

CHAPTER 1

Introduction

1.1 Background and Significance of the Problem

The 21st century of today' workforces have been changing and is engaged in all over the countries, in terms of workforces, contracted by a company to a company or a government to a government. The origin of domestic workers working in the non-domestic's countries are facing with the challenging of various problems, such as satisfied or dissatisfied as a representative of their jobs at workplaces and often come cross with un-expectation of discriminated or treated differently at workplaces or to be faced of either supported or discouragement of the workers' rights under the domestic and international laws. Therefore, many of organizational behavior (OB)'s researchers have researched about the employee's job satisfaction based on the job satisfaction theories of many different scholars. However, it still has different concepts of job satisfactions to be defined for the employees.

Job satisfaction, in general stated, refers to the attributes and feeling people have about their work. Positive and favorable attitude toward the job indicate job satisfaction. Negative and unfavorable attitude toward the job indicate job dissatisfaction (Armstrong 2003). by using the satisfaction of a person is to be meant feeling of his or her job and is also relating to the characteristics of each employee performance psychologically influenced by both environmental and individual factors, and in reverse feeling of negative attitudes toward a job. To be more extensive is that job satisfaction means a positive feeling about a job resulting from an evaluation of tis characteristics. A person with high job satisfaction holds positive feelings about the work, while a person with low satisfaction holds negative feelings (Stephen P. Robbins, Timothy A. Judge, 2016).

Thailand is most migrant recipient region of south-east Asia and has been a long history of both migrants and refugees from neighboring countries mainly from Myanmar. In the past ethnics from Myanmar living nearby Thailand border were considered to be migrated to Thailand and later

on owing to political and economic instability, many of Myanmar entered to Thailand through illegal channels. Some of them were trafficked to become force workers of different sectors at Thailand, such as fishery, construction, agriculture and domestic workers.

Afterward, in 2002-2003, royal Thai Government did a signed for migrants with neighboring countries, such as Cambodia, Laos and Myanmar, called memoranda of understanding (MOUs). According to the researchers, 2.3 million of registered and non-registered migrant workers are currently working at Thailand mostly in low-skilled jobs such as manufacturing, constructions, domestic works, agricultures and fishing.

Thailand has 68.2 million of population with 38.0 million of labor force and currently 3.5 million migrants both registered and unregistered working at Thailand. Total workforce of migrant at Thailand was approximately 3 million and 7% of the country's working population. Majority are working in the sector of fisheries around 75% of total labor force composed of migrant workers and moreover, 80% of construction workforce sectors were composed of migrant workers and it is said that migrant workforce was account for 1% of Thailand' gross domestic product (GDP). Among them it is, according to Thai Ministry of Labours' statistics of registered migrant workers, estimated that migrant workers ware 76% from Myanmar and around 2.3 million of Myanmar migrant are working at Thailand (IOM country mission in Thailand, December 2013) and until Jan of 2017, Myanmar were 51% out of 3,99742 MOU migrants, 82% out of 881249 migrants completed National Verificatoin and 61% out of 1,178,678 migrants registered through one stop service centers (ILO's Asean Quarterly Briefing Notes (Jan-March, 2017).

Mahachai is named for the harbor town of Samut Sakhon province, west of Bangkok city and also it is a major region of fishing industries bringing in billions of dollars annually at Thailand. According to labor activists say there are currently about 200,000 Myanmar migrant workers working at various sectors of manufacturing, such as fisheries which is mainly one of the most migrant-dependent sector and 75% of total labor force composed of migrants. This survey is conducted toward Mahachai town where a large volume of Myanmar migrant both registered and

unregistered currently working at several sectors. Therefore, it is interested in the name of migrant worker and their current job satisfaction at workplaces and this study will focus on only Myanmar migrant community' job satisfaction relative to their attitudes toward jobs at workplaces.

