

# Managing the Informal Sector Workforce of the Social Security System in a Selected Municipality in the Eastern Region of Thailand

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**Abstract.** *The purposes of this study were: 1) to develop a system to manage the informal sector in the workforce; 2) to investigate the informal sector's understanding of their rights and capacities; 3) to study the needs of the informal sector in terms of paying social security premiums; and 4) to evaluate the developed system. The researcher developed a one-stop service system to manage the informal sector in the selected workforce. The researcher's methodology was research and development (R&D). The development process of the study was the ADDIE model which is Analysis, Design, Develop, Implement and Evaluation. The one-stop service system was implemented and evaluated by the stakeholders. A purposive sample was selected, composed of 29 stakeholders who lived in a selected municipality in the Eastern region of Thailand. The data were collected by conducting a semi-structured interview. The results of this study showed that most of the participants in the selected municipality in the eastern part of Thailand knew their rights and they could have to pay premiums of up to 200 baht monthly. They expressed moderate satisfaction with the overall system, but commented that the self-service subsystem was too difficult for the informal sector; and it should be better and faster than the present service. They concluded that the system would be more useful if it was easier to use.*

**Keywords:** Informal Sector, Management, System, Social Security, Municipality, Thailand

## Introduction

“Thailand’s informal economy is very large, and provides employment and income for the great majority of the working population” ( International Labour Subregional Office for East Asia, 2004, p. 1). The working population in Thailand consists of two types: the formal and informal sectors. The workers in the formal sector are regular workers and work under the Labor Protection Laws. The National Statistical Office defines the informal sector as all workers who are at least 15 years old and are working without the full benefits of Social Security (Ministry of Information and Communication Technology, 2009, p. 2). The workers in the informal sector consist of part-time workers, home-based workers, sub-contract workers, and casual workers. Actually, the informal sector occurs in the household, usually works in different types of jobs, and can broadly be divided into units consisting of those engaging in production and services of which the major objective is creating employment and incomes for the individuals concerned. The jobs can also be either full-time or part-time, and they can be self-employed, take their work home or work in small enterprises.

According to the report of the Ministry of Information and Communication Technology in 2009, there were 14.1 million workers in the formal sector or 36.6 percent of the total workforce and 24.3 million in the informal sector or 63.4 percent. The number in the informal sector has increased by 1.8 million (1.3%) in the past five years. The Thai government has recognized that the informal sector should be provided with a livelihood, as its huge number in the workforce has been continuously increasing since 1997. Therefore, the government has created a policy for the informal sector.



- The purposes of this study were:
- To develop a system to manage the informal sector in the selected workforce.
  - To investigate the informal sector’s understanding of their rights and capacities; and
  - To study the needs of the informal sector in terms of paying 4 premiums
  - To evaluate a developed system for the selected municipality in the Eastern region of Thailand.

**Research Questions**

- There were four research questions of this study:
1. What is the system to manage the informal sector like?
  2. What are the elements of the system?
  3. How do the elements relate to each other?
  4. Will the development system work?

**Literature Review**

**Social Security in Thailand**

The Social Security Policy was set up in Thailand in 1950 by the Department of Social Security (Sukhothai Thammathirat University, 2009); however, there were some arguments from private insurance companies and the government at that time. They did not prepare any joint contribution budget in the Social Security Policy. In the end, that policy was ignored. The government did not pay attention to it. Furthermore, in 1990 all the policies were restored (Sukhothai Thammathirat University, 2009). The policy set up seven benefits for the insured members. These were: accident or hospitalization, maternity, disability, death, child benefits, pension, and unemployment. There were three parts of joining the contribution which was a policy for the formal sector who works with an employer. The first part was for employees who pay contributions which are the amount of their salary equivalent. The second part was for employers who also pay the amount equivalent to five percent of the contribution equivalent to the base pay of the employees. Lastly, the government will pay a contribution of 2.70% of the employees’ base salary. Nevertheless, there were many workers in small enterprises who were unable to avail themselves of these benefits.

Table 1 The New Contribution Rates and Benefits of the Informal Sector

Contribution Rate		Benefit Package						
Informal Sector	Government	Sickness	Maternity	Disability	Death	Old-age Pension	Child allowance	Unemployment
70	30			√	√			√
100	50			√	√	√		√

Table 1 shows the new contribution rates which the government recently proposed for the informal sector in May 2011 (Social Security Act BE 2554, 2011). The first choice, the informal sector will pay a contribution of 70 Baht and the government will pay 30 Baht, which will provide the informal sector with three benefits: disability, death, and unemployment benefits. The second choice, the informal sector will pay a contribution of 100 Baht and government will pay 50 Baht, which will provide the informal sector with four benefits: disability, death, unemployment and old-age pension benefits. The informal sector can choose either one of them.

### **The Formal and Informal Sectors in Thailand**

The International Labour Office defined the informal sector as small enterprises which distribute goods and services, but which are not covered by social security or are unregistered with the government. These workers are usually self-employed, such as farmers, fishermen, home workers, taxi drivers, construction workers, entertainment venue workers, domestic staff, street-side or market vendors, and other categories of self-employed workers.

Niratorn, Sanamchod, Thaisong, and Raweewong (2010) created four strategic management plans and programs for the Ministry of Labour that addressed the different adverse needs and protection for the informal sector workers.

The first strategic plan refers to the extension program for the informal sector.

