

LEARNING MODEL FOR IMPROVING QUALITY OF LIFE
OF CAMBODIAN MIGRANT WORKERS WORKING AND
LIVING IN THAILAND



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รูปแบบการเรียนรู้เพื่อพัฒนาคุณภาพชีวิตของแรงงานชาวกัมพูชาที่ทำงานและใช้ชีวิตในประเทศไทย
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การวิจัยครั้งนี้มีวัตถุประสงค์เพื่อ ๑. ศึกษาสถานภาพการอยู่ปัจจุบันของแรงงานชาวกัมพูชาที่ทำงาน และใช้ชีวิตในประเทศไทย ๒. ศึกษาหาแนวทางที่ผู้มีส่วนรวม และแรงงานชาวกัมพูชาสามารถทำงานร่วมกันเพื่อพัฒนาคุณภาพชีวิตของแรงงานชาวกัมพูชาที่ทำงาน และใช้ชีวิตในประเทศไทยให้ดีขึ้น และ ๓. เสนอรูปแบบการเรียนรู้เพื่อพัฒนาคุณภาพชีวิตของแรงงานชาวกัมพูชาที่ทำงาน และใช้ชีวิตในประเทศไทย ทั้งนี้ ข้อมูลถูกเก็บรวบรวมทั้งในเชิงปริมาณ และคุณภาพโดยใช้แบบสอบถาม และการสัมภาษณ์เชิงลึก กลุ่มตัวอย่างของการวิจัยครั้งนี้เป็นแรงงานชาวกัมพูชาจำนวน ๑๐๐ คนที่ถูกคัดเลือกจาก ๔ พื้นที่ ได้แก่ ๑. กรุงเทพฯ ๒. ปทุมธานี ๓. ชลบุรี และ ๔. สมุทรปราการ อนึ่ง ผู้ให้คำตอบแบบสัมภาษณ์เป็นผู้ที่มีส่วนรวมซึ่งมี ๕ คน ได้แก่ เจ้าหน้าที่ของรัฐ ๒ คน ตัวแทนจากภาคประชาสังคม ๑ คน เจ้าหน้าที่ท้องถิ่น ๑ คน ตัวแทนของบริษัทจัดหางาน ๑ คน และแรงงานชาวกัมพูชา ๔ คน ข้อมูลที่เก็บรวบรวมได้จากแบบสอบถามถูกนำมาวิเคราะห์โดยใช้สถิติเชิงพรรณนา ส่วนข้อมูลที่เก็บรวบรวมจากการสัมภาษณ์เชิงลึกถูกนำมาวิเคราะห์เชิงเนื้อหา

ผลของการวิจัยพบว่า แรงงานชาวกัมพูชาส่วนมากอยู่ในสถานภาพที่ยากลำบาก อย่างไรก็ตาม คุณภาพชีวิตของแรงงานเหล่านั้นจะแตกต่างกันไป โดยขึ้นอยู่กับสถานะทางกฎหมาย และชนิดของงาน นอกจากนี้ การทำงานร่วมกันระหว่างผู้มีส่วนรวม ซึ่งรวมทั้งชุมชนท้องถิ่น นายจ้าง ประชาสังคม และหน่วยงานจัดหางาน กับแรงงานชาวกัมพูชา เป็นสิ่งที่จำเป็นสำหรับคุณภาพชีวิต และการทำงานของแรงงานชาวกัมพูชา โดยเฉพาะในปัจจุบันที่เกิดจากแรงงาน ได้แก่ ภาษา เทคโนโลยี ทัศนคติ เครือข่าย การเข้าเป็นส่วนหนึ่งของสังคม ทั้งนี้ เพื่อส่งเสริมสุขภาพ การอยู่ดีกินดี และการเข้าถึงข้อมูลของแรงงานชาวกัมพูชา ผลที่สำคัญจากการวิจัยครั้งนี้คือ ด้านนายจ้างเลิกจ้างแรงงานผิดกฎหมาย จะไม่มีแรงงานผิดกฎหมายในประเทศไทย ที่สำคัญยิ่งกว่านี้ รัฐบาลกัมพูชา และรัฐบาลไทย ควรทำงานร่วมกัน กับผู้มีส่วนรวมอย่างใกล้ชิด โดยกำหนดแนวทางที่ชัดเจนเพื่อร่วมกันป้องกันไม่ให้เกิดปัญหาซ้ำ ๆ ต่อแรงงานเหล่านั้น การวิจัยเสนอว่า รูปแบบการเรียนรู้มีองค์ประกอบ ๒ อย่างที่สำคัญ คือ ๑. ผู้ที่มีส่วนรวมที่ควรมีบทบาทสำคัญในการปฏิบัติตามสิ่งที่ได้ปรึกษาหารือกัน เพื่อพัฒนาคุณภาพชีวิตของแรงงานชาวกัมพูชาที่ทำงานในประเทศไทยทุกคน และ ๒. ปัจจัยจากแรงงานชาวกัมพูชา อย่างเช่น สถานะทางสังคม และทัศนคติความสามารถในการใช้ภาษาไทย และการสร้างเครือข่าย การเข้ากับประชาชนในท้องถิ่น และทักษะในการใช้เทคโนโลยี ซึ่งสามารถให้แรงงานเหล่านั้น ได้รายได้เสริม องค์ประกอบทั้งสองอย่างนี้สามารถให้แรงงานเข้าไปในสังคมท้องถิ่นได้เป็นอย่างดี และจะช่วยให้คุณภาพชีวิตของพวกเขาดีขึ้น โดยการส่งเสริมสุขภาพ สวัสดิการ การเข้าเป็นส่วนหนึ่งในสังคม และการเข้าถึงข้อมูล

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The purpose of this research study were 1) to study the current living situation of Cambodian migrant workers working and living in Thailand, 2) to study how all stakeholders and those Cambodian migrant workers could work together to improve the quality of life of those Cambodian migrant workers living and working in Thailand, and 3) to propose a learning model for improving the quality of life of Cambodian migrant workers working and living in Thailand. The data was collected quantitatively and qualitatively from the survey and in-depth interview. The sample for the survey was 100 Cambodian migrant workers who were selected from four areas namely (1) Bangkok (2) Pathumthani (3) Chonburi and (4) Samut Prakarn. In addition, the informants for the interview were nine stakeholders consisting of two government officials, one representative of civil societies, one local community authority, one representative of worker recruiting companies and four Cambodian migrant workers. Data obtained from the survey was analyzed using descriptive statistics while that obtained from the in-depth interview was analyzed using thematic content analysis

The research finding revealed that most of the Cambodian migrant workers lived in difficult situation. However, their living condition varied mainly depending on legal status and the types of employment. Besides, stakeholders, including local community, employers, civil societies and recruiting agencies together with those Cambodian migrant workers are all important components for the contribution to the living and working condition of Cambodian migrant workers, specially, their own factors such as language, technology, attitude, networking and social integration in order to improve their health care, well-being and access to the information. The most crucial finding suggested that the employers avoid using illegal workers in order to stop the flow of illegal workers into Thailand. More importantly, both Cambodian and Thai government as well as stakeholders should work collaboratively and formulate clear guidelines to cooperatively prevent all repeated problems to those workers. The finding proposed that learning model consisted of two significant components, First, all stakeholders should play very important role on implementation of what have been discussed for improving the Quality of Life of all Cambodian migrant workers. Second, factors from Cambodian migrant workers such as their social background and attitude, ability in Thai language and building networking, social integration with local people as well as their skill in using technology should be improved to promote their life capital. These components could eventually lead to their well-integrated and contribute to their Quality of Life by improving their healthcare, well-being, social inclusion and information access.

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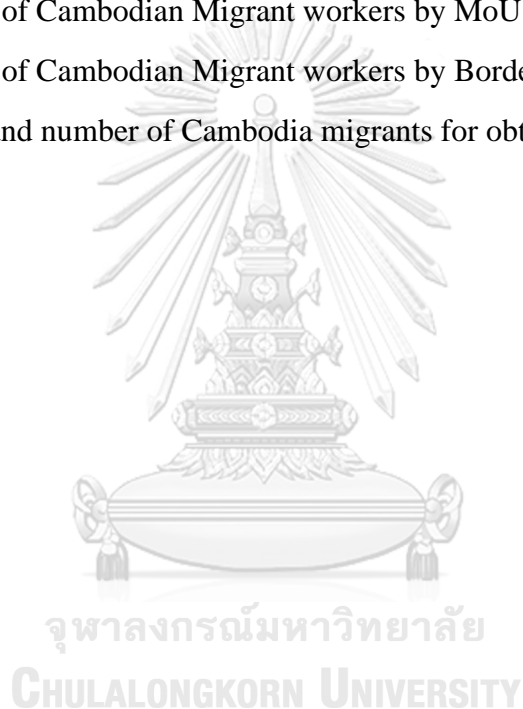
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ABBREVIATION

MOU	Memorandum of Understanding
NGO	Non-governmental organization
ILO	International Labour Organization
IOM	International Organization for Migration
MOLVT	Ministry of Labour and Vocational Training
AusAID	Australia Agency for International Development
WHO	World Health Organization
UNTAC	United Nations Transitional Authority in Cambodia
MOL	Ministry of Labour
TP	Temporary passport
NV	Nationality Verification
CI	Certification of Identity
LPN	Labour Protection Network
MMN	Mekong Migration Network
OSSC	One Stop Service Center

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CHAPTER ONE

INTRODUCTION

1. Background and Statement of Problems

A necessary component of the neoliberal mechanisms of globalization, migration addresses the economic and labor needs of postindustrial countries, producing new modes of social fragmentation and inequality (Crompton.2008). These changes have made people move from one place to another and all parts of the world for better living conditions and working opportunities. Situated at the center of the Greater Mekong Sub-region, Thailand is an attractive destination for migrants from neighboring countries and the broader Asia-Pacific region, particularly Cambodia, the Lao People's Democratic Republic, Myanmar, and Viet Nam began during the 1990s. Based on the study of Bylander and Reid (2017), since the 1960s Thailand has become a key destination for Cambodian migrant workers. This coincided with a decade-long economic boom from 1987 to 1996, significantly expanding wage differentials between Thailand and neighboring countries. In response to increasingly urgent demands from the private sector to fill labor shortages in sectors that had become undesirable to Thai workers, particularly, the shortage of Thai workers willing to perform unskilled labor began to emerge in 1993, so foreign migrant workers from Cambodia, Myanmar and Lao were recruited to fill this gap. Since that year, Thailand has demanded low-skilled foreign workers across various industrial sectors (Chaisuparakul, 2015). Their presence is mainly due to the economic growth of Thailand in recent decades, which provides higher wages and better job opportunities than are available at home.

For over five decades, Cambodian workers have migrated to Thailand in high numbers for employment, contributing to Thailand's economy and playing a critical role in filling labor shortages in the key economic sector and an aging workforce. Declining birth rate, migrants play a key role in compensating for a growing shortage of labor in Thailand. Warakiti and Chaiwong (2018) reported that there is transmigration of many immigrants to Thailand to work because of their poverty,

unemployment, taking-advantage, and natural disasters problem. The causes of significant migration from Cambodia are Cambodians lack of opportunity in rural parts and where poverty, high unemployment, a growing youth population, environmental stress, and rising levels of household debt have motivated them to migrate for better living conditions and standards in Thailand. Most of them need to cross the border to find a job in the name of foreign migrant workers in neighboring countries, including Thailand, hoping for their family's economic growth and better quality of life. As these trends are projected to continue, labor migration will likely continue to play a significant role in Thailand's development in the future. However, foreign workers in Thailand are not being treated appropriately and, in some extreme cases, are exploited by employers who withhold wages, pay less than promised, coerce migrant workers into performing arduous work, deceive foreign migrants into prostitution and commit human trafficking (World Vision Foundation of Thailand, 2003). The working conditions of migrant workers in Thailand reveal that substantial gaps exist in fundamental labor rights protection. Despite some signs of progress in the fishing and seafood processing sector, persistent labor abuses against women and men migrant workers continue. Every day, living and working in Thailand, some Cambodian migrant workers have to face many problems in terms of quality of life. They do not receive even the most basic protections, including the minimum wage, overtime pay, rest time, annual leave, sick leave, and social security.

Refer to the study of ILO and UNWOMEN in 2021 have mentioned that Migrants were responsible for 4.3 - 6.6 per cent of Thailand's GDP in 2010 (ILO and OECD, 2017). Though migrant workers contribute to Thailand's development socially as well as economically, the general public attitude towards migrant workers tends to be negative. As this report has shown, negative attitudes are expressed through discriminatory actions, such as limiting or denying entry, exclusion from access to services, and public support for laws that enshrine social exclusion of migrant workers and deny equal wages.

We have seen that migration has recently become an exciting topic for the government, international organizations, and non-government organizations (NGOs) working in Cambodia and even some NGOs and the Government of Thailand. Currently, in order to protect the migrant workers' rights, various ministries

concerned of both countries, such as Ministries of Labour, Ministry of Foreign Affairs of Thailand and Ministry of Foreign Affairs and International Cooperation of the Kingdom of Cambodia, International organizations (e.g., IOM, ILO), the Royal Embassy of Cambodia in Bangkok as well as the Royal Thai Embassy in Phnom Penh, particularly the two Leaders of the two Kingdoms have raised concerns about many issues which those Cambodian migrant workers are facing almost every day. Since 2003, the first agreement on Employment between Cambodia and Thailand has been signed to enhance the cooperation on labor issues for these two countries.

While many Cambodian migrant workers came to Thailand through different channels such as on their own, brothers and recruiting agencies, the living condition and quality of life of the Cambodian migrant workers become central issues to be tackled as it was relatively low. Moreover, the workers were frequently reported encountered a number of challenges such as legal status and poor working condition (ILO, 2020 & Royal Embassy of Cambodia to the Kingdom of Thailand, 2021).

Even governments and various institutions, NGOs, and private sectors are working very hard on this matter, but many Cambodian workers face hardship in many aspects of life, such as health, well-being, and social and cultural identity. As we can see, since 2007, many ministries and various institutions, including some NGOs, have worked on Cambodian migrant workers in Thailand, and many policies have been adopted to enhance the living condition of those workers. However, much migrant labor still living unfair and lacking some critical information that could help them on improving their life in terms of identity, dignity, fairness, equality, respect, and independence, community life, physical and mental health, self-development as well as take part in promoting culture and traditions in their communities. So, how are reachable and accessible in terms of wage, health and social services, and education of Cambodian migrant workers in Thailand? Does getting more knowledge could be a factor for improving their living conditions in Thailand?

So, after this, what should stakeholders concerned do in order to improve their quality of life? What is the main problem and how to work together for upgrading those workers' working and living conditions? The researcher wants to study how all stakeholders and Cambodian migrants could improve their quality of life while working and living in Thailand?

In conclusion, the researcher aimed to propose the learning model that those stakeholders including those Cambodian migrant workers would contribute in any part in order to improve a quality of life of those workers who are working and living in Thailand.

2. Research Questions

Based on the research problems, the researcher must manage the research study to address questions relevant to improving the quality of life of those Cambodian migrant workers in some significant Cambodian communities in Thailand. Therefore, the research questions for this study are stated as follows:

- 1) What are the current living conditions of Cambodian migrant workers in Thailand?
- 2) How to improve the quality of life of Cambodian migrant workers working and living in Thailand?
- 3) What is the learning model for improving the quality of life of Cambodian migrant workers working and living in Thailand?

3. Research Objectives

There are three research objectives for this study to achieve the overall purposes of the research on the learning model for improvement the quality of life of Cambodian workers in Thailand.

- 1) To study the current living situation of Cambodian migrant workers working and living in Thailand
- 2) To study how all stakeholders and those Cambodian migrants' workers could work together to improve the quality of life of those Cambodian migrant workers living and working in Thailand
- 3) To propose a learning model for Improving the quality of life of Cambodian migrant workers working and living in Thailand

4. Operational Definition of Terms

To clearly understand the terms used in this study and to avoid misunderstanding from different audiences of the report, the key terms used in this research are precisely defined and contextualized as follows:

Learning Model: Life-Long components of the learning process compromise key activities and events that reflect a continuous interaction for Cambodian migrant workers and stakeholders to improve the quality of life of those Cambodian migrant workers working and living in Thailand.

Quality of Life: refers to WHO, Quality of Life as an individual's perception of their position in life in the context of the culture and value systems in which they live and their goals, expectations, standards, and concerns. It is a broad-ranging concept affected in a complex way by the person's physical health, psychological state, personal beliefs, social relationships, and relationship to salient features of their environment.

Improving the quality of life: refers to the living condition that has been improved in terms of access to education, access to social and health care services, their well-being has been protected, their opportunities to participate in decision-making, and their interpersonal relationships and social contacts.

Living Situation: Refers to all aspects of their capital such as social capital, cultural capital, economic capital, and symbolic capital that they have while working and living in Thailand, including a good working environment and migrant workers in social protection.

Stakeholders: Refers to all concerned institutions and people dealing with the life of Cambodian migrant workers working in Thailand, including government sectors, local community, civil society, and employers as well as Cambodia migrant which also means the involvement of these people to help those workers living in better living conditions.

Cambodian Migrant Workers: Refers to Cambodian migrant workers aged 18-60 years old living and working legally in Thailand for more than two years.

5. Scope of the Research

Period of data collecting: Because most the Cambodian migrant workers are accessible only on Sunday so the researcher sometimes needs to collect the data by semi-interview with questionnaires because some of them cannot read the Khmer language while some cannot write, the researcher planned to collect the data for at least three months after COVID19 situation from October to December 2020.

Area of population

After communication with migrant community leaders and an official from the Ministry of Labour, four of the areas chosen for the study were identified because they had the highest number of Cambodian migrant workers: (1) Bangkok, (2) Pathumthani, (3) Chonburi, and (4) Samut Prakarn and these communities were a group as migrant cluster according to geographic location which has many Cambodian migrant workers who are working in many kinds of work such as domestic work, agriculture, construction and manufacturing

6. Limitation of the study

- 1) The researcher had to conduct the survey in the Khmer language and do a semi-interview by reading those questions due to the low reading skills of the Cambodian migrant workers. However, the research instruments have been done in three languages (Khmer, English, and Thai)
- 2) Limit time as those Cambodian migrant workers have free time only on Sunday as most, they work six days per week.
- 3) The researcher does not cover all Cambodian migrant workers in whole Thailand but only in some selected communities in some provinces that many Cambodian workers are working and some fields only (Except fishery).
- 4) The researcher does not wait to see the result of the quality of life of those Cambodian migrant workers have improved or not, but the researcher wants to propose a learning model for improving the quality of life of those Cambodian

migrant workers who are living and working in Thailand that have collected data and asked all relevant stakeholders.

7. Significance of the Study

Interest in doing this research because many Cambodian people came to work and live in Thailand, and each year, many Cambodian migrant workers come to seek job opportunities in Thailand. Most of them just come into Thailand to earn some money and send remittance back to help their families in Cambodia. Some come via MoU while some still crossing borders follow their families to work here and process legal documents in Thailand. Many of them are not in the system; they come to work in Thailand using 14 days visa exemption for tourists between both countries, which cannot be counted as illegal workers. There is a big gap that causes many problems for Cambodian migrant workers working and living in Thailand. Even both governments are trying their best to legalize, upgrade the minimum wage and facilitate many things for helping them live in good condition, but still, many of them are facing troubles in terms of living conditions and their concept of life. Many NGOs working on migrant workers have invested a lot in researching and helping Cambodian, Lao, and Myanmar migrant workers. However, as observed by the Royal Embassy of Cambodia in Bangkok, many Cambodian workers still lack labor rights and often face many issues caused by employers and local authorities. From those problems, the researcher wants to find out what is needed of those people? Furthermore, what are the root causes of many problems, and how could they all learn and integrate with Thai locals to improve their quality of life?

8. Research Benefits

The findings of this research area are as follows:

1. The current working and living conditions of Cambodian migrant workers in Thailand in some selected communities.
2. To find out how all stakeholders could contribute to improving the quality of life of those Cambodian migrant workers.
3. To propose a learning model for improving their quality of life working and living in Thailand.

Primarily, this research provides the current status of all Cambodian migrant workers working and living in Thailand and knows how to improve their living

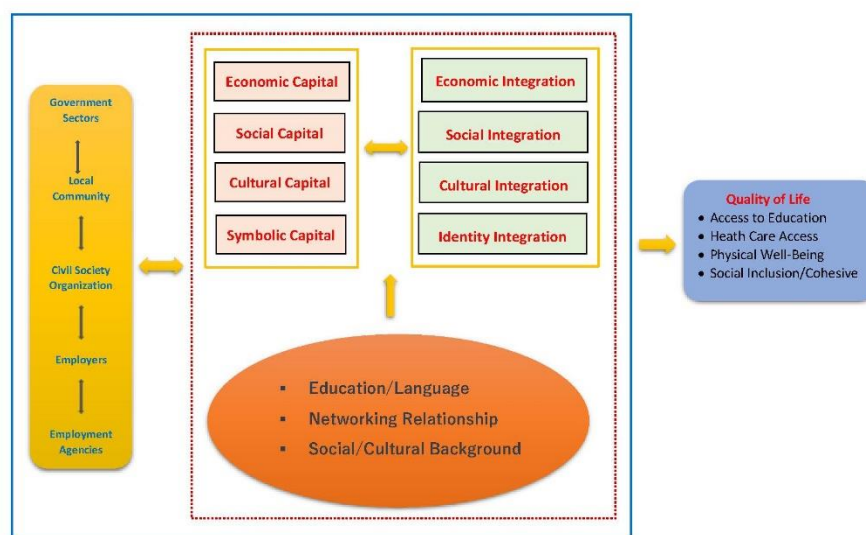
conditions. Sometimes, those Cambodian migrant workers may need to learn more about themselves, their mindset of living, their social fields, and how to integrate themselves with local communities. They may learn how to create their own space to understand themselves and improve their quality of life in terms of economic opportunities, social integration, and good health. However, educating and providing up-to-date and reliable information would be a significant choice to improve their living conditions. More than this, Information Technology is also a vital tool for migrant workers to get more information and knowledge of protecting their rights. So, this research provides a learning model for those Cambodian workers, stakeholders, and policymakers which they can use to improve the quality of life.

To understand the basic needs of Cambodian workers working and living in Thailand, the researcher studied the aspect of Maslow's Need Hierarchy because there are many conceptions of human needs. Because these conceptions are culturally bound, it is rather challenging to determine what needs a person has. However, despite all the possibilities and the great freedom of modern man, it looks like most people in our society today still do surpass level 3 or 4 in the hierarchy (Ventegodt et al., 2003). Notably, the basic need of Cambodian migrant workers in Thailand would show in some level of this hierarchy such as:

- First, physiological needs are physical requirements for human survival, e.g., air, food, drink, shelter, clothing, warmth, sex, sleep.
- Second, the Safety and Security Needs which means their physical and economic security such as good health, security of body, employment, resources, peace of mind, family and property including their Health Care and Well-being which addressing the health of migrants improves migrant's livelihood and well-being, protects the health of the public and facilitates integration. In contrast, such efforts have been shown to contribute significantly to a migration-inclusive social and economic development at the national development.

Beside understanding their current situation and need, this research also shown the result of what all stakeholders should do on helping to improve the Quality of Life of those Cambodian migrant workers. In particularly, those Cambodian migrant

workers also being a significant part to contribute for their own Quality of Life. For those components' involvement, so that the researcher has proposed a learning model that could help to upgrade the Quality of Life of those Cambodian migrant workers during their staying and working in Thailand.




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 Figure 1 : Research Conceptual Framework

CHAPTER TWO

REVIEW LITERATURE

This chapter will show the history of migration from Cambodia to Thailand, especially the situation of the living conditions of Cambodian migrant workers in Thailand since they moved to Thailand until now, either short-term or long-term workers. This chapter will present and discuss concepts, theories, and research studies related to this research entitled “Learning model for Improving Quality of Life of Cambodian Migrant Workers Working and Living in Thailand.” The core concept of this study relates to the proposed learning model for improving the quality of life of those Cambodian migrant workers who are working and living legally in Thailand.

1. Meaning and Concept of Quality of life of Migrant Workers

1.1. Definitions of Quality of Life

Quality of life is the word that relates to the human being, which means good life and well-being. The quality of life of migrant workers is a concept that must be included as communities that can be evaluated to determine what makes all workers more livable, enjoyable, and healthy. Kline (2000) noted that quality of life includes material needs, such as housing and health care, and other issues, such as safety in the neighborhoods, a sense of belonging, and a connection to nature. These indicators assist individuals in communities in measuring their comfort and satisfaction levels. When these levels are high, residents in these communities sense an excellent quality of life that creates a sense of well-being. Therefore, it is essential to understand what individuals in a community view as their quality of life (Kincaid, 2002). Quality of life has a significant role for each person because those who have a good quality of life can help themselves and bring happiness to society. The person and family who have a good quality of life must have the explicit goal of improving in each step of life improvements such as education, occupation, income, health, morals, and ethics. Thus, those who have a good quality of life would have the ability to develop their lives, society, and living environment for the best value and benefit for the whole society.

The most frequently referenced Quality of Life domains are interpersonal relations, social inclusion, personal development, physical well-being, self-determination, material well-being, emotional well-being, rights, environment (home/residence/living situation), family, recreation and leisure, and safety/security (WHO, 1997) and also defines Quality of Life as an individual's perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns.

In her article, Jenkins (2001) has discussed that the quality of life can be described as the individual's achievement of an ideal social situation within the limits of perceived physical capacity. She also reported that Shin and Johnson in 1978 suggested that quality of life consists of three elements: (a) having resources that satisfy the individual's needs, wants, and desires (b) having the ability to engage in activities that lead to self-actualization and personal development; and (c) feeling satisfied when comparing oneself to others.

Patterson (1975) indicated that quality of life is a phenomenon that includes "reasonable health, performance ability, comfort, emotional stability, and economic independence." While Sen in 1987 suggested that it is one's ability to get from one place to another to provide self-care and make a living.

Kline (2000) indicated that quality of life is one of four essential indicators to measure a community's sustainability. She suggested that quality of life is "more than an accounting for materials needs such as housing and health care." It extends into qualitative values such as having a sense of belonging, feeling safe enough to play outdoor, and close connection to nature. It helped people measure how comfortable, how satisfied, and how special they felt in their community. She added that a good quality of life includes a sense of place, self-worth, and safety.

The elements of Quality of Life in the concepts of psychologists have divided into four factors are:

- Physical: Body structure and body health, including personality
- Mental: Mental Health including Moral and ethic
- Social: status in society, position, reputation, respectful and relationship

- Economic: financial status and stable income

The elements of life quality have changed in nature, so humans need those elements to improve their quality of life for their achievement in the future. As described by several authors and researchers, as well as psychologists, it is evident that the quality of life is a multilayered and multidimensional concept that encompasses what his/her best state of being when examining his/her sense of well-being, belonging, place, self-worth, safety, connection with nature and health status and how that perception fits with the community is.

Ferrans and Power defined the quality of life into five aspects: (1) normal life, (2) happiness and satisfaction, (3) achievement of personal goals, (4) physical, mental capability, and (5) social ability.

Quality of life is very complicated abstract and many dimensions that cover the related factors with quality of life either from internal such as feeling and emotion or external factors as physical situation elements of quality of life-based on the needs of humankind. An American psychologist Maslow described ideal life as a long journey through eight needs, which depart from the concrete and down to earth to the abstract and divine-transcendent in his word. In order to fulfill them one by one, we must develop our beings to be more spontaneous, independent, active, and responsible.

1.2. Concept of Quality of Life

Today, quality of life issues is discussed widely in different scientific fields. In sociology, quality of life is understood as a subjective understanding of well-being, taking into account individual needs and understanding. In economics, it is the standard of living; medicine is the ratio of health and illness with the factors influencing a healthy lifestyle. A health factor is often prioritized through the quality-of-life concept (Dalia, Algirdas, 2009).

The concept of “Quality of Life” originated in the post-war era in the United States, used to demonstrate the effect of material goods on the lives of individuals. This understanding was then further expanded to include education, health, and economic growth. The notion is still broad in the present period. According to the World Health Organization, quality of life is an individual's perception of their position in life in the context of the culture and value systems in which they live and

their goals, expectations, values, and concerns. Physical health, psychological condition, level of independence, social ties, personal beliefs, and their relationship to prominent environmental elements. The term "quality of life" refers to a subjective assessment anchored in a cultural, social, and environmental context (World Health Organization Quality of Life, [WHOQOL Group] 1995).

The factors that determine the quality of life have been outlined by the Economic and Social Commission for Asia and the Pacific and include the following factors (UNESCAP,1995) as Health, Education, Working and Living condition, Physical Environment, Family Life, and Poverty

Wismer (1999) proposed three key assumptions when examining a community's sustainability and individual health and well-being as it relates to the quality of life:

- ❖ The local government's role is significant as it evaluates its community's quality of life.
- ❖ A community's quality of life impacts the individual's health and well-being.
- ❖ The general population's health will be optimum when social and economic development benefits are more equitably distributed.

Rapley and Hopgood (1997) stated that quality of life assessment is essential and the inclusion of individuals' subjective opinions as to what quality of life means to them. Commins and Felce, and Perry addressed the need for inclusion by individuals in a community or subgroup by proposing a model consisting of the following three components: (1) an individual's life situations, (2) an individual's perspective of his values, and (3) the individual's satisfaction concerning his/her life situations as viewed through the value system.

1.3. Scope of Quality of Life

Quality of Life: refers to the living conditions of all Cambodian migrant workers in Thailand in terms of access to education, networking relationship, social integration, social/cultural capital, access to social and health services, Social and organization participation, Self-development.

- **Access to Education:** Education empowers individuals by increasing their knowledge and cognitive, social, and emotional skills and improving habits, values, and attitudes toward healthy lifestyles and active citizenship (Executive Summary of Improving Health and Social Cohesion Through Education, OECD 2010). Once we have education, we will have a greater understanding of different cultures and more chances for improving our life. Especially, a good education translates to excellent networking.
- **Health Care and Well-being:** At the individual and local levels, addressing the health of migrants improves migrants' livelihood and well-being, protects the health of the public, and facilitates integration, while at the national level, such efforts have been shown to contribute significantly to a migration-inclusive social and economic development.
- **Access to key information:** As information is power, informed citizens are better equipped to take advantage of an opportunity, access services, exercise their rights, negotiate effectively and hold state and nonstate actors accountable. Without relevant, timely, and presented in forms that can be understood, it is impossible for poor people to take effective action, especially the information about rules and rights to essential government services, state and private sector performance, and financial services, markets, and prices. More than this, information and communications technologies (ICT) can connect poor people to this information. For example, information relating to migrant workers is crucial that they should know, including labor law or anything else about job opportunities and any activities in the community they live in, especially the Cambodian community, which can help them to update the movement of migrant workers' life.
- **Inclusion/participation:** Opportunities for poor people and other excluded groups to participate in decision-making are critical to

ensure that the use of limited public resources builds on local knowledge and priorities and brings about commitment to change.

- **Social Cohesion:** is conditional on the coherence of all classes of society and on combining a balanced economic policy with a social policy. The sustainable growth of the quality of people's lives can be achieved by encouraging education, research, and innovation development and by creating a modern infrastructure necessary for economic and social development. When assessing the quality of life of individuals and society, not only the material standard of living must be taken into account, but also health, education, an individual's activities, including work, opportunities for political and civic engagement, the impact of government measures, interpersonal relations and social contacts, indeed or, conversely, uncertainty in economic and personal terms, and the quality of the environment.

1.4. Quality of Life Measurement Principles

The principles that guide the measurement of Quality of Life need to be considered within the context of the current interest in the concept of quality of life as a sensitizing notion, social construct and unifying theme. This interest has come from three primary sources (Schalock et al., 2002):

- The first is a shift in focus away from the belief that scientific, medical, and technological advances alone would improve life toward an understanding that personal, family, community, and society well-being emerge from complex combinations of these advances plus values, perceptions, and environmental conditions.
- The second reason is that the Quality-of-Life concept represents the next logical step from the normalization movement that stressed community-based services to measuring outcomes from the individual's life in the community.

- The third reason for the increased interest in the Quality-of-Life concept and its measurement is the rise of consumer empowerment with its civil rights movements and their emphasis on person-centered planning, personal and valued outcomes, and self-determination.

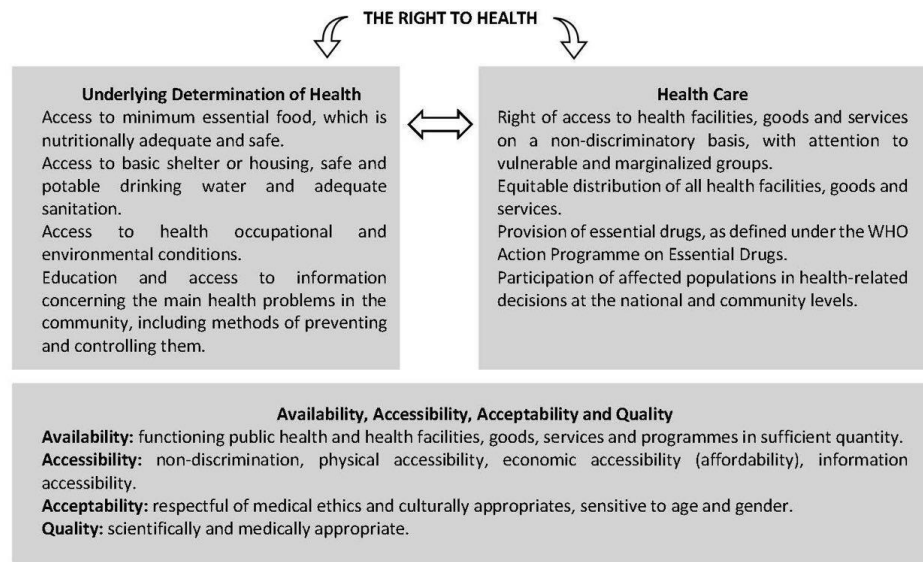
1.5. Key Components of Quality of Life:

Health and Wellbeing

Health is a migrant's main asset and the leading factor for determining whether the migration experience for the migrant, their family, and the countries of origin and destination will be positive or negative. Addressing the health needs of migrants is by international human rights law (in particular article 12 of the International Covenant of Economic, Social and Cultural rights), but also with public health and socio-economic principles. At the individual and local levels, addressing the health of migrants improves migrants' livelihood and well-being, protects the health of the public, and facilitates integration. In contrast, such efforts have been shown to contribute significantly to a migration-inclusive social and economic development at the national development.

The right to health framework (as in the below diagram) requires an equal emphasis on "underlying determinants of health" as "health care," recognizing that the health of persons is not just determined by their ability to access health care services. Equally important are, among other things, access to essential food, basic shelter or housing, safe and potable drinking water and adequate sanitation, and access to healthy occupational and environmental conditions as well as social protection. In addition, to take care of one's health, it is important to access essential education and information concerning the main health problems in the community, including methods of preventing and controlling them.

IOM has shown the result of Roundtable discussion that identifies some possible measures to be taken by the government of both countries of origin and residence and through a public-private partnership to reduce health vulnerabilities of migrants and their families and minimize the related social, health, and financial costs of migration.



Poor people who are healthy, educated, and secure can contribute more effectively to collective action; at the same time, collective action can improve poor people's access to quality schools or health services. Investment in health, education, and life skills are of intrinsic value and can also increase economic returns to the individual. In addition, access to wage employment can increase security and is automatic, given to the social, power, and communication barriers faced by poor people.

