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<b>Title</b>	<b>Research on Workers in Overseas Korean Companies</b>

### Research Project

sponsored by CFHRS and UNESCO

This questionnaire survey is part of a comparative study of the working conditions of foreign workers employed by overseas Korean companies. For the research, we would like to ask you about your personal working experience, job application process, and daily activities at the workplace.

While filling out this questionnaire, we ask that you do not exchange your views with others. No one outside our research staff will ever see your answers. Collected data will be used only for the purpose of statistical analysis for the research. Please answer every question that is applicable to you.

After completing this questionnaire, please seal it in the envelope we have given you. One of our research staff will collect it.

Thank you very much for your cooperation.

Professor Jong Chun Cha  
Director, Survey Research Center

Researchers: Prof. Hyunho Seok (Sungkyunkwan University)  
Prof. Su Dol Kang (Korea University)  
Prof. Hye Kyung Lee (Paichai University)  
Dr. Jung Whan Lee (Researcher, Survey Research Center)  
Dr. Kiseon Chung (Researcher, Survey Research Center)

### Survey Research Center, Sungkyunkwan University

53 Myongnyun-dong 3-ga, Chongno-gu, Seoul 110-745, Korea

(Phone: +82-2-760-0407 Fax: +82-2-744-6169)

■ **First, we would like to ask you about yourself.** Please make a mark(✓) on the proper answer as shown in <example 1> or write the appropriate number in the blank as shown in <example 2>.

<example 1> What color do you like most?

\_\_\_① brown    v② black    \_\_\_③ yellow

<example 2> How many times did you go to movies last month? 2 time(s)

1. Your sex is:        \_\_\_① male        \_\_\_② female

2. Your birthday is:    month \_\_\_\_\_    year 19\_\_\_\_\_

3. Your religion is:

\_\_\_④ no religion    \_\_\_② Catholic    \_\_\_④ Buddhism    \_\_\_⑥ Confucianism  
\_\_\_① Protestant    \_\_\_③ Moslem    \_\_\_⑤ Hinduism    \_\_\_⑦ other

4. How many years of formal education have you received?        \_\_\_\_\_year(s)

5. You are:    \_\_\_① single, never married    \_\_\_② married    \_\_\_③ divorced    \_\_\_④ widowed

6. Before working in this company, did you have a job?

\_\_\_① Yes    \_\_\_② No

(If yes) 6.1. What kind of job was it?

- \_\_\_① unskilled work (elementary occupation, cleaner, vender, porter, etc.)
- \_\_\_② skilled work (welder, electrician, machine operator, carpenter, etc.)
- \_\_\_③ clerical work (typist, bookkeeper, recorder, cashier, etc.)
- \_\_\_④ professional or technical work (lawyer, engineer, teacher, etc.)
- \_\_\_⑤ managerial or administrative work (senior official, manager, etc.)
- \_\_\_⑥ sales or service work (salesman, cook, hair dresser, policeman, etc.)
- \_\_\_⑦ farmer, miner, fisher, etc.
- \_\_\_⑧ other

6.2. How long did you have that job?        \_\_\_\_\_year(s)        \_\_\_\_\_month(s)

6.3. What was your average monthly income at that job? Please write down the amount **in Vietnamese Dong.**

Dong \_\_\_\_\_

(If no) 6.4. How long were you unemployed?        \_\_\_\_\_year(s)        \_\_\_\_\_month(s)

7. Before you were employed by this company, had you ever worked for other Korean company in Vietnam?

\_\_\_① Yes        \_\_\_② No

■ **The next questions are about your employment process.**

8. What were your reasons for applying to your present company? Please check **every** answer that applies to you.

- \_\_\_ ① high wages
- \_\_\_ ② good work environment
- \_\_\_ ③ recommendation by employment agency
- \_\_\_ ④ recommendation by Vietnamese friends or relatives
- \_\_\_ ⑤ Korean friends or acquaintances
- \_\_\_ ⑥ ease of employment
- \_\_\_ ⑦ guarantee of long-term employment
- \_\_\_ ⑧ no opportunity to get employed in a non-Korean foreign company

