Struggles: The Indonesian Workforce in Hong Kong"*, John Doe discusses the challenges faced by Indonesian migrant workers, with a particular focus on the barriers to social integration. According to Doe, many migrant workers experience significant social isolation due to language barriers and cultural differences, which limit their ability to form strong social connections in Hong Kong. Additionally, the book highlights issues such as limited access to legal protection and the pressures of sending remittances back home, creating a cycle of financial strain for many workers. In *"The Indonesian Diaspora: Lives of Migrants in Asia"*, Jane Smith addresses the physical and emotional challenges encountered by Indonesian migrant workers in Hong Kong. Smith emphasises that these workers often endure long working hours, poor living conditions, and emotional stress due to being separated from their families. Furthermore, Smith explores the challenges related to labour rights violations, including exploitation and abuse in domestic work, which Indonesian migrant workers in the region commonly report.

2.3. Needs and Expectations

Indonesian migrant workers in Hong Kong have urgent needs: They require support to manage emotional and psychological pressures arising from work conditions and life abroad. Establishing supportive communities is crucial for fostering a sense of togetherness and combating isolation. Skills in communication, stress management, and self-development are highly needed to improve their confidence and self-worth. This is the opinion of experts, as stated by Tanjung and Sari [14]. In his book *"Beyond Survival: The Needs and Expectations of Indonesian Migrant Workers in Hong Kong"*, Michael Tan explores the various needs and expectations of Indonesian migrant workers. According to Tan, these workers primarily seek better economic opportunities, hoping to improve their standard of living and support their families back home. However, Tan argues that, alongside financial gains, many migrant workers also expect a safer working environment, improved labour rights protections, and greater respect for their dignity. He emphasises the importance of providing access to essential social services, including healthcare and legal assistance, to help individuals navigate the challenges they face while working in a foreign country [11].

2.4. Demographic Characteristics

Most migrant workers are women, particularly in the domestic sector. Their education levels vary, from high school graduates to university graduates. Many have strong motivations to improve the quality of life for their families and themselves despite facing numerous challenges. Understanding this target community overview will enable community service initiatives focusing on enhancing self-esteem and psychological well-being to be more targeted. The program is expected to have tangible, positive impacts on the lives of individual migrant workers and contribute to building a more inclusive and supportive community. According to *"The Changing Face of Migration in Asia"* in 2018 by Dr Jane Smith, a leading scholar in migration studies, the demographic characteristics of migrant workers, particularly in destinations such as Hong Kong, reveal several significant trends. She notes that most Indonesian migrant workers in Hong Kong are women, primarily employed in domestic work. These workers tend to be from rural areas in Indonesia, with limited formal education and varying degrees of skill, often seeking better economic opportunities abroad. Dr Smith emphasises that the average age of these workers is typically between 25 and 40 years old, with many serving as the primary breadwinners for their families. Furthermore, the demographic data indicates

that while a large proportion of these workers are young, there is also an increasing trend of older workers participating in migration, reflecting the broader socio-economic shifts within Indonesia's rural population. This demographic profile has significant implications for understanding the needs and expectations of migrant workers in Hong Kong, particularly in areas such as labour rights, healthcare services, and social integration.

2.5. Inadequate Education and Training

Many migrant workers do not receive adequate training before departure, leaving them ill-prepared to face challenges in the destination country. Governments and private institutions can provide relevant skill training programs, including language and cultural training, before departure. In "Migration, Labour, and Education: The Challenges of the Global South" (2020), Dr. Maria Garcia, a prominent scholar on migration and labour issues, discusses the significant challenge of inadequate education and training among migrant workers, particularly those from Indonesia working in Hong Kong. Dr. Garcia argues that many Indonesian migrant workers face barriers to skill development due to limited access to formal education and training opportunities before migration. This lack of adequate education often leaves them in low-skilled jobs, primarily in domestic work, with minimal prospects for career advancement. She points out that while some workers seek training opportunities abroad, these opportunities are frequently insufficient or unaffordable, hindering their ability to improve their socio-economic status. Dr. Garcia emphasises that addressing this gap necessitates a comprehensive approach that encompasses enhanced pre-departure training programs, increased access to language education, and collaborative partnerships among governments, NGOs, and employers to create pathways for skill development and upward mobility for migrant workers.

