

The Contribution of the Labor Union in Improving the Welfare of Workers at PT. Sari Makmur Tunggal Mandiri

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Abstract. Trade unions have an important role in improving workers' welfare through legal protection mechanisms, negotiations, and advocacy for workers' rights. This study aims to analyze the legal regulation of trade unions in Indonesia, its existence in improving the welfare of workers, and the role of the United Indonesia Sunggal Labor Union in PT. Sari Makmur Tunggal Mandiri. This research uses a qualitative method with a descriptive approach, which involves interviews, observations, and document analysis. The results of the study show that labor unions are legally recognized based on Law Number 21 of 2000 and Law Number 13 of 2003 concerning Manpower, but in their implementation there are still obstacles, such as a lack of understanding of workers' rights to union and pressure from companies. The existence of trade unions has had a positive impact on improving workers' welfare, especially in terms of wages, health benefits, and the reduction of unilateral termination of employment (PHK). However, workers' participation in trade union activities is still low due to fear of negative impacts on their careers. This study concludes that labor unions have a significant contribution in fighting for the welfare of workers in PT. Sari Makmur Tunggal Mandiri, but its effectiveness is still influenced by regulatory factors, government support, and active involvement of workers. Therefore, it is necessary to increase socialization regarding workers' rights, strengthen supervision by the government, and the company's commitment to building fairer industrial relations.

Keywords: Labor Union, Industrial Relations, Workers' Rights, PT. Sari Makmur Tunggal Mandiri

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INTRODUCTION

Trade unions have a very important role in fighting for workers' rights and improving their welfare in various industrial sectors (Ali & Sidi, 2023). In Indonesia, trade unions exist as a forum for workers to voice their aspirations, negotiate labor policies, and maintain harmonious industrial relations between workers and employers (Wijayanti, 2009). The existence of a trade union not only has an impact on the welfare of individual workers, but also on the stability and productivity of the company as a whole (Chang & Hung, 2016). PT. Sari Makmur Tunggal Mandiri is one of the companies engaged in the industrial sector with a large number of workers. As a company that continues to grow, the need for fair employment policies is crucial. In this context, the labor union at PT. Sari Makmur Tunggal Mandiri plays a strategic role in ensuring that workers' rights are recognized and fulfilled by the company's management. The existence of a trade union is a bridge of communication between workers and management in creating a conducive work environment (Saputra et al., 2024).

According to Sukmayana (2023), In recent years, the issue of worker welfare has received increasing attention in various industrial sectors. Workers demand a decent wage, health facilities, social security, and better job protection (Djamhari et al., 2021). This shows that the role of trade unions in advocating for workers' rights is increasingly relevant. Trade unions not only function as workers' representatives in wage negotiations, but also in terms of protecting workers from adverse policies. Align with research from Lestari & Wibowo (2024), The success of trade unions in improving workers' welfare depends on a variety of factors, including company policies, government regulations, and solidarity among workers themselves. A strong labor union is able to exert a significant influence on company policies, especially in terms of employee welfare (Rumere et al., 2016). On the other hand, if the trade union does not have a strong position, then the interests of workers are often neglected.

At PT. Sari Makmur Tunggal Mandiri, the labor union has made various efforts to improve the welfare of workers, such as negotiating wage increases, providing health facilities, and advocating for workers' rights. These efforts are part of the union's strategy to ensure that workers receive fair treatment in accordance with applicable labor regulations (Jahari & Artita, 2023).

However, in its implementation, labor unions often face various challenges, both from company management and from government regulations that sometimes lack favor workers. In addition, the low awareness of some workers on the importance of trade unions is also an obstacle in itself (Nasution et al., 2022). Many workers are still reluctant to join a trade union for fear of pressure from the company or a lack of understanding of the benefits of the union itself.

On the other hand, the company's management also has an interest in maintaining a balance between the company's profitability and the welfare of workers. Therefore, constructive dialogue between the trade union and the management is very important to reach a mutually beneficial agreement (Harmen et al., 2024). A harmonious relationship between the union and management can create a better working climate and increase worker productivity (YOGA, 2021). The prevailing labor regulations in Indonesia also play an important role in determining the success of the trade union struggle (Herlina & Mundayat, 2022). The government has an obligation to ensure that the policies implemented not only benefit employers, but also protect workers' rights (Sukendro et al., 2024). Therefore, policies that favor the welfare of workers must continue to be fought for by various parties, including labor unions, academics, and non-governmental organizations that are concerned about labor issues.

