

FACTORS AFFECTING THE EMPLOYMENT OF THAI WORKERS IN THE EPS  
IN THE SMALL AND MEDIUM-SIZED INDUSTRIAL SECTOR OF SOUTH KOREA

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บทคัดย่อและแฟ้มข้อมูลฉบับเต็มของวิทยานิพนธ์ตั้งแต่ปีการศึกษา 2554 ที่ให้บริการในคลังปัญญาจุฬาฯ (CUIR)

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ปัจจัยที่มีผลต่อการจ้างแรงงานไทยในระบบการจ้างแรงงานต่างชาติ (EPS) ในภาคอุตสาหกรรม  
การผลิตขนาดเล็กและขนาดกลางของเกาหลีใต้

นางสาวประไพ พานา

วิทยานิพนธ์นี้เป็นส่วนหนึ่งของการศึกษาตามหลักสูตรปริญญาศิลปศาสตรมหาบัณฑิต  
สาขาวิชาเกาหลีศึกษา (สหสาขาวิชา)  
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ปีการศึกษา 2555  
ลิขสิทธิ์ของจุฬาลงกรณ์มหาวิทยาลัย



ประไพ พาทา : ปัจจัยที่มีผลต่อการจ้างแรงงานไทยในระบบการจ้างแรงงานต่างชาติ (EPS) ในภาค อุตสาหกรรมการผลิตขนาดเล็กและขนาดกลางของเกาหลีใต้ . (FACTORS AFFECTING THE EMPLOYMENT OF THAI WORKERS IN THE EPS IN THE SMALL AND MEDIUM-SIZED INDUSTRIAL SECTOR OF SOUTH KOREA)  
 อ.ที่ปรึกษาวิทยานิพนธ์หลัก : ศ.ดร.ไชยวัฒน์ คำชู, 98 หน้า.

วิทยานิพนธ์นี้มีวัตถุประสงค์เพื่อศึกษาปัจจัยที่มีผลต่อการจ้างแรงงานไทยในระบบการจ้างแรงงานต่างชาติ (EPS) ในภาคอุตสาหกรรมการผลิตขนาดเล็กและขนาดกลางของเกาหลีใต้โดยมุ่งเน้นที่ปัจจัยสำคัญของการจ้างงานและการต่อสัญญาจ้างอีกรอบให้กับแรงงานไทย เมื่อทำงานครบระยะเวลาที่กำหนด 3 ปีโดยศึกษาจากข้อมูลitudyภูมิที่รวบรวมจากเอกสารทางวิชาการต่างๆ ข้อมูลจากทางอินเทอร์เน็ตและข้อมูลปฐมภูมิที่ได้มาจากการสัมภาษณ์เชิงลึกจากผู้อำนวยการสถาบันพัฒนาทรัพยากรมนุษย์เกาหลี ศูนย์ EPS ประจำประเทศไทย กระทรวงแรงงานที่ทำหน้าที่ในการจัดสอบ EPS-TOPIK เพื่อไปทำงานที่ประเทศเกาหลีใต้ รวมถึงการสัมภาษณ์ผ่านการตอบคำถามในแบบสอบถามของนายจ้างชาวเกาหลีที่จ้างแรงงานต่างชาติในระบบ EPS และประกอบกิจการในภาคอุตสาหกรรมการผลิตขนาดเล็กและขนาดกลางของเกาหลีใต้จำนวนหนึ่ง ผลการศึกษาพบว่าปัจจัยที่มีผลต่อการจ้างแรงงานไทยที่ผ่านการทดสอบภาษาเกาหลีโดยนายจ้างพิจารณาจาก เพศ อายุ และระดับการศึกษา ส่วนปัจจัยที่มีผลต่อการต่อสัญญาจ้างอีกรอบหลังจากแรงงานไทยทำงานครบตามระยะเวลาที่กำหนด 3 ปี พบว่าพิจารณาจากปัจจัยหลัก 4 ประการได้แก่ ความสามารถในการสื่อสารภาษาเกาหลี ทักษะฝีมือในการทำงาน ความประพฤติ และประสิทธิภาพในการทำงาน นอกจากนี้แล้วนายจ้างชาวเกาหลีมีความเห็นว่าแรงงานไทยส่วนใหญ่สามารถสื่อสารภาษาเกาหลีได้น้อย ดังนั้นนายจ้างจึงต้องการให้แรงงานไทยได้รับการอบรมเพิ่มเติมเกี่ยวกับภาษาเกาหลี วัฒนธรรม กฎระเบียบข้อบังคับต่างๆ ในที่ทำงาน รวมทั้งการทำความเข้าใจเมื่อต้องเผชิญกับสภาพการทำงาน 3D (Dirty, Difficult, Dangerous) ในประเทศเกาหลีใต้ เพื่อไม่ให้เกิดอุปสรรคในการทำงานและการดำเนินชีวิตหลังจากเข้ามาทำงานที่เกาหลีแล้ว

สาขาวิชา..... เกาหลีศึกษา.....ลายมือชื่อนิสิต.....  
 ปีการศึกษา..... 2555.....ลายมือชื่อ อ.ที่ปรึกษาวิทยานิพนธ์หลัก.....

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KEYWORDS : EMPLOYMENT PERMIT SYSTEM / THAILAND OVERSEAS  
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PRAPAI PAHA : FACTORS AFFECTING THE EMPLOYMENT OF THAI WORKERS  
IN THE EPS IN THE SMALL AND MEDIUM-SIZED INDUSTRIAL SECTOR OF  
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The objective of this thesis is to study factors affecting employment permit system for foreign workers or EPS in the small and medium-sized manufacturing industry in South Korea. It focuses on the significance of employment and renewal of the employment contract of Thai labors after completion of three years' work. The secondary data in this thesis are collected from various academic papers and the internet while the primary data are obtained from in-depth interviews with the director of the Human Resources Development Service of Korea, EPS center in Thailand and the Ministry of Labor that holds TOPIK test. It also includes questionnaires responded by certain numbers of Korean employers who employ foreign workers in EPS and have business in the small and medium-sized manufacturing industry in South Korea.

The results showed that the factors affecting the employment of Thai labors that already pass the Korean language test, according to Korean employers, include gender, age and educational level. The factors affecting the renewal of employment contract after completion of three years' work, according to the Human Resources Development Service of Korea, EPS center in Thailand and Korean employers, consist of four main elements: the ability to communicate in Korean, the skill at work, behavior and performance. In addition, Korean employers have commented that most Thai labors could barely understand Korean. Therefore, employers suggest that Thai labors receive proper Korean language training and knowledge about Korean culture, rules and work regulations as well as acquire more understanding when faced with 3D works in Korea to avoid any problems in the workplace and personal problems after working in Korea.

Field of Study :  Korean Studies ..... Student's Signature .....

Academic Year :  2012 ..... Advisor's Signature .....

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## LIST OF ABBREVIATIONS

ARCM:	Asian Research Center for Migration
CAK:	Construction Association of South Korea
EPS:	Employment Permit System for Foreign Workers
HRD:	Human Resources Development Service
KEIS:	Korea Employment Information Service
KFSB:	Korea Federation of Small and Medium Businesses
KLT:	Korean Language Test
MOEL:	Ministry of Employment and Labor
MOU:	Memorandum of Understanding
NACF;	National Agricultural Cooperative Federation
NGOs:	Non-Governmental Organizations
NICs:	Newly Industrialized Countries
OECD:	Organization for Economic Co-operation and Development
ROK:	Republic of Korea
SMEs:	Small and Medium-sized Enterprises
TOPIK:	Test of Proficiency in Korean
TOEA:	Thailand Overseas Employment Administration
UN:	United Nations

# CHAPTER I

## INTRODUCTION

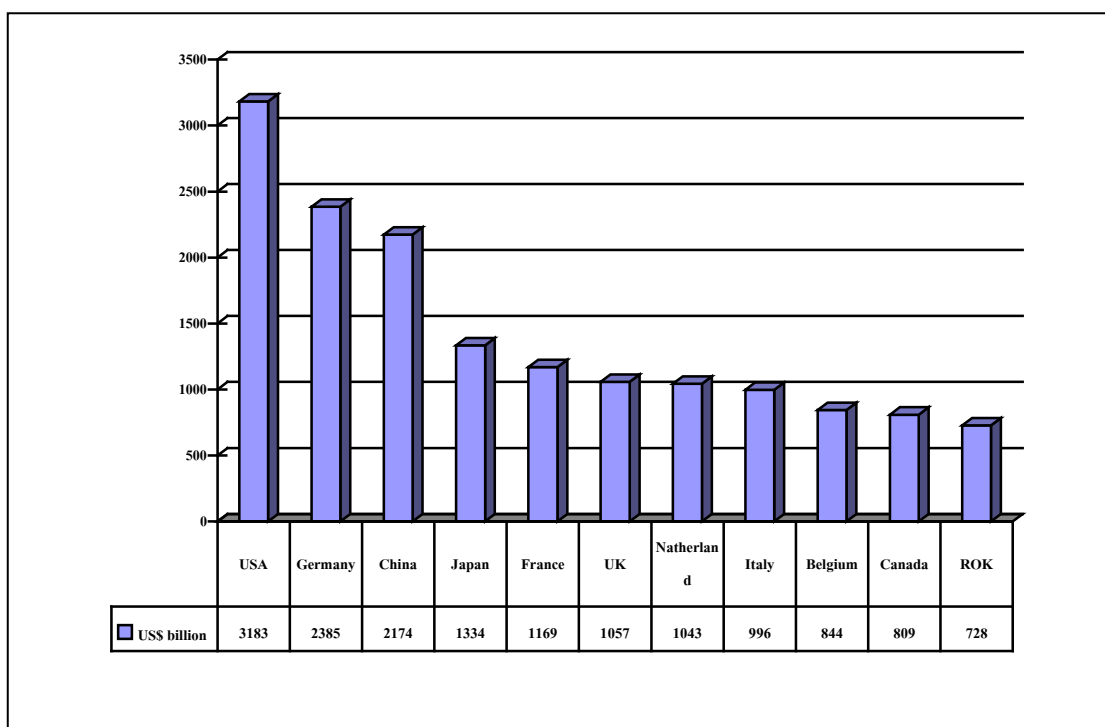
### 1.1 Statement of the Problem

After the Korean War ended in 1953, the loss of life and property were enormous. Family members were separated. People suffered from hunger. In addition, the Korean agriculture was, at that time, the main occupation. It was known that in the past Korea was one of the poorest agricultural countries in the world. But after the Korean War, the Republic of Korea (ROK) or South Korea received a support from the United Nations (UN), especially the United States that invested in the infrastructure development such as education, transportation and communication. More quality and highly-skilled workforce were developed to meet the market's need. The industrialized era of South Korea began in the 1960s with the Economic Development Plan, during the President Park Chung Hee's government. The government's policy aimed at promoting export industries by increasing demand for workers in industrial production. In addition, the Seoul-Busan Highway was also constructed in order to transport goods from the industrial area to port. The growth in exports in the mid-1980s made the government pay their attention to the promotion of small and medium-sized enterprises (SMEs) in the field of employment and innovation.

For a period of more than 40 years, Korea's economy was continuously upgraded from an underdeveloped country to an industrialized one as it was recognized as one of the four tigers of Asia that has the potential to compete economically with other countries. In addition, Korea was also called 'Miracle of Asia' and was invited to join the Organization for Economic Co-operation and Development: OECD, in 1996. Korea's major industries include electronics, automobiles, textiles, steel, shipbuilding, construction, electronic devices, semiconductor, and IT. Automobile manufacture of South Korea is ranked fifth in the world, while shipbuilding industry is ranked

second in the world and semiconductor industry is ranked third in the world. The economic development of the South Korea has been a result of strong government support, export-oriented growth, high-tech development, and highly-skilled human resources, thus making the South Korea the world's 11<sup>th</sup> largest trade power in 2007 (Shin: 2010).

Figure 1: World's leading trading countries



Source: World Trade Organization 2006 (Ministry of Culture, Sports and Tourism: 2009)

***-There are several industrial areas in South Korea which include Seoul and its suburban areas, Chungchong-Jeolla and Yeongnam***

- Small factories most of which are machinery, automobile, chemical, dyeing and tanning factories are located in Seoul and its suburban areas such as Gyeonggi.

- Fiber, fabric and electronic factories are located in Chungchong-Jeolla – Daejeon and Cheongju.

- In Yeongnam – Gyeongsang province there are many large metal and chemical factories such as steel industry in Po Hang, petrochemical industry in Ulsan, machinery industry in

Changwon, ship-building industry in Geoje and many other industries in Masan. In addition, there are fabric and dyer industry in Daegu, fiber and electronic industry in Gumi, fiber, shoe, rubber and machinery industry in Busan. (Association for Foreign Workers, 2007)

Now that South Korea became part of the newly industrialized countries (NICs) and in order to meet the industrial expansion, a lot of manufacturing workers were required. Therefore, South Korea faced the labor shortage. According to Exit and Control Act 1977, South Korea was not allowed to employ foreign workers except for some special types and the training to work or to work through a joint venture of South Korea. Moreover, Korean workers did not prefer a job in the unskilled category 3D jobs or labor, including work that is dirty, difficult and dangerous. That led to a shortage of semi-skilled and unskilled workers, especially in the small and medium-sized industry. As a result, wages in South Korea, since 1987, raised triple as much from the normal wages. This increase lured illegal foreign workers to come and work illegally in Korea. The foreign workers mostly came from China, South Asia and Southeast Asia. However, with the rapid growth of the Korean economy and yet a shortage of local labor which hindered economic development of the country, the South Korea allowed the small and medium-sized industrial factories to employ workers from overseas who worked with a joint venture of South Korea to work in a training system for a period not exceeding one year and being able to extend the internship up to 3 years later on. But such measures can cause problems also because the interns are paid a lower wage in the labor market. It is such hard, dirty and dangerous work that most Koreans would not do. The interns (or trainees) escaped to the firms that paid higher wages. In addition, it was criticized by Non-Governmental Organizations (NGOs) that such practice was a violation of human rights. Therefore, the South Korean Government issued a policy, having been approved by the Parliament, that came into force on 17 August 2004 to use Employment Permit System for Foreign Workers (EPS) in conjunction with Training System.(Chintana, 2006)

***The methods of employing foreign workers in South Korea can be divided into two systems:***

- First method is through training which has been abolished since 1 January 2007. The South Korean government allowed the agents who import workers from abroad. These foreign workers, in forms of trainees, were paid less than the minimum wage. Employers were responsible for the provision of food and shelter. The trainees must pay the service charge to the agency. Apart from that, they needed to pass the requirements set by the employers' agents. Then, the contract shall be extended. The training system demanded workers from overseas in three areas: (1) industrial sector – the workers were imported by the Korea Federation of Small and Medium Businesses (KFSB) (2) the construction sector – the workers were imported by The Construction Association of South Korea (CAK) (3) Agricultural labor – imported by the National Agricultural Cooperative Federation (NACF).

- The second method is through work permit system to replace training system, 230,000 illegal and unskilled workers in the early days of the issuance of a license could work legally (Work Permit). The criteria and types of foreign workers who can apply for a license were set. They also narrowed down the job areas that foreign workers could do. Later, Korea imported workers to work in Korea under the Employment Permit System (EPS) and the Ministry of Labor of Korea selected countries that have permission to send workers to Korea from all countries under the system of Industrial Trainees. Nowadays there are 15 countries having the right to send their workers to join this EPS. Thailand could send its workers to work in Korea after the first Memorandum of Understanding (MOU) between the Ministry of Labor of the Kingdom of Thailand and the Ministry of Employment and Labor of the Republic of Korea was signed on 25 June 2004. The Department of Employment, Ministry of Labor takes responsibility for providing and taking care of the Thai workers in the EPS, also acting as a liaison with the Human Resources Development Service (HRD).

Thailand and South Korea have had a long relationship and cooperation in the areas of national security and military. Thailand has sent troops to join UN forces in Korea during the war



from 1950 to 1953 in order to protect South Korea from invasion of North Korea. The Korean War ended with the South Korea's rapid economic growth. The relationship between Thailand and South Korea was later expanded through trade, investment, tourism, cultural exchange and cooperation. Since labor is one of the critical factors in economic development of the country, South Korea focuses on laborers from Thailand to cope with their labor shortage. South Korea granted the right for Thai workers to work and at the same time to alleviate the shortage of labor they experienced internally, thereby helped maintain its economic development. In return, Thai government helps generate income for local people, reduce unemployment, and more importantly, helps the country's economy as Thai workers in Korea bring a lot of money into the country each year. However, the EPS also affects both employers and foreign workers as the work duration is short. For this reason, the South Korea's Ministry of Labor and Employment amended the Labor Act and got approved by its parliament on September 16, 2009 and came into force on 10 December 2009, to extend work duration. The employers can extend the foreign workers' employment to reduce the cost for both employers and employees.

This thesis intends to study the factors affecting the employment of Thai workers in the EPS in the small and medium-sized industrial sector of South Korea. The quota for Thai workers is increasing, but a lot of Thai workers pass the test but await the responses from Korean employers for such a long period of time that they finally give up their plan or work in other countries instead. For this reason, this thesis aims at analyzing factors that affect the Korean employers' decision on the employment of Thai workers who already pass the Korean language test and factors affecting the re-employment after completion of the term in order to find the equilibrium between the demand and supply of this labor market.

## **1.2 The purpose of the research**

To study the factors affecting the decisions of Korean employers on the employment of Thai workers who already pass the Korean language test and factors affecting the re-employment

after completion of the term under the Employment Permit System for Foreign Workers (EPS) in the small and medium-sized industrial sector of South Korea.

### **1.3 Scope of the study**

The thesis is conducted in Gyeonggi province, South Korea. It is the province with the most foreign workers in Korea including the workers from Thailand. It focuses on Thai workers who legally work under the EPS in the small and medium-sized industrial sector of South Korea during 2004-2011.

### **1.4 Hypothesis of the study**

- Gender, age and level of education are the factors influencing the employment of Thai workers who pass the Korean language test.

- The ability in communicating Korean language, job skills, behaviors and effectiveness at work influence the employers' decision on the re-employment with Thai workers after completion of terms.

