



**The National Board for The Placement and Protection of Indonesian Overseas Worker  
(BNP2TKI)**


**DATA COLLECTION  
PLACEMENT AND PROTECTION OF  
INDONESIAN OVERSEAS WORKER**

**By  
Abdul Ghofar**

**Regional workshop on Strengthening the collection and use of international migration data  
in the context of the 2030 Agenda for Sustainable Development  
Bangkok, 5 – 8 February 2019**

# Transformation towards: Integrated Services and Protection of PMI Law Number 18 Year 2017, Article 1 paragraph (5)

Protection of PMI is all efforts to protect the interests of PMI and / or PMI candidates and their families in realizing the fulfillment of their rights in all activities before work, during work and after work in legal, economic and social aspects

- 
1. Administrative process PLUS strategic initiatives;
  2. Integrated Information Technology Utilization and Management ("integrated & globally connected nationality") - >>>> Big Data
  3. Capacity building and empowerment in a structured and systematic manner;
  4. National roadmap for K / L / D collaboration and collaboration under the protection of PMI.

# Indonesian Migrant Workers' Goals

guarantee the fulfillment and enforcement of human rights as citizens and Indonesian Migrant Workers; and

## Article 3

- a. guarantee the fulfillment and enforcement of human rights as citizens and Indonesian Migrant Workers; and
- b. guarantee the legal, economic and social protection of Indonesian Migrant Workers and their families.

# Indonesian Migrant Workers (PMI)

## Article 4 paragraph (1)

- a. Indonesian Migrant Workers who work for legal entities;
- b. Indonesian Migrant Workers who work for individual Employers or households; and
- c. Seafarers and fishermen sailors.

# Not Included As Indonesian Migrant Workers

## Article 4 paragraph (2)

- a. Indonesian citizens sent or employed by international bodies or by countries outside their territory to carry out official duties;**
- b. Students and trainees abroad;**
- c. Indonesian refugee or asylum seeker;**
- d. Investor;**
- e. ASN or local employee who works at the Republic of Indonesia Representative;**
- f. Indonesian citizens who work for institutions financed by the state's income and expenditure budget; and**
- g. Indonesian citizens who have independent business abroad.**

# Requirements for Indonesian Migrant Workers

## Article 5

- a. Aged at least 18 (eighteen) years;**
- b. Having competence;**
- c. Physically and mentally healthy;**
- d. Registered and has a Social Security membership number;  
and**
- e. Have complete documents required.**

# rights and obligations for PMI

## Article 6

1. Every Pmi or Pmi candidate has the right:
  - a. get a job abroad and choose a job according to their competence;
  - b. gain increased access self capacity through education and job training;
  - c. obtain information right about the job market, procedures for placement, and conditions work abroad;
  - d. obtain service professional and humane as well treatment without discrimination on when before work, during work, and after work;
  - e. carry out worship according to religious beliefs and beliefs;
  - f. get wages according to wage standards that apply in the country destination of placement and / or agreement between the two countries and / or Employment agreement;

# rights and obligations for PMI (cont.)

## Article 6

1. Every Pmi or Pmi candidate has the right:
  - g. get protection and legal assistance for actions that can undermine dignity and dignity in accordance with the provisions legislation in Indonesia and in the destination country placement;
  - h. get an explanation about rights and obligations as contained in the Agreement Work;
  - i. gain access to communication;
  - j. master travel documents during work;
  - k. associate and gather in the country the destination of the placement corresponds to provisions of laws and regulations that apply in the country placement goals;
  - l. get guaranteed protection safety and security of the return of Indonesian Migrant Workers to the area of origin; and / or
  - m. obtain documents and Work Agreement for Prospective Migrant Workers Indonesia and / or Workers Indonesian Migrants.

# rights and obligations for PMI (cont.)

## Article 6

### **2. Every Indonesian Migrant Worker have obligations:**

- a. Comply with laws and regulations, both domestically and in the destination country placement;**
- b. Respect the customs or customs that apply in the country placement goals;**
- c. Obey and implement the job is in accordance with Employment agreement; and**
- d. Report arrival, existence, and return Indonesian Migrant Workers to Republican Representatives Indonesian in the destination country placement.**



# rights and obligations for PMI (cont.)

## Article 6

- 3. Every Family of Indonesian Migrant Worker has right:**
  - a. Get information about conditions, problems, and return PMI;**
  - b. Receive all property PMI who died abroad;**
  - c. Obtain a copy of the document and employee employment agreement PMI; and**
  - d. Gain access to communication.**

# Protection for PMI

## Article 7

**Protection of CPMI or PMI includes:**

- a. Protection before working;**
- b. Protection during work; and**
- c. Protection after work.**
- d. Have complete documents required.**

## IMPLEMENTATION OF PMI PLACEMENTS

### Article 49

**Executors for the placement of PMI abroad consist of:**

- a. Board;**
- b. PMI Placement Company (P3MI); or**
- c. Companies that place PMI for their own company.**

# Reform of governance of PMI

- The increasing aging population in a number of countries has resulted in high demands for the needs of foreign workers, but the lack of policy in the country and the infrastructure that regulates foreign workers is feared to cause new problems in handling migrant workers;
- The Indonesian government in its reform efforts includes initiatives such as forming desmigratif (productive migrant villages), kkbm (community of migrant workers' families) and other coaching steps towards pmi (Indonesian migrant workers) and their families.
- Government attention to migrant workers is further enhanced by the existence of social security, empowerment including financial literacy and education to Indonesian migrant workers and their entire family
- with the increasing need for migrant workers in many countries due to the increasing aging population, the need for active involvement of the international community to ensure the movement of migrant workers can be handled humanely within the framework of sustainable development goals.

# Reform of governance of PMI (cont.)

- Commitment to the management of migrant workers in a safe, orderly and orderly manner is reflected in the results of the conference in Marrakech, Morocco in 2018, the ASEAN consensus 2017 and the G-20 leaders declaration calling for ongoing dialogue on labor migration issues.
- the need for changes in the management of labor migration, especially in Asia, including the management of remittance flows
- the need to develop mutual recognition of skills (MRS) between recipient and sending countries. this is important to avoid problems that often arise and cause problems for both parties.
- To address a number number of countries where the absence of population growth even tends to be reduced so that aging population is dominant, the opportunity for labor migration to these countries needs to be ensured the elements of the new culture are important

# THE SCHEME FOR PLACEMENT AND PROTECTION SERVICES OF INDONESIA OVERSEAS WORKERS

## 1. PRIVATE TO PRIVATE

The Placement is facilitated by Private Company in both of Indonesian (PPTKIS) and Destination Countries (Agency).

## 2. PLACEMENT BY PERSONAL

Working by themselves

## 3. GOVERNMENT TO GOVERNMENT (G TO G)

Placement facilitated by Government refer to MoU between Indonesia Government and Destination Countries, i.e; South Korea, Japan.