In the context of globalization and increasingly fierce industrial competition, trade unions are required to be more adaptive in facing change. Changes in work patterns, such as digitalization and automation, can have an impact on workers' well-being (Kurniawan & Aruan, 2021). Therefore, unions must be able to devise strategies that focus not only on negotiating wages, but also on upskilling workers in order to remain competitive in the job market.

In addition, workers' awareness of the importance of long-term welfare also needs to be increased (Teja, 2015). Trade unions can play a role in educating workers about their rights and the importance of financial and health planning. Thus, workers are not only dependent on company policies, but are also able to take proactive steps to improve their own well-being (Hutagalung, 2024). In the case of PT. Sari Makmur Tunggal Mandiri, the role of labor unions in improving worker welfare can be a model for other companies in managing labor relations. This study on the contribution of trade unions in companies can provide insight into effective strategies that can be implemented by trade unions in various other industrial sectors.

Furthermore, this study also aims to identify the obstacles faced by trade unions in carrying out their duties and provide recommendations for improving labor policies in Indonesia. By understanding the challenges and opportunities that exist, trade unions can be more optimal in fighting for the interests of workers (Suspahariati et al., 2022). Therefore, this study has high significance in providing a deeper understanding of the dynamics of the relationship between

trade unions, workers, and company management. With the right approach, it is hoped that the welfare of workers can continue to improve without hindering the company's business growth.

In the end, the success of the trade union in improving the welfare of workers at PT. Sari Makmur Tunggal Mandiri can be an inspiration for other labor unions in Indonesia. With good cooperation between workers, trade unions, company management, and the government, it is hoped that the welfare of workers in Indonesia can continue to improve in line with the development of industry and the national economy. Against this background, this study will examine in depth the contribution of trade unions in improving the welfare of workers at PT. Sari Makmur Tunggal Mandiri, as well as factors that affect the effectiveness of trade unions in carrying out their roles. This research is expected to make a real contribution to the development of a fairer and more sustainable labor policy.

METHODS

Research Approach

This study uses a qualitative approach with a case study method to analyze the contribution of trade unions in improving the welfare of workers at PT. Sari Makmur Tunggal Mandiri (Assyakurrohim et al., 2023). The qualitative approach was chosen because this research focuses on a deep understanding of social phenomena that occur in the work environment, especially regarding the dynamics between labor unions and management in fighting for workers' rights.

Location and Subject of Research

This research was conducted at PT. Sari Makmur Tunggal Mandiri, which is an industrial company with a large number of workers and has an active labor union. The research subjects consist of: (1) Trade union management, which has a leading role in negotiating and advocating for workers' rights; (2) Workers are members of trade unions, who experience firsthand the impact of union policies on their welfare; (3) Company management, which has the authority to make decisions related to labor policy; (4) External parties, such as the Manpower Office or labor observers who can provide additional perspectives on the role of labor unions in companies.

Data Collection Techniques

Data collection in this study is carried out through several techniques, namely:

In-depth Interview

Interviews are conducted in a semi-structured manner with union management, workers, and company management. The purpose of this interview is to dig up information about: (1) The role of trade unions in fighting for workers' rights and welfare; (2) The strategy used by the labor union in negotiating with the company; (3) Workers' perception of the impact of the existence of trade unions on their welfare; (4) Challenges faced by trade unions in carrying out their functions.

Observation

Observation is carried out directly in the work environment to understand the interaction between workers, labor unions, and company management. The aspects observed include: (1) Trade union activities in advocating for workers' rights; (2) Working conditions and welfare of workers; (3) The company's response to the union's demands.

Documentation

Documentation is done by collecting secondary data such as: (1) Company regulations related to labor; (2) An agreement document between the trade union and management (Collective Labor Agreement); (3) Reports or records of the results of trade union negotiations; (4) Statistical data on wages, benefits, and worker welfare before and after trade union interventions.

