

Relationships between Quality Management and Quality of Life of Thai Workers Who Work in Taiwan

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Abstract

The objectives of this research were to study 1) the quality management of Thai workers going to work in Taiwan, 2) the quality of life of Thai workers going to work in Taiwan, 3) to find the relationships between quality-of-life management and the quality of life of Thai workers who went to work in Taiwan This research was quantitative. The sample group used in the study consisted of 404 Thai workers who went to work in Taiwan. The instrument used for data collection was a questionnaire. Reference statistics for data analysis include frequency, percentage, mean, Standard Deviation, t-test analysis, one-way analysis of variance, ANOVA, Pearson correlation analysis, and regression analysis. The results of the research found that 1). Quality management and quality of life of Thai workers consisted of (1) Planning to work in Taiwan, (2) Traveling to work in Taiwan, (3) Achieving goals, and (4) Improving oneself. The opinion level had the highest total mean of 4.28. 2). The quality of life of Thai workers who went to work in Taiwan consisted of (1) Physical quality of life, (2) Mental quality of life, (3) Social relationships, and (4) Income from work Opinion level. The highest overall average was 4.28. 3). The quality management and overall quality of life for Thai workers had a relationship with the overall correlation between the quality of life of Thai workers in Taiwan ($R = .850$).

Keywords: Quality Management; Quality of Life; Thai Workers

Introduction

Labor mobility allows entrepreneurs to meet competition production and increase the value of products. As for the workers, there is always an effort to find good work and a better income. Workers often lack knowledge, expertise, and perception of their abilities, lack information on the labor market, and lack job opportunities, causing both sides to learn slowly. Therefore, labor management, job search, information search, finding job opportunities, and labor movement in the market are mechanisms for better labor management. The international labor movement may be because of the better economy, especially in the East Asian region. Movement characteristics were only the movement of labor between countries within the same region (South-South), and 90 percent was the movement of unskilled labor or semi-skilling labor (Unskilled and Semi-skilled Labor) (Athukorala, 2006) for the movement of Thai workers to work abroad. The migration from Thailand to the destination country has been happening for a long time. Thai workers were going to work abroad because when Thailand in 1973 faced economic problems and low incomes, workers had to struggle to find employment sources that would provide better income. Countries with stable economies changed from poor to rich countries, such as Middle Eastern countries, with a significant development in public utilities. There has been a demand for workers from abroad, which is in line with Thai workers who want to seek employment sources that earn higher incomes, create economic stability for the family, and improve living conditions. (Sriwichailamphan, 2015)

Since 2011, the trend of Thai workers going to work abroad has been continuously decreasing. Wages within the country and abroad are starting to show no difference—problems of war within the country of destination. Moreover, there is high competition in the labor market regarding wages, especially unskilled workers, who are the most Thai workers. As a result, the number of Thai workers going abroad will decrease. Most Thai workers work as production workers in the manufacturing industry, Construction workers, Agricultural workers in agriculture, and service employees in the service sector. Taiwan is one of the countries that receive the most interest from Thai workers in going to work. (Employment Department of the Ministry of Labor, [DOE], 2020)

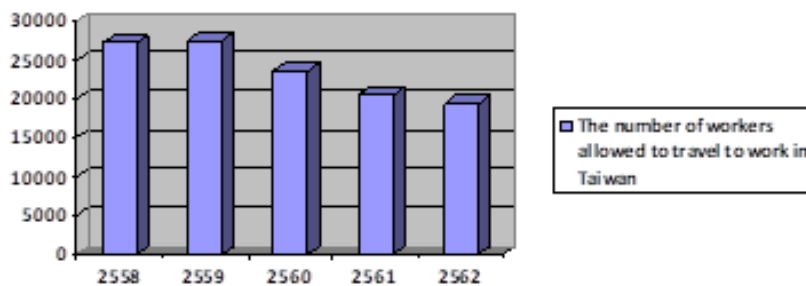


Figure 1: Statistics on the number of job seekers allowed to work in Taiwan from 2015-2019.