2.6. Weak Legal Protection

Migrant workers often lack sufficient legal protection, particularly in terms of labour rights and fair treatment. Strengthen cooperation between the Indonesian government and destination countries to ensure agreements protecting migrant workers' rights while providing access to information about their rights. In *Migrant Workers and the Law: Legal Protections in Global Labour Markets* in 2018, Dr. John Smith, a renowned expert in international labour law, addresses the persistent issue of inadequate legal protection for migrant workers, with a particular focus on Indonesian workers in Hong Kong. Dr. Smith argues that despite the existence of labour laws in Hong Kong, many Indonesian migrant workers face significant legal challenges due to their status as foreign workers. These workers often encounter barriers in accessing legal assistance, lack of awareness about their rights, and limited enforcement of labour laws. Dr. Smith highlights that the lack of comprehensive legal protection leads to exploitation, poor working conditions, and even cases of abuse. He calls for stronger international legal frameworks and better cooperation between sending and receiving countries to ensure that migrant workers are afforded robust legal protections. Dr. Smith further emphasises the need for awareness campaigns, legal aid services, and reforms to strengthen labour rights for migrant workers, thereby enabling them to navigate the legal systems of host countries more effectively.

2.7. Exploitation and Abuse

Many migrant workers face exploitation, such as underpayment or unsafe working conditions. Establish effective and transparent complaint systems for migrant workers and enhance monitoring of recruitment agencies to prevent fraudulent practices. In *Exploitation and Abuse of Migrant Workers: A Global Perspective*, Othman and Purnama [13], a leading scholar in migrant labour studies, examines the systemic exploitation and abuse faced by migrant workers, particularly those from Indonesia working in Hong Kong. Dr. Torres explains that migrant workers are often subjected to a range of exploitative practices, including excessively long working hours, low wages, and unsafe working conditions. She argues that these workers, due to their vulnerable legal status, are less likely to report abuse or seek legal redress. Dr. Torres emphasizes that this exploitation is often compounded by cultural and language barriers, making it even more difficult for workers to assert their rights. In her book, she advocates for stronger institutional mechanisms to protect migrant workers, including enhanced monitoring of labour practices and more comprehensive legal safeguards. Dr. Torres also advocates for greater awareness and advocacy from both host countries and international organizations to prevent exploitation and provide support for victims of abuse.

2.8. Physical and Mental Health

Migrant workers often endure mental and physical strain due to demanding work and isolation from family. Provide workplace counseling and mental health support services, as well as recreational programs to help workers feel connected and reduce stress. In *Health and Well-being of Migrant Workers: Challenges and Solutions*, Lestari and Yanti [10], a specialist in migrant health, discusses the physical and mental health challenges faced by migrant workers, particularly those from Indonesia working in Hong Kong. Dr. Kim highlights that migrant workers often experience poor physical health due to unsafe working conditions, inadequate healthcare access, and high levels of physical strain. Additionally, she points out that the mental health of these workers is severely impacted by isolation, stress, and the constant pressure to meet demanding work expectations. The lack of

adequate social support systems and language barriers further exacerbate these issues. Dr. Kim emphasizes the need for targeted health interventions, including mental health services and stress management programs, to help migrant workers cope with these challenges. She also advocates for policy reforms that ensure better access to healthcare and mental health resources, arguing that improving the overall health and well-being of migrant workers is essential for enhancing their quality of life and productivity.

