

Unidentified Corpses: Development of Management Model in Charity Organizations of Chinese-Thai People

Orasa Pholpanga, Souneth Phothisane and Kosit Paengsoi
The Research Institute of North Eastern Arts and Culture,
Mahasarakham University, Maha Sarakham, Thailand

Abstract: Problem statement: Management model on unidentified corpses in charity organizations of Chinese-Thai people was consisted of committee members from various agencies to manage in overall and to solve all occurred problems. **Approach:** This study proposed the study on model of cremation management on unidentified corpses in charity organizations of Chinese-Thai people. The study was a research and development by using processes of qualitative research. Population and samples were operators in charity organizations and general people, who participated in activities of Chinese-Thai people charity organizations, in 3 provinces as Nakhon Ratchasima, Nakhon Nayok and Chon Buri, Thailand. Observation form, survey form, interview form, focus group discussion and workshop were used as research tools while data was analyzed by descriptive research. **Results:** Management on cremation of unidentified corpses should be assigned in form of a group of committees to take responsibility for each division. Forensic Medicine Division was an important division for establishing justice and accuracy. Outsourcing was used to recruit persons for each division that would be provided all relatives of those unidentified corpses with trustworthiness. Management on unidentified would be successful with big charities by continuous operation of Public Relation Division. Due to long duration of Graveyard Big Cleaning Ceremony, at least 30-100 days, public relation should be continually operated. Finally, General Donation Division was supported budgets form members of charity network and general donators. Appointment of responsible persons, therefore, should be selected from those who had their honesties. Operating Division had responsibilities on facilitating, coordinating, understanding, controlling and managing conveniences for all divisions on the same direction. Volunteer and Workforce Division needed to have personnel with sacrifice and made merits for public even without any welfares. They should have their awareness on public responsibilities. Ceremony Division needed to have personnel with knowledge, competences and understanding in various rites in accordance with correct traditional and believes. Information database (database on cremation management) and lawyers were needed to ensure operators, to protect legal rights of unidentified corpses and their relations. **Conclusion/Recommendations:** New model of cremation management on unidentified corpses in charity organizations of Chinese-Thai people was integration between old and new model. This new model also maintained the old one because changing of human believes had to spend for long time and sometime could not change anything although having a new model with rapid management. This came from effects of old believes, rites and traditions.

Key words: Identified corpses, management model, charity organization, unidentified corpses, charity organizations, cremation management, rapid management, old believes, legal rights, division needed

INTRODUCTION

From the past until now, there are many of old traditions and cultures that has been created from history and environment caused by religions, believes and traditions. This means human choose to have their behaviors according to good and desirable values of

most people. These behaviors has been inherited and continually conducted as believes that related to mysterious supernatural. It has been happened in all societies as a foundation of believes until now. Believes in mysterious supernatural has been occurred in many societies that have similar believes about ghosts and spirits. The reason is human exists among nature.

Corresponding Author: Orasa Pholpanga, The Research Institute of North Eastern Arts and Culture, Mahasarakham University, Maha Sarakham, Thailand

Whatever these believe come from, when people believe they will express both of their words and manners. In the Southeast Asia, Thailand is a country consisted of various ethnic groups and each of them has its own culture (Chaiyatorn *et al.*, 2010).

Chinese is an ethnic group that migrated from China to settle down in Thailand. China had many of disaster and political conflicts that forced some Chinese for more coming in Thailand. Chinese in Thailand is an ethnic group that migrated from south and southeast region of People's Republic of China. Chinese culture has been direct spread out in Thai society from these immigrants. They persist in their customs and firmly practice in accordance with their former believes as well as inherit from generation to generation until now (Khozaei *et al.*, 2010). Many of believes influence in their daily lives about gods. Chinese has believes about sacrifice to their ancestors, we always see their sacrifice ceremonies many times of a year. Definition of death is complicated and different in each social that indicates differences of thinking system and meaning of death in the same culture.

Chinese applied their own resources to establish organizations for helping or relieving follows who migrated to Thailand. Most of them worked as labors and earned low income, only few of them succeeded and became rich man. Chiew Ling, a leader of oversea Chinese, was a millionaire who donated his money to construct a hospital for Chinese with free of charge treatment. He also donated to charity organizations for cremation of unidentified corpses. A famous charity aid association in Bangkok is Sung Tung or Ruamkatanyu Foundation.