Health Care of Migrant workers:

Referring to many pieces of research and prior survey, data on the health status, health-care-seeking behavior, and access to health services among non-Thai migrants and their accompanying families is limited, especially for unregistered migrants. The illnesses and death of foreign migrant workers often result from unsanitary living conditions, unhealthy diets, and unsafe work environments. However, Access to healthcare was not a significant problem for most Cambodian migrant workers in Thailand, including those without complete documentation. However, among migrants who had no documentation, more than 40 percent had not attempted to obtain healthcare in Thailand, and one-third had obtained it easily. However, about 10 percent could not access healthcare, and another 10 percent obtained it with difficulty. In addition, some workers are not willing to pay health

insurance by themselves, so they buy medicine from a pharmacy when they are not well.

Margaret Chan, the former Director-General of the World Health Organization (WHO), stated that ensuring that all people can access the quality health services they need without financial hardship is a key to improving population well-being. She said that this concept is the single most powerful concept that public health has to offer. It is an investment in human capital and a fundamental driver of inclusive and sustainable economic growth. There is a global consensus that affordable, quality health care is critical to sustainable development. In 2017, the Thai government endorsed a 20-Year Master Plan for integrating Health Insurance Systems Development (2018-2019), developed by the Committee for Consideration of Strategic Integration of Budget Planning chaired by the Deputy Prime Minister. The plan aims to harmonize the three-main public health insurance systems to promote equity, quality, efficiency, and sustainability; and to ensure that everyone living on Thai soil has access to UHC.

2. Cambodian Migrant Workers Situation

2.1. History of Cambodia from the 1970s until now

In order to understand the history of the migration of Cambodians, we may need to know about Cambodia's political situation, which caused millions of people to migrate to other countries, especially its neighboring like Thailand, to escape from internal conflict in each period.

Lon Nol Regime: Back to 18th March 1970, Marshal Lon Nol carried out a coup d'état which destroyed the peasantry's hope and the fruitful achievement of the Late King father Norodom Sihanouk. The civil war occurred internally, and people dispersed all over the whole country. Students and intellectuals responded to a call by Late King father Norodom Sihanouk to join a movement against the Lon Nol regime. At the same time, more than two million people were moved from their villages to safe places because of the turmoil, civil war, and American bombing. In all the cities and towns, many Cambodian people had migrated from the rural areas.

Khmer Rouge Regime: From 17th April 1975 to 07th January 1979, the Cambodian Communist Party, led by Saloth Sar, commonly known as Pol Pot,

brought a hopeful new revolution, which descended into self-destruction with time. All the people were forced out of the cities in order to implement a new policy. The capital city of Phnom Penh was emptied of its population. Under this new regime, more than a million people, either adults or children, were killed. The country was closed for almost years with no economic activity as a result.

After this black regime, on the 7th of January 1979, a new Communist Party, supported by Vietnamese troops and led by a group of Mr. Heng Samrin at that time and, now he is president of the parliament of the Kingdom of Cambodia, replaced the old regime. Immediately, the people mobilized around it and searched for their lost relatives and livelihoods. More than a hundred thousand Cambodian people reached the Thai border to seek political asylum. Many refugee camps such as Khao I Dang Centre, Sa Koew, and Site Two camps were set up along the border with Thailand with humanitarian assistance from many NGOs and the Thai government.

Since then, the internal civil war had continued until the Paris Conferences on the 23rd October 1991, which was when a Peace Agreement was signed and marked the end of civil war in Cambodia. More than 360,000 refugees were repatriated to Cambodia. In 1993, the first National Assembly Election was held under the authority of the United Nations Transitional Authority in Cambodia (UNTAC).

Though the political situation in Cambodia changed very often in the past, most Cambodians experienced at least one migration, either within the country or to a neighboring country. At that time, Thailand played a vital role in humanitarian assistance in cooperation with the foreign communities and allowed Cambodian people to seek political asylum in the country. Now Cambodia is a Constitutional Monarchy under the **His Majesty the King Norodom Sihamoni** and has moved from a centrally planned economy to a free-market economic system. As a result, the country opened, and many foreign investors, including Thai businesses, came to Cambodia to seek business opportunities, but the job market and the labor wage remained low.

The number of Cambodian migrants working in Thailand had proliferated over the past few years when the Royal Thai Government completed the latest

migrant workers' registration round in March 2018. While the Cambodian economy has recently grown more rapidly than the Thai economy, there still exists a significant disparity in job opportunities and wage levels between the two countries, which has driven the rise of labor migration. Nevertheless, such migration has contributed to economic development in Thailand by furnishing a reliable supply of low-wage workers in the key economic sector such as agriculture, construction, fishing, and manufacturing.

2.2. History of Cambodian Migrant Workers flow into Thailand

Referring to the internal political situation of Cambodia, since the 1960s, Thailand has become a key destination for Cambodian migrant workers. However, steady infrastructure improvements and economic development boomed in the 1980s when Thailand shifted to an export-driven economy, creating a massive demand for migrant workers. Since then, Thailand has transformed from net emigration to net immigration and is a top migration destination in Asia (Bylander & Reid, 2017).

From 1970 till 1991, Cambodia had an internal conflict which caused many Cambodian people to escape from the country to live along the Cambodia-Thai border, particularly in three mentioned camps such as Kha I Dang holding center (1979), Sa Koew (October 1979-Early July 1980) and Site Two (January 1985-Mid 1993). The large populations from Cambodia started migrating to Thailand during the 1990s to escape poverty and political conflict, which many young Cambodian workers are seeking to work in Thailand (IOM,2010). Another significant reason that many Cambodians in flux into Thailand was that during the era of General Chatichai Choonhawan was a Prime Minister of Thailand from 4 August 1988 to 23 February 1991 and his policy of changing war zone to trade zone, many foreign workers from neighboring countries came in to find work opportunities in Thailand (Sunai Phasuk, 1996). Notably, in 1991, Cambodia and Thai had re-established the Diplomatic Relation before Cambodia held the first election organized by UNTAC in 1993 after the Peace agreement to stop internal conflict, many Cambodian refugees had transferred back to Cambodia. However, many of them are still seeking to live in Thailand. Some were married to Thai people, so that they moved to live in Thailand until now. According to the statistics in 2018, the number of non-Thai residents

within the country has increased from an estimated 3.7 million in 2014 to 4.9 million, which include approximately 3.9 million migrant workers from Cambodia, the Lao People's Democratic Republic, Myanmar, and Viet Nam (IOM, 2019). The Department of Employment of Thailand has recently completed a registration and nationality verification process, which has regularized the status of over 1.2 million irregular migrants from Cambodia. The amnesty was carried out from July 2017 to June 2018 due to concerns about a loss of workers caused by the new penalty provisions for irregular migration within the Royal Ordinance on the Management of Foreign Workers Employment 2018. The revised version of this Royal Ordinance was approved by the cabinet in March 2018, including several marked improvements aligned with international standards and good practices for labor migration governance. It can be assumed that the number of irregular migrants has significantly declined within Thailand at present. However, there are still some who enter to work by using tourist visa exemption for 14 days, those who use this kind of exemption visa to work are counted as legal migrant workers, and the data is not officially in the system.

Decades of civil war in Cambodia have stifled socio-economic development compared to other countries in the region, especially its neighboring country like Thailand. Therefore, while Cambodians are drawn to Thailand because of higher wages and more job opportunities, they are also responding to a lack of employment opportunities in rural Cambodia, where poverty, high unemployment, a growing youth population, environmental stress, and a high level of household debt are the most critical driving factors leading to Cambodian migration. Another pull factor is Thailand's scarcity of lower-skilled labor. When Thailand is a developing country and Thai people do not prefer to work as labor in some sectors, such as fishery, farmers, construction workers, the demand to use migrant workers from neighboring countries is very important for its economic growth. Significantly, the labor minimum wage compared to the origin countries, working in Thailand all workers could get higher wages than working in their countries (Panita Sornsri, 2010). Regarding the labor wage concern, on 6 December 2019, the Thai Cabinet endorsed the National Minimum Wage Committee's proposed increase in minimum wages from 313 to 336 baht per day to be effective on 1 January 2020 in 77 provinces throughout the country

(Thai cabinet). The International Labour Organization said that this minimum wage calculation method would help all workers improve their life quality.

Another cause when the Paris Agreement on 23 October 1991 ended the internal civil war in Cambodia was that many Cambodians who stayed in refugee camps along the Cambodian-Thai border had repatriated to Cambodia. Cambodia and Thailand have re-established their diplomatic relations since this relation was cut off in 1962 during the civil war in Cambodia. From 1993, Cambodian people migrated into Thailand legally and illegally because of the similar language and culture and eased to cross the land border. Thailand may also be a more attractive location since there is a better chance of having continuous employment throughout the year. Refer to the data from the Royal Embassy of Cambodia to Thailand, as of June 2022, there are 1,220,197 Cambodian migrant workers (Female 489,713) living and working in Thailand. in various sectors, such as industry, fishery, construction. However, this is the number of registrations officially; many more are not on the formal list. Alongside Laotian and Burmese workers, they form the backbone of Thailand's fishing, construction, and agriculture sectors (Minister of Labour of Thailand), including coming to work via MOU and some seasonal workers. Cambodian migrants in Thailand are concentrated in the construction sector, where 30 % of them work, but 19 % are considered general laborers, and significant proportions also work in manufacturing, fishing, and agriculture. As a result of the current registration process, 74% of the migrant workers held personal identification and a work permit. Only 3% of the respondents reported not holding and identification documents.

Timeline of Cambodian Migrant Workers flows into Thailand

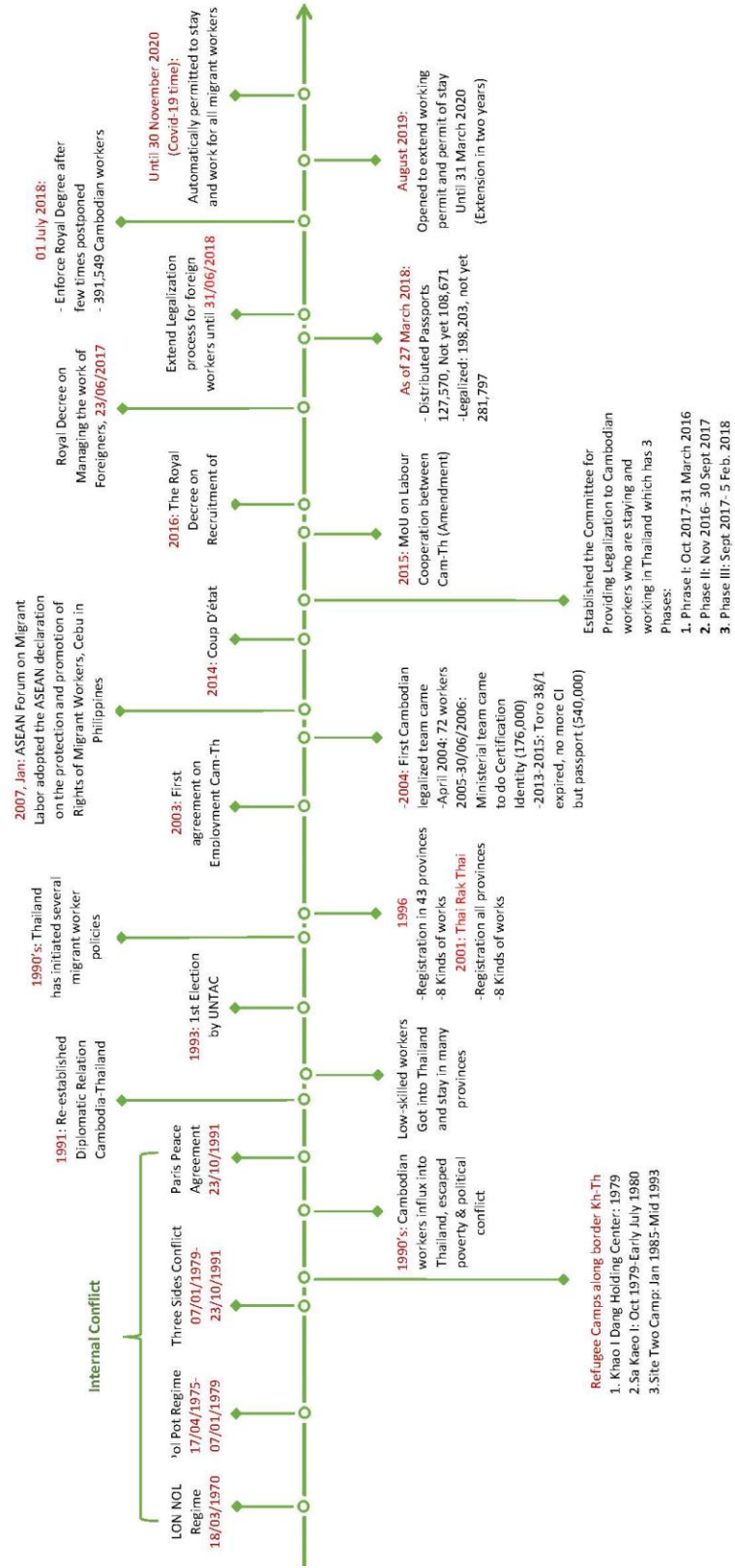


Figure 2: Timeline of Cambodian Migrant workers flows into Thailand

2.3. Working Condition of Migrant Workers in Thailand

For many years, many Cambodian workers have migrated to Thailand for employment, providing a vital contribution to the economy of Thailand by filling labor shortages in numerous key sectors and contributing to the economy of their sears of origin through remittances sent back home. However, the quality of life of those Cambodian workers is still in doubt. Due to the study of the UN in 2018, applying a sectorial lens to the working conditions of migrant workers in Thailand reveals that substantial gaps continue to exist in fundamental labor rights protection. Despite some signs of progress in the fishing and seafood processing sector, the labor abuse against women and men migrant workers continues, including forced labor indicators such as deceptive recruitment practices and withholding of wages. Much less consideration has been given to regulating the working conditions of migrants employed in agriculture. Although year-round workers have the same labor rights protection as other workers, seasonal agricultural workers do not receive even the most basic protections, including the minimum wage, overtime pay, rest time, annual leave, sick leave, and social security. With few regulatory standards in-place, the sector continues to be characterized by high levels of informality, low wages, unsafe living and working conditions, and lingering problems with child labor.

Significantly, the insufficient quality and scope of labor inspection for agricultural workplaces is an essential contributing factor to the poor working conditions for migrants within the sector, limiting effective enforcement of the applicable labor laws. In addition, insufficient occupational safety and health training and personal protective equipment for migrant workers place them at an increased risk of pesticide overexposure and workplace injuries.

In terms of the access to services for migrants, progress on providing migrant workers with fair access to public services has been substantial under law but limited practice. Regular migrant workers can receive subsidized care from Thailand's public health system, and irregular migrants can enroll for health insurance coverage by paying an annual fee. However, utilization of public health services remains relatively low among migrants due to several social and financial barriers.

The right of migrant children to access public services is also well-established under Thai law, particularly about education. Migrant children can attend primary and

secondary school free of tuition expenses. There are also options for non-informal education and migrant learning centers that provide services to migrants unable or unwilling to attend public school. Through an educational opportunity provided by the Thai government and NGOs, more than 164,000 migrant children are enrolled in school within Thailand. At the same time, it is estimated that 200,000 migrant children remain out of school and are not receiving any form of education. However, not many Cambodian migrant workers' children have registered for education except some Cambodians who permanently live in the country. Similar to the challenges with the public health system, informal restrictions in access keep many migrant children away. Although the government covers tuition, the indirect cost, such as travel, school uniforms, and staying in dormitories, can still be unaffordable for migrant workers. Sometimes, attitudes and understanding of policy on the education of migrant children are poor among educators in some cases, with informal age, languages, and documentation requirements established that prevent enrollment. In addition, many migrant parents view their stay in Thailand as temporary and are reluctant for their children to study in Thai schools. The limited level of education available to migrants could potentially affect their ability to fully understand the pre-departure training they receive, especially regarding topics like contractual obligations, Thai labor laws, and labor protection.

As of November 2018, the statistics available place the total non-Thai population in Thailand at approximately 4.9 million, including 3.9 million migrant workers from Cambodia, Lao PDR Myanmar, and Vietnam. Despite efforts to regularize migration to Thailand, most migrant workers continue to live and work in a precarious legal status that is almost entirely at their employer's discretion. For the lack of social cohesion, although some efforts to better integrate migrant workers into Thai society have been made, notably through expanding access to public services, there are still concerns that migration policy primarily treats migrant workers as only a temporary source of labor. However, migrants coming to Thailand are increasingly staying within the country for more extended periods and cannot be considered “temporary” workers.

Table 1 : Number of Cambodian migrants' workers working in Thailand
(Source: Department of Employment of Thailand, December 2019)

Process	2018	2019
Nationality Verification	112,359	63,048
Memorandum of Understanding (MoU)	312,714	64,656
OSSC	350,840	286,276
Total	775,913	413,980

Note: Data in December each year except OSSC, which are in the month of registration, the number not including dependents.

As of February 2020, there are a totally of 3,451,924 foreign migrant workers working in Thailand; among this, the number of Cambodian migrant workers is 881,234 divided by type of works as follow:

Table 2: Number of Cambodian migrants' workers by types of job as of Feb. 2020 (Source: Office of Foreign Worker Administration & Srawooth Paitoonpong,2020)

Type of job	Feb. 2020
1.Fishery & related	215,747
2.Garage/car clean/other services	94,664
3.Construction	306,216
4.Recycling/mining/stevedoring	33,624
5.MFG&Sales	762,217
6.Wholesale/retail/metal/food	130,338
7.Domestic	18,107
Total	881,234

However, based on the recent statistic from Department of Employment of Thailand released in July 2022, Thailand had a total of 2,099,227 foreign migrant workers among which, Cambodian migrant workers accounted for 409,014 (19%) ranked number 2 if compared to Myanmar 72% (1,505,153), Laos 9% (184,929) and

Viet Nam (only 130). 5 provinces that have most of foreign workers such as Bangkok (392,452), Samut Sakhon (260,018), Samut Prakan (233,455), Chonburi (185,429) and Pathumthani (156,328). The statistic is not the exact number yet because Thailand is now under the process of new registration for undocumented foreigner workers. If compared to 2020, number of Cambodia workers have decrease from almost nearly 1 million to just only less than half from last two years.

2.3.1. Costs of Migration:

Because formal procedures for migration between Cambodia and Thailand are relatively complex and time-consuming, most Cambodian migrants have used brokers in either country of both countries to assist them, adding to the costs of migration. In addition, because formal recruitment is more expensive than informal recruitment and employers cannot be confident that migrants will continue to work for them, some employers prefer to hire irregular migrants because of the ease and lower cost.

The costs of migration appear to have been reduced in recent years, perhaps because those who migrate several times know how to do it more cost-effectively. For example, IMO's recent research stated that 44% of the migrants paid between 62USD to 94 USD for their most recent move. In addition, 56% hired brokers from both countries for the crossing, and 25% borrowed money from a source other than friends or family (IMO, 2019).

2.3.2. Working conditions for migrant workers in Thailand in the Agriculture sector

Thailand's agriculture sector continues to play an essential role in the country's economy. As a result of industrialization and changing employment structures, Thailand has increasingly relied on migrant workers to sustain the agriculture sector. However, the actual number employed within this type of work is difficult to determine due to the substantial presence of migrants working in agriculture that have not been granted legal status. Most of the employment in this sector, including year-round workers, seasonal workers, and daily workers, are employed temporarily. Only year-round workers receive full coverage by the Labor Protection Act, while seasonal and daily workers are entitled to a limited number of rights detailed in Ministerial Regulation concerning Labor Protection in Agricultural

Work. The difference in employment status also determines their ability to receive social security benefits. So, further action is needed to improve working and living conditions for agricultural migrant workers to establish an environment of decent work within the sector.

Table 3 : Cambodian Migrants employed in the agriculture sector by legal status and gender

Country	Process	Male	Female	Total
	Nationality Verification	7,301	5,732	13,033
	Memorandum of Understanding	5,330	3,749	9,079
Cambodia	One Stop Service Centre	26,092	21,536	47,628
	Border Pass Employment	3,113	2,560	5,673
	Total	41,836	33,577	75,413

Source: Ministry of Labour (2018)

2.3.3. Working conditions for migrant workers in Thailand in the Fisheries sector

During the last five years, Thailand's fishing and seafood processing industry has come under scrutiny by labor rights organizations, international media, trading partners, and seafood buyers. Numerous reports have documented severe labor rights abuses within the sector-particularly against migrant workers-and illegal, unreported, and unregulated (IUU) fishing. As a result, in April 2015, the European Commission issued a "yellow card" warning to Thailand for IUU fishing and connected illegal fishing practices and exploitative working conditions.

Apart from its economic and nutritional contributions, the fishing and seafood industry also plays a vital role in job creation. In 2017, the sector employed approximately 600,000 workers. More than 302,000 of those employed were migrants, primarily from Cambodia and Myanmar. Refer to the official data by the Department of Employment of Thailand shows that 114,558 among 1.2 million workers who completed the procedure of their nationality verified working in fishing and seafood processing. Despite these signs of improvement, the ILO report notes persistent labor abuses affecting migrant workers in the sector (ILO, 2017). One-third of workers reported being paid less than the legal minimum wage before any

deductions were made. Since 2017, the Cambodian government has allowed Cambodian workers to work in the fishing sector via the MoU system.

Extensive international attention to forced labor and illegal fishing practices in Thailand's fisheries sector has led the Thai Government to improve legislative and regulatory frameworks and expand its efforts to identify and prosecute offenders. A new measure has established higher standards for labor rights protection and fisheries management in the industry and increased inspection of fishing vessels

2.4. COVID-19 Outbreak and Life of Cambodian Migrant workers in Thailand

An outbreak of coronavirus disease 2019 (Covid-19), part of the 2019-2020 global pandemic, has been ongoing in Thailand since 13 January 2020, when the country first confirmed a case outside China. The first reported local transmission was confirmed on 31 January. Cases saw a sharp increase in mid-March, which was attributed to several transmission clusters. Prime Minister Prayut Chan-o-cha declared a state of emergency, effective on 26 March, which most types of businesses closed, that curfew has been announced, effective since the night of 3 April 2020. The partial lockdown of Bangkok and ordered by the Thai Interior Ministry to close 18 border points taking effect on March 23 triggered a mass exodus of migrant workers from Myanmar, Cambodia, and Laos, with estimates ranging between 60,000-200,000 people have left Thailand. Particularly, when the Thai government temporarily ban on cross-border travel between Thailand and Cambodia, many Cambodian migrant workers were affected because of closed down some businesses.

In the light of this outbreak in Thailand, foreign migrants, irrespective of their legal status, face a new set of challenges and vulnerabilities. The stringent movement restrictions and temporary disruption of many income-generating activities significantly burden migrants in both the formal and informal sectors. With limited or no access to technology, limited capacity to cope and adapt, little or no saving, inadequate access to social services, and uncertainty about their legal status and potential to access healthcare services, tens of thousands of migrants have left Thailand, including around 95,000 Cambodian migrants even during border closing. However, the extent to which their challenges and vulnerabilities affect migrant communities who have opted to remain in Thailand or had no choice but to remain in

Thailand. The researcher found that many Cambodian migrant workers out of the social insurance system faced many difficulties when most businesses temporarily closed. Especially for those who remained in Thailand, it is unclear whether they have received sufficient information about health care and Covid protection. They even had limited access to resources which allowed them to maintain the hygiene and sanitation standards. Many of them did not know even they had the right to request basic living needs from their employers. During the Covid19 period, the researcher has visited many sites of Cambodian migrant workers and saw that many of them strained in Thailand and lost their jobs, even facing the most difficult to survive. They did not have money to buy food which is a basic need in life. The Royal Embassy of Cambodia in Thailand and Thai authorities and Migrant Labour Networks have played an essential role in providing them with information about regulation during a state of emergency and providing them some primary resources for daily life.

Mr. Moeun Tola, the executive director of the Center for Alliance and Human Rights of Cambodia, said that there are about 1.7 to two million Cambodian migrant workers in Thailand based on the most recent estimates, with 20 percent of those undocumented. He also said that undocumented workers were vulnerable and often cheated by Thai bosses. They work for several months, but in the end, they do not receive their salary, and sometimes bosses even call the Thai authorities to arrest them. In addition, he was worried about fishing boat workers and some in the construction sector, as they were forced to take illegal drugs to have the energy to work.

The exact number of Cambodian migrant workers living and working in Thailand, the researcher found that there is no single data either from Thai database or Cambodia database as the number is running day today. Some workers, still coming to work illegally. Especially during the situation of Covid19 when Thailand announced to declare a state of emergency, we could see many Cambodian workers who come to work in Thailand with 14 days exemption visa for ordinary passports with two countries. The data from the Ministry of Labour and Vocational Training of Cambodia informed that there are around 1.2 million Cambodian migrant workers

working and living in Thailand; more among these numbers were not counted in the Thai labor data system.

During COVID-19, IOM Thailand has studied the impacts of the migrant population in Thailand, which has been acutely affected by this pandemic, resulting in loss of livelihoods and the inability to meet basic needs. Moreover, thousands of migrants have been stranded in Thailand because of continued border closures since the end of March; most of them have limited access to social protection schemes, food security, inadequate access to water, inability to purchase face masks, and the inability to support families back home due to lack of remittances. In this, nearly 100,000 Cambodian migrant workers have returned to Cambodia while many migrants who stranded in Thailand lost their job, and even their working hours have been decreased, resulting in their living conditions more than before. Especially, those migrants, either legal or illegal, are not included in the Thai government support scheme for 5,000 Baht per month, which mentions only Thai workers affected by COVID-19. Therefore, those migrant workers seem to be left behind; they struggle to live because the situation is strict and some of their factories closed temporarily, and some employers did not pay a fee for them. During this situation, many NGOs, such as Migrant Workers Right Networks, Foundation for Education and Development, Aid Alliance Committee, Mekong Migrant Network, Migrant Working Group and Labor Right Promotion Network, as well as the Royal Embassy of Cambodia to Thailand and some local Thai authorities concerned have worked together to help some of the Cambodian migrant workers for daily living. However, those agencies have limited resources for helping many Cambodian migrant workers who are facing loving conditions.

Referring to the result of IOM (2020)'s research in the IOM Thailand COVID-19 Newsletter, the most significant COVID-19 impact felt by these communities relate to the loss of employment and livelihoods, resulting in their inability to meet basic needs and essential access services, including healthcare. Most migrant workers, including Cambodian migrant workers, do not even know what benefit and protection they should be provided? Even migrants who have social insurance did not know that they should get helping during unemployment of this COVID-19 situation. Some of

them knew, but there are many processes that they must fill in the form in Thai languages which is very complicated, and they did not expect when they would be called for this supporting fund.

During the COVID-19 outbreak in 2020, a large number of Cambodian workers decided to illegally return to Cambodia because of unemployment, working documents have expired and couldn't access to health service when they got infected due to the lack of hospital beds during that time. Referring to data from the Ministry of Health of Thailand, as of 26 January 2022, 37,332 Cambodian migrant workers had Covid-19, and 49 persons passed away since 2020. During this difficulty, some NGOs, local organizations, and Cambodian Embassy to Thailand assisted and donated some foods for their daily lives. However, it was not enough due to lack of human resources and must respect some regulation for prevention of the spreading of this virus.

During the pandemic, to ease the difficulties of all Cambodian workers who couldn't able to extend their staying documents, Thai government granted permission to the Cambodian workers whose overseas Cambodian Worker Card (OCWC) and Travel Document (TD) have expired, to stay and work in Thailand until 13 February 2023.

2.5. Labour management via MoU/Agreement and NV processes

Two main processes to facilitate labor migration to Thailand have been developed. The first is through the memorandum of understanding (MOUs) with neighboring countries. In an attempt to formalize the recruitment of workers from the three bordered countries, the government of Thailand also signed on MOUs with those countries in 2002 and 2003 to serve as a formal channel to bring foreign workers and provide migrants a fully functional legal channel to access job opportunities in Thailand. The second approach is through the registration system known as the Nationality Verification (NV) process, which allows undocumented migrants to regularize their status without having to return to their countries of origin. The NV process begins for migrants by registering for an identification card at One-Stop Service Centers. The Thai government has sought to encourage more significant

employment of migrant workers through the MOUs. The number of migrant workers entering Thailand under these agreements has been increasing for several years, with nearly three times as many migrants in 2017 using the MOU process. However, this process has not shown to be a success with a small number of fewer than 80,000 workers by the end of 2010, primarily due to its high costs, Decree 57 of 1995. This Sub-Decree acknowledges the potential impact of migration on poverty reduction and human resource development. It also strengthens the regulatory framework for managing labor migration and protecting migrant workers.

The Agreement on Worker Employment between the governments of the Kingdom of Cambodia and the Kingdom of Thailand was signed in 2003, amended, and signed again on 19 December 2015 to have closer control of illegal immigration. Besides this Agreement, the two governments also signed on Memorandum of Understanding (MoU) on Labour Cooperation between Cambodia and Thailand signed on 19 December 2015 during the 2nd Joint Cabinet Retreat between Cambodia and Thailand in Bangkok. The bilateral MOU with Thailand has established procedures for legal migration and the regularization of irregular workers. As of 2018, there are 65 recruiting companies in Cambodia that have duties on recruitment, training, and management of Cambodian workers who enter via MOU. In recent years, there has been a significant process in both of these areas, with increasing numbers of Cambodian migrants now entering Thailand through legal channels from 2013 to 2018. However, during COVID-19 pandemic, the process of recruitment via MoU had been postponed, during which, there were many illegal workers crossed the border to find jobs when the situation was a bit better in the 2021. Refer to outcome of the Thailand has resumed the recruitment of workers from Cambodia to work in Thailand via the Memorandum of Understanding on Labour Cooperations between the two countries as well as the recruitment of seasonal workers from Cambodia to work in plantation in Chanthaburi Province. The researcher found that this could decrease illegal crossing post COVID-19 pandemic.

2.6. Cambodian Legalization Team

From April 2004 to June 2006, the first Cambodian ministerial legalization team came to Thailand to issue Certification Identity (CI) for 176,000 illegal

Cambodian migrant workers. Then, in mid-2011, the Government of Thailand opened a registration window for irregular migrants as the first step in allowing them to obtain legal status. The next step to regularization was nationality verification (NV). This process aims to regularize the irregular but registered migrants by acquiring legal status by issuing temporary passports of up to 6 years validity. The first implementation was in mid-2012 by the Ministry of Labour of Thailand, allowing migrant workers to renew their work permits and compete for national verification. While the registration has closed, the NV process continued, with the deadline for completion extended to 15 December of the same year. Upon completing the national verification process, migrants should receive social security, work accident compensation, health care, and unrestricted travel with Thailand and their home countries. After that, from 2013-2015, there was no more CI issuance, the team came to do the passport for 540,000 Cambodian workers (Ministry of Labour and Vocational Training). However, after the Coup D'état in 2014, the Royal Government of Thailand established the Committee for Providing Legalization to Cambodian workers staying and working in Thailand to work with its counterpart to facilitate and legalize all undocumented workers until June 31, 2018.

When the Government of General Prayut Chan-O-Cha announced to enforce new labor law, the Royal Government of Cambodia under the leadership of Samdech Prime Minister HUN SEN has decided as below in order to protect the rights and benefits of all Cambodian migrant workers here and for a continuous to legalize those undocumented workers:

1. Appointed three Counselors in charge of Labour for providing a good service and resolving workers' problems.
2. Established the Committee for Providing Legalization to Cambodian Workers who are Staying and Working in Thailand to provide legalization and verification and issuing Travel document (TD) and Overseas Cambodian Worker Card (OCWC) to Cambodian migrant workers who are working illegally before the enforcement of new Thai labor law which has divided into three steps:

- **Phase 1:** 13 October 2014 to 31 March 2016

- **Phase 2:** 14 November 2016 to 30 September 2017
- **Phase 3:** 01 September 2017 to 16 June 2018

This Inter-Ministry mobile team consists of 3 mobile teams located in Bangkok, Rayong, and Pathumthani to verify and issue TD and OCWC and seven mobile teams to collect data of our workers in Thailand. They started their duty on 13 October 2017 and 05 March 2018, respectively, until 16 June 2018.

The campaign to legalize foreign workers ended on 30 June 2018, when the Thai government enforced new labor law. However, the Thai government still coordinated with the Cambodia side in bilateral to issue legal documents to Cambodian workers in the office in the border provinces where the Cambodian mobile teams will be set up to issue passports and legal documents for those Cambodian migrant workers who could not finish on time for issuing legal paper. For other duties, regarding Cambodian workers, will be transferred to the Royal Embassy of Cambodia in Bangkok which those Cambodian illegal workers who have yet to verify themselves could come to the embassy to get Travel Document (Laisse Passé) in order to go back to Cambodia to process legal document to work in Thailand via MoU.

During the recent outbreak of the Covid19 disease in Thailand, the Thai government has agreed to allow all migrant workers who's staying and working permits expire to continue automatically staying and working in Thailand until November 30, 2020, for preventing the spreading of this virus.

Besides this committee, the Cambodian government has set up another “Five Working groups” which consist of high-ranking officials in Cambodia in order to visit all Cambodian workers in various parts of Thailand as follows:

- ❖ **Group 1:** Led by **H.E. Men Sam An**, Deputy Prime Minister, Minister of National Assembly–Senate Relations and Inspection accompanied by Parliament members, Representative from Phnom Penh Municipality, Representative from Svay Rieng, Kandal, Banteay Meanchey, and Siemreap provinces.
- ❖ **Group 2:** Led by **H.E. Ith Samheng**, Minister of Labour and Vocational Training (MOLVT) and Chairman of Committee for

Providing Legalization to Cambodian Workers who are Staying and Working in Thailand accompanied by representatives from MOLVT, Sihanouk Kampong Chhnang, Pursat, and Koh Kong.

- ❖ **Group 3:** Led by **H.E. Dr. Hun Manet**, Vice Chairman of the Committee for Legalization to Cambodian Workers staying and working in Thailand accompanied by representatives from Kampong Cham, Thbaung Kkmom, and Kampong Thom provinces.
- ❖ **Group 4:** Led by **H.E. Prum Sokha**, Secretary of State of Ministry of Interior, accompanied by representatives from Prey Veng, Battambang, Kep, and Kampot provinces.
- ❖ **Group 5:** Led by **H.E. Hun Many**, President of Cambodian Youth Union, Kampong Speu, Takeo, and Pailin provinces.

Those groups have not often visited Cambodian migrant workers here, but the Royal Embassy of Cambodia in Thailand has played an essential role in providing services and solving problems that those workers face.

2.7.Challenges and problems Cambodian Migrant workers face in Thailand

This paper studies the causes of many Cambodian workers entering Thailand and seeks ways to empower them to improve their quality of life in economic opportunities, Social Power, Health Power, and Political Liberties. In order to improve these, the researcher has learned that providing good education and up-to-date and reliable information could also help those migrant workers. However, accessing social services would be one part of improving their living condition in Thailand.

Education:

“Literacy is a bridge from misery to hope. It is a tool for daily life in modern society. It is a bulwark against poverty, and a building block of development.... Literacy is a platform for democratization, and vehicle for the promotion of cultural and national identityan agent of family health and nutrition. For everywhere, literacy is, along with education in general, a basic human right.... Literacy is,

finally, the road to human progress and the means through which every man woman and child can realize his or her full potential.”

