



**THE FACTORS THAT CAUSE CONFLICT TO
THAI AND IMMIGRANT WORKERS IN REFRACTORY INDUSTRIAL;
CASE STUDY OF INTERFIREBRICK REFRACTORY CO., LTD.**

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ABSTRACT

Research Title : The factors that cause conflict to Thai and immigrant workers in refractory industry;
case study of Interfirebrick Refractory Co., Ltd.

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This research aimed to study factors of stereotype idea, internal conflict and nationalism, which affect conflict by using data of a sample group to study the workers of Interfirebrick Refractory Co., Ltd. This samples group was 30 people of Thai and immigrant workers. In this research, questionnaires had been used to create data analysis by averages in percentage, standard deviation and hypotheses testing with regression analysis.

From the result of the research, it found that the majority of research participants were Thai workers, who had been an educational level at primary school and have been working for 8-10 years as junior staffs. For average data analysis of stereotype idea, it was in moderate level. For average data analysis of internal conflict and nationalism, there are in low level. And for analysis of factors of stereotype idea, internal conflict and nationalism, it found that the majority does not cause conflict, except for some items in stereotype idea, which are ideas of age and education.

Keywords: stereotype idea, internal conflict, nationalism, Interfirebrick Refractory CO., LTD.

Approved

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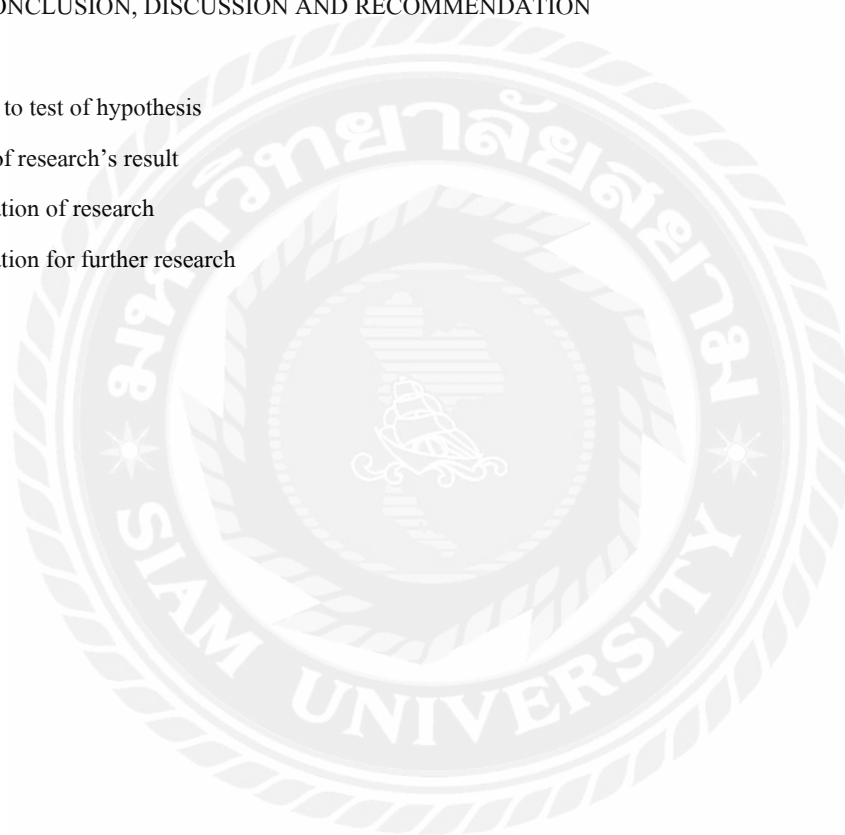
Likewise, I would like to thank my father, mother, sister and aunt who have continually supported and encouraged me with my entire endeavor. I would not be able to stand where I am today without their unconditional love and kindness.



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CHAPTER 1

INTRODUCTION

1.1 Research Background

In the global economy, many people prefer to seek opportunities for themselves. Finding work in the foreign country is one of many options. Especially, those who are originally from the country that has poor economy standard, as because they could earn the greater incomes. However, there also are others factor that cause them to find a new work place; such as family issues, their own country's economic problem or any other personal reasons. In twentieth century; as the amount of wage paid to the domestic workers tends to be increased in all regions around the world, the number of immigrants workers also increased rapidly (Moors, 2009), in order to improve the quality of life for their own and their families.

The workers are the major factor to drive economy forward, especially in manufacturing industry countries, as because they require the large number of basic workers. Since 1961 C.E. (2504 B.E.), Thai government has been using the National Economic and Social Development Plan, which resulted in the rapid growth in economic sector of such manufacturing industry countries. Thus, there has been rapid increase of employing immigrant workers since it could compensate the missing workers.

Therefore, many entrepreneurs tend to hire the immigrant workers which cause the diversity within the employees' working atmosphere; either races, languages, cultures, nationalism. As mentioned before, such diversity might lead to the conflicts among workers who are different nationalities. As a result of which this research is expected to find causes and solution of such conflict.

1.2 Problem

1. The conflicts that occur among workers who are different nationalities are increasing continuously.
2. It might be assumed that hiring immigrant workers always cause conflicts. What are reasons of conflict?

1.3 Objective

1. To study the effect of conflicts among Thai and immigrant workers, in both positive and negative ways.
2. To study the influence of nationalism that affects to conflicts among Thai and immigrant workers in Interfirebrick Refractory Co., Ltd.
3. To study the conflict management's methods of Thai and immigrant workers.

1.4 Hypotheses

1. Factor of stereotype thinking results in conflict.
2. Factor of Internal conflict results in conflict.
3. Factor of nationalism results in conflict.

1.5 Research Scope

This research aims to study the factors that results in the conflicts among Thai and immigrant workers in Interfirebrick Refractory Co., Ltd. This research is a quantitative research, the scope of research are as follows;

1. Independent variable

The demographic of 30 persons from both Thai and immigrant workers of Interfirebrick Refractory Co., Ltd.

2. Dependent variable

Factors that affect hiring immigrant workers

- Stereotype idea factor
- Internal conflict factor
- Nationalism factor

1.6 Scope of contents

In this research was to study the factors that cause conflict to both Thai and immigrant workers in Interfirebrick Refractory Co., Ltd.

1.7 Scope of period

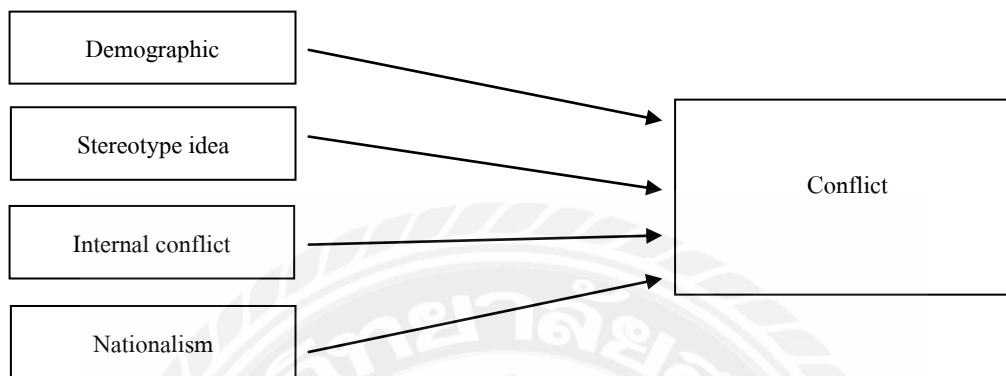
The data collection period is 1 month

1.8 Expected benefit

1. Discover the reasons of conflict among Thai and immigrant workers
2. Find the solution of conflict among Thai and immigrant workers

1.9 Research Framework

In research article “The factors that cause conflict to Thai and immigrant workers in refractory industrial; case study of Interfirebrick Refractory Co., Ltd.” have conception as follows:



1.10 Definition

1. Thai workers: People who has Thai nationality between ages of 15-60 years old who worked as workers and has a notion for benefits in form of lawful money or goods.
2. Immigrant workers: People who do not have Thai nationality between ages of 15-60 years old who worked as workers and notion for benefit in form of lawful money or goods.
3. Refractory industrial: Industrial that use capital and workers for production.
4. Conflict: The state of different in opinions or beliefs, as a result, making it is unable to determine or agree on terms that would satisfy both parties. This conflict could be either beneficial or harmful towards the organization.
5. Stereotype Idea: An attitude of the group of people who think similarly.
6. Racial Diversity: The variety that came from difference of race, in a group of workers who work in the same organization.
7. Nationalism: A personal attitude that believed in superiority of their own nations over others based on the basic of uniqueness to their nations that resulting the negative perspective.

CHAPTER 2

CONCEPT, THEORIES, RELATED DOCUMENT AND RESEARCH

Research Title: “The factors that cause conflicts among Thai and immigrant workers in Interfirebrick Refractory Co., Ltd.”. As to obtain the information according to the concept, the researcher thus chooses concepts and theories are as follow;

1. The concept of behavior
2. The situation relating to the conflict between Thai workers and immigrant workers
3. The concept of diversity
4. Dimension of diversity
5. The concept and theory of conflict
6. The concept of nationalism
7. Basic knowledge about immigrant workers
8. Related research

2.1 The concept of behavior

Meaning of behavior

A “behavior” means action or expression by using muscle, thought, and feeling to response to stimulation. (Royal Institute, 2546 : 768)

A “behavior” means activities in form of concrete action; such as act and response to environment and activities in form of abstract action; such as ideas and feeling. (Methawee Udomthornmanuphu, 2548 : 4)

A “behavior “means every actions of human; either done by consciously or unconsciously, whether it will be noticeable by other(s) or not, and eitherit is desirable or undesirable. Therefore, walking, thinking, decision making or truancy is all behaviors. (Preecha Vihokto, 2532 : 6)

A “behavior “means every action that person does, which could be noticed explicitly or which is only in mental process; such as thought, feeling and motive that are experiences of an individual which could not be noticed explicitly. (Allen and Santrock, 1993:8)

As mentioned above, it can be concluded that the behavior means the action in form of concrete and abstract, whether that person has intention to do such action or not, and also including omission that could be noticed expressly or not expressly as it is process of internal thinking.

Type of behavior

Human behavior is complex and required to be studied in detail. However, scholars have classified the human behaviors that are essence for study into various categories, by using the criteria to classify the behavior into 5 categories. (Kuncharee Khakray and group, 2545) as follow;

1. Criteria by Observation

By using an observation as standard, the behavior can be categorized in 2 types. Firstly, an Overt Behavior which appears visibly; such as laughing, smiling or crying. Secondly, a Covert Behavior which does not appear visibly; such as thinking, feeling, understanding or memorizing.

An Overt Behavior and a Covert Behavior are related to each other's. In other word, both of them determine the behavior for each other's. For example, if a Covert Behavior is in grief, an Overt behavior will show sign of expression in physical form like sad face, depression or crying out loud.

2. Criteria by Source of Behavior

By using a source of behavior as criteria, the behavior can be classified into 2 types. Firstly, a Maturity Behavior which is equipped with natural determination that bases on race and circle of life. Human could behave without being experienced or trained; such as crawling, crying or sleeping. Secondly, a Learned Behavior which is result of experiencing and training; such as swimming, riding a bicycle or reading a book.

3. Criteria by the mental state of an individual

By using a mental state of the individual as criteria, the behavior can be classified into 2 types. Firstly, a Conscious Behavior that is on awareness level; such as talking, running or walking. Secondly, an Unconscious Behavior that is on unawareness or subconscious level, or lack of sensibility; such as dreaming or sleepwalking.

4. Criteria by the expression of organic

By using an expression of organic as criteria, behavior can be classified into 2 types. Firstly, a Physical Activity that is concretely expressed by using organs of the body; such as movement of arms or legs, motion of the body; for

example, nodding or swaying. Secondly, a Psychological Activity that is an internal behavior; such as thinking, understanding or feeling.

5. Criteria by the function of nervous system

By using the function of nervous system as criteria, behavior can be classified into 2 types. Firstly, a Voluntary Behavior that is controlled and directed by the brain, so it can show behavior as desired; such as, talking or swinging arms and legs. Secondly, an Involuntary Behavior that is automatically physical; such as reflecting (hiccups), acting done by instinct (shudder) and functioning of internal organs.

