

# The 2022 Business and Industrial Census

## Manufacturing industry

### ☸ Need of the manufacturing industrial census

Entrepreneurs has been threatened and grappled with trade war and the COVID-19 crisis that affecting the industrial sector. These contexts have led to a rapid change in the structure of business and industry. The public and private sectors need to adjust existing incentive agreements and competition policy to increase flexibility for companies and economic competitiveness.

**Government sector:** This sector will use this information for economic development planning and policy making in the area of national and local production industries, SMEs planning, GDP planning and supporting the infrastructure planning for effective production industries.

**Business sector:** This sector will use this information as a tool for business planning of entrepreneur in expanding or branch their enterprises, comparing with business lines and managing or controlling for effective business performances.

**Citizen sector:** This sector will use this information for considering their investments, in depth analytical studies of interesting production industries and relevant matter.

### ☸ Area to collect data.

Throughout the country.

### ☸ Authorities and functions.

This census is conducted under the B.E. 2550 (2007), Thailand statistical Acts, therefore the National Statistical Office would like to ask for your kind cooperation on answering. The National Statistical Office certifies that all information obtained will be kept strictly confident. Your report is used only to develop summary data that do not reveal the activities of individual firm or establishment and do not involve any tax.

The National Statistical Office would like to express our sincere gratitude to all entrepreneurs and all those concerned for their kind cooperation in contributing to the succession of the census.

National Statistical Office

Ministry of Digital Economy and Society

[www.nso.go.th](http://www.nso.go.th)

Name of interviewer: .....

Address: .....

.....

Telephone: .....

## Confidentiality of the information/respondents

### ★ The confidentiality or respondents.

National Statistical Official please ensure that the confidentiality of the information that you provide a personal or business information. National Statistical Official will process statistical data such as the average, the percentage that only published as a whole. That do not reveal the activities of individual firm or establishment decisively. The informant will be protecting by the Statistics Act, B.E. 2007.

**Section 15** Personal information obtained under this act shall be strictly considered confidential. A person who performs his or her duty hereunder or a person who has the duty of maintaining such information cannot disclose it to anyone who does not have a duty hereunder except in the case that:

(1) Such disclosure is for the purpose of any investigation or legal proceedings in a case relating to an offense hereunder.

(2) Such disclosure is for the use of agencies in the preparation, analysis or research of statistics provided that such disclosure does not cause damage to the information owner and does not identify or disclose the data owner.

**Section 16** By virtue of sections 14 and 15, anyone performing duties in an agency or the National Statistics Office shall not use the personal information provided by the owner or given in the questionnaire for any purpose other than the statistical analysis or research.

### ★ Providing information/responses

**Section 18** Any person who fails to provide information or fill out the questionnaire in accordance with the method prescribed in the notification under Section 10, or fails to return the completed questionnaires to the competent officer or an agency within the period specified in the notification under Section 10 (4), or fails to accommodate the competent officer performing his/her duty under Section 12 shall be liable for a fine of not exceeding three thousand Baht.

**Section 19** Any person with the duty to provide information under Section 11 who provides false information shall be liable for imprisonment of not exceeding three months or a fine of not exceeding five thousand Baht, or both.

**Section 20** Any person who violates Section 15 or Section 16 shall be liable for imprisonment of not exceeding one year or a fine of not exceeding twenty thousand Baht, or both.

National Statistical Official look forward to the cooperation of the entrepreneur to provide the accurate information supporting the correct data of the infrastructure for planning and setting policy and supporting the operation of both public/private sectors that result to the progressive business and economic.

### “Building a better future, providing data with NSO”

#### ★ Bangkok Contact us

Field Administration Bureau โทร. 0 2143 1312 – 13, 0 2143 1315

Tel. 0 2143 1312 – 13, 0 2143 1315 and 0 2143 1318

#### ★ Local Administration: Contact us

76 Provincial Statistical Offices



Ministry of Digital and Society

[www.nso.go.th](http://www.nso.go.th)

Confidential

# The 2022 Business and Industrial Census



National Statistical Office  
Thailand

Entries in this questionnaire are for calendar year 2021

If the account period differs from the calendar year, please specify .....

## (Manufacturing Industry)

STO.65

Enumeration Form

																		ID		

### 1. Name of establishment.....

#### Address

No. .... Building/Village ..... Room/Floor .....

Street ..... Soi .....

Sub district ..... District .....

Province ..... Post code ..... Telephone .....

E-mail ..... Web site .....

Social Media (such as Facebook, LINE, Instagram, YouTube etc.) .....

Administrative area (please check ✓ in  )

1. Municipal area     2. Non municipal area

Located in industrial estates/industrial park? (please check ✓ in  )

1. No                     2. Yes, Please record ↓

Name of industrial estates/industrial park .....

### 2. Office location or contact location, which is different from 1.

(if it is the same location, do not record)

No. .... Building/Village ..... Room/Floor .....

Street ..... Soi ..... Sub district .....

District ..... Province .....

Post code ..... Telephone .....

E-mail ..... Web site .....

Social Media (such as Facebook, LINE, Instagram YouTube etc.) .....

