

Confronting the Competition in the Labor Market: An Interview  
Study about Vietnamese Workers versus Questionnaire Responses  
from Taiwanese Workers in Taiwan

By

Hai Nhi Nguyen

阮海兒

Submitted to the Faculty of  
Department of International Affairs in partial fulfillment of  
the requirement for the degree of  
Bachelor of Arts in International Affairs

Wenzao Ursuline University of Languages

2023

WENZA O URSULINE UNIVERSITY OF LANGUAGES

DEPARTMENT OF INTERNATIONAL AFFAIRS

This senior paper was presented

By

Hai Nhi Nguyen

阮海兒

It was defended on

November 19, 2022

and approved by

Reviewer 1: Huai-Zhi Sheu, Associate Professor, Department of International Affairs

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reviewer 2: Shao-Tzu Wu, Assistant Professor, Department of International Affairs

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Adviser: Daniel Lin, Associate Professor, Department of International Affairs

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Copyright © by Hai Nhi Nguyen 阮海兒

2023

**Confronting the Competition in the Labor Market: An Interview Study about  
Vietnamese Workers versus Questionnaire Responses from Taiwanese Workers  
in Taiwan**

Hai Nhi Nguyen, B.A.

Wenzao Ursuline University of Languages, 2023

**Abstract**

Due to the Taiwanese government's Immigration Worker Policy, the entry of foreign workers these years caused specific competition for both local and alien laborers in Taiwan. With an aged population, low birth rate, and more high-educated people, Taiwan is facing serious labor shortages in many sectors. While many Taiwanese citizens are not willing to serve in manual or blue-collar jobs. To fill these vacancies, the Taiwanese government has been implementing policies for attracting expats to work. As a result, Taiwan has become a destination for workers from different nations to pursue and develop their careers. However, the existence of these alien workers led to competition with the local ones. In the study, I aim to investigate the competition between Taiwanese and foreign workers; as well as to identify the outlook toward the Taiwan labor market. To attain the study purposes, I approached Taiwanese workers and Vietnamese workers (as a representative of foreign workers) who had been employed in Taiwan. Here, I used two methodologies to collect data as interviews with Vietnamese workers and questionnaire responses for Taiwanese

workers. From the study participants' reflections, experiences, thoughts, and feelings about working in Taiwan, I conducted a comparison in the concept and thinking of Taiwanese and Vietnamese laborers in specific, or local and foreign workers in general. In my study, the findings include difficulties of Vietnamese employees at work in Taiwan; the differences and similarities in the evaluation of the labor market from Taiwanese and Vietnamese workers; and the aspects of competition that both workers had to confront. Thus, the study could help both local and foreign workers, here as the Vietnamese, to figure out the solutions to the problems and harsh competition in the market. Besides, from the reflections on the Taiwan labor market of participants, some suggestions were made for the Taiwanese government and policymakers to improve their labor market as sustainable, potential, and positively competitive compared to the global market.

因為台灣的移民法規，目前移工之進入引來本土勞工以及移工的競爭。隨著老年化、低生育率、以及高學歷人口增長，台灣在各部門都面對缺工問題。大部分台灣人不願意從事辛苦以及藍領階級工作。為解決缺工問題，台灣政府試圖吸引移工，由此，台灣成為許多移工發展自己經濟生活的地點。但是，移工與本地勞工的競爭仍然存在。本研究室理解這個競爭，以及整體勞動市場，我訪問了本地以及越南勞工，也使用問卷研究方式。本研究發現，移工在本地工作有許多困難處，例如工作表現的不公平評斷以及彼此相處的問題。由此，

本研究可以幫助勞工群眾如何解決問題，而且，也建議台灣政府如何去解決移工之處境以及福利問題，讓整體台灣經濟更有全球化競爭力。

Keywords: competition, labor market, local and foreign workers

# TABLE OF CONTENT

<b>INTRODUCTION.....</b>	<b>1</b>
<b>Background.....</b>	<b>1</b>
<b>Motivation .....</b>	<b>5</b>
<b>Research Purpose .....</b>	<b>5</b>
<b>Research Questions .....</b>	<b>6</b>
<b>Contribution .....</b>	<b>6</b>
<b>Limits.....</b>	<b>7</b>
<b>Delimits.....</b>	<b>7</b>
<b>LITERATURE REVIEW .....</b>	<b>8</b>
<b>Competition in the Labor Market .....</b>	<b>8</b>
<b>Competition in Labor Market in Taiwan .....</b>	<b>10</b>
<b>Competition between Local and Foreign Workers in Taiwan Job Market.....</b>	<b>13</b>
<b>The Indicators of Competition from Immigrant Workers in Taiwan Labor Market .....</b>	<b>16</b>
<b>Prejudices and Privileges.....</b>	<b>16</b>
<b>Job Opportunities .....</b>	<b>18</b>
<b>Wages and Benefits .....</b>	<b>20</b>
<b>Work Conditions.....</b>	<b>22</b>
<b>METHODOLOGIES.....</b>	<b>24</b>
<b>Research Design.....</b>	<b>24</b>
<b>Research Methodology.....</b>	<b>24</b>
<b>Participants.....</b>	<b>24</b>
<b>Data Gathering Instrument.....</b>	<b>25</b>
<b>Data Gathering Procedures.....</b>	<b>27</b>
<b>Statistical Data Analysis and Procedure .....</b>	<b>28</b>
<b>DATA COLLECTION AND ANALYSIS .....</b>	<b>31</b>
<b>Introduction of Collected Data.....</b>	<b>31</b>
<b>Data Profile .....</b>	<b>31</b>
<b>Vietnamese Worker Interviewees.....</b>	<b>31</b>

<b>Taiwanese Worker Respondents .....</b>	<b>35</b>
<b>Answers to the Research Questions.....</b>	<b>36</b>
<b>Difficulties of Vietnamese Workers in the Taiwan Labor Market.....</b>	<b>36</b>
<b>Evaluation of the Taiwan Labor Market from the Viewpoints of Taiwanese and Vietnamese Workers.....</b>	<b>43</b>
<b>Vietnamese Interviewees with Trades Job Type .....</b>	<b>46</b>
<b>Vietnamese Interviewees from Unskilled Job Types .....</b>	<b>48</b>
<b>The Evaluation from 12 Taiwanese Respondents .....</b>	<b>49</b>
<b>The Probable Competition in the Taiwanese Job Market .....</b>	<b>54</b>
<b>CONCLUSION AND SUGGESTION .....</b>	<b>58</b>
<b>Discussion.....</b>	<b>58</b>
<b>Finding 1 .....</b>	<b>58</b>
<b>Finding 2 .....</b>	<b>59</b>
<b>Finding 3 .....</b>	<b>61</b>
<b>Conclusion and Suggestion.....</b>	<b>62</b>
<b>APPENDIX 1 QUESTIONNAIRE FORMAT FOR TAIWANESE WORKERS.....</b>	<b>64</b>
<b>APPENDIX 2 LIST OF QUESTIONS IN THE QUESTIONNAIRE AND INTERVIEW.....</b>	<b>72</b>
<b>APPENDIX 3 INTERVIEW CONSENT .....</b>	<b>75</b>
<b>BIBLIOGRAPHY .....</b>	<b>79</b>

## LIST OF TABLES

<b>Table 1 Interviewees sorted into job types.....</b>	<b>32</b>
<b>Table 2 General Information of 12 Vietnamese Interviewees.....</b>	<b>34</b>
<b>Table 3 General Information of 12 Taiwanese Respondents .....</b>	<b>36</b>

# INTRODUCTION

## Background

The labor force plays a pivotal role in economic development. The labor shortage is attributed to rising wages, inflation, and supply chain issues in the short run. In the long term, it could negatively affect GDP growth, induce an economic recession, and limit the expansion of sectors operated by blue-collar and manual workers in the future. For these reasons, governments always attempt to balance and improve the labor market as much as possible. However, today, many countries are facing labor shortages due to low and aging populations. Taiwan has been known as one of the four Asian tigers for its high level of economic growth since the 1960s.<sup>1</sup> It has been among the world's wealthiest nations and has become a global hub for manufacturing automobiles, electronic components, as well as information technology. The country emerged as a reliable exporter and made its citizens one of the most robust economies in Asia.

Notwithstanding, Taiwan's economy is facing a big obstacle due to the shortage of workers caused by its sparse population. According to the National Development Council, Taiwan will have become a super-aged country, in which the people aged 65 and above constitute 20 percent of the total population.<sup>2</sup> In 2020, it was recorded that 16 percent of the Taiwanese were 65 and older. The number tended to increase over the year and is forecasted to reach 40 percent by 2060.<sup>3</sup> At the same time, the birth rate of Taiwanese people is also a great concern, at which the current

---

<sup>1</sup> Christine Benton, "The Rise of the 4 Asian Tigers: Why Your Business Needs Them," <https://localizejs.com/articles/the-rise-of-the-asian-tigers-and-why-your-business-needs-them/>.

<sup>2</sup> Human Resources Development, *Population Projections for the Republic of China (Taiwan): 2018-2065*, by National Development Council (National Development Council 2018).

<sup>3</sup> *Population Projections for the Republic of China (Taiwan): 2018-2065*.

birth rates in 2022 are only 8.394 births per 1,000 people.<sup>4</sup> According to the real statistics, we can see that Taiwan has an unbalanced population, with more of the elderly, but fewer of the young. As a result, human resources in this country will become much more precious by the time when the demand for firms to recruit is rising, but the supply of workers is declining. Apart to the Directorate General of Budget, Accounting, and Statistics (DGBAS), at the end of 2018, the average age of workers in Taiwan's labor market was 40.1 years old.<sup>5</sup> Specifically, DGBAS indicated that the 25-44 age group of workers accounted for 58.2 percent of the entire labor force, while the 45 and older group made up 32.9 percent.<sup>6</sup> Until 2018, the number of retirees in the local labor market reached the top of 100,000 a year.<sup>7</sup> Meanwhile, the Taiwanese are not willing to work in 3D jobs which they consider dirty, degrading, and dangerous. The statistics also illustrated that in February 2018, Taiwan industries (excepting agriculture, forestry, fisheries, and animal husbandry) lacked 244,000 workers, including 101,000 for mid-level technical positions.<sup>8</sup> As published by the Ministry of Interior's Construction and Planning Agency, the personnel shortage doubled from 2019 to 2020. 88,897 new employees are needed by construction companies, including 20,471 basic workers and 68,426 engineers.<sup>9</sup>

To resolve the imbalances and shortages in the local labor market, on November 29, 2018, the Executive Yuan passed a new economic immigration bill that would attract foreign professionals, foreign mid-level technicians, and overseas compatriots, immigrant investors

---

<sup>4</sup> *Population Projections for the Republic of China (Taiwan): 2018-2065*.

<sup>5</sup> DGBAS, "Manpower Survey Results in February 2022," *National Statistics R.O.C* (2022), <https://eng.stat.gov.tw/ct.asp?xItem=48291&ctNode=3274>.

<sup>6</sup> DGBAS.

<sup>7</sup> DGBAS.

<sup>8</sup> Information Services, *New Economic Immigration Policy* by Executive Yuan (Executive Yuan 2018).

<sup>9</sup> Mathew Strong, "Taiwan Faces Rising Shortages of Construction Workers " (2022), <https://www.taiwannews.com.tw/en/news/4435398>.

necessary for national development without affecting domestic job opportunities or wage levels.<sup>10</sup> Moreover, the policy was implemented to adjust Taiwan's population structure to sustain the country's development in the future. In January 2022, the Ministry of Labor also discussed a policy that would allow eligible migrant workers to apply for residency.<sup>11</sup> This policy is expected to solve the challenge of training new workers after the experienced ones are forced to leave Taiwan after meeting the official deadlines. Besides, the policy will protect the rights of these alien workers and eternally prevent them from being "guest workers". In particular, the skilled migrant workers who have been in Taiwan for six years with salaries meeting certain thresholds will be able to apply for residency. Via the policy, the legislators also approached to minimize the impacts of the aging population and low fertility rates on Taiwan's labor market.<sup>12</sup> For the agriculture labor market, it was the third year until 2022 that Taiwan opened its door and gave millions of job opportunities to Southeast Asian workers to address the shortage of seasonal labor, the farms' small-scale production, and the resultant small number of workers (between 3 and 5), and so on. The Ministry of Labor considered the recruitment of migrant workers as a temporary solution to the labor shortage and recommended raising the working conditions and wages to attract foreign employees.

Nevertheless, there are many arguments about these policies, and in the long term, this could put the Taiwanese local employees under the pressure of harsher competition in their labor market. These immigrant policies are leading to an imbalance of competition between local and alien workers and are attributed to rising wage suppression in the Taiwan labor market. The

---

<sup>10</sup> .

<sup>11</sup> Stephanie Chiang, "Taiwan Mol to Finish Migrant Worker Immigration Policy Assessment by March " (2022), <https://www.taiwannews.com.tw/en/news/4405032>.

<sup>12</sup> Chiang.

problem is posed that Taiwanese employees would have to harshly compete with migrant workers who have similar skill sets. While in terms of salaries, migrant workers are paid less than local workers. Particularly, in 2018, the Council of Agriculture allowed the livestock sector to recruit 400 foreign workers per annum at a fixed salary of 28,000 NTD, lower 24 percent than the salary for Taiwanese workers.<sup>13</sup> Firm owners are more likely to choose migrant employees as a result. In contrast, the local workers will have to face much greater pressure in seeking job opportunities, dealing with salary rates, and meeting certain issues about rights and benefits. In addition, a rise in wage suppression is caused by increased discrimination, forced arbitration agreements, guest worker programs, and employer-created "lawless zones" in the labor market where workers lack effective labor protections because of their immigration status. An article on *the News Lens* indicates that though having a fast and stable GDP growth of 2.98 percent (2020), Taiwan's minimum wages have been remaining low and unequal to its prosperity.<sup>14</sup> Last year, it was recorded that the minimum wages of Taiwanese workers just rose by NTD 200 only. Not increasing minimum wages will violate workers' rights and place an unfair burden on their livelihoods. At the same time, Taiwan's employers are addicted to cheap labor, especially low-income migrants, and the government has not taken measures to wean them off it. This also started an exploitation decade in this labor market where alien workers were abused by their employers.