### **1.5 Expected results**

- The understanding of factors influencing the employers' decision on the recruitment of Thai workers, as well as the decision on the re-employment of Thai workers after the completion of the terms and for the relevant agencies in charge of Thai workers under EPS system could come up with solutions and yield the confidence among the Korean employers and more numbers of recruited Thai workers in the future.

- Should be useful for Thai workers who wish to travel to work in the manufacturing sector, small and medium-sized enterprises in South Korea under the EPS. They could know the qualifications of the workers the Korean employers need so that they could prepare themselves and meet the needs of employers.

## CHAPTER II

### LITERATURE REVIEWS

The first part of this chapter discusses the definition of migration and related theories, which are fundamental to the conceptual framework. The last part involves the data analysis under the framework of this research.

#### **2.1 The meaning of migration and phenomenon of international migration**

Before discussing related theory, it is necessary to understand the meaning of migration and phenomenon of international migration.

##### *2.1.1 The meaning of migration*

Asian Research Center for Migration (ARCM) of Institute of Asian Studies, Chulalongkorn University (2000:36-37) explains that migration means the movement of people from one place to another place that is far from their original location. Immigrants are willing to live in a new place either temporarily or permanently. It could be either a migration within a country or to another country. Migration within the country means that people move from the urban to rural areas or vice versa, or from the agricultural to industrial areas within a country. An external migration means migration between countries. It is when people move from one country to another country through either legal or illegal means depending on the policies of each country.

According to Population Database, Population Research and Information Center, Population Studies College, Chulalongkorn University (2007), migration is the movement of people or groups from one habitat to another with the objective to live in that new habitat for a relatively long period of time. In other words, it is the movement of people across the areas for such a long time that it causes changes in both the place they leave from and the one they leave for. Those who migrate are called 'Migrants'. In this regards, there are two major criteria: the

distance and duration of the migration.

In terms of distance, migration means the change of habitation, not house. The terms 'habitation' refers to geographical area which also includes its community and society. Migrants need to change the community which means that they must change their lifestyle and social environments. The migrant will change geographical and administrative boundaries such as country, province, local city, district or village. Therefore, the analysis of migration must be defined with some boundaries. The place or area where the migrants come from is called the place of departure and the new place or area the immigrants move into is called the place of destination.

Migration from time to time come to the geographical region. There is a certain time frame such as 3 months 6 months or 1 year of migration to the new address to be permanently and to visiting relatives or business is not considered a resident.

#### *2.1.2 Phenomenon of international migration*

There are many experts who have made observations regarding international migration King (2004:75-76) noted that different people have different circumstances, motivations, hopes and plans to leave home to work in a foreign country with the world economy moving toward more and more globalization, human movement between borders, most notably in the movement from poor to wealthier nations, has increased both legally and illegally.

Counihan and Miller (2006:259) pointed out that experts often point to the processes of international migration as one of the clearest manifestations of globalization the rapid increase in movements of people, goods and ideas between and across sovereign states.

#### *2.1.3 Migration from and to countries in South Korea*

Kim (2007: 46) suggested the impact of globalization can also be seen in the large number of Korean students studying abroad (in the last two years South Korea has had more students studying in the United States than any other country) and many migrant workers from Southeast Asia and China.

Katharine (2000: 147) asserted that globalization is introducing new economic actors from different countries and cultures to Koreans. Since the early 1990s, migrant workers who come mostly from China and South Asia and Southeast Asia have been visible in the workplaces and streets of Korea. Even in the face of the Asian financial crisis and the Korean government's measures to expel them, there were an estimated 370,000 migrant workers in Korea in February 1998.

## **2.2 Related theory and information on migration**

In order to draw a precise and effective conclusion, it is recommended that the history of labor migration between countries be clearly understood.

### *2.2.1 The causes of labor migration between the countries*

Many scholars have described the theory of labor migration between countries. The causes of migration are numerous and quite complex. Among those theories are the three main concepts to be studied in the framework of this thesis: The Neo-classical Economic Theory, the Political Economy and Sociological Theory.

Asian Research Center for Migration (ARCM) of Institute of Asian Studies, Chulalongkorn University (2001:6-8), a group of neo-classical economists, political economists and sociologists try to explain the reasons for migration between countries with a completely different approach. The neo-classical economists explained that workers decide to move for economic reasons. Thus, they are economy-oriented migrant workers. The factors for migration include higher wages and better job opportunities. In other words, workers tend to move from countries with less advanced economies to countries with more economic progress. The economists who support this theory include Borjas (1987). According to neo-classic economists, the migration between the countries is the result of differences in supply and demand for labor in the sending and receiving countries. These theories are based on the movement of an individual in response to higher wages in the destination country. The migrant workers hope that they will

receive higher wages abroad. In addition, Savitri (1974) also explains that the factors in the departure country such as poverty, land scarcity, population, natural disasters and factors in the destination country, such as economic opportunity are the causes of migration. In short, neo-classical economists consider the individual factors as the causes for migration. Syvongsay (2008) according to the neo-classical theory, the international migration process is the result of differences in the supply and demand for labor in sending and receiving countries. The theory sees the movement as individual decision responding to high wage rates in destination countries and for income maximization-by migrating abroad, migrant workers expect that they will earn higher wages return to their labor than at home.

Political economists say the economic structure impacts the migration. The cause includes the economic conditions in the destination countries. In the destination countries with high economic growth, there would be a two-tier labor market structure: primary and secondary sectors. The work in primary sector requires professional, skillful workers with high wages in return. The work does not require physical strength while the work in secondary sector needs physically strong workers, with lower wages. This secondary-sector work is also called 3D works which is dirty, dangerous and difficult. The population in the country tries to push itself to a position in the primary labor market, causing labor shortages in secondary sector. The political economists believe the capitalism leads to such a two-tier labor market structure. When the capitalist countries experience this two-tier labor market structure phenomenon, there is high potential that the workers from countries with less-developing economies to flow in and take the locally unwanted and secondary jobs – 3D. Thus illegal foreign workers tend to rise. The supporters of this theory include Piore (1979) and Taylor (1992). Both of them agree that migration is caused by the demand for secondary jobs in the destination country.

Social scientists consider the phenomenon of cross-border movement of labor in different aspects from the economists. Although the phenomenon of cross-country migration nowadays involves economic labor migrants, the sociologists consider that the economy is only a part of the

migration system. Migration is a system involving the economic, social, cultural, and international politic aspects. In addition, migration also includes the process from the decision to leave the country of origin for other countries through a network of labor in that country of origin and the labor and employment network in the destination countries. Castles and Miller (1993) conclude that migration process can be divided into three stages. (1) The decision to migrate. This variable is the cause of migration. (2) During migration. This stage involves the travel and migration facility. (3) The arrival at the destination country and settling down. The variable for the third stage is the impact caused by the migration. Moreover, migration could also be divided into several sub-categories based on the politics, economy, society, culture and legal system. In the initial stages of migration, the economic variables could be the migrants' disadvantaged economic opportunity, the lack of land possession or other manufacturing resources, the unemployment in the country of origin, the opportunity to higher wages, economic conditions between countries of origin and host countries such as colonization commitment, the foreign employment policy for the 3D jobs. Most of the work in the labor market 3Ds sag and contact me. The social variables include the induction to migrate by friends, the decision-making within family, relatives and community and the information about the migration. In terms of social, the variables are values in working abroad among the young people in the workforce to emigrate to find work abroad. The variables related to legal issue include the Immigration laws of the country to encourage citizens to emigrate to work abroad without discrimination or labor export policy.

### *2.2.2 The migration of foreign workers in South Korea*

In the case of South Korea, this country has had rapid economic growth during the past 40 years, resulting in local changes, such as wider range of employment, higher wages offered. Educational and industrial restructuring have led to higher demand for imported workers from overseas since the late 1980s, especially for the 3D jobs (the dirty, dangerous and difficult work). The labor shortages have severely affected the labor-intensive sector such as the construction and small industries.

From the early 1990s, the influx of immigrants from South or South East Asia to Korea, Japan, Taiwan has increased. Although these countries have different histories of immigration, several common factors and trends can be found. First, the aging of population and emerging 3D work sectors have caused a labor shortage for certain sectors and change in labor market circumstances. As a solution, the government of these countries opened their countries to foreign workers, introducing trainee and internship programs (Yoo, 2007)

### *2.2.3 South Korea's policy of hiring foreign workers.*

Economic development in the industrial sector requires many workers but the Korean law does not allow employers to hire foreign workers except for the 3D jobs. It causes labor shortages in small and medium-sized industry because most of the Koreans tend to work in a large industrial sector causing a large influx of illegal foreign workers who mainly come in the country through a tourist visa and stay beyond the period allowed. They are mainly from Asian countries such as China, Philippines, Malaysia, Thailand, India, Pakistan, Bangladesh, Myanmar and Nepal. In order to solve the labor shortage, the Korean government finds it important to import the workers from abroad and to reduce foreign workers who illegally come to work in Korea. Initially the government allowed foreign workers to work under the internship system in three areas: (1) industrial sector through the Korea Federation of small and medium-sized business, (2) construction sector through the Construction Association of Korea and (3) agricultural sector through the National Agricultural Cooperative Federation. The apprenticeship system cause many problems to employers and foreign workers, the South Korean government took steps to fix the problems by creating Employment Permit System for Foreign Workers (EPS) in 2004, coupled with internship system before the latter was canceled in 2007. EPS is the only system that the Korean government has agreed and authorized for the foreign workers to work legally in Korea.

*- The essence of the Employment Permit System for foreign Workers (EPS) could be summarized as follows:*



(1) Eliminate the shortage of labor among the establishments in South Korea and to protect the rights of foreign workers. South Korean government had passed the Foreign Worker Act which came into force from August 17<sup>th</sup>, 2004 onwards.

(2) The South Korean government agencies are responsible for supervising and directing the EPS in order to protect the rights of foreign workers and ensure transparency throughout the system.

(3) The EPS is an employment contract between the countries that export labor to South Korea as the labor importer. Under the MOU with the aim that it will help eliminate the labor exploitation from the labor brokers. Thailand has already signed 3 contracts which are (a) on June 25<sup>th</sup>, 2004 (b) on August 30<sup>th</sup>, 2006 (c) on April 12<sup>th</sup>, 2009 and (d) the latest MOU was approved by the Cabinet on December 19<sup>th</sup>, 2011. On 15<sup>th</sup> April 2012, Thailand's Minister of Labor, Mr. Phadarmchai Sasomsup, reached the agreement and signed the Memorandum of Understanding with Korean Minister of Labor.

(4) To monitor the foreign workers while working in South Korea in accordance with the regulations, the government set up an employment center around the country.

(5) If the workers escape from their workplace, they will be deemed as illegal workers subject to tribunal process and deportation. In addition they will not be able to visit Korea ever again. If a lot of workers of any country escape from the establishments frequently, South Korea may suspend the workers from that country in the future as well.

(6) If any employer employs illegal workers, the employer shall be punished by EPS and immigration law.

(7) Allows foreign workers to work in the following five business areas

7.1) small and medium-sized manufacturing firms with the number of workers fewer than 300.

7.2) fishery in coastal fishing boats with trawlers from 10 to 20 tones.

7.3) agriculture and livestock.

7.4) construction project with the total investment less than 3 billion Won.

7.5) eight services, including restaurant service, business support service, frozen food, social services, cleaning, patient care, automobile repair and driving service.

*- Status of the foreign workers*

Workers under Employment Plan System or EPS are granted E-9 visa and entitled to equal legal protection under labor relation law, and other related law to the South Korean labor. Foreign workers can apply for and receive benefits from the following types of insurance, employment insurance, injury insurance, health insurance, pension, etc. Moreover, foreign workers are also subject to equal employment standard. For example, they could be fired when violating employment contract.

At the end of the year 2011, there were foreign workers in Korea under Memorandum of Understanding (MOU) from 15 countries, including Indonesia, Thailand, Vietnam, Philippines, Sri Lanka, Mongolia, China, Cambodia, Uzbekistan, Pakistan, Nepal, Kyrgyzstan, Bangladesh, Burma and East Timor. The Ministry of Employment and Labor of Korea consider the Korean employers' needs, the ratio of interns in each country's industry who had fled before the contract expired, the transparency of the foreigner workers recruiting process and the security measures to make sure that the workers will return home when their contracts end.

*- Requirements for the eligible applicants*

(1) Male or female aged 18-40 years old as of the date of a Korean Examination (EPS-TOPIK) not exceeding 39 years of age

(2) Good health condition, not having such diseases or physical abnormalities as follows: the distorted spine, distorted limbs, mental disorder, neurosis, severely contagious disease, including AIDS, venereal disease, tuberculosis, hepatitis B virus, lymphatic filariasis and yaws, or diseases that hinder the ability to work, including diabetes, kidney disease, hypertension, heart disease, liver disease, blindness, deafness and short-sighted eyes.

(3) No criminal records, sentenced to prison or records of drug abuse.

(4) Never been deported from any country

(5) Be eligible to apply for EPS-TOPIK

(6) Receive from 120 to 200 scores in the EPS -TOPIK (for manufacturing industry)

*- Those ineligible to apply are as follows:*

(1) Those with a record of illegal immigration in the Republic of Korea.

(2) Ever been repatriated by The Republic of Korea.

(3) Those forbidden to enter the Republic of Korea.

(4) Those used to work in the EPS system less than a year.

(5) Those who applied to work in the Republic of Korea under the EPS system but was refused from the employers twice or those who was selected but gave up their right shall wait for a period of one year from the date of denial of travel.

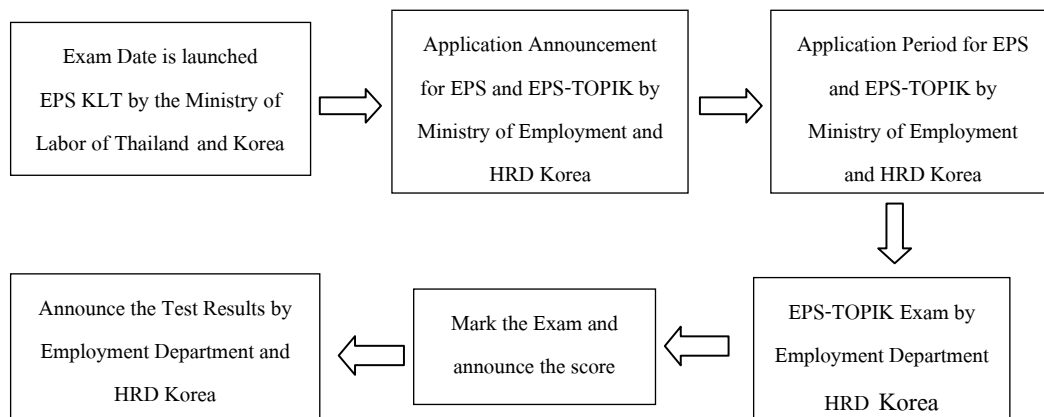
(6) Those who applied to work in the Republic of Korea under the EPS system, was selected by the employer with a certificate of approval (CCVI), but refused to work for any reason shall wait for a period of one year from the date of denial of travel.

*- The process of sending workers to work in a system of EPS from Thailand*

(1) Application process for Korean EPS-TOPIK Examination

The responsible party in Korea is Human Resource Development Service of Korea (HRD Korea). They will coordinate with Thailand to fix the examination date and carry out the examination until the scores are announced. The responsible parties in Thailand are Department of Employment and the Thailand Overseas Employment Administration (TOEA). They are responsible for the application sourcing and the preparation of the HRD Korea recruitment as well as the score announcement. The first examination was held on September 11<sup>th</sup>, 2005, So far there have been 12 exams. The latest took place on 29 April 2012.

Figure 2: Application process for Korean EPS-TOPIK Examination

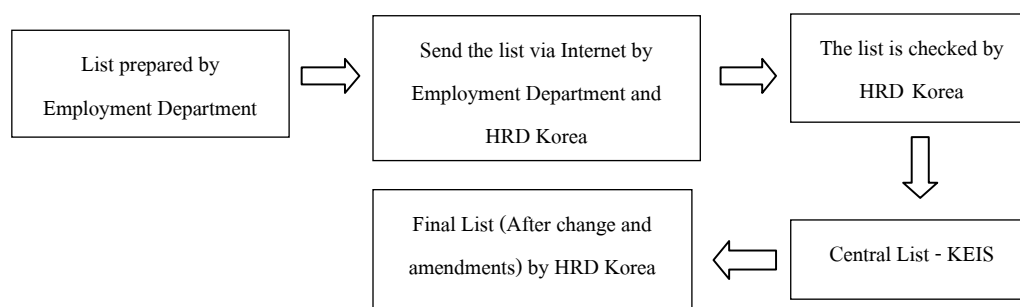


Source: The Thailand Overseas Employment Administration, Department of Employment

## (2) The list of job seekers

The list of job seekers is prepared after the examination. Those who gain 80 marks up will be qualified. However, for those who wish to work in the manufacturing sector are required to gain at least 120 marks out of 200. Those who pass the EPS-TOPIK examination are not guaranteed a job yet. It depends on the Korean employers as well. The Human Resource Development Service Korea (HRD Korea) is responsible for checking the accuracy of the list for the Department of Employment over the Internet. If there is an error, it will be sent to the Department of Employment as a central point to gather all the applicants' information for the Korean employers to select from the Thailand Overseas Employment Administration (TOEA) through Job and Information Center will record the information and send to HRD Korea via the Internet to verify the information and they will send the data back after the change.

Figure 3: The list of job seekers



Source: The Thailand Overseas Employment Administration, Department of Employment

### (3) The process of selecting foreign workers by the Korean employers

- Employers who have the right to hire foreign workers shall not involve in one of the following issue: any pending payment, illegal employment of foreign workers, worker's escape, and termination of employment two months prior to filing the application to hire foreign workers. Foreign workers can be hired as many as 20 and employers must provide any insurance required by law to the foreign workers. The firm shall have less than 300 employees. The employers are not required to pay for foreign workers' hiring fee but they must subsidize cost of training in Korea for those foreign workers around 300,000 won. When employers wish to hire foreign workers, employers need to file the request at the Job Center accordingly. If employers cannot recruit local workers for a period of 3-7 days, they will be allowed to file a request for foreign workers to the local employment center. The employer can specify the qualifications such as nationality, age, sex, education, etc. The Foreign Worker Employment Center will search for potential foreign workers and prepare a list of those who meet employers' needs for the employers to choose. After that, the employers recruit workers from the list. Finally the center will issue an employment license to the successful foreign workers.

