



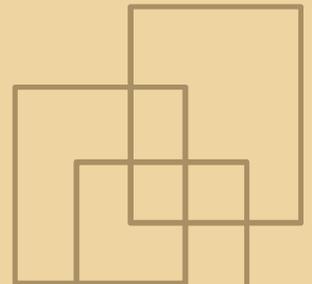
ILO/Japan  
Multi-bilateral  
Programme



International  
Labour  
Organization

# Report Study visit on unemployment insurance and employment services

Bangkok and Ayutthaya, Thailand  
24-26 July 2012



ILO/Japan Promoting Unemployment Insurance and Employment Services in ASEAN

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## Contents

Introduction .....	2
Background .....	2
Objectives .....	2
Methodology.....	2
Proceedings.....	3
Tuesday 24 July 2012 .....	3
Opening Remarks .....	3
Session I: Socio-economic context and employment trends in Thailand .....	4
Session II: Labour Market Information Analysis.....	4
Session III: Overview of the Social Security System in Thailand.....	4
Session IV: The design process of the unemployment insurance scheme in Thailand .....	5
Session V: Description of operations of the UI scheme.....	6
Wednesday 25 July 2012 .....	7
Session VI: Responsibilities and functions of the Public Employment Services in Thailand.....	7
Session VII: Linkages of UI and employment services with vocational training and skills development services.....	8
Session VIII: Overall performance of the UI scheme, lessons learned and persisting challenges including roles of the UI scheme during economic crisis and natural disasters .....	8
Session IX: Extension of social protection and employment support services to informal economy workers .....	9
Thursday 26 July 2012 .....	9
Session X: Presentation of the UI operations in Ayutthaya Province, the One Counter Service approach .....	10
Session XI: Learning from the UI scheme’s response during crisis.....	10
Conclusion by Celine Peyron Bista, ILO.....	11
Annex I : Agenda .....	13
Annex II: List of participants.....	15

## **Introduction**

### **Background**

While the impact of the global economic and financial crisis has been large on the ten countries of the Association of Southeast Asian Nations (ASEAN), the region has rebounded remarkably. However, employment creation is estimated to have occurred at a slower pace, and the crisis has definitely slowed down the declining trend between 2003 and 2008 in the share of workers in vulnerable employment (60 per cent of the workforce).

Among the ASEAN countries, Thailand has the longest experience with unemployment insurance benefits. Therefore, the neighbouring countries have expressed a strong interest to learn from the Thai experience related to unemployment protection. To meet this request, the ILO-ASEAN UI Project is supporting the organization on a study visit to the institutions responsible for the implementation of the unemployment insurance scheme in Thailand, including public employment services.

### **Objectives**

- i. To enrich the knowledge and understanding of the participants on the topic of unemployment insurance and employment services by learning from Thailand's practices on providing support to the unemployed, especially the link between UI cash benefits with employment and vocational training services.
- ii. To learn from the experience of Thailand in the design process of the unemployment insurance (UI) scheme, its adjustments overtime, its institutional set-up and coverage, as well as the performance and challenges in the implementation, including periods during economic crisis and natural disasters.
- iii. To contribute to the creation of a network of experts on unemployment insurance, employment and vocational training services among the ASEAN region, these experts/officials are currently implementing the employment insurance scheme or are in the stage of designing the scheme in their respective countries.

### **Methodology**

- 1) Lectures given by experts on selected topics.
- 2) Site visits at institutions delivering employment insurance services.
- 3) Knowledge sharing through questions and answers sessions.

## Proceedings

**Tuesday 24 July 2012** (Venue: Ministry of Labour)

### Opening Remarks

#### **Opening remarks by Mr Pakorn Amornchewin, Inspector-General, Ministry of Labour, Thailand**

The Inspector-General welcomed all delegates and referred to the background of unemployment insurance (UI) scheme in Thailand. The UI scheme, introduced in 2004, is relatively new compared to other labour laws of the country. The objective of the scheme at that time was to provide the universal coverage to all workers but the government was only able to provide limited coverage in the first years of the implementation. The Department of Employment, the Department of Skills Development, and the Social Security Office are the main mechanism of the Ministry in the implementation of UI scheme. The speaker expected that this study visit would bring an opportunity for participating countries to learn from Thailand's experience and that the experiences from the other countries be shared.