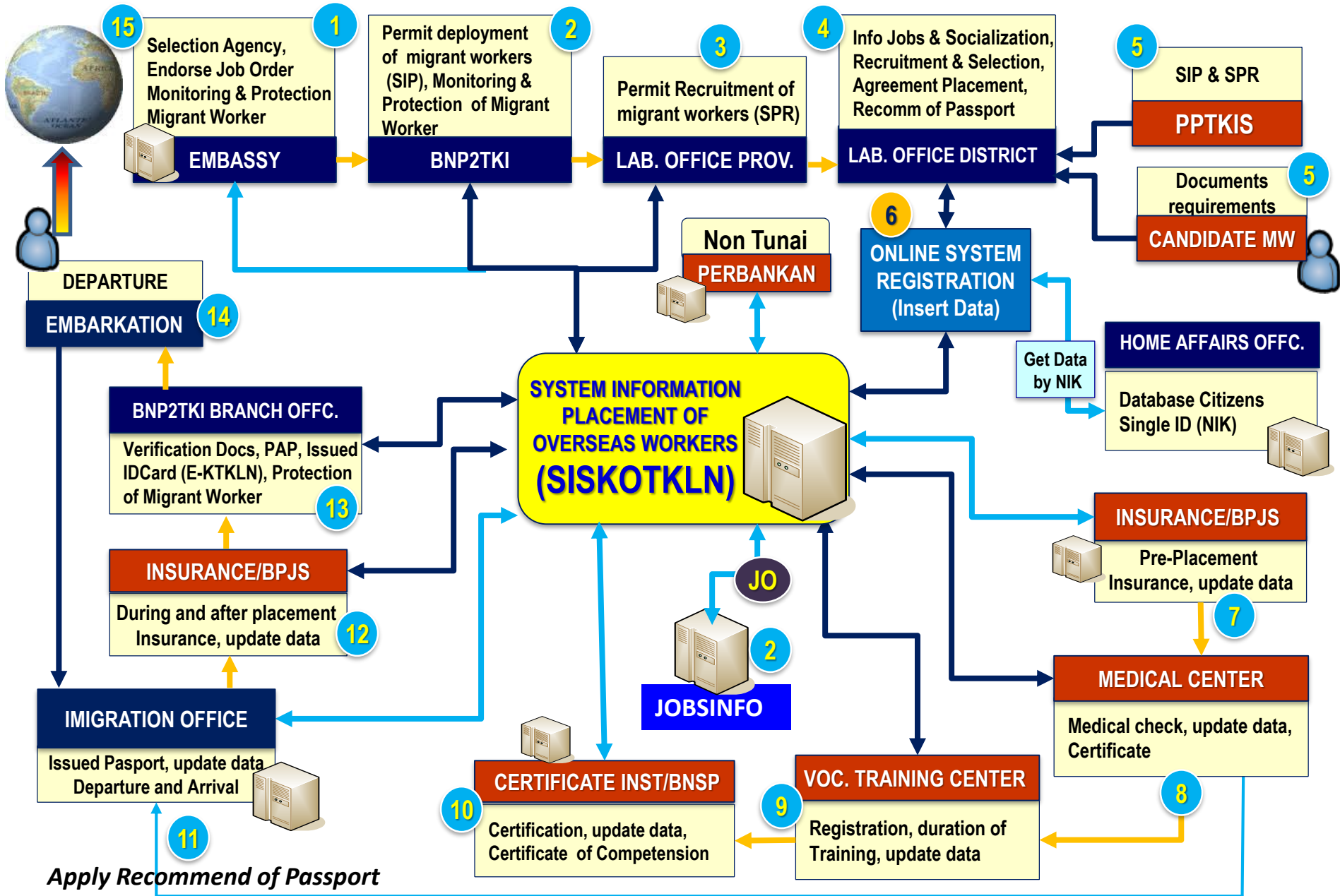
## 4. GOVERNMENT TO PRIVATE (G TO P)

Placement facilitated by Indonesia Government with Private Company in Destination Countries, i.e; Company in Penang (Malaysia).

## 5. COMPANY OWN INTERESTS

Placement by Indonesian Private Company abroad for its own interest

# Flow Process of Placement Migrant Workers



# THE PLACEMENT SERVICE OF PROCESS STEPS

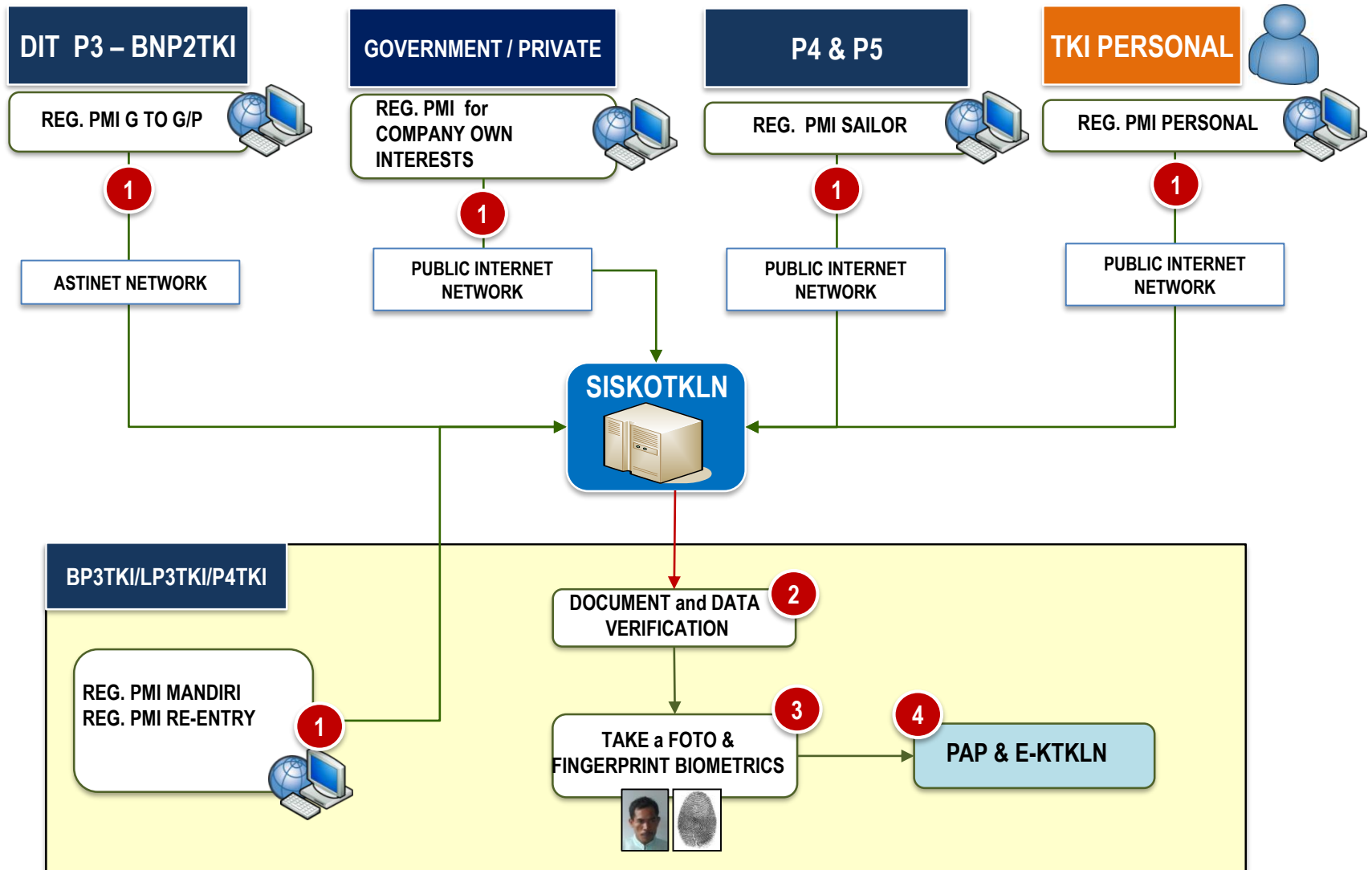
- 1. Employment Agency Indonesia (PPTKIS) & Agency Destination Country makes placements cooperation agreement, job order/demand letter as a condition for the recruitment of migrant workers. Consular or labor attaches to verify and endorsement job order/demand letter.**
- 2. Job Order/Demand Letter as a condition of the permit deployment of migrant workers (SIP) by BNP2TKI**
- 3. Issued permit recruitment of migrant workers by Labour Office Province**
- 4. To disseminate information about job order, recruitment and selection of candidates by Labor Office Districts & PPTKIS, placement agreement between PPTKIS & candidates**
- 5. Employment Agency & Candidates have document requirements**
- 6. Candidates data entry through an Online System Resgistration by NIK based on database Citizen conducted by the Labor Office District**