Source: Overseas Employment Administration Division. 2020, June 18th)

Figure 1: The rate of Thai workers traveling to Taiwan has been decreasing yearly, according to data on the number of authorized job seekers going to Taiwan from 2015 to 2019.

From the researcher's observation as the vice president of the association Thai Employment Going Abroad Association, Managing Director of FMS Employment Company Limited, and Managing Director of Lean Man Company Limited are companies that send Thai workers to work in Taiwan. It was found that Thai workers who went to work in Taiwan were

not having a good enough quality of life. The reason was the inability to communicate in Chinese with employers and co-workers, lack of understanding of Taiwanese culture, and lack of legal knowledge. There were many cases where Thai workers violated the law without knowing. As a result, they have to be punished with fines and imprisonment, lack of freedom, and lost work opportunities. In addition, other causes directly arise from the personal behavior of Thai workers, such as drinking alcohol, gambling, incurring debt, and even arguing with national workers. Working in Taiwan causes many Thai workers to be heavily in debt and have to borrow money from Thai restaurants, with high interest; in addition, it was found that Thai workers were using drugs, including amphetamines and ice, causing their physical health to deteriorate, and lack of consciousness until unable to work. This was why Thai workers who went to work in Taiwan had a poor quality of life and may cause the employer to cancel the employment contract. The researcher was therefore interested in the study about the relationships between quality management and the quality of life of Thai workers working in Taiwan.

Research objectives

1. Study the quality management of Thai workers working in Taiwan.
2. Study the quality of life of Thai workers working in Taiwan.
3. Study the relationship between quality management and quality of life for Thai workers working in Taiwan.

Research scope

This study aims to investigate the quality-of-life management of Thai workers working in Taiwan. The scope of the study is variable, as below.

1. Study the concept and theory of quality management for Thai workers working in Taiwan.

2. Study the concepts, theories, and quality of life of Thai workers traveling to Taiwan.
- Population and Sample Range

The population used in this study is Thai workers working in Taiwan. The current number of Thai workers in Taiwan is 63,607. (DOE, 2020)

This study investigated the quality-of-life management of Thai workers working in Taiwan. Total number of Thai workers working in Taiwan.

Time range: May to July 2020, for three months.

Literary criticism.

Sending Thai workers to work abroad is an essential policy in promoting employment. In addition to helping alleviate the unemployment problem in the country, it can also bring a large amount of currency into the country. It is considered very beneficial to the country's economy. In addition, working abroad with Thai workers is another way to develop human resources because Thai workers will gain experience and transfer technology that can be used in developing the country. (DOE, 2020) For Thai workers, there should be preparation before

deciding between, such as determining the worthiness of traveling to work abroad. The factors to be considered before deciding to work abroad are health, the rate of wages received when working abroad compared to working within the country, social costs that must be paid (In the form of opportunity costs), and criminal background checks.

Weeraphon Bodirat (Bodirat, 2000) mentioned the theory of quality management (Deming Cycle or PDCA Cycle), Deming's Cycle to Success (EW Deming), and master's in quality management published it as a tool for improving work processes, and help find problems and obstacles in each operational step. This circuit, also known as the "Deming cycle," has 4 English letters: P: Plan = plan, D: Do = act according to plan, C: Check = check, and A: Act = act appropriately.

Usually, PDCA can be used in two ways: (1) Start any activity at a time, whether learning or working. PDCA helps continuously improve activities, starting from planning (P) and implementing (D) goals. Afterward, check or evaluate the plan (C) implementation to determine whether the results are as expected. (2) If the results comply with the plan, evaluate the results (A) as appropriate. Develop operational standards for the same activity if the results do not meet the plan. We may need to consider adjustments that may change goals, plans, or practices.