2.2 The situation relating to the conflict between Thai and immigrant workers

The conflict situation between Thai and immigrant workers who migrated to work in Thailand has been presented through media report and various articles for such a long time; especially, issue of quarrel between employees in manufacturing industry which requires lots of workers in running the business. For example, the case of over 700 Cambodian workers caused riot in one of manufacturing industry of Chonburi. In this case, there was violent fight which causing much of displeasure to the Cambodian workers. Consequently, they threw rocks at factory's accommodating area to protest Thai workers and police force, and destroyed factory and police's assets. As a result, properties of factory and police as well as reputation of that organization were damaged. The manufacturer hence eventually lay off both Thai and Cambodian workers, as to be an example for other workers. (Manager Online, 2554)

A quarrel between Thai and immigrant workers also happened in Nakhon Ratchasima Province. In this case, almost 10 Thai workers carried weapons and gathered to assault the Cambodian workers and made them to be badly injured. Whether this fight happened outside working time or caused by personal reasons, it would affect relationship and mental state of workers in negative way. Also; aside from conflict between Thai and immigrant workers in Nakhon Ratchasima province, there are reports that conflict between Thai and immigrant workers has occurred continuously in other region of Thailand. These incidents affect not only reputation or properties of manufacturer but also directly and indirectly to business due to drop of employee's performance. (Matichon Online, 2557)

2.3 The concept of diversity

Meaning of diversity

Cetro (1996) said that diversity is specific characteristic of individuals' level which is different in identity and experience within society.

Triandis (1995) said that diversity is social structure which has dynamic or movement. It is found in nature by more than one form and receives influence from different environments.

Young (1990) said that diversity is difference between individuals, which completely separated from each other by using differences of each individual as criteria and affecting the individuals and their lifestyles.

O'Reilly et al. (1998) said that diversity is phenomena or facts which are personal thought created by member of their own group on basis of different social identity among either similar or dissimilar group, compared to their own. The diverse group might consist of individuals who are different from their social identity.

Niramon Kladsombun (2014) said that diversity is social structure that consists of different identity and experience. Classification of diversity could be varied, depending on factor that needed to be studied.

As mentioned above, it can be concluded that the diversity means the diverse of social structure and identity that caused by difference of identity and experience of each individual who lives in the same society.

Dimension of diversity

Diversity can be divided into 3 dimensions; Primary, Secondary and Tertiary by using social and demographic characteristics (Chaiset Phromsri, 2550) as followed;

1. Primary dimension is dimension of diversity that come from basic demographic of individuals, as well as perspective of ordinary person towards the others. Also, the Primary dimension affects group of working staff and general society the most.

2. Secondary dimension is dimension of diversity that is less visible than Primary dimension and has great effect on individual that makes Primary dimension to be more profound and also affect self-esteem and that person's identification.

3. Tertiary dimension is dimension of diversity that is mainly used to identify the deep level of individuals; point of view, belief and feeling. Nonetheless, it is not well accepted by society.

2.4 The concept of stereotype

Meaning of stereotype

Certo (1996) said that stereotype is evaluation for characteristics within the same group members, which are different from themselves in both positive and negative aspect. This can be done by information and acknowledgment from media or personal experience.

Hamilton and Sherman (1994) said that stereotype is social awareness based on perception of members group or noticed by the physical characteristics of an individual from observing the general characteristics and became the representative of the whole group, which can be both positive and negative types.

Greenwald and Banaji (1995) said that the stereotype is a group of beliefs about the properties or characteristics that determines members of different social groups. This could determine people and their action resulting from stereotype idea. As such, one person acts to another person could be caused by the fact that his/her thought is possessed by stereotype.

Brigham (1971) said that the stereotype is an attitude related to perception about others (that they have towards other persons outside of their own group, and is expected to affect their behavior towards other persons) and is a general quality assessment to decide whether to like it or not. For example, if there is the stereotype that the others is honest, then they would expect that such persons is honest and straightforward, and would behave towards them with concordant belief.

Niramon Kladsombun (2014) said that the stereotype is a social awareness towards other persons coming from basic information of members of the same group, or general notice of physical characteristic of persons. Eventually, it would become representation for the whole group which could be both positive and negative way without finding and studying the facts.

As mentioned above, it can be concluded that the stereotype idea means individuals' perception and evaluation upon characteristics of other individuals in the same society of their own. This could be representation of characteristics that such society expresses to the other groups; both positive and negative way. However, it might not be proved whether such perception and evaluation is right.

2.5 The concept and theory of conflict

Meaning of Conflict

A dictionary of the Royal Institute (2525, cited in Dr. Mario Lenz's Association, 2542) defines that 'conflict' means disagreement. If considering separately by Thai syllables, the term 'going against' refers to behavior that does not follow or disobey. And the meaning of the word 'arguing' means disagreeing or resisting. Hence, 'conflict' means behavior that 2 parties do not only not desire to make together and also try to go against the other party.

Preeyaporn Wonganutaroj (2547) defines that 'conflict' means fighting between the individuals, in order to get what they desire pursuant to their thought and interest which could not be getting along with, or be in the contrast with each other. Thus, conflict happens when the individual(s) or group(s) of people have to encounter a goal that cannot make every parties be satisfied.

Pornnop Pukkapan (2542) defines that 'conflict' means refers to habit of struggling to serve their own desires. However, it also refers to failure of basic mechanism of individual's decision who has different experience to choose to do something.

Niramon Kladsombun (2014) defines that 'conflict' means refers to incompatibilities between individuals, due to differences of opinion, attitude or goals which is not identical. This could affect the behavior of individual that negatively expresses his/her disagreement to another person.

As mentioned above, it can be concluded that the conflict means disagreed thoughts or actions between the individual and group of people which might result in expressing towards the others in negative way.

Conflict Theories

Macionis (1993) maintains that 'theory of social conflict' supports the more complete of structural-functional theory. He explains that 'theory of social conflict' believes that society is not a unity. In contrast, society is based on basic of division which caused by social inequality.

The group of sociologists who study on 'theory of social conflict' would try to search for factors; for instance, social class, race, ethnic group, gender and age, on how it could be related to unfairness of valued resource distribution; such as money, authority, education and prestige. Moreover, they would consider that competition arises out of the fact that there is inequality of benefits and rewards given to group of people within society, by depending on their different social position and duty. They also see that as this conflict is continuously ongoing, society thus later has been moved and changed.

The theory of conflict, written by Ralf Dahrendorf, named 'Dialectical Conflict Perspective' denotes that social organization is generally 'imperatively coordinated association' (ICA), and its sizes could be varied, either society, community to human society. Each organization consists of one role that could dominate over the other(s). Consequently, Dahrendorf confirms that ICA is relationship of authority within society, as the role of authority is widely accepted within organization. Therefore, social rules could be preserved by maintenance process of authority's relationship.

The causes of conflict and change in society usually occur when there is only few or rare authority. Hence, each of small groups in CIA has to struggle to obtain such few powers.

If compared the idea of Ralf Dahrendorf with Marx, we shall see the similar in idea as following.

1. Both of them agreed that the social system (that is simply understood as human society) has an ongoing conflict.
2. Both of them agreed that the conflict was caused by conflict of interests, which is part of the social structure.
3. Both of them agreed that conflict of interest caused by share of unequal power between Dominant group and Subjugated group.
4. Both of them agreed that benefits tend to split into 2 factions that oppose to each other.
5. Both of them agreed that conflict is dialectical. To explain, the resolution of conflict would cause more of the opposite benefit. This will result in the next conflict under specific condition.
6. Both of them agreed that social change has been ongoing traditional since the ancient time (ubiquitous) of social system which could cause inevitable conflict in every level of social organization, subjected to the dialectical method.

In conclusion, Ralf Dahrendorf created the dialectical method of conflict theory, as followed;

1. Conflict could occur when members of conflicted group know what their benefits are, and could conglomerate themselves to aim to such benefits.
2. Conflict would be intense if when there is Technical conditions (such as having conveniences), Political conditions (such as gap in the law or some authorized person who give support) and Social conditions (such as enough amount of people to form the group).
3. Conflict would be intense if there is relation between distribution of authority and reward which make it multiples.

4. Conflict would be intense if it is hard to switch the individuals back and forth between authority group and those who has no authority.
5. Conflict would be violent if the Technical conditions, Political conditions and Social conditions were not been supported or lessened.
6. Conflict would be violent if there are disadvantage of distributing reward, due to change from the fixed criteria (or objective criteria which can be clearly seen and measured) to the comparative criteria (or subjective criteria; who has the better performance or skill).
7. Conflict would be violent if the conflicted group is unable to make mutual agreement to control conflict among them.
8. An intense conflict would modify structure and reorganize that conflicted social organization.
9. A violent conflict would modify structure and reorganize that extremely conflicted social organization.

Filley (1975) proposes the process of conflict into 5 steps as follows;

1. Antecedent Condition of Conflict is characteristics of circumstances that may be free of conflict, but will lead to conflict.
2. Perceived Conflicts is recognition of situation of various parties that shows conflicts.
3. Felt Conflict is when person feel threatened, hated, feared or distrusted.
4. Manifest Behavior may show aggressiveness, competition, controversy or problem solution.
5. For Conflict Resolution or Supervision, there are 4 ways to resolve conflict as follow;
 - 1) Win-Lose method
 - 2) Lose-Lose method
 - 3) Win-Win method
 - 4) Coordinate Problem Solution or Win-Win method

As mentioned above, the social conflicts caused by basis of discrimination arise out of inequalities of society; such as, class, race, gender or age. Therefore, result that (1) everyone in society has been inequitably distributed for resources or (2) there is conflict of interest among individuals in society which continuously cause social conflict for long time could make group separation within such society, as to make themselves win and receive such benefits.

Types of conflict within the same group

The conflict within the same group can be divided into 3 types: Relationship conflict, Task conflict and Process conflict which is defined as follows;

Amason (1996) describes Relationship conflict as recognition that there is an incompatibility between individuals. This also includes emotional elements; for example, feelings of tension or irony conversation. As well, Relationship conflict will be only in sense of personal dislike between members of the same group and of feelings of annoying, frustration and resentment.

Amason and Sapienza (1997) describe Task conflict as recognition that there is difference in their point of views and opinions which related to work contents within the same group. This might occur when (1) there is discussion of work contents or (2) there is work assignment to each individual. However, the sense of personal dislike will not be involved in this kind of conflict. As such, even though such sense of dislike happens during working hours, it will be considered as Relationship conflict.

Jehn (1997) describes Process conflict as recognition of disagreement related to work method on how to make it successful as planned. Especially, disagreeing on work performance and resourcing management within organization; for instance, who is suitable to those positions or that responsibilities. Thus, when members of this group disagree on his/her work assignment, then Process conflict will occur.

Niramon Kladsombun (2014) comments about conflict within the same group that it is main key to affect working as group and also work result, especially Relationship conflict and Process conflict. This is because of the fact that they could obstruct and lessen work's efficiency which eventually causes the great damage to business organization. Meanwhile, if Task conflict is properly managed, and then work's efficiency could be created by exchanging of different knowledge and experience which results in creativity in work and more efficient work performance.

As mentioned above, it can be concluded that there are 3 types of conflict: Relationship conflict, Task conflict and Process conflict. These 3 types of conflict are key factors that affects to conflict within the same group. They also clearly show the conflict on each side, whether emotion, action and ideas. This could make us see problem in details and be able solve them.

Impact of conflict

Preeyaporn Wonganutaroj (2547) explains that the conflict can impact both positive and negative effects. Also, it could create creativity and destroy the efficiency of work process of team members. Generally, whether conflict has advantage for organization or not could depend on 2 factors;

- 1) Level of conflict
- 2) How efficient is conflict management? To explain, the moderate conflict and efficient conflict management could create the better performance for team members. On the other hand, the high conflict could negatively affect organization.

There are 5 positive effects of conflict;

1. Preventing staying still and creating different concept
2. Conflict may put the team to seek ideas and to eliminate the problem, including the pursuit of appropriate concepts and seek for the clear solutions.
3. Forcing team members to survey and verify their opinions once again how appropriate they are. In order to overcome the other, the conclusion of conflict is part of organization's benefits.
4. Create creativity and innovation.
5. Always inspect the ability of the team from time to time.