Data Analysis Techniques

The data obtained were analyzed using a thematic analysis method consisting of several stages (Miles & Huberman, 1992): (1) Data Reduction – Data obtained from interviews, observations, and documentation are categorized according to key themes, such as the role of trade unions, strategies of struggle, impact on workers' welfare, and challenges faced; (2) Data Presentation – Reduced data is presented in the form of a descriptive narrative to facilitate interpretation and understanding; (3) Drawing Conclusions – After analysis, the data was used to draw conclusions related to the contribution of trade unions in improving the welfare of workers at PT. Sari Makmur Tunggal Mandiri.

Data Validity

To ensure the validity of the data, this study uses the source triangulation technique and triangulation method: (1) Source Triangulation: Comparing information obtained from various sources, such as trade union administrators, workers, and company management; (2) Triangulation Methods: Using various data collection techniques (interviews, observations, and documentation) to ensure the accuracy of the information obtained.

RESULTS AND DISCUSSION

Legal Arrangements for Trade Unions Based on Indonesian Laws and Regulations

Labor unions in Indonesia have a strong legal basis in laws and regulations. The main legal basis that regulates trade unions is Law Number 21 of 2000 concerning Trade Unions/Labor Unions. In this law, it is explained that a trade union is an organization formed by workers voluntarily to fight, protect, and improve their welfare. In addition, regulations regarding trade unions are also listed in Law Number 13 of 2003 concerning Manpower, which affirms the right of workers to form and join trade unions without pressure from any party.

The rights of trade unions are also strengthened in Government Regulation Number 78 of 2015 concerning Wages, which regulates a decent wage mechanism for workers and opens up space for trade unions to negotiate in determining wages. Based on data obtained from interviews with the Manpower Office, it is stated that labor unions have the authority to propose negotiations on collective bargaining agreements (PKB) and demand better working conditions. Here are some of the regulations that govern trade unions in Indonesia:

Table 1. Regulations Governing Trade Unions in Indonesia

It	Regulation	Contents
1	Law Number 21 of 2000	The right of workers to form trade unions and the role of unions in protecting workers' welfare
2	Law Number 13 of 2003	Recognition of trade unions as representatives of workers in industrial relations.
3	Government Regulation Number 78 of 2015	The wage mechanism and the role of trade unions in minimum wage negotiations.
4	ILO Conventions No. 87 and No. 98	The right to freedom of association and protection for workers who join trade unions.

The results show that although regulations have provided a strong legal basis for trade unions, in practice there are still obstacles in implementation, such as corporate intervention and workers' lack of understanding of their rights. Trade unions have an important role in the labor system in Indonesia. Its existence is recognized and protected by law, especially in Law Number 21 of 2000 concerning Trade Unions/Labor Unions, which affirms that every worker has the right to form or join a trade union freely without pressure from any party (Mulyono & Purnomo, 2022). This law is in line with the principles contained in ILO Convention No. 87 on Freedom of Association and Protection of the Right to Organize, which has been ratified by Indonesia. In addition, Law Number 13 of 2003 concerning Manpower also recognizes the role of trade unions in representing the interests of workers in industrial relations. Labor unions have the right to

negotiate with companies, submit welfare demands for workers, and play a role in mediating labor conflicts.

These regulations provide a clear legal basis for protecting workers' rights and ensuring that they receive the welfare they deserve. However, although legal regulations have provided strong protection for trade unions, in practice there are still various obstacles in their implementation. The results of the study show that most of the workers at PT. Sari Makmur Tunggal Mandiri still has a limited understanding of their rights in unionizing. Some workers also expressed indirect pressure from companies not to be active in union activities, even though the law has guaranteed freedom of association. Previous research conducted by (Anindya & Damayanti, 2024) shows that one of the main challenges in the implementation of freedom of association in Indonesia is the lack of socialization and education for workers regarding their rights.

This is also exacerbated by the lack of supervision from the government on violations committed by companies. The findings in this study corroborate the results of previous research, where the labor union at PT. Sari Makmur Tunggal Mandiri still faces various challenges in carrying out its role optimally. On the other hand, there have been positive developments in the role of trade unions after advocacy from various parties. PT. Sari Makmur Tunggal Mandiri began to be more open in accepting negotiations proposed by labor unions, especially related to wage policies and worker welfare. This shows that although the implementation of the law still faces challenges, the pressure from labor unions and support from existing regulations are still able to have a positive impact on industrial relations in companies.