1.2 Problem Statement

Employee's job satisfaction, today contemporary world, is a major role of companies facing the problems in workplaces. Employee's satisfaction and corporation at their works are assumed to be more productive, however if employee is dissatisfied with their works, it is expected to be less productive and supportive of more absenteeism and turnover for the companies. Thailand is most migrant recipient country in Southeast-Asia both legal and illegal migrant flourishing from neighboring countries since 1990s to until now.

Government of Thailand, though, having issue the identification card by agreeing with neighboring countries, such as Myanmar, Cambodia, Laos and Vietnam. Myanmar, among them, has a majority of migrant works working at Thailand and Mahachi is one of the factories zone of Thailand, where various manufacturing factories located, a large amount of Myanmar migrant employees are faced with the problems of condition at their workplaces. Therefore, the statement problems of job satisfactions of Myanmar migrant employees at Mahachai is interesting to be research as a study.

1.3 Research Objectives

The general objectives of this research are to study a job satisfactions of Myanmar migrant workers at Mahachai, where a vast of Myanmar migrant workers are currently working and Mahachi has also appeared as a center of Myanmar migrant workers, therefore, which is an effective accurate information for employee's job satisfactions. The below are the specific objectives of this research:

- To study the demographics characteristics of Myanmar migrant workers who are working at the various manufacturing sectors at Mahachai.

- To study how relationship between job stability/retention and employee security and Myanmar migrant workers' job satisfactions dealing with their workplaces, such as garment factories, fishing, construction and other general works at Mahachai.
- To study how relationship between employee legality, compensation/employee benefits and Myanmar migrant workers' job satisfactions dealing with their workplaces, such as factories, fishing, construction and other general works at Maharchai.

1.3 Research Hypotheses

The hypotheses of this research are based on the expectation disconfirmation theory and five hypotheses for this research are selected including demographics characteristic of Myanmar migrant workers at Mahachai, Thailand.

H1: There is relationship between demographic characteristics, job stability/retention, employee security, employee legality, compensation/employee benefits and Myanmar migrant workers' job satisfactions at Mahachi, Thailand.

H2: There is relationship between job stability/retention and Myanmar migrant worker's job satisfaction at Mahachi, Thailand.

H3: There is relationship between employee security and Myanmar migrant worker's job satisfaction at Mahachi, Thailand.

H4: There is relationship between employee legality and Myanmar migrant worker's job satisfaction at Mahachi, Thailand.

H5: There is relationship between compensation/employee benefits and Myanmar migrant workers at Mahachai, Thailand.

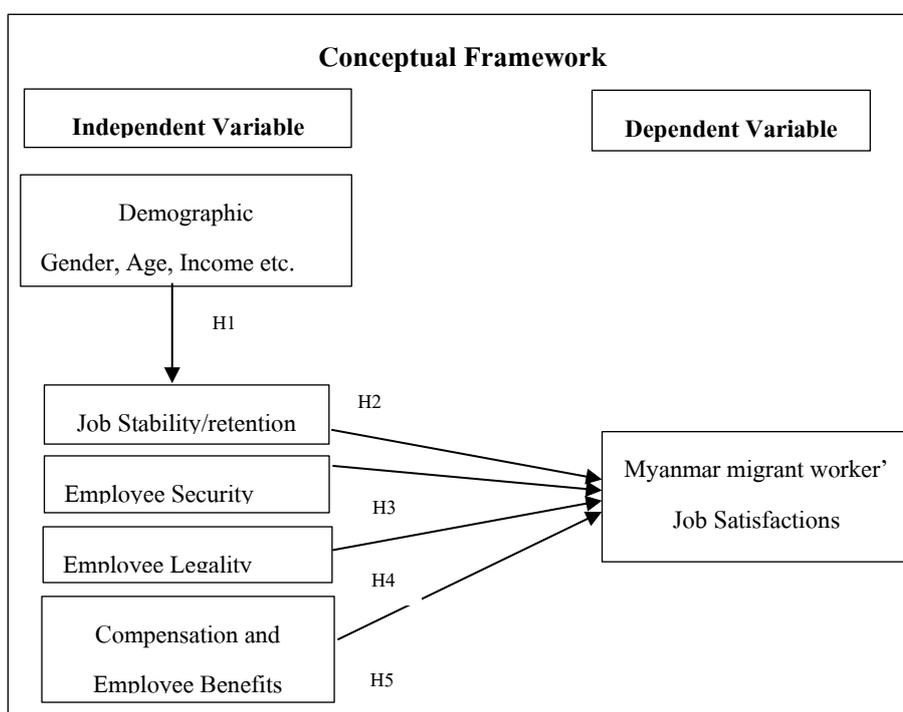
1.4 Research Model and Conceptual framework