This strategy is gauged to improve and develop the laws on how to protect the informal sector. This plan will focus on the following:

1. To develop, improve, and issue the laws to protect the informal sector workers, based on international standards, and provide decent working environments and programs to address such needs as family savings and old age pensions, occupational health for unfair contractual farmers, reduce problems between employers and the informal sectors, expand the benefits of the Social Security Act under section 40, and explore the possibilities of issuing the policy about social service, such as education funds, public health services, unemployment, disabilities, pensions, and death, improved social services by the private sector, eliminate the debt of the informal sector, and enforce recent laws for the informal sector.

2. To support and develop the public health service system for the informal sector, such as to expand the benefits from the social security fund, especially the sickness benefit, to create policies to allot the budget for the informal sector by the local government, such as the municipality, and to collaborate between the public and private sector for better management of social health services for informal sector workers.

3. To support the local government for establishing health policies for informal sector workers that will likely look for a local government unit which will be the role model for other local government units about promoting occupation health, to develop more programs for the informal sectors' database, to develop planning policies, and to empower the local government to work on social security.

The second strategic plan pertains to the knowledge and development of workers' competencies, such as to develop the informal sector workers' skills, funds, mobility in the workforce, and the quality of the productivity or the service of the informal sector. This strategy also covers standard licenses for skilled workers to improve the education of the informal sector. Moreover, this strategic plan wants to call attention to employers of the informal sector workers to the support health care provision.

The third strategic plan underscores the extension of the opportunity to work, such as to develop the sustainability at work, to promote vocational guidance services for informal sector workers, to improve the source of employment and income distribution which includes the strengthening of opportunities to earn extra income and enhance the revenue collection for non-farm enterprises and off-farm enterprises, and also to support local employment by the public and private sectors in the local government.

The fourth strategic plan highlights the enhancement in the performance of the informal sector management, such as to create an organization or national mechanism to support the informal sector databases, to forge an understanding of the importance of management of the informal sector and the duty of the Labour Ministry in handling the informal sector, to enhance the capabilities of people who work in the informal sector, to organize unions in local governments, provinces, and international levels, to negotiate unjust working situations of the informal sector, and to choose a leader from the informal sector to rectify changes to the existing social security, health, work safety, and employment.

As the researcher looked into the different strategic plans cited above, it can be surmised that all four strategic plans focus on the conditions of the informal sector. Each strategic plan has its own aspect of promulgating laws and programs that concern the development of the plight of the informal sector workers.



### **Maslow's Theory on the Hierarchy of Needs**

Security is one of the basic needs of humans, according to Maslow (1954). It is the second step of his Hierarchy of Needs, which is the Safety Needs, such as the needs for shelter, job security, retirement plans, and insurance, which will motivate workers to keep working happily. This will not only benefit the workers, but also the family members of the workers. They will feel that their loved ones will be taken care of. Maslow (1954) pointed out that individuals are driven by their own unsatisfied needs. Unless they satisfy these compelling needs, they will not move on to the highest level which is self-actualization. He also stressed that people need to fulfill every aspect of their being so that they can act unselfishly towards others. His Hierarchy of Needs was divided into five different levels. The first one is Physiological Needs which are the basic needs and most important for human beings' survival. At this level, all humans need air, water, a place to live, and clothes to wear in order to survive in this world. The second need is Safety Needs. In this stage, the needs must be fulfilled by living in a safe area, having medical insurance, having job security, and having financial reserves. The third need is Social Needs. This is the level in which each individual needs to relate with other people to establish friendships, a sense of belongingness to a group, and the capability of giving and receiving love. The fourth need is Esteem Needs. This need can be divided into two groups which are external motivations and internal motivations. External motivations pertain to the preservation of your dignity as an individual. Internal motivation refers to value yourself as a worthy person. The fifth level is Self Actualization which is the highest peak of Maslow's motivation hierarchy. It is about the quest for the full development of our potentials. According to Maslow (1954), this level seems to be very difficult to attain.

The informal sector also felt that they wanted to be treated the same as the formal sector who are the Thai citizens and must be the same under the Thai constitution, and this is the third need of the hierarchy, which is the Social Needs. These needs concern social belonging which means to be accepted in the same society. The researcher believes that these two levels of needs are the main concern of this study.

### **The Concept of a One-Stop Service**

Sawetnanthikul (2009) conducted a study called "*Customers' Satisfaction and Service Using Behavior Trend toward One Stop Service of the Division in the Phayathai District*". This study was a quantitative study which collected data by questionnaire. The sample consisted of 414 people.

Jaikaew (2006) conducted a study called "*The Quality's Service of the One Stop Service Center in Mai Sai Customs House, Chiang Rai Province*". The sample in this study were 200 customers who were serviced and 80 officers at the center. This study was an independent quantitative study.