There are 4 negative effects of conflict;

1. The team members were depressed, bored and stress. So, some of team members move or quit, especially those who has conflict about goal of organization. This could make lack of manpower and lessen efficiency.
2. The friendliness of individuals decreases.
3. Atmosphere of believability and trust among team members disappears and then quarrel may happen.
4. There is resistance to cause lack of cooperation and is not able to work as a team. Then, mutual cooperation between all team members disappears.

2.6 The concept of nationalism

Meaning of nationalism

Krosnick and Petty (1995) define 'nationalism' as attitude believing that their own race is superior to other ethnic groups by bias towards the others which could bring about discrimination in society.

Kosterman and Feshbach (1989) define 'nationalism' as attitude that simultaneously occurs as 2 perspectives; (1) positive feeling towards people who is in the same group and (2) negative feeling towards people who is not the same group. Perhaps, this feeling happens automatically by loyalty for their own group which makes them be unfriendly to the other groups.

Mummendey et al. (2001) define 'nationalism' as format of belief that nationality; people, traditions and customs of them are more superior over other ethnic groups, based on uniqueness of that particular nation.

Kellas (1998) define 'nationalism' as ideology and behavior that one group feels that they are part of the community, by bounding of history, culture and ancestry which cause loyalty and expressed in the sense of worship and protect their own nation.

Preamroj Bang-Or (2556) defines 'nationalism' as political ideology instilled in education of conscious to people to make them have patriotism. Hence, they could sacrifice and feel commit to people in the same nation, even though they do not personally know each other before.

Niramon Kladsombun (2014) defines 'nationalism' as 2 aspects of people believing that their own nation is better and more superior to the others (National Preference). This is feeling of loyalty, commitment, generosity, even though they do not personally know each other before. In contrast, they will have Nationalistic Derogation towards the other nations which make them behave resistant; such as avoiding, resisting or not cooperating with the others who are not their nation with bias and discrimination.

As mentioned above, Nationalism is attitude and behavior that express superiority, thoughts to have power over other nations, both in thinking and acting, on whether as an individual or as a group. In most cases, this act will be in negative way with other nations.

2.7 Basic knowledge of immigrant workers

1. Alien Employment Act B.E. 2521 (1978) (Department of Employment)

Alien Employment Act was enacted to control alien employment and the issuance of work permits to aliens and to reserve certain occupations for the Thai labour force. According to this Act, aliens of the following 3 categories are qualified to apply for work permits:

1. Alien who resides in Thailand or is allowed temporary stay in Thailand, but not as a tourist or a transit traveler.
2. Alien who is allowed to work in Thailand according to the investment promotion laws or other laws.
3. Alien who has been deported but is allowed to work in certain location in replacement of deportation or while awaiting deportation; alien who has illegal entry into Thailand or is awaiting a forced transfer out of Thailand; and alien who was born in Thailand but not granted Thai nationality or was denaturalized, is eligible to work in 27 occupations as stipulated in the Ministerial Announcement.

2. Employment and Job Seeker Protection Act B.E. 2528 (1985) (Department of Employment)

Originally, it was named the Employment Act B.E. 2511 (1968). As a result of increasing numbers of overseas employment service businesses and frequent incidents of defraud, it was amended to become the Employment and Job Seeker Protection Act B.E. 2528 (1985). Amendments to this Act were also made in B.E. 2537 (1994) and B.E. 2538 (1995). The essence of this Act is as follows:

1. Set up government's employment office to provide employment services to the labour force at no cost.
2. Expand job seeker protection approaches and activities to ensure fairness and appropriate assistances when job seekers are in trouble.
3. Actively and seriously control and oversee private employment service businesses to ensure compliance has been followed.
4. Establish requirements for overseas employment service providers to arrange for skill standard testing with appropriate authority for job seekers.
5. Under the Department of Skill Development's mandate, establish skill testing control measures and mechanisms for skill standard testing activities that may be implemented by government agency or private entity.

3. Skill Development Promotion Act B.E. 2545 (2002) (Department of Skill Development)

The objectives of this Act are;

1. to promote and support occupational skill training for economically active labour in response to the business and industrial job market
2. to upgrade skill standards for employed labour
3. to promote cooperation between private establishments and educational institutes in providing apprenticeship for high school and college students by the private establishments and occupational skill training for the apprentices by educational institutes or government's occupational training authorities.

Since there is incentive to encourage private sector to develop skill, any private establishment that delivers any occupational skill would like to train its labour force or employees with curricula or activities endorsed by the Registrar, will. Additionally, Skill Development Fund had been established as part of this Act's main purpose.

4. Labour Relations Act B.E. 2518 (1975) (Department of Labour Protection and Welfare)

This Act aims to create a good understanding and successful reconciliation between employers and employees by regulating rules, regulations and procedures for both employers and employees as to protect their rights upon Labour Law. This Act primarily contains also procedures for settling labour disputes, and employers' and employees' rights to establish labour association and labour union for acquiring and protecting their interests relating to the Conditions of Employment, including benefits and welfare, enhancement of favorable employer-employee relationships, and establishment of Employees' Committees for dialoging and dealing different affairs with employers.

5. Labour Protection Act B.E. 2541 (1998) (Department of Labour Protection and Welfare)

Labour protection law aims to regulate rights and duties of both employers and employees. It also give the minimum standard practices in general labour force utilization, women and child labour utilization, remuneration, severance, and Employee Welfare Fund for ensuring fairness and sound occupational health for the maximum benefit of both employers and employees, which will ultimately be beneficial for the national development..

6. Social Security Act B.E. 2533 (1980) (Social Security Office)

This Act aims to provide employees such welfare for their own health benefits in respect of non-work-related injury or sickness or invalidity or death, or maternity or child allowance or old-age, or unemployment by various consolidated rates. It is mandatory that all employers shall follow this regulation for all of their employees since the first day of working. Any employee will be entitled to receive different benefits, such as medical services and compensatory

wage for incapacitated period, maternity allowance and child allowance, funeral allowance and survivor allowance in case of death, and pension benefit for old-age.

7. Workmen's Compensation Act B.E. 2537 (1994) (Social Security Office)

This Act aims to regulate employers to compensate their employees in respect of work-related injury, or sickness, or loss of organs, or invalidity, or death, or lost. Any employee will be eligible to receive medical expenses, compensatory income for incapacitated period, funeral allowance, or rehabilitation expenses depending on the seriousness of injuries.

2.8 Related research

Ayub and Jehn (2006) study (1) impact of conflict upon recognition of diversity within group of employees and (2) influence of nationalism upon relationship between groups of employees. The result of study finds that national recognition of diversity in negative way increases effect to Relationship conflict and Process conflict. Moreover, impact of nationalism which is condition of Moderator Variable positively affects that negative recognition of diversity. In the meantime, nationalism negatively affects relationship between recognition of diversity and Task conflict. In this case, Moderator Variable is nationalism, evaluated by National Preference and negative attitude towards outsiders (Nationalistic Derogation) of employees in organization.

Hinds and Bailey (2003) studies about comparison of conflict that happens in working of employees who works by conservative method (by having close relationship and working face-to-face) and those who works by geographical science method (by applying technologies to communicate as they are in different location). The result of study discovers that employees who are in different workplace and using technological communication to work have the higher level of conflict than those who works in the same workplace. It is interesting to know that foreign employees would feel the pressure and being compared with the others by different nationality. This has impact on negative behavioral recognition during working; such as bias and discrimination among employees which could result in the lower overall operation of organization.

Preamroj Bang-Or (2556) analyzes the nationalism embedded in history textbooks in the elementary level of Thailand and finds out that there is instillation of nationalism to make students feel loyal and proud of their own nation. Also, those textbooks describe cultural and traditional information of Thailand by method that leads to prejudice to other nationalities. Especially, there is knowledge about Thailand's capability to make war, trade and economy or political relation in many areas, compared to other countries in South East Asia.

Niramon Kladsombun (2014) studies impact of stereotype idea upon internal conflict within group of manufacturing employees in Nakhon Ratchasima province. The result finds out that those employees has (1) moderate level of stereotype idea, (2) low level of internal conflict within the group, but has (3) high level of nationalism. This stereotype idea negatively affects Relationship conflicts the most, and even more than Process and Task conflict; variance rate of relationship is 82.8%, of process is 45.8% and of task is 19.9%. In conclusion, nationalism is not affect to relationship between stereotype idea and internal conflict within the group.



CHAPTER 3

RESEARCH METHODS

3.1 Research method

In this research, the researcher determines to apply Documentary Research by studying, researching and collecting information from academic papers, articles, journals, thesis, dissertation, information from website and questionnaires. The process of this methodology is as follows,

3.2 Population and example groups

Population

Populations in this research are Thai and immigrant workers of Interfirebrick refractory Co., Ltd.

Example groups in study

Example groups in this study are Thai and immigrant workers of Interfirebrick refractory Co., Ltd. The total amount of example is 30 persons, divided into 16 Thai workers and 14 Immigrant workers.

3.3 Variables of Research

Variables used in this research contain 2 types: Independent Variables and Dependent Variables. Details are as followed,

Independent variables

Demographic; Gender, Age, Nationality, Education level, Duration of employment and Job level

Dependent variables

Stereotype idea measured by characteristic of individual; lazy - hardworking, unfriendly - friendly, impolite - polite, thieving - not thieving, untrustworthy - trustworthy, undisciplined-disciplined, no knowledge of IT - has well knowledge of IT, unreliable-reliable, mean - generous.

Internal conflict divided into 3 types; (1) Relationship conflict, (2) Task conflict and (3) Process conflict

Nationalism consist of 2 types; National Preference and Nationalistic Derogation

3.4 Research Tools

Questionnaires of research article ‘Study the factors that lead to conflict among Thai and immigrant workers. Case study of Interfirebrick Refractory Co., Ltd.’ Divided into 4 parts by using the question that match most of the example group as followed,

Part 1: Demographic factor

Part 2: Stereotype idea which affect immigrant workers

Part 3: Internal conflict which affect immigrant workers

Part 4: Nationalism which affect immigrant workers

3.5 Data analysis

Creating and finding efficiency of questionnaires are processed as follow;

Using statistic package program for social science research in the form as followed

Part 1: Analysis of the demographic factor to personnel information of example group

Part 2: Independent variable used in research is Stereotype idea which measures from the characteristic of individual that concern to work or relationship by 9 questions by using meter 5 levels of Likert scale, considering a range of value and an average score of interval class formula.

$$\text{Class Interval} = \frac{X_{\max} - X_{\min}}{K}$$

Therefore, the analysis data of opinion about stereotype idea affect to immigrant worker divided into 5 levels by interpreting the score will use criteria as follows.

5	mean	Highest level
4	mean	High level
3	mean	Moderate level
2	mean	Low level
1	mean	Lowest level

To specify criteria of interpretation into 5 levels as follow;

Score 1.00-1.49	mean there is a positive stereotype idea in lowest level
Score 1.50-2.49	mean there is a positive stereotype idea in low level
Score 2.50-3.49	mean there is a positive stereotype idea in moderate level
Score 3.50-4.49	mean there is a negative stereotype idea in high level
Score 4.50-5.00	mean there is a negative stereotype idea in highest level

Part 3: Independent variable used in research is Internal conflict, which measured from attitude of individual characteristic towards immigrant workers by 8 questions and by using meter 5 levels of Likert scale, considering a range of value and an average score of interval class formula.

$$\text{Class Interval} = \frac{X_{\max} - X_{\min}}{K}$$

Therefore, the data analysis of opinion about Internal conflict affect to immigrant workers divided into 5 levels by interpreting the score will use criteria as follows;

5	mean	Very Frequently
4	mean	Frequently
3	mean	Occasionally
2	mean	Rarely
1	mean	Never

To define criteria of interpretation into 5 levels as follow;.