The quality-of-life management for Thai workers working in Taiwan is to set structured goals for high-quality work in Taiwan. Researchers studied the concept of quality management theory and applied it to the conceptual framework (Chaiyakot et al., 2016), discussing quality. (Quality) refers to operating according to the required standards while considering satisfaction and reasonable operating costs, and (Phrakru Sangkharak Songphan, 2018) talked about management as the work or work of a person or group of people with goals or objectives. Emphasizing implementing policies or plans requires various resources to achieve target outcomes or outputs. In summary, quality management is the process of achieving the following goals:

1. Taiwan Work Plan (Nathapan, 2019) discussion on Quality Planning. Quality Planning (QP) is the development of methods/standards for the processes required to achieve quality objectives. (Plan)
2. Going to work in Taiwan is an implementation of the plan. (Do)
3. The goal is to check for any defects in the operation. (Check)
4. Self-improvement (Yomchinda, n.d) is continuously improving, correcting, and improving oneself by finding new methods. It will be added to improve current performance. (Actions)

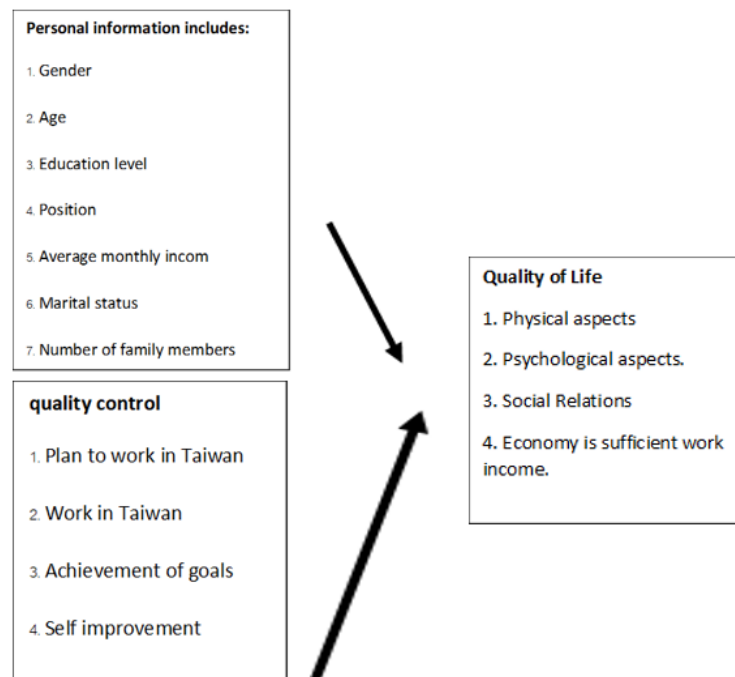
Quality of life is an understanding of happiness, satisfaction, and an appropriate standard of living, including physical, psychological, social, and economic aspects. It includes primary living factors such as food, medicine, housing, clothing, and technological facilities. It is living happily and having a good quality of life.

The concept of quality-of-life theory can lead to the conclusion that quality-of-life implies a perception of happiness, physical, psychological, and independence, independent of others. Society and environment, beliefs, traditions, culture, values, behavior, and spiritual

expression. (Pichetboonkiat, 2009) The essential elements of a whole life in 2009 include food, housing, clothing, and medicine (Muthametha, 1997), including physical, psychological, cultural, and occupational safety, intelligence, knowledge, and abilities development. (Kanjanaakit et al, 2008) Improving living standards to adapt to today's and the future's constantly changing world, including physical health. Psychology, Ethics, Education, and Profession. (Suan Dusit Rajabhat Institute, 2001)

The review and summary of theories/literature/concepts are as follows:

Figure 2: Conceptual Framework



How to conduct research

This study is based on quantitative and literature research. The collected information was from files, textbooks, and websites. The research was related to the background of quality management and the quality of life of Thai workers working in Taiwan. Concepts, theories, and theoretical and relevant research content analysis were used to determine the conceptual framework and improve the quality of life. They were also used for research and preparation of questionnaires related to conceptual frameworks.