Charity organizations preserved corpses in cemeteries while unidentified corpses were buried and left for long time in deserted areas. This was a reason for graveyard big cleaning to send their spirits to heaven by correct religious ceremony according to inherited believes of Chinese-Thai people. Nowadays, there are many of Chinese associations or charity organizations that had been established for social services as donation for the poor, disaster mitigation and rescue. These activities were purpose of oversea Chinese' ancestors for establishing Chinese-Thai people charity organizations.

MATERIALS AND METHODS

Collection of data: This study was a research and development by using processes of qualitative research. Population and samples were operators in charity organizations and general people, who participated in activities of Chinese-Thai people charity organizations,

in 3 provinces as Nakhon Ratchasima, Nakhon Nayok and Chon Buri. These samples were obtained by purposive sampling method, one organization for each province. Samples in this research were 114 persons consisted of 15 key informants, 69 casual informants and 30 general informants. Surveying, interviewing, observation, focus group discussion, workshop and field data collecting were used as research tools.

Analyzing and Interpreting of the data: Data were collected, validated and classified by the researchers before analyzing with methodological triangulation. Firstly; data collection, synthesis and analysis was simultaneously conducted over research duration and after finishing of field data collection. Data were tested by validity, reliability and triangulation. Finally, Data classification and comparison were used to make a conclusion.

RESULTS

Management on unidentified corpses in charity organizations of Chinese-Thai people had its origin from immigration to new countries of Chinese people. Unfamiliarity made them feel unsafe, so they turned to rely on gods and sacred things as their mental supporter and this caused Chinese preferred to sacrifice gods for their peaceful life. Traditions on funeral of Chinese-Thai people were an important ceremony especially for their ancestors. Descendants had to spend much money for a great ceremony. This was regarded as a community ceremony that many of relatives and friends came to participate and it was the last occasion for expressing their good intentions to host as well as forgiving those who passed away.

Furthermore, Chinese way of life could be found both in religion and social. They brought with them everywhere they went or migrated to any part of the world. Chinese maintained their traditions and believes for many thousand years. They respected their ancestors and sacrifices were symbol to show that they firmly inherited their traditions. Meanwhile, for level of grass root people, sacrifices reflected fear for death power that might harm them or destroy their peacefulness if they did neither pay attention nor respect by good sacrificing. This kind of fear was not limited only for their ancestors' spirit but also other kinds of spirit as guardian spirit or natural spirit that traveled in the world and met human while they did not go to their next birth. Procedures of funeral ceremony in Mahayana sect of Buddhism had customs and believe as follows; (1) Huangjui or graveyard with the best selected location, (2) Coffining ceremony-Color of coffin must accord with each district of the deceased in

China, (3) Kong Teg or Chinese praying ceremony, (4) Burying coffins in cemetery, (5) Making merits after finishing the ceremony and (6) Sacrificing ancestors.

Management processes on unidentified corpses in charity organizations of Chinese-Thai people. At present, most of initial founders of charity organizations were Chinese-Thai merchants and businessmen who registered objectives of non-profit organizations for public charities and benefits without any political issues. Charity organizations with their own cemeteries must be registered under Cemetery and Crematorium B.E. 2528 and Cemetery and Crematorium (No. 2) B.E. 2528 for Chinese-Thai people to buy land for their ancestors' grave. For organizations that disqualified for registration had to coffin corpses at Buddhist temples according to their memorandum of understanding.

Normally, charity organizations are located in communities that had Chinese-Thai people lived there. Their main objective was providing with emergency medical services, rescue people from various disasters, transportation patients to hospitals, transportation dead bodies to temples, funeral ceremony for Thai, Chinese and other religions. Some organizations had their own multipurpose halls for making merit, meeting or wedding ceremony with wide parking lots and reasonable price. Most of people would donate their money for good results of merit, removing their bad lucks by purchasing coffins or shrouds and also vowing Buddha, gods and sacred things. Charity organizations donated blankets and alms for poor people, organized Vegetarian Festival, Chinese opera in gods' birthday or any important festival. They provided to audiences with entertainment and simultaneously presented Chinese ideologies and believe. In case of charity organizations that had own cemeteries and unidentified corpses more than 500 dead bodies, a graveyard big cleaning would be taken place for making merits and releasing their suffering souls to heaven. Donation from all activities has been spent for additional buildings, rescue cars and equipments. Time for big cleaning depended on number of unidentified corpses and preparedness of their committees. After the big cleaning, cemeteries would have more space for new corpses to wait for verifying and next big cleaning.