# THE PLACEMENT SERVICE OF PROCESS STEPS

7. Candidates insurance/BPJS TK included pre- placement by PPTKIS and then update data insurance to SISKOTKLN
8. Candidates shall pass medical checks at health facilities and given a Certificate of health, then update data health to SISKOTKLN
9. Candidates registered and training in Vocational Training Center for 1-2 months and then update data training to SISKOTKLN
10. Candidates take the test competence in Competency Test Institutions and given a certificate of competence, then update data sertificate to SISKOTKLN
11. Candidates their passport at the immigration office based on data (*reff: recommendation of passport*) from SISKOTKLN for passports issued, then update data pasport to SISKOTKLN
12. Candidates insurance included during & after placement by PPTKIS and then update data insurance to SISKOTKLN
13. Candidates documents requirement verified , following the end of departure briefing ( PAP ) , issued ID Card (e-KTKLN) by BNP2TKI representative in the Province/District, and employment contract signing, then update data to SISKOTKLN
14. Candidates departure to country of destination and update data departure from database Imigration to SISKOTKLN



# FLOW PROSES SISKOTKLN SKEMA LAINNYA



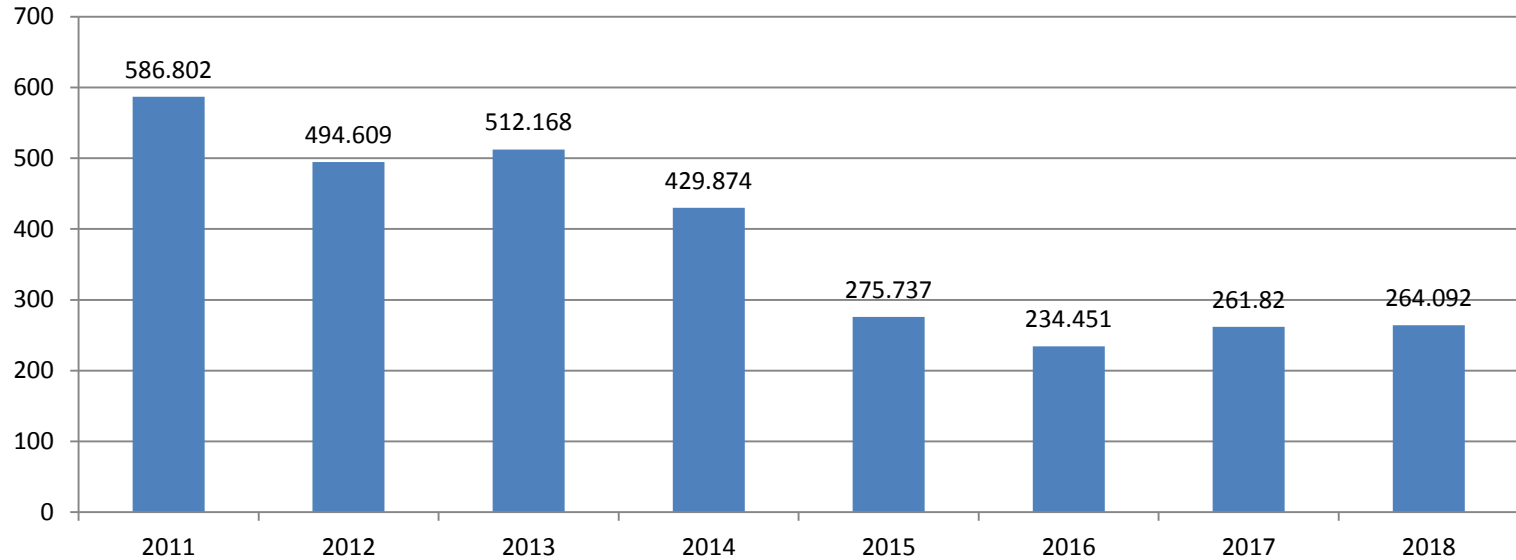


**Center for Research, Development and Information  
The National Board for The Placement and Protection of Indonesian Overseas Worker**

# **DATA PLACEMENT OF INDONESIAN OVERSEAS WORKER 2011 – 2018**

# DATA OF PLACEMENT

(As of 2011 - 2018)

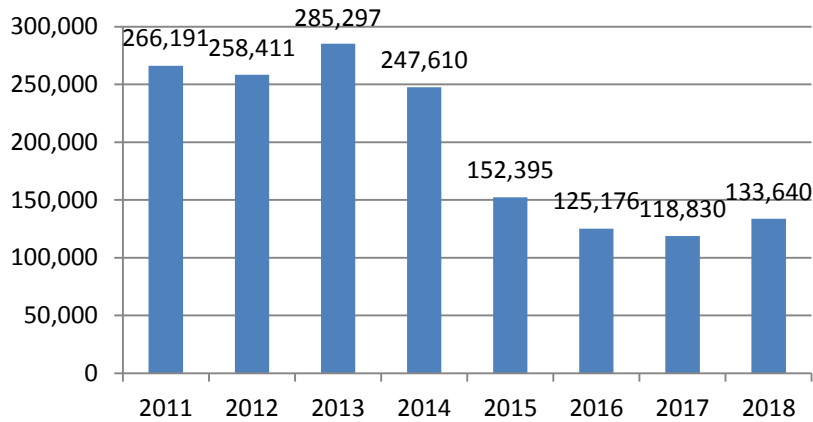


No.	Year	Total
1	2011	586,802
2	2012	494,609
3	2013	512,168
4	2014	429,874
5	2015	275,737
6	2016	234,451
7	2017	261,820
8	2018	264,092