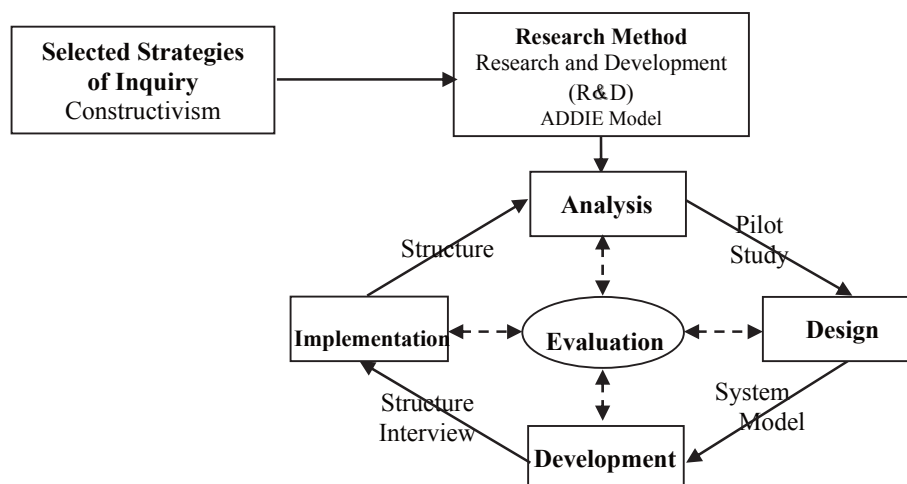
Borriharn (2006) conducted a study named the "*Entrepreneurs' Satisfaction with Services at One Stop Service Center of Consumer Protection Division, Chiang Mai Provincial Public Health Office*". The 298 people in the sample were selected by a systematic technique from permitted license entrepreneurs from food, medicine, and clinics.

Kanokwuttipong (2004) conducted a study called "*Factors Affecting Satisfaction of One Stop Service*". This case study used a quantitative methodology and the data were collected from 200 questionnaires in the Yannawa District of the Bangkok Metropolitan Administration.

These four studies had a similar objective, which was to study the quality of satisfaction of the one-stop service and the results of these four studies showed that the participants were satisfied with the one-stop service.

## Research Design

The research design of this study was Research and Development, as outlined in Figure 1.  
Figure 1 The Study Framework



Source: Adapted from Gagne, Golas, Keller and Wager (2005, p. 18)

## Research Method

This study used a Research and Development approach. The researcher used the ADDIE model as the research framework. Swanson and Holton (1997) stated that the ADDIE model is commonly used in the Training and Development Practice. There are five phases in the ADDIE model which are analyze, design, develop, implementation, and evaluation. The five steps are discussed as follows.

### *Analysis Phase*

The research was conducted by problem analysis concerning the problems of the informal sector by looking at the rights of Thai citizens. The researcher used the ADDIE Model to analyze the results of the pilot study and the results eventually resonated with the problem of the study.

Analyzing the results of the pilot study showed that there were three major differences. The first one was the difference in the benefits between the formal and informal sectors, the second one was the different contributions, while the third one was that the informal sector workers do not have stable incomes.

### *Design phase*

The researcher needed to define the goals and needs to be achieved in the course of problem-solving. During this process the designer worked with the subject matter to determine the skills to be taught and a strategy for implementing them. The design process should always be dynamic and inventive.

### *Development phase*

According to the findings from the pilot interviews, the incomes of the informal sectors were based on their working hours and were not stable. So, applying for social security should not take much time and must be convenient for the informal sector workers. Therefore, the system design must be easy to use and uncomplicated as well.

### *Implementation phase*

For this stage, the researcher needed to show and discuss the system design with the stakeholders who were representatives of the informal sector workers, a mayor of the selected municipality in the Eastern region of Thailand, and the officers who worked in the office of the selected municipality in the Eastern region of Thailand to find the most suitable rate for all informal sectors.



***Evaluation phase***

In this stage, the researcher reflected on whether she had discovered the solution to the problem. This component replicated its logical function as the point whether the proposed solution to the problem was successful. The focus group was conducted by using a semi-structured interview to receive their comments concerning the implementation phase.

There were 10 stakeholders who evaluated this system. They were six representatives of the informal sector workers, a mayor of the selected municipalities in the Eastern region of Thailand, and three officers who worked on social security section 40 in the social security office in the selected municipality. The cartoon animation and the semi-structured interview were tools for seeking clarification from the stakeholders about the system's design.

