



# HANDBOOK

## FOR VIETNAMESE WORKERS IN KOREA



# **I. ADMINISTRATION, POPULATION, AND LABOR OF SOUTH KOREA**

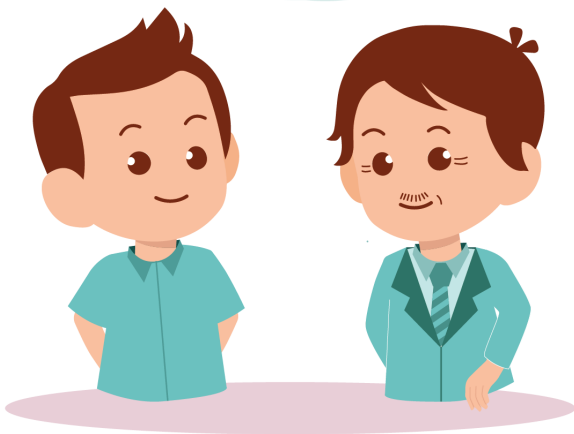
South Korea, officially known as the Republic of Korea (대한민국), is located in the southern half of the Korean peninsula in eastern Asia. South Korea has a total area of 99,720 km<sup>2</sup>, ranking 109<sup>th</sup> in the world. Mountainous terrain occupies about two thirds of the territory.

According to the statistics in March 2022, the population of Korea is 51,321,676 people, ranked 28/235 on the world population and territory rankings. The most populous city is Seoul with 9,976,000 people, second is Busan with 3,468,000 people. Currently, there are more than 200,000 Vietnamese people living and working in Korea, including married women, international students and workers.

## **II. CULTURE OF CORPORATE, OFFICE, ENTERPRISE**

# 1. HOW TO ADDRESS YOURSELF

SURNAME • TITLE • NIM



## GREETINGS REPRESENT SOCIAL STATUS

CALL THE PERSON'S TITLE PLUS THE WORD "NIM" TO SHOW RESPECT

김과장님 (KIMGWAJANGNIM): MANAGER KIM

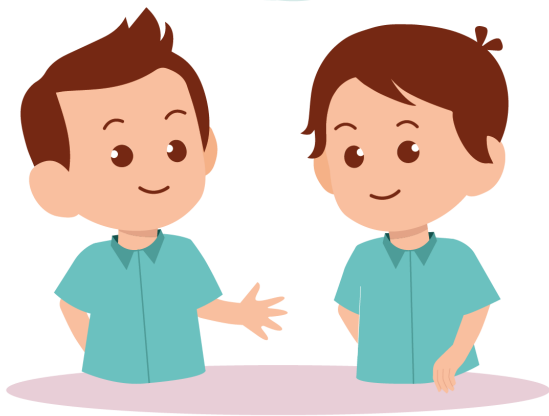


**IN CASE YOU DO NOT KNOW THE PERSON'S POSITION**

**CALL HIS OR HER FAMILY NAME PLUS THE WORD "SEONSAENGNIIM"**

**김선생님 (KIMSEONSAENGNIIM): MR. KIM**

**NAME + SSi**



**FOR THOSE WHO ARE EQUAL**

**CALL THEIR NAMES WITH THE WORD "SSi" BEHIND.**

**김우빈씨 (KIM-UBiNssi) / 우빈씨 (UBiNssi)**

**MR. KIM WOO BIN/ BROTHER WOO BIN**



## 2. GREETING CULTURE



**KOREANS WILL BOW TO SHOW THEIR RESPECT  
TO AN ELDER OR A HIGHER STATUS,  
SAYING "AN-NYEONG-HA-SE-O" OR "AN-NYEONG-HA-SIM-NIKA"  
DEPENDING ON THE SOLEMNITY,  
AS WELL AS THE PERSON BEING GREETED TO**



## WHEN GREETING

KOREANS USUALLY LOWER THEIR FACES, AND BODY FROM THE WAIST, KEEP THEIR BACK STRAIGHT, PUT THEIR HANDS CLOSE TO THEIR BODY, AND KEEP THEIR KNEES TOGETHER. DEPENDING ON THE SITUATION, IT IS POSSIBLE TO BEND AT ANGLES FROM 15 DEGREES TO 45 DEGREES