Area, population, and sample

The population used in this study are Thai workers working in Taiwan. The current number of Thai workers working in Taiwan. 63607 people. (DOE, 2020). Researchers used Yamane's formula to calculate the formula (1970) 398 people with a 95% confidence level and a 5% tolerance. The sample used to prevent incomplete questionnaire errors will be randomly surveyed based on the number of Thai workers working in Taiwan, a total of 404 samples.

Educational tools

The quantitative method research tool is a questionnaire consisting of 3 parts. The first part is about personal factors, with seven questions and a checklist as the characteristic. The checklist includes gender, age, education level, work, average monthly income, marital status, and several family members. The second part is about quality management issues and quality of life, with 16 questions for each. Questions are on a rating scale with five levels. The meanings of the five levels are as follows: 5 = The most, 4 = Very, 3 = Moderate, 2 = Less, and 1 = Minimum. The final part is the suggestion.

Three experts calculated the accuracy and IOC or consistency of each survey. The consistency value is 0.897, and the reliability test result is the α - Cronbach coefficient of Cronbach. The result of the Alpha Coefficient is 0.984, which is considered suitable for use.

Data collection

In this study, researchers collected two parts of data: the primary data is the data collected from 404 samplings, which are from the questionnaire, and the secondary data is the data from the study. The information collected was from textbooks, papers, journals, academic articles, and research, including websites and related research for creating research tools.

Data analysis

Researchers used ready-made statistical programs to analyze the data in the questionnaire by analyzing the data which was using statistical data, including Percentage, Mean, Standard Deviation, One-way Analysis of Variance, Unidirectional Variable Analysis, Test Analysis, Pearson Correlation Analysis, and Regression Analysis.

Research results

Objective 1. To study the quality management of Thai workers working in Taiwan. The study found that the opinions of quality management personnel. Overall, the average score at the comment level was very high.

Table 1 Quality Management of Mean and Standard Deviation

Quality management average	Average	Standard Deviation (S.D.)	Feedback Level
In terms of planning.	4.33	0.612	The most
In terms of work.	3.95	0.709	Very
In terms of achieving goals.	4.11	0.664	Very
In terms of self-development.	4.30	0.681	The Most
Overview.	4.17	0.591	Very

From Table 1, the overall opinion was very, with an average value of 4.17 and a total standard deviation of 0.591. The highest level of opinion was the overall planning average of 4.33. The standard deviation was 0.612. Followed by the self-development was 4.30, with a standard deviation of 0.681. The overall goal was 4.11, with a standard deviation of 0.664, and overall for work was 3.95, with a standard deviation of 0.709.

Purpose 2. To study the quality of life of Thai workers who go to work in Taiwan. The research results found that the opinions of personnel in quality management Considering the overall picture, the average opinion level score is high.

Table 2 Overview of Average and Standard Deviation for Quality of Life.

Quality of Life	Average	Standard Deviation (S.D.)	Feedback Level
Physical aspects	4.37	0.641	The most
Psychological aspects.	4.30	0.703	The most
Social relations aspects.	4.20	0.692	Very
Economic aspects.	4.27	0.746	The most
Overview.	4.28	0.636	The most

According to Table 2, the research results indicate that the average and standard deviation were at the highest level of 4.28, with S.D. = 0.636. The highest level of Physical Quality of Life, with an average value of 4.37 with a Standard Deviation of 0.641, followed by the overall Quality of Psychological Life, with an average value of 4.30 and S.D. = 0.703. The overall Economic Quality of Life was 4.27, and S.D = 0.746. Finally, most of the opinions from the Social Relations and Quality of Life have an average of 4.20 and a Standard Deviation of 0.692.

Purpose 3. Identify the relationship between Quality of Life Management and Quality of Life for Thai workers working in Taiwan.