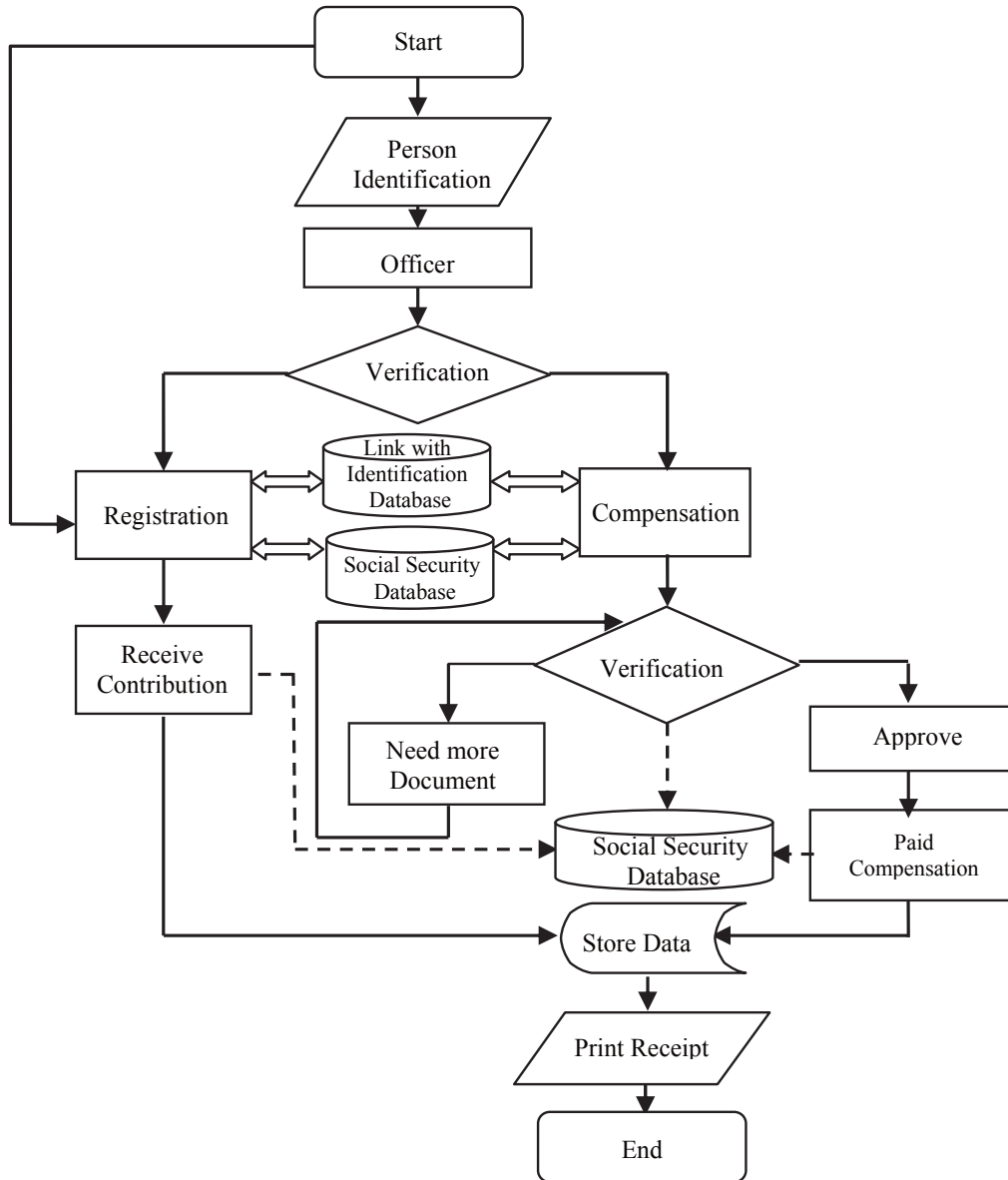
**Data Collection and Data Analysis**

Creswell (2009, p. 179) mentioned that there are four interview options which are one-on-one interviews, telephone interviews, focus group interviews, and e-mail internet interviews. The researcher chose face-to-face interviews and focus group interviews to collect data from the participants because the participants could provide historical information and the researcher could control unexpected questions.

After the data were collected by interviewing, the responses were read through by the researcher and coded into meaningful categories. Then the data were generated in detail about the events of the participants in the selected municipality in the Eastern region of Thailand by representing a narrative of the events. Finally, the findings were interpreted by comparison with the information from the literature review.

**The One-Stop Service System Process for the Informal Sector**

Kanokwuttipong (2004) stated that the one-stop service is a simple service which must occur one  
 Figure 2 The Informal Sector Service System Flowchart



Place and should not be too complicated by reducing the processes, and saving time and cost. Therefore, the researcher chose the one-stop service to manage the system for the informal sector.

According to Figure 2, the service system is divided into three subsystems: Registration Subsystem, Received Contribution Subsystem, and Paying Compensation Subsystem.