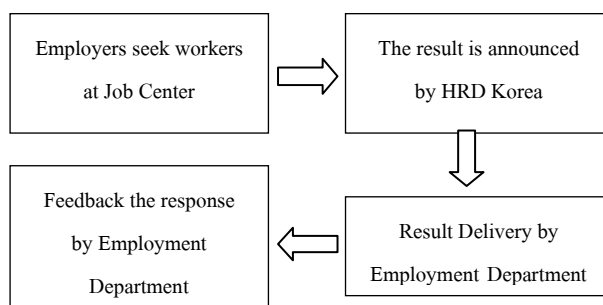
- The Foreign Worker Employment Center will send a list, divided by the industry; of foreign workers to the employers. The size of the list is about two times the amount of foreign workers that the employers are allowed to employ. First of all the center will propose the foreign

workers whose employment contract or CCVI is terminated by other employers. If the employer is not satisfied with the proposed list, the center will propose new foreign workers according to the criteria set by the employers until successful workers are selected.

- The list of potential applicants shall not exceed the quota for each firm. If the employer cannot select any workers, they need to ask for approval from Korea Employment Information Service (KEIS) for additional names. Whether KEIS provides additional names or not are totally subjective.

- If the employer finally got the worker they want, the center will then send the information of the successful worker to the employers. In return, the center will send the employers' information to HRD Korea for further steps. Additional information about the foreign workers will be provided upon submitting the request to HRD Korea. The Job Center is responsible for matching the workers and the employers while HRD Korea's duty is to provide information of the selected workers to the employers. In Thailand, the Thailand Overseas Employment Administration (TOEA) is responsible for result delivery, and feedback provision to HRD Korea.

Figure 4: The process of selecting foreign workers by the Korean employers



Source: The Thailand Overseas Employment Administration, Department of Employment

#### 2.2.4 The situation of foreign workers in Korea

Since the delivery of foreign workers in the EPS system since 2004, the employment quota for each country is likely to increase. However, it is mainly subject to the satisfaction of the

employer whether to select or reject the employment. The qualifications of the foreign workers are also important among the Korean employers as well.

Table 1: The quota for foreign workers in the EPS from 2004 to July 2010

Country/Year	2004	2005	2006	2007	2008	2009	Jan-July 2010	Total
Vietnam	704	8,619	5,712	11,507	19,707	13,497	3,013	62,759
Philippines	832	5,308	8,434	5,928	6,289	9,282	1,407	37,480
Thailand	558	5,964	6,746	5,798	9,287	9,957	1,572	39,882
Mongolia	500	4,433	4,703	2,642	4,775	4,032	1,172	22,257
Indonesia	359	4,361	1,215	4,343	12,304	4,981	2,475	30,038
Sri Lanka	214	2,974	2,166	2,194	7,163	4,244	2,103	21,058
China	-	-	-	403	1,833	4,281	555	7,072
Uzbekistan	-	-	-	275	4,492	2,779	2,071	9,617
Pakistan	-	-	-	365	2,355	1,628	737	5,085
Cambodia	-	-	-	198	2,793	2,524	733	6,248
Nepal	-	-	-	34	2,014	2,445	1,799	6,292
Myanmar	-	-	-	-	67	2,037	187	2,291
Kyrgyzstan	-	-	-	-	451	181	141	773
Bangladesh	-	-	-	-	1,494	1,361	1,669	4,524
East Timor	-	-	-	-	-	94	173	267
Total Labor	3,167	31,659	28,976	33,687	75,024	63,323	19,807	255,643

Based on 2010 Employment and Labor Policy in Korea, the Ministry of Employment and Labor, Republic of Korea (Nataphan, 2011)

Korea's Ministry of Labor and Employment allows 15 countries to have the right to send foreign workers to join the EPS. All of them could send the unskilled labor except for China.

Table 2: the unskilled foreign workers who worked in the EPS from 2004 to January 2011

Country/Year	2004	2005	2006	2007	2008	2009	2010	Jan 2011	Total
Vietnam	704	8,619	5,712	10,487	12,392	4,837	8,223	279	51,253
Philippines	832	5,308	8,434	5,221	1,149	209	1,879	54	23,086
Thailand	558	5,964	6,746	5,419	4,442	2,644	2,236	17	28,026
Mongolia	500	4,433	4,703	2,471	3,300	1,484	1,845	27	18,763
Indonesia	359	4,361	1,215	3,743	8,079	1,886	3,933	100	23,676
Sri Lanka	214	2,974	2,166	2,003	4,210	1,237	3,879	31	16,714
Uzbekistan	-	-	-	123	3,452	1,417	3,811	65	8,868
Pakistan	-	-	-	-	712	521	650	2	1,885
Cambodia	-	-	-	94	2,530	1,687	2,115	37	6,463
Nepal	-	-	-	-	1,760	1,853	2,109	12	5,734
Myanmar	-	-	-	-	-	1,194	6	13	1,213
Kyrgyzstan	-	-	-	-	448	168	312	1	929
Bangladesh	-	-	-	-	1,473	768	2,328	31	4,600
East Timor	-	-	-	-	-	94	340	4	438
Total Labor	3,167	31,659	28,976	29,561	43,947	19,999	33,666	673	191,648

Source: Thailand Overseas Employment Administration, Department of Employment

These foreign workers spread across all provinces of South Korea. Most of them are mainly engaged in 3D works in small and medium-sized business. Areas with most Thai workers include Ansan, Uijongbu, and Suwon in Gyeonggi province, location of Seoul. According to Ministry of Employment and Labor of Korea with regards to the Re-employment after three years from 2004 to March 2009, Thailand is ranked eleventh out of 13 countries. It could be explained that the above mentioned period also include the duration when the internship system was reinforced before it was abolished in 2007. When comparing the number of workers who completed three years are renewed for the fourth years. Only 66.5% of Thai Workers are offered re-employment.



Table 3: Total number of countries that have completed 3-year contract and are offered the 4<sup>th</sup> year contract

Country	Ref.	No. of workers who complete 3-year contract	No. of workers offered the 4 <sup>th</sup> year contract	Percentage
Pakistan	1	2,880	2,717	94.3
Bangladesh	2	192	177	92.2
Nepal	3	527	478	90.7
Myanmar	4	262	228	87.0
Vietnam	5	16,945	14,083	83.1
Sri Lanka	6	6,237	5,102	81.8
Philippines	7	15,108	12,087	80.0
Kyrgyzstan	8	13	10	76.9
Cambodia	9	1,052	792	75.3
Uzbekistan	10	2,293	1,660	72.4
Thai	11	14,649	9,736	66.5
Indonesian	12	11,171	7,139	63.9
Mongolia	13	8,237	3,633	44.1

Data from the Ministry of Employment and Labor of Korea, surveyed between 2004 to March 2009 (Anancha, 2009)

Workers of different countries have different weaknesses and strengths. For Thai workers, the strength seems to be working hard, skillfulness, and friendliness. The weaknesses include hygiene and cleanliness of their houses. There are only two countries whose workers are complained about hygiene; Thailand and Bangladesh. However, Bangladesh workers communicate Korean language better than Thai workers. Furthermore, the physique of Thai workers does not suit hard work. Besides they do not follow the rules and regulations at work. It is obvious that both Thai and Bangladesh workers share common weaknesses but the difference is the Korean-language skills which make Bangladesh the second while Thai the ninth.

### 2.3 Related Research

There are many studies focusing on Thai workers who work abroad especially in the Middle East, Japan, Taiwan and Singapore, but there is a small number of studies of Thai workers working in Korea. After a review in the research entitled 'Thai labor market in East and Southeast Asia' (The economic crisis of the late nineteenth century. 90) of the Research Center for Migration in Asia, Institute of Asian Studies, Chulalongkorn University (2001) the researcher decide to include the findings from that research here. The first research on the migration of the Thai workers to work in the Middle East is that conducted by Phuaphongsakorn (1982) in the Thai Workers in Foreign Countries: Causes, Impacts, Problems and Policy, it is found that the Thai workers who work abroad gain higher wages. Automobile mechanics get the highest wages, followed by electricians, painters, maids, cooks and workers, respectively, that is why Thai people are traveling abroad to work even more.

The results of Peera Chaichan (1986) suggested that motivation for those who travel to work in the Middle East is the success of the previous workers also for higher wages. In Saudi Arabia the wage is 5,270 baht per month for the working class and 11,330 baht per month for the skilled and semi-skilled jobs. And on average the wage is around 8,647 baht per month. This is the most important motivation for the Thai workers to work in the Middle East. The workers also have more money to send back to their homes. The factors driving people to migrate are economic, social and political factors. The conclusion is that migrants always want to have a better life. So they decide to move to a better place where a better economic opportunity is prevalent. Other motivation, apart from money, is that they could own a piece of land where they could earn a living through agriculture, have an opportunity to grow together with the town they live in and the industry they rely on. Besides, the cost reduction is also another interesting motivation for people's migration as well.

*The following are the studies of the Thai labor migration to countries in East Asia and Southeast Asia.*

According to Wong Chanthong (1994), it is revealed that while workers in the Middle East began to stagnate, some Asian countries need more foreign workers. There are many international projects flowing into Singapore, Brunei, Hong Kong, Malaysia, Japan and Taiwan yet the workforce are rare. In 1985, only 7,931 workers were needed in these countries. In 1993, only Thai workers who work in the Asian country reached 118,600 people or 86 percent of workers who commute to work in foreign countries. From 1991 Thai workers are most wanted in Taiwan. Thai workers are the first who got permission to work for Taiwanese contractors give a lot of compliments and credit to Thai workers.

Tsay (1997)'s study of Thai workers working in Taiwan reveals that the incentive for Thai workers to work in Taiwan is the high labor costs and the currency appreciation. Before Taiwan opened the country and allowed foreign workers to work legally from October 1989 onwards, the majority of workers had stayed in the country over a given time and had escaped from the control of the government. Motivation of the migrants in Taiwan is higher income but the employer will generally pay around 30 percent lower to foreign workers because of hiring fee for foreign workers.

Saranya Bunnak and Saowapa Chaimusic (1985)'s study of Thai workers in Singapore suggested that a number of Thai workers who work in Singapore are through the Department of Labor. In 1978 there were only 441 Thai workers in Singapore and in 1983 the number increased to 1,437. It was probable because Singapore wanted to accelerate national development and the economic sector, trade and services as well as the construction of infrastructure. However, they lack workers to execute the plan. Besides, the economic expansion through 'Transnational Corporations' requires a great number of foreign workers. It is also found that the majority of Thai workers in Singapore are from northeast; north, central region and south accordingly. Most

of them earned their livings through agriculture. Half of them have more expenses than incomes, so they needed to commute to work in Singapore with the aim to have a higher income.

Ng and Lee (1997) studied the hiring incentive for foreign workers in Hong Kong. It is found that the main reasons are labor shortage and rising wages. Thai workers in Hong Kong are either at home or in a construction site. Women aged 26-40 years are likely to stay at home. And according to the interviews with 20 Thai women half of whom was married. They came to Hong Kong from 1992. Most of them receive only education in a primary level

Nagayama (1997) showed that the number of Thai people who travel to Japan in 1994 was 53,830 people; there were around 63,812 people in Japan at that time before declining steadily thereafter. The reasons that Thai workers would like to Japan is for travel and tourism 40%, for business 39.9%. Some of them come to Japan to visit their relatives, to participate in the training program. The main problem of Thai workers in Japan is that Thai people violate their law and restrictions. The illegal workers were up to 43,014 people in 1995, which is second behind South Korea. However, illegal workers tend to decrease as the Japanese government comes up with a more restriction towards this group of workers. Government officials believe that there is a network that helps facilitate the arrival of illegal worker. Most of illegal Thai workers are employed by the powerful employers; these gangsters provide passport and visa to the workers, with the Thai broker whose duty is to coordinate with the potential employers. There are around 1,875 Thai brokers and 1,179 Japanese brokers.

Sakkarin Niyomsilp (2011) found that rapid economic growth in Southeast Asia, gave way to new market in Asia. Globalization and regionalization like ASEAN tend to promote international migration in 6 manners: 1) increasing number of migrants due to the regionalization, 2) the structure of employment has become more complex with more demand and supply of labor 3) a broader policies for labor migration 4) Expect to enter elder society in a near future, leading to a giant leap in labor migration between countries, 5) the migration of Chinese labor are taking

place both in and outside China. 6) Asian professional workers who used to live in the west shall return to Asia the change will allow the movement of labor in Asia is different from the original.

In terms of Thai workers in South Korea the researcher gathers data from research 'Thai labor market in East and Southeast Asia (The economic crisis of the late nineteenth century 90) of the Research Center for Migration in Asia, Institute of Asian Studies, Chulalongkorn University. (2001)

It is reported that in Korea there are 150,000 foreign workers, both legal and illegal, in total – contributing to 1% of all 12,300,000 workers in Korea. More foreign workers are expected due to globalization. Since 1960, when Korea was still following the economic plan, around 2 million Korean workers worked outside the country, sending in so much money that the economic and investment plan progressed. Until 1980, Korea experienced labor shortage when their industrial sectors grew rapidly. Foreign workers from Asia started to come to Korea as technical trainee. In conclusion, there were influx of foreign workers and a number of Korean workers working outside the country. (Kang: 1996 p.1)

The labor shortage in Korean small and medium-sized factories was caused by the fact that workers in small and medium-sized factories received less benefits than those in large-sized factories in terms of labor union formation and wages. Meanwhile, Korean youth decided to further their education in higher levels. Therefore, they did not prefer labor work leading to labor shortage. One solution is to recruit foreign workers as technical trainees that did not receive the same legal protection as the workers. There are 2,500 Thai workers working in Korea in total. Some of them are trainees recommended by Korean and Thai agencies. These workers work in approximately 100 small-sized companies and can work for a year and another year after re-employment. The first group officially came to Korea in 1995. According to the Labor Force Survey about 174 workers, it shows that most of the workers are male aged 26-35. They worked in textile factory, followed by chemical industry, machinery parts, musical instrument, and electronic devices. Most of the workers are satisfied by the employers. They are untrained. Some

of them did not get paid according to the employment contract. Some of them left for a new job. Some gathered up and filed complaints to the government and employers. There were around 1,305-1,900 illegal workers. The largest group of illegal workers includes Chinese Korean descent, Filipino and Bangladeshi descent, mostly male, respectively. Thai workers in Korea, try to save money to invest in private business in their hometown. They receive as low as a primary level education from school which is considered very low when compared to other nations. They do not speak Korean. They work in small factories with less than 30 people, in plastic factory, car assembly factory, steel, textile dyeing machines, and more. The job is unlike the work they do in Thailand. Most people want to return home because of illness, hard work, no wages or low wages. Some of them are working illegally and have to avoid the police. They receive low wages because they do not speak Korean or English. They are low educated. They lack work discipline. The second is to adapt and live in Korea. Those who have higher wages include workers from China, Philippines and Iran. The workers from Indonesia, Pakistan, Bangladesh and Thailand are low-wage workers. Protecting workers' rights in Thailand is very rare. No one complains for anything. This may be due to the limitations of language. For this reason, the Thai workers always exclude themselves from other workers who are bargaining for their own interests. The employers view that the employee's right related to overtime (most workers work at least 50 hours a week in general), passport confiscation and physical abuse. The Korean government did not have a perspicuous policy about foreign workers while the workers did not follow the government's rules and regulation either. They turned themselves against the government, the employers and Korean people in general. The situation of Thai workers in Korea did not seem very good at all.

The study by Yoo and Lee (2001) had two components. One component included information on the firms using unskilled foreign labor. Between July and August 2001, a survey team interviewed the managers of 684 small and medium-sized firms in the manufacturing sector. The survey was purposely confined to the manufacturing industry where the use of unskilled foreign labor (as trainees) was legally allowed. Of the total surveyed firms, 39.5 percent

employed legal foreign labor, 20.9 percent used undocumented foreign workers, and 39.6 percent did not use any foreign workers. The second component of the survey was about the characteristics of foreign workers. A total of 1,003 foreign workers were surveyed. Among them, 47.9 percent were Chinese, 37.6 percent worked in manufacturing, and 37.2 percent worked in non-manufacturing, and the others did not give their working sectors. Yoo and Lee also showed that Korean employers or small companies used foreign workers because they could not find Korean labor. The prominent view for using foreign labor was that they could not hire native workers even though they tried to do so.

Chintana Pornpilaiphan (2006) studied Thai workers in South Korea. According to the statistics about the import of 27,227 foreign workers under EPS system from 6 countries (The Philippines, Mongolia, Sri Lanka, Vietnam, Indonesia and Thai), it is found that there were 6,731 workers from Vietnam (contributed to 24.72 percent), 5,083 workers from Thailand (18.69 percent) and 2,723 workers from Sri Lanka (10 percent). It is also shown that 92.59 percent of all the Vietnamese applicants, considered the highest percentage of all the 6 countries, were granted the work permit but only 48.06 percent of all work permit holder were finally recruited by the Korean employers. Only 40.72 percent of Indonesian applicants, the lowest of 6 countries, were granted the work permit but up to 40.72 of them were actually recruited by the Korean employers. Thailand was ranked the second with the 84 percent of the applicants being granted the work permit but with only 39.53 percent getting the jobs, considered very low considering the number of work permit grantees. According to a study of the labor force conducted by the Royal Thai Embassy in Seoul, South Korea, It is found that:

(1) EPS' employment contract is unclear. Some employers do not describe the jobs that the labors actually do in the employment contract and sometimes force the labors to work outside the specified timetable.

(2) Thai labors have very little knowledge Korean language causing communication problems between labors and employers.

(3) Employers who hire labors in EPS mainly run small enterprises which do not have a lot of investment of cash cash flow, making it insecure and at times facing cash flow problem – when paying wages and delivering welfare – or even freezing their operation.