Administrative area (please check ✓ in  )

1. Municipal area     2. Non municipal area

### 3. Kind of product produced .....

(Please specify the type of products in detail; Stainless steel sanitary ware, Wooden frame, Electronic tube manufacturing, Glass bottles for water/tablets, Woven fabrics made of silk, Shampoo etc. If establishment produced more than one kind of product, please specify the product accounting for highest value of sales>

### For office use only

		REG
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		CWT
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		AMP
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		TAM
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		MUN
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		IND_DIST
--	--	----------

						TSIC_R
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						TSIC_L
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		SIZE_R
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		SIZE_L
--	--	--------

						NO.
--	--	--	--	--	--	-----

6	5	YR
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		ENU
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### For further information, Please contact

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### Enumerating result

(please check ✓ in  )

Enumerated

Non enumerated

(specify) .....

.....

.....

## Part 1 General information of establishment

No. 1

**Form of legal organization** (please check ✓ in  for one choice)

Rec.01 [A01]

 1. Individual proprietor

Identification number

[A021]

 2. Juristic partnership

Register number

[A022]

 3. Company limited, Public company limited

Register number

[A022]

 4. Government, State-enterprises

 5. Cooperatives

 6. Community group (Farmer group, Housewife group etc.)

 7. Association

 8. Foundation

 9. Community enterprise

 10. Others (specify) .....

[A023]

No. 2

**Form of economic organization** (please check ✓ in  for one choice)

[A03]

 1. Single unit (no branch or subsidiary unit or not a branch of other establishment)

 2. Head office (own or control establishment which is branch)

 3. Branch (branch or subsidiary unit of other head office)

 If  3. Branch, please fill in ↓

### Name and address of the head office

[NAME\_2]

Name .....

No. .... Building name/Village ..... Room/Floor .....

Street ..... Alley ..... Soi .....

Sub district ..... District .....



Province ..... Post code ..... Telephone .....

E-mail ..... Web site .....

Social Media (such as Facebook, LINE, Instagram, YouTube etc.) .....

 4. Others (specify) .....

[A031]

No. 3	<b>Period of operation</b> ..... Year <span style="float: right;">[A04]</span>
<p>Fill in number of years since the establishment has operated the business (round number to at least one year)          If the establishment has changed kind of product produced, please fill in the number of years produced the product specified in item 3 of the cover page.</p> <p><b>Period of operation in 2021</b></p> <p>⚙️ <b>Number of months operated in 2021</b> ..... month <span style="float: right;">[A05]</span></p> <p>If the 2021, operated less than 12 months, please specify the reasons .....</p> <p>⚙️ <b>Number of working hours per day</b> ..... hours <span style="float: right;">[A06]</span></p>	
No. 4	<b>Registered capital</b> (please check ✓ in <input type="checkbox"/> for one choice) <span style="float: right;">[A07]</span>  <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, record registration capital ..... baht <span style="float: right;">[A08]</span>
No. 5	<b>Foreign investment or shareholding</b> (please check ✓ in <input type="checkbox"/> for one choice) <span style="float: right;">[A09]</span>  <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, each foreign shareholder's hold shares less than 10% <input type="checkbox"/> 3. Yes, at least one foreign shareholders hold shares more than and equal 10%
No. 6	<b>Investment promotion from BOI (Board Of Investment)</b> (please check ✓ in <input type="checkbox"/> for one choice) <span style="float: right;">[A10]</span>  <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes
No. 7	<b>Export the products produced in 2021</b> (please check ✓ in <input type="checkbox"/> for one choice) <span style="float: right;">[A11]</span>  <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, record percentage of total value of production in 2021 ..... <span style="float: right;">[A12]</span>
No. 8	<b>Use of imported materials and components in 2021</b> (please check ✓ in <input type="checkbox"/> for one choice) <span style="float: right;">[A13]</span>  <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, record percentage of the total raw materials in 2021 ..... <span style="float: right;">[A14]</span>
No. 9	<b>Capacity utilization in 2021 about</b> ..... % <span style="float: right;">[A15]</span>
<p style="text-align: center;"> <b>Definition</b> </p> <p>⚙️ <b>Capacity utilization</b> means ratio of actual output to maximum capacity that can be produced in a period calculated by dividing the actual production capacity.</p> <p>⚙️ <b>Capacity</b> means highest level of production design, machinery or equipment.</p> <p>⚙️ <b>Maximum production level</b> means the production machinery to produce the full potential of the production factors (labor, raw materials), without fully causing high production, costs than necessary and the machine can sustain in the long run.)</p>	