Score 1.00-1.49	mean there is Level of conflict in lowest level
Score 1.50-2.49	mean there is Level of conflict in low level
Score 2.50-3.49	mean there is Level of conflict in moderate level
Score 3.50-4.49	mean there is Level of conflict in high level
Score 4.50-5.00	mean there is Level of conflict in highest level

Part 4 Independent variable used in research is Nationalism, which measured from attitude of individual characteristic towards both Thai and immigrant workers by 8 questions by using meter 5 levels of Likert scale, considering a range of value and an average score of interval class formula.

$$\text{Class Interval} = \frac{X_{\max} - X_{\min}}{K}$$

Therefore, the data analysis of opinion about Nationalism affect to immigrant workers divided into 5 levels by interpreting the score will use criteria as follows;

5	mean	Strongly Agree
4	mean	Agree
3	mean	Undecided
2	mean	Disagree
1	mean	Strongly Disagree

To define criteria of interpretation into 5 levels as follow;

Score 1.00-1.49	mean there is Nationalism in lowest level
Score 1.50-2.49	mean there is Nationalism in low level
Score 2.50-3.49	mean there is Nationalism in moderate level
Score 3.50-4.49	mean there is Nationalism in high level
Score 4.50-5.00	mean there is Nationalism in highest level

3.6 Creating and finding efficiency of research tool

Creating tool in this research has process as follows;

1. Collecting literature and research paper that relate to this research; national diversity, stereotype idea, nationalism and internal conflict.
2. Interviewing the entrepreneur of Interfirebrick refractory Co., Ltd. to receive the clearer information to create the questions of questionnaires.
3. Making the questionnaires by understanding and improving to be conforming with example groups and getting approval from the advisor to assure that the questions of questionnaire is correct for both content and suitability or important to make questions.
4. Testing the questionnaires that were created for correctness of content validity as to check content coverage and language by the advisor Dr. Theerachote Pongtaweewould this aims to make the question right and suitable with example group.

3.7 Finding efficiency of research tool

Finding efficiency of research tool in this research has process as follows;

For testing validity, the researcher proceeds as follow;

1. Ask the advisor about correctness of example group, whether it is clear and consisted with objective of this research and make an improvement for the research.

2. Test example group who has interaction with those who is use in this research, which is entrepreneur of Interfirebrick refractory Co., Ltd. for checking and correcting all questions to make the same understanding. Then, the researcher brings these suggestions to improve the research.
3. Use the revised questionnaires made by the advisor to make a Pre-test
4. Use the approved questionnaires to test with group example for checking suitability of language by tiring out ad use it result to analyze reliability by applying Alpha Cronbach coefficient. If reliability is more than 0.70, then this questionnaire is reliable.

Question		Coefficient
Part 1	Demographic factor	
Part 2	Stereotype idea affect immigrant workers	
Part 3	Internal conflict affect immigrant workers	
Part 4	Nationalism affect immigrant workers	

CHAPTER 4

DATA ANALYSIS

The purpose of this research is to study the factors that cause conflict on both Thai and immigrant workers in refractory business: case study of Interfirebrick Refractory Co., Ltd. The hypotheses are as follows;

Hypothesis 1: Stereotype idea that affects immigrant workers

Hypothesis 2: Internal conflict that affects immigrant workers

Hypothesis 3: Nationalism that affects immigrant workers

By collection of data using 30 set of questionnaires in March 2019 according to the number of workers in Interfirebrick Refractory Co., Ltd., represented 100% of the total workers in this company, which affects the data analysis based on hypotheses as follows;

Part 1 Demographic factor

Table 4.1 Demographic Information

1. Gender	Amount	Percentage
Male	16	3.53
Female	14	46.7
2. Age	Amount	Percentage
0 years	16	53.3
0 years	8	26.7
0 years	6	20
0 years	-	-
3. Nationality	Amount	Percentage
Thai	16	3.53
Burmese	14	7.46
4. Educational level	Amount	Percentage
Primary school	13	3.43
Junior High school	5	7.16
Senior High school	3	0.10
Vocational Certificate	3	0.10
High Vocational Certificate	2	7.6
Bachelor degree	4	3.13
Master degree	-	-
5. Duration of employment	Amount	Percentage
Less than 1 year	-	-

1 - 3 years	2	7.6
3 - 5 years	6	0.20
5 - 8 years	8	7.26
8 - 10 years	8	7.26
More than 10 years	6	0.20
<hr/>		
6.Job Level	Amount	Percentage
<hr/>		
Senior	3	0.10
Junior	27	0.90
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From the information of Item 1.(Gender), the majority is male 16 (53.3%) and female 14 (46.7%).

From the information of Item 2.(Age),the majority isage 20-30 years old is 16 persons (53.3%), age 31-40 years old is 8 persons(26.7%) and age 41 - 50 years old is 6 persons (20%).

From the information of Item 3. (Nationality), there is 16 Thai workers (53.3%) and 14 Burmese workers (46.7%).

From the information of Item 4. (Educational level), the majority is Primary school 13 persons (43.3%), Junior high school 5 persons (16.7%), Senior high school 3 persons (10%),Vocational Certificate 3 persons (10%),High Vocational Certificate 2 persons (6.7%) and Bachelor degree 4 persons (13.3%).

From the information of Item 5. (Duration of employment), those 1-3 years are 2 persons (6.7%), 3-5 years are 6 persons (20%), 5-8 years are 8 persons (26.7%), 8-10 years are 8 persons (26.7%) and more than 10 years are 6 persons (20%)

From the information of Item 6. (Job Level), there is 3 seniors (10%) and 27 juniors (90%)

Part 2 Stereotype idea that affect immigrant workers

Table 4.2 Stereotype idea that affect immigrant workers

	Mean	Standard deviation	Level
7. Diligent	2.77	0.626	Moderate
8. Friendly	3.07	0.740	Moderate
9. Well Manner	2.43	1.073	Low
10. Honest	2.77	0.858	Moderate
11. Reliable	2.80	0.925	Moderate
12. Disciplinary	2.37	0.964	Low
13. Capability	2.87	0.776	Moderate
14. Respectable	2.60	1.070	Moderate
15. Generous	2.67	1.028	Moderate

From the table above, the factors of Stereotype idea that affects immigrant workers, is moderate with the average at 3.07, which is the highest value at Item 8. (Friendly), but Item 9.(Well Manner) and Item 12. (Disciplinary) that has the lowest value at 2.37 and has overall mean at 2.70.

Part 3 Internal conflict that affects immigrant workers

Table 4.3 Internal conflict that affects immigrant workers

	Mean	Standard deviation	Level
16. Intense relationship during work with immigrant workers.	2.17	0.874	Low
17. Shout rudely to immigrant workers with anger or temper.	2.40	1.037	Low
18. Feel annoyed or frustrated during working with immigrant workers.	2.50	0.974	Moderate
19. Conflict of opinion during work with immigrant workers.	2.33	0.959	Low
20. When agreement is needed, it is usually cannot reach an agreement with immigrant workers.	2.33	1.061	Low
21. Often have conflict or disagreement when working with immigrant workers.	2.27	1.015	Low
22. Unable to accept or take order of work from immigrant workers.	2.67	0.922	Moderate
23. Usually have conflict of opinion in resource	2.27	1.048	Moderate

management, for example, work schedule, equipment, amount of personnel of immigrant workers.			
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From the table above, the factors of internal conflict that affects immigrant workers, is low with the average at 2.67, which is the highest value at Item 22.(Unable to accept or take order of work from immigrant workers), but Item 16.(Intense relationship during work with immigrant workers) that has the lowest value at 2.17 and has overall mean at 2.36.

Part 4 Nationalism that affects immigrant workers

Table 4.4 Nationalism that affects immigrant workers

	Mean	Standard deviation	Level
24. I like to be Thai or want to be Thai.	3.80	1.349	High
25. I like to live in Thailand or want to live in Thailand.	3.97	1.189	High
26. Thai is the best people to associate with	4.03	1.098	High
27. Thai and immigrant should not live together.	1.90	1.062	Low
28. Immigrant should not work in Thailand.	1.80	0.997	Low
29. Thai has less capability than immigrant.	1.87	1.074	Low
30. Immigrant lack of knowledge or capability.	2.13	1.074	Low
31. Thai and immigrant should not work together.	2.03	1.217	Low

From the table above, the factors of Nationalism that affects immigrant workers, is low with the average at 4.03, which is the highest value at Item 26. (Thai is the best people to associate with), but Item 28. (Immigrant should not work in Thailand) that has the lowest value at 1.80 and has overall mean at 2.69.

Hypothesis testing

Hypothesis 1: Stereotype idea that affects immigrant workers

H₀: Stereotype idea, affect conflict

H₁: Stereotype idea, not affect conflict

Gender

Table 4.2.1 Stereotype idea of gender that affects Thai workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.254	2.844		1.144	0.296
Diligent	-0.579	0.520	-0.443	-1.115	0.308
Friendly	0.460	0.683	0.352	0.674	0.525
Well Manner	-0.213	0.554	-0.421	-0.384	0.714
Honest	0.253	.326	.351	0.777	0.466
Reliable	0.010	0.301	0.020	0.034	0.974
Disciplinary	0.272	0.480	0.624	0.567	0.591
Capability	-0.872	0.361	-1.118	-2.417	0.052
Respectable	-0.212	0.173	-0.480	-1.227	0.266
Generous	0.220	0.227	0.507	0.968	0.370

a. Thai or Burmese = Thai

b. Dependent Variable: Males or Females

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Gender in Thai workers have higher value than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Gender in Thai workers does not affect conflict.

Table 4.2.2 Stereotype idea of gender that affects immigrant workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.656	0.574		2.887	0.034
Diligent	-0.284	0.489	-0.384	-0.581	0.586
Friendly	-0.324	1.001	-0.718	-0.324	0.759
Well Manner	0.435	0.473	1.103	0.920	0.400
Honest	0.151	0.399	0.348	0.378	0.721
Reliable	0.011	0.323	0.029	0.033	0.988
Disciplinary	-0.045	0.441	-0.081	-0.102	0.923
Capability	0.477	0.231	0.991	2.063	0.094
Respectable	-0.084	0.677	-0.193	-0.124	0.906
Generous	-0.298	0.496	-0.633	-0.600	0.575

a. Thai or Burmese = Burmese

b. Dependent Variable: Males or Females

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Gender in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Gender in Burmese workers does not affect conflict.

Age

Table 4.2.3 Stereotype idea of Age that affects Thai workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-2.449	2.450		-0.999	0.356
Diligent	1.106	0.448	0.427	2.471	0.048
Friendly	0.825	0.588	0.318	1.402	0.210
Well Manner	-0.888	0.477	-0.888	-1.862	0.112
Honest	0.137	0.281	0.096	0.487	0.644
Reliable	-0.493	0.260	-0.487	-1.899	0.106
Disciplinary	1.562	0.414	1.809	3.777	0.009
Capability	-0.683	0.311	-0.443	-2.198	0.070
Respectable	0.091	0.149	0.105	0.614	0.562
Generous	-0.273	0.196	-0.318	-1.394	0.213

a. Thai or Burmese = Thai

b. Dependent Variable: Age

A statistical significance level of 0.05

From the table above, it found that most of the factors of Stereotype idea that related to Age in Thai workers have level higher than 0.05, which result in negative ways, except Item 7. (Diligent) value 0.048 and Item 12. (Disciplinary) value 0.009. Therefore, Stereotype idea that related to Age in Thai workers does not affect conflict.

Table 4.2.4 Stereotype idea of Age that affects immigrant workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.259	0.269		15.816	0.000
Diligent	-2.325	0.229	-2.027	-10.133	0.000
Friendly	-1.491	0.470	-2.131	-3.172	0.025
Well Manner	1.510	0.222	2.471	6.800	0.001
Honest	0.186	0.188	0.277	0.990	0.368
Reliable	-0.687	0.304	-0.646	-2.014	0.086
Disciplinary	0.760	0.207	0.881	3.672	0.014
Capability	-0.410	0.109	-0.550	-3.777	0.013
Respectable	0.217	0.318	0.321	0.683	0.525
Generous	0.412	0.233	0.566	1.767	0.137

a. Thai or Burmese = Burmese

b. Dependent Variable: Age

A statistical significance level of 0.05

From the table above, most of the factors of Stereotype idea that related to Age in Burmese workers have level lower than 0.05, which result in positive ways, except Item 10. (Honest) value 0.368, Item 14. (Respect) value 0.525 and Item 15. (Generous) value 0.137, which result in negative ways. Therefore, Stereotype idea that related to Age in Burmese workers affects conflict.