#### **Opening Remarks by Mr Jiyuan Wang, Director, ILO Country Office for Thailand, Cambodia, and Lao PDR**

The director expressed his appreciation to the Ministry of Labour of the Royal Government of Thailand for their great support in the organization of the study visit, and to the Government of Japan for its support not only to this study visit but also to a larger scale of the project to promote unemployment insurance and reinforce employment services in the ASEAN countries. He noted that unemployment remained a big issue in some ASEAN countries; yet, only Thailand and Viet Nam were equipped with social insurance scheme to protect the unemployed. At the same time, the new Recommendation concerning national social protection floors was adopted in the international Labour Conference held in Geneva in June 2012 by representatives of governments, workers, and employers. Therefore, it is an opportune occasion for ASEAN countries to learn from Thailand's experience in the implementation of its unemployment insurance scheme, as a branch of its comprehensive social insurance system. It was also a great opportunity to learn what role the public employment services could play to bring protection to the unemployed and facilitate their re-integration to decent employment, particularly when the country severely affected by the economic



*Group picture at Pra Nakhon Si Ayutthaya Provincial Labour Office, Thailand*

crisis and natural disaster. He believed that by creating such opportunities to share knowledge and experiences, we would together contribute to a better social protection for all in the region.

**Session I: Socio-economic context and employment trends in Thailand,**  
**by Ms Gunjanaporn Saigal, Bureau of International Coordination, Office of Permanent Secretary**

This presentation provided an overview of socio-economic and employment situation in Thailand as of 2011 and its outlook in 2012. Thai economy and employment situation has been immensely affected by the global economic recession and natural disasters both in Japan and Thailand. The economic crisis in Europe and the United States, as well as the tsunami in Japan had a negative impact in the country's export sector. The severe flood in 2011 also caused serious damage to many industries including automotive, services, tourism, and so forth. In response to this, the government imposed certain stimulus measures i.e. minimum wage increase, tax reduction for corporates, SMEs and individuals, and vouchers for affected household to buy electronic appliances. In the aspect of unemployment, the rate decreased from 1 per cent in 2010 to 0.7 per cent in 2011, representing 260,000 people, 190,000 of which are seasonal workers. Women's participation in the economic activity is gradually increasing while the functionality of local administration units is being mainstreamed in the national development strategies. However, the prevailing challenges are the effective implementation of state policies, repercussion from international economy, ageing society, changes in social values, political situation and natural disasters. The 11th National Economic and Social Development Plan (2012-2016) therefore emphasizes on the necessity to utilize the existing resilience of the Thai economy and society in the national development. The presentation ended with a basic statistics on household's average monthly income, expenses, and debt which are Thai Baht 23,544, Thai Baht 17,861, and Thai Baht 136,562 respectively.

**Session II: Labour Market Information Analysis**  
**by Mr Wuttiipan Tantivong, Labour Specialist, Department of Employment**

The speaker first presented the operational structure of the Department nationwide. It has six decentralized offices throughout the country which are working closely to collect data from their respective areas. The data are collected from the internal sources, including domestic employment, overseas employment, foreign workers, inspection and jobseekers protection, employment promotion, and external sources including enterprise establishment record, unemployed insurance recipient's database, labour force survey data, and so forth. The labour force survey shows that 27 per cent of the working age population is not in the labour force and women's participation rate is only 65 per cent. 40 per cent of the labour force is working in agriculture and services whereas approximately 20 per cent is in industries. Unemployment rate has been declining since 2009 but the country is facing a labour shortage situation, which is being alleviated by the inflow of migrant workers. In addition, ageing society is also expected to take place by 2030. To cope with the existing challenges, the Ministry is working to increase labour force participation and productivity by promoting school-enterprise agreement on apprenticeship, improve labour information and job matching system, increase incentives for people to work, introducing new technologies, and skills development. Unemployment rate is higher among the graduates and most UI insured person are voluntary quitters.