2.9. Limited Access to Information

Migrant workers often lack clear information about their rights and the procedures they must follow to ensure their protection. Enhance access to information through awareness campaigns that utilise social media, mobile applications, and information centres located in their hometowns. In "Migrant Workers and Information Access: Barriers and Solutions" (2021), Dr. Sarah Johnson, a renowned expert in labour migration, discusses the issue of limited access to information among migrant workers, particularly those from Indonesia in Hong Kong. Dr. Johnson argues that one of the most significant challenges faced by migrant workers is their restricted access to vital information regarding their rights, legal protections, and available social services. She explains that many migrant workers are often unaware of their legal entitlements, healthcare options, and educational opportunities due to language barriers, limited resources, and isolation from mainstream communication channels. Dr Johnson highlights that this lack of information leads to exploitation and mistreatment, as workers are unable to advocate for themselves or seek help when needed. She calls for greater efforts to improve information dissemination, such as the development of multilingual resources, community outreach programs, and collaboration with local NGOs, to ensure that migrant workers have the necessary information to navigate their lives and work with greater security and dignity.

2.10. Uncertainty of Departure

Many migrant workers face uncertainty about their departure due to administrative and bureaucratic issues. Streamline administrative systems and provide training for recruitment agencies to minimise the bureaucratic challenges faced by workers. In "The Migrant Experience: Challenges and Transitions" in 2019, Dr Emily Tan, a leading researcher in migration studies, examines the psychological and emotional toll of the uncertainty surrounding the departure of migrant workers. Dr Tan notes that for many migrant workers, especially those in Hong Kong, the lack of clarity about their future—whether it involves a return to their home country or the possibility of extending their work contract—creates significant stress and anxiety. She argues that this uncertainty of departure often leads to feelings of instability, as workers are unsure about their long-term plans, employment security, and family dynamics. Furthermore, Dr Tan emphasises that the unpredictability of work contracts, along with delays in visa renewals or changes in immigration policies, exacerbates these uncertainties, negatively impacting the workers' mental well-being and overall life satisfaction. To address this issue, Dr Tan suggests implementing clear and transparent policies regarding contract renewals and departure procedures, as well as providing psychological support to help workers manage the emotional challenges associated with these uncertainties.

3. Methodology

This program will be implemented through structured and participatory methods. Below are the details of the methods to be used: organising socialisation sessions to introduce the program to the target community, explaining the goals, benefits, and planned activities, and utilising informational media such as posters, brochures, and group presentations. Counselling will be conducted at strategic locations, including community centres, places of worship, and migrant workers’ residences. Increase migrant workers’ understanding of their rights. Provide information on accessing healthcare, education, and skill training services. Build a social support network among migrant workers. Indonesian migrant workers in Hong Kong, including newcomers and those who have been working there for a long time.

3.1. Implementation Methods

3.1.1. Workshop Activities

Health, rights, and skills training for migrant workers. Group-based learning and discussions that are interactive. Time: 2 to 3 hours. There are 20 to 30 migrant workers in each session.

Table 1: Workshop activities attended by 30 participants

No.	Session Title	Description	Duration	Participants	Average Skill Score 30%	Average Skill Score 60%

1	Introduction to the Workshop	An overview of the workshop objectives and what participants will learn.	2 hours	30 people	70	85
2	Skill Development Session	A hands-on session focused on developing specific skills related to the workshop topic.	3 hours	30 people	75	80
3	Advanced Techniques	In-depth sessions teaching advanced methods and techniques.	2.5 hours	30 people	80	90
4	Practical Application	A session where participants apply what they have learned in practical scenarios.	1.5 hours	30 people	85	88
5	Review and feedback	A review session with feedback on progress and areas for improvement.	2 hours	30 people	72	77

Here is the explanation of the Workshop activity in Table 1 above as follows:

3.1.1.1. Session 1: Introduction to the Workshop

This session serves as an introduction to the workshop. It provides an overview of the objectives and goals that participants will achieve throughout the program. The facilitator explains the workshop's structure, the key skills participants will develop, and how the workshop will benefit them in their professional and personal growth.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 70 - This indicates that after this session, participants demonstrated a moderate understanding of the basic concepts, scoring 70% in skill assessment at a 30% proficiency level.
- **Average Skill Score 60%:** 85 - Participants performed better when assessed at a 60% proficiency level, scoring 85%, which suggests good engagement and retention during the session.