## Part 2 Persons engaged and remuneration

No. 10	The average number or workers in 2021. For the number of employees, included both permanent and temporary ones. (excluded contracting out/leased employment)		Rec.02
	Male (person)	Female (person)	
1. Unpaid workers	..... [B01]	..... [B05]	
2. Operatives (2.1 + 2.2)	..... [B02]	..... [B06]	
2.1 Skilled labor	..... [B021]	..... [B061]	
2.2 Unskilled labor	..... [B022]	..... [B062]	
3. Other employees	..... [B03]	..... [B07]	
Total (1 + 2 + 3)	..... [B04]	..... [B08]	
No. 11	Hours worked by operatives in 2016 (excluded contracting out/leased employment)		
	Number of working day per week (day)	Average number of working, hours per day (hours)	
1. Unpaid workers	..... [B09]	..... [B12]	
2. Operatives	..... [B10]	..... [B13]	
3. Other employees	..... [B11]	..... [B14]	
No. 12	The amount of remuneration paid to all employees from all section throughout 2016 (excluded contracting out/leased employment)		
	Operatives (baht)	Other employees (baht)	
1. Wages/salaries	..... [B15]	..... [B20]	
2. Overtime, Bonus, Special payment, Cost of living allowance, Commission	..... [B16]	..... [B21]	
3. Fringe benefits (Medical care, food, clothing etc.)	..... [B17]	..... [B22]	
4. Employer's contribution (social security, workmen's compensation fund, provident fund etc.)	..... [B18]	..... [B23]	
Total (1 + 2 + 3 + 4)	..... [B19]	..... [B24]	
Definition			
<p><b>No. 10 Persons engaged</b></p> <p> <b>Unpaid workers:</b> Refer to the owners or business partners who managed or participated in the management of the establishment but received no wages/salaries and persons living in the household of the owners or partners, or any other persons who are working for the establishment at least 20 hours a week without regular pay.</p> <p> <b>Operatives:</b> Refer to persons who were directly engaged in the production or other related activities of the establishment and received pay in terms of wages or salaries.</p> <ul style="list-style-type: none"> <li>- skilled labor (technician, engineer, Machine operator etc.)</li> <li>- unskilled labor (Machinist, Sales staff -Packaging, production line workers etc.)</li> </ul> <p> <b>Other employees:</b> Refer to all employees other than operatives as defined earlier. They included administrative, technical and clerical personnel such as salaries managers and directors, laboratory and research workers, clerks, typists, bookkeepers, administrative supervisors, salesmen and the like.</p>			

No. 13

In 2021, does your establishment have the contracting out/leased employee

[B25]

(please check  in  for one choice) 1. No 2. Yes, please fill in number of person and working hours ↓

Male (person)

Female (person)

**1. Number of contracting out/leased employees**

in operation (1.1 + 1.2) ..... [B26] ..... [B27]

1.1 Skilled labor ..... [B261] ..... [B271]


1.2 Unskilled labor ..... [B262] ..... [B272]


**2. Working hours by contracting out/leased employees**


2.1 Number of working days per week ..... days [B28]

2.2 Average number of working hours per day ..... hours [B29]

 Definition **No.12 Remuneration**

 **Wages/salaries:** Refer to all payment paid to the employees during January – December 2021, whether they were paid by monthly, weekly, daily and hourly or piecework basis. (Except that overtime, bonus, special prizes, money to help cover living expenses, commission, welfare and other benefits).

 **Fringe benefits:** Refer to payment in an addition to wages or salaries paid to employees, such as payment in kind e.g. food, beverages, lodgings, medical care child care center, travelling and recreational facilities etc., excluded are uniforms for civilians or clothing which are not usually worn off-duty.

 **Employer's contribution to social security:** Refers to all payments made by employers in respect of their employees, to social security schemes for the benefits received the employees. In respect of absence from work during employment. Injury, accident disability, maternity and death. Those contributions are, for example, social security fund, workmen's compensation fund and health insurance etc.

**No. 13 Contracting out/Leased employees:** Refer to the employees employed in the manufacturing process on sent from are employment agency or a similar organization to the enterprises in the manufacturing industry. The employment agency has no mission to force the employees, which is under control (to order or command) of the customer's employment agency. Lease employee is named in the payroll of an employment agency that is not belong to the establishments. Their data will be useful for analyzing the labor productivity of the industrial producing unit, which lets rented labor as raw material for real production. These labors are not classified as the group of lease labor.

1. The temporary staff that receive from the service of providing staff.

2. The contractors, the subcontractors or the independent contractors.

3. The service is under the management such as the housekeeper, the security guard to change the landscape.

4. Professional or technical services purchased from other businesses such as software consulting services, preparation of computer software, engineering services or accounting services.

## Part 3 Cost of production and expenditure of establishment

No. 14	Cost of production and cost of expenditure in 2021	Rec.03
1. Purchase of raw materials and components	..... baht	[C01]
<p>Refer to the total value of raw material, packaging materials, inbound freight, import duty, insurance (VAT, return material, purchase discounts) parts and components purchased by establishments, head office or purchasing agencies for production.</p>		
2. Cost of production (2.1 + 2.2 + 2.3 + 2.4 + 2.5)	..... baht	[C02]
2.1 Cost of fuels	..... baht	[C021]
2.2 Cost of electricity used in production	..... baht	[C022]
2.3 Cost of repair and maintenance sales of goods of purchase	..... baht	[C023]
2.4 Cost of repair and maintenance of machinery and equipment	..... baht	[C024]
2.5 Others (specify) .....		
(repair/depreciation adjustment etc.)	..... baht	[C025]
3. Purchase of goods for resale	..... baht	[C03]
4. Cost of contract and commission work	..... baht	[C04]
5. Fees paid for the leased employee	..... baht	[C05]
Total (1 + 2 + 3 + 4 + 5)	..... baht	[C06]

### Definition

#### No. 14 Cost of production and expenditure

**Purchase of raw materials and components:** Refer to the total value of raw material, parts and components purchased by establishments, head office or purchasing agencies for production during January – December 2021. It includes value of those purchased or owned by the establishment but consumed by other enterprises in making products for the establishment under contract. The value also includes cost of transportation, custom duties and other expenses related.