**Session III: Overview of the Social Security System in Thailand**  
**by Ms Nawarat Boonpiam, Foreign Relations Officer, Policy and Planning Division, Social Security Office**

In this presentation the speaker explained the current functionality of the social security system in Thailand which included Social Security Fund and Workmen’s Compensation Fund. The Social Security Act was first launched in 1954, followed by Labour Act 1956 and Ministerial Decree 1958 which require employers to provide employment injury, sickness, and maternity benefits to their employees. In 1974 Workmen’s Compensation Fund was established to cover work-related injuries and the Workmen’s Compensation Act was implemented in 1994. The Social Security Act was first implemented in 1990, covering sickness, maternity, invalidity and death benefits. Enterprises with 20 or more employees were obliged to register under the Social Security Fund. The Act was later amended in 1994 and 1999. The current Act requires enterprises with one employee or more to register under the Fund and covers seven contingencies including sickness, maternity, child allowance, invalidity, death, old-age pension, and unemployment benefits. The Social Security Office manages both Social Security Fund and Workmen’s Compensation Fund. The Social Security Fund is under the administration of three committees: Social Security Committee (tripartite), Medical Committee (medical experts), and Appeal Committee (tripartite). The contribution comes from employers, employees, and the government. The rate of contribution from each party is indicated in Box 1. However, the salary base and ceiling for the calculation of contribution amount are Thai Baht 1,650 and Thai Baht 15,000 respectively. As of June 2012, about 11 million workers are registered under the SSF. On the other hand, the Workmen’s Compensation Fund is contributed solely by employers and covers medical, disability, rehabilitation, and death benefits.

**Contribution Rates**

Categories	Employers	Employees	Government
Sickness Maternity Invalidity Death	1.5 %	1.5 %	1.5 %
Child Allowance Old Age Pension	3 %	3 %	1 %
Unemployment	0.5 %	0.5 %	0.25 %

(Contributions are calculated from wage base 1,650-15,000 baht / month)  
50 USD – 455 USD

Social Security Office, Thailand 13

The presentation was followed by an interesting exchange. SSO reiterated that social security is a shared responsibility between the government, employers, and employees. Employers are obliged by law to register under the Fund and withdrawal is not possible. The contribution rate is adjusted on an occasional basis depending on the context of the economic and labour market situation. However, the challenge is the extension of coverage to workers in informal economy where employers are not present.

**Session IV: The design process of the unemployment insurance scheme in Thailand**  
by Ms Somsong Sirirak, Director of Benefits Bureau, Social Security Office

The social security benefit coverage has been continuously enhanced since the enactment of Social Security Act in 1990. The initiative to start UI in Thailand emerged after the economic crisis in 1997.



The number of unemployed persons rose from approximately 488,000 to 1.4 million in 1998. The government then provided assistance to the unemployed through its stimulus package. The two models introduced were the unemployment mitigation plan and the Miyasawa plan aiming at income support provision and employment promotion. Following this experience, the Thai government requested the ILO to conduct a feasibility study of UI system in Thailand. The three UI options recommended by the feasibility study were further explored in the following study of CDP-SP project, in

corporation with the World Bank. In parallel, the ILO proposed the one-stop system (JOBLINK), using case management approach in job matching and skills development. Surveys and seminars were conducted to seek consultation from the tripartite representatives and social partners. The final consultation seminar with 1,656 participants achieved consensus on the timeline, contribution, coverage, criteria and benefits. The insured persons must have contributed for six months within 15 months before their unemployment and register at the Department of Employment within 30 days. The Department of Employment will provide employment services and transfer them to the Department of Skills Development if the persons need trainings. The dismissed workers receive 50 per cent of their monthly wage for a period of six months whereas the voluntary quitters receive 30 per cent of their monthly wage for a period of three months. The benefit will not continue if the insured persons refuse job or training without just cause or fail to report themselves at the Department of Employment each month. The speaker reiterated that the main principle of UI is to protect the unemployed by providing sufficient income during unemployment period and to facilitate the return to work by providing skills development and employment services. The Social Security Office, Department of Employment and Department of Skills Development operate their functions through a common national database.