Figure 3 The Subsystem of Registration Flowchart

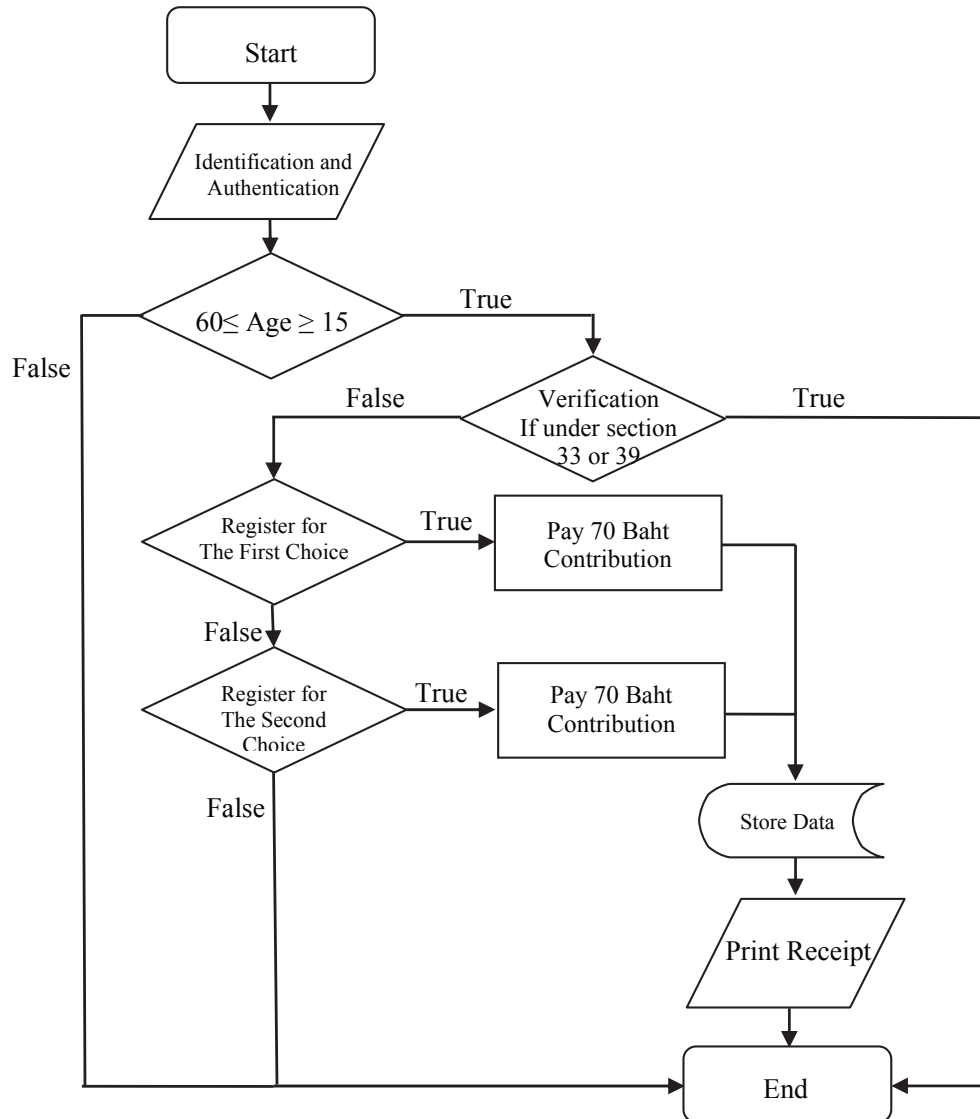


Figure 3 presents the Registration Process subsystem. The first step of the process is “Identification and Authentication”. This step offers convenience for the informal sector workers who come to register for social security. In this step, the informal sector workers need to identify themselves by presenting an identification card and also to authenticate the information that shows the person who wants to register. In case the person does not bring their identification card, the officer can use the name or the identification card number to check the information from the identification database. After the officers have approved the Identification and Authentication step, there are two conditions which must be checked: 1) the person must be at least 15 years old and not more than 60 years old; and 2) the person must not be insured under sections 33 or 39. Then, the person can register or inform the officer which program they want to register for. There are two programs for the informal sector workers to choose from. The first program is paying a contribution of 70 Thai Baht (or about 2.20 USD) and the government pays that part of the contribution which amounts to 30 Thai Baht (or about 0.90 USD). The second program is paying a contribution of 100 Thai Baht (or about 3.10



USD) and the government pays the part of the contribution that amounts to 50 Thai Baht (or about 1.5 USD). After the person pays the contribution, they will receive a receipt. This transaction is saved in the Social Security Database for the future, and then the Registration process is completed. The Registration Process is linked to the Receiving Contribution Process.

Figure 4 The Subsystem of Receiving Contribution Flowchart

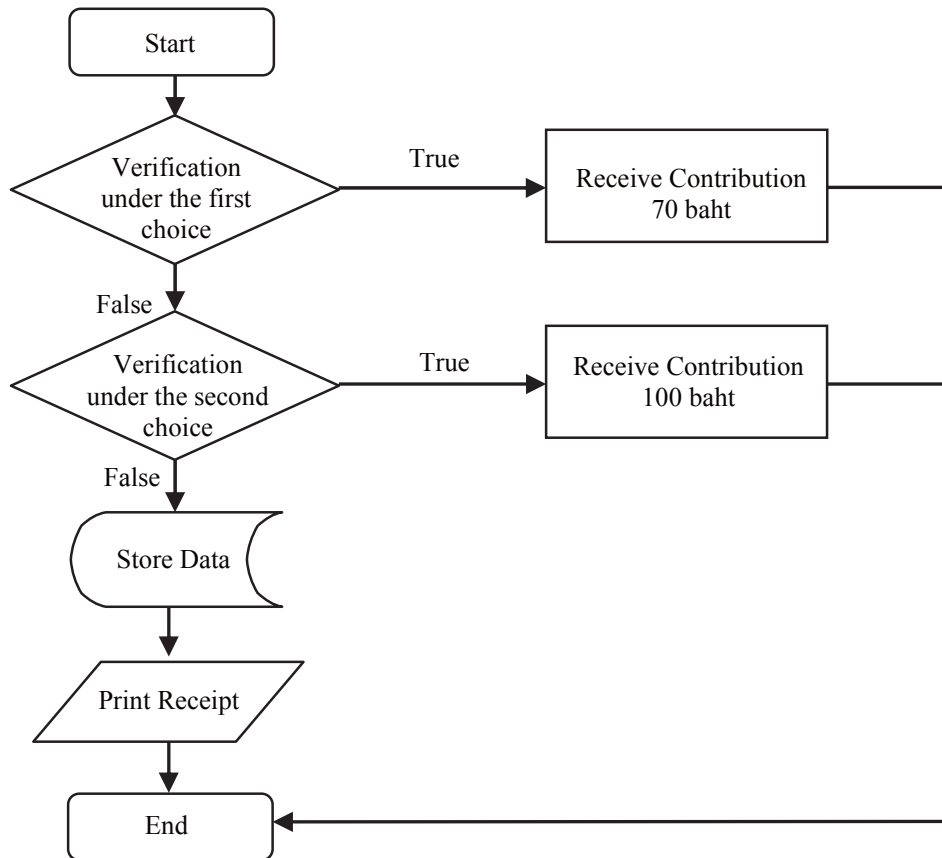


Figure 4 shows the process which is for the insured workers to pay contributions. This subsystem depends on the social security program that the informal sector workers have chosen. After they have paid their contributions, they will receive a receipt, and then the transaction will be recorded in the Social Security Database for future information.