Kofi Annan

There are many studies about the problems that Cambodian migrant workers face in Thailand in terms of human rights protection. About accessing health care and education, from the report of ILO in 2016, many female migrant workers, which is 38% among the workers who are working in the construction sector, have faced the problem of lower wages and insecurity of working camp. Some female workers have to get married to have someone to protect their selves from being abused. Especially, their children who come with her also facing the health protection condition as well as education. One such segment is children of migrant construction workers who move along construction sites with their families. According to a 2017 UNICEF survey, the majority of married migrant workers who brought their children to live with them, as well as some who have children in the construction camp, their children face the problem of access to good water and health care, and the living environment is not suitable for the quality of life of all children. Research in Cambodia has indicated that less-educated women migrate overseas and work in low-paid and low-skilled sectors (Royal Government of Cambodia, Ministry of Planning).

“Labour rights are human rights, and the ability to exercise these rights in the workplace is prerequisite for workers to enjoy a broad range of other rights, whether economic, social, cultural, political or otherwise.”

UN Report 2016

There are different meanings of empowerment in a socio-cultural and political context, which does not translate easily into all languages. However, empowerment is the expansion of freedom and action.

The study of the United Nations Department of Economic and Social Affairs about Promoting Empowerment of People in achieving poverty eradication, social integration and full employment integration and full employment and decent work for all shown that many factors could be used to empower people (United Nations, 2013). Moreover, the study of Clifford (2011) on “The Role of Technology in Working

Women's Empowerment" showed that information communication technology could help Isaan women workers in Bangkok access knowledge, maintain familial and external relationships, build confidence, find the funding for achieving greater equality in society in terms of economic and social opportunities, and personal and emotional well-being, with their success reaching the highest level of the Maslow hierarchy.

World Bank has studied in 2002 about the Empowerment and Poverty Reduction and stated that empowerment is the expansion of assets and capabilities of poor people to participate in, negotiate with, influence, control, and hold accountable institutions that affect their lives. It means poor people need a range of assets and capabilities to increase their wellbeing and security. Assets refer to material assets, while capabilities are inherent in people and enable them to use their assets in different ways to increase their wellbeing. In conclusion, there are different kinds of capabilities as Human capabilities include good health, education, and production, or other life-enhancing skills. Social capabilities include social belonging, leadership, relations of trust, a sense of identity, values that give meaning to life, and the capacity to organize. Lastly is Political capability, including the capacity to represent oneself or others, access information, form association, and participate in the political life of a community or country.

Presently there are two types of education for migrants' children, public school or formal education and migrants' learning centers or informal education. Initially, access to public education was prohibited for children of migrant workers by law. As a result, most children of migrant workers stayed at home, prematurely entered the labor market, or attended classes at learning centers provided by non-government organizations (Refer to Thithimadee 2012:2). As a result, not many Cambodian migrant workers.

Refer to the recent survey of IMO shows that only 2.5 percent of Cambodian migrant workers in Thailand had obtained some of their education in Thailand, perhaps reflecting the long duration that many of them have been in the host country. Among those respondents, 42 percent had completed the elementary level, 33 percent had completed the lower secondary level, 8 percent had obtained informal vocational education, and 8 percent informal short courses. Those Cambodian migrant workers

mentioned that they did not have time for studies or needed to earn money for not studying.

2.8. Improvement of Quality of life by Cambodia and Thai Government

Both governments Cambodian and Thailand, are the main key factors that could help Cambodian migrant workers in Thailand. Referring to IMO's recent research, the Thai government has to ensure the payment of the legal minimum wage to migrant workers, especially women. More than this, the government should carry out more inspections of working conditions to ensure that all migrant workers are covered by health and accident insurance. Furthermore, they could cooperate with the private sector to promote electronic means of sending remittances at a low cost. Mainly, the Thai government should allow migrant workers to participate in Government-sponsored skill training in a sector with labor shortages.

However, the Cambodian government also has its duty to provide adequate pre-departure training to migrants geared to the appropriate educational level. In addition, they may establish a loan fund for prosperous migrant workers so that they do not need to borrow from money-lenders who always charge with very high interest. Furthermore, to send money back home, the government should cooperate with the financial sector to safeguard the delivery of remittances to migrants' families and reasonable fees. More than this, the government of Cambodia should provide training for returning migrants on setting up their businesses and create initiatives for return migrants to increase the productivity of their farms.

Legal system: As observed in many areas, Cambodian migrant workers have faced some challenges in increasing their choices relating to their rights for movement or mobility. Migrant workers should not have any restriction from the State law to change their address when they wish and seek employment in another place. The current limitations articulated in the Alien Employment Act violate the fundamental right to move and further bar migrants from accessing job opportunities that are available in other districts. So, the Thai government should reconsider this restriction to help migrant workers improve their quality of life by getting more choices in daily life.

When they can feel like being a part of the Thai community, they will live happily. It is also referred to acceptance by both parties, employers and migrant workers, for cross-cultural exchange to learn from each other. IOM has stated that

social integration is defined as a continuum approach ranging from the most to a minor integrated level, as follows:

1. Assimilation: the migrant workers are willing to leave their home culture behind and fully adopt the cultural practices of the employer.
2. Integration: Both parties accept specific differences but continue to learn from each other on a mutual basis
3. Multiculturalism: Each party adheres closely to their respective home cultures and does not interfere with each other's practices
4. Segregation: Each party adheres closely to their respective home culture and physically separates themselves from each other.

Rather than focusing on the process of assimilation or integration, the structuralism approach emphasizes how differences in socio-economic opportunities relate to differences in the social integration of ethnic minority groups. Education, power, and privilege are seen as structural constraints that affect the ability of migrants and ethnic minorities to integrate socially. Consequently, the benefits of integration depend primarily on the stratum of society absorbing the migrants. Contrary to the perspectives of assimilation theory and multiculturalism, structuralism emphasizes the inherent conflicts in the social hierarchy between dominant and minority groups and therefore questions even the possibility of cultural and socio-economic integration of immigration. Multiculturalists acknowledge that the cultural characteristics of immigrants are constantly reshaped along the integration process and, therefore, may never completely disappear. Structuralist emphasizes the effects of the social and economic structure of the host country on the ability of immigrants to integrate into its cultural attitudes and share its economic benefits.

Anthony Giddens offers an alternative to structural functionalism in *New Rules of Sociological Method*. We could see that the concept of Social Structure is the organized set of social institutions and patterns of institutionalized relationships that compose society. Social structure is both a product of social interaction and directly determines it. Social structures are not immediately visible to the untrained observer; however, they always affect all dimensions of human experience in society (Ashley Crossman, 2017). Social structure is operated in three levels within a given society, macro, meso, and micro level.

One of the main concerns of social theorists in the 20th century has been the question of the relation between structure and agency. The enterprise of sociology is trying to figure out social structures. All of us may think that we think independently and are autonomous, but structures in this world contain, shape, and inform our actions. There is structure, and then there is an agency, and sociology then studies how they interact.

The structural-functional approach is a perspective in sociology that sees society as a complex system whose parts work together to promote solidarity and stability. It asserts that our lives are guided by social structures, which are relatively stable patterns of social behavior. Social structures shape our lives - for example, in families, the community, and religious organizations. Moreover, certain rituals, such as a handshake or complex religious ceremonies, structure our everyday lives. Each social structure has social functions or consequences for the operation of society as a whole. Education, for example, has several essential functions in a society, such as socialization, learning, and social placement.

While De Haas (2011) posits the aspiration-capabilities framework as a theoretical synthesis with social, economic, and political dimensions, conceptualizing migration as a function of opportunity rather than income or wage differentials. This theory interconnects concepts of both structure and agency; thus, individuals and social groups with diverse negative and positive freedoms are influenced to migrate by the relationship between the structural conditions (e.g., creating complex opportunity structures) of their lived experience and how this impacts their capabilities and aspirations.

3. The roles of related stakeholders and agencies

3.1. ASEAN: ASEAN Forum on Migrant Labour. In January 2007, ASEAN Member States adopted the ASEAN Declaration on the Protection and Promotion of Rights of Migrant Workers, also known as the “Cebu Declaration.” The Cebu Declaration confirms ASEAN’s “shared responsibility to realize a common vision for a secure and prosperous ASEAN Community by improving the quality of life and well-being of its people and strengthening its cultural identity towards a people-centered ASEAN through, among others, measures on the protection and promotion of the rights of migrant workers” and recognizes “the contributions of

migrant workers to the society and economy of both receiving states and sending states of ASEAN.”

The Declaration stipulates the obligations of labor-sending and -receiving States to collaborate and promote “the full potential and dignity of migrant workers in a climate of freedom, equality, and stability.” At the 40th ASEAN Ministerial Meeting in July 2007, the ASEAN Ministers of Foreign Affairs called for the establishment of an ASEAN Committee on the Implementation of the Declaration on the Protection and Promotion of the Rights of Migrant Workers (ACMW), which would report to the Senior Labour Officials Meeting (SLOM). The first meeting of the ACMW in September 2008 marked the formal establishment of the Committee and the adoption of its Terms of Reference and first Work Plan. The first ACMW Work Plan had four thrusts:

- 1) Step up protection and promotion of the rights of migrant workers against exploitation and mistreatment;
 - 2) Strengthen protection and promotion of the rights of migrant workers by enhancing labor migration governance in ASEAN countries;
 - 3) Increase regional cooperation to fight human trafficking in ASEAN;
- and
- 4) Develop an ASEAN Instrument on the Protection and Promotion of the Rights of Migrant Workers.

Thrust 2 included the regular conduct of the ASEAN Forum on Migrant Labour (AFML), which was first held five months earlier in April 2008. The institutionalization of the AFML as a regular activity under the ACMW Work Plan was approved in March 2009 during the 1st Senior Labour Officials Meeting – Working Group on Progressive Labour Practices to Enhance Competitiveness of ASEAN. The new ACMW Work Plan for 2016–2020 reaffirms the Committee’s commitment to the annual AFML and proposes the creation of review mechanisms to monitor the implementation of past AFML recommendations (ASEAN, 2016b).

The AFML annually convenes key migration stakeholders from ASEAN governments, workers’ and employers’ organizations, and civil society. The AFML aims to examine the Articles of the Cebu Declaration that pertain to that year’s chosen

theme; agree on a set of recommendations arising from the discussion at the thematic sessions; and share stakeholder experiences, challenges, and good practices in the implementation of previous AFML recommendations. Thus, it is an open platform for reviewing, discussing, and exchanging good practices and ideas between governments, workers and employers' organizations, and civil society on critical issues facing migrant workers in Southeast Asia.

Each AFML focuses on a theme selected from the obligations of labor-sending and -receiving countries in ASEAN. In addition, AFML participants discuss and adopt a set of action points to enhance labor migration governance in the region. To date, twelve AFMLs have been conducted, and the thematic discussions across these conventions have provided comprehensive guidelines for ASEAN stakeholders on how to implement the Cebu Declaration. Previous AFML themes are as follows:

- **The 1st AFML:** was held with the Department of Labor and Employment from 24-25 April 2008 in Manila, Philippines.
- **The 2nd AFML:** was held with the Task Force on ASEAN Migrant Workers' to discuss the ASEAN Framework Instrument on the Protection and Promotion of the Rights of Migrant Workers from 30-31 July 2009 in Bangkok, Thailand.
- **The 3rd AFML:** Six recommendations were made with an emphasis on enhancing awareness and information services to protect the rights of migrant workers and was held from 19-20 July 2010 in Hanoi, Vietnam.
- **The 4th AFML:** Development of a public campaign to promote understanding and the rights and dignity of migrant workers in countries of destination; and return and reintegration and developing sustainable alternatives in countries of origin from 24-25 October 2011 in Bali Indonesia by Promotion of a positive image, and the rights and dignity of migrant workers; and promotion of strategies for effective return and reintegration, as well as sustainable alternatives for migrant workers.

- **The 5th AFML:** was held under the theme of **“The protection and promotion of the rights of migrant workers: Towards effective recruitment practices and regulations,”** hosted by Cambodia from 9-10 October 2012 in Siem Reap, Cambodia.
- **The 6th AFML:** The theme “Enhancing policy and the protection of migrant workers through data sharing and adequate access to the legal and judicial system during employment, including effective complaints mechanisms” was held from 26-27 November 2013 in Bandar Seri Bagawan, Brunei Darussalam. • Enhancing policy and the protection of migrant workers through data collection and sharing; • Enhancing policy and the protection of migrant workers through data sharing and adequate access to the legal and judicial system during employment, including effective complaints mechanisms.
- **The 7th AFML:** was held from 20-21 November 2014 in Nay Pyi Taw, Myanmar, with the theme **“Towards the ASEAN Community by 2015 with enhanced measures to protect and promote the rights of migrant workers”** • Promotion of adequate and appropriate employment protection, payment of wages, and adequate access to decent working and living conditions for migrant workers; • Coordination among and role of key stakeholders to set up and implement policies and procedures to facilitate aspects of migration, including recruitment, preparation, protection abroad, and return and reintegration.
- **The 8th AFML:** carried the theme **“Empowering the ASEAN Community through the protection and promotion of the rights of migrant workers.”** It was held from 26-27 October 2015 in Kuala Lumpur, Malaysia) • Occupational safety and health to foster a safe and healthy working environment; • Labour inspection to ensure workplaces provide minimum employment rights.

- **The 9th AFML** was held in November 2016 in Vientiane, Lao People’s Democratic Republic. It addressed a theme high on the priority for the ASEAN Labour Ministers’ Meeting (ALMM), SLOM, and ACMW, namely the extension of social protection to migrant workers. The selected themes and sub-themes were: **Better Quality of Life for ASEAN Migrant Workers through Strengthened Social Protection.**
- **The 10th AFML** was held on 25-26 October 2017 in the Philippines: The 10th AFML, with the theme “**Towards Achieving Decent Work for Domestic Workers in ASEAN,**” is being organized to support the implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers (Cebu Declaration). The 10th AFML aims to:

 - (a) Share stakeholder experiences, challenges, and good practices in the implementation of Recommendations from previous AFMLs, with a focus on the 9th AFML;
 - (b) Sustain momentum in the efforts to protect the rights and promote the welfare of domestic workers given the adoption of ILO Domestic Workers Convention 2011 (No. 189);
 - (c) Take stock of the existing government policies and programs, as well as initiatives of social partners among workers, employers, and civil society for the protection of domestic workers in the ASEAN region; (d) identify measures to strengthen the protection of migrant workers, particularly domestic workers in the ASEAN region; and (e) adopt Recommendations to ensure decent work for domestic workers.
- **The 11th AFML** carried the theme “**Future of Work and Migration**” held on 29-30 October 2018 in Singapore. The Government of Singapore hosted it as the ASEAN and the ASEAN Committee on the Implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers (ACMW).

- **The 12th AFML** carried the theme “**Future of Work and Migration**” held on 25-26 September 2019 in Bangkok, Thailand. The Government of Thailand hosted it as the ASEAN and the ASEAN Committee on the Implementation of the ASEAN Declaration on the Protection and Promotion of the Rights of Migrant Workers.

3.2. Government Sectors

- ❖ **Governments of the Kingdom of Cambodia and Thailand:** Both governments have played a crucial role in issuing any policy or law regarding labor protection. They have duties to facilitate and set any policy to follow by the International Labour Law to protect all migrant workers’ rights. Specially, all processes from the origin country to their destination where they are a part of pushing both countries' economies.
- ❖ **Ministry of Labour and Vocational Training (Cambodia) and Ministry of Labor (Thailand):** The Cambodian Government agency responsible for labor migration governance is the Department of Employment and Manpower, under the MOLVT’s General Department of Labour.
 - Sub-Decree No. 52(2005) mandates the MOLVT with two tasks that are directly related to labor migration: (1) to improve the management of overseas employment service provision through private companies and the promotion of employment of Cambodian workers overseas and (2) to coordinate and cooperate with other ministries.
 - Sub-Decree 52 and Declaration No. 062/07 of the MOLVT outline the Department’s critical responsibilities in the management of overseas workers: (1) study and propose a measure to develop and protect employment; (2) manage, issue work permits and work nooks, and provide working visas to Cambodian workers oversea; (3) issue to and check work permits for foreigners in the country; (4) prepare legal procedures and

monitoring measures ; (5) set up employment offices under provincial offices of the Department of Labour and Vocational Training; (6) develop statistics on employment and workforce in-country and overseas; (7) prepare regulations on the management of foreigners working in Cambodia and the management of Cambodian migrant workers overseas; (8) manage foreigners working in Cambodia and Cambodian workers overseas, in cooperating with concern ministries and (9) seek employment markets for Cambodian workers to work overseas.

- ❖ Both ministries of labor of Cambodia and Thailand have implemented all Agreements and MoUs regarding the protection of migrant workers and promoting the better Quality of Life for Migrant Workers in Thailand. Notably, these two ministries have worked closely to address all labor issues.
- ❖ **Ministry of Foreign Affairs of both countries:** For policymakers, both ministries of Foreign Affairs and Labour of Cambodia and Thailand have worked together to ensure that each agreement and MOU have made will benefit and help those Cambodian workers improve quality of life and work conditions in Thailand. Besides those ministries' mechanisms, through diplomatic channels, the Royal Embassy of Cambodia in Bangkok and the Royal Thai Embassy in Phnom Penh have worked closely with those concerned authorities in the legalization process for illegal Cambodian workers. Now, there are three Labour Attaché attached to the Royal Embassy of Cambodia responsible for solving all problems that our workers have requested for help. Besides this, for providing other services, the Royal Embassy in Bangkok also has the consular section to provide documentation when needed. Furthermore, the Cambodian Consulate-General in Sakeow province is also working to facilitate those Cambodian migrant workers if they face any problems.

- ❖ **The Royal Embassy of Cambodia to Thailand:** The Embassy in Thailand have duties as follow:
- To implement and promote Royal Government of Cambodia Policy, Protection of Independence, sovereignty, territorial integrity, dignity, and prestige
 - Strengthen and expand good relations with the host country and other foreign states/friends of Cambodia
 - Strengthen new diplomacy of Economy, Tourism, and Culture
 - Protect Cambodian interests and people in the host country
Promotion of rights, benefits, labor markets
 - Address transparent and reliable service to our people living in Thailand

One of those mentioned activities, the Embassy, is helping the Cambodian migrant workers, who had more than one million living and working in Thailand. Every day, many Cambodian migrant workers come to the Embassy to legalize and request documents and seek some help from our officials. There is a hotline that our people could contact to the Embassy. The Embassy noted that those Cambodian workers here are still facing some difficulties and problems, in terms of legal problems, the standard of living, being cheated by employers even some recruitment companies. Exceptionally, to provide better services for those Cambodian migrant workers, we have worked closely with some NGOs and the host country to make sure that our people are well treated.

3.3. International Organization/Civil Society:

- ❖ **International Labour Organization (ILO):** The only tripartite UN agency, since 1919, the ILO brings together governments, employers, and workers of 187-member states to set labor standards, develop policies and devise programs promoting decent work for all women and men. The primary duty of the ILO is to promote rights at work, encourage decent employment opportunities, enhance social protection and strengthen dialogue on work-related issues and also aim to ensure that it serves the needs of working women and men. The very structure of ILO, where

workers and employers together have an equal voice with governments in its deliberations, shows social dialogue in action.

❖ **International Organization of Migration (IOM):** IOM has established in 1951 and is the leading inter-governmental organization in migration and works closely with governmental, intergovernmental, and non-governmental partners. With 169-member states, a further eight states holding observer status, and offices in over 100 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants. In addition, IOM works to help ensure the orderly and humane management of migration, promote international cooperation on migration issues, assist in searching for practical solutions to migration problems, and provide humanitarian assistance to migrants in need, including refugees and internally displaced people. The IOM Constitution recognizes the link between migration and economic, social, and cultural development and the right of freedom of movement.

3.4. Role of Private Sectors/ Labour networking agencies in Thailand:

Besides those stakeholders described above, some private sectors and labor networks in Thailand are also playing an active role in contributing to being a part of upgrading the living standard of migrant workers in Thailand, some of those organizations are a non-profit organization and also working closely with the Embassy to help the migrant workers when they face problems and need helping from us such as Labour Protection Network (LPN) which is network foundation to promote working and protection rights in order to uplift the quality of life of those migrant workers in Thailand to live in peace and harmony in Thai society, primarily to protect those migrant's children.

3.5. Role of Local Community: Community is an integral part of their lives for living in one community, friends, local Thai, community leaders, local

authorities are all contributed to the living situation of those Cambodian migrant workers who are working and living in Thailand.

3.6. Role of Employers: All companies and employers that recruited those Cambodian migrant workers to work for have an important duty to follow and respect labor protection law, especially respect human beings.

3.7. Role of Employment Agencies: All companies that provide services to bring Cambodian workers to work in other countries should contribute to their excellent well-being, which means those companies should have a duty to train and teach them all information they should know before coming to work.

4. Factors of migration in the origin country

The significant factors that cause massive migration from the origin countries are:

- **Unemployment:** the high unemployment rate in the county is the pull factor for their decision to migrate into the nearby country short term to find a job and earn their living.
- **Labor wage:** Compared to other countries, the labor wage is lower than so it is a prominent factor of migration to another country.
- **Low encouragement for self-development:** while the labor especially, skilled labor who lacks the motivation to grow in their career makes them move and seek a job that could bring them to another step of life.
- **Political and social unrest:** Some migrant workers have moved to other counties because they avoid some political matters and are not satisfied with the current situation of their own country.

4.1. Factors of the destination country for migration

The pull factors from the destination country, in this case, cause many migrant worker's fluxes into Thailand to find a job as a low-skilled workers are:

- **Higher labor wage:** high wage is why the migrant workers chose to move from their county to work as labor in other countries for family economic growth. If they know that in the same job as they do in their county would get higher wages in the neighboring countries, they will choose to move n find a new place to upgrade living standards.
- **Lack of low-skilled labor:** Migrant workers who know the needs of labor in the neighboring country may take a chance to seek a new job with a higher wage than the home country.
- **Self-development opportunity:** Some labor policy allows workers to develop themselves in terms of skill development for long-term growth. So, this is an incentive for them to migrate.

4.2. The Theory of Decision Making to Migrate

Refer the research article of the Empowerment Model of Migrant Workers has stated many theories relating to why people want to migrate from their home of origin. Wirawan (2006) described someone who decides to migrate based on the factors-factors of towing from the country of destination and countries of origin of the driver. There are several theories about the decision to migrate as follow:

1. Neoclassical Macro Economic Theory describes the displacement of the worker from the state of excess labor and capital (Massey, et al, 1993; 1998 and Hugo, et al. in Wirawan 2006).
2. Neoclassical Micro Economic theory suggests potential migrants that migrated in decision taking into account the costs and benefits of displacement to the purposes for which it has tremendous potential than her origins (Massey, 1993: 434 Wirawan in 2006).
3. New Household Economic Theory, according to this theory, the current migration strategy will form the household economy to maximize revenue, minimize the risk, and eliminate the stress that comes from marker failure. This theory explains a significant insight into the latest approach to migration rule. Isolated individuals do not create it but are

made by a group of interconnected people, relatives, or families where people collaborate (Massey, et al., 1993 in Wirawan 2006).

4. Segmented Labor Market theory states that workers perform the migration as determined by the high-demand job market in the country. In the theory of market interest factor of labor migration more dominant factor than the pressure to move other than because of the area of origin. Some compared to the pressure to move other than because of the area of origin. Some experts have proved that vast employment opportunities abroad led to high demand for migrant workers without the skills of the other factors (Miller, 1995; Hugo, 1995c; and Chin, 1997 in Wirawan 2006).

5. Recent movements related to Labour Policies

To ease the upward pressure in the domestic labor market, the government of Thailand still allows the hiring of low-skilled workers from neighboring countries but sets up a series of policies to regulate the inflows and the status of migrants. Since early 1990, some immigration policies have been carried out in Thailand in the face of increasing immigration flows of low-wage workers from border countries. For example, in 1992, the Kingdom of Thailand initiated a policy to register workers from Myanmar in ten border provinces, then expanded that policy to cover every province in Thailand to include low-skilled workers from Cambodia and Lao PDR (Bui Thi Minh & Stephen E. Reynolds. 2014).

The annual amnesty program initiated by the government encourages irregular migrants and their employers to register with authorities. This annual policy has brought over 2 million irregular workers into registration by 2011; however, the actual number of undocumented migrant workers in Thailand is more significant than this.

In order to resolve the issue of illegal foreign workers in Thailand and regulate those who hire them or help to bring into the country, the government of Thailand has urgently promulgated a new law, entitled the Royal Decree on Managing the Work of Foreigners B.E. 2560 (2017), which came into effect on 23 June 2017. It replaces and unifies the Working of Foreigners Act B.E. 2551 (2008) and the Royal Decree on

Recruitment of Foreigners B.E. 2559 (2016). The new law is designed to systematically manage the employment of foreigners who have worked in Thailand.

For the Cambodian side, in December 2014, the Labour Migration Policy and Action Plan 2015–2018 was launched to coincide with International Migrants Day. The Policy and Action Plan was drafted through 38 several tripartite plus consultations that the ILO supported. In 2016, the Ministry of Labour and Vocational Training of Cambodia (MOLVT) formed an inter-ministerial working group to oversee the implementation of the trafficking and labor migration MOUs with the Government of Thailand. Labor migration has also been integrated into the National Employment Policy 2015–2025. The Policy identifies employment generation as being at the heart of economic and social policymaking and calls for enhancing Cambodia’s labor market governance to protect migrant workers and ensure they have decent work. The National Employment Policy also stipulates developing a skills recognition system, strengthening service delivery to channel the benefits of labor migration to socio-economic development, supporting the triumphant return and reintegration of migrants, and improving Cambodia’s labor.

Table 4 : Number of Cambodian Migrant workers divided by Nationality Verification
(Source: Department of Employment of Thailand, December 2019)

Locations	Total	Male	Female
Whole Thailand	342,562	191,596	150,966
Bangkok	63,385	34,672	28,713
Urban	100,615	57,324	43,291
Central	152,321	85,040	67,281
North	3,500	1,849	1,651
North-East	12,773	6,508	6,265
South000	9,968	6,263	3,705

Table 5 : Number of Cambodian Migrant workers by MoU
(Source: Department of Employment of Thailand, December 2019)

Locations	Total	Male	Female
Whole Thailand	303,971	176,389	127,582
Bangkok	64,656	36,772	27,884
Urban	97,119	55,944	41,175
Central	121,043	70,837	50,206
North	2,463	1,360	1,103
North-East	7,756	4,314	3,442
South	10,934	7,162	3,772

Table 6 : Number of Cambodian Migrant workers by Border Pass Employment
(Source: Department of Employment of Thailand, December 2019)

Location	Total	Male	Female
Whole Thailand	39,896	22,628	17,268
Central	38,597	22,013	16,584
North	1	-	1
North-East	1,297	615	682

Table 7: Process and number of Cambodia migrants for obtaining documentation

Process	2014	2015	2016	2017	2018	2019 (December)	2020 (February)
NV	107,172	95,357	99,225	134,422	112,359	342,562	308,602
MOU	87,398	114,436	152,320	203,660	312,714	303,971	308,390
Border Pass	-	-	6,915	17,148	33,827	39,896	-
Employment							
Total	194,570	209,793	258,460	355,230	458,900	686,429	881,234

(Source: Department of Employment of Thailand, December 2019 Office of Foreign Administration and Sravooth Paitoonpong,2020)

5.1. Labour Protection Law of Thailand

In Thailand, all the rights and duties pertaining to employers and employees are generally governed by a series of laws and regulations. The Ministry of Labor and Social Welfare is charged with implementing Labor Laws and performing Labor inspections throughout the country to provide an appropriate work environment, protect workers against labor exploitation, and preserve their rights. Among the different acts that govern labor issues in Thailand are the following:

(A) Labor Relations Act B.E. 2518 (1975)

Labor Relations Act B.E. 2518 (1975) sets out a comprehensive framework of rules for employees and employers to negotiate labor disputes. The aim is to create a good understanding and successful reconciliation between employers and employees, resulting in a peaceful atmosphere and co-existence in the industry. The act will ultimately be beneficial to national development. The Act also allows trade unions, trade union federations, employers' associates, and employers' federations. Employees who engage in trade union activities may not be disciplined or dismissed for such activities. Generally speaking, trade unions are not very active in Thailand.

(B) Alien Employment Act B.E. 2521 (1978)

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

- An alien residing in Thailand or is allowed temporary stay in the kingdom, but not as a tourist or a transit traveler.
- An alien is allowed to work in the Kingdom according to the investment promotion laws or other laws.
- An alien who has been deported but is allowed to work in a particular location in replacement of deportation or while awaiting deportation; alien who has illegal entry into the kingdom or is awaiting a forced transfer out of the Kingdom; and the alien who was born in the kingdom but not granted Thai

nationality or was denaturalized, is eligible to work in 27 occupations as stipulated in the Ministerial Announcement.

Generally, when considering whether to allow foreign nationals into the country to work, the Department of Employment will look at whether the work could be done by a Thai, whether the foreigner is appropriately qualified and whether the job fits the needs of Thailand. Companies entitled to investment promotion under the Investment Promotion Act will obtain work permits for foreign nationals more efficiently, and there may be more flexibility on employment requirements. There is currently a general statutory requirement that a ratio of 4:1 must be met when employing a foreigner; four employees must be local nationals to employ one foreigner (Order of Immigration Office No. 110/2546 (2003)). All non-locals are subject to immigration controls and require employment visas before entering into employment in Thailand. The general rule is that a visa must be obtained from the Thai Embassy in the applicant's country of residence before departure for Thailand. A local sponsor is required (usually the employing company) to support the application. In considering an application, the Immigration Department must be satisfied that there is no suitable local candidate for the position. Where the post involves a particular skill or is senior, this is not usually a problem.

(C) The Labor Court and Labor Court Procedure B.E. 2522 (1979)

This Act is concerned about labor court procedures and gives jurisdiction to the Central Labor Court, The Regional Labor Court, or Provincial Labor Court over the following matter:

- Disputes concerning the right or duties under an employment agreement or the terms concerning the state of employment.
- Disputes concerning the rights or duties under the law relating to labor protection or the law relating to labor relations.
- Cases where the rights must be exercised through the court according to the law relating to labor protection or the law relating to labor relations.

- Cases of appeal against a decision of the competent official under the law relating to labor protection or of the Labor Relations Committee or the Minister under the law relating to labor relations.
- Cases arising from wrongful acts between the employers and the employees in connection with a labor dispute or connection with the performance of work under an employment agreement.
- Labor disputes: The Minister of Interior requests the labor court to decide following the law relating to labor relations.

(D) Thai Civil and Commercial Code (Hire of Service)

This law pertains to the hire of services. A hire of services is a contract whereby a person, called the team member, agrees to render services to another person, called the employer, who agrees to pay remuneration for the duration of the services. This law regulates employer-employee relations and protects their rights from binding themselves in the contract upon they agreed.

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

This Act had been originally the Employment Act B.E. 2511 (1968) used for enforcement until there were increasing numbers of overseas employment service businesses and frequent incidents of defrauding. As a result, this Act was amended to become the Employment and Job Seeker Protection Act B.E. 2528 (1985) with follow-up amendments in B.E. 2537 (1994) and B.E. 2538 (1995). The essence of this Act is as follows:

- Set up the government's employment office to provide employment services to the labor force at no cost.
- Expand job seeker protection approaches and activities to ensure fairness and appropriate assistance when job seekers are in trouble.
- Actively and seriously control and oversee private employment service businesses to ensure compliance with the following regulations:
 - ❖ A local employment service provider must be a Thai national and must deposit 100,000 Baht as a financial guarantee with the Registrar

Officer as required by this Act. In addition, if the employment service provider is a juristic person, such juristic person must be a Thai national, and its manager must be qualified and does not possess prohibited characteristics.

- ❖ An overseas employment service provider must be a company limited or a public company having paid fully registered capital of not less than 1 million Baht and a financial guarantee of 5 million Baht deposited with the Central Employment Registrar Officer as required by this Act, and its manager must be qualified.
- Establish requirements for overseas employment service providers to arrange for skill standard testing with appropriate authority for job seekers.
- Under the Department of Skill Development's mandate, establish skill-testing control measures and mechanisms for skill standard testing activities that government agencies or private entities may implement.

(F) Provident Fund Act B.E. 2530 (1987)

This Act states that any business that employs at least ten employees and does not yet have a registered provident fund or pension or retirement fund must join the compulsory provident fund set up by the Ministry of Labor. This fund will provide benefits to employees on their retirement at the end of employment, upon death during employment, or in other cases to be set out in regulations. Employers and employees will be obliged to make equal contributions to the Fund, in accordance with a scale of contributions to be fixed by the Ministry (not exceeding 5% of wages). Upon death, a team member (or his estate) will be entitled to receive a total of the employer's contribution, the team member's contribution, and the benefits accrued from those contributions.

(G) Social Security Act B.E. 2533 (1990)

This Act has been in effect since 1990, amended by Social Security Act B.E. 2537 (1994) and by Social Security Act B.E. 2542 (1999). This law covers enterprises with one or more employees. Contributions to the Social Security Fund from the government, the employer, and the employee are mandated. The Social Security Fund

compensates insured workers under six categories: injury or sickness, disability, maternity, death, child welfare, and pensions. Each party contributes 1.5% of the insured's wages in the first four categories, totaling 4.5% of the basic salary not exceeding 15,000 baht. For child welfare and old cases, 3% is contributed. The contributions must be remitted to the Social Security Office within the 15th day of the following month.

Effective January 1, 2004, the Social Security Fund covers unemployment compensation. If an employee is laid off, he will receive 50% of his wages for 180 days. In practice, disbursement of unemployment benefits is dependent on the state of the economy and the government's financial resources.

(H) Workmen's Compensation Act B.E. 2537 (1994)

This act requires employers with ten or more regular employees to contribute 0.2%-1% (depending on the assessed risk of the workplace) of the employee's annual earnings to the Workmen's Compensation Fund. The fund provides benefits to employees who are injured, sick, disabled, or die due to their work performance. In general, the compensation amount must be paid monthly at the rate of 60% of the monthly wages but not lower than 2,000 and not exceeding 9,000 baht per month. In addition, actual and necessary medical expenses must be paid up to 35,000 baht for typical cases and 50,000 baht for serious injury. Furthermore, employment rehabilitation expenses must be paid as necessary up to 20,000 baht, and in case of death, funeral expenses will be paid at a maximum amount equal to 100 times in minimum daily wage.

(I) The Labor Protection Act B.E. 2541 (1998 amended 2008)

This act is essential in Thailand's labor law, promulgated from August 19, 1998, and brought practices more in line with International Labor Organization (ILO) standards. This primary concern is about the rights and duties of employers and employees. It primarily establishes minimum standard practices in general labor force utilization, women and child labor utilization, remuneration, severance, and employee welfare fund. It also prescribes government officials' interventions in protecting laborers from ensuring fairness and sound occupational health for the maximum

benefit of both employers and employees, which will ultimately benefit national development.