**Cost of fuel:** Refer to the cost of all fuels consumed for heat and power, except fuels that enter the product.

**Type of Fuel:** Refer to fuel used in manufacturing processes such as coal (Anthracite, Boston Pacific's site, bituminous, coke, coal lignite and other) natural gas, oil (Liquefied petroleum gas, unleaded petrol, gasohol, kerosene, diesel, fuel oil), electricity, renewable energy (Firewood, rice husk, bagasse, agricultural residues, garbage and biogas).

**Cost of electricity used in production process:** Refer to the total value of electricity purchased by the establishment during January – December 2021. It also includes the value of electricity generated in generating section of other establishment in the same enterprise.

**Cost of repair and maintenance of machinery and equipment:** This covers the total cost of current repair and maintenance services on buildings and other fixed assets of the establishment. Current repair and maintenance services are those required to make good of any breakage or to keep fixed assets in proper working condition, including those of other establishments in the same enterprise.

**Purchase of goods for resale:** Refer to cost of all goods purchased to be resold without any transformation processing.

**Cost of contract and commission work:** Refer to the total amount paid to other establishments for their work done or services rendered. Generally, the customers supply materials.

#### No. 15 Inventory

**Value of stocks:** Refer to the values of stocks of goods, all materials, parts and components, owned by the establishments, regardless of where they were kept.

- **Value of stocks at the beginning of the year:** Refer to the value of goods, all materials parts and components, as of January 1, 2021

- **Value of stocks at the end of the year:** Refer to the value of goods, all materials, parts and components, as of December 31, 2021



<b>No. 15 Inventory in 2021</b>		At the beginning of 2021 (baht)	At the end of 2021 (baht)
1. Materials and components	.....	[C07]	..... [C12]
2. Work in progress	.....	[C08]	..... [C13]
3. Finished goods	.....	[C09]	..... [C14]
4. Purchase of goods for resale	.....	[C10]	..... [C15]
<b>Total (1 + 2 + 3 + 4)</b>	.....	[C11]	..... [C16]
<b>No. 16 Cost of sale in 2021</b>			
Advertising, Transportation, Commission and others	.....		baht [C17]
<b>No. 17 Administrative expense in 2021</b>			
1. Electricity	.....		baht [C18]
2. Water supply	.....		baht [C19]
3. Accountancy and consulting service	.....		baht [C20]
4. Entertainment cost	.....		baht [C21]
5. Waste	.....		baht [C22]
6. Security, Gardening change	.....		baht [C23]
7. Fuel used for transportation	.....		baht [C24]
8. Postage, Telephone, Facsimile, Internet service	.....		baht [C25]
9. Computer services annual cost (Cloud, Software license, Web site, Market place etc.)	.....		baht [C26]
10. Wastage materials (Stationery, Questionnaire, Newspaper, Computer etc.)	.....		baht [C27]
11. Cost of insurance	.....		baht [C28]
12. Research and development costs	.....		baht [C29]
13. Training cost	.....		baht [C30]
14. Vehicle and equipment rental	.....		baht [C31]
15. Rental of building with land	.....		baht [C32]
16. Land rent	.....		baht [C33]
17. Interest paid	.....		baht [C34]
18. Bad debt/doubtful debt	.....		baht [C35]
19. Loss on currency exchange	.....		baht [C36]
20. Others (specify) .....	.....		baht [C37]
(laboratory uniforms, license fee, charitable contribution etc.)	.....		baht [C37]
<b>Total (1 + 2 + 3 + ... + 20)</b>	.....		baht [C38]


<b>No. 18</b>	<b>Cost of personal protective equipment from COVID-19 in 2021</b>
Vaccine, Alcohol, Antigen Test Kits (ATK) ..... baht [C39]	


<b>No. 19</b>	<b>Payment channel for expenditure transaction in 2021</b>
(please check <input checked="" type="checkbox"/> in <input type="checkbox"/> more than one choice)	


Transaction	Payment channel			
	Cash	Check	e-Payment (e-Banking/wire transfer/Credit card/e-Money etc.)	Cryptocurrency (Bitcoin, Ethereum)
1. Payment of goods and services to suppliers	<input type="checkbox"/> [C40]	<input type="checkbox"/> [C41]	<input type="checkbox"/> [C42]	<input type="checkbox"/> [C43]
2. Operating expense	<input type="checkbox"/> [C44]	<input type="checkbox"/> [C45]	<input type="checkbox"/> [C46]	<input type="checkbox"/> [C47]
3. Employee payroll	<input type="checkbox"/> [C48]	<input type="checkbox"/> [C49]	<input type="checkbox"/> [C50]	<input type="checkbox"/> [C51]
4. Investment	<input type="checkbox"/> [C52]	<input type="checkbox"/> [C53]	<input type="checkbox"/> [C54]	<input type="checkbox"/> [C55]


 Definition 

**No. 19 Payment channel**

 **e-Payment:** Refer to paying for goods or services except cash and check such as Internet banking, Mobile banking, Mobile-wallet, ATM card, Debit card, Credit card, and e-Money card.

