

Factors and Indicators Analysis of Fundamental Characteristics Among Migrant Workers in the Thai Industry

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ABSTRACT

The objectives of this mixed-method research were 1) to study the factors and indicators of the fundamental characteristics of migrant workers in the Thai Industry and 2) to confirm the concurrent validity of the factors and indicators of the fundamental characteristics of migrant workers in the Thai industry. The sample group includes the industrial personnel officers from the food processing factories that employ migrant workers through foreign labor employment services. The sample size of 384 people was determined using Krejcie and Morgan's Table through a multi-stage sampling method. The instrument used for this research was a 5-point Rating Scale questionnaire. The data was analyzed using exploratory factor analysis. The concurrent validity was confirmed by a group of 30 experts, with the score at the highest level ($\bar{X} \square 3.51$) using a computer program.

The result revealed that. –

1. Eight factors contribute to the fundamental characteristics of the migrant workers for the industry in Thailand, with a total variance of 72.504 percent and eigenvalues of 36.534, 3.808, 3.216, 2.728, 2.299, 1.883, 1.630, and 1.460, respectively. These factors include Occupational Safety, Basic Communication Skills (Thai and English), Discipline, Appropriate and Proper Manners, Social Etiquette, Honesty and Kindness, Obedience to Thai Law, and Crafts and Labor skills.
2. The experts confirmed that all 44 indicators concur with the factors and indicators of the fundamental characteristics of the migrant workers in Thailand's industry, with statistical significance at the .001 level.

KEYWORDS: Factor, Indicator, Migrant Workers.

I. INTRODUCTION

Thailand's rapid industrialization and economic growth over the past decades have been accompanied by a significant influx of migrant workers from neighboring countries. Drawn by the promise of employment opportunities in various sectors, these individuals contribute immensely to the country's booming industries. The presence of migrant workers in Thailand is not a recent phenomenon. Despite their significant contribution to the Thai economy, migrant workers often face numerous challenges, including exploitation, discrimination, and legal uncertainties. The Thai government has implemented various policies and initiatives to regulate and manage foreign labor in response to these challenges. These efforts aim to strike a balance between reaping the benefits of migrant labor and addressing concerns about its social and economic implications. From registration programs to bilateral agreements with neighboring countries, the government's involvement in foreign labor reflects a complex interplay of economic interests, humanitarian considerations, political dynamics, and ASEAN military potential agreement (Karnjanadit, B 2017).

Thailand's vibrant economy and burgeoning industries have long relied on migrant workers, who contribute significantly to various sectors. However, alongside their crucial role in driving economic growth, migrant workers in Thailand face a myriad of challenges, with human trafficking standing out as a particularly egregious issue. Human trafficking remains a pervasive problem in Thailand, with migrants, particularly women and children, being disproportionately affected. Driven by a myriad of factors, such as poverty, lack of opportunity, and political instability in neighboring countries, many migrants fall prey to traffickers who deceive, coerce, or force them into exploitative situations. The scourge of human trafficking has profound social repercussions on migrant workers in Thailand. Beyond the physical and psychological trauma inflicted upon victims, trafficking perpetuates cycles of poverty, vulnerability, and marginalization. The Thai labor market's reluctance to engage in

"3D" industries—those characterized as Difficult, Dirty, and Dangerous—underscores a multifaceted issue within the country's industrial landscape. One of the primary reasons for the reluctance of Thai labor to engage in 3D industries is the perception of these jobs as undesirable and low status. In a society where social status and prestige often correlate with the nature of one's occupation, physically demanding jobs that involve exposure to hazardous conditions or require menial labor are often stigmatized. As a result, many Thai workers, particularly those with access to education and alternative employment opportunities, opt for white-collar professions or service-oriented jobs perceived as more respectable and rewarding. Despite the necessity of such sectors for economic development, the aversion of local workers towards these jobs presents significant challenges for businesses and policymakers alike. In recent years, both the Thai government and civil society have intensified efforts to combat human trafficking and support victims. Legislative reforms, enacting anti-trafficking laws, and establishing specialized law enforcement units demonstrate a commitment to addressing the issue. Collaboration with international partners also bolstered prevention, protection, and prosecution efforts, providing crucial support to victims and empowering communities to resist discrimination and unfair treatment (Anihan, P., 2019).