(J) State Enterprise Labor Relation Act B.E. 2543 (2000)

This Act was reaffirmed by the Thai parliament and became law in 2000. This act mainly concerns the benefits and labor relations standards between State Enterprises' Management and employees. It establishes the right to collective bargaining under regulations and procedures set forth for submission of the demand for changes or modifications of the conditions of employment, settlement of labor disputes, the establishment of State Enterprise Labor Union for acquiring and protecting benefits for State Enterprise employment. This law also requires each State Enterprise to establish the state Enterprise Labor Relations Committee, a tripartite committee to set the minimum standards of the conditions for employment in State Enterprises. Additionally, the establishment of the Labor Relations Affair Committee in each State's Enterprises is also mandatory. This committee establishment is a bipartisan committee involving both parties in discussing and reconciling labor issues and disputes to create positive mutual understanding and a peaceful working atmosphere and co-existence between State Enterprises' Management and the employees.

(K) Skill Development Promotion Act B.E. 2545 (2002)

This Act is an amendment of the Occupational Training Promotion Act B.E. 2537 (1994). The objectives were to promote and support occupational skill training for economically active labor in response to the business and industrial job market, to upgrade skill standards for employed labor, and 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. As an incentive to promote private sector involvement in skill development efforts, any private establishment that delivers any occupational skill training services to the labor force or its own employees utilizing training curricula or activities endorsed by the Registrar will be eligible for certain privileges stipulated in

this Act. Additionally, a Skill Development Fund had been established for use as a revolving fund for the promotion of skill development efforts

(L) Occupational Safety and Health Act B.E. 2554 (2011)

From the viewpoint of protection of all workers, the Labor Protection Act 1998 provides the most comprehensive coverage and is, to a large extent, consistent with international labor standards. In principle, the Labour Protection Act 1998 applies to all migrant workers, which include the following key (Paitoonpong 2011:172-173)

- A general provision that covers the collateral funds and their redemption, the gender equality in employment and remuneration, the termination of the work contract, and the sectors exempted from the coverage of the act;
- Employment provisions which cover hours of work, overtime work, annual leaves, maternity leaves, and holidays;
- Employment of women, child labor, and youth which covers the prohibition on women, children, and youth from engaging in certain kinds of jobs, and the limitation on the number of working hours and the age at which children and youth can take on certain kinds of jobs;
- Wage, overtime pay, and compensation for holiday work;
- Establishment of the National Minimum Wage Committee, the National Labor Welfare Committee, the Enterprise-based Welfare Committee, the National Occupational Safety and Health Committee, the Enterprise-based Occupational Safety and Health Committee; and the National Employee Welfare Funds to assist workers in distress situations; and
- Other provisions such as suspension from work, severance payment, lodging complaint mechanism, labor inspection, and penalty clauses

However, the gap between the law and its implementation has been frequently witnessed in terms of non-compliance with the minimum wage and overtime regulations, the uncompensated extended working hours, the use of child labor, the

practices tantamount to forced labor in factories and the fishing industries, the termination of contracts of migrants who become pregnant. In addition, the law does not cover some occupations for which migrants are usually hired, such as agriculture, domestic work, transport, and fishing (Paitoonpong 2014:21-22)

6. Meaning of Education

6.1. Education and Quality of Life

Education can play a significant role in promoting well-being and social progress. A large body of literature suggests that education is strongly associated with various social outcomes, such as better health, more robust civic and social engagement, and reduced crime. More than this, education empowers individuals by increasing their knowledge and cognitive, social, and emotional skills and improving habits, values, and attitudes toward healthy lifestyles and active citizenship. Education helps individuals make informed and competent decisions by providing information, improving their cognitive skills, and strengthening their socio-emotional capabilities, such as resilience, self-efficacy, and social skills.

6.2. Education of Cambodian migrant children

Migrant children in Thailand commonly find themselves in a complex and multifaceted situation of vulnerability. Those children accompanied their parents to migrate for work or come alone seeking employment. IOM has estimated that there are between 300,000 to 400,000 migrant children in Thailand as of 2018. The policy framework in Thailand continues to evolve but is characterized by two primary responses to the migration of children. The first concern is the Thai government's effort to regularize the legal status of the migrant worker in Thailand, including their dependent children. The second policy stream relates to the rights of migrant children to access public services. For many years, however, the Thai Government has sought to shift away from this approach toward a formal migrant worker recruitment and deployment process. MOU between Cambodia and Thailand was signed in 2003 and revised in 2015 to facilitate regular labor migration. However, dependents are excluded from using this migration channel, leaving few options available for children of migrant workers to migrate to Thailand. This issue can lead to child dependents entering the country without legal status, even when their parents have migrated

through regular channels. Due to the long periods that many migrants remain in Thailand, many migrant children are also born within the country. Incomplete birth registration further increases the number of migrant children in Thailand without legal documentation. Thailand has a progressive legal and policy environment that allows all children, including documented and undocumented migrant children, to ensure education, health care, and child protection services. Migrant children can legally access these services; through practical obstacles persist in some cases. The key barriers include negative attitudes toward migrant children, lack of understanding of policies and procedures by officials, lack of capacity among services providers to support migrant children adequately, and reservations among the migrant community about using government services.

Inadequate data on undocumented migrant children in Thailand also contributes to a lack of responsive service provision. Lack of accurate data makes it more difficult for the Thai Government to effectively plan and facilitate the delivery of the services needed by migrant children, such as education, health care, and child protection. Sometimes their parent did not report to authorities due to fear of being deported, and in some cases, migrant children were asked to show documents before enrolling in education, so it means they do not have that chance because of their illegal status.

Even the Thai Government and NGOs support enrolling those migrant children in the education system, but many migrant children face challenges in studying due to language differences.

6.3. Policy to access to Education

In July 2005, access to public education for children of migrant workers was allowed for the first time through a cabinet resolution. The opening up education system to migrant children is one of the most progressive moves the Government of Thailand has implemented regarding migrants as Thailand has opened the country's educational system to all people. The 2005 Cabinet Resolution on Education for Unregistered persons provides access to education for the entire non-Thai population, including irregular migrant children. The policy aims to ensure equitable and

inclusive education for all children in Thailand, especially undocumented migrants and stateless children.

Under the policy above, all children are entitled to 15 years of primary education. In March/April 2018, a Ministerial Proclamation was enacted to eliminate the obstacles that prevent irregular migrant children from being enrolled. As a result, children can enroll in any public school certified by the Thai Ministry of Education and obtain an accredited education certificate, with learning opportunities until tertiary level.

Despite the support of the Thai government and NGOs to enroll migrant children in the education system, many migrant children face challenges in studying due to language differences in public schools and the quality of teaching available at MLCs.

6.4. Education changes Life of Cambodian migrant workers and their children

Illiteracy rates among migrant workers are very high. It affects their ability to understand contracts, the nature of pre-departure training, and methods of educating migrants and potential migrants about safe migration and their rights at work. Because many surveys showed that the knowledge about safe migration and rights at work is meager among potential migrants from Cambodia, so education is a vital tool to increase social protection for Cambodian migrant workers and their children. A more extended schooling period will also prevent them from entering the labor market too early. For migrant children who do not enter formal schooling but at least gain literacy skills, this will enable them to understand written safety rules and regulations in their workplaces and facilitate their daily living.

In some cases, parents may not see the benefits of education or prefer that their children generate income, which prevents migrant children from gaining access to education. In this case, even the information on labor rights protection that migrant workers should learn will also change their concept of being workers in Thailand. Therefore, education is the best solution for reducing poverty and child labor. More than this, education is also considered to assist in the integration of migrant children into Thai society, and accessing the education system could help them improve their

living conditions. Every child deserves the right to go to school, but unfortunately, not every child gets that opportunity because education is the key to a better life, and its impact spans generations.

M Deivam stated that education helps create a harmonious family environment and attain a quality of life. Therefore, education is one of the significant elements of quality of life; the parents should provide quality education for their children. Thus, providing education to Cambodian migrant workers is crucial to be a part of the mechanism to improve their quality of life, especially in terms of information relating to labor law. More than this, their children should attend the school provided for free by the Thai government to help them stay far from the labor market when they grow up. Then, at least, they know to develop themselves in the future.

Queano (n.d) said that the higher your educational attainment is, the better your chances of creating opportunities for yourself. Moreover, the better your opportunities are, the better your quality of life is.

Gibofsky and Kaple (1992) gave meaning to their study of “The Role of Professional Education in Improving Quality of Life” that the Quality of Life is the personal appraisal of one’s physical, psychological, social, and economic well-being.

“Education is the most powerful weapon which you can use to change the world.”

Nelson Mandel

จุฬาลงกรณ์มหาวิทยาลัย
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7. Theoretical Framework

“Migration embraces all dimensions of social existence and therefore demands an interdisciplinary approach” (Castles, 2010, p. 1569)

The critical approach of Bourdieu (1986) discusses how social structures and human action come to combine and shape the conditions and possibilities of actions within society through “habitus.” One of Bourdieu’s contributions to capital theory is that he brings the non-economic form of capital into (economic) capital by raising political, cultural, social, and symbolic capital. The researcher stated various concepts of structures that affect an agent, which means Cambodian migrant workers, such as:

7.1. Concept of Capital and Social Class by Pierre Bourdieu

Bourdieu (1986) defines forms of capital as social resources/power/energy managed by the agents' habitus embodied in them. He develops this theory of practice by understanding how people become socialized similarly to apprenticeship through institutions like family and education. The notion of habitus, for Bourdieu, is a way of rejecting functionalism. Habitus is not a one-to-one function of living conditions, and Cultural forms have inertia that often survives through several generations, the material basis that may change very quickly.

Much of Bourdieu (1986)'s work has therefore been devoted to exposing the social mechanisms behind the pursuit of cultural or educational distinction. This pursuit takes the form of competition for resources or capital across various social arenas or fields. According to Bourdieu, each field capital is structured according to what is at stake (e.g., educational, cultural, economic, political capitals) and comprises antagonistic elements who struggle to acquire and preserve capital-economic, cultural, scientific, or otherwise.

Theoretical discourse on migration and development is perpetually shifting to understand how human mobility correlates with patterns of economic prosperity and socio-cultural change. Although it is virtually impossible to develop a "one-size-fits-all" theory explaining migration on a global scale, De Hass posits, "there is undoubtedly more room for theorizing on migration processes and how they reciprocally connect to broader processes of social and economic change" (De Hass 2011, 15).

In the past, migration and development research has heavily favored the analysis of remittances as the primary empirical sign of socio-economic growth. However, in recent decades, a more holistic approach has been adopted, which views migration and its effects as part of a multifaceted sphere of development, implicating the well-being and capabilities of both sending and receiving populations. These indicators include income increases and remittance levels, which fail to engage with the socio-cultural context and thus circumvent the scope of analysis.

However, the social resources as different forms of capital are investigated, according to Marx (1986), Bourdieu (1986), and Bourdieu and Wacquant (1992), which explain different steps of the investment and the transformation of forms of capital.

7.2. Concept of Capital Framework

Bourdieu (1986) and Marx said that the more capital one has, the more powerful a position one occupies in social life. However, Bourdieu extended Marx's idea of capital beyond the economic and into the more symbolic realm of culture. Within cultural capital, Bourdieu (1986) focuses on "physical capital" as consisting of "long-lasting dispositions of the mind and body" (p. 243) that carry with them particular social and cultural meanings that set parameters for individual action and serve to reproduce and legitimize structures of inequality. Thus, he argued that capital formed the foundation of social life and dictated one's position within the social order.

So deeply rooted are these dispositions in individuals that they are experienced as natural, and their social origins (the fact that they are a product of the objective structure of society) remain unrecognized. In this instance, misrecognition derives from the tendency to see only differences in lifestyle between different individuals since their position in the class structure of society is obscured. These different cultural tastes are a product of the specific class habitus that everyone develops according to their relationship to economic necessity.

In order to explain deeply the concept of capital and agents, which divided capital into 4 capitals (Bourdieu, 1986, p. 2005) as follows.

1. Economic Capital: the definition of economic capital follows two forms, one being physical-economic capital and the other financial-economic capital. However, both two forms are embodied in wealth or assets. Physical, economic capital includes properties and other material assets. The financial form includes money, whether in cash or others forms, which creates an Economic Power. Kimberly Amadeo stated that economic power is the ability of countries, businesses, or individuals to improve their standard of living. In the economic field, individuals compete to accumulate capital in the form, for example, of money, while in the educational field, cultural capital is accumulated in academic qualification. **Economic Opportunities**, Bookman and Morgan (in 1996: Prijono 4) points out that empowerment was a popular concept about efforts to cultivate the desire in a person to actualize themselves, do mobility upward, and provide a psychological experience that makes a person feel powerless. The desire to change things that come from deep within can arise if a person feels depressed and is aware of or knows the source of pressure. The concept of empowerment in the development discourse community is

always associated with self-sustaining network work, participation, and justice. The level of force is placed on the empowerment of the individual and society. In 2014, Ms. Mariana Ceratti from World Bank reported expanding economic opportunities and improving Brazil's quality of life (Ceratti, 2014). This report has shown that since 2010, despite recent relatively fast economic growth, Pernambuco of Brazil remains the eighth poorest state in Brazil (out of 26 states) because this state is the most vulnerable state to natural disasters (droughts and flooding) and social hazards (disease and crime). The government expanded the Opportunities Development Loan by ensuring public services delivery, productive inclusion, equity, and enhancing the state's public administration capacity. This project provided technical and financial support to improve the quality of education, provide better water security and disaster risk, support gender inclusion and job creation opportunities, and increase public administration capacity. In result shows that these policies have improved the quality of life, expanding opportunities for productive inclusion and equity and enhancing the capacity of the state's public administration of the State of Pernambuco and her people.

2. Cultural Capital: The concept of cultural capital stands as one of the most applicable ones in social science; however, solely developed by Bourdieu (1986) with its shortest development history. The motivation from Bourdieu in creating the concept of cultural capital is that he wanted to criticize functionalists' definition of human capital about its emphasizing merely on the economic part while concerned with education, such as the returns of the higher earnings (Becker, 1964). According to Bourdieu, their concept of human capital misses the part of cultural capital. Bourdieu pointed out that the economists did not notice the relationship between "academic ability" and academic "investment" connected with the investment of "time and the cultural capital." Bourdieu classified cultural capital in three forms: the embodied state in the form of long-lasting dispositions of the mind and the body with its distinctive value known as "habitus," the objectified state, which is in the form of cultural goods, pictures, books, dictionaries, instrument, and machines, as well as modern media, and last in the institutionalized state, such as sanctioned by educational institutions.

So, all forms of capital are interrelated; people convert their economic capital into cultural and social capital to improve their life chances. For example, Bourdieu (1986) has mentioned the concept of property rights as educational qualifications are

part and parcel of the ownership of labor power and connected with economic capital. The same applies to the Bourdesian extension of the cultural capital concept, which stated that Cultural capital could exist in three forms: embodied, objectified, and institutionalized. Cultural capital is one of several forms of capital that Bourdieu (1997) described. Along with economic, social, and symbolic capital, cultural capital serves as a power resource or a way for groups to remain dominant or gain status.

3. Social Capital:

According to Bourdieu and Wacquant (1992), “social capital is the sum of the resources, actual or virtual, accrued to an individual or a group by processing a durable network of more or less institutionalized relationships between mutual acquaintance and recognition” (p. 119). The defining characteristic of capital—whether financial, physical, human, social, or cultural—is its convertibility, the fact that it may be turned into something of value, such as income, prestige, power, or wealth (Harker et al., 1990). People gain access to social capital through membership in networks and institutions' positions in society. Thomas and Znaniecki (1919) and Gamio (1930) documented the operation of interpersonal networks among Polish and Mexican immigrations (although naturally, they did not refer to social capital). Drawing on social ties to relatives and friends who had migrated before, they argued that prospective migrants gained access to knowledge, assistance, and other resources that facilitated their international network migration, social ties to that person are transformed into a resource that can be used by friends and relatives to gain access to foreign employment. Migrant networks incorporate all the forms of social capital identified by Portes and Sensenbrenner (1993). They facilitate value introjection because they support the socialization of people into a “culture of migration.”

Social capital can be briefly explained as the relationship in social networks, which can benefit both individuals and institutions. World Bank tries to establish and utilize social capital to eradicate poverty in the world and defines that: ***“Social capital refers to the institutions, relationships, and norms that shape the quality and quantity of a society’s social interactions..... Social capital is not just the sum of the institutions which underpin society. It is the glue that holds them together (The World Bank, 1999).”***

Bourdieu (1997) explained that the “membership,” such as the kindship, the family relationship, and the background of one’s history, could be the resources of a human being’s social capital. He accounted that the membership, as the “collectivity”

functioned as social capital, which an individual could gain from the social relationship, stood as social resources. “The volume of the social capital possessed by a given agent thus depends on the size of the networks of connections he can effectively mobilize and on the volume of the capital (economic, cultural or symbolic) possessed in his own right by each of whom he is connected.”

Putnam’s concept of social capital is embedded in a dense network of reciprocal social relations. Social capital refers to connections among individuals-social networks and the norms of reciprocity and trustworthiness that arise from them. In that sense, social capital is closely related to what some have called “civic virtue.” In his framework, life is easier in a community blessed with a substantial stock of social capital. Dense interaction networks probably broaden the participants’ sense of self, developing the “I” into the “We.”

The study of Michael B. Aguilera and Douglas S. Massey found that social capital has both direct and indirect effects on U.S. wages of documented and undocumented migrants. The fact that social capital plays a more significant role in determining wages of undocumented migrants than documented migrants suggests that all workers facing employment barriers, such as legal restrictions, discrimination, and structural constraint, can use social capital to circumvent these barriers. These two researchers believed that the information gained from social capital allows Mexican migrant workers to entertain more employment offers, which enables them to maximize their wages. Although our findings are specific to Mexican migrants, they suggested that workers who cannot gain this necessary labor market information on their own will receive higher returns for their social capital than workers not separated from this information. This research showed that most Mexican migrants clearly participated in and benefited from social networks and also showed that both documented and undocumented migrants received substantial economic rewards from their social capital.

In social capital, many factors would affect the agent, such as:

3.1. Social/ Cultural Background

In their study, Kumar and Kumar (2017) stated that when an employee is empowered, their confidence degree and self-reliance will increase. This extra confidence is a good thing because it creates job satisfaction. Culture provides essential social and economic benefits. With improved learning and health, increased tolerance, and opportunities to come together with others, culture enhances our

quality of life and increases overall well-being for both individuals and communities (Gilmore, 2014). Culture is also a means of expressing creativity, forging an individual identity, and enhancing or preserving a community's sense of place. In children and youth, participation in culture helps develop thinking skills, builds self-esteem, and improves resilience, enhancing educational outcomes.

3.2. Access to key information

In the study of World Bank in 2002, the studied mentioned the four critical elements of empowerment that must underlie institutional reform as follow:

Access to information: As information is power so informed citizens are better equipped to take advantage of an opportunity, access services, exercise their rights, negotiate effectively and hold state and non-state actors accountable. Without relevant, timely, and presented in forms that can be understood, it is impossible for poor people to take effective action. Significantly, the information about rules and rights to essential government services, state and private sector performance, financial services, markets, and prices. More than this, Information and communications technologies (ICT) can connect poor people to this information.

Accountability: State officials, public employees, and private actors must be held answerable for their policies, actions, and use of funds.

Local organizational capacity: This refers to the ability of people to work together, organize themselves, and mobilize resources to solve problems of common interest.

3.3. Networking Relationship (Culture, place, language)

Building a network among the migrant group is very important for those Cambodian workers to create more choices in working and living in Thailand, especially to seek help when they meet any problems. Some newly Cambodian migrant workers have contacted others who came to those areas before them to seek some advice. Cambodian migrants' engagement in Buddhist ceremonies practically accelerates their gradual acculturation despite migrants being unaware of this. Migrants generally can meet with new friends when they visit, and some eventually can form a new social network with local citizens because people who are socially engaged in the temple will likely have their group that will call each other when they need help. (Chhon, 2014).

Refer to the researcher field survey to Koh Chang in Trat province on 10 August 2019, where more than 2000 Cambodian migrant workers are staying and working on it. A Cambodian community in the border province is quite different in the provinces far from the border in many dimensions such as networking, living conditions, and how employers treat them compared to Cambodian migrant workers working in Bangkok, Samut Prakan.

The Government of Slovak believes that, to maintaining the stability and improving the quality of their lives. Social cohesion is conditional on the coherence of all classes of society and on combining a balanced economic policy with a social policy. The sustainable growth of the quality of people's lives can be achieved by encouraging education, research, and innovation development and by creating a modern infrastructure necessary for economic and social development. When assessing the quality of life of individuals and society, it is not only the material standard of living but also health, education, the sum of an individual's activities, including work, opportunities for political and civic engagement, the impact of government measures, interpersonal relations and social contacts, indeed or, conversely, uncertainty in economic and personal terms, and the quality of the environment must be taken into account,

3.4. Leadership

According to Özaralli (2003), where there is a commitment to change, employee empowerment becomes a function of transformational leadership. Under such a leadership perspective, there is a sense of mission pride, faith, respect, excitement, and commitment. Transformational leaders will exist at all levels of the organization, coaching staff, providing formative learning, and delegating responsibility through assigning projects that contain appropriate learning experiences.

Community leaders need to demonstrate responsible and responsive leadership to meet the needs of migrants. They need to be proactive and acknowledge their role in integrating migrants. They need to assume responsibility for managing migration integration and be accountable for the results. To achieve this, city leaders may need to look outward to other cities worldwide that have been successful in their endeavors.

3.5. Social Connection

Staple (1990) also stated that empowerment is a process and outcome and a spiral phenomenon in which individuals gain knowledge and skills that lead to personal development through their participation in group activities.

The benefits of culture for individuals can spill over to society as a whole. Culture helps build social capital, the glue that holds communities together. By bringing people together, cultural activities such as festivals, fairs, or classes create social solidarity and cohesion, foster social inclusion, community empowerment, capacity-building, and enhance confidence, civic pride, and tolerance. The social capital created through culture increases with regular participation in cultural activities. Cultural engagement also plays a crucial role in poverty reduction and communities-at-risk strategies. Thus, culture is vital to the vitality of all communities.

3.6. Political Connection

Refers to the special connection of migrant workers with the local authority or any political channels that could help them connect for job opportunities and facilitate in any circumstances of life.

4. Symbolic Capital: Bourdieu (1986) defined the meaning of symbolic capital that it means status, reputation, prestige, power, recognized, accepted as legitimate in society which. Those who have this kind of capital could gain a social advantage because this capital can transfer to economic capital. Symbolic capital, together with the forms of profit and power it warrants, exists only in the relationship between distinct and distinctive properties, such as body proper, language, clothing.

We could say agent capital differences result from the differences of similarity of each agent in implementation in society which Bourdieu (1986) stated that the concept of agents which live in the same space or field or even similar capital but what they thought and do might not be the same all because of their habitus.

7.3. Concept of Integration

To improve the quality of life of Cambodian migrants, the researcher also thought of Social/Cultural Integration Theory and Social integration with Thai

society, where the concept of integration has been key to describing and explaining immigrants' experiences in the host society and changes across generations. Conceptualized integration as a multi-dimensional process and identified different forms of assimilation, cultural, structural, and marital (Gordon, 1964). Regardless of which of the classical segmented or multicultural frameworks one adopts, research on immigration has identified three forms of integration: economic, social and cultural, and identity.

7.3.1. Economic integration refers to immigrants achieving an average or above-average economic standing compared to natives in the host society of similar backgrounds. It is often measured by education, occupation, and income (Neidert & Farley, 1985). In general, economic integration is low among immigrants who cluster at the low-skilled rungs of the economic ladder and high for immigrations of higher socioeconomic status. As a critical dimension of integration, economic integration is of paramount significance because entry into the economic mainstream creates the social conditions conducive to other forms of integration.

7.3.2. Social/Cultural Integration: refers to the extent to which immigration adopted customs, social norms, social relations, and practices indistinguishable in aggregate from those of the mainstream. Social integration may result in a decline in the social distance between groups and more social values and practices in society. Social contacts, languages, and intermarriage are the most common social/cultural integration indicators (Vigdor, 2008). For example, Cambodian workers could learn the Thai language to know more about Thai culture and have Thai friends who could share ideas for developing the quality of life of those migrant workers and will have an opportunity to integrate with social activities.

While other social scientists tend to focus on the effects of the social environment on cultural patterns across groups, the starting point of the economic approach to cultural integration is the analysis of individual behavior, extended to account for endogenous preferences and identity formation. Therefore, economists emphasize the importance of individual incentives and the opportunity costs associated with different integration patterns.

7.3.3. Identity integration refers to behavior, practice, and achievement but also a sense of one's self about others. Gordon (1964) defined identity integration

as developing a sense of peoplehood based exclusively on the host society in the classical integration framework. In this view, identity integration is achieved when over time and across generations, minority groups lose their own cultural/ethnic identity and instead accept the identity of the dominant group in the host society. It is evident that when immigrants want to integrate into the host country, they will invest and transform their different forms of capital in the fields of a doxa in a host country. Thus, they will change the doxa by participating in the transformation of different forms of capital. Therefore, when they want to invest (bring their forms of capital) and transform (integrate) forms of capital in the host country, they need the perception, recognition, and acceptance from the native people.

7.3.4. Social integration with Thai society

Local integration is seen as a process of mutual exchange between immigrants and the host population. However, the study found that the possibility of a two-way process is challenging to achieve unless the migrant population is nearly equal to the local population. Hosts never learn from the migrants if their number is very few. As in the case of Cambodian migrants in non-Khmer communities, it will become an only one-way process for migrants in non-Khmer communities; therefore, it will become an only one-way process that migrants must learn how to integrate with the hosts through language behavioral orientations. As Gordon (1964) pointed out, cultural integration is the starting point followed by local language acquisition and ending it with intermarriage to enable migrants to be no longer distinguishable.

Srawooth Paitoonpong (2014) has stated in his study on the integration of unskilled migrant workers in Thailand that Thailand has been relying, economically, on low-skilled migrant workers from its neighboring countries for more than two decades. The critical role of migrant workers in the country's economic progress has been generally recognized; however, the social-related problems of the migrant workers are also aware. At the macro level, it has been found that although the Thai government has spent the effort to provide protection, migrant workers are highly vulnerable to exploitation and abuse by employers, landlords, officials, and criminals. For example, among documented workers, employers sometimes demand that workers hand over their identity documents, making it difficult for them to quit that employment or make any form of complaint. It also may make the migrant vulnerable to police harassment. So, undocumented workers are even more at risk. Thus, the

integration of migrant workers in Thailand needs to be addressed for economic reasons and social and human rights and security.

He has also recommended the study of the integration of unskilled migrant workers in Thailand to educate migrants and their dependents and employers and government authorities. Strengthen the cooperation with a service provider, International Organizations and NGOs. Publicize and create greater public awareness among all stakeholders about the potential benefits of labor mobility among skilled workers and the ASEAN priority professional sectors and low-skilled migrant workers. More excellent public dialogue on international migration should be promoted. Such a dialogue could be led by the migration management authority but include the active participation of the mass media, academia, the private sector, and civil society

The integration of migrants into their respective host societies has at least three basic dimensions concerning the social, economic, and cultural role migrants play in their new environment. While these dimensions will hardly be disputed by anybody as essential fields of integration, a fourth dimension, namely the role migrants play in political life, very much depends on whether the host government allows political participation or even grants voting rights. The political dimension of integration is often rejected as irrelevant by states disliking the idea of granting political rights to migrants with a foreign passport (Refer to Srawoath Paitoonpong: Council of Europe 1995:9)

Similarly, integration is classified into four dimensions: socio-economic dimension; legal and political dimension; cultural dimension; and attitudes of recipient societies (Entzinger and Birzeveld 2003: 19-31)

- ❖ Social Aspect
- ❖ Cultural Aspects
- ❖ Community and Political Aspects
- ❖ Institutional Aspects

7.4. Information Networking and Access to critical information

7.4.1. Active Agent analysis

It is easy to access information that will empower each migrant worker to know more about labor law in this information technology era when those migrant workers have more information to gain more choice and bargaining power with the

social structure, especially with their employers. In globalization, Anthony Giddens has mentioned the power of knowledge and Information technology when the agent could access information. So, that agent has reacted to the structure by accessing social media to get more information, making the agent independent.

7.4.2. Transnational Identity and migrant workers

Within a globalized world, there also exists a global class hierarchy, and the location of a migrant's country of origin in this hierarchy can also position migrants in particular ways in their country of settlement. With the rapid advancement of technology in recent years, the patterns of movement and socialization of migrant workers have changed. Through more-affordable travel, mobile communication devices, social media, and online connectivity, migrant workers can navigate more seamlessly between their countries of origin and of settlement (Basch et al., 1994) and can participate in cultural, economic, or political activities within transnational networks (Lam & Warriner, 2012).

7.4.3. Structure and Agents

The World Bank (2002) study stated that the institutions that affect poor people's lives are formal and informal. Formal institutions include the laws and rules embedded in state, private sectors, civil society organizations at the local, national, and global levels, and international organizations. Informal institutions include norms of inferior or superior status, the expectation of bribes, networks of kin, friends, and neighbors, informal restrictions placed on women inheriting property, or the cluster of practices surrounding the treatment of widows.

Poor people are generally excluded from state institutions that decide and administer the resources that affect their lives. To bring about systematic reform will require changing these unequal institutional relations that reflect a culture of inequality. Changing unequal institutional relations depends in part on top-down measures to improve governance-changes in the laws, procedures, regulations, values, ethics, and incentives that guide the behavior of public officials and the private sector. These changes can create condition that enables poor people to exercise their agency.

So, if we refer to what Anthony Giddens has mentioned above, to empower Cambodian migrant workers in Thailand, we can provide them with some knowledge and information, what the researcher has observed and talked with many of them in some locations in provinces shown that most of them even do not know their rights being as workers in Thailand. Some of them have followed the rules of

each working place and keep doing their work every day without daring to ask anything from their employers even sometimes they feel they are being cheated. Some have thought it is more than enough to earn some money to help their family back in Cambodia.

However, in this period, information technology is also an important tool that we could use to empower migrant workers by letting them access more info regarding their rights and other labor protection laws.

❖ Labour Protection Law: There are many kinds of protection law, either international or local law. However, how many percent of the practical implementation and how many workers know their rights for working in Thailand. So, improving tools to bring that information to them is what all authorities concerned should take appropriate action toward those migrants.

❖ Government officials: Those officials could join hands to improve the quality of life of those Cambodian migrant workers in Thailand, providing transparency services and implementing what they have approved.

❖ Information Technology: Online tools and platforms such as the number of active users on Facebook are approximately 1.4 billion, and the ability to geotag locations via the social media platform could provide detailed data on migrants. Interactions on social media also contribute to the formation of virtual transnational networks of migrants. This information technology also can help those migrant workers to access all information regarding their protection law.

8. The analysis of relations of Capital, Integration and the improvement of the Quality of Life of Cambodian migrant workers

To analyze the way of improving the quality of life of Cambodian migrant workers, we may think of many concepts from the structure to the agents themselves that would be the essential part. For sing the concept of Capital of Bourdieu (1986), we could say as follow:

(1) The concept of Economic, Social, Cultural, and Symbolic capital

❖ Bourdieu (1986) stated that each capital has resulted in the way of life, so to improve the quality of life of those Cambodian migrant workers, we must study how those migrants have in terms of the capital that could cause their living conditions in Thailand. Because the economic capital means the property they have, especially how much money they

could earn and save for their lives. If thinking about social capital, it may refer to the connection with other workers in a community to access information through this informal friend connection and some connection with local authorities to get more information quickly. Sumalee Chaisuparakul (2015) stated in her research that in addition to their kinship networks, migrant workers also form new social networks through modern communication and the internet (e.g., Facebook, Line). They see this as an efficient way to keep in touch and reach out.

- ❖ In terms of this social and cultural approach, those workers should live in Thailand as global labor, not just Cambodian migrant workers, to maintain their living identity and connect with Thai people. Then, when they could integrate with local Thai, those Cambodian migrant workers could have mixed identities to exchange with Thai people.
- ❖ Knowing and valuing who you are and what you have been doing is what Cambodian migrant workers living and working in Thailand should be proud of their value. They should know that they are not just regional labor of any country but global migrants who have helped bush one country's economic growth. They can develop themselves by improving their skill and upgrading from low-skill labor to skilled labor. More than this, the perception of others across cultures individuals may be perceived quite differently along with several dimensions: the influences to which we attribute their behaviors, the features we find attractive, and the personality traits we value.
- ❖ However, symbolic capital depends on how long those Cambodian migrants have stayed in Thailand because those Cambodian migrant workers could improve their sense of self. Moreover, individuals in different cultures are enculturated in varying ways (e.g., perceiving themselves) in terms of their relationship with others, their role in society, and their contribution to meeting the needs of their group, or independently, as capable decision-makers. Thus, assumptions about happiness, well-being, or satisfaction may not be universal, and

judgment of QOL based upon such assumptions may not be generalizable from one culture to another.

(2) The Concept of Integration

- ❖ The integration of migrants into their respective host societies has at least three basic dimensions concerning the social, economic, and cultural role migrants play in their new environment. First, if we talk about the integration of those Cambodian migrant workers, the integration into society is based primarily on social protection, education, healthcare, and human rights. Second, not only integration varies by the legality of migrants but also by location or community.
- ❖ The livelihood of Cambodian migrant workers is regarded in terms of social, cultural, and networking aspects and their working conditions. The living conditions of Cambodian migrant workers include language, participation in cultural activities, consultation with Thai people, awareness of rights and protection, children's education, security in life and assets, and potentials to stay in Thailand permanently.
- ❖ Self-directed learning is learning immigrant workers learn more about everything around them on their own, especially from their networking in the Cambodian community. They may learn from employers and friends that working with them is either the same nationality or not the same. More than this, skill development is also suitable for them to be proud of being human as they can feel their value of being able to help to promote economic growth in one country by their labor contribution.
- ❖ Talking about Cultural Identity, Cambodian migrant workers can determine their own identity living with local people and integrating with others. Cultural Integration describes the dimensions between cultural maintenance and cultural adaptation of Cambodian migrants in Thailand. There is no significant difficulty in cultural integration between Cambodian migrants and local Thai people because both countries are dominated by the same forms of Buddhist teachings, rituals, and practices. Therefore, Cambodian migrant workers can enjoy their cultural activities in Thailand, as most of the traditional festivals and customs that are being performed are similarly practiced in

Cambodia. More than this, they could access multicultural education to integrate into other cultural performances but still maintain their own cultural identity.

The researcher has stated some components of this crucial factor, which means those workers could get at least minimum wage upon labor law; remarkably, they could have an opportunity to do business not just be as labor. Once they have settled in Thailand for quite a long, some of them could be provided the opportunity to earn a living by themselves. More than this, they should have adequate remittances to send back to support their families in origin-destination. Economic capital means that when those Cambodian migrant workers have more economic opportunities, they can earn their living, and It increases their power and freedom to make decisions that benefit them alone. It reduces the ability of an outsider forced to reduce their freedom.

Moreover, when those Cambodian workers have economic power through economic capital, they may convert it into cultural and social capital to improve their lives chances by explaining the relationship in each worker's social network. The cultural and social capital of Cambodian migrant workers can also mention the human capital of those workers by accessing academic knowledge and tie with all friends who already migrated before them. The more they have, the more they feel empowered to work, live, and relate to those workers' symbolic capital that brings their reputation, prestige, and acceptance from the local society in which they live. Such as cultural activities can bring people together so that those people can form social networks.