9. Who helped you most to get a job in this company? Please check **only one**.

- \_\_\_ ① Vietnamese friends or relatives
- \_\_\_ ② Vietnamese employment agency
- \_\_\_ ③ Vietnamese government officials
- \_\_\_ ④ Korean friends or acquaintances
- \_\_\_ ⑤ Korean employment agency
- \_\_\_ ⑥ Korean company officials or managers
- \_\_\_ ⑦ advertisement in newspapers, TV, etc.
- \_\_\_ ⑧ other

10. Did you spend any money to get a job in this company?

- \_\_\_ ① Yes
- \_\_\_ ② No (skip to Question 11)

(If yes) 10.1. How much money did you spend? Please write the amount for each item

**in Vietnamese Dong.**

- (1) employment service charge      Dong \_\_\_\_\_
- (2) commission                              Dong \_\_\_\_\_
- (3) other                                        Dong \_\_\_\_\_
- (4) total amount of expenses      Dong \_\_\_\_\_

10.2. What was the main source for these expenses? Please check **only one**.

- \_\_\_ ① loans                                      \_\_\_ ④ sale of personal property
- \_\_\_ ② donation from others              \_\_\_ ⑤ other
- \_\_\_ ③ my savings

11. Who mainly provided you with the necessary information to get a job in this company?

Please check **only one**.

- \_\_\_ ① Vietnamese friends or relatives                      \_\_\_ ⑥ Korean company officials or managers
- \_\_\_ ② Vietnamese employment agency                      \_\_\_ ⑦ advertisement in newspapers, TV, etc.
- \_\_\_ ③ Vietnamese government officials                      \_\_\_ ⑧ other
- \_\_\_ ④ Korean friends or acquaintances
- \_\_\_ ⑤ Korean employment agency

12. How well were you informed about employment and working conditions before your employment?

Please make a mark(✓) for each of the following 10 items as the examples shown below.

<p>If you were not informed about the gross product of your company at all, you should check "not at all" as seen in &lt;example 1&gt;. If you knew about Korean religion somewhat, you should check "somewhat" as seen in &lt;example 2&gt;.</p>					
	① very well	② pretty well	③ somewhat	④ a little	⑤ not at all
<example 1> Gross product	_____	_____	_____	_____	_____✓
<example 2> Korean religion	_____	_____	_____✓	_____	_____

	① very well	② pretty well	③ somewhat	④ a little	⑤ not at all
(1) Korean language	_____	_____	_____	_____	_____
(2) Korean custom	_____	_____	_____	_____	_____
(3) Job to be assigned	_____	_____	_____	_____	_____
(4) Employment period	_____	_____	_____	_____	_____
(5) Payment	_____	_____	_____	_____	_____
(6) Length of working hours	_____	_____	_____	_____	_____
(7) Work load	_____	_____	_____	_____	_____
(8) Workplace environment	_____	_____	_____	_____	_____
(9) Workplace regulations	_____	_____	_____	_____	_____
(10) Health care	_____	_____	_____	_____	_____

■ The following questions are related to your work.

13. How long have you worked for this company?

\_\_\_\_\_ year(s) \_\_\_\_\_ month(s)

14. What kind of job do you have now?

\_\_\_① unskilled work (elementary occupation, cleaner, vender, porter, etc.)

\_\_\_② skilled work (welder, electrician, machine operator, carpenter, etc.)

\_\_\_③ clerical work (typist, bookkeeper, recorder, cashier, etc.)

\_\_\_④ professional or technical work (lawyer, engineer, teacher, etc.)

\_\_\_⑤ managerial or administrative work (senior official, manager, etc.)

\_\_\_⑥ sales or service work (salesman, cook, hair dresser, policeman, etc.)