**DO NOT CLASP YOUR HANDS  
IN FRONT OF YOUR CHEST,  
OR LOWER YOUR HEAD  
WHILE LOOKING UP AT THE OTHER PERSON**

### 3. GENERAL RULES AT WORK



#### WORK ON TIME

“ON TIME” IN THE KOREAN CONCEPT IS TO BE 5-10 MINUTES EARLIER



**PROMOTE TEAMWORK**  
**WORK WILL BE DONE WELL WITH TEAM SOLIDARITY**



## **VALUE THE RESULTS**

**THE FINAL RESULT IS CONSIDERED A MEASURE  
OF THE EFFORTS CONTRIBUTED TO THE COMPANY**



## **KEEP UP APPEARANCES**

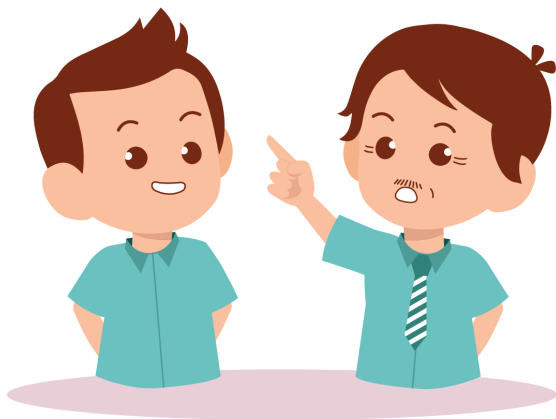
**KOREANS PLACE A HIGH VALUE ON  
HOW THEY DRESS, GREETING ETIQUETTE, AND WORK EFFICIENCY**



**TAKE GREETING CULTURE SERIOUSLY**  
**KOREANS ALWAYS GREET EACH OTHER IN MEETINGS**



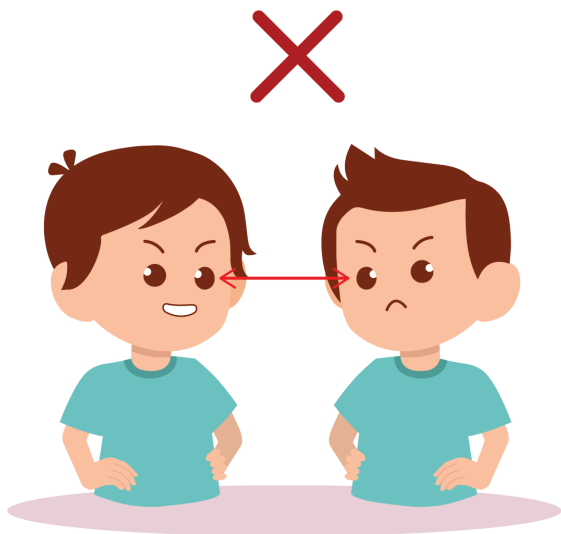
## 4. WORKING MANNERS



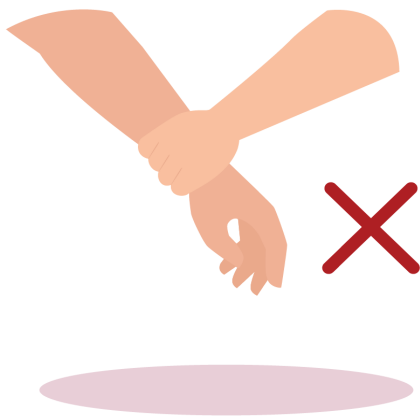
### THE SENIOR-JUNIOR CULTURE

THE JUNIORS ARE ENCOURAGED TO LISTEN TO THEIR SENIORS,  
WHILE SENIORS ARE RESPONSIBLE FOR GUIDING AND HELPING JUNIORS

## 5. OTHER NOTES AT WORK



**DO NOT STARE AT OTHERS WHEN TALKING**



**DO NOT TOUCH OTHERS,  
EXCEPT WHEN SHAKING HANDS**



## **LIMIT SAYING “NO”**

**USE POLITE STATEMENTS SUCH AS “WE WILL TRY” INSTEAD**



**DO NOT CALL OTHER PEOPLE'S NAMES  
UNLESS THEY GIVE PERMISSION**



## **PAY ATTENTION TO POSTURE AND ATTITUDE WHEN GREETING**

**STANDING UP STRAIGHT WITHOUT BOWING TO THE PERSON IN FRONT,  
WRAPPING SOMEONE'S SHOULDERS, COVERING SOMEONE'S NECK,  
WAVING TO SENIORS OR PEOPLE JUST MEET FOR THE FIRST TIME  
IS CONSIDERED RUDE**