 **e-Money:** Refer to the wallet that owner conduct payments online to consumers in advance by specific users or not and these be used for pay for goods, services, or any other fees instead of paying by cash and the prepaid value has been recorded in advance. That e-Money are, for example, true wallet and rabbit card.

 **Cryptocurrency:** Refer to a digital currency in which transactions are verified and records maintained by Distributed Ledger Technology (DLT) or commonly known as Blockchain to record transactions. Those Cryptocurrency are, for example, Bitcoin and Ethereum.

 **Supplier:** Refer to a person or organization that provides something needed such as a product or service to establishment.

## Part 4 Production and receipts of establishment

**No. 20** Sales value of product in 2021 Rec.04

1. The total sales of good produced of all products included VAT and deduct discount

(For sales of goods purchased for resale, Please fill in No.21 item 1 ..... baht [D01])

2. Type of products and proportion (%) of sale of goods produced. Specify types of products in sequential order measured by proportion (%) of sale of goods produced

Types of product	Types of Thailand Central Product Classification (TCPC)					% of sale value of produced (total 1 + 2 + 3 + 4 = 100%)
1. .... [D02_1]					[D021]	..... % [D031]
2. .... [D02_2]					[D022]	..... % [D032]
3. .... [D02_3]					[D023]	..... % [D033]
4. .... [D02_4]					[D024]	..... % [D034]

**No. 21** Other receipts of establishment (other than receipts in No. 20) in 2021

1. Sales of goods purchased for resale ..... baht [D04]

2. Receipts for contract and commission work, materials supplied by other establishment ..... baht [D05]

3. Receipts for repair and installation work done for others ..... baht [D06]

4. Receipts for rent on land ..... baht [D07]

5. Receipts of r rent on building, vehicle, machinery and equipment ..... baht [D08]

6. Dividend ..... baht [D09]

7. Interest ..... baht [D10]

8. Foreign exchange gains ..... baht [D11]

9. Others (specify .....  
(Revenue for repair and maintenance, consulting service to other establishments, contract fees for the contracting out/leased employee who work for other establishment etc.) ..... baht [D12])

**Total (1 + 2 + 3 + ... + 9)** ..... baht [D13]

**No. 22** Payment channel for revenue transaction in 2021 (please check  in  more than one choice)

Transaction	Payment channel			
	Cash	Check	e-Payment (e-Banking/Wire transfer/Credit card/e-Money etc.)	Cryptocurrency (Bitcoin, Ethereum)
Receiving payments for goods and services from customers	<input type="checkbox"/> [D14]	<input type="checkbox"/> [D15]	<input type="checkbox"/> [D16]	<input type="checkbox"/> [D17]

### ✍ Definition ✍

**No. 20 Value of sale of goods produced** refers to Value of sales of goods produced, Value of sales of goods produced under contract and commission work done by others, Value of goods for own use or provide to employees as of fringe benefits, Value of goods sent to head office, branches or sale offices (in case establishment and office has its own account), and Receipts from sale of scrap and refusals.

## Part 5 Fixed assets of the establishment

No. 23	The book value of fixed asset in 2021	Rec.05
At the beginning of 2021 or Jan. 1, 2021 (baht)		
At the end of 2021 or Dec. 31, 2021 (baht)		
1. Land	..... [E01]	..... [E09]
2. Building and construction	..... [E02]	..... [E10]
3. Machinery (3.1 + 3.2)	..... [E03]	..... [E11]
3.1 Automatic machines/Semi-automatic machines/Robot	..... [E031]	..... [E111]
3.2 Other machines	..... [E032]	..... [E112]
4. Vehicles	..... [E04]	..... [E12]
5. Office appliances	..... [E05]	..... [E13]
6. Equipment (drill, saw etc.)	..... [E06]	..... [E14]
7. Other fixed assets (specify) .....	..... [E07]	..... [E15]
/software, copyright, patent etc.)		
<b>Total (1 + 2 + 3 + ... + 7)</b>	..... [E08]	..... [E16]

No. 24	Value of fixed assets change in January – December 2021	
1. Value of new or cost producing of fixed assets	..... baht	[E17]
2. Value of disposal of fixed assets	..... baht	[E18]
3. Ownership transfer fee	..... baht	[E19]










## Part 6 International trade in goods and services

Only for establishment with 11 persons or more, Juristic partnership, Company limited  
and Public company limited