Figure 5 The Subsystem of Compensation Flowchart

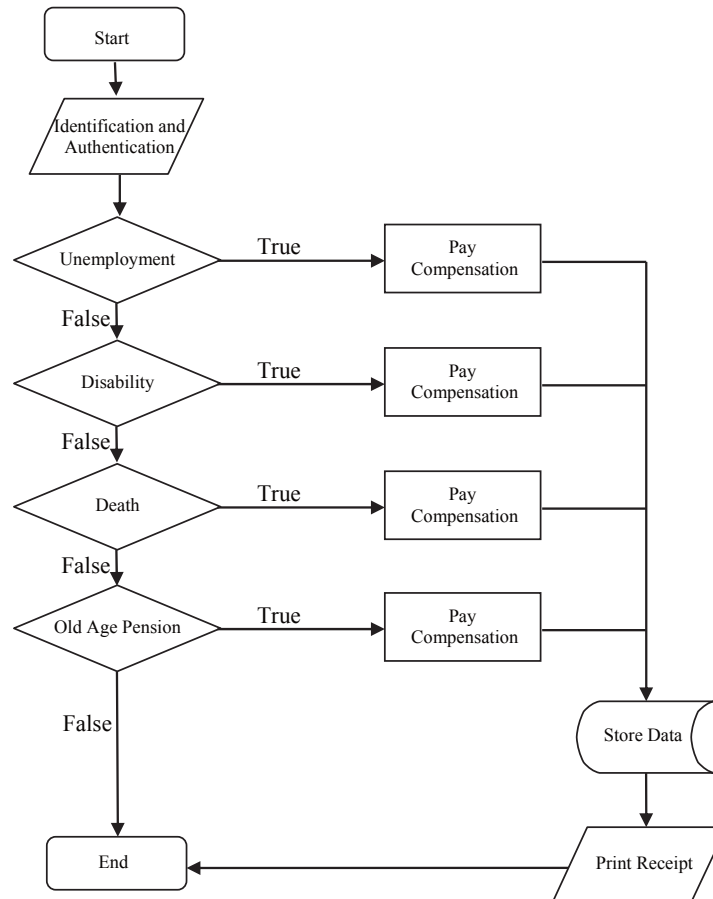


Figure 5 presents the Compensation subsystem. This subsystem is divided into four functions: Unemployment Compensation, Disability Compensation, Death Compensation, and Old Age Pension.

The Unemployment Compensation Function is one of the four functions in the Compensation Subsystem. This function begins with Identification and Authentication, which means that the insured's identity is checked, and then the conditions of the unemployment compensation are checked before paying compensation. The unemployment conditions are as follows:

- The insured has paid contributions for at least three consecutive months.
- The medical certificate which certifies that the insured has been admitted to a hospital for at least two days.
- The insured will receive 200 Baht per day for not more than 20 days per year.

Some of these conditions can be retrieved from the Social Security Database, such as the details of the contributions of the insured. After all three conditions have been approved; the insured will receive compensation if they have a receipt. If they have not met the three conditions; they will not receive compensation. Finally, this transaction will be recorded in the Social Security Database.

Disability Compensation Function is the second function of the Compensation subsystem. This function starts with Identification and Authentication, which means that the insured's identity is checked, and then the conditions of the disability compensation are checked before paying compensation, such as the doctor's certificate. The other disability conditions are that the insured has to pay contributions for at least six consecutive months and the insured will not receive this compensation for more than 15 years. The insured will receive compensation of about 500 -1,000

baht a month with the receipt. There are four differences for this disability compensation. The first one is that if the insured has paid the contribution for six out of 12 months, they will receive 500 Baht compensation monthly for 15 years. The second one is that if the insured has paid the contribution for 12 out of 20 months, they will receive 650 Baht compensation monthly for 15 years. The third one is that if the insured has paid the contribution for 24 out of 40 months, they will receive 800 baht compensation monthly for 15 years. The last one is that if the insured has paid the contribution for 36 out of 60 months, they will receive 1,000 baht compensation monthly for 15 years. In cases where the conditions are not completed, the insured cannot receive compensation. Finally, this transaction will be recorded in the Social Security Database.

The Death Compensation Function is the third function of the Compensation subsystem. This function starts with Identification and Authentication, but it is different from the first two functions mentioned above. This step means the identity of the beneficiary is checked. Then, one condition must be checked which is that the insured must have paid contributions for six consecutive months in a 12 month period. This condition must also be completed with the original death certificate. The beneficiaries will receive 20,000 baht compensation for the funeral costs. In cases where the conditions have not been completed, the insured cannot receive compensation. Finally, this transaction will be recorded in the Social Security Database.

The Old Age Compensation Function is the last function of the Compensation subsystem, but this is different from the three compensation functions which are mentioned above. This function also starts with Identification and Authentication, which means that the insured's identity is checked, but this compensation is only for the insured who has registered for the second function of the social security program. This function is for the insured that has paid the monthly 100 Baht contribution. The second condition that must be checked is the insured must be 60 years of age. The insured will receive the pension depending on their length of time in paying the contributions. This means that the insured will receive the old-age pension from the number of the months they have paid the contribution multiplied by 50 baht, plus interest. In cases where the conditions are not met, the insured cannot receive compensation. Finally, this transaction will be recorded in the Social Security Database.

There is an animated Road Map for the informal sectors at the Social Security Office to introduce the system step by step. The animated Road Map guides the informal sector workers for the self-service registration and receiving contributions in the One-Stop Service System. This animated Road Map shows how to use the Social Security under the section 40 Program (SSS40) which starts with a welcome note, as shown in Figure 6.