Cambodian migrant workers in Thailand may have limited the whole institution system because of many aspects such as law systems, labor law, or even employer that those workers cannot act in society besides in their community freely. Some workers may come to work illegally, so they are afraid. They chose to work and live in one place and have limited interaction with the outside world. Especially when they lack information regarding their rights living and working here, they do not dare to do anything openly. At the same time, our social networks are also a manifestation of social stratification, whereby social, educational attainment, and differences in levels of wealth, so it is pretty challenging for those Cambodian workers to interact with other people with far different statuses. However, according to Gordon (1964),

integration is referred to those migrant workers showing their ability to integrate themselves into society in many areas through their networking relationships. It means the ability to integrate with society through the language they have learned and the information they have accessed would also give them opportunities to improve their living conditions. More than this, their social and cultural background are also crucial for their condition of life when they have to integrate themselves with new living and working environment.

In current society, information technology is also vital to provide knowledge and valuable information to all migrant workers, but how could we send that message to them effectively. The local authority and concerned institution have duties to transform that information into a language that they could understand well because the information is a power that provides them an education that could create a chance in life.

9. Related Research

In their research finding, **Samoraphum and Jantriwong (2019)** stated that the factors related to the quality of foreign workers' life in Surin province that the foreign workers had the factors related to the difference during three groups of good, medium, and poor quality of life. However, their needs were evident in the six aspects, health, frugal living, social role, information communication, housing environment, insurance, and welfare. The overall opinion of the foreign workers was that most agree with health and their insurance and welfare.

De Haan (2000) states that migration is an agent of social changes, and it is a part of social structure, and migration movements are consistent with social norms and rules. However, migration is also influencing these social structures and norms. In this, the researcher also mentioned the strategies for improving migrants' livelihoods which referred to the research in Western India.

In relation to the living and working condition of migrant workers, Sumalee Chaisuparakul (2015), who studied on communication channel of Cambodian migrant workers, found that in addition to their kinship networks, migrant workers also formed new social networks through modern communication platform using popular social media such as Facebook and Line. This is because they see it as an efficient way to keep in touch and reach out. Building network among migrant group is very

important for those Cambodian workers to create more choice in working and living in Thailand.

Kincaid (2002) studied the quality of life perceived by Hispanic/Latino migrant and seasonal workers in East Texas. The study has also shown that the issues related to the quality of life of these workers' desire for themselves and their families, including the positive and negative aspects of living and working in their community and the quality-of-life Perceptions themes, ranked in order of importance as Healthcare Needs, concern for the Children, Adult Education, Community Unity, Undocumented Status and Somebody to listen. Based on the data analysis findings, Healthcare Needs were identified as the most important theme for all focus groups. The second most crucial theme identified, Concern for the Children, included concerns about the children's exposure to drugs and alcohol and a lack of parental attention due to long work hours. In the third theme, Adult Education, the workers were preoccupied with the absence of legal papers required to be in this country and were also concerned about their children who could attend school because they did not have papers. The fourth theme was Community unity which is being united to solve its problems, and the fifth theme was Family Unity, which was discussed, and the participants readily connected the topic of parks to family outings and activities. The importance of families being together and the sixth theme, Undocumented Status, was also identified as important because the workers were preoccupied with this undocumented status and how it affected their children. However, they appreciate what they have in the US but live in fear of the day they will be discovered. This study showed that America provides importance to these above issues such as the need for healthcare, their worries about their children's education, and their education. Furthermore, community unity is also an important point that those workers have paid attention to, especially they need someone to listen to what they have said and understand their status living in their community.

Cholewinski (2005) stated that "affording rights to migrants can be an important feature to ensuring their integration in society, but the absence of rights may lead to inevitably risks their social exclusion." In this matter, ILO provides an international standard for the migrant's social protection, which is based on five principles include: (1) equality of treatment; (2) maintenance of acquired rights; (3)

determination of applicable legislation; (4) maintenance of rights in the course of acquisition; and (5) reciprocity.

Seng (2006) studied the living condition of Cambodian illegal migrant workers in Thailand and found that the influences of Cambodian people to migrate to Thailand has been strongly related to their life in Cambodia, most of them come from farmer backgrounds, low education and have no connection with the people in the city. We know well that Cambodian illegal immigrant have many ways to cross the border, and migration facilitators play an essential role in this flow of people. It is a profitable business related to local policies and other authorities, not only brokers and employers. The study also showed that most workers are fishermen and construction workers. Almost none of them know anything about policy or immigration law regarding their status. Their illegal status has a significant impact on their living and working conditions, especially their freedom and rights. However, the construction workers can access social facilities easier than fishers who almost stay on a boat, but their illegal status does not have easy access to celebrate traditional ceremonies, while in Thailand, they only can celebrate wedding ceremonies.

Moreover, these illegal workers' children live in risky conditions, with no education and good medical care. This study has studied only two kinds of Cambodian migrant workers, construction workers, and fishers, especially their living conditions. However, the study did not go deeply on seeking a solution for improving their quality of life, which made the researcher wants to know and study more on how to upgrade their living conditions from what this study has found that many of our workers still face not good life condition living and working in Thailand.

Naipaporn Sippapaas (2008) studied Human Security on Education: a Case study of immigration workers 'children in Muang District, Samut Sakhon Province, which is very important for the development of Thailand. In terms of education for migrant children is the significant policy that Thailand should consider real happiness and good quality of life and giving a chance for their lives. This study also learns from many countries about education policies, such as Germany, Netherlands, and America, but in Thailand, there are still some problems accessing the education of migrant children. They still face the obstacle of self-development child protection

laws; even Thai policy gives opportunities for migrant children to go to school for free, but not many of them have registered for education.

Walsh and Ty (2011) has studied *Cambodian Migrants in Thailand: Working conditions and Issues*. This study showed those Cambodian migrants still facing various challenges at the workplace as follow:

- Most Cambodian migrant workers had received education not more than Grade 4, which means that the reading proficiency was still low, so when they came here to find a job, for sure, only unskilled labor market. So, in terms of payment, it is difficult to calculate the wage according to the minimum wage set by the Royal Thai Government (RTG) because many workers work on piece rates.

- On the other hand, those Cambodian migrant workers were not protected by the Thai Labor Protection Act, limiting the standard workday to eight hours with statutory breaks. In addition, worker status was diminished because many workers have entered the country illegally or do not have proper documentation. The illegal status of many workers meant that they could not seek any legal protection from an abusive employer or anyone else.

- Less than 10% had any formal employment contract, and neither did they have health insurance or social security, so if they needed to seek medical employment, they understood that they would have to pay for it themselves and would also miss wages for time away from work.

- The study also showed that the workers faced discrimination in the workplace. They generally felt discriminated against by contrast with Burmese and Laotian because they felt Thai employers preferred Laotian and Burmese migrant workers to speak the Thai language. Sometimes, they are less likely to suffer from isolation and psychological problems by not communicating with other people.

- In conclusion, there is little doubt that there will be forces encouraging the outward migration of workers from Cambodia and the inward migration of workers into Thailand for the foreseeable future. Deteriorating land-labor ratios have caused the problems to intensify, and, increasingly, farming families cannot feed themselves. In this situation, the best option that appears to people is to migrate to Thailand for work. Owing to their limited skills and education, they have little choice but to become involved in sectors requiring basic labor only, such as selling foods,

domestic services, fishing, plantation, and agricultural work, at the same time. As a result, the Thai government must devise a strategy for how migrant labor will be utilized and their position in the economy as a whole. More than this, there is a need for improvement in labor protection, guidelines, and procedures for recruitment and migration and the provision of an adequate and effective complaints mechanism. We could see that Cambodian migrant workers still face many issues that affect their living conditions, so the researcher would like to further study more deeply of the current situation in terms of those issues and more factors that those workers still face. The researcher wants to seek for solutions to improve better living conditions.

According to **Chhon (2014)**, who studied Cambodian Migrations' Social Protection, Local Integration, and Multiple Boundaries in the Thai Border Villages of Khok Sung of Sa Kaeo province, after signing the Paris Peace Agreement on 23 October 1991 and ending Cambodia's civil wars, many Cambodian migrants chose to continue living in Thailand and seeking assimilation with local citizens through intermarriage. However, they still faced the rights barriers to basic social protection in terms of social, cultural, economic, and community integration like Thai people as the state refused to recognize their status as legal migrants. So why did they keep practicing their daily activities even though they were under many regulations as outsiders? This practice is because migrants still can access specific social protection from the community that gives them formal recognition. On the other hand, they are regarded as members of the local Thai community and illegal migrants. The study shows that Cambodian migrants face legal boundaries to lead their lives as ordinary people, even having an official family. Besides this, undocumented people cannot access free public health services without legal status; they have to pay total medical fees. However, the right to education, a landmark policy in the state-sponsored social protection scheme, is the only one from which Cambodian migrants in the border villages can fully benefit.

In his research, **Dickson and Koenig (2016)** found that the first reason Cambodian people leave Cambodia was to search for better jobs/income, which means they all want to improve their quality of life. The migration costs were highest for a licensed broker, but the highest average income was associated with migration

with a licensed broker. So, to help them for a reasonable wage or at least with the minimum wage as stated in Thai law, the authorities concerned should assist them in becoming legal workers.

Ramchandani (2017) has said that according to a report by the World Bank, improving migration policies can enhance workers' welfare and benefit the countries that receive them. However, migration procedures across Asean are complicated by barriers such as expensive recruitment processes and restrictive quotas on the number of foreign workers allowed, while stringent employment policies limit workers' employment options and affect their welfare. For example, for Cambodian workers who come to work in Thailand, there are many channels that they can come, such as via MoU, which must use the worker recruitment company, which costs a lot while some have entered by using brokers either legal and illegally. Moreover, illegal crossing affects their quality of life since they do not have any rights, and most of them have low education, so they cannot access social protection policies, especially health care and education.

The recent 's study and Thailand's Chulalongkorn University surveyed over 900 Cambodian migrant workers in six Thai provinces and interviewed some 122 key stakeholders, including government officials, employers, and NGO staff, found that one-third of those surveyed received less than the minimum wage. However, despite their low wage, they had remittance payments averaging 1,228\$ per year, and that remittances were crucial in maintaining or improving the living conditions of their families back in Cambodia. However, in January 2019, the Office of the UN Resident Coordinator expressed concern that some Cambodian migrants working in Thailand are not enrolled in public health insurance schemes and that their children cannot attend school.

Narayan and Shah (2000) stated that for poor people, the capacity to organize and mobilize to solve problems is a critical collective capability that helps them overcome problems of limited resources and marginalization in society. Social capital, the norms, and networks that enable collective action allows poor people to increase their access to resources and economic opportunities, obtain basic services, and participate in local governance. Poor people are their own worst enemies. These intimate bonds help them deal with their hardship. Notably, gender variations in social

capital are significant. Poor people's organizations, groups, and networks, working with others, can mobilize resources to improve individual health, education, and security of assets. The social and cultural context is essential for empowerment approaches.

Oliver and O'Reilly (2010) studied "A Bourdieusian Analysis of Class and Migration" about habitus and the individualizing process shown that habitus reinscribes position and informs the denigration and positioning of others, while ongoing struggles for power and authority in the new field. The rhetoric supposedly informing this new way of life prescribes choice, freedom, and new beginnings, while attempts to classify these migrants objectively fall foul that most of them have an unclear location in the labor market. However, the analyses of lifestyle migration confirm that the possible field is always limited by structures, dispositions (habitus), and capital.

Phaicharoen (2020) published the findings of a two-year study conducted by the Mekong Migration Network (MMN) that included a survey and interviews with workers, government officials, civil society organizations, employment agencies, and employers as former migrant workers who had returned to their home countries. The findings discovered that nearly nine out of every ten migrant workers in the agriculture sector worked under challenging conditions for more than eight hours per day, and on average.

NGOs called on Thailand's government to help improve the lives of hundreds of thousands of workers from neighboring countries.

"Migrant workers have dreams that they want to have a good house, nice family, be a land owner-but in reality, they live in crowded and poor conditions "and "They decided to move to work in Thailand to save money to send back home, but working in our country does not provide better conditions," said Mr Sutthisak Rungrueangphasuk, manager of the MAP Foundation which is a non-profit whose goal is to work with at-risk people to help them achieve a better quality of life.

MMN's report recommended that the government make immigration registration easier for workers, improve working conditions by implementing existing policies, promote health and safety through increased enforcement and inspections, monitor housing, and improve access to health care.

CHAPTER THREE

RESEARCH METHODOLOGY

The research aims to propose the learning model for improving the quality of life of Cambodian workers in Thailand. The methodology used is a mixed-methods approach, a combination of quantitative and qualitative approaches. This section describes how the research study will be conducted, including research design, the context of the study, population and samples, research procedure, research instruments, data collection, and data analysis. This research combines a review of relevant published studies, a quantitative survey of Cambodian migrant workers, and a qualitative survey of stakeholders (Including Government officials, employers, representatives of civil society, organizations, and migrant workers themselves). Data that got from questionnaires will use descriptive statistics; however, the data that got from the interview will use content analysis. Finally, a rationale for the sample selection is provided, and relevant ethical considerations are addressed.

The sample for the survey were 100 Cambodian migrant workers whose ages ranged from 18 to 60 years old and were living in four geographical areas namely (1) Bangkok (2) Pathumthani (3) Chonburi and (4) Samut Prakarn for more than two years. These four areas were outnumbered by Cambodia migrant workers. Likewise, the informants for in-depth interview were nine stakeholders and were purposively selected based on their knowledge and experience on the matter and voluntary basis. Among the nine informants, they consisted of two government officials, one representative of civil society, one local community authority, one representative of worker recruiting companies and four were selected Cambodian migrant workers.

The survey was carried out using validated questionnaires while the in-depth interview was carried out using interview guided questions. To ensure the accuracy of the response, the researcher help read the questionnaire in Khmer as most of the respondents were not able to read the language. Similarly, to insightfully obtain the basic information prior migrating to Thailand and the current living situation relating to social and cultural capital and to seek measures for the improvement of the Quality of Life of the Cambodian migrant workers, Khmer language was used to interview with Cambodian informants while Thai language is used with Thai informants. All the

respondents and informants were informed that the given information was kept confidential and used for this study only.

1. To study the current living situation of Cambodian migrant workers working and living in Thailand

1.1. Documentary Research

The researcher studied from some studies and information. Besides, the researcher used survey questionnaires to study all information from selected Cambodian migrant workers using research Instrument (Appendix I) to study general information, their basic information before migrating to Thailand, and the current living situation, which consists of economic, social, cultural and symbolic capitals, as well as their needs related to their local integration, access to information, networking, and working environment and safety. In this step, the researcher also asked about their recommendations for improving their quality of life. Once the researcher got all information, the researcher studied the current living situation and needs of Cambodian migrant workers.

1.2. Survey Research

1.2.1. Sampling: The researcher collected data from 100 selected Cambodian migrant communities in four areas (1) Bangkok, (2) Pathumthani, (3) Chonburi, and (4) Samut Prakarn. The researched workers selected have worked in Thailand for more than two years and are more than 18 to 60 years old.

1.2.2 Data collection: the researcher collected some basic information about the living conditions of those Cambodian migrant workers using survey questionnaires with the semi-interview method as many workers cannot read and write in Khmer words, so the researcher has to do so semi-interview and help to fill in the questionnaires.

1.2.3. Instruments (Appendix I): In this step, the research instrument was divided into 5 points and already did validity checking by three experts as mentioned above.

1.2.4 Data Analysis-Content Analysis: Content analysis was used for data analysis. The researcher could know how the living conditions and the needs of those Cambodian migrant workers in some aspects by analyzing the factors that could

be counted as principles for developing their life conditions, especially in terms of capital which has mentioned in the theory of capital of Bourdieu (1986) to divide into many factors as follows:

1. Economic capital
2. Cultural capital
3. Social capital
4. Symbolic capital

Besides, to study their living situation and needs, the researcher discussed many areas in terms of:

1. Social background
2. Their integration into the local community
3. Involvement in local activities
4. Accessing to all critical information that relates to labor protection
5. Networking that they have during working and living in Thailand
6. Working environment and security during working

2. To study how all stakeholders and those Cambodian migrants' workers could work together to improve the quality of life of those Cambodian migrant workers living and working in Thailand

2.1. Documentary Research

The researcher used the in-depth interview to ask four selected workers' group leaders in four selected provinces and all stakeholders working in many sectors regarding migrant workers, such as government, local community, civil society, employers, and employment agencies, in order to check how those all stakeholders and Cambodian migrant workers can work together to improve the quality of life of Cambodian migrant workers living and working in Thailand. In addition, the researcher asked in-depth details on how those migrant workers could improve their quality of life and the participation of other relating stakeholders that could be a part of improving their working and living conditions, especially to understand what they want more than they think it is a part to help them solve problems.

2.2. In-Depth Interview

2.2.1. Sampling: After survey questionnaires in objective one, another four Cambodian migrant workers who mostly become group leaders and have worked in Thailand for more than four years from all provinces were selected for depth interview of their “Learning” to improve quality of life during working and living in Thailand and how they could adjust this for changing way of life to be better by using the research instrument

Besides, the researcher interviewed those working and dealing with Cambodian migrant workers such as the Ambassador of the Kingdom of Cambodia to the Kingdom of Thailand, government officials, employers, NGOs officials and labor networking groups, and employment agencies.

2.2.2. Instruments (Appendix II and III): For Instrument Appendix II, which used to have depth-interview of 4 selected workers’ group leaders for getting some more details about their general information and how do they feel about the living condition in Thailand and how they think and do to improve their quality of life, as well as to find some information regarding how all around such as the employer, local authority, and government officials could be a part to help them during they are working and living in Thailand. In addition, the researcher may also ask their own personal that could provide ways to upgrade their daily living condition and some other recommendations for Instrument Appendix III, which is used for depth-interview those officials and NGOs and labor networking groups, and employers dealing with migrant workers in their jobs. At least, to seek their ideas and participation in developing life conditions for those Cambodian migrant workers and their own opinion for improving the quality of life of Cambodian migrant workers working and living in Thailand.

2.2.3. Data analysis – Content Analysis: When got some general information and understood the living condition and needs of those selected workers, the researcher used this result to ask all stakeholders related as well as worker’s group leader to seek ideas and recommendations on how are government officials, employers, NGOs officials and labor networking group could join hands and work together with those workers so that their quality of life could be improved and developed in a better way. Primarily their voice could be heard to bring those data to

draft a learning model for improving their quality of life in the next step of the research process.

3. To propose a learning model for Improving Quality of Life of Cambodian Migrant Workers working and living in Thailand

3.1. Documentary Research

Data was collected through a focus group with experts and those who are dealing with Cambodian migrant workers, including the content analysis from the result from Survey Questionnaires and Depth-Interview in objectives one and two, about the living conditions and the need of migrant workers and how stakeholders and workers themselves could do to develop and improve their quality of life.

3.2. Focus group

3.2.1. Sampling: Before the focus group, the researcher drafted Learning Model from all survey and depth interview results. Then from this draft, the researcher did a focus group with three experts on migrant workers, such as Labour Attaché from the Royal Embassy of Cambodia, President of Labour Protection Network, and researcher dealing with migrant workers. In this step, the researcher asked the above experts to check the draft learning model after data analysis from the first objective till depth interview for drafting that learning model, and experts would add some more comments and adjust the draft during the focus group.

3.2.2. Instruments: After the focus group, the draft learning model for Improving Quality of Life of Cambodian Migrant Workers working and living in Thailand was drafted and finally checked by experts (Appendix IV).

3.2.3. Data analysis: Content analysis was utilized for analyzing data. The researcher analyzed information and data from steps 1 and 2 followed by the theoretical framework of Bourdieu (1986) for developing a learning model for improving the quality of life of Cambodian migrant workers living and working in Thailand and held a focus group with the experts who are related to migrant workers in order to check the said draft of a learning model for the improvement of the quality of life and its description.

1. Ethical Issues

First of all, one must be aware of issues involving privacy when undertaking an interview. For example, during asking agreement from interviewees, he/she may request permission to certain personal information. Fortunately, the researcher used to code for each interviewee in this research paper. Furthermore, each time before the interview, the research asked the interviewee to sign the approval letter from the university's ethics committee.

Secondly, interview procedures typically need to be laid out in written form to indicate to the interviewees the nature of the questions to be answered before proceeding with the interview.

Thirdly, confidentiality is of broad concern, especially in written documents such as research reports or articles with quotes. One must exercise vigilance to protect individuals and maintain their confidentiality where needed or required. Therefore, unless indicated otherwise, interviewees commonly should not be named or identified in the general public.

Finally, any records or notes taken from interviewees should only be used under the permission of interviewees. There should also be an explanation for any absence in writing, especially when interviewees provide their answers in public resources.

2. Languages qualification of the researcher in the research process

The researcher does not have any problem in using any languages for this research. Primarily, the language used in the research process is Khmer, Thai, and English depending on each group of research sampling. For example, for the Questionnaire for Survey Cambodian migrant workers and In-Depth Interview for some Selected Workers who are group leaders, the researcher used the Khmer language because all of them are Cambodian.

However, for in-depth interviews with key informants who are Cambodian who work relating to Cambodian migrant workers, the researcher used the Khmer language while those Thai key informants who work relating to Cambodian migrant workers used the Thai language.

For the focus group, as all experts mix between Cambodian and Thai, the research used to mix languages but used Thai and English frequently as all

Cambodian experts understand Thai while Thai experts are comfortable using only Thai and English.

3. Principles to select research sampling

- For workers: the researcher selected only the persons who could read and understand Khmer to fill in the survey questionnaires; however, if they have any doubt or difficulty reading, the researcher read for them, and they choose to tick which answer to them.
- For key informants: the researcher chose only those who are currently working with Cambodian migrant workers. Language is not the problem that the researcher used to select this sampling group as the researcher could fluently use Thai and Khmer.
- However, for a focus group, the researcher chose the experts who are the key informants and some other researchers who could help provide more information and advice for improving the quality of life of Cambodian migrant workers besides what the researchers have studied.

4. Data storage

All data from interview and survey, the researcher kept confidential which used only conclusion result—none of the individual information that showed the name of each sampling worker or key informants.

CHAPTER FOUR

RESEARCH FINDINGS

This chapter presents research findings in response to the research questions as follows. First, how is the current living situation of Cambodian migrant workers working and living in Thailand? Second, how do all stakeholders and those Cambodian migrant workers work together to improve the quality of life of those Cambodian migrant workers living and working in Thailand? Third, by employing the document study, questionnaire, and interviews, the researcher will illustrate the findings of those workers' living situation and what else they could do, and all stakeholders could help improve their quality of life while living and working in Thailand. Finally, from in-depth interviews and a focus group with experts, the researcher proposed a learning model for Improving the quality of life of Cambodian migrant workers working and living in Thailand.

1. To study the current living situation of Cambodian migrant workers working and living in Thailand

The analysis of how is the current living situation of Cambodian migrant workers is based on the research results from the document analysis and the survey of 100 Cambodian workers who are living and working in four areas: (1) Bangkok, (2) Pathumthani, (3) Chonburi, and (4) Samut Prakarn. The researcher chose these areas because there were many Cambodian migrant communities. Besides, the researcher also interviewed some selected workers who have been living in Thailand very long and named as group leaders and have the duty to provide information to other Cambodian migrants.

Concept and Reasons of migration

Many Cambodian workers have their reasons to migrate to Thailand, and most of them do not plan to live permanently; they will

1.1 Personal Background of migrant workers

Most of the workers in this research are living in some provinces in Cambodia, such as Prey Veng, Kampong Cham, Banteay Meanchey, Kompong Speu, Uddo Meanchey, and Battambang. Most of them lack

opportunities in Cambodia, which means they do not have a job and have financial problems. Those issues led them to leave Cambodia to work in Thailand. In contrast, some workers have settled in Thailand quite long since after the civil war in Cambodia after the Pol Pol regime.

1.2 Influence of the Last Civil war in Cambodia

Cambodia has been a significant country of origin for migrants after the civil war for the last three decades. Most seek work outside of the country due to the lack of domestic employment opportunities and the significant wage differentials of overseas employment. The primary destination country for Cambodian migrant workers is Thailand, a neighboring country, with workers commonly migrating into the fishing, agriculture, livestock, construction, manufacturing, and service sectors, including hospitality and domestic work.

1.3 Economic Hardship

More than 50% of these Cambodian migrant workers in this research had shown that before they decided to work in Thailand, they already tried to find a job to earn money in Cambodia, but they still face financial problems to raise and support their family. Some have debt that they need to earn money and pay back to the bank. The problem of seeking to survive was that they had to migrate to earn income to live and send back to support their family in Cambodia.

1.4 For better life conditions

Hope for a better life by earning much more money than working in Cambodia, including living standard in Thailand is not much expensive than living in Cambodia. Some of them wish that when they leave Cambodia, their condition of life will be better; especially they can have saving money for living in the future.

1.5 Connection for the future

Building connection with other workers and even with local people also help them improve their working life because most of them found significant results from their connections during work. The longer they

live; they can use this connection to upgrade their working status and even move to better work conditions and wages. Having friends is better than not, at least when they face any problem, they could seek advice and consult with their friends.

1.6 Experiences when back to Cambodia

In Thailand, most of the jobs are for only low labor skill workers, but many of them can develop their skills for their future job when they are back to Cambodia. Many workers who sell Thai foods in Thailand could find opportunities for their own small business in this area when they return to Cambodia, such as opening small street shops to sell Thai foods.

Frequently analysis found that most of the Cambodian migrants from this study were male with 63% while 37% were female. Moreover, 56% of them had education only Primary school, not more than Grade 4, while 4% did not have a chance to go to school as their families are farmers, which means that the reading proficiency was still low, so when they came here to find a job, for the sure, only unskilled labor market. So, in terms of payment, it is difficult to calculate the wage according to the minimum wage set by the Royal Thai Government (RTG); however, 56% had an average income per month less than 10,000 Baht and only 4% got average income over 15,000 Baht. 46% of respondents can understand and speak Thai, while only some are still trying to learn from everyday work. As they said, if they can speak Thai, it is perfect to connect with locals and work in Thailand and not challenging to find a job.

The average age of most respondents was 18-25 was 37%, and 26% was over 36 years old, and all of them were Buddhists. The majority of the workers are unskilled 34% work in construction sector, 47% worked in factory, and only a few of them have the skills and training to earn over the minimum wage and even have some power in their condition of life because they came to work very long hours and had some skills that were promoted to group leader that provided care and coordination with other Cambodian migrant workers. As the researcher conducted the survey, over half of those Cambodian migrant workers had background jobs in the agriculture field

that had insufficient ability to support the family. They needed to earn more income to support their families, and they had to take a risk even they knew crossing to work in Thailand illegally or even had to pay lots of money to process documents and had invested by hoping that when they come to find a job in Thailand their life would be better.

Other results revealed that most respondents are legal workers even at first arrival; not all entered legally. However, half of them came with the broker for the first-time entering Thailand. Then they had opportunities to legalize their status to be legal workers. Most of the workers said they paid a lot at the first time of arrival, and also their salary was also deducted monthly for legal documentation process fees by their employers as employers who accepted them for the job have to pay for their legalization process. All of them requested the government to decrease documentation expenses that they had to pay either in Cambodia or Thailand that sometimes, they spent many years to clear all expenses by deducting from their salary. Now, more than half of them understood that illegally entering would face some problem, but sometimes they did not have a choice as the documentation fee by MoU is quite expensive and over their affordable. So, most of them chose various channels, some by MoU while some by paying brokers to find jobs and process legal documents in Thailand. However, sometimes, when they did not choose, they still used brokers to bring them in and out of Thailand. However, the result from this survey showed that even though they had legal status, some of them still did not have health insurance and were difficult to access for health services.

Living Condition of Cambodian Migrant Workers

With regard to the living condition of the Cambodian migrant workers in Thailand, it was found that there were substantial gaps in fundamental labour rights protection. Based on the report of ILO (2020), the majority of informal Cambodia migrant workers who were not in the social insurance system encountered many difficulties when most of business operation in Thailand temporarily closed. The report further claimed that Cambodian migrant workers who remained staying in Thailand was in uncertain condition due to they received insufficient information about health care and Covid-19 protection as well as lack of food to make their living for daily basis. Even before COVID-19 outbreak, the migrant workers received very

limited access to resources which allowed them to live with the hygiene and sanitation standards. According to the report released by the Royal Embassy of Cambodia to the Kingdom of Thailand (November, 2021), while Thailand was implementing restrictions measure to close a number of high-risk construction workers camps to combat the outbreak of Covid-19, it led to the return of a number of Cambodian workers to their home country. For the unregistered workers, their employers may push them out of Thailand. With this measure, the migrant workers may fear of prosecution and chose to return to Cambodia on their own. During the outbreak, a large number of Cambodian workers decided to illegally return to Cambodia because of unemployment, the invalidity or expiration of their working documents and unavailability to receive good health service when they got infected of covid-19 due to the lack of hospital beds. As of January, 2022, the 37,332 of the Cambodian migrant workers were recorded with positive COVID-19 (Ministry of Health of Thailand, 2022).

In relation to the assistance to the Cambodian migrant workers in Thailand, both the government of the Royal Government of Cambodia and the Royal government of Thailand as well as various institutions including NGOs and private sectors have been working on improving living and working situation of those Cambodian migrant workers. For government sector, both Cambodian and Thai government have developed the process of facilitation labour migration by establishment MoUs to serve as a formal channel to bring foreign workers and provide migrants a fully functional legal channel to access job opportunities in Thailand (Agreed Minutes, 2015). For NGOs and Labour Networking groups, they have coordinated with government sector to explore ways to upgrade the living condition the migrant workers. Despite considerable assistance, the Cambodian migrant workers have been found facing hardship in many aspects of life such as health care access, well-being, information access and social integration (ILO, 2020).

2. To study how all stakeholders and those Cambodian migrants' workers could work together to improve the quality of life of those Cambodian migrant workers living and working in Thailand

The analysis of all stakeholders such as the government sector of countries Cambodia and Thailand, local community, employers, civil society, and employment

agencies could help promote and upgrade the current living situation of Cambodian migrant workers. To define whether Cambodian migrant workers live in good condition or not, the researcher interviewed some key informants in either the government sector or private sector who have been working on the issues of migrant workers in Thailand. In this depth interviews, all key informants also explain some living situation of those Cambodian workers who are living and working in Thailand to let the researcher more understanding of why we have seen they are still living in some terrible conditions of life and wanted to help in upgrading their quality of life.

2.1 General living Conditions of migrants

In general, some key informants mentioned that when we are studying about works that all migrant workers do are 3Ds jobs are Dirty, Dangerous and Difficult so it would result in their living and working situation which are not good enough in principle, especially in 5 kinds of jobs such as construction, farmer, services, fishery, factory, and maid. However, the quality of life of each migrant worker depends on many factors of concerned authorities such as government sectors, employers, and employment agencies, including themselves, who could define how to live in good conditions.

2.2 Living and working conditions

If talking about construction works, most of them live in the construction site, which is small and uncomfortable because mostly without a private restroom. While farmers work in agriculture and livestock, some may live in a camp for workers, and some may live nearly the farms. Those working in service works have to rent a room nearby or share the room with other Cambodian workers. Besides residing places, for daily expenses for meal time, most of them choose to eat for living not for quality. So, their living condition seems not ok either accommodations or meal time, but they chose to save money to send back home. The questions is, are they not living in good conditions or chose to be like that to save money?

2.3 Insurance/Heath Care

For legal workers who come by MoU, some have social welfare while some do not have health insurance. Based on the result of research 45% of workers didn't have Health Insurance, while only 17% that they had insurance. For 38% they had social welfare but they had to pay every time they use health services. However, many

of them are not in the system, such as agricultural and fishery workers, construction, and house maid who still do not have these documents so that when they are sick, if not too serious, they always buy medicine to treat by themselves.

2.4 Labour protection

Under the labor protection law of Thailand year 2541 (1998), those legal migrant workers have to be under that protection, but in practice, they haven't got healthy protection such as they did not get paid after stopping hiring, no payment, no holiday, no day off and other benefits as stated in the law. In particular, those illegal migrant workers will not receive any social welfare and protection by law, no payment when got an accident, high risk of being cheated by the dealer and sent back to the origin country, which is easy to be cheated by employers. However, those who come by MoU will face the problem of the payment of the expensive service, and those workers have to pay either in Cambodia side and Thai side.

2.5 Income

Legal workers do not have much about the problem of being paid lower wages set by law, but illegal workers may face the problem of getting lower wages than what they should get by law. They do not even dare to claim their rights.

2.6 Holiday and Family visit

Relaxation and holidays are unclear for most migrant workers, and it is difficult for some workers that are not living and working in a big company. Some workers prefer to do overtime works more than having holiday so almost seven days per week that they have to work to earn money. Some workers do not know that they should have that day off.

2.7 Life during Covid-19 Pandemic

The disruption caused by COVID-19 has a considerable impact on the regional economy, affecting migrant workers, their families, and communities. Migrant workers were among the first to lose their jobs as Thai employers downsized their work forces. Cambodian migrants that remained in Thailand have limited options to return home and limited access to government aid, especially for irregular migrant workers. These affected many Cambodian households rely on the income

from migrant work remittance as many migrant worker's families and communities are likely to face projected economic shortfalls and suffering.

2.8 All stakeholders play a role in upgrading the quality of life of Cambodian migrant workers

2.8.1. Government Sector:

After interviewing our key informant working in the government sector relating to Cambodian migrant workers, we found that Cambodian migrant workers who come by MOU mostly live in good condition because they have legal documents to get benefits by law. Nevertheless, illegal or undocumented workers face many problems and risks such as lower payment, overtime works, violation, or abuse. Therefore, Cambodian migrant workers can be upgrading their quality of life unless:

- They could get benefit as what law stated
- Know labor law and understand what they could get
- Upgrade their skill for a chance in career development and promotion
- Employers respect the law and are a part to promote the rights of migrant workers

Even those documented/undocumented Cambodian workers seem to live in good conditions. However, sometimes they are still facing some problems, so they could work to promote the quality of life of migrant workers in terms of accommodation and nutrition, especially in constructions and some other areas. More than this, the government can upgrade their lives by providing knowledge, publishing via social media, and cooperating with the private sector or NGOs to organize workshops for migrant workers and visit workers' living places.

Some problems that the Cambodian government could help with is setting up a one-stop service to issue passports and some documents in Thailand to help those undocumented workers. Government sector, all ministries concerned must join hands, especially the Ministry of Labour, Ministry of Interior, and Thai government. After being interviewed, many officials found that both governments have to reform some parts of the documentation process if they do not want the same problems repeatedly to happen because some issues are not migrant workers themselves but from the working system of the government.

2.8.2. Employers

After interviewing some employers regarding the living condition of Cambodian migrant workers, found that:

- The quality of life of those Cambodian migrant workers depends on whether they are willing to develop themselves, which means being ready to integrate with Thai society, Traditions, culture and accept all rules in that society.
- Mostly, legal workers live in good conditions because, if notice from their daily life behavior, they have been involved in all activities that the factory had organized and cooperated well. Moreover, some employers treated all Cambodian migrant workers in their factories equally with Thai workers.
- All workers have to come to work legally in Thailand and respect the law of Thailand, or they may face some problems from some people who always take the opportunity to cheat them.
- Employers should not take the opportunity for their benefit without thinking of morality and humanity.
- Language is imperative that all workers know if they want to integrate and live happily in Thailand because if they come legally, they can live like they are Thai.