\_\_\_⑧ other

15. What is your job position?

\_\_\_① general worker

\_\_\_④ department manager, director

\_\_\_② supervisor

\_\_\_⑤ executive

\_\_\_③ line manager

\_\_\_⑥ other

16. How long did it take for you to become skillful in your current work?

- ① about one week                       ④ two–three months  
 ② two–three weeks                     ⑤ four–five months  
 ③ one month                               ⑥ longer than six months

17. On the average, how many hours a week do you work for this company? \_\_\_\_\_ hour(s)

18. Are you satisfied with your daily activities at the workplace?

- ① very satisfied                       ④ somewhat dissatisfied  
 ② somewhat satisfied                 ⑤ very dissatisfied  
 ③ neutral

19. Have you ever worked for another foreign company before you came to this company?

- ① Yes  
 ② No (skip to Question 20)

(If yes) 19.1. What was the most important reason you left your previous company?

Please check **only one**.

- ① dirty work                               ⑥ discord with your boss  
 ② dangerous work                         ⑦ was fired  
 ③ difficult work                           ⑧ closure of the company  
 ④ low salary                                 ⑨ other  
 ⑤ discord with fellow workers

19.2. Who introduced your present job to you? Please check **only one**.

- ① Vietnamese friends or relatives  
 ② Vietnamese employment agency  
 ③ Korean friends or acquaintances  
 ④ Korean employment agency  
 ⑤ job advertisement  
 ⑥ other

20. Do you want to move to another company?

- ① Yes  
 ② No (skip to Question 21)

(If yes) 20.1. What is the most important reason you want to move? Please check **only one**.

- ① dirty work                               ⑥ discord with boss  
 ② dangerous work                         ⑦ possibility of being fired  
 ③ difficult work                           ⑧ possibility of the company closing  
 ④ low salary                                 ⑨ other  
 ⑤ discord with fellow workers

21. Next, we are going to ask you about your current work conditions. Please indicate how much you are satisfied or dissatisfied with each of the following 14 items.

	①	②	③	④	⑤
	very satisfied	somewhat satisfied	neutral	somewhat dissatisfied	very dissatisfied
(1) Current job	_____	_____	_____	_____	_____
(2) Employment period	_____	_____	_____	_____	_____
(3) Payment	_____	_____	_____	_____	_____
(4) Length of working hours	_____	_____	_____	_____	_____
(5) Work load	_____	_____	_____	_____	_____
(6) Workplace environment	_____	_____	_____	_____	_____
(7) Workplace regulations	_____	_____	_____	_____	_____
(8) Health care	_____	_____	_____	_____	_____
(9) Lodging/dormitory	_____	_____	_____	_____	_____
(10) Meal provision	_____	_____	_____	_____	_____
(11) Recreation facilities	_____	_____	_____	_____	_____
(12) Collective bargaining	_____	_____	_____	_____	_____
(13) Labor management	_____	_____	_____	_____	_____
(14) Grievance management	_____	_____	_____	_____	_____

22. Please indicate how strongly you agree or disagree with each of the following 9 statements concerning your present job.

	①	②	③	④	⑤
	strongly agree	somewhat agree	neutral	somewhat disagree	strongly disagree
(1) My job is usually interesting enough to keep me from getting bored.	_____	_____	_____	_____	_____
(2) Most of the time I have to force myself to go to work.	_____	_____	_____	_____	_____
(3) I am enthusiastic about my work.	_____	_____	_____	_____	_____
(4) Each day of work seems like it will never end.	_____	_____	_____	_____	_____
(5) I am fairly satisfied with my job.	_____	_____	_____	_____	_____
(6) I think that this company is a great organization to work for.	_____	_____	_____	_____	_____
(7) I am proud to tell others I am part of this company.	_____	_____	_____	_____	_____
(8) I really do not care about the fate of this company.	_____	_____	_____	_____	_____
(9) I would advise a friend to come to work for this company.	_____	_____	_____	_____	_____

23. This time, we would like to ask you about how you think of your Korean fellow workers and boss. Please indicate how strongly you agree or disagree with each of the following 8 statements.