---

<sup>13</sup> Isabelle Cheng, "Saving an Aging Industry by Employing Migrant Workers: The Legalization of Agricultural Migrant Workers Intaiwan " (2022).

<sup>14</sup> Roy Ngerng, "Taiwan's Minimum Wage Is Not Adequate for Its Cost of Living " (2022).

## **Motivation**

Due to the labor shortage caused by the aging population and low birth rates, the Taiwan government implemented immigrant worker policies as solutions for sustainable economic development. However, without applying proper strategies, this can become one of the culprits leading to an imbalance and different risks in the local labor market. As a result, an interview study is necessary to investigate how unproductive and lopsided the labor market is in the thoughts of participants. The study can help policymakers figure out more effective measures for the labor shortage in Taiwan now, but not put a threat on the local workers. Once these immigrant worker policies can be improved, this can ensure rights and benefits to protect both local Taiwanese employees and also foreign workers in the labor market; minimize the imbalance in minimum wages, and in a long run, survive the country's lopsided economy.

## **Research Purpose**

The research purpose of my study is to illustrate the competition in the Taiwan job market that both local and foreign workers have to be facing. In specific, I choose the Vietnamese representatives for immigrant workers in Taiwan. My findings first aim to illustrate the background of Taiwan's labor market which includes several issues, especially labor shortage. Besides, I would like to overview the New Southbound Policy of the Taiwanese government which is introduced to attract Southeast Asian workers to deal with the labor shortage in Taiwan. As a result, in many aspects, the job market is affected, and raise both local and foreign participants different competition when working here. Therefore, I will initiate research to identify the issues they are facing in Taiwan's labor market intending to collect necessary data

and suggest the available solutions to improve the problems of Taiwan's job market as well as what the workers have to be dealing with.

### **Research Questions**

1. What are the problems that Vietnamese workers have to face up with in the Taiwan labor market?
2. Is Taiwan such a good destination for work? An evaluation of the Taiwan labor market on the viewpoint of Vietnamese laborers and a comparison to the Taiwanese workers' opinions
3. What are the probable competitions in the Taiwanese job market?

### **Contribution**

Via this paper, my audiences can have both general and specific views on how Taiwanese and Vietnamese workers have to compete in the Taiwan job market. The readers can have further understandings or new knowledge from individuals' experiences in different fields of job. These include their own stories, reflections, and opinions from different people who are working for the cost of livings in Taiwan. Especially, once they can understand the difficulties of both local and foreign workers, they can also understand the recent situation in Taiwan's labor market. Besides, the research also aims at identifying the weaknesses in the labor market that the Taiwanese government should improve. Hence, the participants can have a positive and friendly working environment with sufficient protection rights to contribute to the national economic development.

## **Limits**

As the research is based on interviews about individual thinking, experience, and opinions, somehow, the findings might be varied among interviewees. Coming to some opinion questions, it can be limited in the range of neutrality. Some participants who have negative experiences or thoughts will provide biased answers. Besides, not all participants are willing to straightforwardly or truthfully share their own stories. Therefore, at some points, the quality of the answers might not be guaranteed. In addition, there will be certain sensitive questions for certain interviewees. For example, when asking about the salary or the bad experience with the workers' boss, some might feel like it touched on their sense of anger or shyness. To conclude, the interview study can sometimes be based on individual conceptions and emotions.

## **Delimits**

The study cannot reach all of the Taiwanese and Vietnamese workers in Taiwan. Instead, the representatives via a brief survey in specific groups will be selected for an in-depth interview. For that reason, the study might not reflect perfectly the very details of the very individual. Additionally, the study could not cover every scope of the labor market, but only during-work experience-related issues. The issues just can cover in detail such as market self-evaluation based, job opportunities and wages, and work conditions. Besides, it will not ask the participants to analyze or evaluate the present immigrant worker policies in specific.

## LITERATURE REVIEW

Competition is essential for the job market. The competition contributes to the sustainability of the market and raises labor qualities. Lack of competition in the labor market may cause the whole economy to stagnate as the people have no interest or force to compete for a job, soon the market and its participants cannot be developed. However, in some aspects, harsh competition will generate certain difficulties for the labor.

### Competition in the Labor Market

#### Theories of Labor Market

There are many ways to define the labor market. The labor market is a market in which people offer their skills to employers in exchange for wages, salaries, and other forms of compensation.<sup>15</sup> There, participants include any person seeking to work for compensation, and any person looking for people to perform labor. Theoretically, the labor market determines the allocation of labor and its costs, or where persons work and how much they can be paid.<sup>16</sup> Besides, the job market can be referred to as the supply of and demand for labor where employees provide the supply and employers provide the demand.<sup>17</sup> The most important motivation in the labor market is wage and other monetary compensation. In the market, both workers and wages are mobile and flexible. In particular, workers can move or change to a demanding place for work, and their wages can be up or down based on their skills, experience, and job performance.<sup>18</sup>

---

<sup>15</sup> Shawn Grimsley, "Labor Market: Definition and Theory," *Study.com* (2016), <https://study.com/academy/lesson/labor-market-definition-theory-quiz.html#:~:text=The%20labor%20market%20is%20where,market%20to%20compete%20for%20jobs>.

<sup>16</sup> Grimsley.

<sup>17</sup> Grimsley.

<sup>18</sup> Grimsley.

The labor market is operated by the general economic law of demand. The price for labor is relative to the quantity of labor available in the market. This means when wages decrease, employers will hire more people and contrast. In general, the price of labor will decide the demand for labor of the employers.

### **Importance of the Labor Market**

The labor market plays a pivotal role and takes as a major component of any economy. It is directly linked to markets for capital, goods, and services. Workers are the inevitable part of the production process who use tools and equipment to turn inputs into outputs for the economy. Without workers, employers could not create goods and services, and also make profits. Additionally, the workforce does keep a great contribution to the national economy. No industry or sector can progress without the support of labor. The job market also helps build new industries, which increases the opportunities for workers and decreases the unemployment rate of a country. Relevantly, the measures include productivity, participation rates, total incomes, and gross domestic product (GDP). As a result, the national economy can be positively improved. In the range of macroeconomics, the supply and demand of the labor market are attributed to both domestic and international market dynamics. The factors are shown as immigration, population age, and education levels. At the microeconomic level, individual firms interact with employees. The actions of hiring and firing, cutting and raising wages will influence the labor market in terms of working hours, and the compensation and benefits each can receive for their job.

### **Causes of Competition in the Job Market**

Different factors lead to competition in a certain job market. These include shifts in the demand for labor, participation rates, demographic principles (migration, changes in the structure

of the population), qualifications and skills required for jobs, the length of training, and so on.<sup>19</sup> Specifically, as wages increase, more people will enter the labor market and compete for the higher-paid jobs; yet, if the pay declines, fewer people tend to seek a job.

### **Advantages of Competition in the Labor Market**

It can be said that the competition benefits the job market. As it drives labor toward much more productive employment. It helps enhance the firm-level productivity and push the job allocation to more productive firms within an industry. The competition also stimulates firms to lower their costs and run their businesses as effectively as possible. With a restriction of competition, the prices are likely to increase and quality is likely to suffer. Hence, the entire economy can be pulled back, as well as inhibiting innovation, increasing prices, and curbing economic growth.

## **Competition in Labor Market in Taiwan**

### **Significances of Taiwan Job Market**

The performance in Taiwan's labor market is one of the main drives for this country's rapid and sustainable economic development.<sup>20</sup> According to "The Labor Market in Taiwan: Manpower, Earnings, and Market Institutions", Taiwan was evaluated that massive unemployment had never been a problem in its labor market.<sup>21</sup> The country ran as a model of how

---

<sup>19</sup> EconomicsOnline, "Competitive Labor Market " *Economics Online* (2020), [https://www.economicsonline.co.uk/business\\_economics/competitive\\_labour\\_markets.html/](https://www.economicsonline.co.uk/business_economics/competitive_labour_markets.html/).

<sup>20</sup> Walter Galenson, "The Labor Market in Taiwan: Manpower, Earnings, and Market Institutions," *Springer* (1999), [https://link.springer.com/chapter/10.1007/978-1-4615-4995-6\\_13#citeas](https://link.springer.com/chapter/10.1007/978-1-4615-4995-6_13#citeas).

<sup>21</sup> Galenson.

to handle labor in an environment of economic growth. Apart from the Directorate-General of Budget, Accounting and Statistics, in February 2022, the labor force participation rate in Taiwan observed an increase at 59.21 percent compared with 58.9 percent in 2018.<sup>22</sup> Also, Taiwan's unemployment rate edged down to 3.67 the lowest rate since March 2018. Thanks to the proper leadership of the Republic of Chinese (R.O.C) government, Taiwan has a prosperous economy and a stable labor market. The government implemented several strategies and policies to balance, improve and industrialize the job market. The successful land reform of the government led to a rapid rise in demand for non-agricultural labor, which created real earnings for workers. Moreover, Taiwan has shifted its resources from low productivity to high productivity sectors. In "Taiwan's Economic Success", Yun-Feng Tai compared the remarkable change in the agricultural sector of Taiwan which decreased from 36 percent in 1952 to 9 percent of national domestic production in 1981.<sup>23</sup> This is a miracle that brings Taiwan today one of the most prosperous economies in the world. At the same time, the incentives adopted by the R.O.C government (cutting down from 5 years income tax holiday to 4 more years) are used to support the capital-intensive and high technology industries, higher exemptions on machinery imports, and business tax exemptions on virtually all raw materials used in exported manufacturers.

### **Problems of the Competition in Taiwan Labor Market**

However, in recent years, Taiwan's job market has been facing an unbalance in supply and demand. There is a shortage of basic-level workers for the reasons of industrial restructuring,

---

<sup>22</sup> DGBAS.

<sup>23</sup> Yun-feng Pai, "Taiwan's Economic Success," *Journal of Third World Studies* 3, no. Economic development in the third world, 1 (1986), <https://www.jstor.org/stable/45197199?read-now=1&refreqid=excelsior%3Af0c85101859d12f850ce790885c1e7cc&seq=5>.

increasing incomes, rising education levels, and changes in working values. The popular Taiwanese job-hunting platform 104 reported a historically high of about 900,000 new job vacancies in February 2022.<sup>24</sup> Most of these vacancies are for the electronics and computer science sectors, followed by the catering and manufacturing sectors. One more culprit of the labor shortage in the Taiwan market is the low birth rate as well as the aging population. Like South Korea and Japan, Taiwan has been lingering at the bottom of the world fertility rate, with only 1.07 births per woman which is far below the 2.1 needed to maintain its population. While, in 2020, the share of the population in Taiwan over 65 years of age reached 16 percent of the total population. This share is projected to grow to 40 percent in 2060 as Taiwan's population ages rapidly.<sup>25</sup> As a result, it caused the companies a common competition to recruit talents and workforce. Also, the issue of low wages and the rare tendency of firms to raise the pay rates are a barrier to attracting labor, both domestic and foreign. From the survey conducted by the Asia-Pacific region, the fixed salary for specialists, middle managers, and senior managers in Taiwan ranked between 8 and 10.<sup>26</sup> Taiwan's senior managers are even making less than their Vietnamese compatriots on average.

#### Solutions of the Country to Solve the Problems

In confronting the big issue, the R.O.C government has been designating many measures, remarkably, the immigrant worker policies since October 1989.<sup>27</sup> Specifically, the policies opened

---

<sup>24</sup> Elaine Huang Linden Chen, "Taiwan's Talent Drought May Raise Salaries," *Common Wealth Magazine* 742 (2022), <https://english.cw.com.tw/article/article.action?id=3175>.

<sup>25</sup> Chi-hui Lin Nicola Smith, "Taiwan's Birth Rate Sinks to Alarming Low as Pampered Pets Replace Babies," *The Telegraph* (2022), <https://www.telegraph.co.uk/global-health/science-and-disease/taiwans-birth-rate-sinks-alarming-low-pampered-pets-replace/#:~:text=Taiwan%2C%20alongside%20South%20Korea%20and,needed%20to%20maintain%20its%20population.>

<sup>26</sup> Linden Chen.

<sup>27</sup> Galenson.

the door to foreign workers from different countries. Taiwanese government also provides opportunities and protection methods to ensure that foreign employees with sufficient pay, safe working conditions, convenient standards of living, and so forth.

## **Competition between Local and Foreign Workers in Taiwan Job Market**

### **The Entry of Migrant Workers into the Taiwan Market**

Taiwan is now a big market for foreign workers. As a result of the continuous effort of the Taiwanese government, until October 2021, Taiwan's Ministry of Labor recorded 680,517 migrant employees in Taiwan including Indonesia (35.36 percent), Vietnam (35.05 percent), and the Philippines (21.17 percent), and Thailand (8.42 percent).<sup>28</sup> In Vietnam, exporting labor has become a trend these years. Taiwan's manual jobs do not require too much physical appearance or high education background, many Vietnamese workers find Taiwan as a flexible and multiple-choice job market. Moreover, the wages in Taiwan's firms are much higher than the ones in Vietnam, so the Vietnamese prefer to work in this market.

In the Taiwan market, jobs like construction, taking care of the elderly or sick, and so on, are not appealing to the domestic workers. Hence, the Taiwanese government actively welcomes the alien workers to fulfill the lacking demand of its job market. Most Vietnamese laborers in Taiwan are now working in factories, nursing homes, housekeeping, or fisheries. Their average salary per month ranges between 21,000 and 24,000NTD (based on the type of job or overwork hours). Also, compared to Japan and Korea, working in Taiwan has lower costs and lower

---

<sup>28</sup> Jason Pan, "Migrant Worker Numbers Exceed 706,000 in April," *Taipei Times* (2019), <https://www.taipetimes.com/News/taiwan/archives/2019/06/03/2003716245>.

competitive rates. For a working contract of three years, a Vietnamese laborer needs to pay between 3,500 to 5,700 USD in advance.