Current conditions and problems about management on unidentified corpses in charity organizations of Chinese-Thai people were separated operations without any management center. There was lacking of planning and did their operations according to former belief in unidentified corpse's management. State agencies could not participate in their activities. Overall problems were occurred when management model was in form of committees or networking. Such

operations were in accordance with the thought of Seri Pongpit "network" meant social processes caused by relationship between persons, organizations and institutes that had shared targets, objectives and demands (Chonpairot *et al.*, 2009). They operated some activities together while network's members still had their own independences or managed in form of quasi-business plan. Therefore, Management processes on unidentified corpses in charity organizations of Chinese-Thai people in Thailand did not only apply traditional principles of rites and believes, but also new management of Posdcorb Model. These led each organization achieving their objectives according to regulations of National Council of Cultural Affairs and charity organizations as well as organization charts of each charity organization (Cattaneo *et al.*, 2010).

Trends of problems and guidelines for solving problems about management on unidentified corpses in charity organizations of Chinese-Thai people were operation budgets, equipments for rescuing or facilitating all activities. Image of charity organizations as shown in media was rather in negative than positive. General people misunderstood on their operations such as; having hidden benefits from corpses, people nearby cemeteries believed that there were some ghosts and disturbed smell might cause epidemic diseases to surrounded communities. Moreover, illegal rescue units were established for hidden benefits both of direct and indirect matters. Law should be enacted to control and investigated by state agencies. Neither explanation nor understanding to communities about operations of charity organizations would be problems that should have been solved.

In aspect of guidelines for developing charity organizations in the future, awareness and placing importance on communities was very important for their activities. Participation of communities would create positive image of organizations. Personnel development, especially efficient rescue units, could rapidly help wounded or dead people and all units should have good quality equipments. Human resources were important as well, they should have public mind. Furthermore, state agencies should have their participation because some activities or operations might have legal problems. Agencies that played their roles on people living should recognize and accept operations of charity organizations. These would ensure general people for using services.

For new knowledge of management model on unidentified corpses in charity organizations of Chinese-Thai people in Thailand, it could not be directly specified and operated in form of company or business organization. Due to believes, traditions and

rites were basic determination and were prescribed regulation so any permanent changing was difficult to do. There was some organization or management model could be inserted as a knowledge body to accomplish operations on unidentified corpse's funeral ceremony. The appropriated model depended on direction of social changing. Sometime social was a channel to specify roles of knowledge, especially some principle such as; a concept of non-profit organization that enhanced social development mostly in social services and public benefits. This was for life quality development in better social by using more new marketing principles because there were more non-profit organizations and problems about fund raising or volunteers became a duty of charity organizations that had their goal to spend donation for supporting social causes. Another duty of non-profit organizations was campaigning for social changes with their goal to force people for their behavioral adaptation that useful for themselves and social according to theory of social structure.

DISCUSSION

The study found that management model on unidentified corpses was a committee consisted of committee's member from various agencies, for instance, an operating committee to manage overall of charity organizations of Chinese-Thai people. Representative from all sectors, charity organizations that provide unidentified corpses funeral ceremony and network of provincial charity organization participated in this committee to solve problems. Most of them were affiliated to 4 big networks of charity organization as; (1) Buddhist Association of the Charity Aid of Thailand, (2) Federation of Moral Uplifting Societies of Thailand (Thai Tekka), (3) Union of Buddhist Aid of Thailand (Pong Lai) and (4) Independent charity organizations; as well as community representatives for good understanding among those organizations and communities. In the past state agencies had their little participation, if there was some representatives in the committee it would easier for coordinating and helping in aspect of heavy equipments. Religious representative in communities; abbots, undertakers, spiritual guides and indigenous knowledge; who had their skills and experiences on traditions, rites and believes could play their important roles for successful operations

After having representatives from various sectors, meetings should have been taken place. Secretary of the committee had his/her duty to invite all committee members, record minutes and should be the information center of funeral ceremony. Later, division committees were appointed to response duties for each division.

Forensic Medicine Division was an important division for establishing justice and accuracy by corpses verifying that relied on many of scientific processes and specialists as forensic scientists as well as forensic analysts. However, these charity organizations had not any skills in above process and needed to outsource personnel that would be provided all relatives of those unidentified corpses with trustworthiness.

Moreover, information database (database on cremation management) and lawyers were needed to ensure operators, to protect legal rights of unidentified corpses and their relations. Management on unidentified would be successful with big charities by continuous operation of Public Relation Division. Due to long duration of Graveyard Big Cleaning Ceremony, at least 30-100 days, public relation should be continually operated.