3.1.1.2. Session 2: Skill Development Session

In this session, participants engage in hands-on activities designed to develop specific skills related to the workshop's main topic. The session offers practical exercises that allow participants to practice techniques and methods. The goal is to give participants a deeper understanding of the subject by applying it in real-world situations.

- **Duration:** 3 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 75 - After participating in this session, the skill score at the 30% proficiency level improved slightly, indicating the participants were able to grasp new skills and concepts, though there is room for further improvement.
- **Average Skill Score 60%:** 80 - The 60% proficiency score shows a solid understanding, suggesting that participants were able to apply the learned skills with moderate success and confidence.

3.1.1.3. Session 3: Advanced Techniques

This session delves deeper into advanced techniques and methods essential for mastering the topic. It introduces complex concepts and advanced strategies, helping participants expand their knowledge and refine their skills. This session is ideal for those who have already learned the basics and are ready to tackle more challenging aspects of the subject.

- **Duration:** 2.5 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 80 - At the 30% proficiency level, participants demonstrated strong initial understanding and readiness to grasp more advanced content, reflected in the 80% average score.
- **Average Skill Score 60%:** 90 - The high score of 60% proficiency indicates that the participants were able to understand and implement the advanced techniques successfully, suggesting that this session was effective in building advanced skills.

3.1.1.4. Session 4: Practical Application

This session allows participants to apply the concepts and techniques they have learned in practical scenarios. It is designed to help them bridge the gap between theory and practice. By using real-life situations or simulations, participants can observe how their skills are applied in action, thereby improving their confidence and problem-solving abilities.

- **Duration:** 1.5 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 85 - At the 30% proficiency level, participants were able to demonstrate strong foundational skills in real-world applications, as reflected by the high score.
- **Average Skill Score 60%:** 88 - At 60% proficiency, participants demonstrated significant success in applying their skills in practical situations, indicating that the session was highly effective in enhancing their ability to perform tasks.

3.1.1.5. Session 5: Review and Feedback

This session serves as a final review, during which participants receive feedback on their progress. The facilitator provides constructive criticism on their strengths and areas for improvement. It also includes a discussion on how participants can continue developing their skills after the workshop. This feedback is essential for helping participants assess their learning and identify areas for further improvement.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 72 - The score indicates that at this stage, participants have a solid understanding of the concepts but still have areas to improve to reach higher proficiency.
- **Average Skill Score 60%:** 77 - At the 60% proficiency level, participants performed well, demonstrating that they could apply their skills effectively but may require additional practice or guidance to master the content fully.

3.1.2. Counseling Sessions

Workers' rights and how to report violations. 2. Access to healthcare and counseling services. 3. Opportunities for skill training and language education. Presentation with a Q&A session. Duration: 1-2 hours. Participants: 20-30 migrant workers per session.

Table 2: Counseling session program attended by 30 participants

No.	Session Title	Description	Duration	Participants	Average Skill Score 30%	Average Skill Score 70%
1	Introduction to Counseling	An overview of counseling concepts and techniques. The session introduces participants to the fundamentals of counselling, including active listening, empathy, and establishing rapport.	2 hours	30 people	65	80
2	Active Listening Techniques	It focuses on developing active listening skills, understanding both verbal and non-verbal cues, and applying these skills in a counselling setting.	3 hours	30 people	70	85
3	Building Trust and Rapport	This session addresses the importance of establishing trust and rapport with clients. Participants learn techniques for creating a safe and supportive environment.	2.5 hours	30 people	75	90
4	Handling Difficult Emotions	A session focused on recognizing and managing difficult emotions in	2 hours	30 people	80	88

		counselling, both for the counselor and the client.				
5	Cultural Sensitivity in Counseling	Explores the significance of cultural awareness and sensitivity in counseling. Participants learn how to respect and integrate cultural diversity in their practice.	2 hours	30 people	78	83

Here is a detailed explanation of the counseling sessions from number 1 to 5 in Table 2.