The speaker provided additional information as questioned by the participants on various issues. On the different contribution ratio of the three contributors, it was clarified that the government's contribution was utilized to fund the employment services and skills development services. Employers also found that they have partial responsibility and decision-making role on restructuring, and the rationale for coverage to voluntary quitters came as a request from workers' representatives. The UI insured person are entitled to additional training apart from the usual training available to all job seekers. The unemployment of fresh graduates is also an issue, which is the same as in Singapore. The government organized an ad-hoc programme customized for this group last year.

### **Session V: Description of operations of the UI scheme**

**by Ms Yaowaluk Sawataticom, Labor Specialist Senior Professional Level, Benefits Bureau, Social Security Office**

This presentation describes the principle, legislation, and organizational functions of UI operations in Thailand. The ground principle of UI in Thailand is to ensure sufficient income support for the insured persons during their unemployment as well as employment services and skills development which could help them return to work as soon as possible. The Social Security Act defines eligibility of insured persons, conditions of claims and causes of benefit discontinuation. Different departments under the Ministry of Labour have different roles and responsibilities but are working

in an integrated manner through a referral system and a common UI database. The Department of Employment is in charge of the registration of the eligible unemployed workers, provision of benefits claim form, interviews, provision of counselling and job placement according to the qualification of the insured persons and referral of cases to the Department of Skills Development in cases where training are needed. The department of Labour Protection and Welfare also has a database where dismissal information will be cross-checked. Their inspectors are involved when the data does not match. On the other hand, Social Security Office collects the contribution, processes the claims by screening eligibility and level of benefits and lastly transfers cash benefits to insured persons' bank accounts. The speaker concluded the presentation by suggesting that UI should be in place to minimize risks from crisis. The government should also design a coordination mechanism i.e. JOBLINK (one-stop-service), coordination of available databases, and monitoring tools.

**Wednesday 25 July 2012** (Venue: Ministry of Labour)

## **Session VI: Responsibilities and functions of the Public Employment Services in Thailand**

**by Ms Piengpaph Withayachumnarnkul, Chief of Foreign Relations Division, Department of Employment**

The National Employment Policy (NEP) has been established in line with the constitution of Thailand. The priorities under Policy 1 of financial year 2012 are to raise the standard of living and raise minimum wage to Thai Baht 300 per day and Thai Baht 15,000 per month for bachelor degree graduates. At the same time, Policy 4 focuses on the society and quality of life including labour policy which aims at enabling job-seekers and employers, both in formal and informal sectors, to have comprehensive access to job information and appropriate working conditions. The areas where the Department of Employment is mandated to work with are i) employment services for domestic and overseas workers; ii) overseas employment administration; iii) control of foreign workers' employment; iv) vocational guidance and career promotion; and v) protection to jobseekers. Their approaches, in specific, are to modernize and increase the efficiency of Public Employment Services (PES), to establish new measures to timely support job seekers, to promote proactive job matching, to serve as an information centre for job seekers, and to provide employment services to the insured unemployed (registered for Unemployment benefits). Apart from their 76 provincial offices and E-Job centres, the Department also runs reach-out programmes through mobile units, i.e. at bus stations in big provinces, information technology, and working closely with employers. The record shows that 41.44 per cent of job-seekers nationwide were recruited through the public employment services. DOE is the unit where insured persons have to register as an unemployed, report monthly, and receive assistance in job search. The record will be sent to SSO to process the cash benefits. The qualified UI insured persons who cannot find jobs will go through additional programmes including aptitude tests, advice for attitude adjustments, vocational guidance to start own-business, and referral to the skills development training. However, it has been noted that the volume of voluntary quitters who claim UI benefits is much greater than the laid-off group. SSO is therefore considering the revision of regulations related to UI claims. Before ending the session, the speaker shared the challenges they encountered. Most UI insured persons are mature workers and earned high salary before they become unemployed, making it hard to match with the demand from enterprises who want young workers with lower wage. Some would prefer to be self-employed. The turnover rate of DOE staff is also high, resulting in a personnel shortage and training budgeting issue. Participants raised interesting questions on the issue of e-job matching, young graduate unemployment, and monitoring system, for instance. The e-job matching is a computerized service provided free of charge. It is serving the clients to a certain extent but still needs to be further developed. Young graduates are being reached through mobile units of PES which go to their schools and department

stores. At the moment there is no monitoring mechanism on the performance of each PES but the target of employment in each job fair is set at 30 per cent. This serves as an incentive for staff to be proactive in job matching activities.