Educational level

Table 4.2.5 Stereotype idea of Educational level that affects Thai workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-29.655	2.422		-12.244	0.000
Diligent	6.489	0.443	0.998	14.657	0.000
Friendly	1.818	0.581	0.280	3.126	0.020
Well Manner	-1.911	0.472	-0.762	-4.051	0.007
Honest	1.136	0.278	0.317	4.094	0.006
Reliable	-1.401	0.257	-0.551	-5.457	0.002
Disciplinary	2.594	0.409	1.197	6.343	0.001
Capability	1.468	0.307	0.379	4.779	0.003
Respectable	0.241	0.147	0.110	1.639	0.152
Generous	0.127	0.194	0.059	0.658	0.535

a. Thai or Burmese = Thai

b. Dependent Variable: Educational Level

A statistical significance level of 0.05

From the table above, most of the factors of Stereotype idea that related to Educational Level in Thai workers have level lower than 0.05, which result in positive ways, except Item 14. (Respect) value 0.152 and Item 15. (Generous) value 0.535, which result in negative ways. Therefore, Stereotype idea that related to Educational Level in Thai workers affects conflict.

Table 4.2.6 Stereotype idea of Educational level that affects immigrant workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.724	2.315		0.313	0.767
Diligent	0.010	1.972	0.005	0.005	0.996
Friendly	2.042	4.041	1.548	0.505	0.635
Well Manner	-0.769	1.910	-0.667	-0.403	0.704
Honest	0.241	1.612	0.191	0.150	0.887
Reliable	1.021	1.547	0.578	0.523	0.693
Disciplinary	1.049	1.780	0.645	0.589	0.581
Capability	0.972	0.933	0.692	1.041	0.345
Respectable	-1.200	2.734	-0.940	-0.439	0.679
Generous	-1.552	2.004	-1.131	-0.775	0.474

a. Thai or Burmese = Burmese

b. Dependent Variable: Education

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Educational Level in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Educational Level in Burmese workers is not affect conflict.

Duration of employment

Table 4.2.7 Stereotype idea of Duration of employment that affects Thai workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	8.001	4.868		1.644	0.151
Diligent	0.164	0.890	0.063	0.184	0.860
Friendly	-0.964	1.168	-0.369	-0.825	0.441
Well Manner	1.066	0.948	1.057	1.124	0.304
Honest	0.317	0.558	0.220	0.569	0.590
Reliable	0.397	0.516	0.389	0.770	0.470
Disciplinary	-1.312	0.822	-1.507	-1.597	0.161
Capability	-1.359	0.617	-0.874	-2.201	0.070
Respectable	-0.084	0.295	-0.096	-0.285	0.785
Generous	0.735	0.389	0.850	1.891	0.108

a. Thai or Burmese = Thai

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Duration of employment in Thai workers have level higher than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Duration of employment in Thai workers does not affect conflict.

Table 4.2.8 Stereotype idea of Duration of employment that affects immigrant workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.124	2.351		2.179	0.081
Diligent	-0.101	2.003	-0.043	-0.050	0.962
Friendly	2.271	4.104	1.580	0.553	0.604
Well Manner	0.502	1.939	0.400	0.259	0.806
Honest	0.402	1.637	0.291	0.245	0.816
Reliable	0.409	1.596	0.302	0.294	0.822
Disciplinary	-0.850	1.808	-0.480	-0.470	0.658
Capability	-1.351	0.947	-0.883	-1.426	0.213
Respectable	-0.886	2.776	-0.636	-0.319	0.763
Generous	-0.507	2.035	-0.339	-0.249	0.813

a. Thai or Burmese = Burmese

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Duration of employment in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Duration of employment in Burmese workers does not affect conflict.

Job Level

Table 4.2.9 Stereotype idea of Job Level that affects Thai workers

Coefficients^{a,b}

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.734	0.342		7.991	0.000
Diligent	-0.521	0.159	-0.643	-3.276	0.004
Friendly	-0.007	0.290	-0.010	-0.024	0.981
Well Manner	0.297	0.152	0.628	1.954	0.065
Honest	-0.129	0.158	-0.218	-0.816	0.424
Reliable	0.188	0.163	0.342	1.153	0.262
Disciplinary	-0.159	0.172	-0.301	-0.923	0.367
Capability	-0.205	0.136	-0.313	-1.512	0.146
Respectable	0.074	0.124	0.156	0.599	0.556
Generous	0.028	0.143	0.056	0.193	0.849

a. Thai or Burmese = Thai

b. Dependent Variable: Job Level

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Job Level in Thai workers have level higher than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Job Level in Thai workers does not affect conflict.

Table 4.2.10 Stereotype idea of Job Level that affects immigrant workers

Coefficients ^{a,b}					
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.177	0.402		5.412	0.003
Diligent	0.174	0.343	0.412	0.507	0.633
Friendly	0.398	0.702	1.546	0.567	0.595
Well Manner	-0.257	0.332	-1.142	-0.774	0.474
Honest	-0.083	0.280	-0.336	-0.296	0.779
Reliable	-0.103	0.323	-0.285	-0.192	0.642
Disciplinary	-0.536	0.309	-1.687	-1.732	0.144
Capability	-0.117	0.162	-0.425	-0.720	0.504
Respectable	0.204	0.475	0.818	0.430	0.685
Generous	0.077	0.348	0.286	0.221	0.834

a. Thai or Burmese = Burmese

b. Dependent Variable: Job Level

A statistical significance level of 0.05

From the table above, all of the factors of Stereotype idea that related to Job Level in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Stereotype idea that related to Job Level in Burmese workers does not affect conflict.

Hypothesis 2: Internal conflict that affects immigrant workersH₀: Internal conflict, affect conflictH₁: Internal conflict, not affect conflict**Gender**

Table 4.3.1 Internal conflict of Gender that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.119	0.488		0.243	0.815
Intense relationship during work with immigrant workers.	0.770	0.325	1.688	2.365	0.050
Shout rudely to immigrant workers with anger or temper.	-0.393	0.218	-1.027	-1.808	0.114
Feel annoyed or frustrated during working with immigrant workers.	-0.262	0.322	-0.600	-0.812	0.443
Conflict of opinion during work with immigrant workers.	0.231	0.228	0.507	1.012	0.345
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	0.093	0.198	0.236	0.467	0.654
Often have conflict or disagree when working with immigrant workers.	0.257	0.154	0.660	1.668	0.139
Unable to accept or take order of work from immigrant workers.	0.101	0.244	0.211	0.414	0.691
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	-0.298	0.185	-0.824	-1.609	0.152

a. Thai or Burmese = Thai

b. Dependent Variable: Gender

A statistical significance level of 0.05

From the table above, most of the factors of Internal conflict that related to Gender in Thai workers have level higher than 0.05, which result in negative ways, except Item 16. (Intense relationship during work with immigrant

workers) value 0.05, which result in positive ways. Therefore, Internal conflict that related to Gender in Thai workers does not affect conflict.



4.3.2 Internal conflict of Gender that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.449	0.959		1.510	0.191
Intense relationship during work with immigrant workers.	0.147	0.774	0.242	0.190	0.857
Shout rudely to immigrant workers with anger or temper.	-0.222	0.915	-0.398	-0.242	0.818
Feel annoyed or frustrated during working with immigrant workers.	0.165	0.717	0.327	0.230	0.827
Conflict of opinion during work with immigrant workers.	-0.001	0.519	-0.003	-0.003	0.998
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	0.113	0.720	0.243	0.157	0.882
Often have conflict or disagree when working with immigrant workers.	-0.521	0.543	-0.947	-0.959	0.382
Unable to accept or take order of work from immigrant workers.	-0.322	0.586	-0.644	-0.549	0.607
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	0.772	1.334	1.251	0.579	0.588

a. Thai or Burmese = Burmese

b. Dependent Variable: Gender

A statistical significance level of 0.05

From the table above, all of the factors of Internal conflict that related to Gender in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Internal conflict that related to Gender in Burmese workers does not affect conflict.

Age

4.3.3 Internal conflict of Age that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-1.214	0.656		-1.849	0.107
Intense relationship during work with immigrant workers.	0.546	0.438	0.605	1.247	0.252
Shout rudely to immigrant workers with anger or temper.	-0.737	0.293	-0.972	-2.517	0.040
Feel annoyed or frustrated during working with immigrant workers.	-0.070	0.434	-0.081	-0.161	0.877
Conflict of opinion during work with immigrant workers.	0.606	0.307	0.672	1.974	0.089
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	0.415	0.267	0.534	1.557	0.163
Often have conflict or disagree when working with immigrant workers.	0.331	0.207	0.429	1.594	0.155
Unable to accept or take order of work from immigrant workers.	0.589	0.329	0.619	1.789	0.117
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	-0.575	0.249	-0.804	-2.308	0.054

a. Thai or Burmese = Thai

b. Dependent Variable: Age

A statistical significance level of 0.05

From the table above, most of the factors of Internal conflict that related to Age in Thai workers have level higher than 0.05, which result in negative ways, except Item 17.(Shout rudely to immigrant workers with anger or temper) value 0.04, which result in positive ways. Therefore, Internal conflict that related to Age in Thai workers does not affect conflict.

Table 4.3.4 Internal conflict of Age that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.735	1.039		1.670	0.156
Intense relationship during work with immigrant workers.	0.241	0.838	0.256	0.288	0.785
Shout rudely to immigrant workers with anger or temper.	-0.462	0.991	-0.536	-0.466	0.661
Feel annoyed or frustrated during working with immigrant workers.	-0.274	0.776	-0.351	-0.353	0.738
Conflict of opinion during work with immigrant workers.	-0.164	0.562	-0.212	-0.291	0.783
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	-0.109	0.780	-0.152	-0.140	0.894
Often have conflict or disagree when working with immigrant workers.	-0.278	0.589	-0.326	-0.472	0.657
Unable to accept or take order of work from immigrant workers.	0.254	0.635	0.327	0.400	0.706
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	0.839	1.445	0.877	0.581	0.587

a. Thai or Burmese = Burmese

b. Dependent Variable: Age

A statistical significance level of 0.05

From the table above, all of the factors of Internal conflict that related to Age in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Internal conflict that related to Age in Burmese workers does not affect conflict.

Educational Level

Table 4.3.5 Internal conflict of Educational Level that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-3.859	1.179		-3.274	0.014
Intense relationship during work with immigrant workers.	-0.622	0.786	-0.275	-0.791	0.455
Shout rudely to immigrant workers with anger or temper.	0.237	0.526	0.125	0.451	0.666
Feel annoyed or frustrated during working with immigrant workers.	-0.358	0.778	-0.165	-0.460	0.659
Conflict of opinion during work with immigrant workers.	1.057	0.552	0.467	1.917	0.097
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	1.408	0.479	0.722	2.939	0.022
Often have conflict or disagree when working with immigrant workers.	0.441	0.372	0.228	1.185	0.275
Unable to accept or take order of work from immigrant workers.	1.645	0.591	0.690	2.785	0.027
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	-1.474	0.448	-0.821	-3.293	0.013

a. Thai or Burmese = Thai

b. Dependent Variable: Educational Level

A statistical significance level of 0.05

From the table above, most of the factors of Internal conflict that related to Educational Level in Thai workers have level higher than 0.05, which result in negative ways, except Item 20.(When agreement needs, it is usually cannot reach an agreement with immigrant workers) value 0.022, Item 22.(Unable to accept or take order of work from immigrant workers) value 0.027 and Item 23.(Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers) value 0.013, which result in positive ways. Therefore, Internal conflict that related to Age in Thai workers does not affect conflict.

Table 4.3.6 Internal conflict of Educational Level that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-1.644	0.843		-1.952	0.108
Intense relationship during work with immigrant workers.	0.998	0.680	0.561	1.467	0.202
Shout rudely to immigrant workers with anger or temper.	0.125	0.804	0.077	0.156	0.882
Feel annoyed or frustrated during working with immigrant workers.	0.281	0.629	0.191	0.446	0.674
Conflict of opinion during work with immigrant workers.	0.027	0.456	0.018	0.058	0.956
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	-0.299	0.633	-0.221	-0.473	0.656
Often have conflict or disagree when working with immigrant workers.	-0.078	0.477	-0.048	-0.163	0.877
Unable to accept or take order of work from immigrant workers.	-0.203	0.515	-0.139	-0.395	0.709
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	1.028	1.171	0.570	0.878	0.420

a. Thai or Burmese = Burmese

b. Dependent Variable: Educational Level

A statistical significance level of 0.05

From the table above, all of the factors of Internal conflict that related to Educational Level in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Internal conflict that related to Educational Level in Burmese workers does not affect conflict.

