

## **CHAPTER 5**

### **Conclusion and Recommendation**

#### **5.1 Conclusion**

In this chapter, researcher will conclude the job satisfaction of Myanmar migrant workers at Mahachai, from the analysis of chapter four and objectives of studies will also be presented. In addition, the recommendations will be described the experience of study about the job satisfactions concerning with the results of this survey. Finally, some limitations and discussion for future research will be advocated.

The general objectives of this research is to study the job satisfaction of Myanmar migrant workers at Mahachai, where a majority of Myanmar migrant workers are currently working, and Mahachi is also a hub of Myanmar migrant workers at Thailand, which is steadfast for an accurate information of this research. From the study of Myanmar migrant workers, it has been described the objectives of this study that the relationship between job stability, employee security, legality, compensation/employee benefits and Myanmar migrant workers' job satisfaction are needed dealing with their workplaces, such as factories, fishing, construction and other general works at Maharchai.

#### **5.2 Theoretical viewpoint**

As a theoretical perspective, researcher describe a concept of job satisfaction theory to examine the contribution of Myanmar migrant workers' job satisfaction concerning with their current job stability or employee retention, security of workplaces, a procedure of legalities at Mahachai. The expectation of researcher is that employee retention, securities, legalities and compensation and benefits of Myanmar migrant workers are directly relationship with their job satisfactions. Besides, Myanmar migrant workers would have had the insufficiency supporting workers' rights to prevent the challenges facing for them, mainly to be procedure of verification cards/ passports through illegal channels. As aspect as researcher before, the survey has shown a result of the same responding in this research with positive average levels of satisfactions at Mahachai, Thailand.

### **5.3 Methodological viewpoint**

From the methodological viewpoint, researcher has used both qualitative and quantitative method. The primary data of this research was collected from Myanmar migrant workers at Mahachai using the questionnaires. The secondary sources of this research were collected from books, magazines, journals, government and organizations reports and the relevant of legal internet websites. In term of Myanmar migrant workers, The Mahachai, a small town of seaport in Samut Sakhon province at Thailand, was selected as a research area because which is a hub of Myanmar migrant workers, where, according to the sources, more than 5, 00 of manufacturing factories and construction works placed and around 20, 0000 migrants are currently working among them are Myanmar migrant workers.

Researcher has collected the data from Myanmar migrant workers working at Mahachai during on 1<sup>st</sup> October to 2<sup>nd</sup> November in 2017. The questionnaire was consisted of the relevant information of Myanmar migrant workers' job satisfaction concerning with their demographics characteristics, job stability, employee security, and employee legality and compensation/ employee benefits. The total population of 177 Myanmar migrant workers were surveyed at Mahachai area.

### **5.4 Summary of Findings**

For this research, the total 177 respondents of survey relative to the demographic characteristics of Myanmar migrant workers' job satisfaction were collected. In general, 56.4 % of male respondents, 60% of respondents tend to be 21-35 years old, 94.5% of non-graduate the respondents, 79.6% of fishery factory respondents, 49.2% of less than 9000 b respondents and 55.2% of respondents were majorly presented in this research. Moreover, Myanmar migrant workers overall satisfaction of job stability were 91.2% of respondents, employee security was 89.0% of respondents, employee legality was 92.8% of respondents and compensation and employee benefits were 76.8% of respondents. Researcher also has tested by one-sample statistics analysis to reveal Myanmar migrant workers' job stability with Mean = 1.0678 and S. D= .25211, employee security

with Mean =1.0904 and S. D=.28756, employee legality with Mean=1.0508 and SD=.22031, compensation and employee benefits with Mean=1.2147 and S.D =.41177.

### 5.5 Finding of Hypotheses Testing

Conferring to objectives of this study, four main hypotheses were represented and tested. Descriptive statistics analysis, correlate bivariate analysis and one-sample T-test analysis were performed for hypothesis testing of this research.

The Pearson's correlation analysis revealed that Myanmar migrant workers' job satisfaction of job stability ( $r = 1, p < .000$ ), monthly income ( $r = .928, p < .000$ ), working-hours or OT ( $r = .783, p < .000$ ), relationship with supervisor or managers ( $r = .558, p < .000$ ), were positively correlated with job satisfaction of Myanmar migrant workers. The employee security group- workplace safety ( $r = 1, p < .000$ ), job healthcare ( $r = .912, p < .000$ ), workplace environment security ( $r = .756, p < .000$ ), job residences place safety ( $r = .812, p < .000$ ), were positively correlated with job satisfaction of Myanmar migrant workers.