No. 25	Charges for the use of intellectual property received from clients abroad.	Rec.06 [F01]
(please check ✓ in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No	<input type="checkbox"/> 2. Yes, percentage of total cost .....	[F02]
No. 26	Charges for the use of intellectual property paid to entities abroad.	[F03]
(please check ✓ in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No	<input type="checkbox"/> 2. Yes, percentage of total cost .....	[F04]
No. 27	Establishment has an intermediary to buy goods from one country to sell to another country without movements of goods across Thailand's borders (Merchanting).	[F05]
(please check ✓ in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No	<input type="checkbox"/> 2. Yes, Keep a record of the purchase of goods from a foreign country as percentage of total expenditure.....	[F06]
	Keep a record of selling goods to a foreign country as percentage of total revenue .....	[F07]

## Part 7 Use of information and communications technology in the establishment

<b>No. 28</b>	<b>Did this establishment use ICT equipment for business</b> (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> for one choice) <span style="float: right;">Rec.07</span>
<p>1. <b>Computer</b></p> <p> <b>Personal computer</b> such as desktop computer, notebook/netbook <span style="float: right;">[G01]</span></p> <p><input type="checkbox"/> 1. No   <input type="checkbox"/> 2. Yes, using at the establishment   <input type="checkbox"/> 3. Yes, using computers outside the office<sup>1/</sup></p> <p> <b>Service and central processing computer</b> such as server, mainframe etc. <span style="float: right;">[G02]</span></p> <p><input type="checkbox"/> 1. No   <input type="checkbox"/> 2. Yes, using at the establishment   <input type="checkbox"/> 3. Yes, using computers outside the office<sup>1/</sup></p> <p> <b>Tablet PC</b> <span style="float: right;">[G03]</span></p> <p><input type="checkbox"/> 1. No   <input type="checkbox"/> 2. Yes, using at the establishment   <input type="checkbox"/> 3. Yes, using computers outside the office<sup>1/</sup></p> <p>2. <b>Mobile phone</b> <span style="float: right;">[G04]</span></p> <p><input type="checkbox"/> 1. No   <input type="checkbox"/> 2. Yes</p> <p><sup>1/</sup> Using computers outside the office such as home and internet café' and Community ICT Learning Centre etc.</p>	
<b>No. 29</b>	<b>How many numbers of personnel in this establishment who routinely used the</b> <span style="float: right;">[G05]</span>
<p><b>Internet at work?</b> ..... <b>persons</b> (on average, at least once a week, if they use the internet less than once a week)</p>	
<b>No. 30</b>	<b>Did this establishment use the internet for business?</b> (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> for one choice) <span style="float: right;">[G06]</span>
<p><input type="checkbox"/> 1. No (skip to No. 35)</p> <p><input type="checkbox"/> 2. Yes, number of personnel in this establishment who routinely used the internet at work <span style="float: right;">[G07]</span></p> <p>..... persons (on average, at least once a week, if they use the internet less than once a week)</p>	
<b>No. 31</b>	<b>For which of the following activities did this establishment use the internet</b> <span style="float: right;">[G08]</span>
<p>(please check <input checked="" type="checkbox"/> in <input type="checkbox"/> more than one choice)</p> <p><input type="checkbox"/> 1. Sending and receiving e-mail <span style="float: right;">[G08]</span></p> <p><input type="checkbox"/> 2. Getting information about goods and services <span style="float: right;">[G09]</span></p> <p><input type="checkbox"/> 3. Getting information from general government organization <span style="float: right;">[G10]</span></p> <p><input type="checkbox"/> 4. Getting information about foreign market <span style="float: right;">[G11]</span></p> <p><input type="checkbox"/> 5. Interacting with general government organization such as returning tax, downloading/requesting forms online <span style="float: right;">[G12]</span></p> <p><input type="checkbox"/> 6. Purchasing/Sale goods and services and online marketing such as advertising <span style="float: right;">[G13]</span></p> <p><input type="checkbox"/> 7. Online customer service such as price inquiry, product details, tracking status and after-sales service <span style="float: right;">[G14]</span></p> <p><input type="checkbox"/> 8. Delivering products online in digitized form such as software, music, videos, computer game and travel booking <span style="float: right;">[G15]</span></p> <p><input type="checkbox"/> 9. Internet banking/Mobile banking/e-Wallet or accessing other financial services <span style="float: right;">[G16]</span></p> <p><input type="checkbox"/> 10. Access to the cloud service (data storage) <span style="float: right;">[G17]</span></p> <p><input type="checkbox"/> 11. Staff training in an establishment/training via e-learning system <span style="float: right;">[G18]</span></p> <p><input type="checkbox"/> 12. Telephoning/conferencing over the internet/VoIP/video conferencing such as Skype, Facetime, Zoom, MS Team etc. <span style="float: right;">[G19]</span></p> <p><input type="checkbox"/> 13. Instant Messaging (IM) such as LINE, WeChat, MSN Messenger, Google Talk/Bulletin Boards <span style="float: right;">[G20]</span></p> <p><input type="checkbox"/> 14. Using Social Media such as Facebook, Instagram, LINE, WeChat, TikTok, Twitter, YouTube etc. <span style="float: right;">[G21]</span></p> <p><input type="checkbox"/> 15. Internal or external recruitment <span style="float: right;">[G22]</span></p> <p><input type="checkbox"/> 16. Other (specify) ..... <span style="float: right;">[G23]</span></p>	
<b>No. 32</b>	<b>Did this establishment have a Web Site for business?</b> (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> for one choice) <span style="float: right;">[G24]</span>
<p><input type="checkbox"/> 1. No   <input type="checkbox"/> 2. Yes, this establishment has its own web site   <input type="checkbox"/> 3. Yes, this establishment use other web portal <span style="float: right;">[G25]</span></p>	