Duration of employment

4.3.7 Internal conflict of Duration of employment that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.936	0.727		6.791	0.000
Intense relationship during work with immigrant workers.	0.372	0.485	0.409	0.767	0.468
Shout rudely to immigrant workers with anger or temper.	-0.341	0.324	-0.447	-1.053	0.327
Feel annoyed or frustrated during working with immigrant workers.	-0.163	0.480	-0.187	-0.339	0.744
Conflict of opinion during work with immigrant workers.	0.074	0.340	0.082	0.218	0.834
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	0.503	0.295	0.642	1.703	0.132
Often have conflict or disagree when working with immigrant workers.	0.094	0.230	0.121	0.410	0.694
Unable to accept or take order of work from immigrant workers.	0.170	0.364	0.177	0.467	0.655
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	-0.992	0.276	-1.375	-3.595	0.009

a. Thai or Burmese = Thai

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, most of the factors of Internal conflict that related to Duration of employment in Thai workers have level higher than 0.05, which result in negative ways, except Item 23.(Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.) value 0.009, which result in positive ways. Therefore, Internal conflict that related to Duration of employment in Thai workers does not affect conflict.

Table 4.3.8 Internal conflict of Duration of employment that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.955	0.899		5.509	0.003
Intense relationship during work with immigrant workers.	-3.045	0.726	-1.572	-4.195	0.009
Shout rudely to immigrant workers with anger or temper.	-1.299	0.858	-0.733	-1.514	0.190
Feel annoyed or frustrated during working with immigrant workers.	1.502	0.672	0.935	2.235	0.076
Conflict of opinion during work with immigrant workers.	0.144	0.487	0.091	0.296	0.779
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	1.167	0.675	0.788	1.727	0.145
Often have conflict or disagree when working with immigrant workers.	-1.843	0.509	-1.052	-3.618	0.015
Unable to accept or take order of work from immigrant workers.	-1.105	0.549	-0.695	-2.012	0.100
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	3.725	1.250	1.897	2.979	0.031

a. Thai or Burmese = Thai

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, all of the factors of Internal conflict that related to Duration of employment in Burmese workers have level higher than 0.05, which result in negative ways, except Item 16. (Intense relationship during work with immigrant workers.) value 0.009, Item 21. (Often have conflict or disagree when working with immigrant workers.) value 0.015 and Item 23. (Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.) value 0.031, which result in negative ways. Therefore, Internal conflict that related to Duration of employment in Burmese workers does not affect conflict.

Job Level

Table 4.3.9 Internal conflict of Job level that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.210	0.185		11.960	0.000
Intense relationship during work with immigrant workers.	-0.012	0.123	-0.035	-0.099	0.924
Shout rudely to immigrant workers with anger or temper.	0.143	0.082	0.489	1.737	0.126
Feel annoyed or frustrated during working with immigrant workers.	-0.003	0.122	-0.008	-0.022	0.983
Conflict of opinion during work with immigrant workers.	-0.092	0.086	-0.264	-1.061	0.324
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	-0.285	0.075	-0.950	-3.793	0.007
Often have conflict or disagree when working with immigrant workers.	0.052	0.058	0.174	0.886	0.405
Unable to accept or take order of work from immigrant workers.	-0.214	0.093	-0.583	-2.310	0.054
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	0.350	0.070	1.268	4.992	0.002

a. Thai or Burmese = Thai

b. Dependent Variable: Job Level

A statistical significance level of 0.05

From the table above, most of the factors of Internal conflict that related to Job Level in Thai workers have level higher than 0.05, which result in negative ways, except Item 20.(When agreement needs, it is usually cannot reach an agreement with immigrant workers.) value 0.007 and Item 23.(Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.) value 0.002, which result in positive ways. Therefore, Internal conflict that related to Job Level in Thai workers does not affect conflict.

4.3.10 Internal conflict of Job level that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.976	0.265		11.230	0.000
Intense relationship during work with immigrant workers.	-0.234	0.214	-0.674	-1.093	0.324
Shout rudely to immigrant workers with anger or temper.	0.308	0.253	0.971	1.219	0.277
Feel annoyed or frustrated during working with immigrant workers.	-0.347	0.198	-1.204	-1.750	0.140
Conflict of opinion during work with immigrant workers.	0.417	0.143	1.468	2.909	0.033
When agreement needs, it is usually cannot reach an agreement with immigrant workers.	-0.215	0.199	-0.810	-1.078	0.330
Often have conflict or disagree when working with immigrant workers.	.289	.150	0.921	1.925	0.112
Unable to accept or take order of work from immigrant workers.	0.134	0.162	0.471	0.830	0.445
Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.	-0.812	0.368	-2.307	-2.203	0.079

a. Thai or Burmese = Burmese

b. Dependent Variable: Job Level

A statistical significance level of 0.05

From the table above, all of the factors of Internal conflict that related to Job Level in Burmese workers have level higher than 0.05, which result in negative ways, except Item 19. (Conflict of opinion during work with immigrant workers.) value 0.033, which result in positive ways. Therefore, Internal conflict that related to Job Level in Burmese workers does not affect conflict.

Hypothesis 3: Nationalism that affects immigrant workersH₀: Nationalism, affect conflictH₁: Nationalism, not affect conflict**Gender**

Table 4.4.1: Nationalism of Gender that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.314	0.677		3.419	0.003
I like to be Thai or want to be Thai.	0.177	0.273	0.470	0.648	0.801
I like to live in Thailand or want to live in Thailand.	-0.354	0.245	-0.829	-1.445	0.194
Thai is the best people to associate with	-0.013	0.195	-0.027	-0.064	0.417
Thai and immigrant should not live together.	-0.335	0.324	-0.702	-1.036	0.417
Immigrant should not work in Thailand.	-0.631	0.321	-1.240	-1.968	0.637
Thai has less capability than immigrant.	0.106	0.347	0.224	0.304	0.261
Immigrant lack of knowledge or capability.	0.038	0.160	0.081	0.241	0.380
Thai and immigrant should not work together.	0.703	0.547	1.687	1.285	0.417

a. Thai or Burmese = Thai

b. Dependent Variable: Gender

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Gender in Thai workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Gender in Thai workers does not affect conflict.

Table 4.4.2: Nationalism of Gender that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.776	1.318		2.106	0.089
I like to be Thai or want to be Thai.	0.412	0.596	0.886	0.691	0.520
I like to live in Thailand or want to live in Thailand.	-0.392	0.531	-0.803	-0.738	0.494
Thai is the best people to associate with	-0.111	0.325	-0.196	-0.341	0.747
Thai and immigrant should not live together.	-0.483	0.563	-0.782	-0.857	0.431
Immigrant should not work in Thailand.	-0.910	0.593	-1.634	-1.534	0.186
Thai has less capability than immigrant.	0.108	0.487	0.216	0.221	0.834
Immigrant lack of knowledge or capability.	0.046	0.618	0.091	0.074	0.944
Thai and immigrant should not work together.	0.838	1.036	1.743	0.809	0.455

a. Thai or Burmese = Burmese

b. Dependent Variable: Gender

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Gender in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Gender in Burmese workers does not affect conflict.

Age

4.4.3: Nationalism of Age that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	0.916	1.152		0.795	0.435
I like to be Thai or want to be Thai.	0.851	0.464	1.432	1.833	0.949
I like to live in Thailand or want to live in Thailand.	-0.686	0.417	-1.016	-1.644	0.269
Thai is the best people to associate with	-0.012	0.332	-0.016	-0.035	0.540
Thai and immigrant should not live together.	-0.056	0.551	-0.074	-0.101	0.540
Immigrant should not work in Thailand.	-1.053	0.546	-1.307	-1.929	0.781
Thai has less capability than immigrant.	-0.795	0.591	-1.064	-1.344	0.354
Immigrant lack of knowledge or capability.	0.081	0.272	0.108	0.297	0.468
Thai and immigrant should not work together.	1.768	0.931	2.682	1.899	0.540

a. Thai or Burmese = Thai

b. Dependent Variable: Age

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Age in Thai workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Age in Thai workers does not affect conflict.

4.4.4: Nationalism of Age that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-0.540	1.237		-0.436	0.681
I like to be Thai or want to be Thai.	0.496	0.559	0.689	0.887	0.416
I like to live in Thailand or want to live in Thailand.	-0.102	0.498	-0.134	-0.204	0.847
Thai is the best people to associate with	0.317	0.305	0.361	1.037	0.347
Thai and immigrant should not live together.	0.342	0.529	0.358	0.647	0.546
Immigrant should not work in Thailand.	-0.781	0.557	-0.905	-1.403	0.220
Thai has less capability than immigrant.	-0.671	0.457	-0.869	-1.469	0.202
Immigrant lack of knowledge or capability.	0.570	0.580	0.738	0.982	0.371
Thai and immigrant should not work together.	0.543	0.973	0.729	0.558	0.601

a. Thai or Burmese = Burmese

b. Dependent Variable: Age

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Age in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Age in Burmese workers does not affect conflict.

Educational Level

4.4.5: Nationalism of Educational Level that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	3.429	2.641		1.299	0.208
I like to be Thai or want to be Thai.	1.492	1.065	1.088	1.401	0.889
I like to live in Thailand or want to live in Thailand.	-1.242	0.956	-0.798	-1.299	0.236
Thai is the best people to associate with	-0.608	0.761	-0.361	-0.800	0.488
Thai and immigrant should not live together.	-0.567	1.263	-0.325	-0.449	0.488
Immigrant should not work in Thailand.	-0.726	1.251	-0.391	-0.580	0.722
Thai has less capability than immigrant.	0.684	1.356	0.397	0.504	0.314
Immigrant lack of knowledge or capability.	0.409	0.623	0.237	0.656	0.295
Thai and immigrant should not work together.	0.550	2.135	0.362	0.258	0.488

a. Thai or Burmese = Thai

b. Dependent Variable: Educational Level

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Educational Level in Thai workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Educational Level in Thai workers does not affect conflict.

Table 4.4.6: Nationalism of Educational Level that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.195	1.979		2.625	0.047
I like to be Thai or want to be Thai.	2.337	0.894	1.721	2.613	0.047
I like to live in Thailand or want to live in Thailand.	-2.106	0.797	-1.478	-2.642	0.046
Thai is the best people to associate with	-1.129	0.488	-0.684	-2.312	0.069
Thai and immigrant should not live together.	-1.117	0.846	-0.620	-1.320	0.244
Immigrant should not work in Thailand.	0.446	0.890	0.274	0.501	0.637
Thai has less capability than immigrant.	-0.057	0.731	-0.039	-0.079	0.940
Immigrant lack of knowledge or capability.	-2.549	0.928	-1.752	-2.746	0.040
Thai and immigrant should not work together.	3.394	1.555	2.418	2.182	0.081

a. Thai or Burmese = Burmese

b. Dependent Variable: Educational Level

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Educational Level in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Educational Level in Burmese workers does not affect conflict.

Duration of employment

Table 4.4.7: Nationalism of Duration of employment that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	4.691	1.762		2.662	0.015
I like to be Thai or want to be Thai.	-0.121	0.710	-0.135	-0.170	0.728
I like to live in Thailand or want to live in Thailand.	-0.263	0.638	-0.257	-0.412	0.875
Thai is the best people to associate with	0.484	0.508	0.438	0.953	0.920
Thai and immigrant should not live together.	-0.108	0.843	-0.095	-0.129	0.920
Immigrant should not work in Thailand.	-1.059	0.835	-0.870	-1.268	0.798
Thai has less capability than immigrant.	-1.206	0.905	-1.068	-1.333	0.031
Immigrant lack of knowledge or capability.	0.231	0.416	0.204	0.556	0.865
Thai and immigrant should not work together.	1.506	1.425	1.512	1.057	0.920

a. Thai or Burmese = Thai

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, most of the factors of Nationalism that related to Duration of employment in Thai workers have level higher than 0.05, which result in negative ways, except Item 29. (Thai has less capability than immigrant.) value 0.031, which result in positive ways. Therefore, Nationalism that related to Duration of employment in Thai workers does not affect conflict.