(4) More difficult job condition than one would expect – such as the terribly cold weather – causes stress in the workplace.

In addition, it suggested the related parties in the delivery of Thai workers to indicate the clear business type and job description, along with the working and living conditions, language requirement. They should also provide orientation and training session that help educate the Thai workers about the rules and regulations at work, as well as any possible hardship, prior to the trip. A follow-up should also be implemented by the related parties.

According to Nathaphan Wongprommoon (2011), aiming at the study of the impact of new employment laws towards Thai workers, the results showed that the problem of employment is significant. The employer has the right to hire foreign workers for up to five consecutive years without the foreign workers having to leave the country, from December 10, 2009 onwards, except for the case of job relocation or re-employment and the Chief of EPS system thinks that the amendments of the employment laws do not impact negatively on the organization because The Public Overseas Placement Section (EPS) under the control of TOEA have been working to develop and prepare for Thai workers to work before going to the Republic of Korea with the collaboration between the Institute of Skill Development and Skill Department. It also has the support from HRD Korea. If there is any impact, it will have a positive one on the development and preparation for Thai workers before they go to work continuously and efficiently. The Thai workers believe that the change of duration of the contract would be beneficial saving money and time.

Previous thesis focused on Thai workers and Employment Act but this thesis focuses on factors affecting the employers' decision on the employment of Thai workers under the EPS system in the small and medium-sized manufacturing industry and the factors affecting the re-



employment of Thai workers after completion of the term in the employment contract. The objective is to provide essential information so that the responsible agencies could come up with solutions and increase the quotas for Thai workers to work in Korea, as well as the level of Employers' satisfaction that leads to the decision to re-employ Thai workers.

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

This chapter presents the methods used in this study is to investigate the factors affecting the employment of Thai workers under the EPS in small and medium-sized manufacturing industry of South Korea.

#### **3.1 Research framework**

This research focuses on the factors affecting the employers' decision on the employment of Thai workers under the EPS system in the small and medium-sized manufacturing industry. This research applies economic theories as platform to explain the results. Below are the steps that this research follows:

##### **Demand**

Demand in this research means the demand to import the foreign workers into South Korea, supported by the government's policy to employ foreign workers and allocate the foreign workers' quota. This research focuses mainly on Thai workers only.

##### **Supply**

Supply in this research means the supply of Thai workers that already pass Korean language test so that the Korean employers could select. This research studies the delivery of Thai workers' name list since the beginning of EPS system in 2005, along with the situations and problems faced by Thai workers in South Korea.

##### **Process**

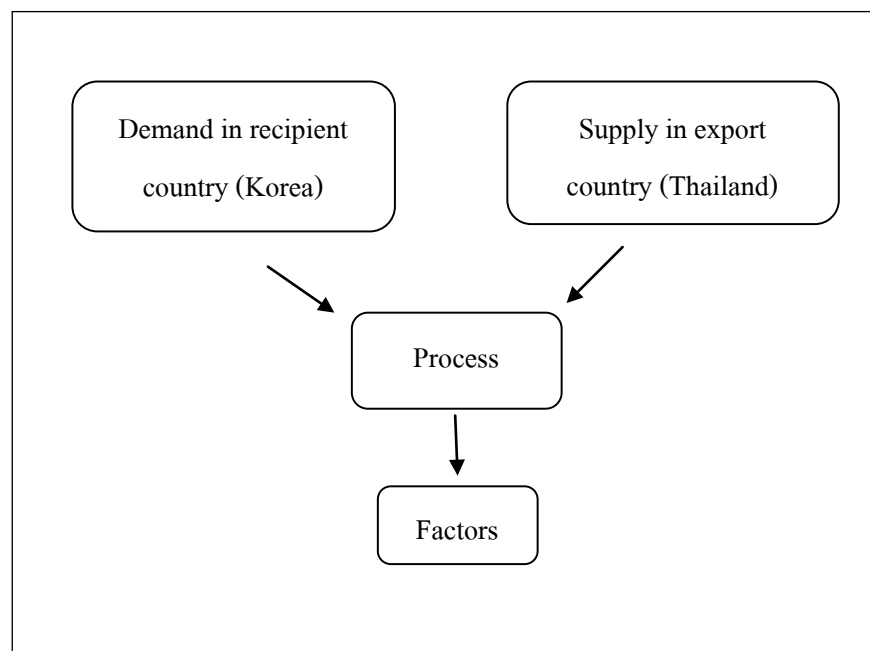
The process means the operation from Thai and Korean agencies and the Labor Law.

## Factors

This research is to study the factors affecting the decisions of Korean employers on the employment of Thai workers who already pass the Korean language test and the factors affecting the re-employment after completion of the term. This data is derived from the in-depth interview with the Korean government agencies such as HRD Korea – EPS center in Thailand, the Department of Employment, together with the interview with Korean employers. The objectives are divided into 2 parts as follows:

- Review the factors affecting the employment of Thai workers who already pass the Korean language test and whose name is sent to the employers for recruitment.
- Review the factors affecting the re-employment of Thai workers after completion of the term stated in the employment contract. These factors have great impacts on Thai workers and government agencies responsible for the supply of workers under EPS system.

Figure 5: Research framework



### **3.2 Data Collection**

Data analysis and evaluation methods in this study are based on the data from both primary and secondary sources, gathered and stored in a systematic way.

#### ***3.2.1 Sources of primary data***

The sources of this primary data are the Korean employers who have business in small and medium-sized industry and employ Thai workers. Besides, the data is from the Director of Human Resources Development Service of Korea – EPS Center in Thailand, the Ministry of Labor. Most of the data are in forms of interviews and questionnaires.

#### ***3.2.2 Sources of secondary data***

The researcher collects the secondary data from such sources as the agencies that provide the analyzed data e.g. Thailand Overseas Employment Administration, Department of Employment, Ministry of Labor, Human Resources Development Service of Korea, and Royal Thai Embassy in Seoul, Ministry of Culture and Tourism of Korea. In addition, the researcher also collects information from the Internet, books, and previous related researches especially from the Asian Research Center for Migration, Institute of Asian Studies, Chulalongkorn University. Secondary sources include documents, articles, reports, statistics, etc.

#### ***3.2.3 Research tools***

Data gathering methods for this research consist of

- Interview with the target group that are 20 Korean employers that employ Thai workers under EPS system and have business in small and medium-sized manufacturing in South Korea. The questionnaires were distributed to the employers for written answers. The questions specifically focus on the factors affecting the employment and re-employment of Thai workers.

- Interview with the related parties involving the supply of Thai workers both from Korean and Thai sides such as the Director of Human Resources Development Service of Korea – EPS Center in Thailand, the Ministry of Labor that is in charge of EPS-TOPIK test in Thailand.

The questions include the factors affecting the employment and re-employment of Thai workers. The questionnaire comprises of 4 sections as follows:

- General information about the Korean employers, type of business and foreign workers in the establishment.
- The factors affecting the employment and re-employment of Thai workers.
- Thai workers' characteristics in the eyes of Korean employers.
- Suggestion and solution for Thai workers.

Table 4: The purpose of the interview guide

Steps	Explanations	Objectives
Part 1	General Information	Survey the information regarding the employers and types of industry
Part 2	The factors affecting the employment and re-employment of Thai workers after completion of the term.	Examine the factors affecting the employment of Thai workers
Part 3	Characteristics of Thai workers	Evaluate the level of satisfaction towards Thai workers
Part 4	Propose the solution	Examine the qualification that Korean employers wish to see

### 3.3 Research Methods

This qualitative research is aimed at the study of the factors affecting the employment of Thai workers who already pass the Korean language test and the factors affecting the re-

employment of Thai workers after completion of the terms stated in the employment contract under the EPS system in the small and medium-sized manufacturing industry in South Korea.

*This research is conducted in four phases:*

- Review related literature from the secondary data sources such as government agencies from both Thailand and Korea being in charge of Thai workers under the EPS system such as Thailand Overseas Employment Administration, the Department of EPS Recruitment, South Korea, Human Resources Development Service of Korea – EPS Center in Thailand. Most of the data involve the employment under EPS system, statistics, and survey results. In addition, the data is also collected from various books, previous thesis, report, academic journals and internet.

- This research uses the data collected from the target group that are 20 Korean employers that employ Thai workers under EPS system and whose business is located in Gyeonggi province where most of Thai workers are working as well as the interview with the Director of Human Resources Development Service of Korea – EPS Center in Thailand and the Ministry of Labor.

- Gather primary data through interviews. However, due to the limitation in the language, distance and the level of cooperation of Korean employers, the researcher decides to put together the questions in a questionnaire sent to Korean employers instead. The Korean employers provide written answer, with the assistance from the researcher's colleagues who work in many small and medium-sized manufacturing industry in South Korea by distributing the questionnaire to the Korean employers that employ Thai workers, mostly in Gyeonggi province.

- The final step is to analyze the data, mainly secondary data. The researcher only uses part of the interviews only to explain the results of this research in later stages.

## **CHAPTER IV**

### **DATA ANALYSIS**

The main objective in this chapter is to point out the factors affecting the employment of Thai workers in the EPS in the small and medium-sized industrial sector of South Korea, taking into accounts four parts: the demand of workers in Korea, the supply of workers in Thailand, the process and the factors affecting the employment of Thai labor.

#### **4.1 Demand**

The Korea's economic development plan brought about the influx of foreign labor and problem of illegal employment of foreign labor due to the fact that the Korean labor is comparatively more expensive. In addition, there was labor insufficiency in some small and middle-sized industries. New Korean generation tends to be more educated and some businesses offer these highly-educated and skilled people with high income. It is inevitable that the 3D works was no longer popular and wanted among Korean workers. The government, therefore, launched a policy to import the foreign workers and came up with two supporting systems that are: 1) Internship Program – operated by the private sector but abolished on January 1<sup>st</sup>, 2007, 2) Employment Permit System for foreign workers(EPS) – operated by government sector, effective on August 17<sup>th</sup>, 2004 onwards.

##### *4.1.1 Summary of Employment Permit System for foreign workers (EPS) Policy*

(1) In order to overcome the shortage of labor, especially in small and medium-sized businesses that are facing local labor shortage and in order to protect and preserve the rights of foreign workers employed in the EPS.

(2) The South Korean government and various government agencies are responsible for the control and operation of the EPS for the benefits of foreign labor and transparency in operations.

(3) The EPS is intended to eliminate the exploitation of the labor from various brokers in some countries under the memorandum of understanding (MOU) between the country of labor export and South Korea. For Thailand, there have been three MOU signed: on June 25, 2004, August 30, 2006, and April 12, 2009 respectively. The fourth and latest MOU been approved by the Cabinet on December 19, 2011. It is now in process of signing by Thailand's Minister of Labor and Employment and Korea's Ministry of Labor and Employment. On April 15, 2012, Mr. Padermchai Sasomsup, the Minister of Labor of Thailand reached the agreement with the Korean counterpart and signed the MOU.

(4) EPS is intended to control the foreign labor while working in South Korea. The government established Employment Center all over the country.

(5) EPS will ensure that the unlawful and illegal residence in Korea does not happen. If a worker escapes from their establishments, the worker is deemed an illegal worker, who is subject to sentence, punishment and deportation with no permission to return to Korea. In worse case, if the workers of one particular country escape from their establishments so often, South Korea may withhold the employment of workers from that country in the future as well.

(6) Punishment will be imposed against employers who employ illegal workforce, by EPS and Immigration Office.

(7) The EPS allows foreign labor to work in five categories;

7.1) Small and medium-sized industries with less than 300 permanent employees.

7.2) Coastal fishery with the size of trawl fleet from 10 to 20 tones.

7.3) Agriculture and animal husbandry.

7.4) The Construction of a project with the investment of more than 3 billion Won.

7.5) Eight service areas such as jobs in restaurants, business supporting service, jobs related to frozen items, social services, cleaning services, patient care services, auto repair services and driving service.



#### 4.1.2 The legal status of foreign workers

(1) The EPS registered foreign workers holding the E-9 visa are allowed to work legally in South Korea. They are entitled to legal protection from the labor standard, the labor law and other legislation, equal to Korean labor.

(2) The foreign workers can apply for and receive benefits from four different types of insurance such as employment insurance, injury insurance, health insurance and pension funds.

(3) The foreign workers who violate or fail to comply with the duty shall be punished by the law such as being fired from job.

The Korean economic structure put emphasis on heavy and high-technological industries. The main source of income is the production for export. The Republic of Korea has a production system called 'Chaebol' serving as a large chain that distributes the production to the small and medium-sized enterprises (SMEs) around the country, and it is the main source of foreign workers to the whole production system as Korean people tend to work in a large enterprise such as auto, steel and technology industry instead. The Ministry of Employment and Labor, Korea, Human Resources Development Service of Korea and the EPS Center in Thailand reveal that currently the South Korean government signed MOU with 15 countries with regards to the supply of foreign workers in Korea, including Vietnam, Philippines, Thailand, Mongolia, Indonesia, Sri Lanka, Mongolia, Uzbekistan, Bangladesh, Cambodia, Pakistan, Kyrgyzstan, China, Nepal, Burma, East Timor and Lao PDR which will become the 16<sup>th</sup> in the very near future.

#### 4.1.3 The allocation of quotas for each country is determined by:

(1) The needs of the employers

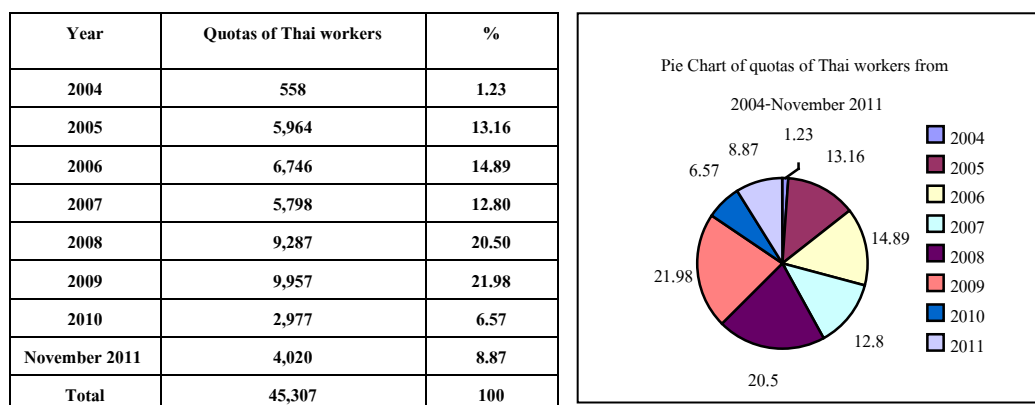
(2) The ratio of the trainees of each country escaping from the contractual establishments before the completion of the contract.

(3) The transparency of the selection process

(4) Confirmation that each of its employees will return to their country after the completion of the employment contract

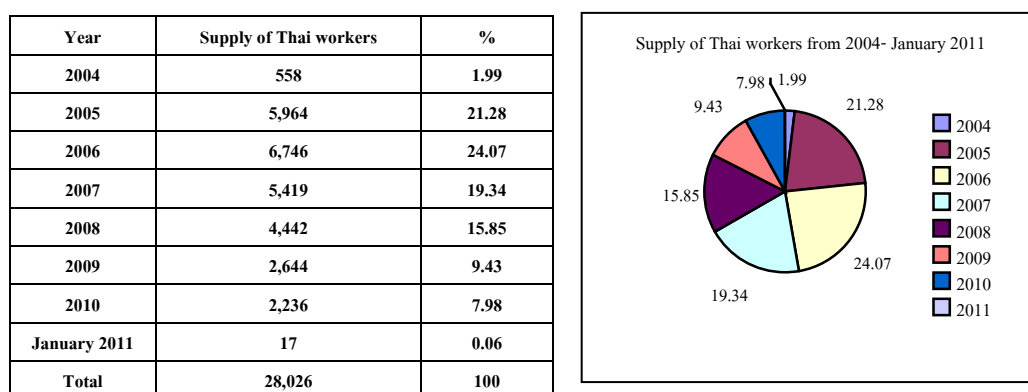
The research focuses on the factors affecting employment of Thai workers and the analysis focuses only on the Thai workers.

Table 5: Analysis of quotas granted to Thai workers from 2004 to November 2011



Source: HRD Korea EPS Center in Thailand, Department of Employment

Table 6: Analysis of the supply of Thai workers under EPS from 2004 to January 2011



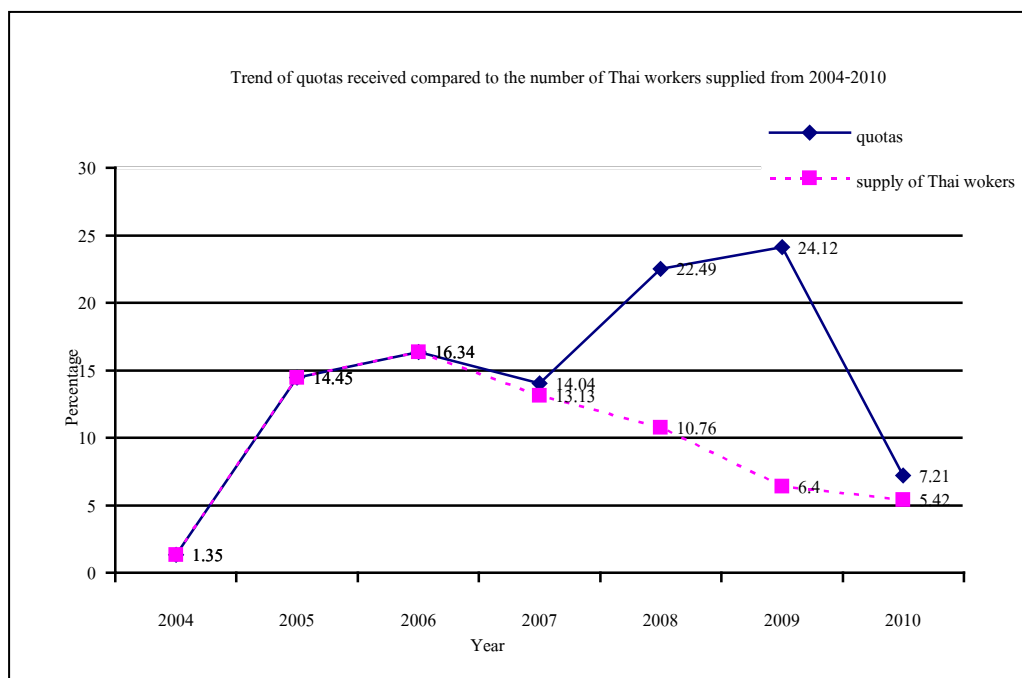
Source: The Public Overseas Placement Section (EPS) under the control of TOEA

Table 7: Comparison of quotas received and the number of Thai workers supplied from 2004 to 2010

Year	Quotas	%	Supply of Thai workers	%
2004	558	1.35	558	1.35
2005	5,964	14.45	5,964	14.45
2006	6,746	16.34	6,746	16.34
2007	5,798	14.04	5,419	13.13
2008	9,287	22.49	4,442	10.76
2009	9,957	24.12	2,644	6.40
2010	2,977	7.21	2,236	5.42
Total	41,287	100	28,009	67.84

Source: HRD Korea EPS Center in Thailand and The Public Overseas Placement Section (EPS) under the control of TOEA, Department of Employment

Figure 6: Trend of quotas received compared to the number of Thai workers supplied from 2004 to 2010



The results show that the quota for Thai workers to work in Korea increased from 2007 before it dropped in 2010 as a result of the economic downturn in Korea. The depreciation of Won currency reduced the allocation of quotas. The export of Thai workers declined due to more intensive selection process and fewer workers passed the EPS-TOPIK. The number of qualified workers sent to the employers was also less accordingly.