The language barrier poses many significant problems for employers and migrant workers in Thailand, impacting various aspects of the workplace environment and operations. Perhaps the most immediate and obvious problem is the breakdown in communication between employers and migrant workers. Converting instructions, explaining tasks, and addressing concerns without a common language becomes challenging. This barrier can lead to misunderstandings, errors, and delays in task completion. In industries where precision and clarity are crucial, such as manufacturing or construction, communication breakdowns due to language barriers can seriously affect productivity and safety. In industries with hazardous working conditions, such as construction or manufacturing, clear communication is essential for ensuring the safety of workers. Without the ability to understand safety instructions, warning signs, or emergency procedures in the Thai language, migrant workers may be at greater risk of accidents, injuries, or even fatalities. Language barriers can prevent workers from effectively communicating hazards or seeking help in emergencies, exacerbating workplace safety risks. Migrant workers who cannot fully understand instructions or technical specifications may produce subpar products or make errors that affect product quality. Language barriers can contribute to social isolation and alienation among migrant workers in the workplace. Excluded from conversations, meetings, or social interactions conducted in Thai, migrant workers may feel marginalized or disconnected from their colleagues and supervisors.

Migrant workers in Thailand often face substandard living conditions characterized by overcrowded and inadequate housing, lack of access to basic amenities, and limited social support networks. Many migrants live in cramped dormitories, makeshift shelters, or overcrowded apartments in urban areas, where they endure unsanitary conditions, insufficient ventilation, and inadequate facilities such as toilets and clean water. Moreover, the high cost of living and low wages leaves migrant workers struggling to afford decent housing, nutritious food, and essential healthcare services, exacerbating their vulnerability and precarity. Despite their significant contributions to the Thai economy, migrant workers in Thailand face pervasive discrimination and social stigma based on factors such as nationality, ethnicity, language, and legal status. Discrimination against migrant workers manifests in various forms, including unequal treatment in employment, limited access to healthcare and education, and exclusion from social and legal protections. Migrants are often subjected to stereotypes, prejudice, and xenophobic attitudes that perpetuate their marginalization and reinforce social inequalities. In the workplace, migrant workers may experience discrimination in the form of lower wages, longer working hours, and hazardous working conditions compared to their Thai counterparts. They may also face barriers to accessing legal recourse for workplace abuses or exploitation due to their precarious legal status and limited understanding of Thai laws and regulations. Discrimination against migrant workers extends beyond the workplace and permeates various aspects of daily life, including housing, education, healthcare, and public services, further exacerbating their social exclusion and vulnerability. Moreover, migrant workers in Thailand are often denied citizenship rights, legal protections, and social entitlements afforded to Thai nationals, further reinforcing their marginalized status. Discriminatory policies, such as restrictions on mobility, limited access to social services, and arbitrary detention or deportation, perpetuate cycles of vulnerability and exploitation among migrant communities (Tusawut, K. 2019).

Migrant workers in Thailand possess diverse positive traits and characteristics that contribute to the country's economy, society, and cultural landscape. Here are some of the notable qualities exhibited by migrant workers in Thailand. Migrant workers often demonstrate a strong work ethic characterized by diligence, reliability, and perseverance. Many migrants are willing to undertake demanding and labor-intensive jobs in agriculture, construction, and manufacturing, contributing to increased productivity and economic growth. Migrant workers