The Existence of Trade Unions in an Effort to Improve Workers' Welfare

The existence of a labor union in a company has a great influence on the welfare of workers. Based on the results of interviews with trade union administrators and workers of PT. Sari Makmur Tunggal Mandiri, it was found that labor unions have several main roles in improving workers' welfare, namely: (1) Wage and Benefits Negotiations – Labor unions often negotiate with management to raise wages and provide workers with decent benefits; (2) Workers' Rights Advocacy – Labor unions play a role in handling labor cases such as unilateral termination of employment (PHK) and discrimination in the workplace;

(3) Improved Working Conditions – With the existence of trade unions, workers get better occupational health and safety facilities; (4) Legal Assistance – Labor unions assist workers in dealing with legal problems related to employment. From the results of observations, it was found that the labor union at PT. Sari Makmur Tunggal Mandiri has succeeded in fighting for several workers' rights, such as increasing annual salaries and providing health benefits for permanent employees.

Table 2. Contribution of Trade Unions to Workers' Welfare

Welfare Aspects	Before the Trade Union Became Active	After the Trade Union Became Active
Minimum Wage	IDR 3,200,000	IDR 3,800,000
Health Benefits	Not available BPJS	Health is 100% covered by the company
Overtime Pay	No clear regulation	Overtime paid in accordance with the Labor Law
Occupational Safety	Lack of personal protective equipment (PPE)	PPE provided by the company

From these data, it can be concluded that trade unions have a significant influence in improving workers' welfare. The existence of a trade union in a company plays a very important role in improving the welfare of workers. Based on the results of the research, the existence of a labor union in PT. Sari Makmur Tunggal Mandiri has brought positive changes in several aspects, such as increasing wages, providing health benefits, and improving working conditions. Before

the union was active, most workers in this company only received the minimum wage without any additional benefits. However, after negotiations conducted by the labor union, the company began to provide more decent health benefits, as well as implement a more transparent overtime payment policy. This is in line with research (Sari & Ronaboyd, 2024), which shows that trade unions have an important role in fighting for worker welfare policies through the mechanism of negotiating collective bargaining agreements (PKB).

In addition to improving the financial aspect, trade unions also play a role in increasing workers' awareness of their rights. The results of the study show that before the labor union was active, many workers did not understand the complaint mechanism if they experienced unfair treatment from the company. However, after the trade union began to conduct socialization and training, workers became more aware of their rights and more dared to convey their aspirations to the management. These findings are reinforced by research (Wijayanti, 2009), which stated that the existence of trade unions not only has an impact on improving the financial well-being of workers, but also increases their confidence in voicing their interests. The existence of a labor union also plays a role in reducing the number of unilateral layoffs that previously often occurred in this company. Some workers who were previously threatened with layoffs managed to keep their jobs after the labor union mediated with the company.

The results of interviews with trade union administrators show that trade unions are often intermediaries between workers and management to find the best solutions in labor conflicts. This is in line with research (Irwansyah, 2020), which found that the existence of trade unions can significantly reduce the rate of unilateral layoffs in the manufacturing industry sector in Indonesia. However, although trade unions have a positive influence in improving workers' welfare, this study also finds some obstacles in its implementation. One of the biggest challenges is the low participation of workers in trade union activities. Some workers are still reluctant to be actively involved in trade unions for fear of negative impacts on their careers in the company. This is in line with research (Juharni, 2017), which stated that one of the main factors hindering the development of trade unions in Indonesia is the fear of workers against potential intimidation from the company.

In addition, the labor union also faces obstacles in negotiating with the management. Although there are regulations that regulate the right of labor unions to negotiate, in practice companies still have greater control in determining labor policies. Therefore, in order for the role of trade unions to be more effective, it is necessary to increase supervision from the government and strengthen regulations that are more in favor of workers. Overall, the existence of trade unions in PT. Sari Makmur Tunggal Mandiri has had a positive impact in improving the welfare of workers. However, in order for the role of trade unions to be more optimal, it is necessary to increase workers' awareness of the importance of unionization, strengthen regulations from the government, and commitment from companies to build more harmonious and fair industrial relations.

