

Abstract

The Thesis on Female Labour in Subcontracting System : A Case Study of Female Outsourcing Staff of Thai Catering Department, Thai Airways PCL, aims to (1) study different employment conditions between female outsourcing staff and permanent staff of Thai Catering Department, (2) study attitudes of female outsourcing staff of Thai Catering Department towards being outsourcing staff and fight for changing employment conditions and (3) study process on changing employment conditions of female outsourcing staff of Thai Catering Department. The samples of this study were female outsourcing staff of Thai Catering Department. This Department was selected because staff outsourcing of all department of Thai Airways PCL had the same pattern so findings from studying staff outsourcing of any department would be similar. In addition, the researcher has been working in this Department and is familiar with its staff. As a result, it is more convenient to access sources of data. The concept frameworks of this study were outsourcing concept, marginality and the otherness.

It was found from the study that employment conditions between outsourcing and permanent staff working in the same duty and the same department were significantly different in terms of wage and remuneration. Permanent staff will be promoted annually, both grade and salary, and receive bonus as well. However, outsourcing staff receive fixed wage which will be increased according to minimum wage only. Another discrimination is annual or leave which outsourcing staff had lower right than that of permanent staff. Lastly, outsourcing staff did not receive any welfare, except social security, from Thai Airways PCL. With employment difference, female outsourcing staff faced problems i.e. discrimination and double standard. They were considered second class people or marginality. From no hope on changing employment conditions, they would like to change their status to permanent staff.

However, some female outsourcing staff preferred to accept their status due to age and did not need to start new jobs. They hoped that the management may give priority to outsourcing staff working for years. Some female outsourcing staff would like

to resign and find new jobs. They were waiting for chances to get new jobs and, then, resign.

It was found from the study that no intention to fight for changing employment conditions of female outsourcing staff had several causes such as no leader, no time due to working overtime, and no organization acting as representatives. The reason was limitation to join the labor union since union members shall be permanent staff only. The labor union, the representative on right and benefit protection of permanent staff, blocks and repel outsourcing staff, the marginality of the organization as well.

From the study results mentioned above, the researcher recommends stakeholders to provide outsourcing staff right and welfare similar to that of permanent staff or provide outsourcing staff proper remuneration. The company saves welfare costs and responsibilities so it should compensate outsourcing staff with remuneration equal to that of permanent staff with same employment periods. Outsourcing staff working for 10 years and above should be placed as permanent staff by considering performance instead of examination.

In addition, collaborating groups for female outsourcing staff should be established to support flight and negotiation, protect right and benefit such as the labor union of permanent staff.