The study showed that the countries being allocated most quotas from Korean government include Vietnam, followed by the Philippines, and Thailand. Mr. Lee Dong-Eon, director of HRD Korea, EPS Center in Thailand, stated that in 2012, Thailand receives 9,500 worker quotas out of 57,000, considered the most in 15 countries receiving the labor quotas from Korean government – 49,000 in industrial sector, 4,500 in animal husbandry, 1,750 in fishery and 150 in service sector. Besides, the Ministry of Employment and Labor, Korea plans to increase the number of quotas in the third quarter of 2012 after the economic situation and the labor market improved. In addition they are to launch policies to encourage foreign workers to return to work in the small and medium-sized manufacturing industry by offering privileges to the skilled ones. In the meantime, the government will find solutions for job seekers, youth, elderly and middle-aged workers in South Korea and make sure that these local Korean will not get affected from the import of foreign labor and have equal opportunities in finding jobs.

According to Korean EPS, most foreign workers are employed in manufacturing industries, food and beverage, tobacco, wood and wood products. Paper and paper products, chemicals, rubber, plastic, oil, coal, electronics, communications, metal industry, and boat and car parts industry. Data from the Ministry of Foreign Affairs and Trade, Korea for November 2011 indicate that out of 21,862 Thai workers in total, there were 19,842 legitimate workers and 2,265 illegal workers or 10.3 percent.

***- Type of small and medium-sized manufacturing firms that welcome foreign workers in the EPS***

The research will focus on the small and medium-sized manufacturers with the workers less than 300 people. Ministry of Labor of Republic of Korea allows the following 23 types of manufacturers to hire foreign workers: (1) Food Products (2) Beverages (3) Tobacco Products (4) Textiles, Except Apparel (5) Wearing apparel, Clothing Accessories and Fur Articles (6) Tanning and Dressing of Leather, Manufacture of Luggage and Footwear (7) Wood Products of. Wood and Cork, Except Furniture (8) Pulp, Paper and Paper Products (9) Printing and Reproduction of Recorded Media (10) Coke, hard-coal and lignite fuel briquettes and Refined Petroleum Products (11) Chemicals and Chemical Products, Except Pharmaceuticals. , Medicinal Chemicals (12) Pharmaceuticals, Medicinal Chemicals and Botanical Products (13) Rubber and Plastic Products (14) Other Non-metallic Mineral Products (15) Basic Metal Products (16) Fabricated Metal Products, Except Machinery and Furniture (17) Electronic Components, Computer, Radio, Television and Communication Equipment and Apparatuses (18) Medical, Precision and Optical Instruments, Watches and Clocks (19) Electrical Equipment (20) Other Machinery and Equipment (21) Motor Vehicles, Trailers and Semitrailers (22) Other. Transport Equipment (23) Manufacture of Furniture.

Table 8: Analysis of quotas granted to Thai workers divided into types of industry from 2004 to November 2011

<b>Types of industry</b>	<b>Quotas</b>	<b>%</b>
<b>Manufacture industry</b>	<b>38,850</b>	<b>85.748</b>
<b>Construction</b>	<b>4,240</b>	<b>9.358</b>
<b>Agriculture and animal husbandry</b>	<b>2,188</b>	<b>4.830</b>
<b>Fishery</b>	<b>26</b>	<b>0.057</b>
<b>Service</b>	<b>3</b>	<b>0.007</b>
<b>Total</b>	<b>45,307</b>	<b>100</b>

Source: HRD Korea EPS Center in Thailand, Department of Employment

Table 9: Analysis of the Thai workers' supply divided into types of industry under EPS from 2004 to December 2011

Types of industry	Quotas	%
<b>Manufacture industry</b>	<b>26,851</b>	<b>83.763</b>
<b>Construction</b>	<b>3,194</b>	<b>9.964</b>
<b>Agriculture and animal husbandry</b>	<b>1,986</b>	<b>6.195</b>
<b>Fishery</b>	<b>24</b>	<b>0.075</b>
<b>Service</b>	<b>1</b>	<b>0.003</b>
<b>Total</b>	<b>32,056</b>	<b>100</b>

Source: HRD Korea Thailand EPS Center and The Public Overseas Placement Section (EPS) under the control of TOEA, Department of Employment

The results from Table 8 show that South Korea lacks workers in small and medium-sized manufacturing industry which requires more workers than in other industries. Table 9 shows the numbers of Thai workers working in manufacturing sector more than other sectors because they are higher educated. When comparing the ratio between the numbers of quota and numbers of workers working in five sectors, it is found that the manufacturing sectors that receives the highest numbers of quota has the least number of workers because Thai workers struggle in understanding Korean language.

## 4.2 Supply

Foreign workers who wish to travel to Korea to meet the needs of Korean employers must pass the Korean language test or EPS-TOPIK. The test is run by the Ministry of Labor. When they first announced the EPS on August 17<sup>th</sup>, 2004 Korean language test was not included. But later The Ministry of Labor, Korea was assigned Korean International Foundation (The International Korean Language Foundation: IKLF) to be responsible for the first Korean Language Test on September 11<sup>th</sup>, 2005, for which the applicant shall pay the exam fee of \$ 30.

There were 4 tests in total, and later the Ministry of Labor, South Korea appointed Human Resources Development Service of Korea (HRD Korea) to be responsible for organizing the 5<sup>th</sup> test (November 9) onwards. HRD Korea delivers the test paper and prepare devices related to the test, as well as collect the test fee of 17 USD, which was later increased to 24 USD in March 2011, from every country that export the labor to work in Korea under EPS the Department of Employment in Thailand is the only exam. Employment Department in Thailand only ensures the test takes place. The first EPS-TOPIK test was held on September 11<sup>th</sup> 2005 and the latest one was on April 29<sup>th</sup> 2012, 12 tests so far. The test can be divided into 12 into two sections: 25 listening question with the duration of 30 minutes, 30 reading questions with the duration of 40 minutes. In the other words, the examinee shall complete 50 questions within 70 minutes. The test will cover the basic knowledge of everyday life and work such an understanding of Korean culture and safety at workplace (Out of 200 points, the examinee shall score 80 points or more and/or complete 20 or more questions. Those who wish to work in industrial sector shall score 120 points or more)

#### **4.2.1 Summary of the operating system of the Public Overseas Placement Section (EPS) under the control of TOEA, Department of Employment**

##### **EPS-TOPIK Test**

(1) The Ministry of Labor, Republic of Korea will schedule each test, considering the size of the name list and the number of the license that can be granted to foreign workers. If there are a number of granted licenses but there are insufficient job seekers that meet the employers' need for workers, the Korean Ministry of Labor will notify its agent like the HRD Korea in cooperation with the Department of Employment. The executive offices of Thai workers abroad will schedule the timing for the application and start process.

(2) The application period starts in pursuant to Department of Employment, through the offices of Thai workers abroad seek approval of the Director for the EPS and EPS-TOPIK

examination. They will determine the qualification of the applicants, terms and conditions as well as the relevant required documents, the test fee, test venue and test date.

(3) During the application period for EPS and EPS-TOPIK Office of Thai workers Abroad and Provincial Office of Employment are responsible for the recruitment of workers.

(4) EPS-TOPIK exam paper is created by Korea's Institute of Human Resources Development (HRD Korea), whose responsibilities extend to test preparation and delivery of test papers and equipment to the Department of Employment.

(5) The examination and test results will be preceded after the test. HRD Korea will be in charge of compiling the test answer sheet from each test venue and send them to Korea for computer-based checkers. The Office of Thai Workers Abroad will also send the examinee's name list for HRD Korea to match with the answer sheet fill out the scores and report back the test scores to the Department of Labor. They will also prepare the EPS-TOPIK test certificates for the Department of Employment to dispatch to the successful examinees whose scores are from 80 to 200.

(6) The test results and the assembly date are announced after the Department of Employment receives the test results for each examinee from HRD Korea. They will announce the test results and the confirmation date. However, to pass the Korean language does not always guarantee a chance to work in the Republic of Korea.

#### **Notification of Recruitment Results**

- When Korean employers recruit workers from the list, then the contract shall be prepared. HRD Korea will announce the name of successful applicants through an EPS computer system.

- Department of Employment shall announce the list of successful applicants and provide each of them the report code, date, time and venue as well as have them acknowledged the employment contract (within 2 weeks after the announcement from Korea).



### **Report and Response to the Employment Contract**

- On the report date, the staff will have each of the applicants registered, distribute the agreement. They will also require the applicants to fill out the visa request form and leave it at the Department of Employment (The workers shall fill out the visa form in advance so that the Department of workers could submit it to the Korean authorities as soon as the visa is granted. By this, the workers do not have to visit the Department of Employment many times thus saving cost) The relevant documents to be submitted on the report date include Passport, together with a copy, a copy of Identification Card, a copy of Household Registration, Evidence of name change (if any), Certificate of Marriage or Divorce (if any), 12 1-inch photos.

- The successful applicants shall choose a training organization that is approved by the Department of Employment before their trip to Korea.

- Should the submitted documents be inspected and found that the personal information such as gender, birth date, spelling of name and surname, the workers should inform the report authorities immediately so that they can notify HRD Korea before applying for a visa. Otherwise, it may result in delayed or denied visas.

Those who reject the first employment contract will still remain in the selection name list for employers. However, if the contract was rejected twice in a row without proper reasons, the workers' name will automatically be deleted from the list and shall have to wait for a period of 1 year before they can apply for this program again.

Those who do not report themselves or acknowledge the employment contract within the given period shall also be deemed as those who reject the employment contract.

- The Department of Employment will provide a list of job seekers to the police so as to do a criminal background check.

## Job Response Report

(1) On the report date, after the successful applicants report themselves, the Department of Employment will report the successful applicants' acceptance or denial to the job in EPS computer-based system.

(2) If an error is detected, the Department of Employment will ask HRD Korea to correct.

Table 10: EPS-TOPIK test 1-12 (based on the statistics of those who pass the test as of August 9<sup>th</sup> 2012)

Order	Date/Month/Year	Candidate (person)	Examinee (person)	Pass (person)	Apply to work (person)	Chosen contract (person)
1	11 September 2005	34,382	23,309	14,379	11,936	6,967
2	26 November 2006	22,811	21,850	9,970	9,090	6,193
3	3 June 2007	2,386	2,277	1,850	1,850	1,303
4	4 November 2007	8,741	8,391	6,862	6,594	3,459
5	9 November 2008	29,892	24,823	3,268	2,792	2,519
6	6 September 2009	7,412	6,228	1,253	1,151	963
7	9 May 2010	7,918	6,135	1,869	1,775	1,499
8	10 October 2010	1,612	1,324	486	450	444
9	28 November 2010	8,750	7,415	3,167	3,010	2,599
10	22 May 2011	8,130	6,580	3,297	3,159	2,530
11	20 November 2011	9,166	7,204	2,541	2,356	1,520
12	29 April 2012	11,133	9,800	4,703	4,417	715
<b>Total</b>	<b>12 times</b>	<b>152,333</b>	<b>125,336</b>	<b>53,645</b>	<b>48,580</b>	<b>30,711</b>

- The first to the fourth were organized by the International Korean Language Foundation: IKLF

- The fifth to the twelfth were organization by the Human Resources Development (HRD Korea)

\*\* The data is already analyzed and amended according to the database of The Public Overseas Placement Section (EPS) under the control of TOEA, Department of Employment, Ministry of

Labor (The number of the recruited workers for the 10<sup>th</sup>-12<sup>th</sup> tests vary due to the employers. The shown statistics is as of August 9<sup>th</sup>, 2012.

In addition to the paper examination (already held 12 times), there are also computerized test called EPS-TOPIK CBT and Special EPS TOPIK CBT for individuals who used to work in Korea before. According to the data analysis of those who pass the paper based EPS-TOPIK exam, it is revealed that the percentage of those who pass the first four examinations exceeds that of the fifth to twelfth examinations due to the change of test creators, from Korean Foundation International (IKLF) to the Institute of Human Resources Development, Korea (HRD Korea). The examination was revised in line with the purpose of employment in the EPS system, which means the examination is very difficult. That is why fewer applicants have passed the exam nowadays. In addition, Thai workers lack the enthusiasm to improve themselves especially in the field of language. The applicants who pass the test mostly choose a random answer. This is a weakness of Thai workers because by the time they actually go to work in Korea; they will face trouble communicating with employers.

Table 11: Analysis of the number of workers sent to Korean employers (from 1<sup>st</sup>-12<sup>th</sup> tests as of August 9<sup>th</sup>, 2012)

Order	Apply to work (person)	Apply to work rate (%)
1	11,936	24.57
2	9,090	18.71
3	1,850	3.81
4	6,594	13.57
5	2,792	5.75
6	1,151	2.37
7	1,775	3.65
8	450	0.93
9	3,010	6.20
10	3,159	6.50
11	2,356	4.85
12	4,417	9.09
<b>Total</b>	<b>48,580</b>	<b>100</b>

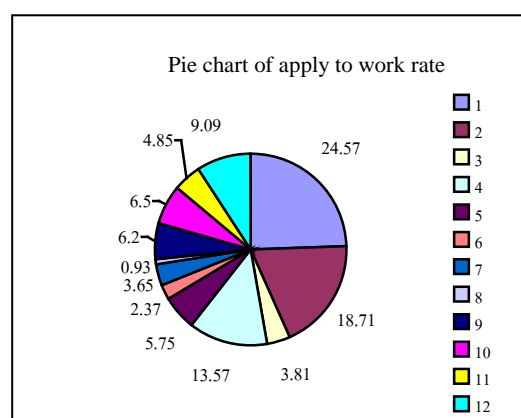


Table 12: Analysis of the number of workers recruited by Korean employers (from 1<sup>st</sup>–12<sup>th</sup> tests as of August 9<sup>th</sup>, 2012

Order	Chosen contract (person)	Chosen contract rate
1	6,967	22.68
2	6,193	20.17
3	1,303	4.24
4	3,459	11.26
5	2,519	8.20
6	963	3.14
7	1,499	4.88
8	444	1.45
9	2,599	8.46
10	2,530	8.24
11	1,520	4.95
12	715	2.33
<b>Total</b>	<b>30,711</b>	<b>100</b>

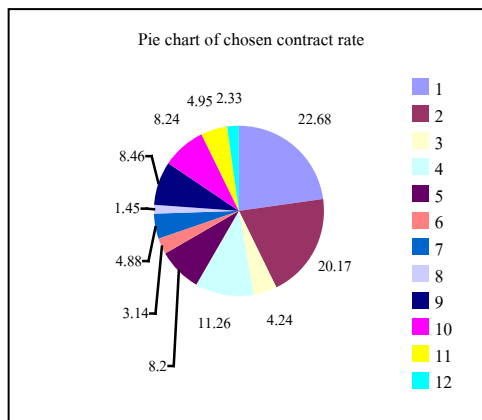


Table 13: The number of workers sent to Korean employers compared to that of workers recruited by Korean employers (from 1<sup>st</sup> – 12<sup>th</sup> tests as of August 9<sup>th</sup>, 2012)

Oder	Apply to work (person)	%	Chosen contract (person)	%
1	11,936	24.57	6,967	14.34
2	9,090	18.71	6,193	12.75
3	1,850	3.81	1,303	2.68
4	6,594	13.57	3,459	7.12
5	2,792	5.75	2,519	5.19
6	1,151	2.37	963	1.98
7	1,775	3.65	1,499	3.09
8	450	0.93	444	0.91
9	3,010	6.20	2,599	5.35
10	3,159	6.50	2,530	5.21
11	2,356	4.85	1,520	3.13
12	4,417	9.09	715	1.47
<b>Total</b>	<b>48,580</b>	<b>100</b>	<b>30,711</b>	<b>63.22</b>

The table shows the ratio between the Thai workers' name list that is sent to the Korean employers to select and those who are finally recruited each time, corresponding to the numbers of those passing the Korean Language Test (EPS-TOPIK). The main reason explaining why Thai workers become less recruited is that the test was adapted to be more aligning with the employment objective. In addition, most of Thai workers do not have any Korean language knowledge before. It is entirely up to each individual's amount of time given to class or lessons that are provided by both government and private sector. Most of the lessons are short compared to what is required in the test. That is another reason why less Thai workers pass this EPS-

TOPIK. There are also fierce competitions in labor recruitment for each employer after all. Table 10 (12<sup>th</sup> examination on April 29<sup>th</sup>, 2012 and the recruitment data as of August 9<sup>th</sup> 2012 – only 4 month in between, 715 Thai workers are recruited) The problem is the workers who get recruited do not have much knowledge about Korean Language. According to Diagram 5, the numbers of those who pass the test are small, compared to the total examinees. Therefore, fewer amounts of workers were presented for the Korean employers to select.