Table 4.4.8: Nationalism of Duration of employment that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	5.231	3.540		1.477	0.200
I like to be Thai or want to be Thai.	-1.782	1.600	-1.205	-1.114	0.316
I like to live in Thailand or want to live in Thailand.	1.580	1.426	1.017	1.108	0.318
Thai is the best people to associate with	0.568	0.873	0.316	0.651	0.544
Thai and immigrant should not live together.	-1.122	1.513	-0.571	-0.742	0.492
Immigrant should not work in Thailand.	-0.635	1.592	-0.359	-0.399	0.706
Thai has less capability than immigrant.	-0.190	1.307	-0.120	-0.145	0.890
Immigrant lack of knowledge or capability.	1.643	1.661	1.036	0.989	0.368
Thai and immigrant should not work together.	-0.812	2.783	-0.531	-0.292	0.782

a. Thai or Burmese = Burmese

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Duration of employment in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Duration of employment in Burmese workers does not affect conflict.

Job Level

Table 4.4.9: Nationalism of Job Level that affects Thai workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.293	0.454		5.055	0.000
I like to be Thai or want to be Thai.	-0.016	0.183	-0.070	-0.087	0.619
I like to live in Thailand or want to live in Thailand.	0.047	0.164	0.183	0.286	0.778
Thai is the best people to associate with	-0.087	0.131	-0.313	-0.665	0.513
Thai and immigrant should not live together.	0.201	0.217	0.698	0.925	0.365
Immigrant should not work in Thailand.	-0.147	0.215	-0.482	-0.686	0.500
Thai has less capability than immigrant.	-0.177	0.233	-0.623	-0.760	0.456
Immigrant lack of knowledge or capability.	-0.100	0.107	-0.353	-0.939	0.359
Thai and immigrant should not work together.	0.128	0.367	0.512	0.350	0.730

a. Thai or Burmese = Thai

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Job Level in Thai workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Duration of employment in Thai workers does not affect conflict.

Table 4.4.10: Nationalism of Job Level that affects immigrant workers

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.750	0.443		6.210	0.002
I like to be Thai or want to be Thai.	-0.258	0.200	-0.975	-1.291	0.253
I like to live in Thailand or want to live in Thailand.	0.311	0.178	1.118	1.744	0.142
Thai is the best people to associate with	-0.144	0.109	-0.446	-1.317	0.245
Thai and immigrant should not live together.	-0.102	0.189	-0.291	-0.541	0.612
Immigrant should not work in Thailand.	-0.198	0.199	-0.623	-0.993	0.366
Thai has less capability than immigrant.	0.022	0.163	0.078	0.135	0.898
Immigrant lack of knowledge or capability.	0.158	0.208	0.556	0.761	0.481
Thai and immigrant should not work together.	-0.129	0.348	-0.469	-0.370	0.727

a. Thai or Burmese = Burmese

b. Dependent Variable: Duration of employment

A statistical significance level of 0.05

From the table above, all of the factors of Nationalism that related to Job Level in Burmese workers have level higher than 0.05, which result in negative ways. Therefore, Nationalism that related to Duration of employment in Burmese workers does not affect conflict.

CHAPTER 5

CONCLUSION, DISCUSSION AND RECOMMENDATION

The study the factors that cause conflict to both Thai and immigrant workers in Interfirebrick Refractory Co., Ltd. can be conclude as follow

5.1 Conclusion

Part 1; Demographic data analysis

From researching on questionnaires, there are 30 of research participants. The majorities is Male (53.3%) and are Thai (53.3%). They have Educational Level at Primary school (43.3%) and have been working for 8-10 years (26.7%) and are Junior Level (90%)

Part 2; Data analysis of Stereotype idea that affect immigrant workers

From researching on questionnaires, the majorities has moderate level of opinion, mean at 2.70 and has the highest average of friendliness, mean at 3.07. Meanwhile, the lowest average is self-discipline, mean at 2.37

Part 3; Data analysis of Internal conflict that affect immigrant workers

From researching on questionnaires, the majorities has low level of opinion, mean at 2.36 and has the highest average of not being able to take work order or command from immigrants, mean at 2.67. Meanwhile the lowest average is Intense relationship during work with immigrant workers, mean at 2.17.

Part 4; Data analysis of Nationalism that affect immigrant workers

From researching on questionnaires, the majorities has low level of opinion, mean at 2.69 and has the highest average of Thai is the best people to associate with, mean at 4.03. Meanwhile, the lowest average is Immigrant should not work in Thailand, mean at 1.80.

5.2 Data analysis to test of hypothesis

1. Hypothesis 1

Stereotype idea affects conflict of immigrant. By making comparison with demographic factor and stereotype idea, found that information received from questionnaires that separate information between Thai and Burmese has no effect to conflict. However, there is some issue that has positive result; Item of Age of Burmese and Educational Level of Thai, which positively affect to conflict.

For overall Stereotype idea, both opinion of Thai and Burmese does not affect conflict, except Age and Educational Level.

2. Hypothesis 2

Internal conflict affects conflict of immigrant. By making comparison with demographic factor and Internal conflict, found that information received from questionnaires that separate information between Thai and Burmese has no effect to conflict. However, there is some issue that has positive result; Item of Duration of employment and Job Level, which positively affect to conflict.

For overall Internal conflict, both opinion of Thai and Burmese does not affect conflict.

3. Hypothesis 3

Nationalism affects conflict of immigrant. By making comparison with demographic factor and Nationalism, found that information received from questionnaires that separate information between Thai and Burmese has no effect to conflict. However, there is some issue that has positive result; Item of Duration of employment and Educational Level, which positively affect to conflict.

For overall Nationalism, both opinion of Thai and Burmese does not affect conflict.

5.3 Discussion of research's result

1. From data analysis of Stereotype idea, Internal conflict and Nationalism, found that Stereotype idea has moderate level of average, but Internal conflict and Nationalism has low level of average. The 3 highest average Items are 1) Thai is the best people to associate with, 2) I like to live in Thailand or want to live in Thailand and 3) I like to be Thai or want to be Thai. The 3 lowest average Items are 1) Immigrant should not work in Thailand, 2) Thai has less capability than immigrant and 3) Thai and immigrant should not live together. Result of analysis can be explained as follow;

Conflict can occur by many factors. Workers who have high level of Nationalism feel that they are better, smart and look down over others nationality. We can clearly see this attitude in Thai workers who think that Thai are the best people to associate with, Thailand is the best country and they are proud to be Thai. At the same time, immigrant workers also feel pleased to live in Thailand, would like to associate with Thai people and want to be Thai. By this same attitude of Thais and immigrants, this will not cause conflict. Also Nationalism that is low average item implies that Thai and immigrants do not have conflict with each other, as they have the same direction towards opinion. As a result, it can be construed that Thai workers are delighted to have immigrants working in Thailand with no prejudice that we are better than others nationality.

2. From hypothesis that Stereotype idea affects immigrant, found that the majority of Stereotype idea does not affect conflict. However, there are some items that do affect; Age Stereotype idea of Burmese and Educational Level of Thai. These may happen because of the fact that Burmese consider age and seniority as important

matters. Thus, there would be problem when they have Thai senior who is younger than them but has higher Educational Level. Nonetheless, the overall picture of Stereotype idea does not affect conflict.

3. From hypothesis that Internal conflict affects immigrant, found that every items of Internal conflict does not affect conflict. However, there are some items that do affect; Duration of employment and Job Level. For issue of Duration of employment, Thai workers would have conflict when disagreement and being unable to take work order or command with immigrant workers appearing during resource management; work schedule, work equipment and amount of immigrants. This is the same direction of opinion with Hypothesis 1 which considers Educational Level as crucial issue and brings about idea that Burmese workers have lower Educational Level, compared to themselves. Such of disagreement upon work and taking work order could eventually result in problem. However; for Burmese, there would feel stress when working with other nationality, especially about disagreement of resource management; work schedule, work equipment and amount of immigrants. This is the same direction of opinion with Hypothesis 1 which considers Seniority as crucial issue. Nonetheless, the overall picture of Internal conflict does not affect conflict.

4. From hypothesis that Nationalism affects immigrant, found that every items of Nationalism does not affect conflict. However, there are some items that do affect; Educational Level and Duration of employment. In Burmese workers' opinion, there are conflict of 'I like to be Thai or want to be Thai', 'I like to live in Thailand or want to live in Thailand' and 'Immigrant lack of knowledge or capability'. This is the same direction of opinion with Hypothesis 1 and 2, which make Burmese workers feel that they were underestimated by Thai workers. In Thai workers' opinion, there will be conflict of 'Thai has less capability than immigrant'. This is the same direction of opinion with Hypothesis 1 and 2, which make Thai workers consider themselves to have higher Educational Level than Burmese workers. Nonetheless, the overall picture of Nationalism does not affect conflict.

From reasons mentioned above, they are accordance with research of Niramom Kladsombun who studies effect of Stereotype idea which found out that Nationalism is not statistically significant Modulator variable of relationship between Stereotype idea and 3 types of Internal conflict within the group. Moreover, its show that her result of study does not conform to study of Ayub and Jehn (2006) who see that Nationalism is another factors resulted in increase of the ability to forecast influence between negative point of view toward other nation and Relationship conflict. So, it is possible that; even research found that 1) Thai people has high level of nationalism, 2) Attitude of Thai workers highly tend to National Preference and 3) Attitude of research participant mostly tend to be low Nationalistic Derogation or have low negative attitude of working with immigrant could create high level of nationalism for Thai workers. However, this factor does not affect conflict in working with others. In addition, it includes making international policy to enhance ability of economic

competition in AEC that make members countries aware to make their people realize about advantage of international agreement. This makes people of AEC countries acknowledge, understand and accept the immigrant who came from other countries better than before. Consequently, even though Thai workers would have high level nationalism, they can determine and be able to work with Cambodian workers without internal conflict of the same group at work.

5.4 Recommendation of research

From the research, found that the factors of Stereotype idea, Internal conflict and Nationalism are not the factors that cause overall conflict. This is due to the fact that of AEC is already established to enhance ability of economic competition. These makes Asian countries have better understanding and admit flow of immigrant from neighbor countries. As well, Thai workers have only little interest to those types of occupation. So these are motivation to for entrepreneur to accept immigrant workers. From those reasons mentioned earlier, Thai workers of those field have become more understanding about that condition and accept immigrant workers to work together. However, as they are difference in nationality, culture and tradition, this could create understanding and conflict to individual(s).

5.5 Recommendation for further research

This research study; the factors that cause conflict to Thai and immigrant workers in refractory industrial; case study of Interfirebrick Refractory Co., Ltd. which the further study should be on;

5.1 Study on others industry or compare each industry, as this research only made on manufacturing industry of Interfirebrick Refractory Co., Ltd. Thus, if study has been made to other business, we may have more interesting conclusion and difference.

5.2 From data analysis, the majority of conflict will happen individually. Therefore, we may study on individual factors, as to fine solution of conflict in overall aspect.

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Questionnaires

Research article “The factors that cause conflict to Thai and immigrant workers in refractory industrial; case study of Interfirebrick Refractory Co., Ltd”

Explanation

The objective of this research is to study the factors that cause conflict on both Thai and immigrant workers, therefore

1. This questionnaires is about asking of opinion, please answer every questions truthfully. The information that you provided will not affect you in anyway.

2. The collected information will be used in this research only; questionnaires will be divided into 4 parts as follow,;

Part 1 Demographic factor

Part 2 Stereotype idea that affects immigrant workers

Part 3 Internal conflict that affects immigrant workers

Part 4 Nationalism that affects immigrant workers

The Researcher would like to thank you all of you for taking time to answer this questionnaire. Your answers are such great usefulness to this research.

Part 1 Demographic factor

Please fill the mark ✓ into () that is actually correct or fill text into the blanks which is actually correct to your opinion.