are adaptable in navigating unfamiliar environments, cultures, and languages. In urban or rural settings, migrants quickly adjust to new surroundings, customs, and work routines, demonstrating resilience and flexibility in facing challenges. Migrant workers often display resourcefulness and ingenuity in finding solutions to problems and overcoming obstacles. With limited resources and support networks, migrants utilize their creativity and resourcefulness to meet their needs and support their families back home. Migrant workers in Thailand often possess multicultural competence, having lived and worked in diverse environments alongside people from different backgrounds and nationalities. This cultural fluency enables migrants to navigate intercultural interactions, bridge communication gaps, and foster social cohesion in multicultural workplaces and communities. Besides that, they are motivated by a solid commitment to supporting their families and loved one's back home. Remittances sent by migrant workers play a crucial role in alleviating poverty, improving living standards, and providing educational opportunities for their families in their countries of origin. These individuals bring a wide range of skills, expertise, and experiences to the Thai labor market, enriching industries with diverse talents and knowledge. Migrant workers often demonstrate resilience and determination in overcoming adversity and pursuing better opportunities for themselves and their families. Despite facing challenges such as discrimination, exploitation, and legal uncertainties, migrants persevere in their quest for a better life and brighter future (Athopakorn, A. 2007).

Maximizing the potential of migrant workers and fostering a harmonious and productive workplace environment is crucial for employers and labor services to understand the desirable characteristics that migrant workers bring to the table. Understanding the desirable characteristics of migrant workers enables employers to leverage their strengths and abilities effectively, optimizing workforce efficiency and productivity. By matching migrant workers with roles that align with their skills, expertise, and cultural background, employers can enhance job satisfaction, minimize turnover, and maximize output in various industries. Recognizing and appreciating the diverse backgrounds, experiences, and perspectives of migrant workers fosters a culture of inclusivity and diversity in the workplace. This insight enhances employee morale and engagement and promotes creativity, innovation, and problem-solving through exchanging ideas and knowledge among workers from different cultural and linguistic backgrounds. Understanding the desirable characteristics of migrant workers facilitates the integration of migrant communities into Thai society, promoting social cohesion and harmony (Interview, 2023).

Understanding the desirable characteristics of migrant workers is essential for employers and labor services in Thailand to create inclusive, equitable, and productive workplace environments. Researching the desirable characteristics of migrant workers in Thailand is essential for several reasons, each contributing to a more informed, effective, and equitable approach to labor management and policy development. The researcher will employ the Exploratory Factor Analysis: EFA to group and regroup the factors of the desirable characteristics of the migrant workers for the industry in Thailand.

2. OBJECTIVES

- To study the factors and indicators of the fundamental characteristics of migrant workers in the Thai Industry.
- To confirm the concurrent validity of the factors and indicators of the fundamental characteristics of migrant workers in the Thai industry.

3. METHODOLOGY

This research study is Mixed-Methods Research using Exploratory Sequential Design. The qualitative approach begins with in-depth interviews and content analysis to gather the basic desirable characteristics of migrant workers in the Thai industry. The Quantitative Approach employs the Exploratory Factor Analysis: EFA to obtain the factors and indicators of the basic desirable characteristics of the migrant workers for the Thai Industry. This stage is divided into two phases as follows.

Phase 1: The researcher began with a literature review on the concepts and theories of the basic desirable characteristics of migrant workers in the Thai industry, followed by in-depth interviews with the 20 experts in the field to gather in-depth knowledge and insights. The data gathered was analyzed into categories.

Phase 2: The research performed Exploratory Factor Analysis: EFA to obtain the factors and indicators of the basic desirable characteristics of the migrant workers for the Thai Industry. The data was tested for concurrent validity by the experts or the known groups using the 5-Point Rating Scale Questionnaire. (Srisa-ard, B., 2003)

Population and Sample Group

The population consisted of 430,562 industrial personnel officers from the food processing factories that employ migrant workers through foreign labor employment services.

The sample size of 384 people was determined using Krejcie and Morgan's Table through a multi-stage sampling method.

Variables: Knowledge Aspects, Behavioral Aspects, and Labor Skills.

4. RESULTS

Phase 1: A literature review on the concepts and theories of the basic desirable characteristics of migrant workers in the Thai industry.