“Cambodian migrant workers have to change their mindset that they just come then they will be able to find a job and survive, don’t always think that they are always cheated because their thought is important for their quality of life while in Thailand.”

2.8.3. Employment Agencies

After interviewing some key informants involving workers recruitment, they still think that the living and working conditions in general for Cambodian migrant workers in Thailand are not so good because all kinds of works that they are doing are labor works which are dirty, dangerous, and difficult. So, with this nature of works will affect to the working and living conditions in not good condition. They all shared ideas to upgrade those Cambodian migrant workers unless their basic needs are

fulfilled and they receive rights to be protected by law. The migration process, in general, should be Zero Fee Recruitment which employers have to be responsible for in this matter.

Most Cambodian migrant workers come to work by MoU, and in standard companies such as CP and some other factories, all expenses will be taken care of by companies and live and work in good condition and standard. To help those workers, they all should enjoy the same treatment by employers such as:

- Those workers should be selected to work by Zero Fee Recruitment and free accommodation by employers
- They received skill development while working for their future when returning to Cambodia and helping to develop Cambodia and not migrate again in the future.
- Safety working training and help reduce the 3D working for Cambodian migrant workers by educating employers and Thai authorities frequently check at working sites.
- Receive life and health insurance besides social welfare that the Ministry of Labour of Thailand determines.
- Have an acceptance transferring system to acknowledge the skill and the period of working in Thailand when they have to turn to Cambodia by the cooperation between Cambodian and Thai government.

2.8.4. Duty of Employers and authorities concerned

Employers and authorities concerned can contribute for changing their mindset and providing some helpful information when they have to migrate for working and residing in Thailand as follow:

❖ Training before departure

- Advise, explain and train all of them about works in Thailand to avoid any disappointment if they cannot get as they expected
- Provide some knowledge about law, culture, and all relating info, including wage and financial management

❖ Providing works

- Train and teach them clearly before starting their works about their duty and responsibility
- Open a bank account for them in order for saving and getting their salary and also for safety
- Motivate them for living hygiene and clean, avoid gambling and drug

Overall, Cambodian migrant workers should be treated equally as local workers. Employers should acknowledge that those workers help their business and increase their economic capital so that they have to treat them well, no discrimination, encouragement, and provide some motivation fund for upgrading their quality of life. Most Cambodian workers are taking a risk to migrating for overseas works because they want a better life and need some funds to change their living conditions in the future.

2.8.5. Worker's group leader

I have selected some Cambodian workers for in-depth interviews by choosing those who have worked and lived in Thailand for more than five years and worked as group leaders in each company or place. By asking and interviewing them more deeply on how their living condition and how they upgraded their life during living and working in Thailand found that:

- **Connection:** Mostly, workers who come to work in Thailand for a long time earned more experience about living in Thailand while they also have their own connection among workers so that they could upgrade their life by choosing a better job and even know channel to find a good job with good condition. When they worked for a long time in that place, some workers were always trusted by employers and became team leaders among Cambodian workers working in that place.
- **Labor Law is implemented:** However, the majority of those interviewed by the researcher stated that their living conditions, or the conditions of other Cambodian workers, should be better if most of the authorities involved had taken care of enforcing labor laws, such as workers not choosing to come illegally and employers adhering to labor protection laws, as well as treating Thai and Cambodian workers

equally. The biggest problem they do not know is their right to have annual holidays and sick leave, which can see labor law.

- **Access to Information:** Many Cambodian workers do not have precise information, so it is easy to be cheated by the employer, which sometimes, they do not have an annual holiday. The main point that the researcher has found during the interview is that most Cambodian migrant workers do not know that they could seek assistance from the local Thai authority if they need any help. They even do not know that they could do this. However, in recent years they know more about labor law via Facebook or TV, so that they have some channels to contact to seek assistance. Based on the result of this research, 68% of them accessed to information via Facebook while only 8% that got information via TV.

The researcher interviewed four Cambodian workers' team leaders found that most of them enjoyed their lives in Thailand. If compared to no job in Cambodia, they still think working and living in Thailand will still be the best choice for them to earn money to upgrade their living. At least, they still have saved money to send back for the family in Cambodia. They said that one crucial part to help in improving their quality of life is as follows:

- ❖ “Themselves” mean how detergent to work
- ❖ “Responsibility” Thai employers need good workers to work with
- ❖ “Self-Development” improves their skill from all works we have done

“I don’t want to stay in Thailand for my whole life, and once I could save some funds to support my life in Cambodia, I will be back to start up a small business there.”

Most workers prefer to work in Thailand only when they can save some money before going back home. However, most of them do not prefer to live in Thailand for life long. Most of them, the first time of arrival, faced many problems, but the longer

they stayed and worked plus their patient and detergent, many of them even can pass that difficult time to a better life. Some upgraded themselves from only average workers to worker leaders. One of many ways that could help upgrade the quality of life while working in Thailand, they must have friends or connections that could help us connect to many more groups whom they could seek advice or upgrade their skills.

2.9 Findings from Cambodian migrant workers

The Cambodian migrant workers that the researcher chose to do survey were in 4 areas (1) Bangkok, (2) Pathumthani, (3) Chonburi, and (4) Samut Prakarn by interviewing workers who have workers in many areas such as construction workers, workers in the factory, sellers, Self-employed, farmers and others. After the survey, the researcher asked for information to understand more about their information and found some facts as follows:

Part I: General Information

It was found that the 43% of the Cambodian workers who participated in this study came from the provinces bordering with Thailand, particularly Uddor Meanchey, Battambang, Banteay Meanchey, Palin, and Koh Kong while another 57% came from other parts of the country whose provinces are not bordering with Thailand such as Kampong Thom, Kampong Cham, Svay Rieng, Siem Reap, Takeo and so on.

In addition to their hometown, the finding indicated that the primary purpose of migrating to Thailand is to earn more income which is account for 60% followed by to stay with their family accounted for 40%. The finding further revealed that only 20% of the migrant workers came to Thailand to seek new experiences.

With regard to their education, it was found that the majority of the Cambodian migrant workers had some academic background at primary and secondary school level. Specifically, 56% was reported in primary school while 32% was reported in lower secondary school.

❖ The reason why they choose to come to Thailand

- Mostly, they want to earn more income to support the family
- Gaining more experience for working abroad
- Have no job and income in Cambodia
- Follow their relatives who have worked in Thailand for years.

- ❖ Education: Many of them could read Khmer language as at least they had a chance to study Primary School but difficult to write. Based on the result, 56% had chance to study Primary level. Only 4% do not have education chance, so they do not know how to read and write so the researcher needs to ask by reading survey questions and help select the proper answer they chose. Only 32% studied lower Secondary School, so they can read and can answer the questionnaires by themselves.
- ❖ Family status: most workers who have a family always come together to find a job in Thailand by leaving their children behind with family in Cambodia, but they brought kids along for some people. Not many of them had a chance to register their kids to study because they needed to work, and also, some could not access that by not knowing the information, while some did not have any proper documents for enrollment.

Part II: Working background prior to employment in Thailand

Prior arriving Thailand, 62% of the Cambodian migrant workers was reported to be working as farmers and 21% of them were employed as workers in the various factories and companies. Only 11% of them were self-employed. In Cambodia, their income was found to be extremely low in which 52% of them were reported to be having no or almost no income. Only 14% were able to generate between 3001 to 6000baht per month and 30% could earn around 3000 baht per month.

Part III: Current living conditions

The level of their living situation is not the same depending on their background and their social capital, which refers to social capital, cultural capital, economic capital, and symbolic capital. Bourdieu (1986) and Marx also mentioned the powerful social resources as the more capital one has, the more powerful a position one occupied in social life. However, Bourdieu extended Marx's idea of capital beyond the economic and into symbolic and culture. Bourdieu also stated that each capital has resulted in the way of life to improve the quality of life of those Cambodian migrant workers; we must study how those migrants have in terms of the capital that could be the cause of their living condition in Thailand. Because the economic capital means the property they have, especially how much money they could earn and save for their lives. If thinking about social capital, it may refer to the connection with other

workers in the community to access information through this informal friend connection and some connection with local authorities to get more information quickly. Chaisuparakul (2015) stated in her research that in addition to their kinship networks, migrant workers also form new social networks through modern communication and the internet (e.g., Facebook, Line). They see this as an efficient way to keep in touch and reach out.

In terms of this social and cultural approach, those workers should live in Thailand as global labor, not just Cambodian migrant workers, to maintain their living identity and connect with Thai people. When they could integrate with local Thai, those Cambodian migrant workers could have mixed identities to exchange identity with Thai people. After the survey and depth interview of Cambodian migrant workers, most migrant workers do not have relatives married to Thai people, but some followed their relatives, friends who already worked in Thailand before this while some have not known anyone but they came through MoU or brokers. The researcher found that those who have relatives or friends or connections in Thailand have better social capital than others as they have more connections and friends who could share much information relating to their living and working in Thailand. When they have relatives and many friends in Thailand, they have many channels to access information via those connected people. Some even could find better income jobs by the introduction from their friends. However, knowing and valuing who they are and what they have been doing are Cambodian migrant workers should be proud of their value as the foundation of life working in Thailand. They should know that they are not just regional labor of any country but global migrants who have helped push one country's economic growth. They can develop themselves by improving their skills and upgrading from low-skill labor to skill-labor for their future life. More than this, the perception of others across cultures may be perceived quite differently along with several dimensions: the influences to which we attribute their behaviors, the features we find attractive, and the personality traits we value, which seemed to be symbolic capital. However, symbolic capital depends on how long those Cambodian migrant workers have stayed in Thailand because those migrant workers could improve their sense of self. Individuals in various cultures are acculturated in different ways, for example, in terms of their relationships with others, their position in society, and their

contribution to satisfying the requirements of their group, or independently, as skilled decision-makers. In some parts of the interview, most of them felt it was difficult to integrate themselves with other local people by only one barrier: language. The integration of migrants into the host societies has at least three basic dimensions concerning the social, economic, and cultural role migrants play in their new environment. If we talk about the integration of those Cambodian migrant workers, the integration into society is based primarily on social protection, education, healthcare, and human rights. Integration varies Not only by the legality of migrants but also by location or community. The livelihood of Cambodian migrant workers includes social, cultural, and networking aspects and their working conditions. The living conditions of Cambodian migrant workers include language, participation in cultural activities, consultation with Thai people, awareness of rights and protection, children's education, security in life and assets, and potentials to stay in Thailand permanently.

After conducting interviews, the researcher discovered that some employees had learned more about their surroundings on their own, mainly via the networking they have in their neighborhood. They learned from employers and friends that working with them is either the same nationality or not the same. Talking about the Cultural capital of those Cambodian migrant workers, we have to see their economic capital first as these are interrelated. People may convert their economic capital to cultural and social capital as well in order to improve their life chances. From that survey, all Cambodian migrant workers can determine their own identity living with local people and integrating with others. There are no significant difficulties in cultural integration between Cambodian migrants and local Thai people because both countries are dominated by the same forms of Buddhist teachings, rituals, and practices. Most Cambodian migrant workers can enjoy their cultural activities in Thailand, as most traditional festivals and customs are being performed are similarly practiced in Cambodia. Moreover, they could access multicultural education to integrate into other cultural performances but maintain their own cultural identity by organizing cultural events such as during New Year or some special occasion in Cambodia; they could still celebrate in Thailand. Many Cambodian workers

celebrated their wedding in their community by inviting guests as what they could do in Cambodia but mostly are Cambodian workers they know.

If referring to Economic capital, it means when those Cambodian migrant workers have more economic opportunities, they could earn their living, increasing their power and freedom to make decisions that benefit them alone. It reduces the ability of any outsider forced to reduce their freedom. More than this, when those Cambodian workers have their economic power through economic capital, they may convert it into cultural and social capital to improve their lives chances by explaining the relationship in each worker's social network. The cultural and social capital of Cambodian migrant workers can also mention the human capital of those workers by accessing academics and knowledge and tie with all friends who already migrated before them. The more they have, the more they feel empowered to work and live and relate to those workers' symbolic capital that brings their status of reputation, prestige, and acceptance from the local society they live in. For example, cultural activities can bring people together so that those people can form social networks.

Cambodian migrant workers in Thailand may have limited the whole institution system because of many aspects such as law systems, labor law, or even employer that those workers cannot act in society besides in their community freely. Some workers may come to work illegally, so they are afraid. They choose to work and live in one place and have limited interaction with the outside world, especially when they lack information regarding their rights living and working here, so they do not dare to do anything openly. While our social networks are also a manifestation of social stratification, whereby social, educational attainment, and differences in levels of wealth, it is pretty hard for those Cambodian workers to interact with other people with far different statuses. However, concerning Gordon (1964)'s concept of integration, these migrant workers can integrate into society in many ways through their network relationships - the language they learned and the information they have access to, which allows them to improve their living conditions. More than this, their social and cultural background is also crucial for their condition of life when they have to integrate themselves with new living and working environment.

In current society, information technology is also vital to provide knowledge and helpful information to all migrant workers, but how could we send that message to them effectively. The local authority and concerned institution have duties to

transform that information into a language that they could understand well because the information is a power that provides them an education that could create a chance in life.

From that survey and depth interview, many of them do not have any problem living and working in Thailand, but they just felt that local workers got higher wages than Cambodian workers in some places. Some chose to live in a small room because they wanted to save more money to send back home. Some people who have stayed so long in Thailand seem to have more connections, know more Thai language, well-integrated with local people, so they seem to be accepted and valued by others, which made them continue working and living happier. Each worker has their own social and cultural background, which was their capital for their living situation because if their social and cultural background were ok, it would be a good effect on their living situation. In terms of participation in local community activities they are residing or working, most Cambodian workers do not have much chance, not because they are not invited but because they always work every day and sometimes their social network still limited, so they lost some information that would be good for them to improve their quality of life. Some have limited ways to access information related to labor protection laws because their language cannot read and understand that protection law. Mostly, they listen to others who know, which means sometimes is right and sometimes also wrong. For working conditions and employment security, most of them are not satisfied with their daily wage and working conditions. They feel unstable, and when they are sick, they have to pay on their own even their salary has been deducted every month for health insurance. The research also showed that some Cambodian migrant workers faced discrimination in the workplace. They generally felt discriminated against because Thai employers preferred Thai workers and could get more wages than them. Sometimes, they are less likely to suffer from isolation and psychological problems by not communicating with other people.

2.10 Challenges and risks for Cambodian migrant workers

The researcher has found that many of them are still facing some problems in living and working. Primarily, those who entered illegally, most of the issues those Cambodian migrant workers are facing (undocumented workers) and those government officials have worked with Thai authorities concerned and solved almost every day are as follows:

- ❖ Cambodian workers were withdrawn passports
- ❖ Not paying wage
- ❖ Violation
- ❖ Accident during working
- ❖ Died without any compensation
- ❖ Were cheated by dealers
- ❖ Not enough payment
- ❖ Abuse labor law
- ❖ Expensive accommodation
- ❖ Health Insurance
- ❖ Human Trafficking
- ❖ Sense of Discrimination

Those matters above, because they chose to come with brokers not by MoU or legally as most of them did not know what to do in Thailand, they just paid for those brokers by exchanging with finding a job in Thailand.

We could help decrease these challenges and risks by upgrading some working processes such as transferring salary by bank system, and authorities concern should enhance the labor protection law implementation with the employers who violate workers' rights, primarily must provide accommodation with reasonable price if cannot give for free. Moreover, employers should buy for those workers besides social welfare and eliminate dealers for health care.

The mindset of those workers has to be changed by thinking that the success of each person depends on themselves and their living behavior. If they want to have much savings, they have to learn about financial management, obey Thailand's law, and try hard to work so that their living condition will be better and they could have many remittances for their family in Cambodia. Then, they could use the savings fund to start their lives in Cambodia by doing small business in their hometown in the future.

“The happiness of Cambodian migrant workers working in Thailand is working legally, having a working visa, working permit and legal employers who implement labor protection law.”

2.11 How to improve the quality of life of Cambodian migrant workers?

- **Housing:** Living conditions depend on their work distance from residing to working places and rental fee. For MoU migrant workers, Cambodia and Thai governments should check whether those employers follow all agreements made with recruitment companies, especially authorities concerned have to check regularly to those employers and companies if they respect the law and well take care of those migrant workers in agreement. Recruiting companies and governments should find a location where significant Cambodian communities live and use it as central residing areas to rent at a cheaper rate. The government could provide subsidies and support to let them live in good conditions.

Workers complained about the rental fee in some places quite expensive so that they have requested to authorities concerned who could help to talk with employers so that they may be able to help them on this matter as rental rate affects their monthly saving too.

- **Wage and worker's protection:** As we may know, living conditions relate to the income of those migrant workers, so Cambodian authorities should regularly check that Cambodian migrant workers will not get daily wages under what the law has set. Moreover, they should check if they get benefit protection by law such as holidays, working conditions, and safety at the workplace. To check whether those Cambodian migrant workers are well protected by law such as social welfare or any payment during sickness, all authorities concerned like government sector, recruitment companies, employers, and even the private sector must help each other to make sure they are working in living under law protection.

To protect the rights of Cambodian migrant workers in Thailand, the Cambodian government has to develop the MoU system to be effective, transparent, and low-cost for all workers to come to work in Thailand legally so they will be well-protected labor protection law. Furthermore, the government has to provide all the information to all workers to decrease illegal workers dealers have always cheated.

Moreover, the recruiting company has a vital role in helping workers live in good conditions, so all stakeholders have to ensure transparency and effective management and quality process to bring workers to each employer.

- **Health care:** All authorities concerned should take it seriously because if they come legally, employers should take care of the health insurance for them. Working and living without health insurance, they may face problems whenever they are sick. Some workers said that they pay for social welfare every month as employer deducted from their salary, but they still pay money when they are sick
- **Working environment:** As mentioned above, working conditions depend on their work types because some works such as construction have to live in the construction site, which is not permanent, and they have to share restrooms with others. However, Recruitment Company must check in advance before sending them to each worksite to prevent them from being cheated.

Besides those essential things that have to be upgraded for those Cambodian workers but there are also many particular things more that we should work on to improve the quality of life of those Cambodian workers, such as **Income and labor protection, Children education, Human trafficking, Detained and sending back and Saving and Remittance.**

The living situation of those Cambodian migrant workers also depends on the type of work, where they work, and how they entered Thailand. However, as the researcher found from the interview result, if they entered Thailand legally or by MoU, they seem to have a job that employers obey the rule. Moreover, comparing the big and small companies, the researcher found that the living conditions of those working in big companies did not face any issues as those working in a small company. For instance, sellers or workers in cost the big companies take care of those Cambodian migrant workers with a good standard of living and working environment as all workers come legally via MoU.

2.12 Factors to make Cambodian migrant workers' life better

Many significant points could be raised to help upgrade the quality of life of those Cambodian migrant workers in Thailand because, from surveys and interviews,

either worker and all stakeholders found that the problems cannot be solved alone and in a short time. All authorities should consider many things and make it serious if they are willing to help raise their living and working conditions. For example, if we talk about Housing or the place where those workers live, all employers should consider the rental price and provide for free if possible because we cannot just think, it is not a long term they work temporarily. Specially, should provide them a suitable living environment. Besides shelter, their health is another critical point that all stakeholders, either government and private sector, have to join hands and work on it seriously because, in labor law, health insurance has to be given to all workers by employers so that when they are sick, they do not need to worry. During the interview, many of them still have concerns about that matter, while most of them have to pay for health insurance by deducting from their monthly salary. However, sometimes when they are sick, they still need to pay, while some choose to go back for treatment in Cambodia as they could not afford treatment in Thailand.

“My employer deducted insurance fee from my salary every month, but when I am sick, I wondered why I have to still pay for my treatment.”

For health this matter, the practicing of social welfare should cover all migrant workers, so all employers should purchase health insurance for those workers to be assured of their health treatment whenever they are sick. However, working and living abroad, those workers have to understand the culture of local people and be willing to integrate with a new environment that is different from their comfort zone in the home country. **Integration** is one of many factors that could upgrade those Cambodian migrant workers' quality of life because being happy to live with others could help them not feel isolated while living far from home. To help all of them be able to integrate well with local people, local authorities should provide a chance for foreign workers to join some activities in the community and allow those workers to create some events with local people. Some workers said that during their first arrival, they felt very uncomfortable, that is not because of others but because they did not know the Thai language, so they could not communicate with others, which made their life face many challenges even buying foods. The researcher found that primarily those who could speak the Thai language seem easy to work and live and also help them to

make a connection with local people, which could help them sometimes when they face some problems. Especially, when they understand the Thai language, they could enjoy life in their way; they could understand more about Thai culture, which is not much different from Cambodia. Knowing the language is very important for Cambodian migrant workers because the faster they can understand the Thai language when they come to Thailand, the better they could easily live and work and integrate with local Thai people and make the connection.

2.13 Some difficulties for officials in dealing with workers

Working on upgrading the quality of life of those Cambodian workers dealing with many groups, however, some government officials who work directly with migrants also complained that they faced some difficulties with explaining some issues such as their background and mindset also affect the effective result in their life. Some workers do not even listen to their employers and officials; they only want this and that from others without first trying it themselves.

Besides, some direct technical groups also complained that both governments did not take this seriously by giving these challenges to only some groups that directly deal with workers. In some cases, they cannot solve alone if there have not any assistance from governments.

2.14 Why do those workers choose to come illegally?

- **Unaffordable Process by MoU:** the whole process from Cambodia to Thailand until getting a job is expensive. While some entered by MoU are still facing problems because some did not have enough money to pay, they chose to be deducted from their salary. So many of them have come to work a few years already still have not made payment. From many studies also mentioned these issues which Cambodian authorities are concerned as well as Thai authorities should join hands to discuss how they could shorten their process with cheaper fee so that those workers from origin country will not choose another option that provided by the dealer which will bring into a trap and also many problems still occur.

- **Border authority:** Those workers cannot cross the border easily if no one coaches them, so why do there still have dealers providing services to bring workers to find jobs in Thailand? Both governments should take serious action if they want to get only legal workers and terminate illegal crossing. Some factors are not easy to eliminate if those authorities still out interest beyond humanity and dignity.
- **Illegal workers still are accepted by the employer:** Illegal workers will not happen if they could find any job unless they come and still find a job and allow work by employers. There are still many to follow. Some employers are reasonable. They follow the rules of huge standard companies, but some never care. If they get legal workers, they may need to fulfill many things by law. In order to stop illegal crossing and illegal workers' problems in Thailand, those employers only join hands by stopping recruiting or allowing illegal Cambodian migrant workers to work.
- **Dealers:** if they still have this service, many people who do not know how to process legal documents still use this channel to find a job in Thailand because they think it is easy. That dealer is a moveable freelance group because it will be easy if any bad thing happens. They are good at promoting what made these workers believe.

3. To propose a learning model for improving the Quality of Life of Cambodian migrant workers working and living in Thailand

After conducting a survey and in-depth interview, many representatives from many sectors, including Cambodian workers in many provinces with many types of jobs, government officials, Thai employers, recruiting companies, and some representatives from NGOs, who have been working on migrant workers in Thailand, revealed that even in general, those Cambodian migrant workers living situation is better than before. However, there are still having some significant matters that still happen and are not yet solved. If those stakeholders do not find ways to resolve, migrant issues will be the topic to be raised every day, especially the living situation and working conditions of Cambodian migrant workers. Many meetings, many

agreements, and many studies about those people, but it seems every problem remains. The question is how we could propose a learning model for improving the quality of life of Cambodian migrant workers who are now residing and living in Thailand for either a short or long time.

Stakeholders

In order to get more details of what are the factors of improving the quality of life of Cambodian migrant workers in Thailand, after the survey mentioned above and depth interview to know what if the living condition of those Cambodian migrant workers in those selected areas, the researcher conducted a focus group to develop learning model. Many experts from the government sector, a recruiting company, civil society group, employer and academician who had been involved with those Cambodian migrant workers and also worked on promoting the living condition of those workers as got the result as follows:

Government sector

- Have a duty to set a policy to protect all Cambodian migrant workers abroad and follow up implementing each policy.
- Both governments should provide the migration documentation for free and also provide support, particularly giving info on how to save money so that they could use this remittance to build up life and will not migrate again in the future
- Authorities of both countries must stop being corrupted because some workers who are legally now working mentioned that they followed friends and came here illegally by using brokers' service. So, the question is why this illegally crossing still happened along the border? It is hard to control as Cambodia and Thailand are neighboring countries with many checkpoints, both international and local checkpoints, or even some local way that only those involved in that process could know clear. So, eliminating this group is the must that both governments take serious action if they do not want to solve the problem at the destination.

- Cambodia and Thailand should take action and take it seriously if they want to see those Cambodian workers working and living in Thailand with good condition of life because if they cannot eliminate from their origin country and during the process, then those workers still facing the same issues for many years to go. So authority concerned who legalized for worker recruiting company should evaluate often and regularly, if any company that not follow and implement as in agreement, their company permission should be terminated. Because if we allow them to do whatever they want, then many problems remain.
- They worked closely with recruiting companies to check how those workers were living and working because only recruiting companies worked directly with all employers when they requested workers, so if Ministry was concerned regularly checking on how their people live, at least to decrease some issues.

Recruiting Agencies

- Ministry of Labour of both countries and recruiting companies should have a data system to follow up all Cambodian migrant workers who come to work in Thailand via MoU.
- Authorities concerned should regularly check work and living sites to ensure all employers follow the policy and regulation.
- Recruiting agencies should provide fair recruitment for those who work in Thailand, primarily; civil society and NGOs must provide support to let all workers receive fundamental rights.
- Must collaborate with government, employers, and Royal Embassy of Cambodia to Thailand to find ways to help those Cambodian migrant workers, including closely following up with all companies that use Cambodian migrant workers from the origin country to destination country.

Employers

- Must take responsibility for the documentation process for those workers that they recruited via MoU.
- Respect the contract with recruiting companies
- Employers should not take the opportunity for their benefit without thinking of morality and humanity because they should be aware that if there are no migrant workers from neighboring countries, their business will also lack labor for the production process.

Local Community

- Local community awareness of the contribution of all migrant workers in boosting the Thai economy also helps promote the quality of life of migrant workers.
- Joining hands from all stakeholders will be the best solution for upgrading those migrant workers who have to depart family for earning money far from their hometown.
- Knowledge about migrant workers and provide an opportunity for all migrant workers to integrate with local people.

Civil Society/ NGOs:

- Playing a role in providing information of many studies to governments of how they could help improve their people's quality of life during working and loving overseas.
- Providing support “hands to hands” with those migrant workers when they are facing a difficult time.
- Empowerment all migrant workers to develop themselves for a better life and be happy living and working in Thailand.

Learning Model to improve quality of life

Quality of life of the Cambodian migrant workers working and living in Thailand was found to be related to many stakeholders, including both Cambodian and Thai governments, employers, recruiting companies, civil society, local community and the migrants themselves. These stakeholders directly contribute to the

improvement of their Quality of Life during stay in Thailand. Furthermore, it was found that important factors that could determine their living conditions were social background, language, attitude, technology, networking and the social integration. With these factors, the Cambodian workers who faced problems could easily to seek assistance for the others.

The result of this study suggested that all stakeholders, such as recruiting companies, border authorities concern, government sectors, local community, employers, and relevant NGOs working with migrant workers in Thailand, were supposed to collaboratively work together and actively play their essential roles in addressing these issues. The roles of aforementioned stakeholders are as follows:

The origin government should facilitate the documentation process as requested by the workers to work legally in Thailand, while ensuring the legal document are affordable for workers. Besides, the government should reduce irregular migration by improving access to regular migration channels and raising awareness of migrant workers on the risks of undocumented migration which later could possibly resulted in being cheated. In addition, the government should improve public relations service in terms of providing information relating to migrant worker situation in Thailand and also promoting the use of technology to better control the labor migration information. At the same time, the government should provide workers with easy access to job opportunities, recruitment, and skills training, and right protection. Moreover, the employment and social welfare department in Thailand should firmly work on the insurance system for all employers and migrant workers. The governments of Cambodia and Thailand should ensure that migrant workers are provided with clear and transparent contacts or proper documentation with terms and conditions of employment in a language they understand based on national legislation and policies.

For the employers, they should treat the workers in line with humanity principle and effectively implement all protection law while employing foreign migrant workers. The employers should avoid employing illegal workers for the sake of their own benefits. Instead, they should allow all recruiting agencies to continuously and regularly follow up the situation of those workers. To provide better

health care, it is important that employers provide the migrant with health insurance and appropriate and safe working environment. Also, employers should provide the workers with upskilling and strengthen their working capability.

Recruiting agencies are considered as another key stakeholder to help maximize the benefit of workers. For example, the recruiting agencies could help to accelerate the documentation process, provide the workers with sufficient information on employment condition in Thailand, work with the employers to ensure good working and living environment for workers and regularly follow up the situation of the workers.

Civil Society/NGOs who are working with foreign workers to improve the quality of their lives, should cooperate with the government to insightfully investigate the root of the problems the workers encountered and to find ways to upgrade living conditions for workers as well as to promote the implementation of labor protection law. In addition to working with the government, the NGOs should work closely with the local community to upgrade the living conditions of workers.

Local Community should provide the workers with opportunities to participate in the events and activities organized in the community. With these opportunities, the workers would feel as they are part of the communities and eventually, they could live in the community harmoniously. Besides giving cooperation with relevant agencies, the local community should support and provide all necessary assistance to workers to settle down in a new environment.

Despite the important roles of governments, employers, civil society and local community, the migrant workers themselves are seen as a crucial agent to improve the quality of their lives. Their decision, actions, behavior, and ways of life directly contribute to the quality of their lives. Since the time they make a decision to come to work in Thailand they should be ready in terms of physical and mental health. Plus, they should be ready to accept to comply with new regulation, tradition, culture and working condition. In this regard, they should be well-prepared for the social integration and the adaptation of mindset before legally entering Thailand.

Own factors of each migrant workers contributed to their quality of life

To upgrade the quality of life of those Cambodian migrant workers, only all stakeholders' involvement without themselves may not be enough. Many factors that come from those Cambodian migrant workers are also important that could determine their living conditions and also be components of their capital in life in terms of social, economic, cultural, and symbolic capital as the following:

- **Social background**, this study found that their social and cultural background was also important for their adaption in new living condition when they arrive Thailand. Some workers seemed not much difficult in adapting with local people when understood some differences of new social and culture of new country. Some Cambodian migrant workers came from big family that made them easily to integrate with other better than those who came from small family. From this study found that mostly Cambodian migrant workers seemed not difficult to adjust in terms of culture because Cambodia and Thailand have some similarity of some cultural festivals which made them felt familiar with what Cambodia has such as being as Buddhist, most Cambodian migrant workers still can enjoy doing some activities during special occasion as the same as what they used to do in Cambodia. So, the legal status of those workers including their social and cultural background would lead them for well integration with the new working environment and may not often face problems as illegal workers. When their working condition is ok, they may increase their economic capital, which means their power in living and working is also in good condition and well-integrated in terms of social, cultural, economic, and identity.
- **Language ability** are significant factors shown during the interview. Those who could speak Thai made them easier to communicate and live with local people as they could easily access important information that meant a lot to their lives in Thailand. The quality of life of those Cambodian migrant workers also depends on whether they are willing to develop themselves, which means they are ready to

integrate with Thai society, traditions, and culture and accept all rules in that society. Networking plus knowing Thai, many Cambodian migrant workers seemed to have a good chance to upgrade their living conditions and enjoy life with some activities. Language is fundamental that all workers know and are willing to learn at any opportunity if they want to integrate and live happily in Thailand. If they come legally, they can live as they are Thai. However, some workers still feel that they do not get fairness in terms of access to information and health care. Every time they were sick, they still had to pay themselves; even the health insurance fee was deducted from their monthly salaries. Therefore, workers have to build their connection with other workers and local people to seek some helping and valuable information that could help them during staying in Thailand. When they have a good connection, it also leads to adequate access to good information to make life better. Some of them have a good network in Thailand by having some relatives and friends in Thailand who could help them whenever they faced problems. In contrast, some of them came to work in Thailand alone because they do not have work in Cambodia. So, when they came to find a job in Thailand for the first time, they felt tough because they did not have any precise information. They just followed brokers. Some workers could improve their lives in a better way because they have friends and networks to seek information. The result shows that networking is vital for those Cambodian migrant workers when they have to leave home to find a job in Thailand. All these factors will make them well integrated to new places and new people not to feel isolated.

- **Attitude** which means their own character and behavior in working and living as well as the way they contacting with other people also be an essential part of promoting their better life conditions while working and living in Thailand. Some migrant workers have good attitude in dealing with their friends, employers or even local people so all these factors are also contributed to their daily life and connections. The

more connection they have means they could find ways to improve their living conditions in all means. So, quality of life of each migrant worker should also come from their own attitude.

- **Technology accessing information:** Living in modern world which technology becomes an important part of people to find more information. So, it's not as difficult as before because most workers have afforded to mobile phones so that they could access and connect to others as well as could seek for many helpful information for their work and life. Technology plays very important tools for those migrant workers could reach to some significant information as well as seeking ways to improve their quality of life. Some Cambodian migrant workers said they did not get clear information before coming so when they arrived at first time in Thailand, they faced some difficulties. Moreover, some even did not get the work that mentioned in the contract with the recruiting companies. That unclear information also affects their economic capital when they had to pay a lot for documentation process and some still need to pay when they started to work by deducting from their salary. The result from unclear information caused them many problems. In terms of health protection, some migrant workers didn't have any information of how they can benefit from the health insurance, however, some of them already paid for health insurance by deducting from their salary every month but when they were sick, they still need to use their own money to pay for treatment, so sometimes when they are sick, they choose to buy some medicine in a small pharmacy or go back to Cambodia to seek treatment as cheaper. Most of the workers who came illegally faced the worse experiences of being asked to leave the workplace without any payment with the reason that the employers were scared of being fined by police for using illegal workers when they already used those workers. However, when they got legal status, everything was relatively better in terms of their living and working conditions.

- **Networking:** Many Cambodian migrant workers showed that networking is very important for them to link with others and get channel to upgrade their living. This networking could help them in terms of getting more information and finds way for better condition works, specially they have friends who may could help when they face problem working and living in Thailand. In this research found that many workers that mentioned of benefit of making network with other workers because when they have problem, they could seek helping from others. While some not even making connection with workers that worked at the same place with them but with other that worked in other provinces.
- **Social Integration:** Integrate with local people or even with Cambodian migrant workers that came first could be an important part to help the new comers for upgrading their lives because it could lead to not just only social and cultural integration but also economic integration which will lead to their quality of life as well. Some workers who know Thai language and understood well about the differences, they seemed to well integrate with others and this also led them to better living condition because many mentioned that they didn't feel discriminate.

However, many employers and some experts working on migrants also mentioned how those Cambodian migrant workers could improve their quality of life as follows:

- Mostly, legal workers live in good conditions, even much better than illegal workers because, if we have noticed from their daily life behavior, they have been involved in all activities that the factory had organized and cooperated well. Some employers treated all Cambodian migrant workers in their factories equally with Thai workers.
- They should respect Thai law during their stay in Thailand and try to work hard and take care of their health. Then, unique should choose to come to Thailand legally.

- Minimum wage and health insurance are not adequate for the meaning of good quality of life for those Cambodian migrant workers; appropriate working conditions, fundamental rights, and well-taken care from employers are all crucial factors that could help to improve their living conditions.
- Information on how risky they cross illegally should be accessible before they decide to work in Thailand. Moreover, companies that got a license to recruit workers to work abroad should be checked regularly by the Ministry concerned for their implementation because from the result of the interview found that some of them use workers for their interest without thinking of any future problem. Therefore, if the ministry's concern provides clear information, those workers will know the problem if they cross illegally.