#### **4.2.2 Problems in EPS Operation**

According to a study of the labor force at the Thai Embassy in Seoul, It is found that:

(1) EPS' employment contract is unclear. Some employers do not describe the jobs that the workers actually do in the employment contract and sometimes force the workers to work outside the specified timetable.

(2) Thai workers have very little knowledge Korean language causing communication problems between workers and employers.

(3) Employers who hire workers in EPS mainly run small enterprises which do not have a lot of investment of cash flow, making it insecure and at times facing cash flow problem – when paying wages and delivering welfare – or even freezing their operation.

(4) More difficult job condition than one would expect – such as the terribly cold weather – causes stress in the workplace.

(5) Not many a labor wants to work in the construction sector which fails to meet the needs of employers. It is partly because Thai people have a higher level of education and most of them would like to work in manufacturing sector. Besides, according to Korean law, those who work in the construction sector must not exceed 40 years of age.

(6) Thai workers are not patient. At times they requested for change of jobs without any

proper reasons. It is partly because the workers do not have to pay for their job placement. The employer, then, starts to be interested in hiring the workers from other countries.

(7) High rejection rate of the employment contract – According to the Ministry of Labor, Republic of Korea, it is indicated that in 2007 (up to November) 16.8 percent of Thai workers rejected the employment contract, mainly because of their illegal jobs (44 percent), their personal reason (15 percent) and not being able to pass the health test (13 percent). For these reasons, many employers do not prefer Thai workers in their recruitment list. In order to solve the problems, Department of Employment reviews the workers' personal data and work objectives every 4 months. Besides, they provide a training session where Thai workers could prepare themselves and understand better about their potential work and EPS system.

(8) The employment contract and respective visa are terminated when the employers face financial problems, have a bad record in employing illegal workers, or when the workers have worked illegally before.

(9) Thailand is ranked no. 1 in employment contract rejection, out of 15 countries. Korean Ministry of Labor received complaints from employers who recruit foreign workers and carry out all the steps. But it turned out that Thai workers rejected the employment contract and canceled their trip to Korea, damaging the image of Thailand and making it more difficult to promote Thai workers among the Korean employers.

(10) Escape from work: According to the Korean Ministry of Labor, it is stated that Thai workers is ranked the second in escape from work, following Mongolia. In addition, according to Information Department, Korean Police Office, it is found that 162 Thai workers escaped from work in 2005, 8 were drug addicts. In 2006, 116 Thai workers escaped from work. In 2007, 298 Thai workers escaped from work and 52 of whom were drug addicts. In 2008, 928 Thai workers escaped from work, 711 of whom were drug addicts.

#### 4.2.3 A Summary of the Labor-related Issues in Korea

- Most of Thai workers who stay in Korea both legally and illegally work in small and medium-sized company, not in a large corporation, like those in Middle-eastern countries and Taiwan. In addition, there is no interpreter to help liaise with employers. Therefore, there is stress at work place and they may turn to alcohol or drugs to relieve such stress.

- Most of Thai workers are not able to read and write Korean. It leads to problems both at work and in their personal life. There is also a chance that these workers will be exploited in terms of wages, overtime, and other benefits by law. In the worse case, some Thai workers claim that they do not dare asking for their rights as they do not want to have problems with their employers. They do not want to have problems with their employers.

- Many workers separate themselves from Korea society because of the limitations of language, lack of understanding of the local culture and traditions and the fact that they have a career in the lower levels of society including 3D work. Thai workers are concerned about their illegal entry and residence in Korea. In addition, the Koreans are not fully open to foreigners.

- When Thai workers are ill or experience problems, they will endure until the situation gets severe. Then they ask for help from private organization, making it difficult to cure or correct the problem.

- Thai workers do not join the events related to sports, language, and culture for foreign workers held by government or private sectors, especially language. There is a language institution providing complimentary Korean language course for foreign workers who work in Korea but Thai workers tend to ignore. The lack of understanding and closeness with related private organization or government agencies also result in more job escape. The workers from the Philippines, Vietnam, Sri Lanka, Bangladesh, China and Indonesia are regular users of the Foreign Labor Support Center. However, after an interview with Thai workers on the meeting days, it is found that most of Thai workers are Buddhists while many private organizations are in forms of Christian churches. They are afraid that the organizations will persuade them to change



the religion.

- Some new workers have relatives or colleagues in Korea. Some advised the workers to leave the employers and live together with them even though there were no problems with the employers. As a result, the workers became illegal leading to lack of benefits and job security. Some employers are disappointed with Thai workers in general. In addition, when a group of Thai workers gather, they are often drunk leading to quarreling and drugs problem.

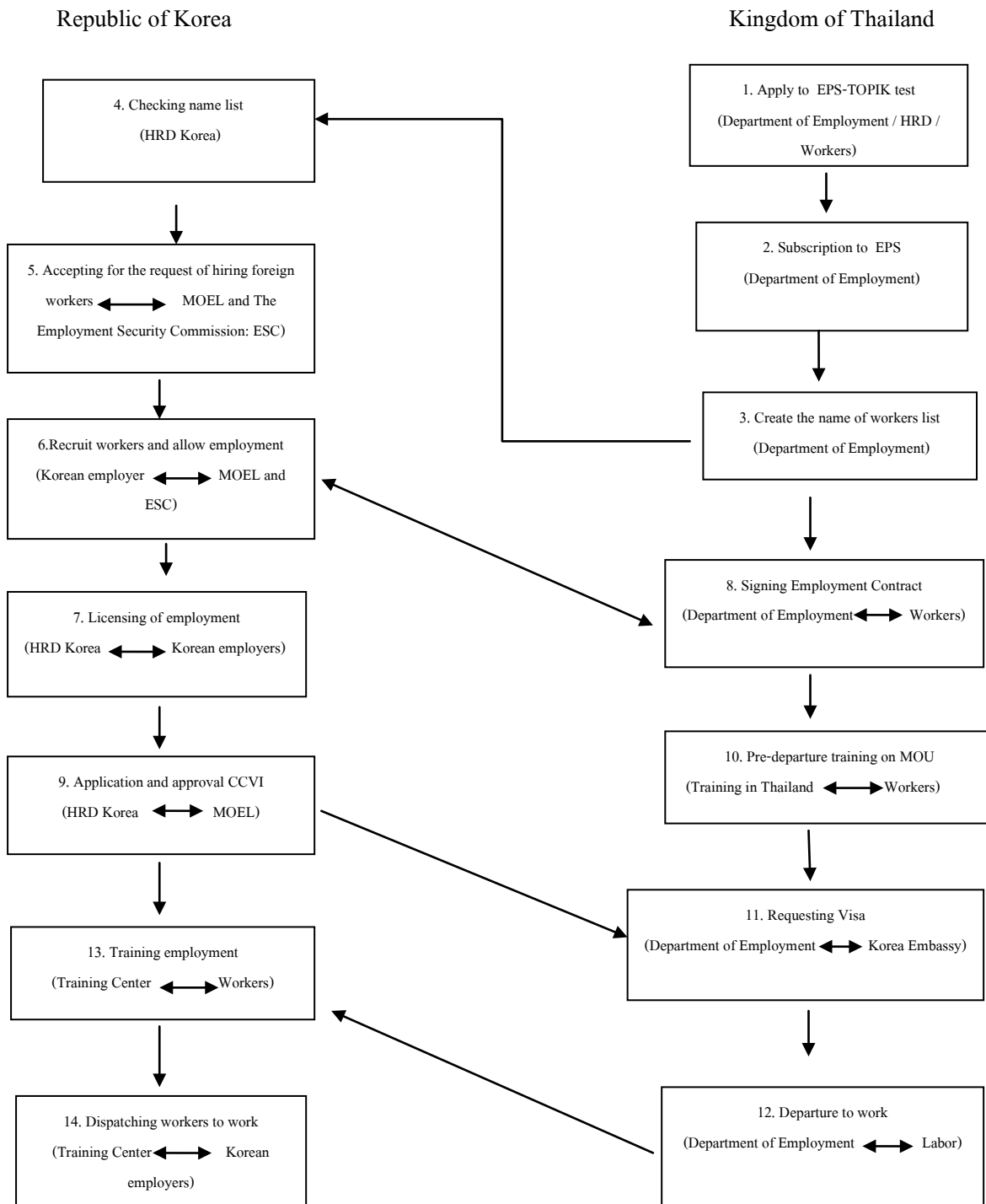
- Mostly the agricultural workers are not protected by labor laws. Some of them have work long hours the whole week. These types of workers tend to escape from work more than those in the construction or manufacturing industry.

### **4.3 The Process**

#### **4.3.1 The Process of EPS system in Thailand and Korea.**

Delivery of Thai workers to work under the EPS system is the cooperation between governments. The government agency in charge of this matter in Thailand is the Department of Employment, Ministry of Labor of the Kingdom of Thailand while the one in charge in Korea is Human Resources Development Service of Korea (HRD Korea), Ministry of Labor, the Republic of Korea.

Figure 7: The process of EPS in Thailand and South Korea



#### **4.3.2 Summary of the entry of foreign workers under EPS system**

(1) Determine the quantity and select the contractual labor-export country, seek for approval from Committee of Foreign Policy, appointed by the Prime Minister Office, set quotas on foreign labor recruitment and finally select the contractual labor-export country.

(2) Signed a memorandum of understanding in the delivery of workers between the Korean government and the contractual labor-export country, in order to prevent any interference in the delivery process.

(3) Make a list of job seekers between the contractual labor-export country, and the Korean government. The government of that contractual labor-export country shall screen the job seekers based on the Korean language test, test on job skill, and experiences. Finally, Human Resources Development Service of Korea will approve a list of job seekers, prepared by the contractual labor-export country.

(4) Regarding the selection of a foreign workers and the issuance of work permit between the employer and the Ministry of Employment and Labor, the employers could request for a permit to employ workers at the Employment Support Center in case they cannot find Korean workers within 3-7 days.

(5) The employment contract between the employer and the foreign workers: Employers use a standard employment contract, in which terms and conditions such as wages and working hours, work place and duration of contract shall be specified.

(6) The number of visas between the employer and the Department of Justice: The employers shall submit their standard employment contract in order to issue the relevant visa to the employees.

(7) The entry of foreign workers: the employers shall send the visa number to their foreign workers. Foreign workers are entitled to E-9 visa, granted by the Korean agencies stationing in their country and the foreign workers who wish to work in Korea will be receive a 20-hour training session.

(8) The employment is handled by the Ministry of Employment and Labor but the temporary residence is by the Ministry of Justice:

- Controls on foreign workers in the workplace by Ministry of Employment and Labor.
- A provision of consultancy and training services by industrial unit of HRD Korea.
- Emergency that cannot be avoided, such as company's liquidation and unpaid salary by Ministry of Employment and Labor.
- Authority in departure from and arrival in the country by Ministry of Employment and Labor and the Ministry of Justice.

#### **4.3.3 Labor Law**

- Adoption of National Labor Standards for foreign workers Act (E-9)

- Foreign workers will be protected in accordance with minimum labor standards, laws related to health and safety at work, compensation and insurance laws, etc.

- However, the laws does not extend to the establishments with less than five employees, including the establishment related to forestry, livestock and fisheries.

**- There are 4 categories of Security System under EPS system**

(1) The foreign workers absorb this return cost insurance. The objective is to spare an amount of money for the workers to pay for their transportation cost back to the country after completion of employment contract or when they are required to return to their country prior to the contractual period, or when they escape the job and would like to return to their country within 80 days. All foreign workers are required to make this compulsory insurance, paid in full by the workers themselves, on the date of employment. Below is listed the insurance amount in three categories.

Group 1: China, Indonesia, Thai and Vietnam – 400,000 won each

Group 2: Mongolia, Kyrgyzstan and others – 500,000 won each

Group 3: Sri Lanka – 600,000 won each

Costs vary from airline to airline

(2) Casualty Insurance is absorbed by the workers themselves. This objective is to provide insurance for foreign workers in case of accident or injuries outside working hours. The workers have to buy this casualty insurance within 15 days after the date of employment contract. In case of accidents, the workers shall receive a compensation of 30 million. In case of illnesses, the compensation is 15 million Won.

(3) Departure Guarantee Insurance is a pension-like insurance. It is compulsory for the establishments with more than 5 employees. The employers shall absorb 8.3% of insurance. The foreign workers shall receive the insurance after completion of one year, even though the change the workplace or return to their country.

(4) Guarantee Insurance is absorbed by the employers. The workers shall receive compensation up to 2 million Won in case that the employers do not pay for their wages. It is compulsory for establishment with not more than 300 employees, except for the construction business of a value not exceeding 20 million Won and has the size of not more than 330 square-meters.

#### **-The protection of basic human rights**

(1) The physical abuse prohibition (Labor Standards Law Article 7) – the employer are prohibited to physically abuse their workers for any reason.

(2) Forced work (Labor Law Section 6) without the consent of the foreign workers is prohibited. Any intimidation, detention or physical abuse or any other action to curtail the right or freedom of the workers' body and mind are against the law.

(3) The elimination of abusive employers (Labor Standard Law Article 8) No individuals shall exploit, withhold the money or charge any commission for securing the job for workers.

(4) The equal treatment

- Any impartial treatment from different gender, nationality or religion, is prohibited (Labor Standards Law Section 5 and the Law of equality in employment between men and women)
- The employers shall not have impartial treatment just because the workers are foreigners. (The Foreign-worker employment Law, Section 22).

### **-Employment Contract**

(1) The employer and the labor must only use the standard employment contract. In the contract shall be included wages, working hours, working conditions, etc.

(2) The period of employment shall not exceed one year while the re-employment contract shall not exceed one year for the maximum of 3 years (Old Law). The new Law which came into force on 10 December 2009 changed the highest employment period to the maximum of 5 years.

(3) According to the regulations, the workers are not allowed to change their workplace, or escape from their establishments arbitrarily otherwise they will become illegal. The workers can change employers if;

- The employer refused to employment or terminate the contract.
- The employers cannot maintain the workplace due to bankruptcy or other reasons which are not caused by the work.
- The employer's license to employ foreign workers is terminated
- Other reasons determined by the President. The former employer must consent to the job transfer. Job Center will provide the list of employers who want to employ foreign workers to the workers so that they could contact the employers directly. In addition, the Job Center shall make an appointment so that the workers could meet with the employers twice a month; that is, the second and the fourth Tuesday of the month. The workers who are allowed to change the job but fail to find the new employers after 2 months shall be sent to their country.

**- Re-employment after the completion of employment contract**

According to the previous Labor Law, the workers under EPS system, after completion of three years as agreed, could be re-employed by their employers. The re-employed workers shall return to their country and stay there for a month before returning to work in South Korea for another three years.

According to the new Labor Law, which came into effect on December 10<sup>th</sup> 2009, after the workers under the EPS system complete their three-year employment contract and if the employers would like to re-employ the workers, the workers could be re-employed with the maximum period of the new contract up to one year and ten months (Totally not exceeding five years) except for those who change their workplace. The workers are not required to return to their country. According to the interview with the Director of the Korean Institute of Human Resources Development, Thailand Office, Mr. Lee Dong-Eon, It is found that in July 2012, there is a new Labor Law, allowing the re-employment's term to be up to four years and ten months. However, the workers are required to return to their country and stay there for around 3-6 months. Such amendment was made with the objective to reduce the cost on both workers' and employers' end.

**-Wages and working hours.**

The South Korea's government is involved in the determination of the labor minimum wage and the reinforcement of the law. The minimum wage is for all the establishments that have employees except for a maid. Any employment contract that sets the wage lower than the minimum wage shall be voided and adjusted accordingly.

According to the Labor Law, it is stated that weekly working hours shall not exceed 40. However, for the establishments with less than 100 employees, the weekly working hours could be extended to 44 hours with an-hour break every 4 hours. Regarding overtime, the employers should receive consent from the employees but the overtime shall not be more than 12 hours a week. The wage

shall not be less than the minimum wage stated in the Labor Law. Wages shall also be reviewed every January 1<sup>st</sup> each year. The 2012 minimum wage is 4,580 Won an hour or 36,640 a day, or 957,220 Won a week (40 hours), or 1,035,080 won a month (44 hours a week). The overtime on week days is 1.5 times as much as the normal wage while the overtime on Sunday is 2.5 times as much as the normal wage.

In summary, the foreign workers who work legally in South Korea are entitled to equal protection as citizens of South Korea which include the health insurance, compensation, which shall not be less than the minimum wage. However, if the workers illegal work illegally, they are not entitled to protection under the law.

#### **4.4 Factors**

Factor in this study are the ones influencing the decision of the Korean employers in the employment and re-employment of Thai labor under EPS system in small and medium-sized manufacturing industry. The information in this section of the interview could be divided into two parts: 1) analysis of the interview from the government agencies such as the Director of the Human Resources Development Service Korea EPS Center in Thailand. 2) Analysis of the interviews with 20 Korean employers in the small and medium-sized manufacturing industry of South Korea.