- **Knowledge Aspects:** Legal Knowledge, Thai Language, Communication, Work Related Knowledge.
- **Legal Knowledge:** Migrant workers must have legal knowledge for several reasons, as it empowers them to protect their rights, navigate legal complexities, and advocate for their well-being in the workplace and society. Migrant workers are often vulnerable to exploitation, abuse, and labor rights violations due to factors such as language barriers, unfamiliarity with local laws, and precarious legal status. Legal knowledge equips migrant workers with an understanding of their rights, entitlements, and protections under labor laws, allowing them to identify and address instances of exploitation or abuse in the workplace. By knowing their legal rights, migrant workers can assert themselves, challenge unlawful practices, and seek redress through appropriate legal channels. Legal knowledge empowers migrant workers to pursue justice and hold employers or perpetrators accountable for violations of their rights. Legal knowledge empowers migrant workers to demand fair wages, safe working conditions, and equal treatment, fostering a culture of respect for labor rights and dignity in the labor market.
- **Thai Language and Communication:** Effective communication ensures workplace safety and efficiency. Understanding the Thai language enables migrant workers to comprehend safety protocols, warning signs, and instructions, reducing the risk of workplace accidents, injuries, and fatalities. The ability to communicate in Thai enhances job performance and productivity among migrant workers. Migrant workers who understand the Thai language can better follow instructions, ask questions, seek clarification, and collaborate with colleagues, leading to higher productivity and job satisfaction. Understanding the Thai language and being able to communicate effectively fosters the integration of migrant workers into the workplace and broader society. Language proficiency enables migrant workers to participate in workplace meetings, training sessions, and social interactions, fostering a sense of belonging and camaraderie among colleagues. Moreover, communicating with Thai colleagues and supervisors facilitates cultural exchange, mutual understanding, and teamwork, promoting social cohesion and harmony in the workplace. Language proficiency in Thai enhances migrant workers' access to essential services, resources, and support networks. Whether seeking medical care, legal assistance, or social services, migrant workers who communicate effectively in Thai are better equipped to navigate bureaucratic processes, access information, and advocate for their needs.
- **Legal Contracts Understanding:** Legal contracts serve as formal agreements between employers and workers, outlining terms and conditions of employment, including wages, working hours, benefits, and responsibilities. Understanding the terms of the contract enables migrant workers to protect their rights and ensure fair treatment in the workplace. Migrant workers who understand the terms of their contracts are less likely to encounter conflicts or disagreements with employers over issues such as job duties, compensation, or working conditions, minimizing disruptions to productivity and workplace harmony. The proper permits and documentation are essential for migrant workers to comply with immigration laws and regulations in Thailand. Legal permits, such as work visas, permits, or residence permits, authorize migrant workers to legally live and work in the country, protecting them from immigration enforcement actions, detention, or deportation. Understanding the requirements and procedures for obtaining and renewing permits enables migrant workers to maintain legal status, avoid penalties, and access essential services such as healthcare, education, and social welfare.
- **Social Welfare Knowledge:** Knowledge about social welfare services allows migrant workers to access essential healthcare services for themselves and their families. Understanding how to navigate the healthcare system enables migrant workers to seek medical treatment when needed, access preventive care, and obtain vaccinations or screenings. This knowledge is particularly important in the context of public health emergencies or outbreaks, where timely access to healthcare services can help prevent the spread of diseases and protect both migrant workers and the broader community.
- **Personal Health and Wellbeing:** Understanding personal health and hygienic practices such as handwashing, proper sanitation, and food safety helps migrant workers prevent the spread of illness and disease. In crowded living and working conditions, migrant workers are often at higher risk of infectious

diseases. Knowledge about personal health hygiene and well-being promotes physical well-being among migrant workers. Adopting healthy habits such as regular exercise, balanced nutrition, adequate sleep, and stress management enhances overall health and vitality. Migrant workers who prioritize their physical well-being are better equipped to cope with the demands of labor-intensive jobs, withstand environmental hazards, and maintain optimal performance and productivity in the workplace.