Figure 6 The Screen Before Entering the SSS40 Program

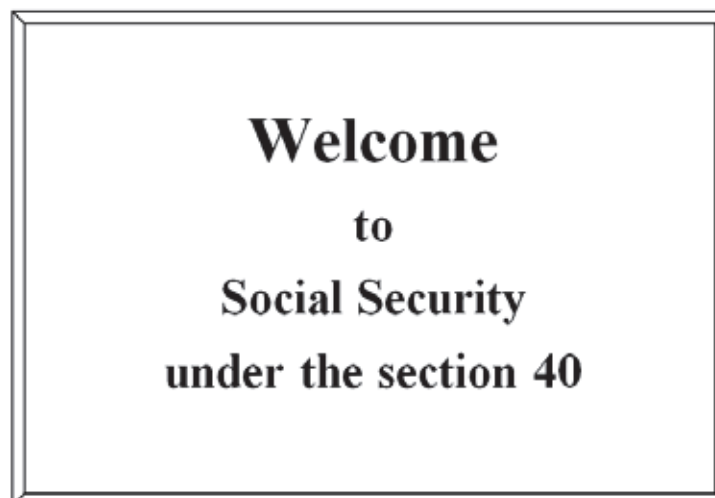




Figure 7 The Main Menu of the SSS40 Program

**Main Menu**

**Do you want to.....**

- Register**
- Receiving Contribution**
- Compensation**

Figure 7 shows the main menu which the informal sector worker can choose to register or receive the contribution menu to work on.

Figure 8 The Screen for Inputting Names to Get Information from the SSS40 Program

Name  Last name

Identification Number  -    -     -   -

Figure 8 shows the screen for Identification and Authentication.

Figure 9 Type of Compensation from the SSS40 Program

**Compensation**

- Unemployment**
- Disability**
- Death**
- Old-age**

Figure 9 shows the compensation menu which must be completed by the officers. This menu is not self-service.

## Findings and Discussion

The 29 interviews were coded by hand and the raw data were classified into four meaningful categories, as in Table 2.

Table 2 The coding categories

Categories	Subcategories
Government Duty	Protection Promotion Development Caregiver
The Characteristics of the Informal Sector	Tripartite Bipartite
Problems	Work Related Social Services Government Information General
Social security	The First Choice The Second Choice The Required Choice

The findings showed that all participants knew their rights, based on Institution 2006, that they are all Thai citizens and must receive the same rights from the government. The evidence from the interviews indicated that there were four sub-categories which are protection, promotion, development, and caregiver. Many of the participants had similar opinions about the protection of rights, that they wanted the government to do so, while some related to what they did for a living.

Most participants commented about what they did for a living which concerned their jobs. The participants wanted the government to promote many things for their well-being.

The participants expressed their experiences and wanted the government to give them some help in terms of development. Most participants commented that they needed career development. However, education was not left out and it was stated that education should be focused more on good, decent people.

In terms of caregivers for the participants, they wanted people who came from the government to take care of them. The participants also believed that it was the government's responsibility to take care of all the informal sector workers who are Thai citizens.

Most of the participants believed that the best caregivers must come from government officers and must be someone who is close to them. This person should know something of each participant's personal information and it would be nice to come from an election.

The participants talked about their work and work environment. When the social security topic came up, they divided social security for the informal sector into two sub-categories which were tripartite and bipartite.

There are usually three parties involved in social security for the formal sector, such as employer, employee, and government for paying contributions. Some participants of this study also had three parties, but still could not apply for social security under section 33, because they had the same conditions as the formal sector.

The findings showed that some participants had employers and worked with the same conditions as the formal sector, but could not get social security.

Most participants were self-employed who had their own business or some worked with their family's business. They would like the government to help them pay the contribution, having the same rights as Thai citizens.



Most of the participants had service jobs which had customers, but were not employers. Most participants wanted the government to be part of social security as a second party.

All participants had some problems. Some of the problems were similar and some were different. The first problem was work-related. Many of the participants expressed their experiences which were related to their jobs. Many of the participants wanted some money for investment. A few had their own personal problems. The problems were similar, which meant the type of jobs did not make a difference.

The second problem related to social services. Many participants complained about the services of hospitals, such as the quality of the medicine and the time that they had to spend waiting in the hospital. These affected the participants' jobs.

The third problem related to government information. Many participants had no idea about the new social security system, so that they complained about the way that the government advertised the program. The government should have plans about advertisement, such as television, newspapers, and broadcast in the community before launching the program.

The last one was general problems. These problems came from different points of view from the participants. One participant believed that if people had different rights or felt like second class citizens, soon there would be trouble for society.

These findings also corresponded with the results from the study of Sukhothai Thammathirat University (2009), in which the participants complained about their work because of unstable incomes. However, Yommana, Nakkrajarn, Thaiwong, and Galwthai (2007) issued one of the strategic plans about these problems. These strategic plans were aimed at improving the sources of income distribution and strengthening the opportunities to earn extra income, to enhance revenue collection, to organize funds for all informal sector workers, and to reduce the debt of the informal sector workers.

Recently, the government has launched two choices of social security under section 40 for the informal sector, whereby the government would help pay part of the contributions. Many participants expressed their opinions about the two choices of the new social security system. At the same time, many of the participants also shared their need for social security.

The First Choice is that the government will help by paying a contribution of 30 baht and the insured person will pay 70 Baht, with three benefits: disability, death, and unemployment. Some participants agreed that 70 Baht a month was not too much for them, but some were not sure they could afford to pay. One important comment that came out was why are there not seven benefits, especially the sickness benefit which was very important for them, but why had it been left out.