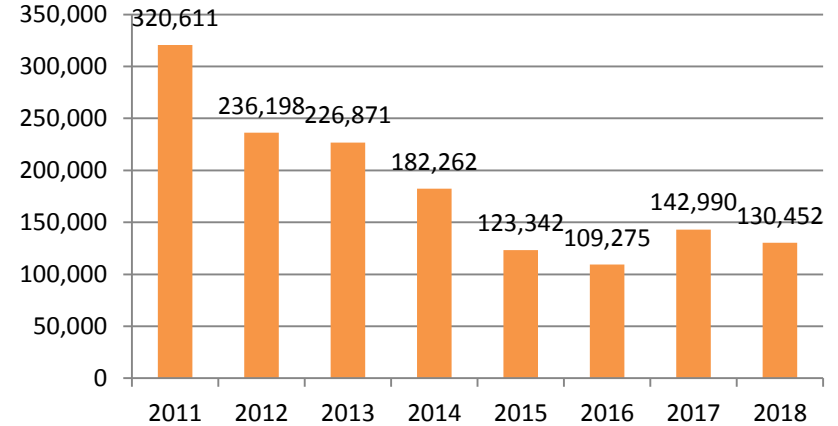
# DATA OF PLACEMENT

(As of 2011 - 2018)

## FORMAL SECTOR



## INFORMAL SECTOR

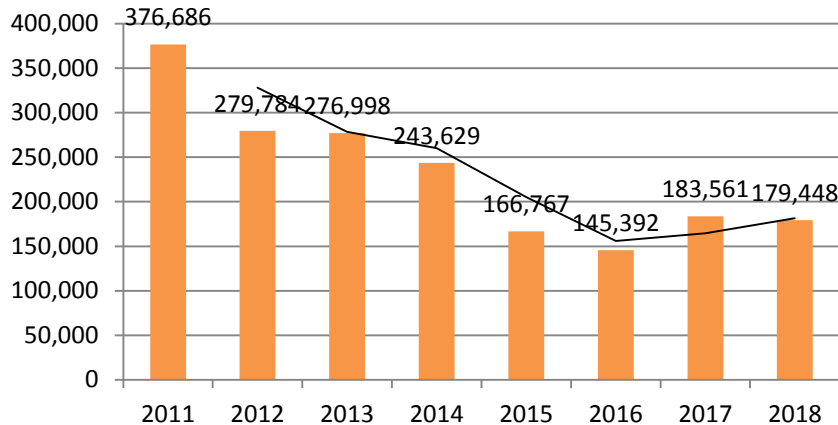


NO	YEAR	TOTAL	FORMAL	%	INFORMAL	%
1	2011	586.802	266.191	45	320.611	55
2	2012	494.609	258.411	52	236.198	48
3	2013	512.168	285.297	56	226.871	44
4	2014	429.872	247.610	58	182.262	42
5	2015	275.737	152.395	55	123.342	45
6	2016	234.451	125.176	53	109.275	47
7	2017	261.820	118.830	45	142.990	55
8	2018	264.092	133.640	51	130.452	49

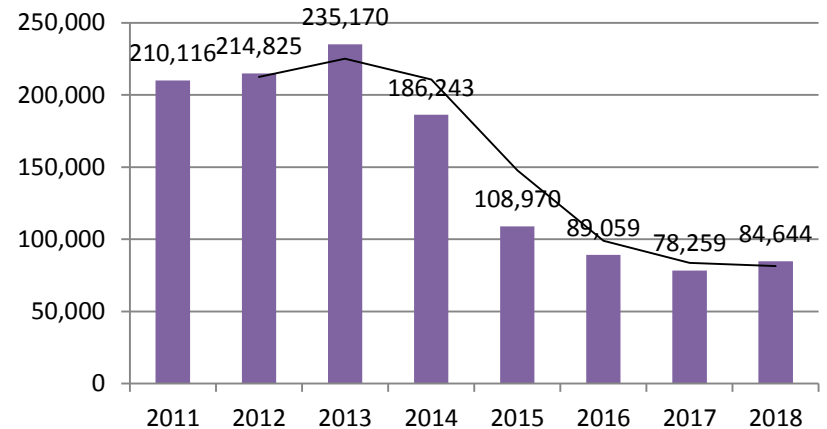
# DATA OF PLACEMENT

(As of 2011 - 2018)

## FEMALE



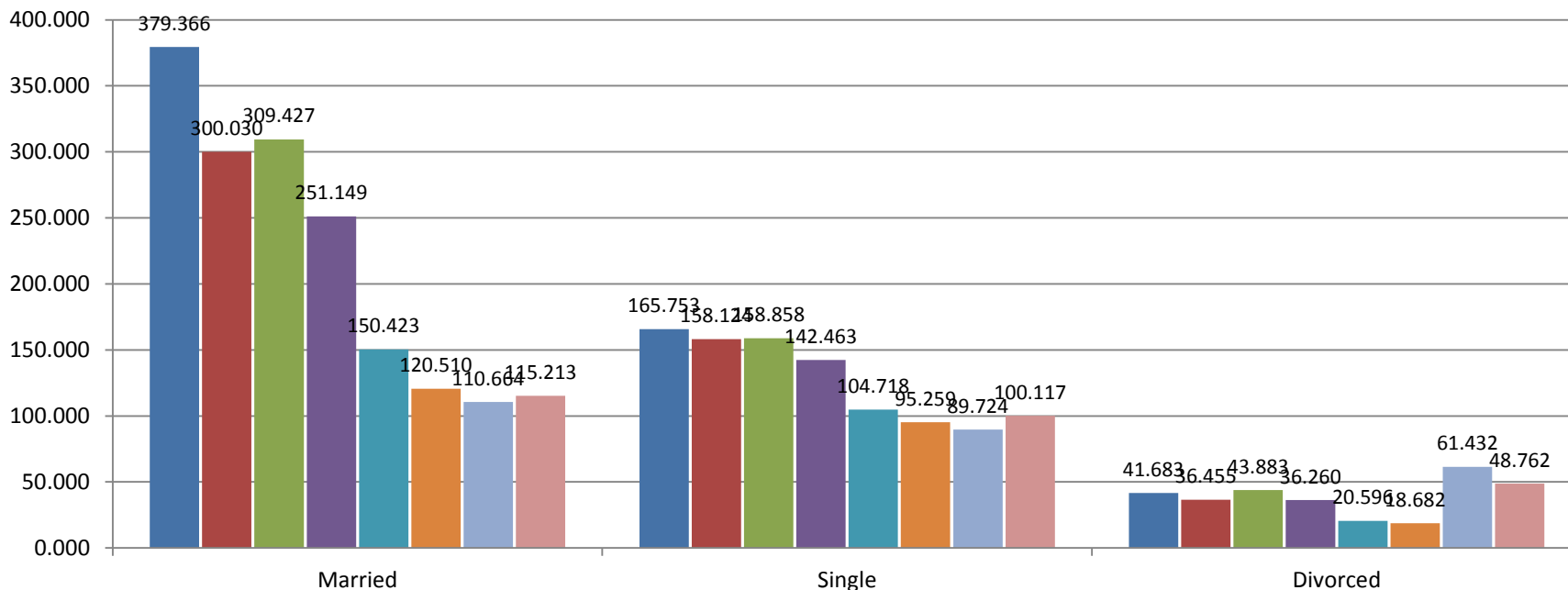
## MALE



NO	YEAR	NUMBER	FEMALE	%	MALE	%
1	2011	586.802	376.686	64	210.116	36
2	2012	494.609	279.784	57	214.825	43
3	2013	512.168	276.998	54	235.170	46
4	2014	429.872	243.629	57	186.243	43
5	2015	275.737	166.767	60	108.970	40
6	2016	234.451	145.392	62	89.059	38
7	2017	261.820	183.561	70	78.259	30
8	2018	264.092	179.448	68	84.644	32