### **Evaluation of Current Immigrant Worker Policies**

Following the provision of Article 42 of the “Employment Service Act”, foreign physical workers are provided with the basic rights and interests based on the principles of fairness and justice, the right to work on the principle of national treatment, and the homely principle of living right.<sup>29</sup> In addition, immigrant workers in Taiwan can have benefited from different foreign labor advisory, complaints channels, counseling, adaptation, and social integration measures and activities as well as the work management and manpower management system.

However, based on the mottos of both supplementing the labor shortage in the domestic market, and not hindering the employment opportunities of local workers, these policies put many limits on the foreign laborers and somehow led to the rise in runaway or undocumented workers in Taiwan. The country is known as a second shelter for more than 700,000 foreign workers, including an estimated 50,000 undocumented workers.<sup>30</sup> And the number is still forecasted to increase through the years. At the same time, compared foreign workers’ salaries and Taiwan’s cost of living, there is a clear gap. In the “I Have It Maid in Taiwan: Runaway Filipino Domestic Household Workers and Taiwan’s Foreign Labor Policy”, Alex showed that from 1992 until the end of 2007, the average wage for a documented migrant worker is NT\$15,840, an undocumented

---

<sup>29</sup> Workforce Development Agency, "Work Policy for Foreign Workers," 2017, <https://www.wda.gov.tw/en/cp.aspx?n=7AD71E73F645F2A5>.

<sup>30</sup> Nick Aspinwall, "Calls for Amnesty as Undocumented Worker in Taiwan Contracts the Coronavirus," *The Diplomat* (2020), <https://thediplomat.com/2020/02/calls-for-amnesty-as-undocumented-worker-in-taiwan-contracts-the-coronavirus/>.

worker could get NT\$22-25,000 per month.<sup>31</sup> Yet, the cost they had to pay when living in Taiwan might be up to NT\$35,000.

One more question is also raised whether these policies could be effective in benefiting and protecting the domestic employees from harsh competition in the job market.

### **Influences of Migrant Workers on the Local Labor Market**

The entry of a large number of foreign workers brings Taiwan both advantages and drawbacks. First, this can help the country temporarily solve the serious labor shortage and progress the production of the economy. Once the quantity of the labor force increases, the firms can release the burden of lacking workers, and the supply of workers can be adapted to the demand of the job market. Nevertheless, the problem stressed is the inequality between local and foreign workers in both wages and numbers in the workforce. Taiwan is facing an aging population and a shortage of local workers, especially for blue-collar and manual jobs. To interact, the leadership lets firms hire alien labor. However, the pay rates and working hours are not similar between the locals and the foreigners. There are many informal and low-paid jobs for migrant workers, and arguments about violations of the principle of equal pay between migrants and national workers. For a certain position, between a local and a foreigner with the same job skills and requirements, the firms tend to choose the foreign for the sake of lower pay rates and higher working hours. Many Taiwanese now, with higher education, are raising their preferences and requirements for salaries and benefits in jobs. In front of the increasing choices of the workforce, the employers prefer to recruit ones who are more obeying to manage and control. In

---

<sup>31</sup> Alex Wolfgram, "I Have It "Maid" in Taiwan: Runaway Filipino Domestic Household Workers and Taiwan's Foreign Labor Policy" (National Chengchi University 2012), accessed 202205/03, <https://nccur.lib.nccu.edu.tw/retrieve/80614/602701.pdf>.

the long run, this can jump to the circumstance that the locals must compete harshly with the foreigners in the job market.

## **The Indicators of Competition from Immigrant Workers in Taiwan Labor Market**

Today, even when taking the bus, it is not unfamiliar for Taiwanese citizens to come up with immigrant workers. The number of immigrant laborers in Taiwan has increased remarkably as an effort of the government to deal with the labor shortages. The foreign workers are not limited by any race, language, nationality, religion, as well as belief. The emergence of the foreign workers successfully helps Taiwan minimize the job vacancies in important industries such as construction or agriculture. Immigrant workers can work in diverse fields, from management, education, and healthcare to production, nursing, and so forth. Just passing by the Kaohsiung Train Station, which is located in the biggest industrial city in Taiwan, we can see dozens of foreigners working and living in the country.

However, the participation of these immigrant workers in Taiwan's job market, somehow, does have a different argument. In particular, whether, Taiwanese people may have to struggle with many competitions in their market. To prove the issue, I separate four categories that can be seen in a job competition, including "prejudices and privileges", "job opportunity", "wages and benefits", and "working conditions".

### **Prejudices and Privileges**

#### **Prejudices**

During the time I have been studying in Taiwan, I could observe that Taiwanese people have different looks at foreign workers. The prejudices have been long formed and rooted in

social beliefs and thoughts. When hearing “American” and “Indonesian” workers on the island, Taiwanese people will have contrasting images. The American should be invited by firms for manager positions, yet, the “Indonesian” should work for a household family or nursing home. For that reason, I found out that perhaps, immigrant workers are not all looked down on by the locals, but that is the issue of discrimination in Taiwan. So far, the discrimination is also applied in the labor market, and working environment, and affects foreign individuals who are working in Taiwan.

In Taiwan’s job market, the South East Asian people contribute a majority in the number of immigrant workers. Nevertheless, the thoughts of the locals towards Indonesian, Vietnamese, Thai, and Malaysian workers are not so positive. For a long time, many of these immigrant workers have still been the object to be judged as slaves or prostitutes, or exported brides. Unfortunately, the thoughts are imposed on the whole society of these people, but not some individuals. As a role of an abroad student, many times, the Taiwanese asked me and my fellows whether we were there for getting married to Taiwanese men. To be honest, it is not a just-for-fun question but hurts my ego. In general, the locals consider the South East Asian people here to serve for 3-D jobs (dirty, difficult, and dangerous) which the Taiwanese are not willing to do. And certainly, these workers are put in the lowest position in society as a consequence. They have to get the discrimination reflected rudely by attitudes, behaviors, or words by the other people.

### **Privileges**

Besides, compared with national workers, many foreigners also have less priority in the job market. Taiwanese people have higher education background than many countries in the region and also in the world. With a prosperous economy, the government can be sustainable to provide its citizens better standard of living and conditions. Therefore, it is difficult to ask a

Taiwanese to tolerate a job like construction that is both dirty and dangerous. Even when they agree to work in these 3-D jobs, higher wages and benefits are always required. This is attributed to the immigrant worker policy of the Taiwanese government, to find supplements in these vacancies.

Once the policy was implemented, the foreigners who seek for a better life were approved with lower pay rates and a higher working frequency in Taiwan. This led to an additional problem that there would be less or even no place for the locals to work in these 3-D jobs anymore because firm owners now prefer to sign a working contract with immigrant laborers. How are the “superfluous” in the domestic market? When these local unemployed people found that they could only serve for these 3-D jobs, whether they would agree to have the wage as low as the foreigners and even to be utilized by the employers. The privileges have been gradually constructed in the job market and caused locals to struggle that they must find a high-requirement job, or they can be unemployed.

It can be said that nothing but the prejudices and privileges generate a big fence for both local and foreign laborers in Taiwan’s job market. As a consequence, this comes to a harsh competition for people to find jobs, deal wages, as well as to ask for the benefits of working for themselves.

### **Job Opportunities**

For certain fields of jobs, immigrant workers can be redoubtable opponents to the locals in Taiwan’s labor market. Taiwan is well-known for its industrialization and technological economy. The top-rank companies in Taiwan based on their revenue, net profit, and total assets are mainly

in the electronics, semiconductor, chemicals, and telecommunication industries. According to Forbes, the most remarkable public corporations in Taiwan include Foxconn Technology Group, Pegatron, Taiwan Semiconductor Manufacturing Company Limited, Formosa Chemicals, and so on.<sup>32</sup> So as to meet the demand of the production chain and market, these years, these companies have been still seeking permanent solutions to the labor shortage. From the Manpower Group's 2017/2018 Talent Shortage Survey, up to 78% of Taiwanese employers have been facing a talent shortage, especially in the vacancies of sales representatives, engineers, and IT technicians.<sup>33</sup> Obviously, it is a big threat to the development of Taiwanese firms, as well as the domestic economy in the future. As a response to resolve the big issue, the Taiwanese government had specific policies to attract foreign and foreign Chinese workers to participate in the market. This can help serve the production chain and temporarily solve the manpower shortage in Taiwan. Foreign workers in Taiwan can have a bunch of choices and opportunities to work for Taiwanese firms. However, there are still problems risen to the locals in Taiwan's labor market. Though the government makes great efforts to ensure the opportunities for the Taiwanese workers are unchangeable, it is still complicated to make everything perfect.

There are different factors that led to the limit of job opportunities for the locals in the Taiwan market. One of the reasons is the remaining low wages despite the great labor shortages. Taiwan's average wages are evaluated as much lower than its cost of living, reflected by the overwhelmingly expensive prices of land and housing. Many Taiwanese graduates now find it difficult to afford housing as not all of them can have a high-salary job on the island. The brain

---

<sup>32</sup> Forbes, *The World's Largest Public Companies* (Forbes 2021).

<sup>33</sup> National Development Council, "Industry's Talent Shortages: The Current Situation and Policy Response ", 2019, accessed May 10, 2022, [https://www.ndc.gov.tw/en/Content\\_List.aspx?n=0229104B3512BB61#:~:text=78%25%20of%20employers%20in%20Taiwan,by%20engineers%20and%20IT%20technicians.](https://www.ndc.gov.tw/en/Content_List.aspx?n=0229104B3512BB61#:~:text=78%25%20of%20employers%20in%20Taiwan,by%20engineers%20and%20IT%20technicians.)

drain issue can be the clearest evidence that many Taiwanese students after graduating from universities decided to move to mainland China or other countries for a job. Apart from the statistic of the official Taiwanese government, by 2015, over 720,000 of Taiwan's about ten million manpower, about 72.5% of them with an undergraduate degree or higher, had moved overseas for better job opportunities.<sup>34</sup> To exchange, they can get a minimum double salary compared to working in Taiwan. In addition, many job opportunities now are spent for immigrant workers. For manual or physical works like construction or chemical production, as a majority of Taiwanese people is not willing to do, these jobs are now dominated by foreign employees. For mental jobs, not all of the locals have enough requirements to seek a suitable job, or they have to work for unfavorable pay rates. The imbalance of job opportunities in Taiwan's labor market has become more vivid these years and required the interference of the government.

### **Wages and Benefits**

The wages and benefits are the most important principle in the labor market. They do not only allow workers to make their cost of living, but also provide the incentives to raise the productiveness of a worker, as well as fuel the whole economy. With attractive wages and benefits, laborers can be more enthusiastic about their work and make effective production progress. Coming to Taiwan, seemingly, the workers in the country are still not satisfied with the salary rates. The Salary Explorer statistics show that the average monthly salary in Taiwan ranges

---

<sup>34</sup> Nicola Smith, "Taiwan Is Suffering from a Massive Brain Drain and the Main Beneficiary Is China," *Time* (2017), accessed May 10, 2022, <https://time.com/4906162/taiwan-brain-drain-youth-china-jobs-economy/>.

between NTD 32,700 to NTD 577,000.<sup>35</sup> While the real pays for certain individuals are not similar. As starting from January 2022, the Ministry of Labor raised the minimum wage from NTD 24,000 to NTD 25,250 per month, while, the hourly rate was set from NTD 160 to NTD 168.<sup>36</sup>

The pay can differ between the locals and foreigners based on their range of jobs. For manual labor, it can be found that the immigrant laborers who are working in construction, fisheries, nursing, and various manual jobs, have to accept the lower rates compared to the Taiwanese who are working in the same job. Meanwhile, for white-collar employers, especially experts, professors, and engineers, foreigners often have a higher salary than domestic workers. Because of these contrasting images, there are a couple of issues of working discrimination, brain drain, lack of working talent, labor shortage, and so on. Foreign workers in a physical job always have to tolerate or be treated differently in workplaces. Many of them consider they are exploited by their employers with the hard and dangerous workload, but low salaries. At the same time, the Taiwanese talents, who would prefer to serve their job market, could not get to an agreement on a favorable wage contract with the firm owner. As a result, they will have to work abroad to seek greater opportunities and higher pay.

The reality shows different priorities in different workplaces and working fields. All of these indicators are the root of labor and talent shortages in Taiwan's job labor market. Without a

---

<sup>35</sup> Salary Explorer, "Average Salary in Taiwan 2022," 2022, <http://www.salaryexplorer.com/salary-survey.php?loc=212&loctype=1#disabled>.

<sup>36</sup> Stephanie Chiang, "Minimum Wage in Taiwan Set to Increase Starting 2022," *Taiwan News* (2021), accessed May 10, 2022, [https://www.taiwannews.com.tw/en/news/4314812#:~:text=14\)%20is%20set%20to%20approve,1%2C%202022](https://www.taiwannews.com.tw/en/news/4314812#:~:text=14)%20is%20set%20to%20approve,1%2C%202022).

proper strategy, in the long run, this can fuel an invisible competition for jobs in the market and burden the national economic development.

### **Work Conditions**

Work conditions include all facilities, environment, as well as treatment that the employees have during the working hours. The work conditions are important principles affecting the work efficiency of each individual. Safe and good work conditions would have an impact on workers' physicality and mentality. Workers, who have to work in dangerous chemical working environments, tend to get poorer health conditions over time. A high- quality work conditions should meet various requirements based on the labor laws and regulations. In specific, these might comprise safety, protection, a green and friendly environment, the sufficiency of facilities, technological applications, and health care for the contracted employees.

In Taiwan, to ensure and improve working quality, the government has annually adjusted different regulations and policies for both the local and foreign workers. Especially, health insurance is guaranteed for the workers in contract with the company. Workers can have several benefits and support from the company based on his/her positions, work durations, and conditions. For instance, a female employee, who has already worked in the contract for a company for more than six months and now is in her pregnancy, will be guaranteed with right of having maternal leave for eight weeks, and still can get a salary during her leave.