- **Behavioral Aspects:** Migrant workers in Thailand are expected to demonstrate behaviors that align with the cultural values and societal norms of the country. This includes showing respect, which is fundamental in Thai culture, especially towards elders and authority figures. Politeness and humility in interactions are highly valued, reflecting the importance of maintaining harmonious relationships. Kindness and a willingness to help others are also encouraged, fostering a supportive and collaborative environment. Additionally, honesty and integrity are crucial, as trustworthiness is essential for maintaining both professional and personal relationships. By embodying these behaviors, migrant workers can integrate more smoothly into Thai society and contribute positively to their communities.
- **Labor and Technical Skills:** In an increasingly interconnected world, migrant workers play a crucial role in filling labor gaps and contributing to the economies of their host countries. However, to thrive in new work environments, migrant workers need more than just determination and adaptability; they also require essential technical skills relevant to their chosen fields. Depending on their field of work, migrant workers may need specialized technical skills to excel in their roles. The ability to identify problems, analyze root causes, and develop effective solutions is invaluable. Workers who demonstrate strong problem-solving skills can navigate obstacles more effectively, contribute positively to their teams, and enhance their reputation as reliable and resourceful employees. More importantly, communication and collaboration skills are essential for teamwork.

Phase 2: Exploratory Factor Analysis (EFA): To analyze factors and indicators of the fundamental characteristics of migrant workers in the Thai Industry and to confirm the concurrent validity of the fundamental characteristics of migrant workers in the Thai Industry by the experts or the known groups.

2.1 Exploratory Factor Analysis (EFA): To analyze factors and indicators of the fundamental characteristics of migrant workers in the Thai Industry.

Eight factors and indicators describe the fundamental characteristics of migrant workers in the Thai Industry. The variance of the indicators is 72.504 percent, with the Eigen values of 36.534, 3.808, 3.216, 2.728, 2.299, 1.883, 1.630, and 1.460, respectively.

1. The Occupational Safety Factor consists of 10 indicators, with a weight range from .935 to .571. The highest weight score is informing the supervisor immediately when the machine is out of order. The lowest weight score is routine maintenance of the machine and equipment.
2. Basic communication skills in Thai and English are the second factor in the fundamental characteristics of migrant workers in the Thai Industry. There are four indicators with a weight range from .754 to .562. The highest weight score is for basic English communication skills, such as reading and writing one's name. The lowest weight score is learning in your free time, such as learning the Thai language.
3. Discipline is the third factor in the fundamental characteristics of migrant workers in the Thai Industry. Five indicators with a weight range from .884 to .733 are included. The highest weight score is for the Discipline factor is working hard to send home the money around ages 30-40. The lowest weight score is willing to work overtime.
4. Appropriate and Proper manner is the fourth factor in the fundamental characteristics of migrant workers in the Thai Industry. Three indicators with a weight range from .989 to .845 are included. The highest weight score is obeying religious principles. The lowest weight score is dressing appropriately for different occasions.
5. Social Etiquette manner is the fifth factor in the fundamental characteristics of migrant workers in the Thai Industry. Five indicators with a weight range from .987 to .548 are included. The highest weight score is paying respect to the National Institution. The lowest weight score is creating a pleasant environment at home and community.
6. Honesty and Kindness are the sixth factors in the fundamental characteristics of migrant workers in the Thai Industry. Nine indicators with a weight range from .696 to .521 are included. The highest weight score is not to violate the law of document forgery. The lowest weight score is being kind and helpful to others.
7. Obedience to Thai Law is the seventh factor in the fundamental characteristics of migrant workers in the Thai Industry. Four indicators with a weight range from .922 to .638 are included. The highest weight score is understanding the employment contract. The lowest weight score is passing the infectious disease control.
8. Craft Skill is the eighth factor in the fundamental characteristics of migrant workers in the Thai Industry.

Four indicators with a weight range from .871 to .537 are included. The highest weight score is training completion in a specific area of practice. The lowest weight score is being an expert in your area of practice.

2.2 Concurrent Validity Test: Confirming the concurrent validity of the factors and indicators of the fundamental characteristics of migrant workers in the Thai Industry by the known groups.