# DATA OF PLACEMENT

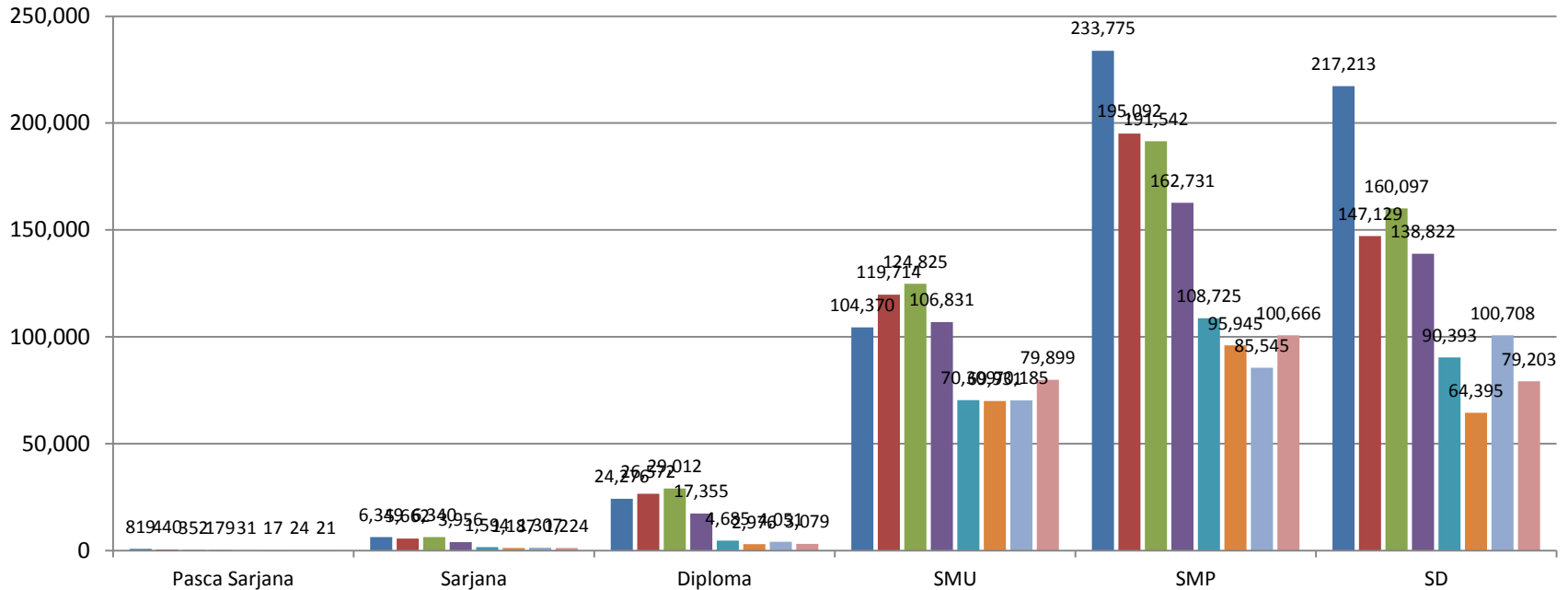
(As of 2011 - 2018, By Marital Status)



Tahun	Married	Single	Divorced
2011	379,366	165,753	41,683
2012	300,030	158,124	36,455
2013	309,427	158,858	43,883
2014	251,149	142,463	36,260
2015	150,423	104,718	20,596
2016	120,510	95,259	18,682
2017	110,664	89,724	61,432
2018	115,213	100,117	48,762

# DATA OF PLACEMENT

(As of 2011 - 2018, By Educational)



Tahun	Pasca Sarjana	Sarjana	Diploma	SMU	SMP	SD
2011	819	6.349	24.276	104.370	233.775	217.213
2012	440	5.662	26.572	119.714	195.092	147.129
2013	352	6.340	29.012	124.825	191.542	160.097
2014	179	3.956	17.355	106.831	162.731	138.822
2015	31	1.594	4.685	70.309	108.725	90.393
2016	17	1.187	2.976	69.931	95.945	64.395
2017	24	1.307	4.051	70.185	85.545	100.708
2018	21	1.224	3.079	79.899	100.666	79.203

# DATA OF PLACEMENT

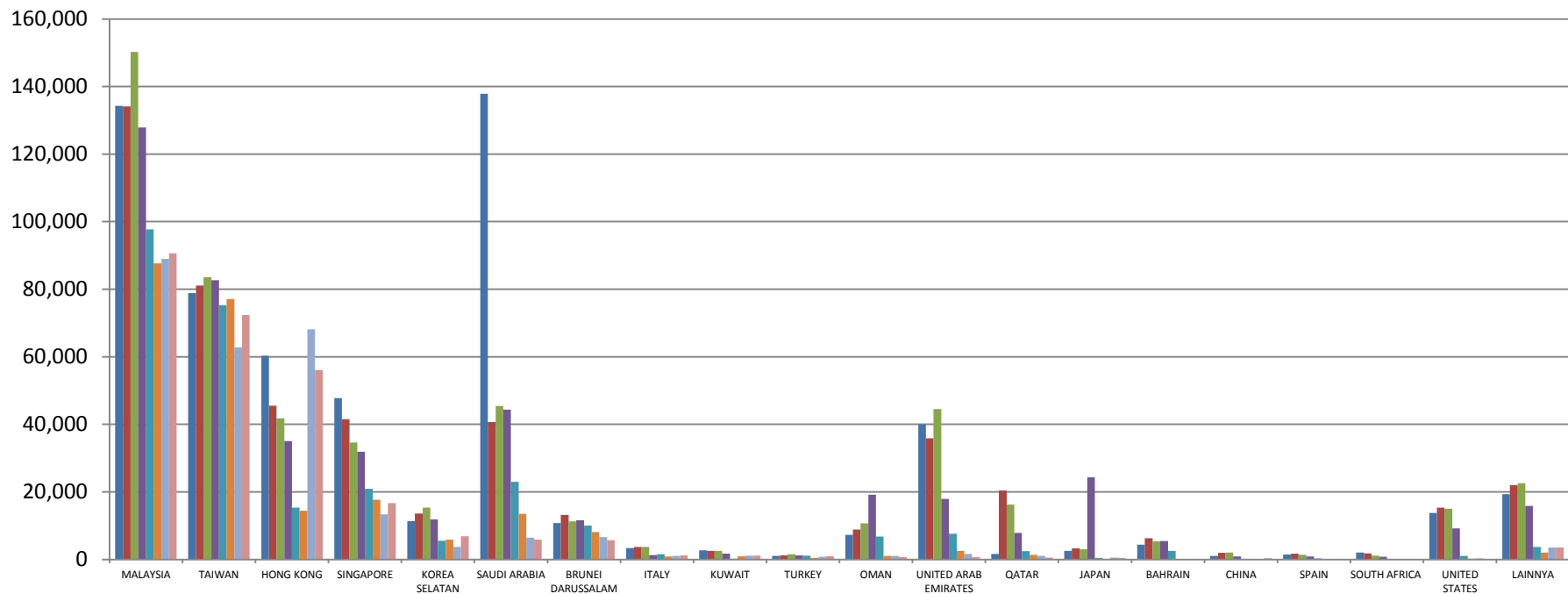
(As of 2011 - 2018, By Province)