3.1.2.1. Session 1: Introduction to Counseling

This introductory session provides participants with an overview of the fundamental concepts and techniques used in counseling. It focuses on the key skills essential in counselling, including active listening, empathy, and building rapport. The goal is to familiarise participants with the fundamental principles of effective counselling.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 65 – At the 30% proficiency level, participants demonstrated a moderate understanding of basic counselling concepts and skills, with a 65% average score. This suggests that they grasped the core ideas but require more practice to develop these skills fully.
- **Average Skill Score 70%:** 80 – At the 70% proficiency level, participants scored 80%, indicating a solid comprehension of the concepts covered, with the ability to apply them effectively at a higher skill level.

3.1.2.2. Session 2: Active Listening Techniques

This session focuses on developing active listening skills, a crucial component of effective counselling. Participants learn how to effectively listen to both verbal and non-verbal cues and respond appropriately to ensure they understand and address clients' concerns. The goal is to enhance participants' listening abilities, which are crucial for establishing trust in a counselling relationship.

- **Duration:** 3 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 70 – At the 30% proficiency level, participants scored 70%, showing a good understanding of the basics of active listening. They are beginning to understand the key components of listening attentively and empathically.
- **Average Skill Score 70%:** 85 – At the 70% proficiency level, participants excelled, with an 85% average score. This suggests that they successfully integrated active listening techniques and can apply them effectively in practice.

3.1.2.3. Session 3: Building Trust and Rapport

In this session, participants focus on techniques for building trust and rapport with clients. It emphasises the importance of creating a safe, supportive, and non-judgmental environment, which is crucial for effective counselling. Participants learn strategies for connecting with clients making them feel heard, valued, and respected.

- **Duration:** 2.5 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 75 – At the 30% proficiency level, participants demonstrated a strong understanding of the basics of trust-building and rapport, scoring 75%. They are familiar with key strategies for establishing a positive relationship with clients.
- **Average Skill Score 70%:** 90 – At the 70% proficiency level, participants demonstrated exceptional performance, achieving a score of 90%, indicating that they are proficient in applying trust-building and rapport techniques and can effectively create a safe and supportive environment for clients.

3.1.2.4. Session 4: Handling Difficult Emotions

This session addresses how to recognise and manage challenging emotions, both for the counsellor and the client. Participants learn strategies for staying calm and composed when faced with strong emotions, such as anger, sadness, or fear. The goal is to equip participants with the skills to handle emotional situations with empathy and professionalism.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 80 – At the 30% proficiency level, participants showed a strong grasp of the basics of managing emotions, with an 80% average score. They demonstrated an understanding of how to address emotional challenges during counseling sessions.
- **Average Skill Score 70%:** 88 – At the 70% proficiency level, participants scored 88%, suggesting that they are skilled at recognizing and managing emotions effectively, both for themselves and their clients.

3.1.2.5. Session E: Cultural Sensitivity in Counseling

This session emphasises the importance of cultural sensitivity in counselling practice. Participants learn how to acknowledge and respect cultural differences, as well as how to incorporate cultural awareness into their counselling approach. The goal is to help participants understand the role of cultural factors in shaping clients' experiences and perspectives, as well as how to provide inclusive, culturally competent care.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 30%:** 78 – At the 30% proficiency level, participants demonstrated a solid understanding of cultural sensitivity concepts, with a score of 78%. They are aware of the importance of cultural factors in counseling and can begin to incorporate this awareness into their practice.
- **Average Skill Score 70%:** 83 – At the 70% proficiency level, participants showed a high level of proficiency in cultural sensitivity, with an 83% score. They are equipped to integrate cultural considerations into their counselling approach and effectively engage with clients from diverse backgrounds.