#### **Part 1 Analysis of the interview from the government agencies such as the Director of the Human Resource Development Service Korea EPS Center in Thailand**

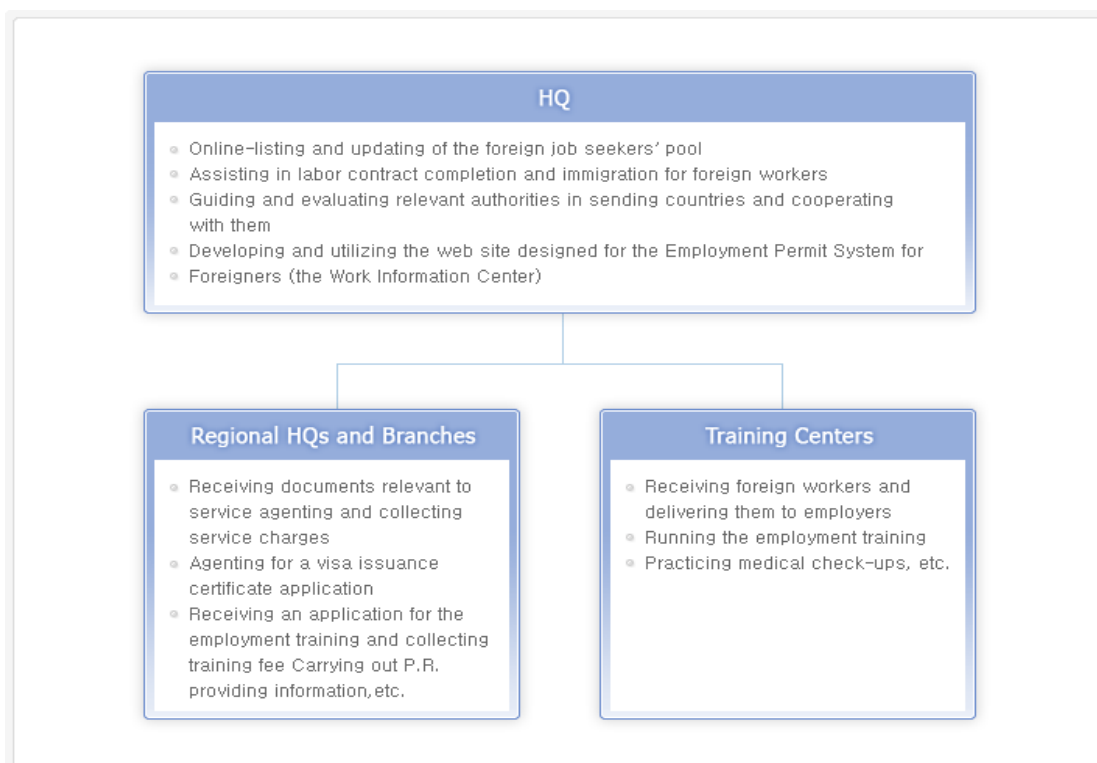
##### **-The function of HRD Korea**

- Support for emigration/immigration control for foreign workers.
- Managing foreign workers' employment and residence, and conducting employment training.



- Applying for four major insurance plans for the Employment Permit System for both employers and foreign workers.
- Building cooperation systems with public organizations of the sending (origin) countries, and conducting the Test of Proficiency in Korean (EPS-TOPIK) in the sending countries.

Figure 8: Organizational Chart



Source: HRD Korea

According to the interview with Mr. Lee Dong-Eon, the Director of Human Resources Development Service of Korea EPS Center in Thailand, that handles the EPS-TOPIK in Thailand; it is found that there are less numbers of Thai workers passing the Korean language test compared to the workers from other nations. As a result, Thai workers' name list becomes small. Workers from Vietnam and Cambodia receive good score from the Korean language test. The reason why there are not many Thai workers passing the test is an incomplete dissemination of information regarding the employment under EPS system especially in the rural areas where the chance of

obtaining this information is slim. For this reason, not many Thai workers apply for the test. The number of Thai workers passing the test is less and less compared the increasing number of quotas allocated to Thailand. Demand for Thai workers in South Korea increases, the supply of Thai workers seem to struggle due to the fact that there are fewer number of Thai workers passing the Korean language test compared to the allocated number of quotas. HRD Korea hopes that the government agencies would extensively promote EPS-TOPIK test, especially in the rural areas. It also hopes that Korean-language teachers will be able to Thai workers of the effective Korean language as it is vital to the employment of Thai workers.

In 2012, Thailand receives 9,500 quotas, the most in 15 countries. It shows the increasing level of satisfaction the Korean employers have towards Thai workers. However, the problem is the number of workers passing the test. It is also believed that some Korean teachers are not effective, as they did not graduate Language degree in Korea. In terms of the re-employment of Thai workers, Mr. Lee Don-Eon views that most Korean employers consider the Korean-language communication skill, job skills, behavior and effectiveness respectively.

***The factors affecting the re-employment according to the director of Human Resources Development Service of Korea EPS Center in Thailand***

***Take into accounts the following 4 factors:***

Ability to communicate in Korean language: If Thai workers could speak Korean, Korean employers tend to be satisfied and renew the employment contract accordingly. However, if Thai workers could not communicate Korean language, it would be difficult for the employers to renew the contract.

Skilled workers shall satisfy the employers, based on the quality of the production by Thai workers.

Thai workers do not pose a barrier to work. Meanwhile they need to be diligent and tolerant towards 3D works.

Performance – If Thai workers are capable and skilled, there is high chance that the employers will renew the employment contract. Hiring new workers reduces the work efficiency due to lack of experience and more training period.

**Part 2: Analysis of the interview with Korean employers who employ foreign workers in EPS and have business in small and medium-sized manufacturing industry**

An informal interview in forms of open-ended questionnaire was performed with 20 Korean employers with the assistance of the researcher's colleague working in small and medium-sized manufacturing industry in South Korea. The questionnaire comprises of 4 sections: 1) General information about the Korean employers, type of business and foreign workers in the establishment; 2) The factors affecting the employment and re-employment of Thai workers; 3) Thai workers' characteristics in the eyes of Korean employers; 4) Suggestion and solution for Thai workers. The objective is to find out the factors affecting the employment of Thai workers in the EPS in the small and medium-sized industrial sector of South Korea.

**The analysis of the interview with 20 Korean employers is presented below:**

***Part1 General Information***

(1) General Information about Korean Employers

According to the interview with 20 Korean employers, it is revealed that all of them are male. 45 percent of them (9 employers) are aged between 40 and 49 years old, followed by the employers aged between 50 and 59 years old with the percentage of 40 (8 employers). Employers aged between 60 and 69 years old account for 10 percent (2 employers) and between 30 and 39 years old account for 5 percent (1 employer). 70 percent of the interviewed employers' factories are located in Gyeonggi province while the rest is located in other areas. Most of the factories manufacture auto-parts with the percentage of 25 (5 establishments)

(2) Foreign workers in the establishments

The establishments where all the workers are Thai account for 60 percent (12 establishments). It is also revealed that there are 101 Thai workers in total in all the interviewed establishments, 69.31 percent of whom are male (70 males) while 29.7 percent (30 females) are female. However, there is another one unidentified-gender worker accounting for 0.99 percent (1 people).

***Part 2 The factors affecting the employment of Thai workers comprise (1) factors affecting the employment of Thai workers after the Korean language test (2) factors affecting the re-employment of Thai workers after completion of work as agreed in the employment contract***

(1) The factors affecting the employment of Thai workers after the Korean language test

- Gender

According to the interview with 20 Korean employers from 20 different establishments, it is found that 80 percent (16 employers) prefers employing males and 15 percent (3 employers) prefers employing both males and females while only 5 percent (1 employer) prefers employing females.

- Age

According to the interview, it is found that the age between 25 and 30 years old and between 30 and 35 are both the most preferred with the percentage of 40 (8 employers) followed by the age between 25 and 35 years old with 10 percent (2 employers) while age between 20 and 25 years old and between 25 and 40 with 5 percent (1 employer).

- Level of education

According to the interview, most of the employers prefer workers who finish secondary-school, high-school, bachelor degree, both secondary-school and high-school and both high-

school and bachelor degree with the percentage of 10 (2 employers), 70 (14 employers), 5 (1 employer), 5 (1 employer) and 10 (2 employers) in respective order.

(2) Factors affecting the re-employment of Thai workers after completion of 3 years' work as agreed in the employment contract

According to the interview with Korean employers in the topic of re-employment of Thai workers, there are several criteria the employers take into account as follow:

- The ability to communicate in Korean language accounts for 5 percent (1 employer) in the Korean employers' consideration to re-employ Thai workers.

- The skill at work accounts for 10 percent (2 employers) in the Korean employers' consideration to re-employ Thai workers.

- The workers' behavior such as honesty, diligence, patience, responsibility and relationship with colleagues and employers accounts for 55 percent (11 employers) in the Korean employers' consideration to re-employ Thai workers.

- Work efficiency accounts for 30 percent (6 employers) in the Korean employers' consideration to re-employ Thai workers

### ***Part 3 Thai Workers' Characteristics in the eyes of Korean Employers***

This section will to gauge the level of satisfaction among Korean employers, divided into High, Moderate and Low respectively. The results are:

(1) In terms of work skill, 65 percent of Korean employers (13 employers) are highly-satisfied with Thai workers while 35 percent of them (7 employers) are moderately-satisfied

(2) In terms of physical capability, the percentage for high and moderate satisfaction are equal at 45 (9 employers), while 10 percent of employers (2 employers) chose low satisfaction.

(3) 75 percent of Korean employers (15 employers) are highly-satisfied with Thai workers' adaptability. 20 percent of them (4 employers) are moderately satisfied while only 5 percent (1 employer) has low satisfaction in Thai workers' adaptability.

(4) 15 percent of Korean employers (3 employers) are highly satisfied with Thai workers' Korean-language ability. 55 percent of them (11 employers) are moderately satisfied while 30 percent (6 employers) have low satisfaction.

(5) In terms of relationship with the employers and among the fellow workers, 60 percent of Korean employers (12 employers) are highly satisfied, while the rest (8 employers) is moderately satisfied.

(6) In terms of regulation compliance at work, 40 percent of Korean employers (8 employers) are highly-satisfied and moderately-satisfied with Thai workers while only 20 percent of them (4 employers) have low satisfaction.

(7) Thai workers' diligence is highly-satisfied by 40 percent of Korean employers (8 employers) while 50 percent of them (10 employers) are moderately satisfied. 10 percent of Korean employers (2 employers) have low satisfaction towards Thai workers' diligence.

(8) 45 percents of Korean employers (9 employers) are highly satisfied with Thai workers' patience while 50 percent of them (10 employers) are moderately-satisfied with and 10 percent of Korean employer (1 employer) have low satisfactions towards Thai workers' patience.

(9) In terms of honesty, 60 percent of Korean employers (12 employers) are highly satisfied with Thai workers while the satisfaction for the rest 40 percent (8 employers) is moderate.

(10) In terms of responsibility, 70 percent of Korean employers (14 employers) are highly-satisfied with Thai workers. 20 percent (4 employers) are moderately-satisfied while 10 percent (2 employers) have low satisfaction.

(11) In terms of cleanliness, most of the Korean employers have either moderate or low satisfaction with Thai worker's cleanliness with the equal percentage of 40 (8 employers) while only 20 percent of Korean employers (4 employers) are highly-satisfied.

(12) In terms of alcohol drinking, most of Korean employers or 45 percent (9 employers) have low satisfaction while 40 percent of them (8 employers) are moderately satisfied. Only 15 percent of them (3 employers) have high satisfaction towards Thai workers' alcohol drinking.

(13) 35 percent of Korean employers (7 employers) are highly satisfied with Thai workers' gambling habit while most of them or 60 percent (12 employers) are low-satisfied. Only 5 percent (1 employer) of them have moderate satisfaction towards this matter.

(14) In terms of quarrelling, the majority of Korean employers 40 percent (8 employers) have low satisfaction while 35 percent (7 employers) are highly-satisfied. Only 25 percent (5 employers) have moderate satisfaction.

#### ***Part 4 Recommendations or solutions for the problems related to Thai workers***

According to the interview with 20 Korean employers, it is found that in the employers' point of view, Thai workers could hardly communicate in Korean compared to the counterparts from other countries. Therefore, they suggest that Thai workers receive more training in relation with Korean language, culture and regulations, along with the correct understanding about the 3D works in the small and medium-sized manufacturing industry in South Korea to avoid the possible obstacles at work or while staying in South Korea.

Questionnaire result: Factors affecting the employment of Thai workers by Korean employers based on the interview with 20 Korean employers that have the business in small and medium-sized manufacturing industry in South Korea.

(1) The factors affecting the employment of Thai workers after the Korean language test.

- Gender: the most preferred gender is male with the percentage of 80 (16 employers).

- Age: the most preferred are the age between 25 and 30 years old and between 30 and 35 with the percentage of 40 (8 employers) each.

- Level of education: the most preferred is workers who finish high-school level with 70 percent (14 employers).

(2) Factors affecting the re-employment of Thai workers after completion of 3 years' work as agreed in the employment contract.

According to the interview with Korean employers in the topic of re-employment of Thai workers, there are several criteria the employers take into account as follow:

- The ability to communicate in Korean language accounts for 5 percent (1 employer) in the Korean employers' consideration to re-employ Thai workers.

- The skill at work accounts for 10 percent (2 employers) in the Korean employers' consideration to re-employ Thai workers.

- The workers' behavior such as honesty, diligence, patience, responsibility and relationship with colleagues and employers accounts for 55 percent (11 employers) in the Korean employers' consideration to re-employ Thai workers.

- Work efficiency accounts for 30 percent (6 employers) in the Korean employers' consideration to re-employ Thai workers



## CHAPTER V

### CONCLUSION AND RECOMMENDATION

This thesis analysis factors affecting the employment of Thai workers under Employment Permit System for foreign workers (EPS) in the small and medium-sized manufacturing industry in South Korea. The analysis was based on the demand of the workers in South Korea, the supply of the workers in Thailand, the process and the factors affecting the employment of Thai workers, including in-depth interview with Mr. Lee Don-Eon, the Director of Human Resources Development Service of Korea EPS Center in Thailand, together with an interview with Korean employers that employ Thai workers under EPS and that have business in small and medium-sized manufacturing industry, with the assistance of Thai workers in the distribution of the open-ended style questionnaire.

#### 5.1 Conclusion

According to the interview with 20 employers hiring Thai workers under EPS, it could be concluded that:

- The factors affecting the employment of Thai workers who already pass EPS-TOPIK include gender, age and the level of education. Korean employers prefer male workers (80 percent), aged 25-30 and 30-35 ( 40 percent) with high-school degree (70 percent)
- The factors affecting the re-employment of Thai workers after 3 years as agreed in the employment contract include the Korean-language skills, job skills, behavior and effectiveness. Behavior is the most influential factor at 55 percent.

In addition, Korean employers view that Thai workers could not communicate Korean language as well as those from other nations. They suggest the related government agencies

provide more training about Korean language and culture, more understanding about 3D works so that Thai workers would not have any difficulty at work in Korea.

The government agencies in charge of the supply of Thai workers such as Office of Thai Workers Abroad, Department of EPS Employment, Republic of Korea and the Ministry of Employment are aware of the problems and trying to find the solutions, especially for the language. The result from all 12 EPS-TOPIK tests proved that Thai workers have quite low knowledge and understanding of Korean language. Most of Thai workers guessed the answer. Therefore, not many Thai workers have passed the test despite the importance of Korean language in securing the work permit and getting the job. Korean language skill is also the important factor in the re-employment of Thai workers. In fact, the government agencies responsible for the supply of Thai workers under EPS realize the importance of the Thai workers' skill development so as to upgrade Thai workers' quality, meet with the job requirement and satisfy the Korean employers.

## **5.2 Recommendation**

According to the Korea's Ministry of Employment and Labor, it is stated that of all 15 countries that supply the workers under EPS, Korean employers are satisfied with the Vietnamese workers the most; therefore, Vietnam receives the most quotas. Vietnamese workers have self-discipline and are able to communicate Korean language very well so they could get a job in manufacturing industry that is less risky than in other industries. Thai workers are ranked the second in the rejection of employment contract, following Mongolia. For this reason, Korean employers decide to employ workers from other countries instead.

The survey in the level of satisfaction of Korean employers, by the Ministry of Employment and Labor, Korea, from 2004 to 2009 reveals that 90 percent of workers from Pakistan, Bangladesh and Nepal and 80 percent of workers from Kyrgyzstan, Vietnam, Sri Lanka and the Philippines were re-employed after 3 years as agreed in the employment contract.

Thailand was ranked 11<sup>th</sup> with 66.5 percent of Thai workers being re-employed. This shows the level of satisfaction the Korean employers have towards workers from each country.

The recommendation for the Thailand Overseas Employment Administration, Department of Employment, South Korea and the Thai Labor Training Center is that they should equip Thai workers with all necessary skills such as Korean language, Korean culture, and all necessary information for Thai workers. Thai workers should know about the problems such as the rejection of employment contract, the termination of employment contract before the terms due to the communication problem - - that ruin the image of Thai workers, cause Thailand to receive fewer quotas and affect the employment of Thai workers in the future. For Thai workers, they should improve their skills in the way that match with the needs of Korean employers in order to increase the employment and re-employment of Thai workers.

### **5.3 Problems found in this research and the recommendations for future studies**

This thesis is intended to find out the factors affecting the employment of Thai workers. Thus, it is necessary to get the information from Korean employers through open-ended questionnaire. The problem is that there were a number of limitations in acquiring the information from the Korean employers who have business in small and medium-sized manufacturing industry and that employ Thai workers under EPS. First of all, the researcher could not travel to Korea for collect the data so the researcher asked for help from Thai workers who work in Korea in distribution of the questionnaire to the target Korean employers. Secondly, some Korean employers were not quite cooperative. Therefore, there are not much data from the Korean employers leading to more discrepancies when analyzing the data. Apart from that, most of the data are provided to the researcher by Thailand Overseas Employment Administration, Ministry of Labor and Human Resources Development Service of Korea EPS center in Thailand. It means that most of the data are from Thailand. Some of the data are in Korean language which is

difficult to understand clearly. Finally, the government agencies in Korea did not offer adequate cooperation in providing the data.

Any researchers who would like to explore the same topic as this one should conduct therefore more interview with the Korean employers so that the analysis becomes more valid and reliable. Additionally, the study should focus on the development of quality and skills of Thai workers that meet the need of the Korean employers and enhance the employment and re-employment of Thai workers in the future. The recommended study is the causes of Thai workers' problems in South Korea that affect the satisfaction of Korean employers. This thesis offered platform to explore more studies that will benefit the Thai workers and government agencies in charge of the delivery of Thai workers to Korea.