The concurrent validity test confirms that all 44 indicators are valid with the score range of 4.100-4.766. The highest score is knowing the steps and procedures under fire emergency. The lowest score is having a pleasant personality. The t-test analysis revealed the average score at a high level ($\bar{X} = 3.51$). According to the Criterion Reference, the experts agree that all 44 indicators are concurrent and valid with the significance of .001.

5. DISCUSSION

The research study revealed that the eight factors are confirmed by the concurrent validity test. The details are as follows.

- Occupational safety is a critical aspect of workplace management that ensures the well-being of employees. For migrant workers, who often face unique challenges due to language barriers, cultural differences, and precarious employment conditions, understanding and implementing safety protocols is particularly vital. One of the most pressing safety concerns is preparedness for fire emergencies. Kamonrat, W. (2009) said that fire emergencies pose a significant risk in many work environments. Effective fire emergency preparedness can prevent injuries, save lives, and minimize property damage. Proper knowledge of fire emergency procedures, such as the location of exits, use of fire extinguishers, and evacuation routes, can be the difference between life and death. Training migrant workers in these protocols ensures they can act swiftly and correctly during a fire emergency. In an emergency, clear and familiar procedures help reduce panic and confusion. By providing comprehensive fire safety training tailored to migrant workers, including visual aids and multilingual resources, employers can enhance the workers' ability to respond calmly and effectively. Employers have a legal and ethical obligation to ensure the safety of all employees, including migrant workers. Adhering to occupational safety standards, including fire emergency protocols, helps businesses comply with regulations and demonstrates a commitment to the well-being of their workforce. A safe working environment fosters trust and improves morale among workers. When migrant workers feel secure and valued, it can lead to increased productivity and loyalty, benefiting the overall workplace culture. Phutthakom, K. (2023) also agreed that a positive perception of occupational safety is crucial for fostering a safe, healthy, and productive work environment. When employees perceive their workplace as safe, it significantly boosts their morale and overall well-being. A safe work environment reduces stress and anxiety, allowing workers to focus on their tasks without fear of injury or harm. This sense of security fosters job satisfaction, leading to higher levels of employee engagement and retention. Workers who feel valued and protected are more likely to stay with their employer, reducing turnover rates and associated recruitment costs.
- For migrant workers, understanding both Thai and English languages is increasingly important in the modern workplace. This linguistic competence not only facilitates better communication and integration but also enhances safety, productivity, and overall job satisfaction. Effective communication is the cornerstone of a productive and harmonious work environment. For migrant workers, understanding Thai enables them to communicate more effectively with local colleagues, supervisors, and customers. This proficiency helps in comprehending instructions, participating in team discussions, and integrating into the workplace culture. Additionally, English serves as a global lingua franca, often used in multinational companies and industries that operate in international markets. Proficiency in English enables migrant workers to interact with a broader range of colleagues and clients, access more resources, and participate in training and development programs. Nakwangsai, K. (2014) explained that the high demand for migrant workers to speak both Thai and English underscores the importance of bilingual proficiency in enhancing customer service. Effective communication, strong customer relationships, efficient problem resolution, and the ability to support multilingual teams are just a few of the benefits that bilingual workers bring to businesses. As global interactions continue to increase, the ability to cater to a diverse customer base through proficient language skills will remain a valuable asset. Employers should prioritize language training and support for migrant workers, recognizing that their bilingual capabilities are crucial for delivering exceptional customer service and driving business success. Luekitinan, W. (2015) added that migrant workers who speak both Thai and English can act as vital links within these teams, facilitating better internal communication and coordination. This internal harmony translates to smoother operations and a more cohesive approach to customer service. Bilingual workers can also mentor and assist colleagues who may struggle with language barriers, fostering a more collaborative and supportive work environment.
- Migrant workers often demonstrate higher levels of discipline than local workers due to their strong

motivation, the need to adapt to new environments, concerns over job security, cultural influences, and their experiences of hardship. These factors collectively contribute to a work ethic characterized by diligence, punctuality, and adherence to workplace rules. Recognizing and valuing the disciplined approach of migrant workers can help employers foster a more productive and harmonious workplace, benefiting both the workers and the organization. Khuenpanya, W. (2016) also added that Migrant workers frequently move to other countries in search of better economic opportunities and improved living conditions for themselves and their families. This strong motivation drives them to work diligently and adhere to workplace rules and expectations. The desire to send remittances back home to support their families adds an extra layer of determination, pushing them to maintain high levels of productivity and discipline in their jobs. This commitment is often more pronounced compared to local workers who might not face the same level of economic pressure.