The Role of the United Indonesia Sunggal Labor Union in Improving Worker Welfare at PT. Sari Makmur Tunggal Mandiri

The Indonesian United Labor Union (SBBI) Sunggal is one of the labor unions active in PT. Sari Makmur Tunggal Mandiri. Based on the results of the research, this labor union has made various efforts to improve the welfare of workers, including:

Raising Workers' Awareness of Their Rights

Labor unions routinely hold socialization regarding workers' rights in accordance with labor regulations. Workers who previously did not understand their rights are now more active in conveying their aspirations to management.

Drafting and Signing a Collective Labor Agreement (PKB)

PKB is the legal basis for worker protection and the establishment of better welfare standards. Some of the points in the PKB that have been successfully fought for include an increase in annual wages, holiday allowances (THR), and protection for female workers.

Bridging Negotiations with Company Management

SBBI Sunggal acts as the official representative of workers in negotiations with the company. One of the union's successes was the improvement of work facilities, including the provision of free lunches for workers with long shifts.

Reducing the Rate of Unilateral Termination of Employment (PHK)

Based on interviews with union administrators, unilateral layoffs previously occurred frequently, but after SBBI Sunggal became active, layoffs could be minimized through negotiations with management.

Table 3. Comparison of Workers' Conditions Before and After the Intervention from SBBI Sunggal

Aspects	Before SBBI is Active	After SBBI is Active
Awareness of Workers' Rights	Low	Increase
Collective Labor Agreement	None	Valid since 2022
Employee Benefits	Minimal	Enhanced with family and health benefits
Case of Unilateral Layoffs	Tall	60% reduction

The results of the study show that the role of SBBI Sunggal is very crucial in improving the condition of the workforce at PT. Sari Makmur Tunggal Mandiri. With an active and solid trade union, workers' welfare can increase significantly.

CONCLUSION

Based on the results of the research and discussions that have been carried out, it can be concluded that labor unions have a very important role in improving the welfare of workers, both in terms of legal aspects, existence, and their implementation in industrial relations at PT. Sari Makmur Tunggal Mandiri. Although legal regulations in Indonesia have provided a strong foundation for the existence of trade unions, their implementation at the company level still faces various obstacles. From a legal point of view, the existence of trade unions in Indonesia is protected by Law Number 21 of 2000 concerning Trade Unions/Trade Unions and Law Number 13 of 2003 concerning Manpower. This regulation provides legal guarantees for workers to unionize and fight for their rights. However, in practice, there are still many workers who do not understand their rights regarding freedom of association. In addition, labor unions also often face pressure from companies, which indirectly limits their space in fighting for workers' interests. The existence of the trade union in PT. Sari Makmur Tunggal Mandiri has brought various positive changes to the welfare of workers. Labor unions have succeeded in encouraging companies to provide wage increases, health benefits, and more transparent overtime policies. In addition, trade unions also play a role in increasing workers' awareness of their rights, so that they are more courageous to voice their aspirations and fight for their rights in the workplace. The existence of labor unions also contributes to reducing the number of unilateral layoffs through mediation and negotiation with the company. However, this study also found that there are still several challenges faced by labor unions in carrying out their functions. One of the main obstacles is the lack of worker participation in trade union activities due to fear of negative impacts on their careers. In addition, the negotiation process with management still often encounters obstacles, especially because the company still has greater control in determining labor policy.

SUGGESTION

Therefore, to ensure that trade unions can carry out their roles optimally, several strategic steps are needed. First, it is necessary to increase education for workers about their rights in unionization so that they are more active in fighting for their interests. Second, supervision from the government must be strengthened to ensure that existing regulations are actually implemented in companies. Third, a commitment from the company is needed to build a fairer and harmonious industrial relationship with labor unions, so that workers' welfare can continue to be improved. Overall, this study shows that trade unions have a significant contribution in improving the welfare of workers in PT. Sari Makmur Tunggal Mandiri. However, in order for the impact to be more optimal, there needs to be cooperation between workers, labor unions, companies, and the government in creating a fairer and more prosperous work environment for all parties.

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