No. 33	<b>Did this establishment place orders of goods or services (that is, make purchases)</b> [G26]
<b>via the internet?</b> (orders place include order placed via websites, Social Media Extranet EDI or e-mail) (please check ✓ in <input type="checkbox"/> for one choice) <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes	
No. 34	<b>Did this establishment receive orders for goods or services (that is, make sales) via the internet?</b> [G27]
(orders placed include order placed via websites, Social Media, Extranet EDI or e-mail) (please check ✓ in <input type="checkbox"/> for one choice) <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes	
<b>Only for establishment with 11 persons or more</b>	
No. 35	<b>Did this establishment have Telecommunications network?</b>
(only establishment that use ICT equipment for business)	
<b>1. Intranet</b> (please check ✓ in <input type="checkbox"/> for one choice) [G28] <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes	
<b>2. Extranet</b> (please check ✓ in <input type="checkbox"/> for one choice) [G29] <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes	
<b>3. LAN</b> (please check ✓ in <input type="checkbox"/> for one choice) [G30] <input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes	
No. 36	<b>How did this establishment connect to the internet?</b>
(only establishment that use the internet for business) (please check ✓ in <input type="checkbox"/> more than one choice)	
<b>1. Low speed (at speeds below 256 Kbps)</b>	
<input type="checkbox"/> 1.1 Analogue modem (dial – up via standard phone line) [G31]	
<input type="checkbox"/> 1.2 ISDN (Integrated Services Digital Network) [G32]	
<input type="checkbox"/> 1.3 Mobile technology 2G, 2.5G เช่น GSM, CDMA, GPRS [G33]	
<b>2. High speed (at speeds of at least 256 Kbps)</b>	
<input type="checkbox"/> 2.1 xDSL (ADSL, SDSL, VDSL) [G34]	<input type="checkbox"/> 2.5 Other broadband (satellite, FTTX, Fixed Wireless, [G38]
<input type="checkbox"/> 2.2 Leased Line [G35]	WLAN, WiMAX)
<input type="checkbox"/> 2.3 Cable modem [G36]	<input type="checkbox"/> 2.6 Mobile phone with 3G or higher technologies [G39]
<input type="checkbox"/> 2.4 Frame Relay or VPN [G37]	such as WCDMA, EV-DO
<input type="checkbox"/> 3. Do not know [G40]	<input type="checkbox"/> 4. Other (specify) ..... [G41]
 <b>Definition</b> 	
 <b>An establishment use the internet for business (e-Commerce)</b> refers to establishment allow customers order products or services via the Internet (through its own website, Social Media, Extranet, EDI, and e-mail) and they can pay through various payment channels.	
 <b>e-Marketplace</b> refers to an e-commerce site that connects sellers with buyers. It is often known as an electronic marketplace and the website owner manages all transactions. Companies use online marketplaces to reach customers who want to purchase their products and services. Examples of online marketplaces include Tarad.Com, Inwshop, weloveshopping, Lazada, and Shopee.	
 <b>Social Media</b> refers to forms of electronic communication through which users create online communities to share information, ideas, personal messages, and other content (such as videos). These are, for example Facebook, Instagram, LINE, WeChat, TikTok, Twitter, and YouTube, popular platforms.	
 <b>Electronic Data Interchange (EDI)</b> is the computer-to-computer exchange of business documents in a standard electronic format between business partners (Value Added Network: VAN) and must be accepted by the exchanges or developed by recognized institutions such as UN and EDIFACT.	
 <b>Intranet</b> refers to an internal communications network using Internet protocols and allowing communication within an organization.	
 <b>Extranet</b> refers to an intranet using Internet protocols to connect external computer system. It is a private and secure intranet. It can take the form of a secure extension of an intranet that allows external users to access some parts of the business's intranet.	
 <b>LAN (Local Area Network)</b> means a network connecting computers within a localized area such as single building, department or site.	