	①	②	③	④	⑤
	strongly agree	somewhat agree	neutral	somewhat disagree	strongly disagree
(1) My boss shows a lot of concern for me on my job	_____	_____	_____	_____	_____
(2) My fellow workers are cooperative on my job	_____	_____	_____	_____	_____
(3) My boss cares a lot about my well-being	_____	_____	_____	_____	_____
(4) I often do things outside of work with one or more of my fellow workers	_____	_____	_____	_____	_____
(5) I have difficulties in communicating with Korean workers due to different way of thinking	_____	_____	_____	_____	_____
(6) I have difficulties in adjusting to Korean ways of working	_____	_____	_____	_____	_____
(7) Korean workers don't understand our customs	_____	_____	_____	_____	_____
(8) Korean workers are prejudiced and discriminate against us	_____	_____	_____	_____	_____

24. Please indicate how strongly you agree or disagree with each of the following 10 descriptions regarding the characteristics of your Korean boss.

	①	②	③	④	⑤
	strongly agree	somewhat agree	neutral	somewhat disagree	strongly disagree
(1) Strict	_____	_____	_____	_____	_____
(2) Warm	_____	_____	_____	_____	_____
(3) Authoritarian	_____	_____	_____	_____	_____
(4) Generous	_____	_____	_____	_____	_____
(5) Impatient	_____	_____	_____	_____	_____
(6) Sympathetic	_____	_____	_____	_____	_____
(7) Demanding	_____	_____	_____	_____	_____
(8) Kind	_____	_____	_____	_____	_____
(9) Rough	_____	_____	_____	_____	_____
(10) Reliable	_____	_____	_____	_____	_____

25. Who gives direct work orders to you ? Please check **only one**.

\_\_\_\_ ① Vietnamese      \_\_\_\_ ② Korean      \_\_\_\_ ③ non-Korean foreigner

26. Compared to workers who do similar work in **Vietnamese companies**, how do you think your working hours, payment, and workload are?

	①	②	③	④	⑤
	much more	somewhat more	same	somewhat less	much less
(1) Length of working hours	_____	_____	_____	_____	_____
(2) Payment	_____	_____	_____	_____	_____
(3) Workload	_____	_____	_____	_____	_____

27. Compared to Vietnamese workers who do similar work in **other foreign companies**, how do you think your working hours, payment, and workload are?

	①	②	③	④	⑤
	much more	somewhat more	same	somewhat less	much less
(1) Length of working hours	_____	_____	_____	_____	_____
(2) Payment	_____	_____	_____	_____	_____
(3) Workload	_____	_____	_____	_____	_____

28. What would you do if your company treated you unfairly? Please check **only one**.

___① be patient and do nothing	___⑤ skip work with some pretext
___② officially protest to the company	___⑥ try to move to another company
___③ submit a petition to a government office	___⑦ work harder for better treatment
___④ appeal to the labor union	___⑧ other

29. The following things could happen between you and your Korean fellow workers or boss. Please indicate **everything** you have experienced.

___① physical attack or punishment	___⑤ sexual harrasment or violence
___② verbal abuse or violent language	___⑥ injury at work
___③ body search	___⑦ illness due to work
___④ forbidden to leave the workplace	

30. Has your employer ever breached your employment contract?

\_\_\_① Yes    \_\_\_② No (skip to Question 31)

(If yes) 30.1. Please indicate all the items breached.

___① working hours	___③ overtime payment
___② payment	___④ pay day

30.2. When this problem occurred, with whom did you consult?

Please check **only one**.