This is an independent study of a job satisfactions of Myanmar migrant workers at Mahachi, Thailand and the research models are based on the Myanmar migrant workers' expectation confirmation or disconfirmation theory. The four independent variables, in this research, are

composed, such as demographics characteristics and job stability/retention, employee security, employee legality and compensation/employee benefits of Myanmar migrant workers.

And also, there are one dependent variables, which is Myanmar migrant workers' job satisfaction relating to their jobs, such as garment factories, fishing factories, construction and other general works at Mahachai, in Thailand.

1.4 Figure 1: Conceptual Framework



1.5 Variables of Study

1.5.1. Independent Variables

1) Demographics characteristics are included, such as gender, age, education level, occupation, income and marital status.

Gender: Different genders of Myanmar migrant workers will have relationship with their job satisfaction at workplace at Mahachai, Thailand.

Age: Each individual of all Myanmar migrant workers may have relationship with their job satisfactions at workplaces at Mahachai, Thailand.

Education Level: Each Myanmar migrant workers working in Mahachai from different education levels has relationship with their job satisfaction at workplaces at Mahachai, Thailand.

Occupation: Myanmar migrant workers who are working at Mahachai has different occupations or jobs relationship with their job satisfaction in Thailand.

Income: Low or high incomes of Myanmar migrant workers who are working at Mahachai has relationship with their job satisfaction in Thailand.

Marital Status: Any marital status belonging to Myanmar migrant workers working at Mahachai may have relationship with their job satisfaction in Thailand.

2) For independent variable which including job stability/retention, employee security, employee Legality and Compensation and employee benefits will be described here;

Job stability: The job stability of Myanmar migrant workers at Mahachai may have relationship with their job satisfaction in Thailand.

Employee Security: Employee Security of Myanmar migrant workers who are working at Mahachi may have relationship with their job satisfaction in Thailand.

Employee legality: Employee legality of Myanmar migrant worker working at Mahachai may have relationship with their job satisfaction in Thailand.

Compensation and Employee Benefits: Compensation and employee benefits of Myanmar migrant workers working at Mahachai may have relationship with their job satisfaction in Thailand.

1.5.2. Dependent Variable

It will depend on independent variable when the results of independent variable for the Myanmar migrant workers will be mentioned the job satisfactions at various manufacturing sectors of workplaces at Mahachai, Thailand.

1.6 Significant of Study

This independent study (IS) is selected to be researched by underlying how job stability/retention of Myanmar migrant employees are relationship with between job satisfaction and how effective to their job satisfaction at workplaces at Mahachai, What are the employees security of Myanmar migrant employees and how influence of their job satisfaction at Mahachai, What are the employees legality of Myanmar migrant employees and how influence of their job satisfaction at Mahachai and What is the compensation/benefits of Myanmar migrant employees and how impact to their job satisfaction at Mahachai.

This research is identified focusing on Myanmar migrant employees currently working at Mahachai, Thailand and are not definite of other area or regions of Thailand. The research will be studied four major of areas, such as garment and fishing factories, construction and other general works at Mahachai, Thailand. The literature reviews will be explained with the available data of Myanmar migrant employees from various sources, such as books, journals, articles, government/ organizations report and the relevant legal internet websites relative to Mahachai, Thailand. The research will be also collected by questionnaires directly to Myanmar migrant employees at Mahachai, Thailand and also will be consist of academic resources with secondary sources mentioned above due to its limitation of time consumed.