# **III. SOME TABOOS IN KOREAN CULTURE AND WARNINGS TO THE FOREIGN WORKERS**

## 1. TABOOS



**KOREANS BELIEVE THAT THE NUMBER 4  
WILL BRING BAD LUCK**





**NO NAMES SHOULD BE WRITTEN IN RED INK**  
WRITING NAMES IN RED INK IS CONSIDERED TO BRING BAD LUCK,  
SYMBOLIZING DEATH



## **NO BAREFOOT OR SHOES INSIDE THE HOUSE**

**TAKING OFF THE SHOES TO ENTER THE HOUSE  
WITHOUT WEARING SOCKS IS CONSIDERED IMPOLITE  
AND DISRESPECTFUL TO OTHERS**



### **LIMIT LEFT HAND OR ONE-HAND USAGE**

**USING THE LEFT HAND IN HANDSHAKE IS CONSIDERED DISRESPECTFUL.**

**TWO HANDS ARE RECOMMENDED**

**WHEN GIVING TO OR RECEIVING SOMETHING FROM THE SENIORS**

## 2. WARNINGS



**DO NOT ARGUE WITH THE BOSS**



**REGULATIONS IN PUBLIC**  
**SHOULD BE OBEYED STRICTLY BY EVERYONE**  
**(NO CLIMBING THE CHERRY TREES, NO PIGEONS CATCH, ETC.)**



**CONFLICTS BETWEEN VIETNAMESE WORKERS  
AND LOCAL PEOPLE ARE OFTEN CAUSED BY  
LANGUAGE DIFFERENCES**

**WORKERS NEED TO IMPROVE THEIR COMMUNICATION SKILLS  
AND LANGUAGE PROFICIENCY TO AVOID UNFORTUNATE DISPUTES**



**RESIDING ILLEGALLY**  
**WILL RESULT IN SEVERE PENALTIES**  
**AND AFFECT THOSE WHO WORK ABROAD AFTER THAT**

### 3. PENALTIES FOR VIOLATIONS

*The revised Korean Immigration Law, effective from September 21, 2018 has imposed the following fines for foreigners who work in contravention of regulations or reside illegally:*

- Overstay of the allowed period:  
from ₩1,000,000 - 20,000,000.
- Failure to declare new residence address:  
from ₩100,000 - 1,000,000.
- Failure to work at the specified address:  
from ₩1,000,000 - 10,000,000.
- Carry out works out of the legal contract context:  
from ₩500,000 - 20,000,000.
- Failure to extend working visa:  
from ₩200,000 - 20,000,000.
- Fake the identity card or using someone else's:  
from ₩500,000 - 2,000,000.



# **IV. CONTACT INFORMATION**

## **ABOUT EMPLOYEE ISSUES**

## 1. DEPARTMENT OF OVERSEAS LABOR

**Head office:** 41B Ly Thai To - Hoan Kiem District - Hanoi

**Phone:** (84-24) 3824 9517

**Fax:** (84-24) 3824 0122

**Email:** dolab@dolab.gov.vn

**Website:** <http://www.dolab.gov.vn/>

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## 2. EMBASSY OF THE SOCIALIST REPUBLIC OF VIETNAM IN KOREA

**Address:** 123 Bukchon-ro, Jongno-gu, Seoul, Korea (03052)

**Phone:** (82-2) 720 5124 - **Fax:** (82-2) 720 4684

**Email:** vietnamembassyseoul@gmail.com

**Website:** <http://vnembassy-seoul.mofa.gov.vn/>

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### 3. TYPES OF HEALTHCARE IN KOREA

#### **Hospital**

In South Korea, hospitals can be found all over the city. Besides from delivering treatments, many international hospitals also have foreign language and translation services. Asan Medical Center, Seoul National University Hospital and Samsung Medical Center are the top 3 Korean hospitals in Seoul, with leading specialists in their fields.