In addition, the treatment of the company and managers to employees is also seen as a key point to evaluate the work condition. The company should have a fair attitude in the management of its workers regardless of their race, nationalities, gender, social positions, and so on. Today, many blue-collar foreign laborers in Taiwan, especially the freshmen, who lack working skills, with language barriers, have to deal with the rude and unfair treatment of their bosses. They even

put up with oral or physical violence at work when not getting familiar with the requirement or instructions of the managers. However, though having to tolerate great force and loads of work, they still get lower pay than others, especially when compared to their Taiwanese colleagues.

As a result, work conditions in my research will be used as a score to evaluate the competition between the local and foreign workers in Taiwan. I expect to identify the still being-masked stories about the inequality in treatment and work environment that Vietnamese and Taiwanese workers are experiencing.

## **METHODOLOGIES**

### **Research Design**

My research aims at exploring and suggesting available strategies to confront competition in a labor market. To accomplish my study issue, I approach the Taiwan job market and investigate local and immigrant Vietnamese workers here to see how they are competing with each other, what the problems they are facing, and so forth. Then, I will conduct two methods in my data collection progress including an in-depth interview with Vietnamese workers and questionnaire for Taiwanese workers. I decided to combine these two research methodologies because analyzing the data could be more neutral and critical if I could depend on both the ideas from local and Vietnamese workers in Taiwan. I can collect information and sort out the major-specific groups of Vietnamese workers in Taiwan now. From that point on, I will direct the representatives of each of these groups of laborers and give them an in-depth interview. This combination could bring me detailed data from the both two sides of local and foreign workers in Taiwan that do help with my research findings.

### **Research Methodology**

#### **Participants**

My study population includes Taiwanese and immigrant Vietnamese workers in Taiwan who work in different work fields. I would like to explore their work descriptions, work experience, stories of work, and opinions toward the Taiwan job market, and also to see the real issues raised by the market competition that they are facing up with.

I narrowed down the immigrant workers in Taiwan to Vietnamese workers for many reasons. First, of the nearly 670,000 of Taiwan's migrant workforce, Vietnamese workers account

for 244,000 and take the second-highest of the migrant working population in Taiwan now. This majority contributes to Taiwan's job market and shares with both social welfare and industrial work.

To collect the most precise, reliable, and sincere information from Vietnamese workers, I approached two sources of Vietnamese people in Taiwan. First, they are from my relationships in Taiwan such as friends, acquaintances, and so on. Second, they are from a very large group of Chinese learning for Vietnamese people in Taiwan. Luckily, I am a member of a Chinese learning group for Vietnamese students, migrant workers, and brides. Founded in 2017, 越昇 Yuesheng is a non-profit organization that holds Chinese classes as well as union activities for Vietnamese people settling, studying, and working in Taiwan. It is a big society that exists in various cities in Taiwan such as Taoyuan, Yunlin, Changhua, Tainan, Taichung, Kaohsiung, and so forth. The group has been making lots of efforts to gather and attract every Vietnamese in Taiwan for years. As a result, until now, its memberships cover mostly every part of Taiwan where Vietnamese people exist.

For the local people, I prefer to ask for help from my relationships in Taiwan such as my bosses, colleagues, teachers, in and outside college friends, acquaintances, and so forth.

### **Data Gathering Instrument**

Before the in-depth interview, two different exploratory questionnaires for both Taiwanese and Vietnamese workers are applied for gathering the needed data.

The data needed to collect is based on the indicators shown in the literature review. There are four key indicators in my research prejudices and privileges (1), job opportunity (2), wages and benefits (3), and working conditions (4).

- Prejudices and privileges
  - prejudices of people towards foreign workers, Southeast Asian workers, specifically Vietnamese workers in Taiwan
  - the discrimination Vietnamese workers are facing when working in Taiwan
  - whether Taiwanese people have or create privileges for local workers by themselves in the job market: Taiwanese always have higher demand toward job quality (not willing to do dangerous or dirty jobs); ask for higher salary rates even if they have to work in low qualification job
  - from the prejudices and privileges between local and foreign workers by society, whether the “superfluous” Taiwanese workers have to struggle with job opportunities or even unemployment
- Job opportunity
  - the labor shortage and talent shortage in Taiwan labor market → yet remaining low wages → Taiwanese graduates tend to seek better jobs overseas → brain drain problem
  - the immigrant worker policies of the government lead to limits on job opportunities for local workers: in certain fields, now employers prefer foreign workers because of different advantages such as lower pay rates
- Wages and benefits
  - inequality of wages between local and foreign workers (Vietnamese)
  - low wages and benefits remain for years in Taiwan compared to different countries
- Working conditions
  - Many Vietnamese workers have to deal with low-quality of working conditions and are treated by their employers

- discrimination and exploitation in workplaces
- working hours: overtime?
- the ways employers treat them

Based on these indicators, I will create two Google forms to gather the information and answers from the participants. The questionnaires were given to both Taiwanese and Vietnamese workers in Taiwan. Then I will code the collected data from these questionnaires and select the most significant to initiate an in-depth interview with. These ways can help me collect general information to understand the actual job market and the people's opinions as well as experience. From an in-depth interview, I can narrow down the data into specific pieces of life stories and experiences based on different workers, different backgrounds, ages, jobs, and even thoughts.

### **Data Gathering Procedures**

To explore the prejudices and privileges (1), and job opportunities (2) towards Taiwanese and Vietnamese workers in the Taiwan labor market, the opinion questions are used to ask both local and Vietnamese workers to identify how they think about themselves and how they think about each other, to evaluate the Taiwan job market, and so on to have the neutral and multiple answers.

To describe the wages and benefits (3), I use the scoring scale for participants to evaluate the wages and benefits they can earn per month, and satisfaction with their salaries compared to the cost of living in Taiwan.

- Salary per month
- Cost of living per month
- Uses of salary

- Satisfaction with salary at present and expectation

To evaluate the work conditions of workers in Taiwan (Vietnamese and Taiwanese workers only), I use both opinion questions and a satisfactory scale to identify how the workers feel about their working environment and their expectations (if have any). Also, a scoring scale is used to ask how the workers are satisfied with their present working conditions.

After collecting the replies from the survey, I will initiate coding and sort out the data. Afterward, I will pick up one of the 20 most significant people who did answer my survey including 10 Taiwanese people and 10 Vietnamese people to have an in-depth interview. The interview will be conducted face-to-face by an individual. There is a list of detailed questions to ask my interviewees to share their own stories and express their own opinion on each issue. During the process of interviews, I will record and do brief hand notes. After collecting the data from these interviewees, I will start to code the information once again, find out the similarities and differences among people, and illustrate as well as evaluate the problems that he/she individually meets or all meet.

In my data collection, narrative inquiries will be taken advantage of. This is a good way to get people to tell their story, it gains in-depth data, participants are willing to reveal self and account reflection, the revelation of truth, and the provision of a voice for participants.

### **Statistical Data Analysis and Procedure**

The data gathered will be subjected to descriptive and narrative analysis. There, the following themes are set up to analyze the data collected: workers' qualifications, self-evaluation of working conditions, satisfaction and expectation of wages and benefits, evaluations of the

Taiwan job market, and effects of foreign (Vietnamese) workers in the Taiwan market now and future.

**Workers' qualifications.** This is used to describe the quality of workers in Taiwan in different job fields. The qualifications are based on educational background, working experience in the Taiwan labor market, as well as positions and tasks in the company.

**Self-evaluation of working conditions.** This contributes to identifying the legacy, friendly-working environment, as well as the satisfaction of workers in Taiwan. So as to figure out the common and specific working conditions, there are different factors needed including working hours, the behaviors and treatment of managers to their employees during the work, the ways colleagues treat individuals, the observation and satisfaction towards their working environment, as well as their expectations too.

**Given wages and benefits satisfactory scale.** Based on the monthly salary, the worker's satisfaction, and their use of money coupled with the cost of living, I can estimate and see the balance between their wages and their costs in daily life, and whether that pay rates can meet the workers' demand in Taiwan or not, and see the differences between Taiwanese and Vietnamese workers' salary.

**Observation and experience when experiencing work in Taiwan.** This aims to identify the thoughts and opinions of both Taiwanese and Vietnamese workers regarding the issues of prejudice and privileges related to the workforce in Taiwan. Also, many individual thoughts on the effects of immigrant workers in Taiwan, the discrimination problems, or the bad sides of the problem can be revealed.

**Taiwan labor market self-evaluation.** This calculation can let different participants evaluate Taiwan's job market by themselves about job opportunities, pros and cons of the market,

the outlook towards the job market in the future, the feelings and opinions towards immigrant worker policies, and so on.

# DATA COLLECTION AND ANALYSIS

## Introduction of Collected Data

My research topic is “Confronting the Competition in the Labor Market: An Interview Study about Vietnamese Workers versus Questionnaire Responses from Taiwanese Workers in Taiwan”. As a result, the study population of my paper is Vietnamese people and Taiwanese people who have been participating in the Taiwan labor market. The main methodologies I used to collect data from them were interviews and questionnaires. To evaluate a more neutral and critical finding for the issue, I gave some random Taiwanese local workers a brief survey with related questions about the topic. Then, I would evaluate the answers from Vietnamese workers, and compare them to the Taiwanese workers’ responses.

In total, I collected information from the interviews with 12 Vietnamese workers, and also collected responses from 12 Taiwanese workers’ questionnaires.

The Vietnamese workers, including both male and female, ranged from young- aged adults (20 to 39-year-old), with the experience of working in Taiwan from 1 month to more than 7 years. Besides, the Taiwanese workers including both male and female ranged among the young- aged adults (29 to 39- year-old), middle-aged adults (40 to 59 -year-old) and old-aged adults (60 to 69- year- old); with the work experience in Taiwan ranged between 3 to 40 years.

## Data Profile

### Vietnamese Worker Interviewees

So as to conduct the interview study effectively, I categorized 12 Vietnamese workers into three groups. The groupings were divided based on their genders, and job types (three main job types as professions, trades, and unskilled jobs). (*Table 1*)

<b>Vietnamese workers group (Interviewees)</b>		
2 males	Professions job	2 females
2 males	Trades job	2 females
2 males	Unskilled job	2 females

***Table 1 Interviewees sorted into job types***

Examples of job types

1. Professions job (a career that requires a specific amount of advanced training and education): teacher, officers, translator and interpreter, doctor, etc.
2. Trades (a job that is a specialized craft that requires advanced on-the-job training): mechanic, bricklayer, electrician, plumber, etc.
3. Unskilled (labor that requires relatively little or no training or experience for its satisfactory performance): assembly line worker, farm laborer, grocery clerk, custodial worker, maid, cleaner, etc.

The reasons I did the in-depth interview based on the different types of job is for the logic and quality of answer from my participants. These three main types of jobs require workers to have different educational backgrounds, training, and experience. Besides, the people at a certain group of different jobs would have different levels of thinking as well as experience in the range of the study topic. In particular, I could literally find out the gaps in opinions and stories of a professional Vietnamese interpreter and a Vietnamese packaging worker in a factory in Kaohsiung.

During the interview session, the new discovery could be figured out following the story, sharing, and thoughts of these respondents. Some similar traits among the study participants would be drawn, as well as the notable differences would be identified.

The Vietnamese interviewees chosen for the session were all familiar with Taiwanese workplace, and the Taiwanese ones also have chances and experiences to work with the Vietnamese people. Therefore, they would provide their own-based thoughts and stories so as to fill the asked questions for the research. Many answers were individual opinions, but many could meet the same thoughts of the other interviewees. Hence, I concluded a list of similarities that might decide whether my proposed thesis in chapter 3 is true or false. By contrast, the differences in my interviewees' answers can be used to claim the new findings about the topic among other previous researches, or even to particularly disclaim the thesis statement in my paper.

<b>Interviewees</b>	<b>Age</b>	<b>Work experience in Taiwan</b>	<b>Educational Background</b>	<b>Current Job</b>
Male 1 (M1)	26	18 months	Master Degree	Merchandise officer/ Vietnamese tutor
Male 2 (M2)	23	2 years	Bachelor Degree	Officer/training PT
Male 3 (M3)	31	7 years	Degree of Associate	Technician
Male 4 (M4)	28	6 years	Degree of Associate	Technician
Male 5 (M5)	26	7 years	High school Diploma	Assembly line worker

Male 6 (M6)	24	2 years	High school Diploma	Assembly line worker
Female 1 (F1)	30	1 month	Bachelor Degree	interpreter/ translator
Female 2 (F2)	23	3 years	Bachelor Degree	Officer
Female 3 (F3)	31	4 years	High School Diploma	Beauty specialist/stylist
Female 4 (F4)	30	2 years	Degree of Associate	Beauty specialist/stylist
Female 5 (F5)	28	5 years	Degree of Associate	Assembly line worker
Female 6 (F6)	25	4 years	High School Diploma	Restaurant worker

***Table 2 General Information of 12 Vietnamese Interviewees***

In general, the interviews were conducted following three groups of job types as professions, trades, and unskilled jobs. The highest work experience among participants is 7 years and the lowest one is 1 month. Among Vietnamese interviewees, 7 people got their contract jobs via the agencies, while 5 other workers worked part-time or got their contract jobs after graduating from colleges/universities in Taiwan. In specific, the workers introduced to work for Taiwanese companies through agencies are at the groups of trades and unskilled workers. All of them had to pay a large amount of cash to the working agency in advance. Below, I will analyze the interview scripts and results in the order of job types, from professions to unskilled workers.

## Taiwanese Worker Respondents

After analyzing the interviews with Vietnamese workers, I decided to have a brief collection of thoughts from Taiwanese workers. As I believed that Taiwanese people could understand their labor market better than anyone else.

As a result, I prepared a brief survey related to the issue “Competition in the labor market” and gave it to 12 more Taiwanese local workers. These 12 respondents all have had work experience as well as higher education background in Taiwan. They could give me a broader view about aspects of Taiwanese labor market that foreign workers were not able to know or understand. (Table 3.)