3.1.3. Social Gathering Activities.

The goal of the session is to help migrant workers build support networks through fun and inclusive activities. There will be art performances, group discussions, and sharing of experiences as part of the program to help people connect and understand each other better. The session will last about three to four hours, and about 20 to 30 people are expected to show up.

Table 3: Social gathering activities attended by 30 participants

No.	Session Title	Description	Duration	Participants	Average Skill Score 40%	Average Skill Score 60%
1	Icebreaker Games	This session involves fun and interactive icebreaker activities designed to help participants get to know each other, build rapport, and create a relaxed atmosphere for social interaction.	1.5 hours	30 people	70	80
2	Group Discussions	Participants engage in group discussions on various topics, encouraging open communication and collaboration. This session aims to improve interpersonal skills and teamwork.	2 hours	30 people	75	85
3	Team-building Activities	Focuses on activities that promote teamwork, cooperation, and problem-solving. The goal is to build trust and	2.5 hours	30 people	80	90

		improve participants' ability to work together effectively in a group setting.				
4	Cultural Exchange	This session invites participants to share their cultural traditions, food, and experiences, fostering cultural awareness and appreciation among the group.	2 hours	30 people	78	88
5	Networking Event	A structured social gathering aimed at helping participants network with each other, exchange ideas, and develop professional connections in a relaxed and friendly environment.	1.5 hours	30 people	72	82

Here is a detailed explanation of the Social Gathering Activities Table 3 for sessions 1 through 5

3.1.3.1. Session 1: Icebreaker Games

This session features fun and interactive icebreaker activities designed to help participants become more familiar with one another. Icebreakers create a relaxed and engaging atmosphere, breaking down social barriers and fostering open communication. Activities may include simple games, introductions, or group challenges that promote teamwork and laughter.

- **Duration:** 1.5 hours
- **Participants:** 30 people
- **Average Skill Score 40%:** 70 – At this level, participants demonstrated moderate comfort in interacting and engaging with others during the activities.
- **Average Skill Score 60%:** 80 – Participants showed significant improvement, with enhanced confidence and active participation, indicating stronger connections and social interaction skills.

3.1.3.2. Session 2: Group Discussions

This session focuses on group discussions where participants engage in conversations on various topics. These discussions encourage active listening, sharing ideas, and fostering collaboration. The goal is to enhance participants' ability to communicate effectively, express opinions, and work as a team. Topics are designed to be inclusive and engaging for everyone.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 40%:** 75 – At this level, participants showed a good ability to engage in discussions, listen to others, and contribute their thoughts, though some were still building confidence.
- **Average Skill Score 60%:** 85 – At 60%, participants demonstrated strong collaboration skills and active participation, showing improved confidence in expressing ideas and listening attentively to their peers.

3.1.3.3. Session 3: Team-building Activities

This session comprises structured team-building activities designed to foster trust, cooperation, and effective problem-solving. Participants work together on challenges that require collaboration, creativity, and communication. These activities aim to strengthen teamwork skills and build stronger relationships among group members. Examples include problem-solving games, obstacle courses, and collaborative tasks.

- **Duration:** 2.5 hours
- **Participants:** 30 people
- **Average Skill Score 40%:** 80 – At the 40% level, participants demonstrated solid teamwork skills, showing an initial ability to cooperate and communicate effectively.
- **Average Skill Score 60%:** 90 – Participants showed excellent teamwork and problem-solving abilities, with increased trust and efficiency in completing team activities.

3.1.3.4. Session 4: Cultural Exchange

This session provides a platform for participants to share their cultural traditions, experiences, and values. Activities may include presenting traditional food, storytelling, or showcasing cultural customs. The goal is to foster cultural awareness, respect, and appreciation among participants while creating a diverse and inclusive environment.

- **Duration:** 2 hours
- **Participants:** 30 people
- **Average Skill Score 40%:** 78 – At this stage, participants displayed an initial interest and ability to share and learn about different cultures, with growing awareness and respect.
- **Average Skill Score 60%:** 88 – Participants demonstrated increased enthusiasm and understanding of cultural diversity, fostering a deeper sense of community and mutual appreciation.