From those involvements of all stakeholders and all factors of those Cambodian migrant workers, the researcher could propose the learning model for improving the quality of life of Cambodian migrant workers who are working and living in Thailand as below:

LEARNING MODEL FOR IMPROVING QUALITY OF LIFE OF CAMBODIAN MIGRANT WORKERS WORKING AND LIVING IN THAILAND

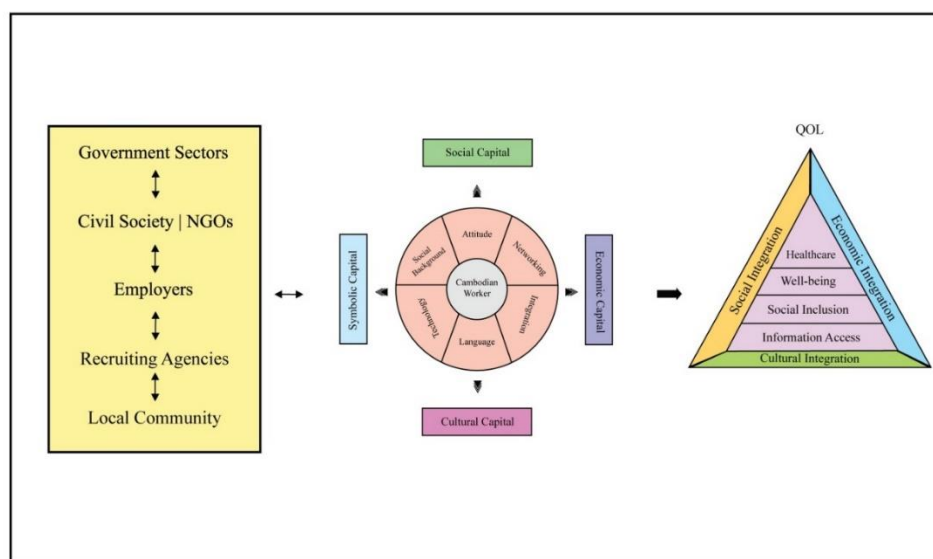


Figure 3 Learning Model for improving quality of life of Cambodian migrant workers

From external and internal factors, which mean all stakeholders and Cambodian migrant workers that are also a part of contributing to a better condition of working and living of those Cambodian migrants. If all of them could fulfill their own duties and join hands so that those Cambodian migrant workers will improve their quality of life as follow:

- **Information access:** Many workers said they did not get clear information before coming, so they missed some chances to prepare themselves before coming to work in Thailand well. All group's concerns should work more on this since a document process until they arrive destination. Why there are many types of research and publication relating to labor protection and other relating law, but why that information not reach to those workers? From this research findings, the researcher wanted all stakeholders to join hands on providing ways for those Cambodian migrant workers to access all useful information before departing from Cambodian and up on arrival to Thailand. Once they have all information regarding their contract of works, their working and living condition will be, they may prepare themselves in advance for the new challenges and environment.
- **Access to health care:** Many workers still facing this health care problem even their salary been deducted every month for the expenses of health insurance, but whenever they are sick, they still need to use their own money to pay for treatment, so sometimes when they are sick and chose to buy some medicine in small pharmacy or went back to Cambodia for seeking treatment as cheaper. So, when having a chance to talk deeply with them, some workers still feel that they do not get fairness in terms of access to information of health care because every time they are sick and still have to pay by themselves even if they already paid for their health insurance. Both governments should seriously work on this issue, exceptionally employers should be responsible for their health insurance or social insurance fee because their health is also vital for the company's performance.

- **Well-being:** When they have good health and understand what they should be protected, including working and living environment which all employers must take into account so that their well-being would be improved as it should be. Because of this research, most Cambodian workers accept that even their living condition is not pleasant, but they are fine if employers take care of them whenever they are sick and get fair treatment from local people and their employers.
- **Social Inclusion:** Once those Cambodian migrant workers could integrate well with local people, they could feel included in society and not feel isolated. Being included in the community means a lot to those Cambodian migrant workers who leave home to find a job in Thailand, hoping to support family and a better future when going back to Cambodia.

This study found that all stakeholders, including recruiting firms, border authorities' concerns, government sectors, the local community, and some non-governmental organizations (NGOs), who are working to improve the quality of life of migrant workers in Thailand, can play critical roles in resolving these issues and finding ways to improve their quality of life because most of them do not only come for a short time but can also stay and work for an extended period until they save money. During their stay, those authorities concerned should help them because more than half of these respondents never knew their rights to be protected as labor in Thailand? Their routine life just keeps working and working without even knowing when they face problems they could ask for help. They never dared to meet officials or even local authorities because they were scared of being arrested. Many of them said that if the expense of documentation is cheap, they will not choose a broker to come illegally at the first stage because they also felt scared of being arrested and put in prison, but when their needs to earn money for life is more important than that, so they have to take risks to cross the border to find jobs in Thailand and process documents at the same time.

CHAPTER FIVE

CONCLUSION, DISCUSSIONS AND RECOMMENDATIONS

This chapter concludes the current study, consisting of four parts. The first part begins with a brief summary of the study in which the research objectives, the research questions, the research design, and the research methodology are reviewed. The second part briefly summarizes research findings. The third part elaborates on the discussion of the research findings. The final part provides recommendations for further studies.

1. Summary of the Study

This study aimed to investigate the current situation of Cambodian migrant workers in Thailand and to propose the learning model for improving quality of life of those migrant workers. Therefore, the study attempts to answer the following questions:

- 1) What are the current living conditions of Cambodian migrant workers in Thailand?
- 2) How to improve the quality of life of Cambodian migrant workers working and living in Thailand?
- 3) What is the learning model for improving the quality of life of Cambodian migrant workers working and living in Thailand?

The design of this study was the mixed method design were involved both quantitative and qualitative data. The quantitative data was collected using questionnaire while the qualitative data was collected using interview guide. The data was collected from randomly-selected 100 Cambodian migrant workers who worked in four city and provinces namely Bangkok, Pathumthani, Chonburi and Samut Prakarn. Furthermore, the data was obtained from the in-depth interview with key informants and focus group discussion.

2. Research findings

The research findings of the current study can be summed up into three parts. The first part deals with living condition of the Cambodian migrant workers in

Thailand. The second part addresses the ways to improve the quality of life of the Cambodian migrant workers while the third part proposes the learning model to improve the quality of life.

2.1. Living Condition of Cambodian Migrant Workers

It was found that due to financial problems of their family, more than half the number of the Cambodian workers was reported to migrate to Thailand to find better employment opportunities to increase their income. The majority of them worked in factories and construction workers which accounted for 47% and 34% respectively. Considering the income, the workers could earn up to 1200 baht monthly which was considered to be higher than that they earned in Cambodia. The findings also revealed that almost all the Cambodian workers have been documented as legal workers.

With regard to the living condition, it was found that there was a difference in terms of working conditions and their quality of life was found relatively low in some aspects. The workers who entered Thailand with legal status seemed to have better job opportunities in a company where implemented labour law and regulation. They were provided with more benefits in terms of accommodation, health care, payment, and other assistance.

In terms of the four domains of the quality of life, 55% of the workers have health care insurance and social security. However, it was found that 73% of them did not have free treatment. Instead, they needed to pay every time they receive health care service. Considering well-being, 77% of the workers needed to be self-responsible for rented rooms and houses while 31% of them were provided free accommodation by the employers. Nevertheless, their living environment was found crowded and poorly-hygienic as they needed to share rooms with friends and relatives. The workers further reported that could reach to information more easily via online platform. Conversely, there was a language barrier in which around 80% of the workers could not communicate in Thai language. As for the social inclusion, the workers found it somehow difficult to be integrated into the society as more than 50% of them reported having no Thai friends and 38% of them never participated in the local festival or religious event.

2.2. Ways to Improve Quality of Live

The study suggested that in order to improve the quality of life of the Cambodian migrant workers, all relevant agencies including workers were supposed to play their roles firmly in responsible manners. In some aspects, they were required to work collaboratively as their roles and duties could not be separated.

The government of both countries were supposed to formulate and to effectively implement policies to protect all migrant workers. In this context, the governments should provide workers with free of charge document process as well as information regarding adapt their life in new working environment. Authorities of both countries should tackle and eliminate the corruption in relation to illegal border crossing and broking services. More particularly, they should work closely with recruiting companies to regularly follow up the living condition of the workers. The recruiting agencies were supposed to have all worker information in the system so that it could be used to have further work with the workers. It was also necessary for the recruiting agencies to work with governments, employers, and Royal Embassy of Cambodian in Thailand to ensure all the employers practice with workers in line with the law and regulation. The employers were required to take responsibility for document process based on the MoU and firmly implement the contract made with recruiting agencies. Moreover, employers were not supposed to abuse the morality and humanity principles by exploiting the workers by all means. The local communities were supposed to contribute the workers in terms of raising awareness of local culture and social integration through activities and event organized in the community while civil society could play the roles in providing scientific information regarding the improvement of workers' quality of life to governments, giving direct support to workers when they need assistance and empower them to develop better life for a happy living in Thailand.

2.3. Proposed Learning Model to Improve Quality of Life

In this study, the learning model to improve quality of life consisted of three main inter-related components, namely relevant agencies, Cambodian workers and quality of life. Relevant agencies, the external factor and the workers, the internal factor were considered to be an important driving force to achieve the purpose of improving quality of life. All relevant agencies including government sectors of home

and destination countries, civil society and non-governmental organizations, employers, recruiting agencies and local communities were supposed to perform their roles and duties collaboratively to ensure that the recruitment process, the treatment at workplace and living situation of the workers was well-transparent without any corruption, discrimination and exploitation. These may include the effective formation and implementation of necessary law, regulation and mechanism as well as the provision of other assistance as needed. As for the Cambodian workers were required to pay more attention on six aspects, (1) expand networking with both Cambodian and Thai authorities and society, (2) improve language skill, especially Thai language which was used for daily basis, (3) integrate themselves into the new society where the workers were supposed to adapt themselves in flexible way, (4) keep learning on how to use technology as it was mainly utilized to have effective communication and accessibility to the information (5) have positive attitude towards their jobs and people around as it was considered as an essential part of promoting their better life conditions while working and living in Thailand and (6) link their cultural and social background to new living environment. All the six aspects contributed to the increasing in social, symbolic, economic and cultural capital. Third, with good performance of relevant agencies and workers, the quality of life which focuses on health care, well-being, social inclusion, and information access would be improved accordingly and consequently, it would lead to better cultural, social and economic integration.

3. Discussion

In this section, the discussion focuses on two respective aspects: the living condition of Cambodian migrant workers and learning model. The details of the discussion are addressed as follows:

3.1. Living Condition of Cambodian Migrant Workers

the study found that the Cambodia migrant workers encountered a number of problems such as discrimination, financial burden on document fee and daily expense during the earlier period of their arrival, inaccessibility of health service as they had no health insurance, and too long process of legalization. This result is partly consistent with the previous studies by Laohasiriwon et al. (2020) and Kongsrima et al. (2021) in which many aspects which lead to low quality of life was obviously

found. These problems need to be tackled soonest as they are the foundation of human basic need (Danesh, 2011).

Moreover, it was found that the living condition of the Cambodian migrant workers depends on legal status and the types of employment. The data obtained from depth interviews showed that if they entered Thailand legally, they seemed to have a job that employers respected the labour regulations. Particularly, the living conditions of those who worked in big companies seemed to be better as they did not have any serious issues as compared to those who worked in small companies in construction, services and factory. However, the quality of life of each migrant worker either working in big or small companies depends on many factors of concerned authorities such as government sectors, employers, and recruiting companies, including themselves.

With regard to the quality of life, living condition of workers depending on their legality and types of their employment. First, for workers with legal status had better living condition in terms of health insurance from employers or any kind of social welfare which can get free treatment when sick even based on this research some still have to pay even, they already paid for health insurance. For payment, at least those workers could get paid regularly and not be cheated. Moreover, with this legal status, they were able to join social activity when got invitation.

Second, type of employment where they work, and how they entered Thailand. In general, some experts mentioned that when we studied all migrant workers' work, there were 3Ds jobs (i.e., Dirty, Dangerous, and Difficult). Consequently, it would result in their living and working situations which are not good enough in principle, especially in five kinds of jobs, such as construction, farmer, services, factory, and maid. The type of job already told how hard or easy it would be, so they have to accept it first. Sometimes, we found that they choose to live in a small place with others because they want to save money as much as possible for their family in Cambodia. However, if all stakeholders take everything seriously and help upgrade their quality of life based on humanity, those Cambodian migrant workers would have better living conditions. Besides the governments, recruiting companies and employers should discuss on providing free or low-cost accommodation to their employees so that they can save more money for their families. Some types of works,

its nature tells the conditions of its works already so some workers also mentioned that working hard was ok but they just need good working environment, no discrimination. Particularly, if those workers work for any private employers, mostly they got very poor right protection and have limited freedom to have holiday or join social activities. While if workers work for leading or standard companies such as CP, SCG, they get free accommodation and those big companies have effectively implemented and treated well under Labor protection Law.

3.2. Way to improve Quality of Life and Learning Model

When all stakeholders could effectively implement of what those Cambodian migrant workers should have and those Cambodian migrant workers consist all aspects, the researcher expected that in long term the Quality of Life should improve in positive way in term of health care, well-being, access to information and social inclusion which those components contribute to their social, cultural and economic integration.

The origin government should facilitate the documentation process as requested by the workers to work legally in Thailand, while ensuring the legal document are affordable for workers because affordable fee of documentation process can help those workers to choose legal way to find job opportunities in Thailand. Besides, the government should reduce irregular migration by improving access to regular migration channels and raising awareness of migrant workers on the risks of undocumented migration which later could possibly resulted in being cheated, Specially, border authorities of border countries should join hands and take serious measures to eliminate illegal crossing. In addition, the government should improve public relations service in terms of providing information relating to migrant worker situation in Thailand and also promoting the use of technology to better control the labor migration information. At the same time, the government should provide workers with easy access to job opportunities, recruitment, and skills training, and right protection. Moreover, the employment and social welfare department in Thailand should firmly work on the insurance system for all employers and migrant workers. The governments of Cambodia and Thailand should ensure that migrant workers are provided with clear and transparent contacts or proper documentation with terms and conditions of employment in a language they understand based on

national legislation and policies. More than this, should ensure of effective implementation if protection law because if all relating authorities respect their roles, it could help those workers in terms of their right protection during working in Thailand.

For the employers, they should treat the workers in line with humanity principle and effectively implement all protection law while employing foreign migrant workers. The employers should avoid employing illegal workers for the sake of their own benefits. Instead, they should allow all recruiting agencies to continuously and regularly follow up the situation of those workers. To provide better health care, it is important that employers provide the migrant with health insurance and appropriate and safe working environment. Also, employers should provide the workers with up skilling and strengthen their working capability.

Recruiting agencies are considered as another key stakeholder to help maximize the benefit of workers. For example, the recruiting agencies could help to accelerate the documentation process, provide the workers with sufficient information on employment condition in Thailand, work with the employers to ensure good working and living environment for workers and regularly follow up the situation of the workers.

Civil Society/NGOs who are working with foreign workers to improve the quality of their lives, should cooperate with the government to insightfully investigate the root of the problems the workers encountered and to find ways to upgrade living conditions for workers as well as to promote the implementation of labor protection law. In addition to working with the government, the NGOs should work closely with the local community to upgrade the living conditions of workers.

Local Community should provide the workers with opportunities to participate in the events and activities organized in the community. With these opportunities, the workers would feel as they are part of the communities and eventually, they could live in the community harmoniously. Besides giving cooperation with relevant agencies, the local community should support and provide all necessary assistance to workers to settle down in a new environment.

3.3. Individual factors of each migrant workers contributed to their quality of life

Beside all stakeholders, own factors of those Cambodian migrant workers also reflected their living conditions such as their social and cultural background that could tell how well they are able to connect and integrate with local people and other Cambodian migrant workers living in Thailand. Moreover, if they understand Thai language, it also helped them to reach efficient information for daily life and building more connection for their living and these would also be essential factors to lift up their living situation and mindset toward local people.

This research also showed that to improve the quality of life of Cambodian migrant workers in Thailand, it is not just about thinking of providing minimum wage but have to think of many other factors. However, it is also relating to many aspects of the original destination, Cambodia. All authorities concerned should understand that all problems cannot blame any single party but all concerns. Those workers also need to understand well and collect all information before leaving home and finding a job in another country.

This research found that upgrading the quality of life of those Cambodian migrant workers, not only all stakeholders but also migrant workers that is the key component for improving the living condition of those workers. Many factors that come from those Cambodian migrant workers are also important factors that could determine their living conditions

- **Social background**, this study found that social background of each worker was also important for their adaption in new living condition when they arrived Thailand. Some workers seemed not much difficult in adapting with local people when they understood some differences of new social and culture of new country. Some Cambodian migrant workers came from big family that made them easily to integrate with other better than those who came from small family, especially some workers that also come with their relatives. However, from this study found that mostly Cambodian migrant workers seemed not much difficult to adjust in terms of the similarities of social and culture of the two countries because some cultural festivals are the same which made them felt familiar with what Cambodia has such as being as Buddhist, most Cambodian migrant workers still can enjoy doing some

activities during special occasion in pagoda as the same as what they used to do in Cambodia.

- **Networking:** Many Cambodian migrant workers showed that networking is very important for them to link with others and get channel to upgrade their living. This networking could help them in terms of getting more information and finds way for better condition works, specially they have friends who could help when they face problem during working and living in Thailand. In this research found that many workers mentioned the advantage of building network because when they have problem, they could seek helping from others. Moreover, some workers moved to a better place because of following some friends they knew. Therefore, workers have to build their connection with other workers and local people to seek some helping and valuable information that could help them during staying in Thailand. When they have a good connection, it also leads to adequate access to good information to make life better. some of them have a good network in Thailand by having some relatives and friends who could help them whenever they faced problems. In contrast some of them who came to work in Thailand alone had to spend longer time to have connected with others. So, when they came to find a job in Thailand for the first time, they felt tough because they did not have any precise information. They just followed brokers while some workers could improve their lives in a better way because they have friends and networks to seek information in advance. The result shows that networking is vital for those Cambodian migrant workers when they have to leave home to find a job in Thailand. All these factors will make them well integrated to new places and new people and not to feel isolate.

This finding is supported by the previous studies by Seng (2006) stated that “affording rights to migrants can be an important feature to ensuring their integration in society, but absence of rights may lead to inevitably risks their social exclusion” and by Narayan and Shah (2000) stated that social capital, the norms and networks allows poor people to increase their access to resources and economic opportunities to obtain basic services and participate in local activities.

- **Language:** Their ability in using Thai language could help those Cambodian migrant workers a lot during their residing and working in Thailand, at least to understand what their employers instructed and could communicate in their working

process. Those who could speak Thai could easily with local people and accessed to information which facilitate them on how to improve their skills during working. The more they understand, the more they could easily access to important information that could be very useful for their daily life. However, their living condition also depends on whether they are willing to develop themselves or not, which means they are ready to integrate with Thai society, traditions, and culture and learn new things in that society and ready to learn new thing, new language. From the result shown that most of Cambodian migrant workers that came to work in Thailand more than one year started to understand Thai language. For the first year of arrival, they could feel unsecure and strange from in-depth interview but then when they know Thai language, most of those workers feel confident and not very much scare with new environment anymore. Language is also a bridge for them to build networking, many Cambodian migrant workers seemed to have a good chance to upgrade their living conditions and enjoy life with some activities when they could communicate well. Language is a fundamental for upgrading their lives. Cambodian migrant workers who know Thai mentioned that they never felt of being discriminated because they can get along with local people quite easier than those who not understand Thai. So, language is very important factor that those workers should try to learn from Their daily works because at least when they can speak Thai, they don't feel difficult in communication with Thai people as well as employers should providing opportunity for them to learn.

This result also supported by the recent project raised by Mr. Sompong Srakkaew, director of Labour Rights Promotions Network Foundation (LPN) who are now cooperating to teach Thai language and computer literacy skills to migrant workers, in a bid to increase their skill and enhance their living conditions and hope to boost the QoL of those migrant workers. More than this, Mrs. Suthasinee Keawleklai, coordinator of the Migrant Workers' Rights Network also mentioned that migrant workers who speak Thai can widen their career opportunities to become language coordinators and interpreters in hospitals, clinics or private organizations.

- **Attitude** which means their own character and behavior in working and living as well as the way they contact with other people also be an essential part of promoting their better life conditions while working and living in Thailand. From the

result of the Some migrant workers have good attitude in dealing with their friends, employers or even local people so all these factors are also contributing to their daily life and connections. The more connection they have means they could find ways to improve their living conditions in all means. So, quality of life of each migrant worker should also come from their own attitude. Some migrant they are working hard and tried to save their salary, particularly, they tended to satisfy what they have had in life by not just blaming and waiting assistance from others. While some workers always think and blame government that don't have job for them to work in Cambodia. From depth interview shown that the living behavior of each of Cambodian migrant worker also contribute to the learning model how to improve their own quality of life because some workers can get along with other so well, tried to work hard and enjoy what they have had. Their mindset is very important in terms of how to live happily with others. Some workers made other people want to work with and wanted to help. Some workers be loved by employers because of their industrious to keep working hard and respect the rule and be honest.

- **Technology:** Living in modern world which technology become an important part of people to reach more information. So, it's not as difficult that all workers have afforded to mobile phone so that they could access and connect to others as well as could seek for many helpful information for their daily work and life. Technology plays very important tools for those migrant workers as well as seeking ways to improve their quality of life by avoiding of being cheated and don't have even an opportunity to seek for any protection. Many Cambodian migrant informed that they used their phone to seek for important information. Specially, Facebook that linked them with other Cambodian workers that living in Thailand as well as getting more information so that when having problem, they could seek for helping. However, many workers said that they can't read Khmer and Thai so if any institutions want to send any message or information to all of them, they could do as video clip with voice so that they could easily listen and understand the whole message.

These findings are supported by the previous studies by Sumalee Chaisuparakul (2015) in which communication platform using social media such as FB or Line is an efficient way to keep in touch and reach out all information as well as

building network among migrant group and could create more choice in working and living in Thailand. More than this, the study of ILO and UNWOMEN in June 2021 suggested that social media remains the most prominent source of information that migrant workers can consume and also found that the more news media sources people consume, the more supportive they are of migrant workers based on the evidence that the media shape opinion about migration and drives behavior.

- Integration: The researcher has mentioned about Integrate with local people or even with Cambodian migrant workers that came first could be an important part to help the new comers for finding how to upgrade their life because social and cultural integration will lead to their well-being as well. Some workers who know Thai language and understood well about the differences, they seemed to well integrate with others and this also led them to better living condition because many of them mentioned that they never felt of discrimination by local people. When they can live along with local people they could feel like home, some people are easy going and also helpful so wherever they live they have many friends even employers and local people also like them.

This finding is supported by the previous studies by Cholewinski (2005) stated that “affording rights to migrants can be an important feature to ensuring their integration in society, but absence of rights may lead to inevitably risks their social exclusion”

3.4. Learning Model to Improve Quality of Life

From the result of this research, there are relating components which can be included in this research learning model in order to improve the Quality of life of Cambodian migrant workers. This model can be discussed in 3 groups of workers as follow: (1) MoU workers in leading and big company (2) Workers that process legalization in Thailand and (3) Small group of workers in service provider and private job. The learning model have to consist 2 important factors such as (1) stakeholder including two governments, NGOs or civil society that working on labour, employers, recruiting agencies and local community and (2) all factors from each Cambodian workers such as their attitude and language ability, specially Thai, how they connect with others and access to information by using technology and their skill in social integration, which these can result to their social, economic, cultural and

symbolic capital. Those two components will lead to the improving of those Cambodian migrant workers in healthcare, well-being, social inclusion and information access which contribute to their integration in social, economic and cultural.

3.4.1. MoU workers in Leading and big company

This kind of workers came through recruiting company legally which mean they have all information of which company they will work for and how much salary they would get monthly. Most of leading and standard companies, in terms of labour law protection implementation, they well treated all workers and provided accommodation for free of charge as well as access to health are freely by having health insurance which provided by employers.

So, if we discuss about how learning model to improve the quality of life of this group of workers should be? The meaning of their quality of life not just only health insurance or well-being but it's all about their value and human capital which shown their identity about living and working in Thailand. They may not need just only access to health care but it's all relating to their value of human being.

3.4.2. Workers that process legalization in Thailand

Workers who didn't came via MoU but process legalization in Thailand. Some of them may choose to come via broker to seek job opportunities while some came to illegally Thailand since long and just processed documents once Thai government opened for registration process. This group of workers, they have worked in some types of job from seller, service providers to construction workers. Some of them, still have limitation in terms if access to information and health care so learning model to improve their quality of life should be able to help them to access to all information that providing them more chances and empower them to connect and integrate with other people.

Cambodian migrant workers in this group wished to only can access to free health care and well-being. So, all stakeholders should join hands to help them, at least for those who still not have fully documented, they should be able to reach out documentation process.

3.4.3. Small group of workers in private place and illegal workers

This group always be neglected and being out of protection law such as maids, waiters or waitresses in some small service provider. Most of them have very limited right and lack of information and not many stakeholders' interests to work on for improving their quality of life. So, if we talk about learning model in for this group, they need just a basic need of human being. All stakeholders should work on to help this group as well because when they lack of information and connection, they even don't know what is their right and not dare to request for anything even they live in difficulty and some cases they have not be treated well.

4. Empowering Cambodian Migrant workers through Learning

Based on this research study, to empower those Cambodian migrant workers we should provide good education and up-to-date and reliable information relating to their right protection during working and living in Thailand. Especially, they should learn how to integrate with Thai people by improving their Thai language skill because from this study found that those who can speak Thai and came to Thailand long seems to be happy with life and not much complain. Beside this, knowing how to use technology and social media to access knowledge, which maintain familial and external relationships, building confidence, find the funding for greater equality in social in terms of economic and social opportunities and personal well-being.

Beside this Cambodian migrant worker should find connection in order to have more chances and power when they could access to some information that would be useful in their working and living in Thailand.

5. Research Recommendations for Implication

In order to help improving the quality of life of Cambodian migrant workers who are working and living in Thailand, the employers should stop employing illegal workers in any means. More than this, Both Cambodia and Thai governments should control the process of documentation of recruiting and legalization as well as applying the protection law effectively. Particularly, border authorities of both countries should put effort on eliminating of illegal crossing by all brokers.

6. Research Recommendations for Future Research Studies

The results from this study generated some recommendations for further studies. It is recommended that future research studies should center on the quality of life of illegal workers or those without legal status and the workers who worked in small enterprises and family business.

Since the results of this study are relevant to its own context, it is remarkable to conduct further research studies in other context which focus on the living condition of dependent children who accompanied their parents to Thailand.



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APPENDIX

จุฬาลงกรณ์มหาวิทยาลัย
CHULALONGKORN UNIVERSITY

APPENDIX A

Research Approval



Office of the Research Ethics Review Committee for Research Involving Human Subjects:
The Second Allied Academic Group in Social Sciences, Humanities and Fine and Applied Arts
Chamchuri 1 Building, Room 114, Phayathai Road, Wang Mai Sub-district,
Pathum Wan District, Bangkok 10330
Telephone number 0 2218 3210-11 E-mail curec2.ch1@chula.ac.th

COA No. 054/2564


Certificate of Research Approval

Research Project Number 215/63 LEARNING MODEL FOR IMPROVING QUALITY OF LIFE
OF CAMBODIAN MIGRANT WORKING AND LIVING IN THAILAND

Principal Researcher Mrs. Chanrasmeay Lay

Office Faculty of Education, Chulalongkorn University

The Research Ethics Review Committee for Research Involving Human Subjects: The Second Allied Academic Group in Social Sciences, Humanities and Fine and Applied Arts at Chulalongkorn University, based on Declaration of Helsinki, the Belmont report, CIOMS guidelines and the Principle of the international conference on harmonization – Good clinical practice (ICH-GCP) has approved the execution of the aforementioned research project.

Signature 
(Emeritus Prof. Theraphan Luangthongkum, PhD.)
Chairman

Signature 
(Asst. Prof. Nungthai Rangponsumrit, PhD.)
Secretary

Research Project Review Categories: Full Board Review

Date of approval: 18 March 2021

Expiry date: 17 March 2022

Documents approved by the Committee

1. The research proposal
2. The researcher CV
3. The information sheets for research participants
4. The informed consent forms
5. The guide questions for interviews and focus-group discussions and questionnaires



Protocol No.....	215 / 63
Date of Approval.....	18 MAR 2021
Approval Expiry Date.....	17 MAR 2022

Conditions

1. The researcher has acknowledged that it is unethical if he/she collects information for the research before the application for an ethics review has been approved by the Research Ethics Review Committee.
2. If the certificate of the research project expires, the research execution must come to a halt. If the researcher wishes to reapply for approval, he/she has to submit an application for a new certificate at least one month in advance, together with a research progress report.
3. The researcher must conduct the research strictly in accordance with what is specified in the research project.
4. The researcher must **only** use documents that provide information for the research sampling population/participants, their letters of consent and the letters inviting them to take part in the research (if any) **that have been endorsed with the seal of the Committee.**
5. If any seriously untoward incident happens to the place where the research information, which has requested the approval of the Committee, is kept, the researcher must report this to the Committee within five working days.
6. If there is any change in the research procedure, the researcher must submit the change for review by the Committee before he/she can continue with his/her research.
7. For a research project of less than one year the researcher must submit a report of research termination (AF 03.13) and an abstract of the research outcome within thirty days of the research being completed. For a research project which is a thesis, the researcher must submit an abstract of the research outcome within thirty days of the research being completed. This is to be used as evidence of the termination of the project.
8. A research project which has passed the Exemption Review, must observe only the conditions in 1, 6 and 7.

APPENDIX B**Name of Experts to validate Research Instruments**

1. Professor Suwimon Wongwanich, Ph.D Department of Educational Research and Psychology, Faculty of Education of Chulalongkorn University
2. Dr. Srawooth Paitoonpong Thailand Development Research Institute
3. Dr. Montakarn Chimmamee (Researcher), Social Research Institute, Chulalongkorn University
4. Assoc. Prof. Duangkamol Traiwichikhun Head of Research Studies/Head of PhD and Master Program
5. Dr. Premjai Vungsriphisal (Researcher), Institute of Asian Studies, Chulalongkorn University

APPENDIX C**Name List of Key Informants**

1. H.E. Mr. Kem Chamroen Labour Counselor, Royal Embassy of Cambodia
to Thailand
2. Mr. Sompong Srakaew Founder & Executive Director of Labour
Protection Network (LPN)
3. Dr. Premjai Vungsriphisal (Researcher), Institute of Asian Studies,
Chulalongkorn University
4. Mr. Bunhak An Top Manpower Co.,Ltd (Workers Recruiting
Company in Cambodia)
5. Ms. Kwanta Kaewprasert (Thai Employer) KOMACK Company



APPENDIX D
Detailed Information Collected from Questionnaire

N	Items	Details	N	%
1	Age	Less than 18 years old	1	1
		18 to 25 years old	37	37
		26 to 35 years old	36	36
		Over 35 years old	26	26
2	Genders	Male	63	63
		Female	37	37
3	Place of Birth	Province border Thailand	43	43
		Province not borders Thailand	57	57
4	Marital Status	Single	27	27
		Married	67	67
		Divorced	6	6
5	Khmer Education Background	No education	4	4
		Primary School	56	56
		Lower Secondary School	32	32
		Upper Secondary School	8	8
6	Listening skill in Thai language	Very good	11	11
		Good	21	21
		Fair	23	23
		Little	22	22
		Not at all	23	23
7	Speaking skill in Thai language	Very good	8	8
		Good	19	19
		Fair	25	25
		Little	23	23
		Not at all	25	25
8	Reading skill in Thai language	Very good	3	3
		Good	2	2
		Fair	11	11
		Little	37	37
		Not at all	47	47
9	Writing Skill in Thai language	Very good	1	1
		Good	1	1
		Fair	3	3
		Little	41	41
		Not at all	54	54
10	Period stayed in Thailand	Less than 2 years	1	1
		3 to 5 years	60	60
		6 to 8 years	10	10
		Over 8 years	29	29
11	Current Place of work	Bangkok	15	15
		Pathumthani	25	25
		Samut Prakan	25	25

N	Items	Details	N	%
		Chonburi	35	35
12	Period working in Thailand	Less than 2 years	4	4
		3 to 5 years	51	51
		6 to 8 years	20	20
		Over 8 years	24	25
13	Reason to work	To help family	21	21
		Search for new experiences	16	16
		Earn more income	60	60
		No job	2	2
14	Average income per month	Less than 10,000Baht	56	56
		10,001 to 12,000Baht	29	29
		12,001 to 15,000Baht	11	11
		Over 15,000Baht	4	4
15	Current job in Thailand	Self-employed	3	3
		Hired Seller	7	7
		Farmers	6	6
		Factory workers	47	47
		Construction workers	34	34
		Others	3	3
16	Job before moving to Thailand	Self-employed	11	11
		Farmer	62	62
		Workers	21	21
		Others	6	6
17	Income in Cambodia	No Income	52	52
		Less than 3,000Baht	30	30
		3,001 to 6,000Baht	14	14
		Over 6,000Baht	4	4
18	Sufficient Income to support family	Not adequate	82	82
		Adequate	5	5
		Adequate with little remaining	13	13
19	Person Motivated to work in Thailand	Friends	22	22
		Relatives	52	52
		Recruitment Agency	22	22
		Yourself	4	4
20	Relatives Married to Thai	Yes	12	12
		No	80	80
21	Relatives working in Thailand	Yes	65	65
		No	35	35
22	Have Thai friends	Yes, a lot	12	12
		No	52	52
		Yes, a few	36	36
23	If you need help, whom you seek helping from?	Family and relatives	41	41
		Cambodian friends	32	32
		Thai friends	5	5
		Employers	17	17

N	Items	Details	N	%
		No one	5	5
24	Have your ever attended any festivals or religious event in Thailand?	Often	3	3
		Occasionally	59	59
		Never	38	38
25		Have you ever participated Cambodian event organized in your community?	Often	4
	Occasionally		34	34
	Never		62	62
26	Type of Accommodation	Rented House	25	25
		Rented room	33	33
		Stay with relatives	3	3
		Arranged by employer	39	39
27	Arranged by employer, it is free?	Free of Charge	31	31
		Partly deducted from salary	47	47
		Fully pay by myself	22	22
28	Average Income for current works?	Less than 9,000Baht	50	50
		9,001 to 12,000Baht	27	27
		12,001 to 15,000Baht	13	13
		Over 15,000	10	10
29	Average saving per month	Less than 5,000Baht	53	53
		5,001 to 8,000Baht	40	40
		Over 8,000Baht	7	7
30	Income is adequate for living in Thailand?	More than expense	32	32
		Little more than expense	37	37
		Equal expense	21	21
		Lower than Expense	10	10
31	How you feel to leave home to work in Thailand?	Not ok	35	35
		Normal	56	56
		Happy	9	9
32	When need helping, contact Thai authorities?	Yes	9	9
		Never	70	70
		Occasionally	21	21
33	Are you satisfied with what you have?	Yes	21	21
		No	18	18
		Not Sure	25	25
34	Will you return to Cambodia?	Yes	92	92
		No	8	8
35	Have you been discriminated?	Yes	18	18
		Never	52	52
		Occasionally	30	30
36	Do you think there is inequality treatment if compare to Thai?	Yes	14	14
		Never	34	34
		Occasionally	52	52
37	Are you being appreciated when come back to Cambodia?	Always	38	38
		Sometimes	13	13
		Occasionally	4	4
		Never	45	45

N	Items	Details	N	%
38	Do you think, understand Thai will avoid being exploited	Yes	59	59
		Never	39	39
		Occasionally	2	2
39	How often you visit your relatives?	Always	26	26
		Sometimes	10	10
		Occasionally	56	56
		Never	8	8
40	Have monthly meeting in community?	Always	15	15
		Sometimes	29	29
		Occasionally	33	33
		Never	23	23
41	How often do Thais invite to Thai traditional event?	Always	4	4
		Sometimes	29	29
		Occasionally	54	54
		Never	13	13
42	How do you receive information?	TV	8	8
		FB	67	68
		Friends	20	20
		Others	4	4
43	Have you received information from Royal Embassy of Cambodia?	Always	21	21
		Sometimes	65	65
		Occasionally	12	12
		Never	2	2
44	Have you learnt that your child can get free education in Thailand?	Yes	17	17
		No	72	72
		Yes, no one take them to school	11	11
45	Who do you consult with when face problem?	Myself	43	43
		Cambodian friends	35	35
		Thai friends	4	4
		Employers	6	6
		Others	12	12
46	Are you satisfied with your current living condition?	Very satisfied	13	13
		Satisfied	21	21
		Partly satisfied	24	24
		Dissatisfied	42	42
47	How do you feel about employment security of your current works?	Very secured	10	10
		Secured	62	62
		Not stable	27	27
		Unstable	1	1
48	Are you satisfied with your salary?	Very satisfied	8	8
		Satisfied	8	8
		Partly satisfied	39	39
		Dissatisfied	45	45
49	Are you satisfied with your working environment?	Very satisfied	25	25
		Satisfied	65	65
		Partly satisfied	10	10

N	Items	Details	N	%
50	Where do you seek for health service?	Sub-district hospital	32	32
		District hospital	7	7
		Provincial hospital	31	31
		Buy medicine	16	16
		Private Clinic	14	14
51	What type of health service benefit do you use?	I don't have it	45	45
		Health Care Insurance	17	17
		Social Security	38	38
52	Do you pay for health service every time?	Every time	73	73
		No, I have insurance	25	25
		Others	2	2
53	Do you feel safe to travel outside the village?	Yes	63	63
		No	37	37
54	Do your children go to school in Thailand?	Yes	2	2
		No	59	59
		My child is below school age	25	25
55	Why you not send them to school?	Lack of money	3	3
		Lack of time	1	1
		No one take care	4	4
		They go to school in Cambodia	46	46
		Other	29	29

APPENDIX F

Questionnaire for Survey Cambodian migrant workers

Introduction:

This research is the part of dissertation of Ms. Chanrasmey Lay for the degree of Doctor of Philosophy in Development Education, Department of Educational Policy, Management and Leadership, Faculty of Education, Chulalongkorn University, Thailand. This survey form aims to study the current living situation and needs of Cambodian migrant workers working and living in Thailand.