Interviewees	Age	Work experience in Taiwan	Educational Background	Current Job
龐 Pang	55	30	Master	School teacher
羅 Luo	50	30	5-year College	Business manager
茅 Mao	60	40	Bachelor	Volunteer worker
楊 Yang	44	21	Bachelor	School Teacher
許 Xu	56	36	Bachelor	Talent teacher
洪 Hong	60	30	Bachelor	Teacher
簡 Jian	54	33	Bachelor	Civil service

余 Yu	36	10	Bachelor	Customer service
張 Zhang	29	3	Master	Attorney/real estate
許 Xu	36	above 10	Master	Manager of Academic Affairs
洪 Hong	35	above 10	Bachelor	CEO
林 Lin	37	10	Master	Software Development Supervisor

*Table 3 General Information of 12 Taiwanese Respondents*

**Answers to the Research Questions**

**Difficulties of Vietnamese Workers in the Taiwan Labor Market**

According to the in-depth interview with the Vietnamese people who are working in Taiwan, difficulties during work were found. The results showed the different individual thinking and opinions towards the question “What are the difficulties that you often face in work?”

**The difficulties that the Vietnamese workers in Taiwan often meet (3)**

**(1) Communication**

The biggest problem found among the Vietnamese workers in Taiwan is about communication. The communication problems did not only lie at language barriers, but also the understanding between workers and workers even with the same language. The data collected just illustrates the common difficulties that can happen during the working process because the

Vietnamese employees cannot comprehend Chinese pretty well. Even the workers who have a good proficiency in Chinese, were still afraid of dealing with the problem. As language is an important channel to connect people, once the channel is filled with barriers, people may find it hard to get along with each other. It is therefore why language does matter. Vietnamese workers may not really understand their tasks or information related to their work.

Also, language barriers cause disadvantages for work relationships. Vietnamese interviewees also showed that language weaknesses just minimized the chances of making friends, or connecting to their Taiwanese colleagues at the workplace.

However, from the study, I could find communication problems still happen even when there is no difference in language. The misunderstanding occurred when groups of persons with different concepts and thoughts caused by unsimilar educational background, work experience, and positions. The interviews indicated the conflicts among Vietnamese workers occurred in two cases. First, people who are at different types of jobs, professional versus unskilled or traded jobs, can reflect their different ideas, thinking, and problem-solving skills. In specific, the types of jobs are categorized by several criteria. People may have higher or lower education or work experience, hence, their concepts range as well. Second, the misunderstanding also happens in the group of people with the same level of jobs too. So, at the same time, issues of communication are from both the same and different types of job, common and uncommon language. Conflicts among people in a group may happen every time due to human interaction.

The low proficiency in Chinese would cause Vietnamese workers many inconveniences in exchange and comprehension of information on the products, equipment, and documents at work. Besides, it can prevent workers from delivering their ideas or opinions at work.

**Solutions** - Vietnamese workers have different ways to resolve communication problems. First, they improve their language skills by learning at after-work classes, on the internet, or from Taiwanese people. Second, the misunderstanding among Vietnamese workers can be decreased when workers are not really concerned about things irrelevant to their business. Last, workers need time to get familiar with and adapt to the work environment as well as work conditions.

## **(2) Free-rider issues and low self-esteem colleague at work**

Free-rider issues can easily take place when working in an organization. While some employees highly devote themselves to work, others are just less responsible for their tasks, but still like to enjoy the achievement of the organization. The issue does not only affect the work efficiency of the company, but also causes inequality among workers.

Vietnamese interviewees reflected the free-rider issue at their workplace from both their Vietnamese and Taiwanese colleagues. From the interview, free-rider issues and low self-esteem working style were shown in various cases. In particular, workers were not willing to fulfill their assigned tasks, instead, they passed the buck to other colleagues. Moreover, some workers including both Vietnamese and Taiwanese workers also have a low pace and bad attitude towards work.

The problems may lead to the lower self-esteem and worse working attitude of the whole work environment. One of the interviewees, *M3* said that they felt frustrated and less motivated when having to deal with the free riders in their company. Meanwhile, working attitude and motivation play a crucial role in work efficiency. The lack of self-esteem and responsibility will cause a sluggish work environment

**Solutions-** For this issue, the workers found it hard to solve the problem. Some workers used to kindly remind their colleagues several times to be more committed to the work, yet it did not help. Alternatively, they just did not care so much about the problem, but just completed their own tasks well. Some kept persuading their colleagues and asked for the support of managers to improve the low pace or less motivated work environment. In general, working in an organization, asking an individual to change his/her working style does take time. And it seems to be difficult to always keep things on the same track.

### **(3) Inequalities and Discrimination Issues**

**Payment and bonuses-** From the interview with Vietnamese workers, I found that inequalities and discrimination happened at workplace in Taiwan. In most cases, when being asked about inequalities, their answer is at the payment and bonuses. Vietnamese workers all know and have to accept the fact that their payment may be lower than the locals. Most of them revealed the big gap in bonuses for the Lunar New Year holiday between Taiwanese and Vietnamese workers at the same position and the same company. Besides, especially for part-time workers like college students, many accept a lower rate, even lower than the standard salary given by the Taiwanese Labor Acts, shown by **F6**, a university student working in Kaohsiung. On the other hand, managers may pay the same rates to both Vietnamese and Taiwanese workers, but assign them with different workloads. There, Vietnamese workers were recorded to work much harder and tougher than Taiwanese workers.

The interviewees also could understand and list out the reasons for this gap. First, they are not the local people. The priority should be spent for Taiwanese workers, because they have the same nationality, and here in Taiwan. Second, Vietnamese workers identified themselves as short-

term workers who just work for a contract or for a certain period of time until they would like to change their workplace. As a result, the commitment of Taiwanese and Vietnamese employees with the job differs as well. While managers always prefer ones with permanent commitment. Obviously, Taiwanese workers can settle and work in Taiwan more stably and reliably.

For manual jobs, there is a lack of supply in the Taiwan job market. Taiwanese people have higher education and they are not willing to work in the factory, or dirty workplaces. To fill the empty position and keep the production chains running, the Taiwanese government introduced immigration worker policies for the South East Asian countries. However, there are still differences among workers in these Southbound countries. An interpreter, **F1** shared a comparison given by Taiwanese people that Philippines workers have more advantages than Vietnamese workers. While Filipino people can speak both Chinese and English, it is much easier for companies to manage them. But why do many Taiwanese firms still decide to sign contracts with Vietnamese workers (at unskilled or traded job types; with poor language proficiency). It is because the cost and payment for Vietnamese workers are less than the Filipino. Alternatively, the company can hire interpreters in the workplace to help manage these Vietnamese workers. Often, one to two interpreters among a large group of factory workers. Thus, companies obviously can save much more for the cost of labor.

**Solutions**- Nevertheless, it is not easy for Vietnamese workers to ask for their rights. First, they already had signed a fixed pay rate with the company in advance, and the bonuses are not really under the contract. As a result, it is impossible for workers to ask about their bonuses. Second, Vietnamese workers come to Taiwan with the hope of making more money. They can devote themselves even harder and tougher than others to improve their financial ability and to have a better life such as owning the citizen ID in Taiwan. Therefore, working for cash is still

their first preference, but not strikes to ask for the labor benefits. Also, compared to the Vietnamese labor market, where the pay is triple or above, many already feel satisfied with their salary at their current job.

In case the workers would like to earn more, they can work overtime, or seek a part-time job after work. Many workers even work up to more than 12 hours a day in different jobs and tasks. From the interviewees, some can work at different ranges of jobs, daytime for office, and nighttime for restaurant.

**Chances for job promotion-** Vietnamese worker interviewees found there was inequality in chances for them to get promoted at work. In a more competitive environment like company offices, Vietnamese workers there are all graduates from Taiwan universities, excellent Chinese or English, as well as professional work experience. Yet, the possibility of getting promoted by Vietnamese workers is still lower than the Taiwanese workers. Though they had worked longer and had more experience and confidence than Taiwanese newcomers, the company still gave the Taiwanese official promotion offers first.

Also, the interviewees were not sure whether the company can examine their efforts and consider them for a higher position in future or not. In specific, they felt themselves challenged with Taiwanese colleagues. On the other hand, in the interviewee's opinion, Taiwanese colleagues were always the first choice for the company.

**Behavior and treatment-** The discrimination issues are shown at the ways humans treat to each other. Many Vietnamese workers had experienced or witnessed the rude attitudes or behavior of Taiwanese people to Vietnamese workers. In the limit of workplace, discrimination takes place between managers and their inferiors, colleagues and colleagues.

While Vietnamese workers with higher educational backgrounds and positions are respected in their companies, the others with lower education, worse profile, and poor financial ability may be discriminated against or looked down upon by each other. The interviews showed that several Vietnamese workers with worse language skills, unneat looks, and with disadvantaged profiles like single mom were easily bullied or abused at work. They would have to face up to hatred attitudes from their bosses, their Taiwanese colleagues and even strangers in Taiwan. Besides, the case that Taiwanese people are afraid of interacting with Vietnamese workers also exists in Taiwan. For instance, Taiwanese customers feel dirty when taking some return notes from the hands of a Vietnamese worker. In the scope of a Vietnamese interviewee, this really affected her emotions and mentality at work. No one wants to be looked down on by each other. Regardless of nationality, races, looks, and positions, when one legally works, it means he is contributing to the capital of the society. No matter if he is a cleaner or a manager, he should get respect from other people around. Considering when you are a foreigner in a strange country, how tough it would be if you are seen as despicable.

It cannot deny that many foreigners in Taiwan, specifically, Vietnamese workers in Taiwan are earning money in negative ways like prostitutes, betting, frauds, and so on. This just causes Taiwanese people to have a dark imagination about Vietnamese culture and society. Many Taiwanese people judged every Vietnamese citizen as uneducated when they could see one side of the picture, or watch some bad news about Vietnamese people on TV, or even just through the style and culture at work of their Vietnamese colleagues in the company. This was shared by the interviewees in my research.

## **Evaluation of the Taiwan Labor Market from the Viewpoints of Taiwanese and Vietnamese Workers**

### **Vietnamese Interviewees with Profession Job Types**

First of all, the group of professional workers supposed to graduate or had graduated from a certain university/college in Taiwan. They have learned different professional knowledge and skills in a field of academic study. After graduating, they applied for official positions in Taiwanese companies that require good/fluent language proficiency, diplomacy, and work experience. Their jobs include affair assistant, translator, interpreters, and so on. This group of Vietnamese workers all have excellent educational background with Bachelor degree above and Chinese proficiency ranges from very good to fluent. Compared to another two groups of job types, this group has more profound evaluations as well as more reasonable critical thinking in their answers.

**Reasons for choosing Taiwan to work.** For the professional Vietnamese worker group, their individual reasons for working in Taiwan differ, but still meet each other at such reasons like pay rates, chances for advancement, learning opportunities, and work environment. They decided to work for Taiwanese company after thoroughly learning information about the positions as well as the company requirements. At the same time, they found Taiwan to have great opportunities for them to develop their career and talent.

**Management style of Taiwanese companies.** During the working experience, they have identified the different styles of management in Taiwanese companies. Most of them considered that because they had sufficient abilities, the company managers hardly had negative attitudes towards them, instead, they found themselves being respected by their Taiwanese managers and

colleagues. In work, they certainly met several struggles, most in language barrier or problem solving. Despite the fact that their Chinese is good enough to work, they sometimes still misunderstand or could not keep up with what the bosses are communicating to them, especially the professional languages used in the job field. However, the interviewees satisfiedly recalled those as chances for them to learn, and their bosses were always happy telling or helping them with solving the problems. This group of professional workers have a mindset that in any workplace, in Vietnam, or in Taiwan, the people with good attitudes and performance in work can always make their managers pleased.

Yet, not all managers have the same style of management. Some are literally strict, and even violent. According to *FI*, an interpreter for an electronic device company, she witnessed how rude and violent the supervisor treated the assembly line workers. This interpreter *FI*'s tasks include translating Chinese to Vietnamese in both oral and paper, observing Vietnamese assembly line workers in production, and evaluating the working progress for 12 hours a day. In her workplace, there is a supervisor who always prefers a faster pace in work. Once, so as to force a 2-month newcomer to speed up his progress, this supervisor took that new worker's hands and pressed them into the box full of power chips. For this scene, *FI* was shocked and found herself tough to be a deponent when the company manager came to the factory to handle the issue. Fortunately, that manager persuaded her to truthfully recite everything, ensured to protect her and that newcomer in accordance with the Taiwanese labor rights, and also sent an apology to the newcomer for the rudeness of that supervisor. The story showed that though the management style ranged between individuals, equality and labor rights still remained in Taiwanese working environment.

Other interviewees in the group of profession jobs indicated Taiwan was such an affable and sociable workplace. Here, the managers have a caring and pleasant attitude and behavior to the inferiors. The managers have different ways to care about their workers such as daily greetings, learning each worker's CV, asking about working conditions and so forth.

**Evaluation towards Taiwanese colleagues.** Commenting on the Taiwanese laborers, the worker group with profession job types all have their Taiwanese colleagues or work partners. In general, the Taiwanese workers are described as having a good educational background and not willing to work in 3Ds job sections after graduating; hence, the empty positions in dirty or dangerous jobs would be available for foreign workers from the Southeast Asian countries. The interviewees in this group have positive descriptions about their Taiwanese colleagues in specific, and the Taiwanese laborers in general. The interviewees got nice and friendly relationships with other Taiwanese workers. After work, they still kept in touch as friends, and even went shopping or hanging out together.