1.7 Purpose of study

The purpose of this independent study is to examine and be understood Myanmar migrant employee's job satisfaction and dissatisfaction at their workplaces at Mahachai and how it impacts to both employers and employees. The job stability/retention, employee security, employee legality, and compensation/benefits concerning with income, jobs selected, health care, employee's rights, outlays for livings, absenteeism and work environments, which are important for both companies and Myanmar migrant employees. Therefore, this independent study is a valid place for an accurate information or expectations of Myanmar Migrant employee working at various sectors, such as garment factories, fishery, construction and other works at Mahacahi, Thailand.

1.8 Definitions

1.8.1 Job Satisfaction: According to literature, job satisfaction is defined that of Locke (1976) demonstrated job satisfaction as "a pleasurable or positive emotional state resulting from the review of one's job or job experiences" (p.1304) and is an attitude that workers emphasis on towards their jobs (Man M., Modrak V., Dima I.C., Pachura P, vol. 4, 2011). moreover, one of the first studies in this area (Staw & Ross, 1985) confirmed that a person's job satisfaction outcome has constancy over time, even when he or she changes jobs or companies in the future. Finally, the term of job satisfaction mentions to an individual's general attitude toward his or her job (Stephen P. Robbins, p-72,1993-2003).

1.8.2 migrant worker: The definition of Migrant worker is indicated that a man who is moving or has moved over a global fringe or inside a state far from his/her constant place of living arrangement, paying little respect to (1) the individual's legitimate status; (2) regardless of whether the development is willful or automatic; (3) what the reasons for the development are; or (4) what the length of the stay is. IOM frets about transients and migration-related issues and, in concurrence with important States, with vagrants who need universal movement administrations.

1.8.3 Job Stability: The definition of job stability or employee retention is an ability of organization to be stable of their employee at current work and is also considered as the effort for improving the financial development and functioning of the organization (Raikes & Vernier 2004). According to literature, which explains that a fulfilled employee who are joyful with their jobs and keener for doing a respectable job and aspect onward to advance their organizational customers (Denton2000). Later on, Kaliprasad (2006) described that the ability of an organizations to sustain its workers totally depends upon its capability to conduct them.

1.8.4 Employee Security: employee security means that the employee is fully protected by the employer at workplaces of organization or union. According to literature a "employment security means that workers have protection against arbitrary and Short notice dismissal from

employment, as well as having long-term contracts of employment and having employment relations that avoid casualization” (ILO 1995, p.18).

1.8.5 Employee Legality: employee legality is considered that employers and the employees are legally contracted under the domestic and international laws accordingly and an employee can be classified as a worker dealing with the domestic and international laws.

1.8.6 Compensation and Employee Benefits: compensation and benefits mean that employers need to appeal to and retain the employee who is trying or has improved of organization’s success. On the other hand, employees feel that they are either compensated or reward fairly/equitably dealing with wage, overtime, premium pay, jury pay, layoff or severance pay, holidays and vacation for the contribution or efforts to the organization’s success.

1.9 Implication of the study

This research will be a significance of study about the Myanmar migrant worker’s job satisfactions at Mahachai, where a large amount of community of Myanmar migrant workers are working the jobs at various sectors or manufacturing, and the research involving four kinds of independent variable which have an impact on and relate to any change on the dependent variable. Through indicating any correlations between both dependent and independent variable will contribute to the researcher in the assumptions and understanding concerning with job satisfactions of Myanmar migrant workers at Mahachai, Thailand.

And also, as a new knowledge, to determine Myanmar migrant worker’s job stability and employee security, employee legality and compensation and employee benefits relative to their job satisfaction at Mahachai, Thailand and the factors of this will help fulfil more simulative recreation of jobs and income for both the companies and Myanmar migrant employees as well as for country. To identify Myanmar migrant workers’ job stability, employee security, employee legality, compensation and employee benefits with their job satisfactions, researcher assume that they will give the information of demands, wants and needs for the factories, fishing, construction, and other general works at Mahachai, Thailand.