This survey divides into 5 parts as below:

- Part I: General Information of respondent
- Part II: Working background prior to employment in Thailand
- Part III: Current living conditions
 1. Financial Aspect
 2. Social Aspect
 3. Cultural Aspect
 4. Identity Aspect
- Part IV: The needs of Cambodian labour in Thailand
 1. Participation in local community activities they residing or working
 2. Access to information related to labour protection laws
 3. Social network in Thailand
 4. Working condition and employment security in Thailand
- Part V: Suggestion for improving their quality of life

Note: Please tick the signal X in the box and fill in the blank

Part I: General Information of respondent

1. Name
2. Ageyears old
3. Sex: Male Female
4. Place of Birth (in Cambodia):
 District.....Province.....
5. Marital Status

5.1 Single

5.2 Married

5.2.1 Number of Children: (in case no child, fill in 0)

5.2.2 Nationality of Spouse

5.2.3 Duration of marriage with your current spouse:

.....years

5.3 Widowed

6. Education Background

6.1 No education/below Primary

6.2 Primary

6.3 Lower Secondary

6.4 Upper Secondary

6.5 Low Vocational Certificate

6.6 High Vocational Certificate

6.7 Others please specify:.....

7. Communication skill

7.1 Khmer Language

7.1.1 Listening

(1) Very Good (2) Good (3) Fair little not able
to listen

7.1.2 Speaking

(1) Very Good (2) Good (3) Fair little not able
to speak

7.1.3 Reading

(1) Very Good (2) Good (3) Fair little not able
to read

7.1.4 Writing

(1) Very Good (2) Good (3) Fair little not able
to write

7.2 Thai Language

7.2.1 Listening

(1) Very Good (2) Good (3) Fair little not able
to listen

7.2.2 Speaking

(1) Very Good (2) Good (3) Fair little not able
to speak

7.2.3 Reading

(1) Very Good (2) Good (3) Fair little not able
to read

7.2.4 Writing

(1) Very Good (2) Good (3) Fair little not able
to write

7.3 English Language

7.3.1 Listening

(1) Very Good (2) Good (3) Fair little not able
to listen

7.3.2 Speaking

(1) Very Good (2) Good (3) Fair little not able
to speak

7.3.3 Reading

(1) Very Good (2) Good (3) Fair little not able
to read

7.3.4 Writing

(1) Very Good (2) Good (3) Fair little not able
to write

7.4 Other Languages

7.4.1 Listening

(1) Very Good (2) Good (3) Fair little not able
to listen

7.4.2 Speaking

(1) Very Good (2) Good (3) Fair little not able
to speak

7.4.3 Reading

(1) Very Good (2) Good (3) Fair little not able
to read

7.4.4 Writing

(1) Very Good (2) Good (3) Fair little not able
to write

8. You have been in Thailand since (have been in Thailand for
.....years)

9. Current place of work in Thailand

9.1 Province:

.....

9.2 Started work in (year):

.....

9.3 Reason for working here (1) To help family (2) Search for new
experiences

(3) Earn more income (4) No job

9.4 Average income per month:

(1) Less than 10,000Baht

(2) 10,001 to 12,000Baht

(3) 12,001 to 15,000Baht

(4) Over 15,000Baht

9.5 Occupation and type of

work.....

(1) Self-employed

(2) Hired seller

(3) Farmer

(4) Industrial factory

(5) Construction

(6) Others please specify:

Part II: Work Profile prior to employment

1. Number of people in the family:

2. Occupation before moving to Thailand

(1) Self-employed

- (2) Farmer
- (3) Worker
- (4) Others please specify:
3. What was your average income per month when worked in Cambodia?
- (1) No income
- (2) Below 100\$ (3000 Baht)
- (3) Between 100\$ - 200\$ (3000 Baht – 6000 Baht)
- (4) Above 200\$ (6000 Baht)
- (5) Others please specify:
4. Was your income earned while working in Cambodia enough for supporting your family?
- (1) Not adequate
- (2) Adequate
- (3) Adequate with little remaining
- (4) Others please specify:
5. Who motivated you to migrate to Thailand for working?
- (1) Your friend
- (2) Your relative who had moved to Thailand earlier
- (3) Labour recruitment company
- (4) Yourself

Part III: Current living conditions

3.1 Social Capital

3.1.1 Did your relative marry to Thai national?

- (1) Yes (2) No

3.1.2 Does your relative work in Thailand?

- (1) Yes (2) No

3.1.3 Do you have Thai friend(s)?

- (1) Yes, a lot of them (2) No (3) Yes, a few of them

3.1.4 If you need help, who can you seek for help? (you can choose more than 1 answer)

- (1) Family/relative (2) Cambodian friend (3) Thai friend
 (4) Employer (5) Cannot find someone for help
 (6) Others please specify:

3.2 Cultural Capital

3.2.1 Have you ever attended any festival, religious ceremony or cultural festival in Thailand?

- (1) Yes, often (2) Yes, occasionally (3) No, never

3.2.2 How often do you visit temple/religious sites in Thailand?

- (1) Often (2) Occasionally (3) Never

3.2.3 Have you participated in Cambodian traditional events organized in your community?

- (1) Yes, often (2) Yes, occasionally (3) No, never
 (4) There has been no such event being organized/celebrated

3.3 Economic Capital

3.3.1 Type of accommodation you are staying in Thailand

- (1) Rented house
 (2) Rented room/apartment
 (3) Owned house/condominium
 (4) Staying with relatives/friend
 (5) Accommodation arranged by your employer

3.3.2 Do you choose this accommodation by yourself?

- (1) Yes (2) No

3.3.3 Any factors that made you choosing the current house?

- (1) Lack of money/need to save money
 (2) Employer arranged it
 (3) the accommodation is fair good and close to my work place
 (4) Others please specify:

3.3.4 Do you share accommodation with others?

- (1) Yes (2) No

3.3.5 Do you share the cost of rent with those who you are living with?

- (1) Yes (2) No

3.3.6 If the accommodation was arranged by your employer, is it free of charge or deducted from your salary?

- (1) Free of charge
- (2) Partly deducted from my salary
- (3) Pay by myself
- (4) Others please specify:

3.3.7 How do you go to work?

- (1) Walking
- (2) Public bus
- (3) Company's bus
- (4) Personal motorcycle/vehicle
- (5) Others please specify:

3.3.8 What is your average monthly wage you received from your current work in Thailand?

- (1) Less than 9000 Baht
- (2) Between 9000 – 12000 Baht
- (3) Between 12001 – 15000 Baht
- (4) More than 15001 Baht

3.3.9 How much money you could save per month? (after deduction of your monthly expense)

- (1) Less than 5000 Baht
- (2) Between 5000 – 8000 Baht
- (3) More than 8001 Baht

3.3.10 Do you think that your income is enough for supporting your living in Thailand?

- (1) Income is more than expense
- (2) Income is little more than expense
- (3) Income is equal to expense
- (4) Income is lower than expense

3.4 Symbolic Capital

- 3.4.1** How do you feel when you leave your hometown to work in another country?
 (1) Not so ok (2) Normal (3) Happy
- 3.4.2** Have you ever talked to Thai authorities when you need help?
 (1) Yes (2) Never (3) Occasionally
- 3.4.3** Have you ever felt tired of living just to work every day for your income?
 (1) Yes (2) Never (3) Sometimes
- 3.4.4** What is the cause that you have migrated to Thailand for working?
 (1) No job in Country (2) Need additional income (3) Need experiences
- 3.4.5** Are you satisfied with what you have now?
 (1) Yes (2) No (3) Not clear
- 3.4.6** Have you ever dreamed that one day your life will be better?
 (1) Yes (2) Never (3) Occasionally
- 3.4.7** Do you think you want to return back to your hometown in Cambodia?
 (1) Yes, absolutely (2) No, don't want to
- 3.4.8** Have you been discriminated by Thai authorities for failing to communicate fluently in Thai language?
 (1) Yes (2) Never (3) Occasionally
- 3.4.9** Do you think there is pay and benefits inequality compared to Thai worker?
 (1) Yes (2) No (3) lower for the same job
- 3.4.10** When you traveled back to Cambodia, have you received any appreciation for being able to work abroad?
 (1) Always (2) Sometimes (3) Occasionally (4) Never
- 3.4.11** As you have been staying and working in Thailand for a long time, do you think you are able to communicate with others and understanding Thai law and regulations clearly and can avoid being exploited at work?
 (1) Yes (2) No (2) Occasionally

3.4.12 Do you keep contacting with your relatives in Cambodia?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

3.4.13 How often do you visit your relative in Cambodia? How many times a year?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

Part IV: Needs of Cambodian labor working in Thailand

4.1 Participation in local community activities

4.1.1 Is there any monthly gathering/meeting in your local community?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

4.1.2 Have you been invited for village cleaning, anti-drug campaign and other activities organized by your community?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

4.1.3 Have your Thai friend ever invited you to join Thai traditional event organized in your community?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

4.2 Access to information related to labour protection laws

4.2.1 Have you ever heard information regarding benefits and protection of migrant foreign worker in Thailand?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

4.2.2 How do you receive information regarding benefits and protection of migrant worker in Thailand?

- (1) Television (2) Facebook (3) Friend
(4) Other please specify:.....

4.2.3 Have you ever received information from announcement of Royal Embassy of Cambodia in Bangkok?

- (1) Always (2) Sometimes (3) Occasionally (4) Never

4.2.4 Have you learnt that your child can get free education in Thailand?

- (1) Yes (2) No (3) Yes, but no one takes care of my child
as I have to work

4.3 Social network in Thailand for help while working and living in Thailand

4.3.1 When you face any problem, who can you consult with? (can provide more than one answer)

- (1) Solve it by myself
- (2) My Cambodian friends
- (3) My Thai friends
- (4) Head of community
- (5) Employer
- (6) Other please specify:

4.3.2 Have you ever sought for help from Thai authorities?

- (1) Yes
- (2) Occasionally
- (3) Never

4.3.3 When you met problem in Thailand, have your friend helped you?

- (1) Yes
- (2) Occasionally
- (3) Never

4.4 Working condition and employment security in Thailand

4.4.1 Are you satisfied with your current living condition?

- (1) Very satisfied
- (2) Satisfied
- (3) Partly satisfied
- (4) Dissatisfied

4.4.2 How do you feel about employment security of your current work?

- (1) Very secured
- (2) Secured
- (3) Not stable
- (4) Unsecured

4.4.3 Are you satisfied with your work in terms of salary?

- (1) Very satisfied
- (2) Satisfied
- (3) Partly satisfied
- (4) Dissatisfied

- 4.4.4** Are you satisfied with your working environment?
- (1) Very satisfied
 - (2) Satisfied
 - (3) Partly satisfied
 - (4) Dissatisfied
- 4.4.5** What is your average working hour per day?
- (1) Depend on amount of works
 - (2) Normal working hour (8 hours/day)
 - (3) Between 8 – 10 hours
 - (4) More than 10 hours
- 4.4.6** Do you usually work over time?
- (1) Yes
 - (2) No
- 4.4.7** If you work overtime, who requested this, you or your employer?
- (1) My employer
 - (2) I requested it myself
- 4.4.8** What is average hour per week of your working over time?
- (1) Depend on amount of works
 - (2) Less than 2 hours
 - (3) Between 2 – 5 hours
 - (4) More than 5 hours
- 4.4.9** How much overtime fee that you got per hour?
- (1) Less than 100 Baht
 - (2) Between 100-200 Baht
 - (3) More than 200 Baht
- 4.4.10** When you are sick, where do you seek for health service?
- (1) Sub-district hospital
 - (2) District hospital
 - (3) Provincial hospital
 - (4) Buy medicine by myself
 - (5) Private clinic
 - (6) Just leave it till get recovered

4.4.11 What type of health service benefit do you use?

- (1) No, I don't have
- (2) Health Card for Foreigner
- (3) Social Security
- (4) Others please specify:

4.4.12 Do you pay for health service every time?

- (1) Every time
- (2) No, I have insurance
- (3) Other.....

4.4.13 Do you feel safe to travel outside of village, district and province you are currently residing?

- (1) Feel safe
- (2) Feel unsafe

4.4.14 Do your children go to school in Thailand? Which grade?

- (1) Yes, grade/level:..... (if yes, please move to Part V)
- (2) No
- (3) No, as my child is below school age

4.4.15 Why doesn't your child go to school in Thailand?

- (1) Lack of money
- (2) Lack of time
- (3) No one take care of my child
- (4) Lack of information, don't know which school to send my child
- (5) I have sent my child to school in Cambodia
- (6) Other please specify:.....

Part V: Suggestions for improving your quality of life

(1) Accommodation aspect

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(2) Hygiene and other services such as when you are sick or need help

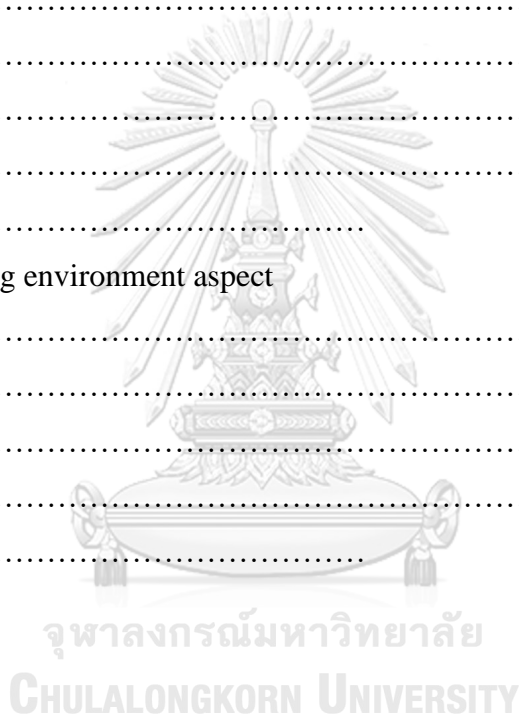
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(3) Social integration aspect (integration into your community)

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(4) Working environment aspect

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APPENDIX G

In-Depth Interview Form for Selected Workers

Introduction:

This research is part of dissertation of Ms Chanrasmey Lay for the degree of Doctor of Philosophy in Development Education, Department of Educational Policy, Management and Leadership, Faculty of Education, Chulalongkorn University, Thailand. This in-depth interview form is aimed to study how Cambodian migrant worker can involve in the improvement of their quality of life.

This in-depth interview form comprises of 4 parts:

Part 1: General Information of correspondent

Part 2: How to improve quality of life

Part 3: Self-conception toward working in Thailand

Part 4: Suggestions to improve quality of life

Part I: General Information of correspondent

1. Name
2. Age.....
3. Sex: Male Female
4. Place of Birth (in Cambodia):
District/town.....Province.....
5. Marital Status
 - 5.1. Single
 - 5.2. Married
 - 5.2.1. Number of Children
.....
 - 5.2.2. Nationality of your spouse:
.....
 - 5.2.3. Have been married for.....year
 - 5.3. Divorced
 - 5.4. Widowed
6. Education
 - 6.1. Primary

- 6.2. Lower Secondary
- 6.3. Higher Secondary
- 6.4. High Vocational Certificate
7. Communication skill
- 7.1. Khmer Language
- 7.1.1. Listening
- (1) Very Good (2) Good (3) Fair little not able to listen
- 7.1.2. Speaking
- (1) Very Good (2) Good (3) Fair little not able to speak
- 7.1.3. Reading
- (1) Very Good (2) Good (3) Fair little not able to read
- 7.1.4. Writing
- (1) Very Good (2) Good (3) Fair little not able to write
- 7.2. Thai Language
- 7.2.1. Listening
- (1) Very Good (2) Good (3) Fair little not able to listen
- 7.2.2. Speaking
- (1) Very Good (2) Good (3) Fair little not able to speak
- 7.2.3. Reading
- (1) Very Good (2) Good (3) Fair little not able to read
- 7.2.4. Writing
- (1) Very Good (2) Good (3) Fair little not able to write
- 7.3. English Language
- 7.3.1. Listening

(1) Very Good (2) Good (3) Fair little not able
to listen

7.3.2. Speaking

(1) Very Good (2) Good (3) Fair little not able
to speak

7.3.3. Reading

(1) Very Good (2) Good (3) Fair little not able
to read

7.3.4. Writing

(1) Very Good (2) Good (3) Fair little not able
to write

7.4. Other Languages

7.4.1. Listening

(1) Very Good (2) Good (3) Fair little not able
to listen

7.4.2. Speaking

(1) Very Good (2) Good (3) Fair little not able
to speak

7.4.3. Reading

(1) Very Good (2) Good (3) Fair little not able
to read

7.4.4. Writing

(1) Very Good (2) Good (3) Fair little not able
to write

8. You have been in Thailand since(have been in Thailand for
.....years)

9. Current place of work in Thailand

9.1. Province:

.....

..

9.2.Started work in (year):

.....

9.3.Reason for working here

.....

9.4.Average income per month:

.....

9.5.Type of job.....

- (1) Self-employed
- (2) Hired seller
- (3) Farmer
- (4) Industrial factory
- (5) Construction
- (6) Others please specify:

Part II: How to improve Quality of Life

2.1. Are you happy with your current living condition? Please provide reasons

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2.2. In your opinion, how important is your contribution in the improvement of your quality of life in Thailand?

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2.3. To improve your living condition, what do you need from your employer?

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2.4. Have you ever known about labour protection law? If yes, what is it about?

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2.5. In your opinion, is there any other factors that can help improve your quality of life?

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2.6. In your opinion, nowadays what are the important factors which affect your quality of life while you are working in Thailand?

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2.7. Have you received any assistance from Thai local authority when facing problems?

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2.8. Will you return back to work in Cambodia? Why?

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2.9. Have you ever met any Cambodian official/authority in Thailand? Do they help you to improve your living condition? How?

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2.10. Do you think the ability to communicate in Thai language is important for solving problems you faced while working in Thailand?

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Part III: Self Conception for work in Thailand

3.1. Do you think your life will be better if you continue working in Thailand for longer time?

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3.2. Do you need anything else to make you happy in your life?

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3.3. Did you use to feel sad for working far from your home county?

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3.4. Who do you think can involve in making your life better?

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3.5. Who do you think could help you to improve your quality of life while working here?

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Part IV: Suggestions to improve quality of life

Accommodation aspect

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Hygiene and other services such as when you are sick or need help

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Social integration aspect (integration into your community)

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Working environment aspect

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APPENDIX H

In Depth Interview Form for Key Informants

Introduction:

This research is the part of dissertation of Ms Chanrasmey Lay for the degree of Doctor of Philosophy in Development Education, Department of Educational Policy, Management and Leadership, Faculty of Education, Chulalongkorn University, Thailand. This in-depth interview form is aimed to study how all stakeholders can help to improve quality of life of those Cambodian migrant workers living and working in Thailand.

This in-depth interview form comprises of 4 parts:

Part I: General Information of Selected Cambodian migrant workers

Part II: Contribution in upgrading of living condition of Cambodian migrant worker working in Thailand

Part III: Self-conception toward working in Thailand

Part IV: Suggestions to improve quality of life

Part I: General Information of Key Informants

1. Name
2. Age.....
3. Sex: Male Female
4. Work Place.....
5. How long have you been working with migrant worker?.....

Part II: Contribution in improving living condition of Cambodian migrant worker in Thailand

2.1. Do you think Cambodian migrant workers in Thailand has a good living condition? Why?

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.....

2.2. In your opinion, how can living condition of Cambodian migrant workers be improved?

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2.3. Have you ever involved in helping Cambodian migrant workers in Thailand? If yes, in what issue?

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2.4. Do you think Cambodian migrant workers still need to change for improving their living condition? In which aspect? How?

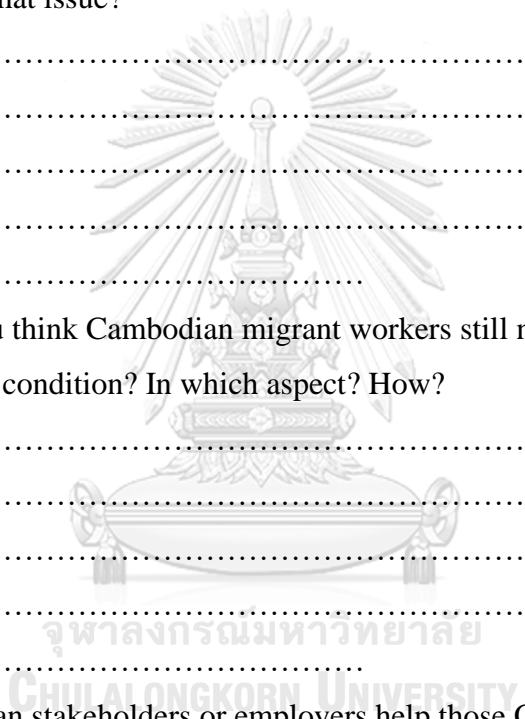
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2.5. How can stakeholders or employers help those Cambodian migrant workers to change their perception of work and living in Thailand?

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2.6. Do you think Cambodian migrant workers are fairly treated by their employers?

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2.7. Do you have any recommendation to stakeholders to help improve quality of life of Cambodian migrant workers?

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Part III: How to change migrant workers' mindset to improve their life and work in Thailand?

3.1. What are the problems and challenges faced by Cambodian migrant workers working/staying in Thailand?

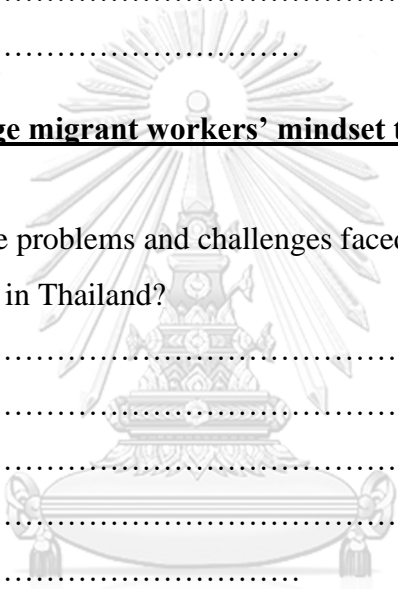
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3.2. How can they address these challenges in order to improve their living condition?

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3.3. Do you think their mindset is important for their living in Thailand?

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3.4. Do you have any recommendation for them to change their way of life while working in Thailand?

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3.5. What is the life-long learning that they should have in mind for living happily in Thailand?

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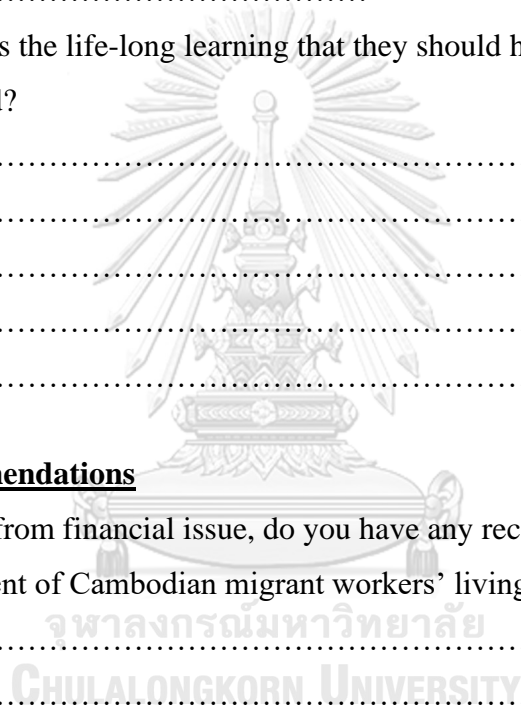
Part IV: Recommendations

4.1. Apart from financial issue, do you have any recommendation for the improvement of Cambodian migrant workers' living condition?

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.....

4.2. How can they change their perception of work and local integration in order to improve their way of life?

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.....



APPENDIX I

Focus Group for Key Informants and Experts

Introduction:

This research is part of dissertation of Ms Chanrasmeay Lay for the degree of Doctor of Philosophy in Development Education, Department of Educational Policy, Management and Leadership, Faculty of Education, Chulalongkorn University, Thailand. This in-depth interview form is used for Focus Group – expert and aims to answer objective III: To propose a learning model for Improving Quality of Life of Cambodian Migrant Workers working and living in Thailand.

Part I: General Information of Key Informants

1. Name
2. Position.....
3. Work
Place.....Province.....
4. How long have you been working with migrant worker?.....

Part II: Developing Learning Model

2.1. In your opinion, what are concept and ways to help improve Cambodian Migrant workers’ quality of life?

.....

2.2. In your opinion, what aspect should Cambodian migrant workers in Thailand adapt in order to improve their living condition?

.....

2.3. Do you think having received wage and health insurance is enough to be considered those migrant workers in Thailand as having good quality of life?

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Part III: Stakeholder’s involvement

3.1. Is labour protection policy of both governments of Cambodia and Thailand good enough or required additional adjustment to help vulnerable Cambodian Migrant workers in Thailand?

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3.2. Is cooperation between sending country (Cambodia) and receiving country (Thailand) sufficient for protecting migrant workers?

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.....

3.3. What are challenges and obstacles in implementing agreements and labour protection laws?

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3.4. Who else do you think should involve in or contribute to the improvement of living condition of Cambodian migrant worker working in Thailand?

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How can we disseminate information related to improvement of living condition of migrant worker?

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Part IV: Recommendations

4.1. What learning model should be improved for advancing living condition of Cambodian migrant workers in Thailand?

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4.2. Apart from what mentioned in the leaning model for improvement of living condition of Cambodian migrant workers which prepared by the researcher, is there any other idea/suggestion you think should be included in this model?

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APPENDIX J
Workers Recruiting Companies via MoU List

No.	Company Name	Year of Registration
1	Human power CO., LTD.	2006
2	Phillimore Cambodia CO., LTD.	2006
3	Human Resource Development CO., LTD.	2006
4	Chhun Hong Manpower CO., LTD.	2006
5	Top Manpower CO., LTD.	2006
6	CDM Trading Manpower CO., LTD.	2006
7	Mey Yorn Service CO., LTD.	2006
8	STP International Cambodia Public CO., LTD.	2006
9	Ung Rithy Group CO., LTD.	2006
10	Success Manpower Services CO., LTD.	2006
11	C-Pro CO., LTD.	2007
12	Malcam Human Resource Management Consultant CO., LTD.	2007
13	168 Manpower Supply CO., LTD.	2008
14	CECH (Cambodia) CO., LTD.	2008
15	A.P.T.S.E&C(Cambodia) Resource CO., LTD.	2009
16	Job Asian (Cambodia) CO., LTD.	2009
17	G P G C International PTE... LTD.	2009
18	Master Cam Human Resource CO., LTD.	2010
19	Unicorn Manpower CO., LTD.	2010
20	SKMM Investment Group CO., LTD.	2010
21	N.A.S Manpower CO., LTD.	2010
22	11 S COMPANY LTD.	2010
23	I.G. Consultant CO., LTD.	2011
24	C.T. Asian Labour CO., LTD.	2011
25	Touch Manak Manpower Supply CO., LTD.	2011
26	Phnom Penh Labour Supply CO., LTD.	2011
27	Rice Natural Development Plc.	2011
28	Anny Rita Best Manpower CO., LTD.	2012
29	Sok Chamnol CO., LTD.	2012
30	C.J.T.T Trading CO., LTD.	2012
31	B.S.R.O. Best Manpower CO., LTD.	2012
32	Big Bi Imex Group CO., LTD.	2012
33	Kobe Human Services (Cambodia) CO., LTD.	2013

No.	Company Name	Year of Registration
34	C A T M Asian Manpower cooperation CO., LTD.	2013
35	Kei Kei (Cambodia) Human Resource CO., LTD.	2013
36	Win–Win Manpower Service CO., LTD.	2014
37	57 Goal Manpower CO.LTD	2014
38	ELITE MANPOWER AGENCY CO., LTD.	2014
39	Dream Manpower (Cambodia) CO., LTD.	2014
40	Sok Leap Metrey CO., LTD.	2015
41	NATH THAKNA MANPOWER CO., LTD.	2016
42	Cam Human Capital CO., LTD.	2016
43	Growing power CO., LTD.	2017
44	P.M. PROFESSIONAL MANPOWER CO., LTD.	2017
45	RRD MANPOWER CO., LTD.	2017
46	MEAS SOVANN MEALEAKE MANPOWER CO., LTD.	2017
47	YAKUSHIKAI (CAMBODIA) CO., LTD.	2017
48	CL SUPPLY (CAMBODIA) CO., LTD.	2017
49	HN WORLD CORPORATION CO., LTD.	2017
50	TAKAYAMA LABOUR SUPPLY CO., LTD.	2017
51	FATINA MANPOWER CO., LTD.	2017
52	B.F.G SERVICE CO., LTD.	2017
53	EXPERT MANPOWER SUPPLY CO., LTD.	2017
54	B.P. MANPOWER (CAMBODIA) CO., LTD.	2017
55	GRAND EAGLE (CAMBODIA) LABOR CO., LTD.	2017
56	4 TIGERS LABOUR SUPPLY CO., LTD.	2018
57	RENET (CAMBODIA) HR CO.,LTD.	2018
58	J CAB RECRUITMENT CO., LTD.	2018
59	MAHACHAK DEVELOPMENT CO.,LTD	2018
60	V.I.M. HUMAN RESOURCES CO.,LTD	2018
61	AMENNITY JOY (CAMBODIA) CO.,LTD	2018
62	C.CONNECT WORLD CO.,LTD	2018
63	KHMER LABOUR SUPPLY CO.,LTD	2018
64	ONO MANPOWER (CAMBODIA) CO.,LTD	2018
65	GOOD JOB MAN POWER INTERNAITONAL CO.,LTD	2018
66	ASIA RECRUIT STAFFING (A.R.S) CO.,LTD	2018
67	TAHOK SERVICES CO.,LTD	2018
68	NEW HOPE INTERNATIONAL HUMAN RESOURCES CO.,LTD	2018
69	KANAZAVA ALICE JAPANESE SCHOOL CO.,LTD	2018

No.	Company Name	Year of Registration
70	C P S BEST TEAM SERVICES CO.,LTD	2018
71	MONGKOL HR CO.,LTD	2018
72	ADVANCE MANPOWER SERVICE CO.,LTD	2018
73	5 LEADERS BENEFITS SERVICE CO.,LTD	2018
74	THREE TS. (CAMBODIA) CO.,LTD	2018
75	JLS CAMBODIAN CO.,LTD.	2019
76	PREMIUM MANPOWER SERVICES CO.,LTD	2019
77	SOPHEAK METREY CO.,LTD	2019
78	SAMPASAT CO.,LTD	2019
79	ROYAL MANPOWER (CAMBODIA) CO.,LTD	2019
80	CHHAY SHEANG MANPOWER CO.,LTD	2019
81	SANCO MANPOWER CO.,LTD	2019
82	T S MANPOWER (CAMBODIA) CO.,LTD	2019
83	AA LABOUR (CAMBODIA) SUPPLU CO.,LTD	2019
84	NK LABOUR (CAMBODIA) CO.,LTD	2019
85	CAPRICORN107 CO.,LTD	2019
86	FUTURE ACADEMY CO.,LTD	2019
87	NEW BEGINS HUMAN RESOURCE ENTERPRISE CO.,LTD	2019
88	JCHR DEVELOPMENT CO.,LTD	2019
89	REIWA HR CO.,LTD	2019
90	O.H.M.I.D.A.S (CAMBODIA) CO.,LTD	2020
91	8UP CJ CO.,LTD	2020
92	S.T.K.C ASTER CO., LTD	2020
93	VONG VATTANAK MANPOWER CO., LD	2020
94	NATIONAL TALENTS COMMUNICATION CENTER CO.,LTD	2020

(Source: Ministry of Labour and Vocational Training of Cambodia, March
2022)

VITA

NAME Mrs.Chanrasmey Lay

DATE OF BIRTH 19 July 1980

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- 2020 : Advanced Master of Management for Executive in National Institute Development Administration-NIDA (Scholarship)
- 2005 : Master Degree of General Management, Mahidol University (Scholarship)
- 2006 : Bachelor Degree of Business Administration, Rajabhat Suan Dusit (Scholarship)



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