#### **Clinics, medical professionals**

Clinics and health centers are considered for treating common, non-serious illnesses. There are licensed medical professionals who conduct medical examination and treatment activities. If patients only have common illnesses such as colds, body aches, rashes, infections, etc., they can go to these medical professionals for quick medical care instead of waiting in big hospitals. The drawback of these clinics or medical professionals is that they often lack the ability to communicate with foreigners.

In case of an emergency, you can immediately call

**119.**

## 4. EMERGENCY ASSISTANCE

Free medical:	02.6900.8000, 03.1237.0691
Interpreting:	1588.5644, 1577.1366
Foreign manpower consulting center:	1577.0071 ext 3
Center for foreigners support in Korea:	1644.0644 ext 3
General Counseling Center of Immigration Department:	1345 ext 4
Samsung Insurance Company:	02.2119.2400 ext 3
<b>Centers support foreigners in big cities:</b>	
Uijeongbu (의정부)	070.8679.7208
Incheon (인천)	032.431.5757
Cheonan (천안)	041.411.7000
Daegu (대구)	053.654.9700
Kimhae (김해)	055.338.2727
Changwon (창원)	055.253.5270
Busan (부산)	1577.7716 ext 3

**V. COMMON KOREAN  
SENTENCE PATTERNS  
USED IN BUSINESS  
ENVIRONMENTS**

1. 여기서 야간 (근무)도 하나요?

Is there a night shift here?

2. 하루 몇 시간 근무하나요?

How many hours do I work each day?

3. 일은 언제 시작하나요?

When do I start working?

4. 무슨 일을 하나요?

What will I do?

5. 새로 와서 잘 모르는데 보여(알려)주실 수 있나요?

I'm new here so I don't know anything. Please  
instruct me

6. 저는 외국인이라 모든 것이 익숙하지 않아요

I'm a foreigner who is unfamiliar with everything

7. 오늘 몇 시까지 일하나요?

What time do you finish your work today?

8. 누구와 함께 일하나요?

Who do I work with?

9. 너무 힘들네요. 좀 쉬었다 하죠

I'm so tired, take a break

10. 저희 많이 도와주세요

Please help us a lot

11. 이렇게 하면 될까요?

Is this possible?

12. 한번 해 볼게요

Let me try it once

13. 같이 해주세요

Please work with me

14. 다른 일을 시켜주세요

Let me do another task

15. 천천히 일에 익숙해질 거예요

Slowly you will get used to it

16. 이제부터 혼자 할 수 있을 거 같아요

I can do it by myself

17. 최선을 다했습니다

I tried my best

18. 노력하겠습니다

I will try

19. 금방 갔다 올게요

I'll be out for a while and I'll be right back

20. 이렇게 해도 될까요?

Is it okay to do this?

21.켜주세요

Turn it on

22.꺼주세요

Turn it off

23.손 대지 마세요

Do not touch it

24.위험하니까 조심하세요

Dangerous, be careful

25.월급 명세서 좀 볼 수 있을까요?

Can I see my payroll

26. 이번달 제 월급이 얼마예요?

How much is my salary this month?

27. 월급은 언제 나오나요?

When do I get salary?

28.월급 올려주세요

Please raise my salary

29. 무엇을 도와드릴까요?

What can I help you?

30. 한번 보여 주세요

Try it for me





## REFERENCES

1. Center of Overseas Labour. *South Korean culture*
2. Global Study Abroad Center PT SUN. *Guidance on admission procedures & necessary medical services*
3. Cheongyang gun district. *Emergency support*
4. Shopsachngoangu. *Dialogues in the South Korean companies*
5. K Net Investment Cooperation and Study Abroad JSC., *Fines for illegal workers in South Korea*

## DIRECTIONS AND DOCUMENTATIONS

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## DONOR AND IMPLEMENTERS



**Project “Harmonising Society through Migrant Worker and Foreign Investor Cultural Education”**

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