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## APPENDICES

**APPENDIX A**

APPENDIX A. 1

Map of South Korea



## APPENDIX A.2

### Emergency Telephone Number (Within Korea)

Directory enquiries	114
Report crime	112
Electricity Power Emergency	123
Health Hotline/Hospital Directory	1339
National Labor Rights	1588, 1138
Emergency	119
Running Water Problem	121
Telephone Problem	110
Women Hotline	1366
Weather Forecast	131

### Thai Embassy and Other Offices

Royal Thai Embassy	02-790-2955, 02-795-0095, 02-795-3253, 02-795-9058
Labor Department	02-794-5222, 02-794-5221, 02-794-0323
Office of Trade Promotion	02-795-4446, 02-795-2431, 02-795-3354
Office of the Defense and Military Attach Royal Thai Embassy	02-798-7581
Tourism Authority of Thailand Office	02-779-5416-8, 02-779-5161-4
Thai Airways International Office in Seoul	02-3707-0114, 02-3707-0011, 02-3707-0155
Thai Airways International Office in Busan	051-941-8182

**Local Labor Office of Korea Government (노동부 사무소)**

1.Seoul (서울)	Phone numbers
Seoul Gangnam (서울강남)	02-584-0009
Dongbu (동부)	02-403-0009
Seobu (서부)	02-713-0009
Nambu (남부)	02-2639-2100
Bukbu (북부)	02-950-9880
Gwanak (관악)	02-3281-0009
2. Gangwon-do (강원도)	
Chuncheon (춘천)	033-258-3551
Taebaek (태백)	033-552-0009
Gangneung (강릉)	033-646-0009
Wonju (원주)	033-745-0009
Yeongwol (영월)	033-374-0009
3. Gyeonggi-do	
Suwon (수원)	031-259-0203
Anyang (안양)	031-463-1004
Ansan (안산)	031-486-0009
Uijeongbu (의정부)	031-877-0009
Seongnam (성남)	031-788-1505
4. Incheon, Bucheon (인천, 부천)	
Gyeongin (경인)	032-460-4545
Incheonbukbu (인천북부)	032-556-0009
Bucheon (부천)	032-714-8700
5. Busan (부산)	

Busan (부산)	051-853-0009
Dongnae (동래)	051-558-0009
Bukbu (북부)	051-304-0009
6. Gyeongsangnam-do	
Changwon (창원)	055-239-6500
Ulsan (울산)	052-272-0009
Jinju (진주)	055-752-0009
Tongyeong (통영)	055-645-0009
Yangsan (양산)	055-387-0009
7. Daegu (대구)	
Daegu (대구)	053-667-6200
Daegubukbu (대구북부)	053-605-9000
8. Gyeongsangbuk-do (경상북도)	
Pohang (포항)	054-273-0009
Gumi (구미)	054-450-3500
Yeongju (영주)	054-634-0009
Andong (안동)	054-851-8000
9. Gwangju (광주)	
Gwangju (광주)	062-220-7150
10. Jeollanam-do (전라남도)	
Mokpo (목포)	061-284-0009
Yeosu (여수)	061-650-0109
11. Jeollabuk-do (전라북도)	
Jeonju (전주)	063-240-3400
Iksan (익산)	063-839-0008
Gunsan (군산)	063-452-0009

12. Daejeon (대전)	
Daejeon (대전)	042-480-6291
13. Chungcheongnam-do (충청남도)	
Cheonan (천안)	041-556-0009
Boryeong (보령)	041-931-6640
14. Chungcheongbuk-do (충청북도)	
Cheongju (천안)	043-299-1131
Chungju (충주)	043-843-0009
15. Cheju-do (제주도)	
Cheju (제주)	062-220-7150

#### Immigration Offices

Places	Phone numbers
Seoul (서울)	02-2650-6399
Uijeongbu (의정부)	031-828-9499
Sejongno (세종로)	02-732-6214
Gimpo (김포)	02-2664-6202
Suwon (수원)	031-278-3311
Osan (오산)	031-666-2677
Pyeongtaek (평택)	031-683-6937
Incheon (인천)	032-889-9936
Hwaseong (화성)	031-355-2016
Busan (부산)	051-461-3021
Ulsan (울산)	052-261-7545

Gamcheon (감천)	051-254-3917
Masan (마산)	055-222-9272
Geoje (거제)	055-681-2433
Sacheon (사천)	055-835-4088
Tongyeong (통영)	055-645-3494
Gimhae (김해)	051-979-1321
Gwangju (광주)	062-381-0015
Mokpo (목포)	061-282-7294
Jeonju (전주)	063-245-6161
Gunsan (군산)	063-445-2581
Yeosu (여수)	061-684-6971
Gwangyang (광양)	061-792-1139
Cheju (제주)	064-722-3494
Daegu (대구)	053-980-3511
Pohang 9 (포항)	054-247-2971
Chuncheon (춘천)	033-244-7351
Goseong (고성)	033-680-5100
Donghae (동해)	033-535-5721
Sokcho (속초)	033-636-8613
Daejeon (대전)	042-254-8811
Daesan (대산)	041-681-6181
Cheongju (청주)	043-236-4901



**National Labor Consulting Volunteers**

Seoul	Phone numbers
Joint Committee for Migrant Workers in Korea	02-312-1686-7
Seongdong Migrant Workers Center	02-2282-7974
Seoul Migrant Workers Center	02-3672-9472
Migrant Workers Association in Korea	02-3147-0516
Seoul Migrant Workers House	02-863-6622
The Association for Migrant Workers Human Right	02-749-8975
Won Buddhism Seoul Foreigners Center	02-2699-9943
Archdiocese of Seoul Foreign Workers Labor Counseling Office	02-928-2049
Purun Civil Community	02-964-7530
Migrant Workers Center in Korea	02-849-1942
Jubilee Mission Fellowship	02-858-7829
Yongsan Shalom House for Migrant Workers	02-718-9986
Woman Migrants Human Rights Center	02-3672-8988
Counseling Center for Migrant Women Workers	02-708-4181
Migrant Workers Welfare Society in Korea	02-858-4115
1. Gyeonggi	Phone numbers
Goyang Shalom House Ilsan	031-921-5006
Gwangju Migrant Shelter	031-763-1004
The House of Shalom	031-594-5821

Namyangju Womens Center for Migrant Workers	031-595-0310
Migrant Workers House in Sungnam	031-756-2143
Suwon Migrant Workers Center	031-258-1671
Emmaus Migrant Workers Counseling Office Catholic Diocese in Suwon	031-257-8501
Siheung Migrant Workers Center	031-431-0134
Sihwa Migrant Workers Center	031-434-3383
Asan Migrant Wokers House	031-495-2288
Kwangju Migrant Workers House	031-768-5511
Yangju Migrant Workers House	031-837-4411
Galilea Migrant Workers Center	031-494-8411
Ansan Migrant Shelter	031-492-8785
Anyang Migrant Workers House	031-443-2876
CLC Migrant Workers Human Rights Center under CLC Korea	031-339-9133
Yongin Migrant Workers Shelter	031-333-6644
Uijeongbu Migrant Center	031-848-0266
Ilsan Asians Friends	031-942-7882
Pocheon Migrant Workers Center	031-532-2025
Pyungtaek Migrant Workers Center	031-652-8855
Pocheon Songuri Culture Center	031-543-9201
Catholic Uijeongbu Migrant Workers Center	031-878-6926
Uijeongbu Migrant Workers Center	031-838-9111
Gwangju Migrant Center	031-797-2688
Gimpo Immigrant Center	031-982-7661

Mission Thais Migrant and Immanuel Church	011-9911-1698
2. Incheon, Bucheon	
Bucheon Migrant Workers House	032-654-0664
Korea foreigners Academy	032-681-6098
Bucheon Migrant Workers Welfare Center	032-684-0244
Incheon Migrant Workers Center	032-874-3613
Korea Migrant Workers Human Rights Center in Incheon	032-576-8114
3. Kwangju, Jeollado	
Association for Foreign Workers	062-951-7993
Kwangju Migrant Workers Center	062-971-0078
Mokpo Foreigners Counseling Center	062-272-1560
Asia Migrant Center	063-244-2111
4. Daejeon, Chungcheong	
Daejeon Migrant Workers Total Support Center	042-631-6242
Daejeon Association with Foreign laborers	042-621-8810
Asan Migrant Workers Center	041-541-9112
Jinchun Migrant Brothers House	043-533-5982
Cheonan Migrant Workers Center	041-564-3818
Chungbuk Migrant Workers Support Center	043-534-6009
Human Rights Welfare Organization for Foreign Workers	043-215-6252
Cheonan MOISE	041-523-2666
5. Daegu, Busan, Gyeongsangdo	
Migrant Workers Counseling Center in Daegu	053-653-0696, 053-257-7922

Kyungnam Migrant Workers Counsel Office	055-277-8779
The House for Foreign Workers in Yangsan	055-388-0988
Kyungsan Foreign Workers Church	053-811-7841
Kumi Catholic Workers Center	054-455-2816
Catholic Labor Counseling Office in Busan	051-441-6403
The Association for Foreign Workers Human Rights in Busan	051-802-3438
Gimhae YMCA Migrant Worker's Support Center	055-328-3300
Busan Missionary Association for Foreign Labor	051-803-9181

#### Free Hospitals for Foreigners

1. Seoul	
Galilee Church Medical	02-857-9135
Nambo Church	02-754-1903
Free Medical Clinic for Foreign Workers	02-3275-3023
TM SARANG	02-3672-9666
Raphael Clinic	02-763-7595
Myungsung Church	02-474-6900
KOREA BUADHISH MEDICAL ASSOCIATION SEONJAE MAVUL	02-549-1709
Seoul Migrant Mission Center	02-458-2981
Seongdong Migrant Workers Center	02-2282-7974
Good Neighbor Clinic	02-2274-0161-3
Blue Cross	02-757-3760-1

Saemoonan Presbyterian Church	02-732-1009
Chungdong Agape Clinic	02-753-0001
Seoul Chosunjock Church	02-857-7257
Chung Hyon Church Medical Service	02-552-8200
Pyongyang Church Foreign Mission Committee	02-902-1227
Korea Christian Medical Association	02-364-9430
Migrant Worker's Hospital	02-863-9966
2. Incheon, Bucheon	
Kongchon Presbyterian Church	032-561-1403
ELLIM Foreign Mission	032-773-9182
Juan Mission for the Foreigners	032-527-1009
Bucheon Migrant Workers House	032-654-0664
3. Gyeonggi-do	
Emmaus Migrant Workers Counseling Office Catholic Diocese in Suwon	031-257-8501
Goyang Shalom House Ilsan	031-921-5006
Wongok Migrant Workers Clinic	031-494-8411
Ansan Migrant Shelter	031-492-8785
Sam Medical Center	031-467-9114
The House of Shalom	031-594-5821
Sungnam Migrant Workers House	031-756-2143-4
Uijongbu Migrant Center	031-848-0266-7
Siloam Medical Mission Center	031-868-5236
Pocheon Migrant Workers Center	031-532-2025

4. Daegu, Busan, Gyeongsang-do	
Daegu Migrant Workers Counseling Center	053-256-0696
DAEGU Catholic Workers Center	053-253-1313
The Association for Foreign Workers Human Rights in Pusan	051-802-3438
Kyungnam Migrant Workers Counsel Office	055-277-8779
Kyungsan Betel Foreign Workers	053-853-9888
YOOKIL Hapdong Clinic	055-297-6981
The House for Foreign Workers in Yongsan	055-388-0988
5. Gwangju, Jeollabuk-do	
Kwangju Migrant Workers Center	062-971-0078

**APPENDIX B**

## APPENDIX B.1

### The Factors Influencing the Employment of Thai Workers

#### [For Korean Employers]

The respondents must be Korean employers in small and medium-sized manufacturing sector have workers fewer than 300 people. There must be Thai workers legally working under Employment Permit System for Foreigner Workers (EPS) included.

Company name: \_\_\_\_\_

Location: \_\_\_\_\_ Gyeonggi province

Interview Date: \_\_\_\_\_

#### I. General information about the company

1. Gender:     Male             Female
2. Age: \_\_\_\_\_ Years old
3. Manufacturing Type: \_\_\_\_\_
4. Foreign workers in the company include those from:
 

<input type="checkbox"/> Vietnam	<input type="checkbox"/> Philippines	<input type="checkbox"/> Indonesia	<input type="checkbox"/> Thailand
<input type="checkbox"/> Bangladesh	<input type="checkbox"/> Sri Lanka	<input type="checkbox"/> Pakistan	<input type="checkbox"/> Myanmar
<input type="checkbox"/> Cambodia	<input type="checkbox"/> Uzbekistan	<input type="checkbox"/> Nepal	<input type="checkbox"/> Mongolia
<input type="checkbox"/> East Timor	<input type="checkbox"/> Pakistan	<input type="checkbox"/> China	<input type="checkbox"/> Others
5. Number of Thai Workers: \_\_\_\_\_ Divided into    \_\_\_\_\_ Male    \_\_\_\_\_ Female \_\_\_\_\_
6. From which country do you wish to hire the workers the most? \_\_\_\_\_



## II. Factors influencing Thai Workers

1. the most desirable gender to hire:  Male  Female
2. the most desirable age to hire:  20-25  25-30  30-35  
 35-40  Others – Please specify \_\_\_\_\_
3. The most desirable educational level to hire:  Elementary Level  Primary Level  
 Secondary Level  Bachelor Degree  
 Others – Please identify \_\_\_\_\_

4. What are the main reasons to hire Thai workers: \_\_\_\_\_

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5. What are the main reasons of the employment contract? \_\_\_\_\_

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6. What are the main reasons of the employment not a contract? \_\_\_\_\_

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7. What are Thai workers' strengths: \_\_\_\_\_

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8. What are Thai workers' weaknesses: \_\_\_\_\_

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**III. Level of satisfaction towards Thai workers in the eyes of Korean employers (Please tick **√** in the level you think most reflects your satisfaction)**

No.	Working elements	Satisfaction level towards Thai workers		
		High	Moderate	Low
1	Working skill			
2	Physical competency			
3	Adaptability			
4	Korean Language			
5	Relationship with employers and colleagues			
6	Ability to comply with the regulations			
7	Diligence			
8	Patience			
9	Honesty			
10	Responsibility			
11	Cleanliness			
12	Drinking habits			
13	Gambling habits			
14	Quarrel			

**IV. Suggestions**

1. The desirable working elements that you would like Thai workers to have are: \_\_\_\_\_

\_\_\_\_\_

2. As an employer, what are the suggestions you have for Thai workers? \_\_\_\_\_

\_\_\_\_\_

## APPENDIX B.2

### 태국 근로자의 고용에 영향을 미치는 요소에 관한 질문지

#### [한국 고용주에 대해서]

인터뷰 대상은 300 명 미만의 근로자가 있는 중소기업 관련 회사의 한국 고용주입니다.  
그리고 EPS 체제의 합법적인 태국 근로자도 포함됩니다.

업체명: \_\_\_\_\_

소재지: \_\_\_\_\_ 시 경기도

년/월/일 (인터뷰 일): \_\_\_\_\_

#### I. 직장 과 고용주에 대한 일반 정보

1. 성:             남                     여

2. 나이: \_\_\_\_\_ 살

3. 업종: \_\_\_\_\_

사업 내용: \_\_\_\_\_

4. 직장에서 일하는 외국인 근로자의 국적

- |                                |                                 |                                |                                   |
|--------------------------------|---------------------------------|--------------------------------|-----------------------------------|
| <input type="checkbox"/> 베트남   | <input type="checkbox"/> 필리핀    | <input type="checkbox"/> 인도네시아 | <input type="checkbox"/> 태국       |
| <input type="checkbox"/> 방글라데시 | <input type="checkbox"/> 스리랑카   | <input type="checkbox"/> 파키스탄  | <input type="checkbox"/> 미얀마      |
| <input type="checkbox"/> 캄보디아  | <input type="checkbox"/> 우즈베키스탄 | <input type="checkbox"/> 네팔    | <input type="checkbox"/> 몽골       |
| <input type="checkbox"/> 동티모르  | <input type="checkbox"/> 키르기스스탄 | <input type="checkbox"/> 중국    | <input type="checkbox"/> 기타 _____ |

5. 태국 근로자의 수: \_\_\_\_\_ 명, 남 \_\_\_\_\_ 명, 여 \_\_\_\_\_ 명

6. 근로자를 고용할 때 가장 선호하는 국가: \_\_\_\_\_

#### II. 태국 근로자의 고용에 영향을 미치는 요소

1. 고용하고 싶은 근로자의 성별:

남                     여

2. 고용하고 싶은 근로자의 평균연령:

20-25 살     25-30 살     30-35 살  
 35-40 살     기타 \_\_\_\_\_ 살

3. 고용하고 싶은 근로자의 교육수준:

초등             중등             고등  
 대학             기타 \_\_\_\_\_

4. 태국 근로자를 선택하는 이유: \_\_\_\_\_

\_\_\_\_\_

5. 태국 근로자에게 연장하는이유: \_\_\_\_\_

\_\_\_\_\_

6.태국 근로자에게 연장하지 않는 이유: \_\_\_\_\_

\_\_\_\_\_

7.태국 근로자의 장점: \_\_\_\_\_

\_\_\_\_\_

8. 태국 근로자의 단점: \_\_\_\_\_

\_\_\_\_\_

iii. 고용주가 보는 태국 근로자 (해당되는 곳에 v 표시를 하십시오)

순번	태국 근로자 평가 리스트	태국 근로자에 고용주의 만족수준		
		매우 만족	보통	조금 만족
1	근무능력			
2	신체능력			
3	적응성			
4	한국어 능력			
5	인간관계(친구, 고용주 등)			
6	규칙 준수			
7	열정			
8	참여성			
9	성실성			

10	책임감			
11	청결			
12	음주			
13	도박			
14	언쟁			

#### IV. 문제를 개선하기 위한 고용주들의 경향 분석

1.고용하고 싶은 태국 근로자의 특성: \_\_\_\_\_

\_\_\_\_\_

2.태국 근로자의 문제점과 문제를 개선하기 위해 필요한 일: \_\_\_\_\_

\_\_\_\_\_

## **BIOGRAPHY**

Miss Prapai Paha was born on 11<sup>th</sup> June, 1982 in Sisaket province, Thailand. She graduated from faculty of Humanities and Social Science, Philosophy Major, Bachelor Degree of Arts, Prince of Songkhla University since 2004. She also worked as a Korean teacher for Thai workers who wish to work in South Korea under the EPS and she worked in Small and Medium-sized industry of South Korea for 3 years from 2007-2010.