NO	PROVINSI	2011	2012	2013	2014	2015	2016	2017	2018
1	ACEH	1.490	762	910	951	786	766	680	925
2	BALI	15.066	14.082	14.617	7.716	4.869	3.258	4.872	4.172
3	BANGKA BELITUNG	225	144	110	49	22	25	16	21
4	BANTEN	27.576	10.853	13.244	9.720	4.270	2.684	2.315	2.316
5	BENGKULU	373	317	334	319	294	220	294	398
6	DI YOGYAKARTA	4.395	4.620	4.967	3.808	1.856	1.428	1.525	1.360
7	DKI JAKARTA	18.718	15.021	14.248	7.561	1.212	811	894	762
8	GORONTALO	52	46	29	37	4	4	41	14
9	JAMBI	578	747	934	835	528	374	261	303
10	JAWA BARAT	148.850	120.045	129.885	105.479	63.064	51.047	50.756	54.740
11	JAWA TENGAH	123.154	115.456	105.971	92.591	57.078	49.512	54.737	56.100
12	JAWA TIMUR	109.233	100.368	93.843	78.306	48.313	43.135	63.498	60.714
13	KALIMANTAN BARAT	1.689	2.607	10.091	5.190	2.231	1.834	1.325	1.797
14	KALIMANTAN SELATAN	1.250	797	888	711	422	223	129	150
15	KALIMANTAN TENGAH	107	67	60	69	24	15	37	40
16	KALIMANTAN TIMUR	665	959	716	449	179	428	2758	1.722
17	KALIMANTAN UTARA	0	0	0	0	0	0	9	561
18	KEPULAUAN RIAU	1.179	1.427	1.540	1.223	804	1.068	1.882	1.209
19	LAMPUNG	17.085	16.259	17.975	18.500	16.109	16.049	15.327	17.910
20	MALUKU	462	353	325	312	78	14	104	38
21	MALUKU UTARA	54	44	56	121	85	8	8	14
22	NUSA TENGGARA BARAT	72.835	46.245	63.438	61.139	51.743	40.415	34.975	32.121
23	NUSA TENGGARA TIMUR	7.478	8.328	5.308	5.515	3.307	2.357	1.955	1.970
24	PAPUA	85	47	110	48	8	4	13	11
25	PAPUA BARAT	73	75	54	47	6	3	8	4
26	RIAU	495	459	717	868	561	617	637	1.011
27	SULAWESI BARAT	1.082	625	542	450	132	114	236	278
28	SULAWESI SELATAN	13.948	13.875	10.358	7.497	2.348	904	1124	1.072
29	SULAWESI TENGAH	1.273	820	1.066	897	587	327	631	767
30	SULAWESI TENGGARA	496	641	689	423	135	93	158	349
31	SULAWESI UTARA	1.196	1.742	1.543	1.076	429	185	458	430
32	SUMATERA BARAT	960	1.176	1.639	1.227	789	812	945	1.081
33	SUMATERA SELATAN	2.233	1.874	2.662	1.958	1.410	1.580	2.103	1.845
34	SUMATERA UTARA	12.447	13.728	13.299	14.782	12.054	14.137	17.109	17.887
	Total	586.802	494.609	512.168	429.874	275.737	234.451	261.820	264.092



# DATA OF PLACEMENT

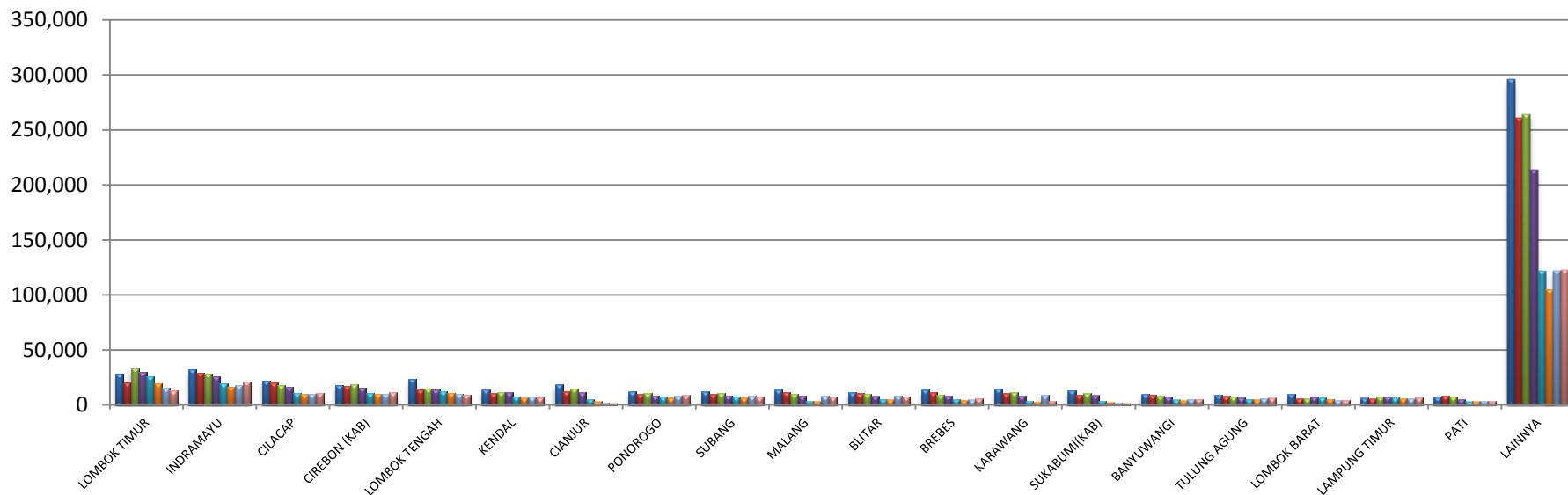
(As of 2011 - 2018, By Top Destination Countries)



TAHUN	MALAYSIA	TAIWAN	HONG KONG	SINGAPORE	KOREA SELATAN	SAUDI ARABIA	BRUNEI DARUSSALAM	ITALY	KUWAIT	TURKEY	OMAN	UNITED ARAB EMIRATES	QATAR	JAPAN	BAHRAIN	CHINA	SPAIN	SOUTH AFRICA	UNITED STATES	LAINNYA
2011	134.310	78.865	60.301	47.786	11.392	137.835	10.804	3.408	2.723	1.016	7.306	39.917	1.616	2.508	4.379	1.072	1.484	2.009	13.749	19.322
2012	134.097	81.071	45.478	41.556	13.593	40.655	13.146	3.691	2.518	1.209	8.836	35.888	20.380	3.293	6.328	1.967	1.746	1.813	15.353	21.991
2013	150.250	83.544	41.769	34.655	15.374	45.394	11.269	3.746	2.534	1.518	10.719	44.505	16.237	3.042	5.384	2.055	1.417	1.161	15.021	22.574
2014	127.870	82.665	35.050	31.860	11.849	44.325	11.616	1.295	1.714	1.246	19.141	17.963	7.862	24.283	5.472	915	889	783	9.233	15.878
2015	97.748	75.304	15.322	20.895	5.501	23.000	9.993	1.516	210	1.108	6.766	7.619	2.460	468	2.570	108	268	115	1.029	3.737
2016	87.623	77.087	14.434	17.700	5.912	13.538	8.152	851	987	498	1.014	2.575	1.355	75	123	65	126	16	249	2.071
2017	88.991	62.823	68.103	13.379	3.728	6.471	6.623	1.010	1.162	811	1.085	1.667	1.037	538	125	84	142	172	317	3.552
2018	90.671	72.373	56.033	16.660	6.905	5.894	5.707	1.204	1.172	1.005	749	726	587	458	86	378	68	54	45	3.525