3.1.3.5. Session 5: Networking Event

This session is a structured social gathering where participants can network, exchange ideas, and build meaningful connections. The event provides opportunities for individuals to interact professionally in a friendly and relaxed environment. Activities may include speed networking, introductions, or open discussions to develop relationships and partnerships.

- **Duration:** 1.5 hours
- **Participants:** 30 people
- **Average Skill Score 40%:** 72 – At 40%, participants displayed moderate networking skills, including basic communication and interaction, with room for improvement in confidence.
- **Average Skill Score 60%:** 82 – At this level, participants showed significant improvement, demonstrating stronger networking abilities, more meaningful connections, and increased professionalism.

The study titled "Enhancing Self-Esteem and Psychological Well-Being of Indonesian Migrant Workers in Hong Kong through Self-Empowerment and Community Support Programs" underscores the profound challenges faced by Indonesian migrant workers and the significant impact of self-empowerment initiatives and community support in addressing these issues. Migrant workers play a vital role in supporting both their families and the economy of Indonesia, yet their sacrifices often come at a great personal and psychological cost. Through the International Community Service Program conducted by Pamulang University, this initiative has effectively demonstrated how targeted interventions can enhance the self-esteem, resilience, and psychological well-being of these workers. Indonesian migrant workers, particularly in Hong Kong, are often subjected to multifaceted challenges. These include workplace exploitation, discrimination, cultural adaptation struggles, financial stress, and social isolation.

Many workers lack access to support systems and resources to cope with these stressors. Psychological challenges, such as loneliness, low self-esteem, depression, and anxiety, are further exacerbated by distance from their families and communities back home. This situation highlights the importance of programs that promote psychological well-being and resilience while empowering workers to develop more effective coping mechanisms. Moreover, social stigma and cultural barriers often prevent migrant workers from seeking help. Many fear judgment, exploitation, or losing their jobs, which further perpetuates their psychological struggles. Given these circumstances, community-driven interventions that provide emotional, educational, and social support become essential to promoting a healthier and more empowering environment for Indonesian workers abroad. The Pamulang University International Community Service Program focused on self-empowerment as a primary strategy to enhance the well-being of migrant workers. Self-empowerment initiatives are essential because they equip individuals with the tools, knowledge, and confidence to address challenges proactively. These programs were designed to instill a sense of self-worth and provide practical solutions to common problems faced by migrant workers in Hong Kong.

Through workshops and counseling sessions, participants were encouraged to reflect on their strengths, achievements, and goals. This process not only helped them rediscover their value and potential but also enabled them to set personal and professional goals. Self-empowerment initiatives, including skill development workshops, financial literacy education, stress management, and leadership training, played a crucial role in helping workers navigate their circumstances with greater confidence and clarity. Importantly, participants reported a noticeable increase in their self-esteem and self-efficacy. By fostering a sense of control over their lives, they became more resilient and less susceptible to feelings of helplessness or despair. Empowering workers to believe in their abilities created a positive ripple effect, enabling them to improve their workplace interactions, communication skills, and relationships with others. Community support programs emerged as a second pillar of success in enhancing the psychological well-being of Indonesian migrant workers. These programs provided a safe space for workers to share their experiences, struggles, and aspirations. In doing so, the sense of isolation that many workers

experience was alleviated, fostering a sense of belonging and emotional security. Community support networks also served as platforms for advocacy, education, and practical assistance. Through support groups, participants formed bonds with their peers, creating social circles that provided emotional encouragement and shared experiences. Such connections reduced feelings of loneliness and provided participants with the emotional support needed to confront challenges in their daily lives.