- As Thailand continues to host a significant number of migrant workers, it is crucial for these workers to understand and respect the religious principles and cultural norms of their host country. This respect not only fosters social harmony but also ensures smoother integration into Thai society. Respect for religious practices helps maintain social harmony. Migrant workers who show understanding and respect for Buddhism and its practices, such as temple etiquette and religious holidays, contribute to a peaceful coexistence with the local population. Thai culture places a high value on politeness and respect. Understanding and practicing behavioral etiquette, such as avoiding loud or aggressive behavior, refraining from public displays of affection, and being mindful of personal space, are important for fitting in and being accepted in Thai society. Such behavior reflects well on migrant workers and helps them build positive relationships within the community. Appropriate dress is also a significant aspect of Thai cultural norms. In public places, especially religious sites, conservative dress is expected. Migrant workers should be aware of these expectations to avoid unintentional disrespect and to present themselves appropriately in various social and professional contexts (Ministry of Labor, 2022).
- Migrant workers in Thailand play a vital role in the nation's economy, contributing to various sectors from construction to services. However, to integrate smoothly and build positive relationships within Thai society, migrant workers must understand and adhere to local social etiquette and pay respect to the three central institutions of Thailand: the nation, the religion, and the monarchy. Understanding and practicing social etiquette in the workplace is vital for creating a harmonious and productive environment. In Thailand, the following aspects of social etiquette are particularly important. Demonstrating respectful behavior in public spaces, such as being quiet in temples, standing still during the national anthem, and avoiding public displays of affection, helps in blending seamlessly into Thai society. Being polite in everyday interactions, such as thanking service staff, waiting patiently in queues, and using polite language, enhances social harmony. Politeness is highly valued in Thai culture and is essential for creating a positive impression. In Thai culture, showing respect to elders and authority figures is deeply ingrained. This respect is displayed through actions such as 1) speaking Politely and addressing elders and superiors with a soft tone and polite language, 2) offering seats to older people in public transport and allowing them to go first in queues, 3) Prolonged eye contact can be considered disrespectful or confrontational, especially with superiors (Ministry of Labor, 2022).
- Honesty and kindness are fundamental in establishing trust among co-workers. In a setting where individuals come from diverse backgrounds and face numerous challenges, clear and truthful communication helps avoid misunderstandings and conflicts. When migrant workers are honest with each other, they create an environment of transparency where everyone feels respected and valued. Kindness further cements this by promoting empathy and support. For instance, simple acts of kindness, such as helping a colleague understand new tasks or sharing advice on navigating life in a foreign country, can significantly improve morale and foster a sense of belonging. Kasetiam, W. (2016) suggested that a workplace characterized by honesty and kindness is inherently more productive and stable. When workers trust and support each other, they are more likely to collaborate effectively, share knowledge, and work efficiently towards common goals. This collaborative spirit is particularly important in the Travel industry.
- Adherence to Thai law provides migrant workers with legal protection and safeguards their rights. By complying with legal requirements, such as obtaining the necessary work permits and visas, migrant workers can avoid legal repercussions, such as fines, detention, or deportation. Legal status also grants them access to the justice system, enabling them to seek redress in cases of exploitation, discrimination, or abuse. Obeying Thai law is vital for maintaining social harmony between migrant workers and the local population. Respecting the legal and cultural framework of the host country demonstrates a willingness to integrate and coexist peacefully. When migrant workers adhere to local laws, it reduces the potential for conflicts and misunderstandings with residents and authorities. Compliance with Thai law by migrant workers also encourages ethical employment practices among employers. When workers insist on legal contracts and fair treatment as stipulated by law, it pressures employers to adhere to labor standards. This