Table 3 Relationship between Quality of Life Management and the Quality of Life of Thai workers working in Taiwan.

Quality of Life Management	Quality of Life				Including.
	Physical aspects	Psychological aspects.	Social relations aspects.	Economic aspects.	
Planning to work in Taiwan	r=.745** Sig.=0.000 Relatively.	r=.731** Sig.=0.000 Relatively.	r=.707** Sig.=0.000 Relatively.	r=.726** Sig.=0.000 Relatively.	r=.797** Sig.=0.000 Relatively.
Going to work in Taiwan	r=.452** Sig.=0.000 Relatively.	r=.496** Sig.=0.000 Relatively.	r=.603** Sig.=0.000 Relatively.	r=.540** Sig.=0.000 Relatively.	r=.573** Sig.=0.000 Relatively.
Achieve goals.	r=.680** Sig.=0.000 Relatively.	r=.712** Sig.=0.000 Relatively.	r=.752** Sig.=0.000 Relatively.	r=.747** Sig.=0.000 Relatively.	r=.791** Sig.=0.000 Relatively.
Self-development	r=.798** Sig.=0.000 Relatively.	r=.789** Sig.=0.000 Relatively.	r=.798** Sig.=0.000 Relatively.	r=.786** Sig.=0.000 Relatively.	r=.866** Sig.=0.000 Relatively.
Including	r=.751** Sig.=0.000 Relatively.	r=.765** Sig.=0.000 Relatively.	r=.804** Sig.=0.000 Relatively.	r=.786** Sig.=0.000 Relatively.	r=.850** Sig.=0.000 Relatively.

**Statistical Significance Level = 0.01

According to Table 3, overall Quality of Life Management was related to the Quality of Life of Thai workers working in Taiwan with $R=.850$, $Sig=0.000$ with the relation in the same direction. Therefore, we accepted the research hypothesis of a statistically significant value of 0.01. We concluded that Quality of Life Management was related to the Quality of Life of Thai workers working in Taiwan.

Discussion results.

Goal 1: Quality of Life Management for Thai workers working in Taiwan in terms of planning, work, goal achievement, and self-development. It was found that the overall opinion of most people was very high (4.17, $S.D.=0.591$), which was consistent with the research results. (Chantasri, 2020) Study the overall Quality of Life Management strategy to promote excellence in effective planning in sports and potential developments, including compliance. (Inthacharoen, 2020) Learn the excellent volleyball management model in higher education institutions in Thailand. The management principles were as follows: Planning and Implementation.

Goal 2: The quality of life for Thai workers working in Taiwan includes education, physical quality of life, and psychological quality of life—social relations, quality of life, and economic quality (Saengthongsuk, 2019). Case studies on the quality of life of older adults in Bangkok, Baton Thani, and Nonthaburi Included research on factors related to quality of life: 1) living conditions, 2) physical conditions, 3) self-determination, 4. Good social and emotional relationships aligned with Yenphasuk and Kongritrachan's (2017) study on the quality of life of the people of Samut Sahon Province. The quality of life of the people has four elements: physical and mental. Social and Environmental Relations

Goal 3: The relationship between quality management and the quality of life of Thai workers working in Taiwan is related to all aspects of quality of life. Including physical quality of life, psychological quality of life, social relationship quality, and economic quality of life. (Yenphasuk and Konkritrachan, 2017) Research on the Quality of Life of the People in Samut Sahon Province concluded that the quality of life of the people in Samut Songkhram city was very high. Firstly, having a healthy body, doing things daily, and paying attention to an appropriate diet are essential. (Ungsriwong, 2014) Research on Labor Life Quality and Labor Management in Samut Sahong Province The labor management and quality of life of Burmese immigrants in Samut Sahong Province were closely related. Labor Management: Strengthening Labor Standards Protection and Social Responsibility It was related to the quality of work and life. In the field of work, it was worth it.