### **Session VII: Linkages of UI and employment services with vocational training and skills development services**

**by Mr Sandod Themsawanglert, Director of Office of Instructor and Training Technology Development, Department of Skill Development**

The Department of Skills Development started their involvement in the UI and employment services when job matching is not successful and the insured persons are guided to undergo skills development programmes. There are currently 65 provincial and 12 regional skills development centres throughout the country. The programmes are standardized but the centres may offer different programmes at different periods of the year. The programmes range from pre-employment trainings (two to ten months), skills up-grading (one day to six weeks) and job retaining (three days to six weeks). The main training areas are construction, industrial engineering, mechanics, electrical, electronics and computer, industrial arts, agro-industry, business and services. Nevertheless, only a small number of unemployed received trainings in the past years due to the reasons that the courses offered did not match the demand of the insured persons and sometimes the insured persons' qualifications did not meet the requirements for specific courses. After the presentation, the speaker gave additional information as inquired by the participants. The low rate of participation in the training is partly because of the distance between the house and the training location and the need to take care of family members. Unlike in Singapore, no allowance is provided to the person during training programmes but the insured persons would have already received the UI benefits from the SSO. In-house trainings are also compulsory for enterprises with 100 workers or more; otherwise, the enterprise are required to pay their contributions to the skills development fund. On the other hand, enterprises which need to set up training curricula for new production methods and technology can receive support from the skills development fund. Vocational training in educational institutions has also been emphasized. "Enterprise learning" or "dual system", similar to apprenticeship, is a programme where schools and enterprises are directly in contact to design curricula that matches the labour demand. Universities are starting to include internship into their graduation requirement as well.



### **Session VIII: Overall performance of the UI scheme, lessons learned and persisting challenges including roles of the UI scheme during economic crisis and natural disasters**

**by Ms Nawarat Boonpiam, Foreign Relations Officer, Policy and Planning Division, Social Security Office**

The severe flood occurred in central Thailand in 2011 caused damage to the livelihood and economic activities in 33 provinces. 10,000 enterprises and more than one million workers were affected. The

number of unemployed persons increased by 196 per cent compared to the first quarter of the previous year. The Social Security Office, therefore, launched several relief measures to ensure that UI continue to operate as a cushion for the workers in time of crisis. The period of unemployment status report at the Department of Employment was extended from 30 to 60 days if workers became unemployed during September 30<sup>th</sup> to November 30<sup>th</sup>. The report was also allowed to be done by phone. The contribution rate collected from employers and workers was reduced from 5 per cent to 3 per cent for the period of 1<sup>st</sup> January to 30<sup>th</sup> June 2012; and from 5 per cent to 4 per cent for period of 1<sup>st</sup> July to 31<sup>st</sup> December 2012. In spite of the mentioned measures, the number of enterprises which withdrew from the Fund still increased dramatically. SSO and its provincial units are providing medical services to the flooded area and insured persons can go to the hospitals that are not contracted by SSO. The hotline 1506 and public announcements in newspaper and on television were found to be very useful sources of information for the affected areas. Loans with low interest were also available for employers and workers.

### **Session IX: Extension of social protection and employment support services to informal economy workers**

**by Mr Seela Keotabhand, Labor Specialist, Chief of Standard of Social Security for Informal Sector, Social Security Office**