# DATA OF PLACEMENT

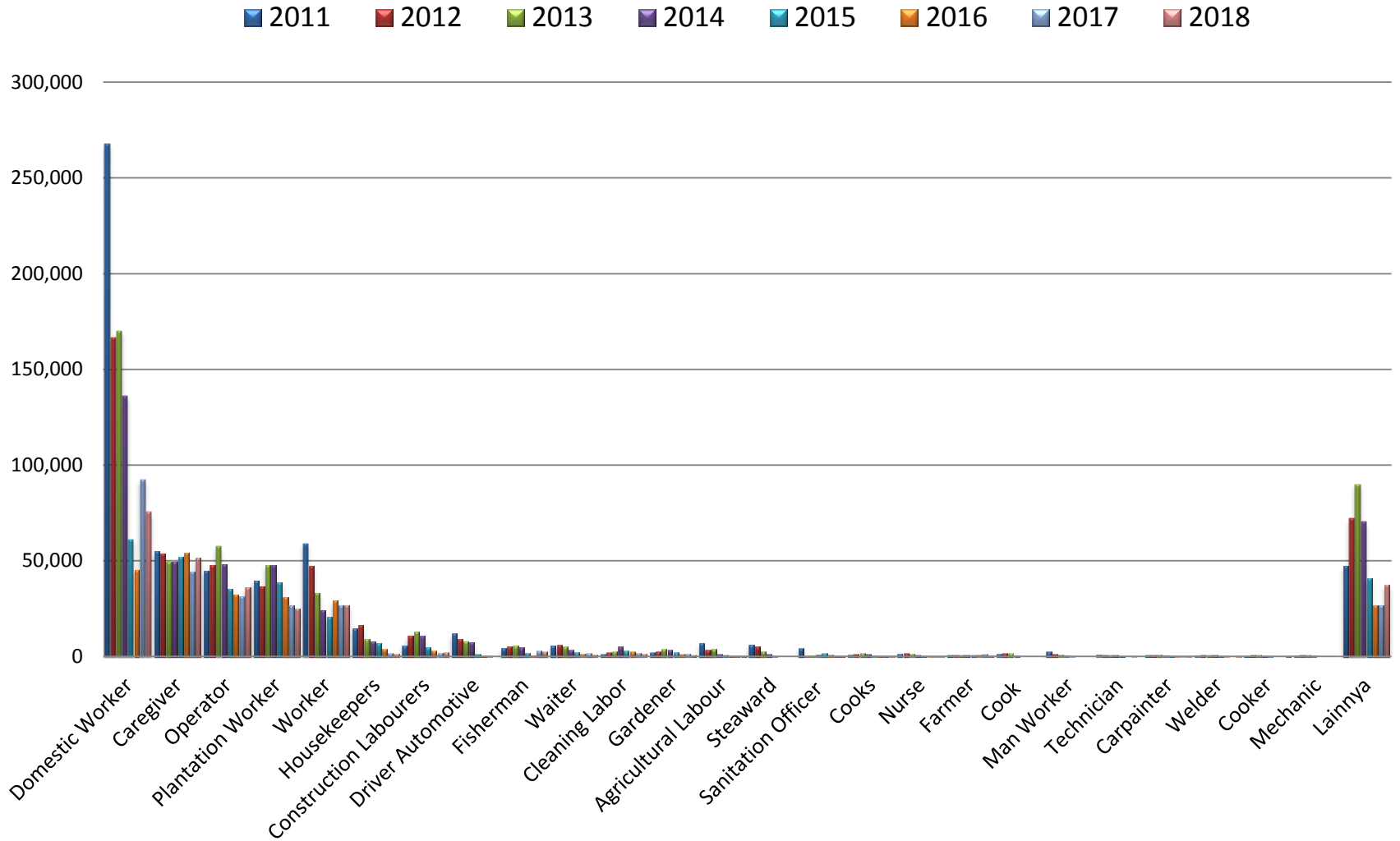
(As of 2011 - 2018, By Top Indonesia Districts)



TAHUN	LOMBOK TIMUR	INDRAMAYU	CILACAP	CIREBON (KAB)	LOMBOK TENGAH	KENDAL	CIANJUR	PONOROGO	SUBANG	MALANG	BLITAR	BREBES	KARAWANG	SUKABUMI(KAB)	BANYUWANGI	TULUNG AGUNG	LOMBOK BARAT	LAMPUNG TIMUR	PATI	LAINNYA
2011	28.391	32.213	22.133	18.152	23.352	13.977	18.386	11.918	11.918	13.407	11.366	13.742	14.446	13.260	9.918	9.273	10.159	6.458	7.113	295.669
2012	19.936	28.949	19.799	16.755	13.675	10.967	12.266	9.742	9.742	11.657	10.329	11.291	10.338	9.380	9.422	7.939	6.191	5.648	8.509	260.876
2013	33.287	28.410	17.592	18.675	14.793	11.497	14.639	10.661	10.661	10.218	9.880	9.336	11.749	10.577	7.957	7.707	5.837	7.200	7.567	264.092
2014	29.510	25.521	16.013	15.786	14.109	11.212	11.311	8.357	8.357	8.114	7.973	8.216	8.499	8.665	7.271	6.723	7.472	7.582	5.267	213.404
2015	25.772	19.025	10.753	10.953	12.175	7.581	5.437	7.254	7.254	3.873	5.209	5.292	3.907	3.660	4.876	5.091	6.871	6.692	3.399	121.474
2016	19.274	16.625	9.574	10.078	10.907	6.391	3.227	6.522	6.522	3.348	4.815	4.310	2.749	2.250	4.039	4.692	5.191	5.994	3.387	104.481
2017	15.230	17.618	10.128	10.170	9.800	7.431	1.975	7.853	7.853	8.238	8.426	4.811	9.098	1.926	5.129	6.129	4.418	5.453	3.415	121.497
2018	12.782	21.045	10.806	11.353	9.522	6.645	1.523	8.647	7.282	6.987	7.701	5.723	3.489	1.754	5.409	6.377	4.183	6.564	3.493	122.807

# DATA OF PLACEMENT

(As of 2011 - 2018, By Top Jobs)



# DATA OF PLACEMENT

(As of 2011 - 2018, By Top Jobs)