Summary

Personal factor analysis showed that males account for 67.3%, females account for 32.7%, aged 31-40, 39.6%, high school graduates or Professional Certificate (Professional Certificate) 40.1%, Production Employees 64.6%, Average Monthly Income 35001-40000 Thai Baht 33.4% of marital status is 45.3%, and 58.9% of 4-6 family members. The overall level of opinion was also very high, with an average of 4.17. From all aspects, I plan to work

in Taiwan. The highest level of opinion, with an average of 4.33, followed by self-development, had the highest level of opinion, with an average of 4.33. On April 30th, the next step will be to achieve the goal with a high level of opinion, with an average of 4.11. Finally, I will work in Taiwan with a high level of opinion. The average value was 3.95, and their opinions were on the quality of life of Thai workers working in Taiwan. The total average of the highest review level was 4.28.

Research feedback

Based on the research results, the researchers proposed the following suggestions:

1. Sample surveys should be conducted in all regions of Taiwan to obtain a broader range of samples.

2. Research should increase interview space. Conduct qualitative research, as this will help develop strategies for sending Thai workers to work abroad to achieve a good Quality of Life and sustainability. Provide suggestions for the following study

Suggestions for the following study

The results of this study should be used for further research, problem analysis, and a comprehensive research framework. Due to the different backgrounds of each era, the research problems will also become more complex. It will be more or less valuable to those who are interested.

New knowledge

Research has found that the relationship between quality management and the quality of life for Thai workers in Taiwan represents the quality of life of Thai workers in Taiwan and comes from the quality management of Thai workers in Taiwan. The following relationship patterns can be displayed:

Figure 3 New Model

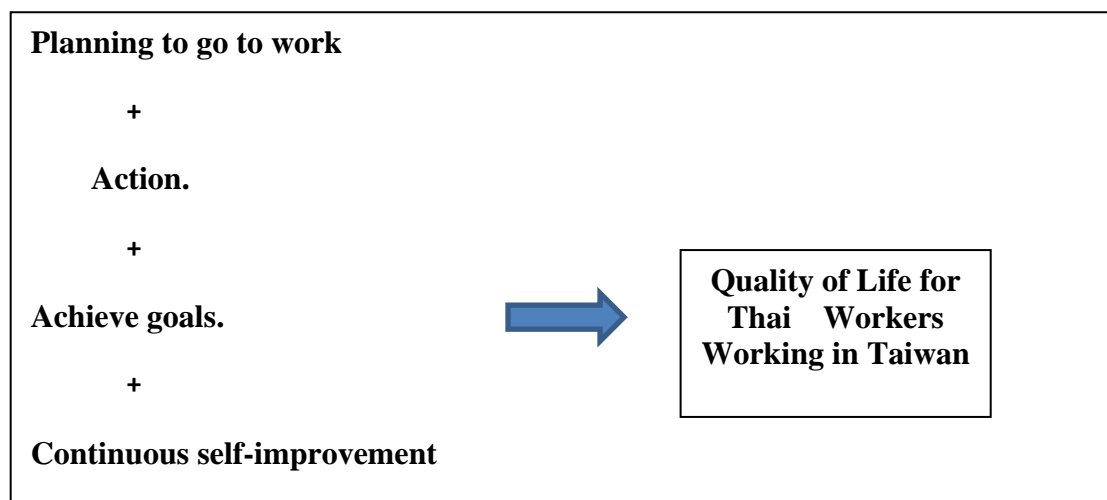


Figure 3 New Model: Quality management and quality of life for Thai workers working in Taiwan.

According to this model, the quality management of Thai workers working in Taiwan includes planning to work in Taiwan. The implementation of this plan was to travel to Taiwan to work, achieve goals, continuously improve the self-esteem of Thai workers working in Taiwan, and improve the quality of life for Thai workers in terms of physical, psychological, and social relationships. In terms of the economy, there was sufficient work income.

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