The speaker first recapitulated the economic context and the development of national social assistance concept of Thailand. The economic crisis in 1997 resulted in a high unemployment rate. The following 11<sup>th</sup> National Economic and Social Development Plan shifted the priority to human resources development. In 2011 the government encouraged the initiative to extend social welfare not only by the contributory schemes for regular income earners but also the concept of living allowance for the low incomes i.e. universal old-age pension. The Social Security Act did not cover workers in informal economy, which is mainly divided into two groups: regular/irregular wage earners and the self-employed, representing 62.3 per cent of the total labour force in Thailand. The National Statistics Office conducted a survey in 2010 on informal economy workers. Their concerns were found to be the low income, irregular employment, heavy workload, hazardous conditions, and lack of access to credit. The extension of social security coverage was meanwhile challenged by the lack of systematized data, organized character and collective bargaining power, access to resources and fund, and other specific risks of each group. In the same year the government launched the "Strategies for Informal Labour Administration 2011" aiming at setting the framework and guideline for extending the protection coverage to the informal economy which was later legally binding under Article 40 of the Social Security Act. Under this Article, workers informal economy can choose to contribute Thai Baht 70 or Thai Baht 100 monthly and receive respective package of benefits. The first option covers sickness, invalidity, and death; whereas the second option will also cover old-age lump sum. It is expected that 2.4 million informal economy workers will join the programme. The information on this initiative was largely elaborated in the exchange after the presentation. The campaign is promoted by social security offices and volunteers around the country. Premiums can be paid at the social security offices or banks. Continuity of contributions is foreseen to be a possible challenge; but it is yet to take place due to the short implementation period of the campaign. As per 28<sup>th</sup> May 2012, 810,651 persons are insured under this Article, mostly under option II (806,879 persons). The Social Security Office and related departments will review the implementation outcome and work for a more comprehensive coverage and contribution scheme in the future.

**Thursday 26 July 2012 (Venue: Ayutthaya Social Security Office)**

## **Session X: Presentation of the UI operations in Ayutthaya Province, the One Counter Service approach** by Ms Chalorlux Keawpung , Director, Ayutthaya Provincial Social Security Office

Issues related to labour force in Ayutthaya Province are administered by the Ayutthaya Provincial Labour Office, consisted of the Department of Employment, Department of Skills Development, Department of Labour Protection and Welfare, and Social Security Office. As of June 2012, there are 5,255 enterprises operating in the province, 49.89 per cent of which are Electronics-related and the labour force is dominated by female workers. 308,585 workers are insured under the social security system. The highest claims are found to be for sickness benefits, followed by unemployment benefits and child allowance. Workers who become unemployed have to register at the Department of Employment located at the city hall. At this stage, they are provided with job information, job counselling, job placement service and information on available skills training programmes. The social security office is the unit that process the claims and transfer benefits to the insured person's bank account. The insured persons need to report monthly at the Department of Employment and show evidence that they have been actively looking for jobs in the past months. Those who cannot find jobs will be provided with counselling and appropriate services.

## **Session XI: Learning from the UI scheme's response during crisis** by Ms Chalorlux Keawpung, Director, Ayutthaya Provincial Social Security Office

The flood crisis in 2011 resulted in a sharp rise of employment termination and voluntary unemployment. The area was severely flooded and transportation was the major challenge for the communities and enterprises in the area. Apart from the humanitarian assistance from all departments in the Ministry during the flood, the announced relief measures mentioned by the representative from SSO were critical to the affected people. The Ministry was aware of the high unemployment situation after the flood and frequently organized job fairs in the province, with assistance of partners such as the Japanese Chamber of Commerce (JCC) and Japanese External Trade Organization (JETRO). At each job fair, there were up to 9,000 vacancies and about 1,000 visitors. It was noted during the presentation that the number of UI insured persons has declined after the flood due to the relocation of some enterprises and workers. The presentation was followed by a tour to the service counters of each department. All departments under the Ministry of Labour in Ayutthaya are located in the compound of the city hall. The counter of the Department of Employment is the first stop for the unemployed to register and receive information on job placement and job counselling services. The counter of the Social Security Office is in a separate room as it provides services related to all contingencies under the social security scheme. The operation of the one-counter-service approach in Ayutthaya is accessible to all groups of population and has proven to be successful.