**Competition in the Taiwan labor market.** Talking about the competition in the workplace, the interviewees showed there was not negative competition in Taiwanese workplace, and the competition among individuals might differ in certain areas, company culture, and work environment. In particular, a Vietnamese officer *F2* working in an electronics company in Kaohsiung considered the competition in her company was not so high that she could find herself afraid of losing jobs or having to compete with each other every time. Instead, *F2* observed in her company, the workers just needed to focus on their tasks and could take a rest once they finished their job. Compared with Vietnamese working culture, this is a difference, as in Vietnam, after finishing your task, you cannot rest or waste time. Instead, you still have to walk around to find

some other tasks that you can help or your boss may get mad. Nevertheless, *F2* also found this working style caused her lack of connection to other people during work in her company.

### **Vietnamese Interviewees with Trades Job Type**

**The reasons for choosing Taiwan to work.** For this group of participants, they reached their jobs through the introduction of working agency companies in Vietnam. So as to have a chance to go to Taiwan, they had to deposit a large amount of cash, e.g., US \$6000. Most of them decided to come to Taiwan for its reputation after learning some information from many friends and relatives who had been working there. They all have a positive outlook about the future that they can earn a cost of living for their family, and some for investment. The participants' job types demand workers with in-work skills, certain knowledge as well as experience such as technicians in assembly line factories. Therefore, they are required to have a short or long-term training before starting, up to their position and tasks in the job.

**Language barriers as a disadvantage.** One big problem is often sought in this group as the language barrier. In fact, this group of people have adequate skills and experience in the job techniques. Yet, the work environment in Taiwan caused them problems of comprehension or communication that play an important role in the working process. Many often misunderstood their bosses, some found it difficult when having to deal with documents in complicated Chinese characters. A technician *M3* in a wheat factory evaluated the language barriers that caused around 70 to 80 percent of every problem in work. *M3* had to spend lots of time after work to learn Chinese so as to identify types of products in the factory.

**Inequality and discrimination between Taiwanese and Vietnamese workers.** Though the salary for workers in Taiwan is higher than in Vietnam, the Vietnamese workers still expect to get a higher salary and a fair bonus with Taiwanese workers. From the technician *M3*'s opinion, he could see the clear gap in bonus for Lunar New Year or special holidays between Vietnamese and Taiwanese workers. He thought they all worked in a factory, with the same workloads, sometimes, Vietnamese workers even work overtime to earn more, so the unfair bonuses are unreasonable.

Besides, the problems also arise from Taiwanese workers, and some interviewees in this group do not like their Taiwanese colleagues. *M3* critically described Taiwanese workers as dependent, irresponsible, and passive in work. At the same position as technical workers, a Vietnamese observed his Taiwanese partners often performed unwell and irresponsibly during his work phase. To ensure the assembly line to run smoothly, technical workers must highly notice and handle bugs of the machinery systems. However, some of his Taiwanese colleagues just waited until the alarming light showed, some even waited until the assembly line stopped working to rush to deal with the machine problem. This really became a bad habit in work, and this Vietnamese worker had to help to handle these issues from the previous work phases several times. Frankly, *M3* felt less motivated and bored when having to work with some free riders, or to remind his Taiwanese colleagues about the working attitudes.

***To sum up the advantages and disadvantages from the Taiwan labor market.*** Among Vietnamese worker participants, the interviewees in the trade job types agreed they could learn positive lifestyle and working styles when working in a modern environment. Meanwhile, the workers also felt a bit afraid about the future when the New Taiwan Dollars kept depreciating

these days. This means they would have to put even more effort to get enough cash to meet the demand of their lives and other financial burdens.

### **Vietnamese Interviewees from Unskilled Job Types**

**The reasons for choosing Taiwan to work.** For the group of workers with unskilled job types, the participants had a lower educational background (some just got high school diplomas) as well as less work experience and skills. Their jobs demanded less or none skills such as packaging workers, cleaners, or restaurant workers.

These people also arrived in Taiwan for jobs through a working agency company and had to pay in advance. Then, after waiting for a while, they would get working contracts from Taiwanese firms. They chose Taiwan for work for the higher salary, less demanding job requirements, and good reputation about Taiwan.

**Language barrier as a disadvantage.** This group of workers did not have a basic language proficiency for work. In specific, many just could speak greeting words and cannot communicate or comprehend in Chinese. However, to solve the problem and maintain the work performance, the Taiwanese companies often recruit one more Vietnamese interpreter or supervisor to take care of these unskilled workers. Yet, the interpreter cannot always be with them all the time, and they still have to solve the problems by themselves. For misunderstanding the supervisors, they may be criticized or scolded. Moreover, the problems arising from relationships in work do matter too. From a packaging worker *F5* in an electronics company, she considered every issue among workers at her position and often lied at Vietnamese colleagues. Many Vietnamese workers tended to slander other colleagues and they were the culprit of making sense to other people in the workplace. Once the conflict was broken, *F5* just could keep silent and care

less about things out of her business. Instead, she would just concentrate on performing well on her job to reduce pressures in work.

**To sum up the advantages and disadvantages when working in Taiwan from Vietnamese Interviewees.** Working in Taiwan, the workers in the unskilled job group can find more opportunities to make more friends, learn Chinese, and especially, they can earn more money than when working in Vietnam. Thus, here, they can partly release their financial burdens that they have to struggle with in Vietnam.

The disadvantages of working in Taiwan that most participants in this group identified are homesickness, conflicts in work relationships with colleagues, and language barriers. This group of workers came here mostly for the reason of making money. As a result, money becomes their target and expectation when working in Taiwan. Many of them put in more effort with the hope of earning more. *F5* revealed that she agreed with the supervisor to learn more work techniques with promising bonuses from the company. Notwithstanding, after mastering the skills, her supervisor made her disappointed when she asked for bonuses. In her view, the vivid promises and the ways managers utilize foreign workers do make the workers confused and unsatisfied with the working environment as well as treatment from the company.

### **The Evaluation from 12 Taiwanese Respondents**

According to the Vietnamese laborer interviewees in Taiwan, the Taiwan job market has both strengths and weaknesses. Besides, these will be compared with the answers from 12 randomly chosen Taiwanese respondents to figure out the differences in thoughts and beliefs between the Taiwanese and Vietnamese workers in the Taiwan labor market.

## **Advantages**

From the interviews with Vietnamese workers in Taiwan, most respondents reflected the most outstanding advantages of the Taiwan market is a high pay rate with various job opportunities. Compared to the Vietnam job market, the base payment is much higher and can cover the cost of living as well as help workers to spend some for savings. As a result, they are satisfied with the salary in Taiwan. However, for Taiwanese workers, the base salary is low, especially for the new graduates and the young workers. Compared to European and American nations, the salary in Taiwan is much lower, now the pay rate is only 168 NTD per hour. For Taiwanese employees, this market has many job opportunities, yet requires workers to be wise decision makers. Moreover, today, education is always the first priority for Taiwanese people in hope of having a ticket to white-collar jobs. Many new graduates with excellent academic profiles are desperately trying to be a white-collar worker. Everyone thinks that he/she should have a good job at an office with a high payment. Nevertheless, the prospect is not so promising. The number of educated people rises, the supply of white-collar jobs cannot be adequate to meet the demand of the market. While many positions in blue-collar jobs are lacking. This does force the young workers to be patient, accept the low pay rate first and keep learning in such a competitive market. The Taiwan labor market is rapidly changing, if you just keep lagging at one position you will be left by each other. At the same time, the Taiwanese evaluated the Taiwanese market as highly promising for types of jobs such as technology and real estate. As in Taiwan, these kinds of jobs can help workers make lots of money.

Second, Vietnamese interviewees identified Taiwanese job market as a good work environment with different working cultures, several benefits, and convenient working conditions. In some ways, Taiwan workplaces are not as strict and demanding as in Vietnam. Particularly,

while taking rest and going to the dressing room are not so welcomed in Vietnamese companies, in Taiwan, workers still can feel free to have these basic needs. Everything they should do is to perform well on their tasks at work. Seemingly, the Taiwanese workers do not tend to interfere too often in the working process of their employees. Instead, they prefer to see a nice result of the work. The management style may range among companies. In common, all the firms are under government efficiency and regulations. Laborers including both locals and foreigners should be protected under the Labor Acts with certain rights and benefits. The labor insurance in Taiwan is an excellent example when covering working security for workers as well as abundant subsidies for maternity leave, retirement, and so on. Coming to the opinions from Taiwanese respondents, this is just partly true. The Taiwanese workers still find their work environment not so good and cannot meet the needs of employees.

Last but not least, Vietnamese interviewees revealed that working in Taiwan could give them chances to learn and explore new things. This is always for foreigners in a different country. They can learn or improve their language abilities including both Chinese, English, and even other languages. Taiwan is a globalized country that now attracts people from corners of the world to study, work, and even settle in the long run. Workers in Taiwan are likely to make more friends or have new relationships. Notwithstanding, in Taiwanese workers' opinion, compared to other international job markets, Taiwan is still less attractive because labor and capital are still unequally distributed. Also, the pay rates per hour should be higher and the environment safety should be improved to meet the quality and efficiency of work.

## **Disadvantages**

From the interview with Vietnamese workers, three major disadvantages were illustrated.

First, it is about labor policy for foreigners working in Taiwan. Though the Taiwanese have continuously adjusted the Labor Acts to protect both the local market as well as the foreign workers, there are still many issues. For example, it is illegal for foreigners to have a part-time job if they already sign a contract with a company. Many workers found this too tough for them and they thought they should have the right to work part-time. On the other hand, this should be up to their decision. So as to have a contract to work in Taiwan, most Vietnamese workers have to pay a large amount of cash in advance for the agency. In general, the workers coming to Taiwan for work do not really have a good financial situation and they would like to seek more chances to make their life better. Therefore, many devote themselves to work for financial burdens, debts, taxes along with their cost of living. According to the Acts, they cannot work overtime to get a higher rate. Yet, it does just allow that the worker can work overtime for a certain number of hours. Hence, many workers try to find a part-time job after work to earn some extra income.

Second, the interviewees evaluated that the Taiwanese market is experiencing a depreciation at the currency value. This may cause laborers to work even harder to get back the cost and benefits they invest in the market. Apart from the Taiwan Central Bank, due to different socio-economic and political issues, Taiwan dollars were estimated to depreciate 13% against the greenback this year. At the same time, the stock market is also stressed as well.

Last, the Vietnamese workers observed pressures at work caused by the differences in culture, language, and identity as the weaknesses when working in Taiwan. In general, this may be a normal issue that people have to face up with in an unfamiliar work environment. It must take time for workers to adapt to the new workplace which is not in their hometown.

## **Outlooks towards the Taiwanese Labor Market (A Reflection of the Local Workers)**

From the responses of local workers, when asking about the future of Taiwan's labor market, they just defined that the problem might come from the gap between the high number of educated workers and the demand for jobs in Taiwan. Coupled with the circumstance, it is a great shortage of blue-collar workers that asks the Taiwanese government to open the door for immigrant workers to the local market. There would be a backlash from this tendency.

A Taiwanese worker showed that Taiwan has passed its golden stage of economic growth. Today, Taiwanese people can observe a large number of foreigners entering the market, and they are competing with the local workers for jobs. Many low-paid jobs then must be in charge of the foreign workers because Taiwanese people are not reluctant to work for these jobs. Then the unemployment rates will experience an upward trend.

With a sparse population and low birth rates, the local workers can really benefit and the market may be safe when facing the large entry number of immigrant workers, as if the Taiwanese employees still can keep their own professional skills required in certain job fields.

## **The Probable Competition in the Taiwanese Job Market**

### **Job Opportunities in the Range of Job Fields**

Taiwan is identified as a labor market with lots of job opportunities, yet, these ranges among the job fields and also demand job seekers with certain knowledge and skills. In specific, according to Xu, a manager in academic affairs for a school in Kaohsiung, the fields like IT, technology, finance, real estates are the hotspots in Taiwan. Taiwan is a tiger in the high-tech manufacturing industry with the world's top entrepreneurs like TSMC. Besides, Taiwanese people have a high tendency of investing in real estate and stock markets for decades. As a result, the technology, financial securities companies or real estate agencies are always seeking talent. In fact, these industries are always changing by the time. The workers in the industries are required to keep progress, or may be lagged and altered by the younger and more potential workers.

Besides, the construction and manufacturing industries are also experiencing a shortage of employees due to the smaller population and higher education of the Taiwanese citizens. More people, especially the young with university degrees, are not willing to work in factories or workplaces that they consider dirty and dangerous. Everyone would love to work in a good work environment and conditions. Luo, a Taiwanese business manager with 30 years of work experience, suggested the new graduates to be more patient at first and keep learning as the key to endure in the Taiwanese job market. Luo also thought that youngsters should accept the low basic pay in the early period, and keep working for a certain duration to get promoted and a higher salary. As the Taiwan job market is specified with a low base salary.

The empty positions in the construction and manufacturing industry are covered by the foreign workers as the policy solution of the Taiwanese government. The interviewed Vietnamese contracted workers are also in Taiwan thanks to the New Southbound Policy. With the supply of

jobs in Taiwan, there have been many agencies to help look for demand. In particular, all Vietnamese workers who wished to work in Taiwan must contact job agencies in Vietnam to find a contract with the Taiwanese firms. The interviewees provided that they had to pay an amount of cash to really find a job in Taiwan. *M3*, a Vietnamese technician for a wheat factory in Kaohsiung, recalled: “I had to pay US6,000 dollars for all services in a job agency in Vietnam so that they could help me find a good contract from Taiwanese companies. The services also included preparing legal documents, applying, interviewing with the company, and so on”. For these Vietnamese workers, to find a contract in manufacturing industries only takes time and money first. But the job opportunities are multiple and not so demanding like in other industries.

### **Competition for the Chances of Work Promotions**

Besides, to legally work in Taiwan, foreign workers, specifically, Vietnamese workers must be studying in colleges or in the legal marriage with Taiwanese citizens in Taiwan. The workers must issue their work permit to find a job, even just to work for a small food stall. For the workers who are international students in the Chinese learning programs or University degrees, they just can work after finishing at least one semester in their schools. And they are not allowed to work over 20 hours per week in the academic semester, and over 40 hours in the summer or winter vacations.