NO	JABATAN	2011	2012	2013	2014	2015	2016	2017	2018
1	Domestic Worker	267.733	166.646	170.023	136.083	60.982	45.309	92.158	75.311
2	Caregiver	54.999	53.501	49.231	49.521	51.772	54.160	44.033	51.386
3	Operator	44.592	47.423	57.319	48.119	35.187	32.411	31.367	36.005
4	Plantation Worker	39.622	36.478	47.598	47.790	38.526	30.834	26.470	25.108
5	Worker	58.860	47.346	33.044	24.106	20.352	29.010	26.704	26.668
6	Housekeepers	14.643	16.352	9.086	7.773	6.839	3.757	1.616	1.471
7	Construction Labourers	5.625	10.853	13.039	10.761	4.928	2.853	1.831	2.038
8	Driver Automotive	11.966	9.141	7.848	7.467	1.278	388	242	36
9	Fisherman	4.371	5.213	5.559	4.852	1.866	692	2.819	2.620
10	Waiter	5.742	5.903	4.979	3.245	2.310	1.426	1.670	1.045
11	Cleaning Labor	1.258	2.000	2.472	5.093	2.773	2.416	1.817	1.440
12	Gardener	2.018	2.580	3.831	3.214	2.245	1.211	1.386	843
13	Agricultural Labour	6.814	3.201	3.604	1.302	699	301	475	542
14	Steeward	5.952	5.341	2.690	1.380	235	11	96	65
15	Sanitation Officer	4.262	254	698	981	1.594	1.090	376	365
16	Cooks	1.070	1.137	1.606	1.267	634	323	387	259
17	Nurse	1.496	1.644	1.397	930	466	178	240	227
18	Farmer	861	700	891	890	776	977	1.147	532
19	Cook	1.460	1.595	1.717	655	144	10	2	7
20	Man Worker	2.413	1.360	1.009	585	153	40	22	4
21	Technician	987	796	966	876	294	148	163	66
22	Carpainter	934	891	1.096	599	288	168	156	226
23	Welder	619	805	935	891	477	154	75	227
24	Cooker	551	858	811	560	280	107	30	299
25	Mechanic	678	747	817	601	100	21	26	23
26	Lainnya	47.276	71.844	89.902	70.333	40.539	26.456	26.512	37.279
TOTAL		586.802	494.609	512.168	429.874	275.737	234.451	261.820	264.092



**Center for Research, Development and Information  
The National Board for The Placement and Protection of Indonesian Overseas Worker**

**DATA PROTECTION SERVICES OF  
INDONESIAN OVERSEAS WORKER  
2011 – 2018**

## RECAP of ARRIVAL DATA TKI, 2011 - 2018

NO	AIRPORT	2017	2018
1	Soekarno - Hatta International Airport	124.236	92.546
2	Juanda	39.314	5.213
3	Lombok	19.997	18.649
4	Ngurah Rai	12.185	8.390
5	Adisutjipto	10.410	8.698
6	Kualanamu	14.932	18.632
7	Achmad Yani	7.661	6.849
8	Entikong	4.507	1.884
9	Hang Nadim	7.320	6.854
10	Husein Sastranegara	4.967	2.597
11	Adi Sumarmo	1.111	66
12	Mahmud Badaruddin li	692	605
13	Minangkabau International Airport	722	694
14	Tanjung Balai	637	641
15	Hasanudin	215	188
16	Kidjang	312	260
17	Pinang Kampai	347	117
18	Simpang Tiga	247	207
19	Supadio	283	152
20	Blang Bintang	132	120
21	Samratulangi	104	82
22	Sepingan	9	8
<b>TOTAL</b>		<b>250.340</b>	<b>173.452</b>

YEAR	Number of Arrivals
<b>2010</b>	<b>539,169</b>
<b>2011</b>	<b>494,266</b>
<b>2012</b>	<b>393,720</b>
<b>2013</b>	<b>260,093</b>
<b>2014</b>	<b>201,779</b>
<b>2015</b>	<b>262,942</b>
<b>2016</b>	<b>308,468</b>
<b>2017</b>	<b>250,340</b>
<b>2018</b>	<b>173.452</b>

# COMPLAINT STATUS TKI

## YEAR 2011 - 2018

NO	Complaint Status	2011	2012	2013	2014	2015	2016	2017	2018	Total
1	Pengaduan Baru	0	0	0	0	0	3	20	100	123
2	Validasi	0	0	0	0	0	12	48	63	123
3	Distribusi	0	0	0	0	12	26	84	173	295
4	Proses di Unit Kerja BNP2TKI	0	0	0	0	8	42	189	87	326
5	Proses di Luar BNP2TKI	0	0	0	0	0	28	166	43	237
6	Selesai	4.637	5.423	4.432	3.942	4.874	4.649	3.840	4.212	36.009
Total		4.637	5.423	4.432	3.942	4.894	4.760	4.347	4.678	37.113

# Complaint Service TKI at CRISIS CENTER YEAR 2011 - 2018

No	Media Complaints	2011	2012	2013	2014	2015	2016	2017	2018	TOTAL
1	Directly	1.392	2.083	1.757	1.379	1.864	2.196	1.668	2.282	14.621
2	Letter	952	2.221	1.475	1.371	1.662	1.501	1.395	1.429	12.006
3	E-mail	11	42	8	89	137	138	273	146	844
4	SMS	42	34	80	25	90	32	8	28	339
5	Telepon	2.216	946	1.015	978	896	659	755	423	7.888
6	Lain-lain	24	97	97	100	245	234	248	370	1.415
Total		4.637	5.423	4.432	3.942	4.894	4.760	4.347	4.678	37.113



# 20 Largest Complaints by Country

## YEAR 2011 - 2018

NO	COUNTRY	2011	2012	2013	2014	2015	2016	2017	2018	Total
1	SAUDI ARABIA	2.884	2.766	1.863	1.294	1.103	1.145	890	435	12.380
2	MALAYSIA	387	613	723	886	1.994	1.535	1.777	3.120	11.035
3	TAIWAN	161	204	345	277	274	442	630	271	2.604
4	UNITED ARAB EMIRATES	170	305	262	280	264	314	201	128	1.924
5	SINGAPORE	102	149	110	152	154	204	181	98	1.150
6	JORDAN	253	282	188	132	70	47	46	44	1.062
7	SYRIA	137	345	166	129	99	97	37	14	1.024
8	OMAN	66	109	147	155	158	122	55	16	828
9	QATAR	59	94	189	126	93	75	63	23	722
10	HONG KONG	42	76	86	89	102	195	104	119	813
11	KUWAIT	172	138	86	55	56	52	23	22	604
12	BAHRAIN	29	64	64	86	107	102	61	9	522
13	BRUNEI DARUSSALAM	17	40	25	63	79	92	108	67	491
14	KOREA SELATAN	42	63	35	51	55	65	53	118	482
15	MESIR	11	17	10	9	33	13	10	4	107
16	TURKEY	1	6	3	15	15	21	9	8	78
17	ALGERIA	2	11	3	2	10	37	4	1	70
18	JAPAN	6	3	3	7	11	12	26	19	87
19	CHINA	1	1	3	7	25	16	7	14	74
20	IRAQ	0	0	0	3	9	19	14	13	58
21	LAINNYA	95	137	121	124	183	155	48	135	998
TOTAL		4.637	5.423	4.432	3.942	4.894	4.760	4.347	4.678	37.113



*TERIMA KASIH*