1. Gender

() Male

() Female

2. Age

() 20– 30 years old

() 31 – 40 years old

() 41 – 50 years old

() 51 – 60 years old

3. Nationality

()

Thai ()

Burmese

4. Educational Level

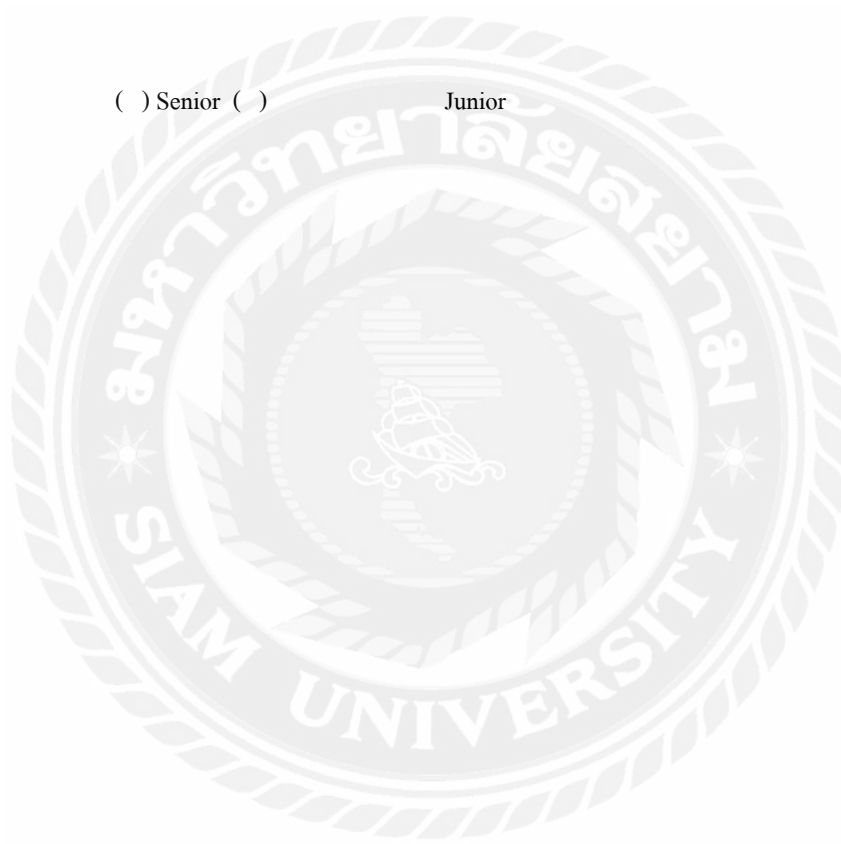
Primary school Junior High school Senior High school Vocational Certificate
 High Vocational Certificate Bachelor degree Master degree

5. Duration of employment

Less than 1 year 1 - 3 years 3 - 5 years
 5 - 8 years 8 - 10 years More than 10 years

6. Job Level

Senior Junior



Part 2 Stereotype idea that affects immigrant workers

Explanation: Please consider the following text and mark (✓) into the blanks which is actually correct to your opinion the most; by

1 = lowest 2 = low 3 = moderate 4 = high 5 = highest

	ระดับความคิดเห็น				
	1	2	3	4	5
Stereotype idea that affects immigrant workers					
7. Diligent					
8. Friendly					
9. Well Manner					
10. Honest					
11. Reliable					
12. Disciplinary					
13. Capability					
14. Respectable					
15. Generous					

Part 3 Internal conflict that affects immigrant workers

Explanation: Please consider the following text and mark (✓) into the blanks which is actually correct to your opinion the most; by

1 = Never 2 = Rarely 3 = Occasionally 4 = Frequently 5 = Very Frequently

ข้อความ	ระดับความคิดเห็น				
	1	2	3	4	5
Internal conflict that affects immigrant workers					
16. Intense relationship during work with immigrant workers.					
17. Shout rudely to immigrant workers with anger or temper.					
18. Feel annoyed or frustrated during working with immigrant workers.					
19. Conflict of opinion during work with immigrant workers.					
20. When agreement is needed, it is usually cannot reach an agreement with immigrant workers.					
21. Often have conflict or disagreement when working with immigrant workers.					
22. Unable to accept or take order of work from immigrant workers.					
23. Usually have conflict of opinion in resource management, for example, work schedule, equipment, amount of personnel of immigrant workers.					

Part 4 Nationalism that affects immigrant workers

Explanation: Please consider the following text and mark (✓) into the blanks which is actually correct to your opinion the most; by

1 = Strongly Disagree 2 = Disagree 3 = Undecided 4 = Agree 5 = Strongly Agree

ข้อความ	ระดับความคิดเห็น				
	1	2	3	4	5
Nationalism that affects immigrant workers					
24. I like to be Thai or want to be Thai.					
25. I like to live in Thailand or want to live in Thailand.					
26. Thai is the best people to associate with					
27. Thai and immigrant should not live together.					
28. Immigrant should not work in Thailand.					
29. Thai has less capability than immigrant.					
30. Immigrant lack of knowledge or capability.					
31. Thai and immigrant should not work together.					

แบบสอบถาม

งานวิจัยเรื่อง “ปัจจัยที่ก่อให้เกิดความขัดแย้งต่อแรงงานไทยและแรงงานต่างด้าว ในธุรกิจอิฐทนไฟ กรณีศึกษา บริษัท อินเทอร์เน็ตบริครีเฟคตอรี จำกัด”

คำชี้แจง

วัตถุประสงค์ของการวิจัยครั้งนี้เพื่อเป็นการศึกษา ถึงปัจจัยที่ก่อให้เกิดความขัดแย้งต่อแรงงานไทยและแรงงานต่างด้าว ดังนั้น

1. แบบสอบถามฉบับนี้เป็นแบบสอบถามเกี่ยวกับความคิดเห็น กรุณาตอบคำถามทุกข้อด้วยความคิดเห็นที่แท้จริง ซึ่งการให้ข้อมูลครั้งนี้จะไม่มีผลกระทบต่อตัวท่านแต่ประการใด

2. ข้อมูลที่ได้เก็บรวบรวมไว้นำไปใช้ในการวิจัยเท่านั้น แบบสอบถามแบ่งออกเป็น 4 ส่วน ดังนี้
ส่วนที่ 1 ปัจจัยทางด้านประชากรศาสตร์

ส่วนที่ 2 ความคิดด้านการคิดแบบเหมารวมมีผลต่อคนต่างชนชาติ

ส่วนที่ 3 ความขัดแย้งภายในมีผลต่อคนต่างชนชาติ

ส่วนที่ 4 ความคิดชาตินิยมมีผลต่อคนต่างชนชาติ

การตอบแบบสอบถามในการวิจัยครั้งนี้ผู้วิจัยขอขอบคุณทุกท่านที่ได้สละเวลาเพื่อตอบแบบสอบถามที่เป็นประโยชน์อย่างยิ่งในการวิจัยครั้งนี้

ส่วนที่ 1 ปัจจัยทางด้านประชากรศาสตร์

โปรดเติมเครื่องหมาย ✓ ลงใน () หน้าข้อความที่ตรงกับความเป็นจริง หรือเติมข้อความลงในช่องว่างตรงกับตามความเป็นจริงของท่าน

1. เพศ

() ชาย () หญิง

2. อายุ

() 20– 30 ปี () 31 – 40ปี

() 41 – 50ปี () 51 – 60 ปี

3. สัญชาติ

() ไทย () พม่า

4. ระดับการศึกษา

ประถมศึกษา มัธยมศึกษาตอนต้น มัธยมศึกษาตอนปลาย ปวช.

ปวส. ปริญญาตรี ปริญญาโท

5.อายุการทำงาน

น้อยกว่า1 ปี 1 - 3 ปี 3 - 5 ปี

5 - 8 ปี 8 - 10 ปี 10 ปีขึ้นไป

6. ระดับตำแหน่งงาน

หัวหน้างาน พนักงานปฏิบัติ



ส่วนที่ 2 ความคิดด้านการคิดแบบเหมารวมมีผลต่อคนต่างชนชาติ

คำชี้แจง โปรดพิจารณาข้อความต่อไปนี้แล้วทำเครื่องหมาย (✓) ลงในช่องที่ตรงกับระดับความคิดเห็นของท่านมากที่สุดโดย

1 = น้อยที่สุด 2 = ค่อนข้างน้อย 3 = ปานกลาง 4 = ค่อนข้างมาก 5 = มากที่สุด

ข้อความ	ระดับความคิดเห็น				
	1	2	3	4	5
ความคิดด้านการคิดแบบเหมารวมมีผลต่อคนต่างชนชาติ					
7. ความขยัน					
8.ความเป็นมิตร					
9.ความมีมารยาดี					
10.ความซื่อสัตย์					
11.ความน่าเชื่อถือ					
12. ความมีวินัยในตนเอง					
13. ความสามารถในด้านต่างๆ					
14. ความน่าเคารพ					
15. ความเอื้อเฟื้อแบ่งปัน					

ส่วนที่ 3 ความขัดแย้งภายในมีผลต่อคนต่างชนชาติ

คำชี้แจง โปรดพิจารณาข้อความต่อไปนี้ แลทำเครื่องหมาย (✓) ลงในช่องที่ตรงกับระดับความคิดเห็นของท่านมากที่สุด

โดย 1 = ไม่เคยเลย 2 = เกือบจะไม่เคย 3 = บางครั้ง 4 = เกือบทุกครั้ง 5 = ทุกครั้ง

ข้อความ	ระดับความคิดเห็น				
	1	2	3	4	5
ความขัดแย้งภายในมีผลต่อคนต่างชนชาติ					
16. ความสัมพันธ์ที่ตึงเครียดระหว่างการทำร่วมกับคนต่างชนชาติ					
17. มีการโกรธหรือโมโห โดยใช้การตะคอกด้วยถ้อยคำที่หยาบคายกับคนต่างชนชาติ					
18. มีความรู้ร่ำคาญ , หงุดหงิด เวลาทำงานร่วมกับคนต่างชนชาติ					
19. มีวิธีความคิดในการทำงานที่ขัดแย้งกัน เวลาทำงานร่วมกับคนต่างชนชาติ					
20. เวลาที่ต้องหาข้อตกลงร่วมกัน มักจะไม่สามารถหาข้อตกลงร่วมกันได้ กับคนต่างชนชาติ					
21. มักมีปัญหาความขัดแย้ง , ความไม่ลงรอยกัน เวลาทำงานร่วมกับคนต่างชนชาติ					
22. ไม่สามารถรับงานหรือรับคำสั่งในเรื่องของงาน จากคนต่างชนชาติได้					
23. มักมีความเห็นที่ขัดแย้งกัน ในด้านการจัดการทรัพยากร เช่น ตารางเวลางาน อุปกรณ์ จำนวนบุคลากร ของคนต่างชนชาติ					

ส่วนที่ 4 ความคิดชาตินิยมมีผลต่อคนต่างชนชาติ

คำชี้แจง โปรดพิจารณาข้อความต่อไปนี้ แลทำเครื่องหมาย (✓) ลงในช่องที่ตรงกับระดับความคิดเห็นของท่านมากที่สุด โดย 1 = เห็นด้วยน้อยที่สุด 2 = เห็นด้วยน้อย 3 = เห็นด้วยปานกลาง 4 = ค่อนข้างเห็นด้วย 5 = เห็นด้วยมากที่สุด

ข้อความ	ระดับความคิดเห็น				
	1	2	3	4	5
ความคิดชาตินิยมมีผลต่อคนต่างชนชาติ					
24.ฉันชอบและเลือกที่จะเป็นคนไทยหรืออยากเป็นคนไทย					
25. ฉันชอบที่จะอยู่ประเทศไทยหรืออยากอยู่ประเทศไทย					
26.คนไทยเป็นชนชาติที่ดีที่สุดในการคบหาสนิทสนม					
27.คนไทยกับคนชนชาติอื่น ไม่ควรอยู่ร่วมกัน					
28.คนชนชาติอื่นไม่ควรทำงานในประเทศไทย					
29.คนไทยมีความสามารถน้อยกว่าชนชาติอื่น					
30.คนชนชาติอื่นขาดความรู้ ความสามารถ					
31.คนไทยกับคนชนชาติอื่น ไม่ควรทำงานร่วมกัน					

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A large, faint watermark of the Siam University seal is centered in the background of the educational background section. The seal is circular with a double border. The outer border contains the text 'SIAM UNIVERSITY' at the bottom and Thai script at the top. The inner border contains Thai script. In the center of the seal is a crest featuring a crown, a book, and a torch, surrounded by a wreath.