Among interviews with Vietnamese students in Taiwan, they considered having a part-time job in Taiwan as free and flexible. If they were not satisfied with their current jobs, they could easily seek another job from the internet platforms or from their social relationship. They could work as restaurant workers, assembly line workers, academic tutors/assistants, interpreters, or in any kind of jobs that are in demand for workers. Therefore, the competition to have a job in

the market is not so tough for even international students in Taiwan. F6, a Vietnamese student pursuing her Bachelor Degree, has been working in restaurant service for nearly 4 years in Taiwan. She revealed that she had not had any pressure in finding a job to do in Taiwan. She said that she could easily get a new job if she was not happy with her current job.

However, the competition might lie at working duration. After getting a degree from Taiwan universities, many Vietnamese students could also work in Taiwan legally for long-term contracts and in higher positions. Among Vietnamese interviewees, I contacted and talked to F2. She just got her Bachelor Degree last year and is currently working in an office for a technology company in Kaohsiung. She shared that the competition for promotion between Taiwanese and Vietnamese workers might be unequal. “Though having worked part-time in the company before graduating, and had more experience than Taiwanese newcomers, the company still got those newcomers as official workers first”, F2 said. Besides, she also had a vague idea about when she could get promoted in the company in the future. She thought that the company was prioritizing the local employees over her, because she was a foreign worker. For this reason, it may be tougher for Vietnamese workers to get promoted in work compared to their Taiwanese colleagues.

Evaluating the competition in the workplace, from the interviewees, the competition at work they had to face up to was not so tough and negative that they might feel insecure about layoff or unemployment. Apart from F2 interviewee, the competition at her company was moderate and should exist for the benefit of both organization and individual. Without the competition, the individuals might find there was no motivation to make progress, and this might cause the company low work efficiency.

## **Lower Rates of Local Participation in the Job Market**

From 12 Taiwanese respondents' opinion, Taiwan has been struggling with a smaller population as well as labor force today and in the future. Discussing the problem, foreign workforce might benefit the Taiwan labor market. All 12 respondents agree that foreign laborers were beneficial to the Taiwan job market.

Foremost, foreign workers may not really affect the preferable job industries of the local people, but still can help with the vacancies needed in unpreferable industries. According to Yu, a customer service worker, today, Taiwan is experiencing a declining population while young workers are reluctant to work in high-risk and high-hazard jobs consisting of factory manufactures, caterings, constructions. Yet, these jobs still play a pivotal role in the Taiwan economy. As a result, Taiwan does need foreign workers to fill these vacancies.

Second, Yu also shared that foreign labor does help the Taiwanese government in the industry transformation. Many IT and technology companies are searching for talents these days. The entry of expat manpower would support the government and firms with exchanging specialized workers. In addition, this is a good chance to encourage domestic workers in these fields to learn and upgrade their specialized skills and unknown knowledge to make Taiwan an industrialized and high-tech nation.

Last but not least, adding to the advantages of foreign labor force, teacher Xu, who had been working for 36 years in Taiwan, commented that the allowance of foreign workers to Taiwan benefits in many ways. In specific, the high-level workers can improve the competitiveness while the basic workers can increase the production capacity.

## CONCLUSION AND SUGGESTION

In this chapter, followed by the findings, a conclusion and recommendations are conducted. The first section would answer the three research questions; and the second one would suggest some solutions to improve the Taiwan labor market, and resolve the competition issues for both local and Vietnamese workers in Taiwan.

### Discussion

From the study of competition in the labor market faced by Vietnamese workers and Taiwanese workers who have been working in Taiwan, there are conclusions that:

#### **Finding 1**

Problems that Vietnamese workers working in Taiwan have to deal, can be divided into three categories: communication issues, free-rider issues, and inequality issues.

First, the communication issues include both non-language and language barriers. The non-language barriers issues take place between Vietnamese workers in different job types and positions. The differences in education, experience, and concepts are the reasons for non-language barriers. While the language barrier issues happen due to the cultural diversity and uncommon language. Once there are differences, the conflicts will break out. These communication problems lead to a difficulty of mutual-understanding and work efficiency. When people cannot communicate or comprehend each other, it may be hard for them to cooperate.

Second, the free-rider problem is observed from the research. With a lower pay and several disadvantages like being a foreigner, language barriers, lower position/education at the workplace, Vietnamese workers can be utilized in work. They have to accept the lower pay and higher workload. Besides, more work and responsibilities are spent on Vietnamese workers. It is believed that Taiwanese workers had signed a contract with the company and could get their fixed

salary every month. Meanwhile, Vietnamese workers always had to try their best to work as much as possible, for the fear of being deducted on their work hours and payments. For this reason, Vietnamese workers may feel less motivated in work and this leads to low work efficiency and productivity of the company.

Third, the inequality issues are found in the differences in payments, treatment, and job promotion between Vietnamese and Taiwanese workers at the same workplace. For the group of traded and unskilled workers, Vietnamese workers can see a clear gap between their pay rates and bonuses on special events. To answer this gap, long-term working contracts and nationality are applied. Besides, many Vietnamese workers can be discriminated against, criticized, and scolded for their low language skills, work comprehension, and so on. Last but not least, job promotion is prioritized for Taiwanese workers rather than Vietnamese ones even if they have the same experience and ability.

## **Finding 2**

*From the viewpoint of Vietnamese workers, the Taiwan labor market has both advantages and disadvantages*

The pros include a good reputation for the Taiwan work environment, greater job opportunities, higher salary. As a great foreign working destination, Taiwan has attracted many foreign workers for its modern and convenient work environment, a good place for talent exchanging and learning, as well as several choices of less-demanding jobs compared to other countries in the world. The population of Taiwan is getting older while the education background is getting higher. Many Taiwanese people are not willing to work in construction, farming, or other dirty and dangerous industries. As a result, Vietnamese workers may have more chances to approach different vacancies in the Taiwan labor market. In addition, compared to Vietnam, the

basic payment for workers per hour is much higher. Obviously, Vietnamese workers would prefer to work in this market.

However, from the interview study, Vietnamese workers also have to experience cons when working in the Taiwan labor market. Recently, Vietnamese laborers found the depreciation of New Taiwanese dollars compared to Vietnam dong. They would have to put more effort into work so as to cover their cost of living, pay taxes, debts, and other money spending/saving purposes. As well, the Vietnamese workers suggested a freer and flexible adjustment in the Labor Acts for immigration workers in Taiwan. They wished that they could have more rights to work part-time and earn more cash in the market.

*From 12 questionnaire responses of Taiwanese workers about the Taiwan labor market, some differences are found between the evaluations of local and Vietnamese laborers.*

First, Taiwan has many job opportunities, but not suitable for everyone. Today, many people with higher education prefer to work as white-collar workers. Therefore, Taiwan experienced a shortage of labor for vacancies in manual and blue-collar jobs. Taiwanese respondents also appreciated the existence of foreign workers from Vietnam, Indonesia, Thailand, and so on. Immigration worker policy helps fill up the vacancies that are also important for the Taiwan economy such as farming, fisheries, construction, manufacturing, nursing.

Second, Taiwanese people thought that compared to European and American countries, their pay rates were much lower and should be raised to meet the demand of the market. Besides, the skilled workers in Taiwan rated the young generation as lazy and lacking patience. The labor market of Taiwan was forecasted to be a destination for many foreigners in the future, including Vietnamese workers.

Last, the work environment was evaluated by the respondents as not meeting the demand of the workers and needing to be updated.

### **Finding 3**

The probable competition in the Taiwan labor market is categorized into three segments as job opportunities, competition at workplace, and rate of local participation.

First, job opportunities are varied in different job fields. In Taiwan, these years, jobs in fields like technology, IT, and real estate are asking for talent and promising with very high pays. However, not all applicants can meet the ability as well as job requirements in these fields. While lower skilled jobs are lacking laborers, not many Taiwanese workers would like to work in these jobs. They all wish to target high pay and less risky jobs, such as desk paper jobs.

Second, promotion and competition at the workplace may become a hot issue. Though Taiwanese workers are still given more priority for promotion, it may not really be true in future. The Taiwanese government has been applying more policies to recruit foreign workers or experts for the industry transformation. During this period, foreigners are recruited to first cover the labor shortage, second raise the competitiveness, and lastly exchange talent in specific industries.

In the last, lower rate of local participation is leading to a large entry of foreign workers in the future. For that reason, locals have to really compete harshly to get their preferable vacancies.

## **Conclusion and Suggestion**

### **Taiwanese government and policy makers**

For dealing with several competition in the labor market, Taiwanese policy makers should have more adjustments to protect local workers and still attract foreign workers to the labor market.

First, the basic pay should be higher.

Second, job orientation should be educated for workers, and future workers.

Third, more job opportunities should be spent for the youngsters and less-experienced workers.

Fourth, Immigration Workers Policy should be improved on some points, specifically, rights to work part-time.

### **Vietnamese workers in Taiwan**

Vietnamese workers in Taiwan should improve their educational background as well as working skills if they want to earn more and get more chances of promotion in future.

Learning languages is crucial for every worker who would like to go to Taiwan for work. With a smaller gap in communication, the workers may find it easier to deal with life in a foreign country.

More Vietnamese worker organizations should be established in Taiwan in support of protecting workers' rights and benefits when working in a foreign country.

## **Taiwanese workers in Taiwan**

Job orientation to the hot spot of careers should be applied for new graduates. With an adequate orientation, the young workers may prepare better and can set up their direction for their preferable job.

To prevent the domination of foreign worker entries, local workers should be firmly and stably trained with certain working skills. The competition between foreigner and local workers may not be so tough when the locals are still keeping their own advantages and professions.

Job exchange and learning should be prioritized so as to improve the sustainability of local workers.

At the same time, brain drain should be minimized by upgrading the work environment, benefits for workers and so forth.

## APPENDIX 1 QUESTIONNAIRE FORMAT FOR TAIWANESE WORKERS

**Sample of Questionnaire for Taiwanese Workers in Taiwan (Google forms)**

<https://docs.google.com/forms/d/11o2olgAdZDi1hPNnpDPWla-Va8Ev6RahUBdUf1vz3BY/edit>

## 面對本地和外國移工之間的競爭：台灣和越南移工在台灣就業市場的訪談研究

大家好。我是就讀文藻外語大學的大三學生，目前正在撰寫畢業論文。研究對象是在職場工作的人。我想以您的觀察、經驗和想法來看現在台灣的勞動市場。我想深入瞭解台灣人對越南移工的想法，例如您是否會覺得越南移工會影響台灣的勞動市場。希望您可以協助我填寫這份表單，感謝您。

---

\*Bắt buộc

1. Email \*

---

2. 貴姓 \*

---

3. 年齡 \*

---

4. 請問您是否曾在國外工作？ \*

*Chỉ đánh dấu một hình ôvan.*

是

否

5. 請問您在台灣的工作經驗？(例：5年) \*

*Chỉ đánh dấu một hình ôvan.*

- 1 年以下  
 1 到 2 年  
 2 到 5 年  
 5 到 10 年  
 10 年以上

6. 請問您的最高學位為？ \*

*Chỉ đánh dấu một hình ôvan.*

- 五專  
 高中/高職畢業  
 學士  
 碩士學位  
 博士學位  
 Mục khác: \_\_\_\_\_

7. 您目前的居住區域？(例如：高雄) \*

\_\_\_\_\_

8. 請問您現在的工作(請寫出您的職位和職務)例如：財務主管/管理賬目

\_\_\_\_\_

9. 請問您是否有副業？如有，請問是什麼工作？

\_\_\_\_\_

10. 請問您每日的工作時長？（例如：8小時）\*

*Chỉ đánh dấu một hình ôvan.*

- 1 到 5 小時
- 5 到 8 小時
- 8 小時以上
- Mục khác: \_\_\_\_\_

11. 請問您是否會加班？如果有，是否會額外加薪？

\_\_\_\_\_

12. 請問您平均的月薪\*

*Chỉ đánh dấu một hình ôvan.*

- 25,250元 以下
- 25,250 到 50,000元
- 50,000 到 100,000元
- 100,000元以上
- Mục khác: \_\_\_\_\_

13. 請問您是否滿意目前的月薪？\*

*Chọn tất cả mục phù hợp.*

- 是
- 否
- 需要加薪
- Mục khác: \_\_\_\_\_

14. 請問您每月的生活費大概多少？ \*

*Chỉ đánh dấu một hình ôvan.*

- 10,000 到 30,000元
- 30,000 到 50,000元
- 50,000 到 100,000元
- 100,000元以上

15. 另外，您會如何利用剩餘的薪水？ \*

*Chọn tất cả mục phù hợp.*

- 存款
- 投資
- 還債或繳稅
- 捐款
- Mục khác: \_\_\_\_\_

16. 請問您的老闆對您的待遇如何？原因？（請詳細說明） \*

---

---

---

---

---

17. 請問您是否滿意目前的工作/公司？ \*

*Chỉ đánh dấu một hình ôvan.*

- 1      2      3      4      5
- 
- 不滿意（我想換工作）      非常滿意
-

18. 工作時，您會遇到怎樣的問題？您會如何解決？ \*

---

---

---

---

---

19. 請問您覺得台灣勞動市場有什麼利弊？（工作機會，差別待遇，薪金，工作環境，等等）（請詳細說明） \*

---

---

---

---

---

20. 請問您對未來台灣勞動市場的看法？（請詳細說明） \*

---

---

---

---

---

21. 請問您覺得讓外國移工進入台灣勞動市場是好處嗎？為什麼？ \*

---

---

---

---

---

22. 請問您有越南同事嗎？或曾和越南移工一起工作嗎？\*

*Chỉ đánh dấu một hình ôvan.*

- 有  
 沒有

23. 請問您對越南移工有什麼印象？（請詳細說明）

---

---

---

---

---

24. 如果您是主管或公司老闆，您會對越南移工有什麼想法？\*

---

---

---

---

---

25. 請問您覺得越南人會在台灣從事什麼工作？\*

*Chọn tất cả mục phù hợp.*

- 員工·農夫·漁夫·廚師·服務員  
 教師·翻譯員·外交官·IT技術人員  
 醫生·研究人員·醫學技術人員  
 商人·管理員·助理  
 保姆·看護·管家  
 Mục khác: \_\_\_\_\_

26. 請問您覺得越南移工是否會影響台灣勞動市場？為什麼？ \*

---

---

---

---

---

27. 請問您覺得在台灣工作的越南移工會面對歧視嗎？請您依據您的觀察或經驗，  
詳細地說明。 \*

---

---

---

---

---

---

Nội dung này không phải do Google tạo ra hay xác nhận.