___① did not consult with anybody	___⑥ Vietnamese employment agency
___② company's grievance counselor	___⑦ Vietnamese government officials
___③ Korean fellow workers or boss	___⑧ labor union
___④ Korean employment agency	___⑨ other
___⑤ Vietnamese fellow workers or boss	

31. On the average, how much is your monthly wage **in Vietnamese Dong**? Please include over-time payment and bonuses.

Dong \_\_\_\_\_



32. What kind of impact do you think the presence of Korean companies in Vietnam have on the following subjects?

	①	②	③	④	⑤
	very	somewhat	neutral	somewhat	very
	beneficial	beneficial		detrimental	detrimental

(1) To Korean workers	_____	_____	_____	_____	_____
(2) To the Korean economy	_____	_____	_____	_____	_____
(3) To Vietnamese workers	_____	_____	_____	_____	_____
(4) To the Vietnamese economy	_____	_____	_____	_____	_____

■ Now, we would like to ask you about any changes concerning you due to the economic recession in Asia.

33. Did your employer ever fail to pay your wages after you were employed in this company?

\_\_\_ ① Yes  
 \_\_\_ ② No (skip to Question 34)

(If yes) 33.1. How many months did you fail to receive wages? \_\_\_\_\_ month(s)

33.2. How much was the total amount of wages you didn't receive in **Vietnamese Dong**? Dong \_\_\_\_\_

34. What do you think about the possibility you will be fired within 2-3 months?

\_\_\_ ① not possible at all \_\_\_ ② somewhat possible \_\_\_ ③ very possible

35. Was your monthly wage decreased or increased after the recent economic recession in Asia?

\_\_\_ ① decreased \_\_\_ ② same \_\_\_ ③ increased

**(If decreased)** 35.1. On the average, how much was your monthly wage decreased **in Vietnamese Dong**? Dong \_\_\_\_\_

**(If increased)** 35.2. On the average, how much was your monthly wage increased **in Vietnamese Dong**? Dong \_\_\_\_\_

36. Were your working hours decreased or increased after the recent economic recession in Asia?

\_\_\_ ① decreased \_\_\_ ② same \_\_\_ ③ increased

**(If decreased)** 36.1. How many hours were your weekly working hours decreased on the average? \_\_\_\_\_ hours

**(If increased)** 36.2. How many hours were your weekly working hours increased on the average? \_\_\_\_\_ hours

■ Finally, we would like to ask you about your social life after work.

37. How do you communicate with your Korean fellow workers or boss in most cases?

Please check **only one**.

- ① Korean language                       ④ through a translator  
 ② English                                       ⑤ body language or signals  
 ③ Vietnamese language                       ⑥ other

38. How well can you speak Korean?

- ① very well     ② well     ③ somewhat     ④ poorly     ⑤ not at all

39. How well can you understand spoken Korean ?

- ① very well     ② well     ③ somewhat     ④ poorly     ⑤ not at all

40. How much help did you receive from the following people or organizations when adjusting to your present company? Please check the appropriate answer for each of the following 6 items.

	①	②	③	④	⑤
	very much	pretty much	somewhat	little	none
(1) Vietnamese fellow workers or boss	_____	_____	_____	_____	_____
(2) Vietnamese friends or relatives outside the workplace	_____	_____	_____	_____	_____
(3) Vietnamese religious or social organization	_____	_____	_____	_____	_____
(4) Korean fellow workers or boss	_____	_____	_____	_____	_____
(5) Korean friends or acquaintances outside the workplace	_____	_____	_____	_____	_____
(6) Korean religious or social organization	_____	_____	_____	_____	_____

41. Do you have any Korean friends who are as close to you as your Vietnamese friends?

- ① Yes  
 ② No (skip to Question 42)

(If yes) 41.1. How many are they? \_\_\_\_\_ person(s)

41.2. How often do you get together with them outside the workplace?

- ① almost every day                       ⑤ 2-3 times per month  
 ② 4-5 times per week                       ⑥ once a month  
 ③ 2-3 times per week                       ⑦ once in 2-3 months  
 ④ once a week                                       ⑧ rarely