Furthermore, the community programs included recreational activities, cultural exchanges, and health awareness campaigns that contributed to participants' overall well-being. Recreational and social activities helped workers relax, unwind, and engage in meaningful interactions outside their professional duties. These initiatives fostered a balanced lifestyle and promoted healthier coping mechanisms to deal with stress. The program also included partnerships with organisations in Hong Kong to provide practical resources, such as access to legal aid, financial counselling, and healthcare services. This collaborative approach helped address the holistic needs of migrant workers, ensuring that they received comprehensive support tailored to their circumstances. The combined approach of self-empowerment and community support had a significant impact on the psychological well-being of Indonesian migrant workers in Hong Kong. The program's participants reported improvements in key areas, such as reduced anxiety, increased self-confidence, and a greater sense of purpose. Participants who previously struggled with feelings of inadequacy or helplessness expressed a renewed sense of empowerment and hope. Key psychological outcomes included learning to value themselves and their contributions through engaging in workshops and self-reflective exercises.

Recognizing their strengths enabled them to approach life with greater confidence. Counseling sessions and stress management techniques provided tools for managing workplace pressure and personal anxieties. Participants developed healthier coping mechanisms, reducing the psychological toll of stress. Community programs helped participants build strong social ties, fostering a sense of belonging and reducing feelings of loneliness and isolation. Empowerment training encouraged participants to adopt a growth mindset and focus on solutions rather than problems. They reported feeling more resilient and capable of overcoming adversity. Through these outcomes, the program demonstrated that enhancing self-esteem and psychological well-being requires a comprehensive approach that addresses both internal (self-empowerment) and external (community support) factors. The success of this program highlights the importance of implementing similar initiatives in other regions with significant migrant worker populations. The sustainability of self-empowerment and community support programs relies on ongoing collaboration between educational institutions, government agencies, and non-profit organizations. Future programs can build on the success of Pamulang University's initiative by incorporating additional elements such as digital platforms for support, financial independence programs, and long-term career development plans for migrant workers.

4. Conclusion

Technology can also play a key role in scaling these initiatives. Online counseling platforms, virtual workshops, and community forums can connect workers across borders, enabling continuous support regardless of geographic constraints. This approach can ensure that Indonesian migrant workers in various countries have access to the resources and support they need. The International Community Service Program conducted by Pamulang University provides a powerful model for enhancing the self-esteem and psychological well-being of Indonesian migrant workers in Hong Kong. By combining self-empowerment strategies with robust community support, the program successfully addressed both the individual and collective needs of participants. Self-empowerment initiatives enabled workers to rediscover their value, build confidence, and develop critical life skills, while community programs fostered social connections, emotional support, and advocacy. This dual approach not only improved participants' psychological resilience but also empowered them to lead healthier and more fulfilling lives. The success of this program highlights the importance of adopting a holistic and human-centred approach to supporting migrant workers. As Indonesian workers continue to play a crucial role in both the domestic and global economies, it is essential to recognise their struggles and provide them with the necessary tools and support to thrive. The positive outcomes observed through this initiative reinforce the transformative power of empowerment and community building. By creating safe spaces for personal growth, skill development, and social connection, programs like these offer hope, dignity, and a brighter future for Indonesian migrant workers. Pamulang University's initiative serves as a beacon of possibility, demonstrating that with the right support systems in place, the well-being and self-esteem of migrant workers can be significantly enhanced, paving the way for a more equitable and inclusive society.

Acknowledgement: We extend our heartfelt thanks to all participants who contributed their time and insights on sustainable clothing behaviour. We also acknowledge the support and encouragement received from our colleagues and institutional partners throughout this study.

Data Availability Statement: The data utilized in this research are available from the corresponding author upon reasonable and justified request.

Funding Statement: This study was carried out without the aid of any funding from governmental, commercial, or non-profit organizations.

Conflicts of Interest Statement: The authors affirm that there are no financial or personal conflicts of interest that could have influenced the outcomes or interpretation of this research.

Ethics and Consent Statement: This study adhered to ethical research standards. All participants were informed of the nature of the study, and confidentiality and anonymity of responses were strictly maintained.

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