Google Biểu mẫu

**APPENDIX 2 LIST OF QUESTIONS IN THE QUESTIONNAIRE AND INTERVIEW**

<u>Questionnaire for Taiwanese Respondents</u>	
Question number	List of questions to Taiwanese Respondents
1	Are you satisfied with your wages and benefit at this moment? Do you have any expectations?
2	Do you think that the average salary in Taiwan is higher or lower than in other countries? Should the government raise the average pay rates? Why
3	What may be the strength and the weak of Taiwan's job market? List specific
4	What is the biggest issue in the Taiwan job market in your opinion? Can you suggest a solution?
5	What do you think about the government immigration work policies to attract so many foreign workers to Taiwan to work?
6	Do you think that the foreigners now are competing for jobs with Taiwanese people? Is it good or bad?
7	Do you think Vietnamese workers would become a big competitor to Taiwanese people in the way to seek a job?
8	Do you think that Vietnamese workers in Taiwan affect negatively or positively your life and your job? Why?
9	Can you evaluate your working conditions and treatment of your company to you in brief?

10	Do you think that the way the company is treating you is better than to Vietnamese workers?
11	What types of job working environments do you think Vietnamese workers in Taiwan have?
12	Do you think many Vietnamese workers here are facing discrimination and unfair treatment in the Taiwan labor market? Why?
13	How do you feel or think about Vietnamese workers in Taiwan?
14	Tell me when thinking about Vietnamese workers, what do you often think first? Why?
<b>Question number</b>	<b>List of questions to Vietnamese Participants</b>
1	Why did you decide to go to Taiwan for work?
2	Do you like the working environment in Taiwan? Please tell me in brief about your work condition and the way the company treats you? Are you satisfied with it? And your expectation
3	Do you think that Taiwan is an ideal workplace? Why?
4	Can you evaluate your working efficiency by yourself? Do you love your job or would like to change to another job in the future? Why
5	Are you satisfied with your salary and benefit in your current job? What is your expectation?
6	Do you think that the benefit and the treatment you get from the company as the same as your Taiwanese colleagues?

7	Did you ever experience any bad things during your work time in Taiwan? How was it solved?
8	How do you feel about Taiwanese workers?
9	Do you think that Vietnamese workers are being discriminated against or utilized in the workplace here?
10	What are the problems at work that you often meet? How do you overcome these problems?
11	Are you concerned about the labor law or policies for foreign labor in Taiwan? Which one do you like the most? And which one do you think the government should improve for the rights and benefits of foreign workers in Taiwan?
12	Can you tell me a story or an unforgettable memory you experience when working in Taiwan?
13	Are you happy when working in Taiwan now? If you can choose another country to work in, will you go there to work or still stay here? Why?
14	When talking to Taiwan workers and the job market, what are the first things you think about? Why?

## APPENDIX 3 INTERVIEW CONSENT

Interview Consent Form



**WENZAO URSULINE UNIVERSITY OF LANGUAGES**

**Department of International Affairs**

### **Interview Consent Form**

Research project title: Confronting the Competition in the Labor Market: An Interview Study between Local and Vietnamese Workers in Taiwan.

Research Investigator: Hai Nhi Nguyen 阮海兒

Research Participants name:

The interview will take ..... (Amount of time). We don't anticipate that there are any risks associated with your participation, but you have the right to stop the interview or withdraw from the research at any time.

Thank you for agreeing to be interviewed as part of the above research project. This consent form is necessary for me to ensure that you understand the purpose of your involvement and that you agree to the conditions of your participation. Would you, therefore, read the accompanying **information sheet** and then sign this form to certify that you approve the following:

- The interview will be recorded and a transcript will be produced

- You will be sent the transcript and allowed to correct any factual errors
- The transcript of the interview will be analyzed by ..... as a research investigator
- Access to the interview transcript will be limited to ..... and academic colleagues and researchers with whom she might collaborate as part of the research process
- Any summary interview content or direct quotations from the interview, that are made available through academic publications or other academic outlets will be anonymized so that you cannot be identified, and care will be taken to ensure that other information in the interview that could identify yourself is not revealed
- The actual recording will be kept
- Any variation of the conditions above will only occur with your further explicit approval

Or a quotation agreement could be incorporated into the interview agreement

*Quotation Agreement*

**I also understand that my words may be quoted directly. With regards to being quoted, please initial next to any of the statements that you agree with:**

	I wish to review the notes, transcripts, or other data collected during the research about my participation.
	I agree to be quoted directly.
	I agree to be quoted directly if my name is not published and a made-up name (pseudonym) is used.

	I agree that the researchers may publish documents that contain quotations by me.
--	---

All or part of the content of your interview may be used

- In academic papers, policy papers, or news articles
- On our website and in other media that we may produce such a spoken presentations
- On other feedback events
- In an archive of the project as noted above

***By signing this form I agree that***

1. I am voluntarily taking part in this project. I understand that I don't have to take part, and I can stop the interview at any time
2. The transcribed interview or extracts from it may be used as described above
3. I have read the Information Sheet
4. I don't expect to receive any benefit or payment for my participation
5. I can request a copy of the transcript of my interview and may make edits I feel necessary to ensure the effectiveness of any agreement made about confidentiality
6. I have been able to ask any questions I might have. And I understand that I am free to contact the researcher with any questions I may have in the future.

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Participants Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_

\_\_\_\_\_

**Researcher Signature**

**Date**

*Contact Information*

This research has been reviewed and approved by the Department of International Affairs, Wenzao Ursuline University of Languages. If you have any further questions or concerns about this study, please contact:

Name of Researcher: Hai Nhi Nguyen 阮海兒

Full address: No.900, Minzu 1<sup>st</sup> Road, Sanmin District, Kaohsiung ROC.

Mobile phone: 0968261452

Email: [1108209506@gap.wzu.edu.tw](mailto:1108209506@gap.wzu.edu.tw)

## BIBLIOGRAPHY

Chiang, Stephanie. "Minimum Wage in Taiwan Set to Increase Starting 2022." *Taiwan News* (2021).

[https://www.taiwannews.com.tw/en/news/4314812#:~:text=14\)%20is%20set%20to%20ap%20prove,1%2C%202022](https://www.taiwannews.com.tw/en/news/4314812#:~:text=14)%20is%20set%20to%20ap%20prove,1%2C%202022).

"Industry's Talent Shortages: The Current Situation and Policy Response ", 2019, accessed May 10, 2022,

[https://www.ndc.gov.tw/en/Content\\_List.aspx?n=0229104B3512BB61#:~:text=78%25%20of%20employers%20in%20Taiwan,by%20engineers%20and%20IT%20technicians](https://www.ndc.gov.tw/en/Content_List.aspx?n=0229104B3512BB61#:~:text=78%25%20of%20employers%20in%20Taiwan,by%20engineers%20and%20IT%20technicians).

"Average Salary in Taiwan 2022." 2022, <http://www.salaryexplorer.com/salary-survey.php?loc=212&loctype=1#disabled>.

Forbes. "The World's Largest Public Companies." Forbes 2021.

<https://web.archive.org/web/20110423003358/http://www.forbes.com/global2000/list>.

Smith, Nicola. "Taiwan Is Suffering from a Massive Brain Drain and the Main Beneficiary Is China." *Time* (2017). <https://time.com/4906162/taiwan-brain-drain-youth-china-jobs-economy/>.

Agency, Workforce Development. "Work Policy for Foreign Workers." 2017.

<https://www.wda.gov.tw/en/cp.aspx?n=7AD71E73F645F2A5>.

Aitken, R. John. "Why Life Choices Impact Your Fertility and Why We Must Act Now." In *The Infertility Trap* Cambridge Cambridge University Press 2022.

Aspinwall, Nick. "Calls for Amnesty as Undocumented Worker in Taiwan Contracts the Coronavirus." *The Diplomat* (2020). <https://thediplomat.com/2020/02/calls-for-amnesty-as-undocumented-worker-in-taiwan-contracts-the-coronavirus/>.

Benton, Christine. "The Rise of the 4 Asian Tigers: Why Your Business Needs Them." <https://localizejs.com/articles/the-rise-of-the-asian-tigers-and-why-your-business-needs-them/>.

Cheng, Isabelle. "Saving an Aging Industry by Employing Migrant Workers: The Legalization of Agricultural Migrant Workers Intaiwan " (2022).

Chiang, Stephanie. "Minimum Wage in Taiwan Set to Increase Starting 2022." *Taiwan News* (2021). Accessed May 10, 2022. [https://www.taiwannews.com.tw/en/news/4314812#:~:text=14\)%20is%20set%20to%20ap%20prove,1%2C%202022](https://www.taiwannews.com.tw/en/news/4314812#:~:text=14)%20is%20set%20to%20ap%20prove,1%2C%202022).

Chiang, Stephanie. "Taiwan Mol to Finish Migrant Worker Immigration Policy Assessment by March " (2022). <https://www.taiwannews.com.tw/en/news/4405032>.

Council, National Development. *Industry's Talent Shortages: The Current Situation and Policy Response*. National Development Council Human Resources Development 2019.

Council, National Development. "Industry's Talent Shortages: The Current Situation and Policy Response ", 2019. Accessed May 10, 2022. [https://www.ndc.gov.tw/en/Content\\_List.aspx?n=0229104B3512BB61#:~:text=78%25%20of%20employers%20in%20Taiwan,by%20engineers%20and%20IT%20technicians](https://www.ndc.gov.tw/en/Content_List.aspx?n=0229104B3512BB61#:~:text=78%25%20of%20employers%20in%20Taiwan,by%20engineers%20and%20IT%20technicians).

Human Resources Development. *Population Projections for the Republic of China (Taiwan): 2018-2065*, by Council, National Development. 2018.

DGBAS. "Manpower Survey Results in February 2022." *National Statistics R.O.C* (2022).  
<https://eng.stat.gov.tw/ct.asp?xItem=48291&ctNode=3274>.

EconomicsOnline. "Competitive Labor Market ", *Economics Online* (2020).  
[https://www.economicsonline.co.uk/business\\_economics/competitive\\_labour\\_markets.html/](https://www.economicsonline.co.uk/business_economics/competitive_labour_markets.html/).

Explorer, Salary. "Average Salary in Taiwan 2022." 2022. <http://www.salaryexplorer.com/salary-survey.php?loc=212&loctype=1#disabled>.

Forbes. *The World's Largest Public Companies*. Forbes 2021.

Galenson, Walter. "The Labor Market in Taiwan: Manpower, Earnings, and Market Institutions." *Springer* (1999). [https://link.springer.com/chapter/10.1007/978-1-4615-4995-6\\_13#citeas](https://link.springer.com/chapter/10.1007/978-1-4615-4995-6_13#citeas).

Grimsley, Shawn. "Labor Market: Definition and Theory." *Study.com* (2016).  
<https://study.com/academy/lesson/labor-market-definition-theory-quiz.html#:~:text=The%20labor%20market%20is%20where,market%20to%20compete%20for%20jobs>.

Linden Chen, Elaine Huang "Taiwan's Talent Drought May Raise Salaries." *Common Wealth Magazine* 742 (2022). <https://english.cw.com.tw/article/article.action?id=3175>.

Ngerng, Roy. "Taiwan's Minimum Wage Is Not Adequate for Its Cost of Living " (2022).

- Nicola Smith, Chi-hui Lin. "Taiwan's Birth Rate Sinks to Alarming Low as Pampered Pets Replace Babies." *The Telegraph* (2022). <https://www.telegraph.co.uk/global-health/science-and-disease/taiwans-birth-rate-sinks-alarming-low-pampered-pets-replace/#:~:text=Taiwan%2C%20alongside%20South%20Korea%20and,needed%20to%20maintain%20its%20population.>
- Pai, Yun-feng. "Taiwan's Economic Success." *Journal of Third World Studies* 3, no. Economic development in the third world, 1 (1986): 31-35. [https://www.jstor.org/stable/45197199?read-now=1&refreqid=excelsior%3Af0c85101859d12f850ce790885c1e7cc&seq=5.](https://www.jstor.org/stable/45197199?read-now=1&refreqid=excelsior%3Af0c85101859d12f850ce790885c1e7cc&seq=5)
- Pan, Jason. "Migrant Worker Numbers Exceed 706,000 in April." *Taipei Times* (2019). [https://www.taipetimes.com/News/taiwan/archives/2019/06/03/2003716245.](https://www.taipetimes.com/News/taiwan/archives/2019/06/03/2003716245)
- Smith, Nicola. "Taiwan Is Suffering from a Massive Brain Drain and the Main Beneficiary Is China." *Time* (2017). Accessed May 10, 2022. [https://time.com/4906162/taiwan-brain-drain-youth-china-jobs-economy/.](https://time.com/4906162/taiwan-brain-drain-youth-china-jobs-economy/)
- Strong, Mathew. "Taiwan Faces Rising Shortages of Construction Workers " (2022). [https://www.taiwannews.com.tw/en/news/4435398.](https://www.taiwannews.com.tw/en/news/4435398)
- Wolfgram, Alex. "I Have It "Maid" in Taiwan: Runaway Filipino Domestic Household Workers and Taiwan's Foreign Labor Policy " National Chengchi University 2012. Accessed 202205/03. [https://nccur.lib.nccu.edu.tw/retrieve/80614/602701.pdf.](https://nccur.lib.nccu.edu.tw/retrieve/80614/602701.pdf)
- Information Services. *New Economic Immigration Policy* by Yuan, Executive. 2018.