42. Please indicate how strongly you agree or disagree with each of the following 5 statements.

	①	②	③	④	⑤
	strongly agree	somewhat agree	neutral	somewhat disagree	strongly disagree
(1) Real friends are as easy as ever to find	_____	_____	_____	_____	_____
(2) Sometimes I feel all alone in the world	_____	_____	_____	_____	_____
(3) The world in which we live is pretty much a friendly place	_____	_____	_____	_____	_____
(4) People are just naturally friendly and helpful	_____	_____	_____	_____	_____
(5) There are few dependable ties between people any more	_____	_____	_____	_____	_____

43. The following are problems and complaints that people sometimes have. Please indicate how often you have had each of the following 14 problems in the **past thirty days**.

	①	②	③	④	⑤
	not at all	a little bit	moderate	quite a bit	a great deal
(1) Headaches	_____	_____	_____	_____	_____
(2) Nervousness	_____	_____	_____	_____	_____
(3) Pains in the heart or chest	_____	_____	_____	_____	_____
(4) Feeling low in energy or slow down	_____	_____	_____	_____	_____
(5) Trouble getting to sleep or staying asleep	_____	_____	_____	_____	_____
(6) Poor appetite	_____	_____	_____	_____	_____
(7) Crying easily	_____	_____	_____	_____	_____
(8) Suddenly scared for no reason	_____	_____	_____	_____	_____
(9) Thoughts of ending your life	_____	_____	_____	_____	_____
(10) Feeling lonely	_____	_____	_____	_____	_____
(11) Feeling blue	_____	_____	_____	_____	_____
(12) Feeling no interest in things	_____	_____	_____	_____	_____
(13) Heart pounding or racing	_____	_____	_____	_____	_____
(14) Feeling hopeless about the future	_____	_____	_____	_____	_____

44. How do you feel about **Japanese** people having the following relationships with you? Please check either "agree" or "disagree".

(1) Visitors to my country	_____① agree	_____② disagree
(2) Citizens in my country	_____① agree	_____② disagree
(3) Fellow workers at the same workplace	_____① agree	_____② disagree
(4) Close neighbors	_____① agree	_____② disagree
(5) Very good friends	_____① agree	_____② disagree
(6) My child(ren)'s spouse	_____① agree	_____② disagree



51. Do you want to continue to work for this company?

\_\_\_① yes \_\_\_② no

(If yes) 51.1. How much longer do you want to work? \_\_\_\_\_month(s) \_\_\_\_\_year(s)

51.2. What is the most important reason to work longer?

- \_\_\_① can't find a job in Vietnamese companies
- \_\_\_② my present company offers long-term employment
- \_\_\_③ the level of income is higher here than Vietnamese companies
- \_\_\_④ the work environment is better than Vietnamese companies
- \_\_\_⑤ other

(If no) 51.3. When do you want to quit the job? Within\_\_\_\_\_month(s)

51.4. What is the most important reason you want to quit the job?

- \_\_\_① have made a sufficient amount of money
- \_\_\_② don't want to work for a foreign company any more
- \_\_\_③ can find a better job in an Vietnamese company
- \_\_\_④ can find a better job in another foreign company
- \_\_\_⑤ other

52. Do you want to go to Korea to work?

\_\_\_① yes \_\_\_② no

(If yes) 52.1. What is the most important reason you want to go to Korea to work?

- \_\_\_① higher wages
- \_\_\_② opportunity to learn better job skills
- \_\_\_③ better work environment
- \_\_\_④ opportunity to gain experience in a foreign country
- \_\_\_⑤ other

(If no) 52.2. What is the most important reason you don't want to go to Korea to work?

- \_\_\_① don't want to leave my country
- \_\_\_② like my present company
- \_\_\_③ don't think I can make more money in Korea
- \_\_\_④ bad work environment in Korea
- \_\_\_⑤ other

**THANK YOU VERY MUCH FOR COMPLETING THE QUESTIONNAIRE.**