The employee legality group- Expenditure of ID Cards or Passport ( $r = 1, p < .000$ ), contract of work permit with employers ( $r = .932, p < .000$ ), changing policy of type of ID Cards ( $r = .821, p < .000$ ), Services of agencies for legality ( $r = .976, p < .000$ ), were positively correlated with job satisfaction of Myanmar migrant workers.

Compensation and employees' benefits group- public holidays and working schedules ( $r = 1, p < .000$ ), recompense for loss and injury ( $r = .852, p < .000$ ), life insurance of workplace ( $r = .790, p < .000$ ), job provide of base and merit pay ( $r = .898, p < .000$ ), were positively correlated with job satisfaction of Myanmar migrant workers at the statistical significance level of 0.01. Therefore, they mean job stability, employee security, employee legality and compensation/ employee benefits were significantly relationship with between job satisfaction and Myanmar migrant workers at Mahachai.

Furthermore, One-Sample T-Test, the results of this research, job stasfaction on Myanmar migrant workers were most satisfy with employee legality was  $x=63.46, P<.000$  which means there is relationship between employee legality and job satisfaction. Second satisfy of job satisfaction was

job stability  $x= 56.35$ ,  $P<.000$  which means there is relationship between job stability legality and job satisfaction.

Third satisfy of job satisfaction was employee security  $x=50.44$ ,  $P<.000$  which means there is relationship between employee security and job satisfaction. Finally, satisfy of job satisfaction was compensation and employee benefits  $x=39.25$ ,  $P<.000$  which means there is positively relationship between compensation / employee benefits and job satisfaction of Myanmar migrant workers at Mahachai, Thailand.

## 5.6 Recommendations

The recommendations were described as the perspective of researcher concerning with it's the demographics characteristics and the four hypotheses of independent variable and the objectives of research. Moreover, the recommendations of a dependent variable of job satisfaction of Myanmar migrant workers was described as follows:

- The majority of the demographic characteristics of Myanmar migrant workers were 56.4 % of male, 60% of between 21 and 35 years old, 94.5% of non-graduate, 79.6% of fishery manufacturing, 49.2% of less than 9000-baht income and 55.2% of married respondents were majorly presented in this research.
- Myanmar migrant workers has responded their perception of job stability, employee security and compensation and employee benefits at workplaces where the moderate level of them were majorly presented. The perceptions of employee legality of them were negatively expressed with dissatisfied level of respondents, particularly expenditure of identity verification card or passports, contract of work permit with employers, changing policy of type of ID cards or passports and services of agencies or borkers to legality for them.
- The overall satisfaction of four hypotheses, such as job stability, employee security, legality and compensation/ employee benefits were shown a large-scale of yes respondents than no respondents of Myanmar migrant workers at Mahachai.

- Researcher, therefore, assume that Myanmar migrant workers at Mahachai are needed to support the preventive migrant laws of both Thailand and Myanmar government in order to reduce the illegal agencies or brokers for the purpose of doing passports and identity verification cards accordingly the policies.
- In addition, there should be strong commitment between employers and employees in term of work-permits and other necessity documents at Mahachai concerning with job stability/ employee retention, employee security of both in and outside of workplaces. Although both Thailand and Myanmar government agencies are supported to gain the workers' rights, many of Myanmar migrant workers are still facing with the conditions of problems, such as keeping passports of employees, reductive of the salaries, employee retention and equitable compensations and fairly benefits and etc, at Mahanchahi.
- Although the current research has been done as an independent study with possibility of scope of survey area at Mahachai, there are to be needed more research or study to understand the attitudes, environments, cultures and the perceptions of characters of them.

### **5.7 Limitation of the Study**

As a university student, researcher has a short period and started the implementation of study during a valid time accordingly and the relivent group were focused on at Mahachai by discussion both employees and workers activiests for this research. Researcher use both qualitative and quantitative with independent and dependent variable with possible hyphotheses. The inhabitants sample acquired by the survey instrument displayed a few difficulties because of inadequate data. This impediment came about because of a one-time estimation for information accumulation, a restricted survey, and the planning of review. Researcher did not utilize longitudinal information (the information gathered at various point in time) be that as it may, took care of a cross sectional information (the information gathered at one point in time). Moreover, employees have deficiency, such knowledges of survey, has a similarity of expectation or perception of respondents. Therefore, many of them has provide a same opinion of answers for this survey.