The Second Choice is that the government will help pay the contribution of 50 Baht and the insured person will pay 100 Baht with four benefits: disability, death, old-age pension, and unemployment. Many participants stated that they would choose the second choice of social security if there were not any choices which gave more benefits than this one. Many participants still wanted the same seven benefits and also mentioned that they wanted the sickness benefit.

All participants expressed their opinions about the types of social security that they wanted. They had the same doubts about why social security could not be the same for all citizens. Many participants expressed their needs about what kind of social security that they needed. Most participants wanted to have the same benefits as the formal sector and many participants also mentioned that they could pay a contribution of 200 Baht a month for the seven benefits.

## **The Results of the Evaluation**

This study sought to develop a system to manage the informal sector in the selected workforce and evaluate the developed system. The second purpose of the study was to evaluate the developed system and also to answer the fourth research question which was if the system will work.

According to the ADDIE model as a systems approach, the goal of this section is to implement and evaluate the One-Stop Service System of Social Security under section 40.

There were two self-service subsystems which are self-service registration and self-service paying

contributions, and three subsystems serviced by officers, which are registration, paying contributions, and receiving compensation. Among the stakeholders only twenty percent were extremely satisfied with the two self-service subsystems. In contrast, forty percent of the stakeholders were extremely satisfied with the service subsystems which were serviced by officers.

#### **The stakeholders' comments**

The informal sector stakeholders mentioned that the two self-service systems were too difficult for them to use, because of insufficient computer skills even though there was a system usage introduction. They believed that the self-service system would take longer to complete than the service by officers.

The officers who worked for social security section 40 were satisfied with the two self-service systems. They believed that these two systems would help them save time, but one of the officers mentioned that these systems would be difficult for the informal sector workers. The paying Contribution System self-service would be possible, but the Register System would be too difficult for them because some of the informal sector workers lacked the knowledge to use the system. However, the self-service systems should be easier for the informal sector workers to use.

The mayor was satisfied with all the systems, but worried about the informal sector workers' ability to use the system.

According to the comments from the stakeholders, most of them were satisfied with the system, but there were also some different comments, such as with the officers' site. They were satisfied with the two self-service subsystems, but all of the informal sector workers said that they were difficult for them. The informal sector workers believed that it would be easier and faster to be serviced by officers. Another interesting comment was about the language that was being used in the System Usage Introduction of the Compensation subsystem.

### **Answers for the Research Questions**

#### ***Research Question 1: What is the system to manage the informal sector like?***

The researcher chose the one-stop service to manage the informal sector workers, because the system contained the qualifications which satisfied the needs of the participants which were uncomplicated and did not take much time. The participants wanted to save time, because their incomes were calculated on a daily basis and any interruptions to their work meant a loss of income.

#### ***Research Question 2: What are the elements of the system?***

The one-stop service system is a system that is not complicated, quick, and is serviced at one place for each contact. The system was divided into three subsystems which were the Registration subsystem, Receiving Contribution subsystem, and Paying Compensation subsystem. These three subsystems were based on the structure of the social security system.

#### ***Research Question 3: How do the elements relate to each other?***

The three subsystems worked together which began from the first subsystem to the next subsystem. This one-stop service begins with the cartoon animation which introduces the system to the informal sector workers about how to register for social security under section 40 and how to pay the contributions by themselves and in case that they needed help they could ask the officers to register and pay the contribution for them. Nevertheless, the last subsystem which is the receiving compensation needs to be serviced by officers only.

These three subsystems use the same database, because when the informal sector workers register to become insured, they need to update the personal information which would be recorded in the Social Security Database and would be the same as the paying contribution. This would be a record in the same database. When the insured come for compensation, the condition would be checked from this same database. Each payment is recorded in the same database as well, because this is a condition which needs to be checked for the next compensation.

#### ***Research Question 4: Will the development system work?***

This system was evaluated by the officers who worked in the social security office in the selected municipality in the Eastern region of Thailand, the mayor of the selected municipality in the Eastern



region of Thailand, and the representatives of the informal sector workers.

All of the participants, who were informal sector workers, believed that the two self-service subsystems were difficult for them, because they lacked computer knowledge. The officers were satisfied with those two self-service subsystems, but suggested that they should be easier for the informal sectors to use.

The fourth strategic plan of Niratorn *et al.* (2010) focused on the performance enhancement of the informal sector workers. This plan mentioned about developing and updating the information technology, such as the database of the informal sector workers. This research was a one-stop service system to manage the informal sector in a selected municipality in the Eastern region of Thailand. This system also relied on information technology, and the database must be up to date in order to service the informal sector workers in real time.

## Conclusions

According to the findings of this study, the participants wanted to have the same social security as the formal sector had, with the same seven benefits. The participants understood that they did not typically have employers, but they wanted the government to help them and pay half of the contribution. With these needs, the participants could pay a contribution of up to 200 Baht monthly. In addition, the participants also needed career development to make their incomes more stable and the possibility of loans as well. Most of the participants' needs were based on Maslow's hierarchy-of-needs theory of human motivation, which were to have well-being and security of all workers and families in society.

The results from the interviews showed that the stakeholders were somewhat satisfied with the overall system. This study revealed that there were differences in the system satisfaction. In terms of the informal sector, all of the participants who evaluated the system were not satisfied with the self-service system. They felt that the two self-service subsystems were difficult for them to use. The officers were satisfied with the system and the two self-service subsystems; however, the system needed to be easier for the informal sector workers, because they did not have sufficient computer knowledge to use the system.

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