## Conclusion by Celine Peyron Bista, ILO

The speaker made a conclusion that the experience of Thailand in designing and implementing the UI scheme has been a good example for ASEAN countries. The extension of social security coverage to informal economy workers has been proven possible. The one counter service is also an interesting innovation which could enable the employment services system to provide a better service to its clients. The speaker made a brief presentation on the ILO's strategy to extend social security and the Social Protection Floor. Social security refers to both financial support and services which people have access to when they face different contingencies throughout their life cycle. Nevertheless, 80 per cent of the world population are not covered by a comprehensive social security coverage package and the inclusion of most population into the formal sector, where social security is provided under a contributory method, is less likely to happen in the near future. The concept of social protection floor was therefore proposed with an objective that countries can provide minimum support and services to its population and gradually enhance the level of coverage as the population have relevantly improved living conditions. There is no 'one-size-fit-all' module but countries have to assess their context and design their own scheme. The costing exercise made in Thailand also shows that this investment would cost 1.6 per cent of the GDP maximum. The speaker ended the session by giving a brief summary of the activities under ILO/Japan Project Promoting Unemployment Insurance and Employment Services.





## Annex I : Agenda

### **Tuesday 24 July 2012** (*Venue: Ministry of Labour*)

- 09.00-09.30    Opening Session  
Group photo
- 09.30-10.00    Session I  
Socio-economic context and employment trends in Thailand  
By Ms Gunjanaporn Saigal, International Relations Officer, Senior Professional Level  
Bureau of International Coordination, Office of the Permanent Secretary
- 10.00-10.30    Session II  
Labour Market Information Analysis  
By Mr Wuttiipan Tantivong, Labour Specialist, Department of Employment
- 10.30-10.45    Coffee break
- 10.45-12.15    Session III  
Overview of the Social Security System in Thailand  
By Ms Nawarat Boonpiam, Foreign Relations Officer, Policy and Planning Division,  
Social Security Office
- 12.15-13.30    Lunch
- 13.30-15.00    Session IV  
The design process of the unemployment insurance (UI) scheme in Thailand and its  
adjustments overtime  
Description of the UI scheme and its institutional set-up  
By Ms Somsong Sirirak, Director of Benefits Bureau, Social Security Office
- 15.00-15.15    Coffee break
- 15.15-16.45    Session V  
Description of operations of the UI scheme  
By Ms Yaowaluk Sawatatikom, Labour Specialist, Senior Professional Level,  
Benefits Bureau, Social Security Office

### **Wednesday 25 July 2012** (*Venue: Ministry of Labour*)

- 09.00-10.30    Session VI  
Responsibilities and functions of the Public Employment Services in Thailand  
By Ms Piengpahp Withayachumnarnkul, Chief of Foreign Relations Division,  
Department of Employment
- 10.30-10.45    Coffee break
- 10.45-12.15    Session VII  
Linkages of UI and employment services with vocational training and skills  
development services  
By Mr Sandod Themsawanglert, Director of Office of Instructor and Training  
Technology Development, Department of Skill Development
- 12.15-13.15    Lunch
- 13.15-14.45    Session VIII

Overall performance of the UI scheme, lessons learned and persisting challenges, including role of the UI scheme during economic crisis and natural disasters  
By Ms Nawarat Boonpiam, Foreign Relations Officer, Policy and Planning Division, Social Security Office

- 14.45-15.00 Coffee break
- 15.00-16.30 Session IX  
Extension of social protection and employment support services to informal economy workers  
By Mr Seela Keotabhand, Labor Specialist, Chief of Standard of Social Security for Informal Sector, Social Security Office

**Thursday 26 July 2012** (*Venue: Ayutthaya Social Security Office*)

- 08.00-09.30 Departure from hotel to Ayutthaya Province
- 09.30-10.30 Session X  
Presentation of the UI operations in Ayutthaya Province, the One Counter Service approach  
By Ms Chalorlux Keawpung, Director, Ayutthaya Provincial Social Security Office
- 10.30-10.45 Coffee break
- 10.45-11.45 Session XI  
Learning from the UI scheme's response during crisis  
By Ms Chalorlux Keawpung, Director, Ayutthaya Provincial Social Security Office
- 11.45-12.00 Conclusion  
By Celine Peyron Bista, ILO
- 12.00 Lunch (Thai set menu)  
Return to Bangkok

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*\*All sessions will be followed by Q&A*

## **Annex II: List of participants**

### **Brunei Darussalam**

1. Ms Hajah Ruslilawati Haji Judin  
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## **Resource persons from Ministry of Labour, Thailand**

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