Understanding among divisions, organizations and donation form general people should rely on public relation to access them. Persons who worked in this division should insider of each organization because they understood the nature of work. Finally, general donation division was supported budgets form general donators and members of charity network according to resolution of committee meeting. Due to many of donated money, therefore, appointment of responsible persons should be selected from those who had their honesties. Operating Division had responsibilities on facilitating, coordinating, understanding, controlling and managing conveniences for all divisions on the same direction.

Directing was a process to control working towards goals or objectives. Volunteer and Workforce Division needed to have skillful volunteers or rescue teams with sacrifice and made merits for public even without any welfares. All volunteers should have awareness, responsibility and devotion on public benefits.

This division was established to solve problems on team working of volunteers. Ceremony Division played the heaviest role of organization on believing in gods that protected and blessed all of those who sacrificed, believing in ancestors' spirit that protect their descendants.

Operations in accordance with traditions and believes were very important that needed to have personnel with knowledge, competences and special experiences for ensuring general people who participated with activities. Besides Chinese believes, other religion as Buddhism, Islamism and Hinduism had different believes, so organization should outsourced specialist in each religion for participants' satisfaction.

Procedures and details of Turnkey management model on indentified corpses in charity organizations of Chinese-Thai People (New model)

	Accidents	
1. Death	Nature	
	Diseases	
2. Corpse Transportation from various places		
	Central institute of forensic science	
	Hospitals	
	Foster homes/ temples/ organizations	
3. Preserve corpses at foundation's cemetery funeral director		
	Foundation's representative	
4. Committee of Turnkey Management on Unidentified corpses	Foundation network	
	Surrounded community representative	
	Secretary of committee of Turnkey	State agency representative
	Management on unidentified corpses	Religious Leader/ Representative
	Meeting of committee foundation network	
	Representative/ other representative	
5. Assignment of divisions on unidentified corpse's funeral ceremony		
	Providing Information of Unidentified Corpses	
	Connected to network	
Forensic medicine division	corpse's verification	outsourcing
	Law/ regulation / benefit	
Public relation division	Public relation planning at the pre and post ceremony	
	Money	
General donation division	Operational Equipments	
Directing division	Manage, plan, control, check all operations	
Volunteer and workforce division	volunteers/ staffs recruitment	
Ceremony division	religious rite outsourcing	
	Graveyard opening rite	
	Soul opening rite	

Fig. 1: Management model on unidentified corpses in charity organizations of Chinese-Thai people

The new management model of cremation management on unidentified corpses in charity organizations of Chinese-Thai people, as following shown later in a flowchart, was integration between old and new model. It also maintained the old one because changing of human believes had to spend for long time and sometime could not change anything although having a new model with rapid management. This came from effects of former believes, rites and traditions according to theory of social structure (Saepaisan *et al.*, 2009).

Hence, management model on unidentified corpses in charity organizations of Chinese-Thai people in Thailand could be conducted according to following management procedures in Fig. 1.

CONCLUSION

The purpose of this study was to purpose the management model on indentified corpses in charity organizations of Chinese-Thai people. This committee was consisted of 4 big networks of charity organization as; (1) Buddhist Association of the Charity Aid of

Thailand, (2) Federation of Moral Uplifting Societies of Thailand (Thai Tekka), (3) Union of Buddhist Aid of Thailand (Pong Lai) and (4) Independent charity organizations; as well as community representatives for good understanding among those organizations and communities. Management on cremation of unidentified corpses should be assigned in form of a group of committees to take responsibility for each division. Forensic Medicine Division was an important division for establishing justice and accuracy. Outsourcing was used to recruit persons for each division that would be provided all relatives of those unidentified corpses with trustworthiness. Management on unidentified would be successful with big charities by continuous operation of Public Relation Division. Due to long duration of Graveyard Big Cleaning Ceremony, at least 30-100 days, public relation should be continually operated. Finally, General Donation Division was supported budgets form members of charity network and general donators. Appointment of responsible persons, therefore, should be selected from those who had their honesties. Operating Division had responsibilities on facilitating, coordinating, understanding, controlling and managing conveniences for all divisions on the same direction. Volunteer and Workforce Division needed to have personnel with sacrifice and made merits for public even without any welfares. They should have their awareness on public responsibilities. Ceremony Division needed to have personnel with knowledge, competences and understanding in various rites in accordance with correct traditional and believes. Information database (database on cremation management) and lawyers were needed to ensure operators, to protect legal rights of unidentified corpses and their relations. The proposed model of cremation management on unidentified corpses in charity organizations of Chinese-Thai people was integration between old and new model. This new model also maintained the old one because changing of human believes had to spend for long time and sometime could not change anything although having a new model with rapid management. This came from effects of old believes, rites and traditions.

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