compliance helps create a fairer labor market where workers' rights are respected, and exploitative practices are minimized. Ethical employment practices, in turn, enhance the reputation of industries reliant on migrant labor, making them more attractive to both domestic and international stakeholders. The Foreign Labor Act 2016 states that migrant workers in Thailand are required to acquire work permits. This legal requirement serves several critical purposes, including ensuring legal protection for workers, regulating the labor market, fostering social stability, and promoting economic growth. Understanding these reasons underscores the importance of compliance with the Act. The requirement for work permits helps regulate the labor market and prevent illegal employment practices. Employers must notify the Ministry of Labor when they hire foreign workers, providing details such as the worker's name, nationality, job position, and work permit number. Any changes in the employment status of foreign workers, such as termination, resignation, or change of job roles, must be reported to the Ministry of Labor within a specified timeframe. Employers may be required to submit annual reports detailing the number of foreign workers employed, their job positions, and compliance with labor regulations. Employers must be prepared for periodic inspections by labor authorities to ensure compliance with all legal and regulatory requirements. By ensuring that all migrant workers are registered and documented, the Thai government can maintain oversight over the labor force, preventing issues such as human trafficking and labor exploitation. This regulation is crucial for maintaining fair labor standards and ensuring that employers comply with national laws and regulations. It also helps in balancing the supply and demand for labor, thereby stabilizing the labor market, and protecting both local and migrant workers from unfair competition and wage dumping. Legal work permits foster a sense of security and trust among residents, as they assure that migrant workers are in the country lawfully and contributing to the economy in a regulated manner. Anihan, P. (2018) concluded that the requirement for migrant workers to acquire work permits in Thailand under the Foreign Labor Act is essential for several reasons. It ensures legal protection and rights for workers, regulates the labor market, fosters social stability, promotes economic growth, and enhances Thailand's international reputation. Compliance with this requirement benefits not only the migrant workers but also the Thai economy and society, creating a more stable, fair, and prosperous environment for all. Phakamas, P. et al. (2019) suggested that a Foreign Labor Management Model must contain four important components: 1) Foreign Labor Policy, 2) Foreign Labor Law and Regulation, 3) Foreign Labor Management, and 4) Foreign Labor Connections.

- For migrant workers in Thailand, being skilled and an expert in their respective fields offers significant advantages. These qualities are essential for various reasons, including ensuring job security, enhancing productivity, gaining competitive advantage, and fostering professional growth. Migrant workers with advanced skills and expertise are more competitive in the labor market. They can command higher wages and have more bargaining power with potential employers. This competitive advantage is particularly important in Thailand, where there is a substantial influx of migrant labor. Skilled workers can differentiate themselves from unskilled labor, securing better employment opportunities and job stability (Rojsurakitti, L. 2014). Pengrungruangwong, R. (2022) revealed that skilled migrant workers contribute significantly to the economic growth of Thailand. By bringing their expertise, they enhance the quality and competitiveness of various sectors, from agriculture and construction to services and manufacturing. This contribution not only benefits the employers but also boosts the overall economy. A well-trained workforce attracts foreign investment and promotes sustainable economic development, leading to a more prosperous society.

6. RECOMMENDATION

A research study on the desirable characteristics of migrant workers in Thailand offers multifaceted benefits, from informing policy and enhancing workforce management to supporting economic development and social integration. By understanding what makes migrant workers valuable, stakeholders can create more effective, inclusive, and supportive environments that benefit both the workers and the broader society. This research is not only crucial for optimizing the contributions of migrant workers but also for fostering a more harmonious and prosperous community.

Recommendation for future research

Future research on the desirable characteristics of migrant workers in Thailand using factor analysis can be significantly enhanced by incorporating comprehensive data collection, involving various stakeholders, employing advanced analytical techniques, focusing on specific characteristics, considering policy and practice implications, and conducting cross-country comparisons. These recommendations aim to provide a deeper, more actionable understanding of the factors that contribute to the successful integration and utilization of migrant workers in Thailand's labor market.

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