## Part 8 The impact of the situation of the pandemic of COVID-19

**No. 37**    **The level of impact from the pandemic of COVID-19** Rec.08

(please circle the number below that indicates the level of impact in 2021 and 2022)

Impact	2021						2022							
	Level of effectiveness						Level of effectiveness							
	Not effective	Very ineffective	In effective	Effec tive	Effec tive	Very effec tive	Not effective	Very ineffective	In effective	Effec tive	Effec tive	Very effec tive		
1. Decrease in revenue	1	2	3	4	5	6	[H01]	1	2	3	4	5	6	[H11]
2. Decrease in customers	1	2	3	4	5	6	[H02]	1	2	3	4	5	6	[H12]
3. A liquidity crisis	1	2	3	4	5	6	[H03]	1	2	3	4	5	6	[H13]
4. Delay in recruitment	1	2	3	4	5	6	[H04]	1	2	3	4	5	6	[H14]
5. Dismissal	1	2	3	4	5	6	[H05]	1	2	3	4	5	6	[H15]
6. Reduce production	1	2	3	4	5	6	[H06]	1	2	3	4	5	6	[H16]
7. Shipping delays	1	2	3	4	5	6	[H07]	1	2	3	4	5	6	[H17]
8. Raw materials shortage	1	2	3	4	5	6	[H08]	1	2	3	4	5	6	[H18]
9. Delays in investment expansion	1	2	3	4	5	6	[H09]	1	2	3	4	5	6	[H19]
10. Others (specify) .....	1	2	3	4	5	6	[H10]	1	2	3	4	5	6	[H20]

**No. 38**    **Did you change business operations to protect your enterprise against COVID-19?** [H21]

(please check  in  for one choice)

1. No (skip to No. 39)

2. Yes, please fill in problem

**⚙️ Rehabilitation of enterprises affected by the pandemic of COVID-19** (please check  in  more than one choice)

1. Temporarily closing a business/partially open [H22]

5. Changes to your flexible/remote working [H26]

2. Offer new products or services [H23]

practices (Teleworking)

3. Repurposing recruiting employee (reducing workers' hours) [H24]

6. Relocating to primary country of operations [H27]

4. Changing the manufacturing process by [H25]

7. Others (specify) .....

technology (Automation)

[H28]

**No. 39**    **Revenue recovery of enterprises by proportion comparison of 2022 and 2019** [H29]

(the year before the situation of COVID-19) (please check  in  for one choice)

1. Very shrunk (revenue proportion less than 80%)

4. Recovery (revenue proportion between 100-110%)

2. Shrunk (revenue proportion between 80 – 90%)

5. Fully recovery (revenue proportion more than 110%)

3. Stable (revenue proportion between 90 - 100%)

**⚙️ If record 1 or 2, please specific the problems** (please check  in  more than one choice)

1. Decrease in purchasing power [H30]

6. Moving manufacturing base to other [H35]

2. Transport is still below pre-pandemic levels. [H31]

Countries permanently

3. Customers/partners close the factory [H32]

7. Changes in consumer behavior [H36]

4. Labor shortages [H33]

8. Government policy [H37]

5. Customers have orders from other countries (Diversification) [H34]

9. Others (specify) .....

[H38]

<b>No. 40</b>	<b>Is government COVID-19 assistance still adequate?</b>	[H39]
such as provide low interest loans, reductions in the social security fund (SSF) contribution rates (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No (please fill in additional government assistance)		
<input checked="" type="checkbox"/> Additional government assistance .....		[H40]
.....		
<input type="checkbox"/> 2. Yes		

**Part 9 Opinions and recommendations of the establishment**

<b>No. 41</b>	<b>In 2021, Do your establishment have the operations management problem?</b>	Rec.09 [I01]
(please check <input checked="" type="checkbox"/> in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No (skip to No. 42)		
<input type="checkbox"/> 2. Yes, please fill in problem		
<input checked="" type="checkbox"/> <b>Problems</b> (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> more than one choice)		
<input type="checkbox"/> 1. Economic slowdown	[I02]	<input type="checkbox"/> 7. Unable to expand to customer base
<input type="checkbox"/> 2. Increasing of production costs	[I03]	<input type="checkbox"/> 8. Political instability
<input type="checkbox"/> 3. Increasing of industrial in competitors	[I04]	<input type="checkbox"/> 9. Marketing skills and capabilities shortage
<input type="checkbox"/> 4. Insufficient working capital	[I05]	<input type="checkbox"/> 10. Natural disaster
<input type="checkbox"/> 5. Labor shortages	[I06]	<input type="checkbox"/> 11. The pandemic of COVID-19
<input type="checkbox"/> 6. Raw materials shortage	[I07]	<input type="checkbox"/> 12. Others (specify) .....
		[I13]

<b>No. 42</b>	<b>Needed by government assistance.</b> (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> for one choice)	[I14]
<input type="checkbox"/> 1. No		
<input type="checkbox"/> 2. Yes, please fill in assistance		
<input checked="" type="checkbox"/> <b>Assistance programs requires from a government</b> (please check <input checked="" type="checkbox"/> in <input type="checkbox"/> more than one choice)		
<input type="checkbox"/> 1. Reduce production cost	[I15]	<input type="checkbox"/> 7. Reduce or except import duties on raw materials equipment machinery.
<input type="checkbox"/> 2. Investment promotion for entrepreneurs	[I16]	<input type="checkbox"/> 8. Cooperate with academy to develop labor skill
<input type="checkbox"/> 3. provide low interest loans/ease of access to loans	[I17]	<input type="checkbox"/> 9. Support for new technology and machinery
<input type="checkbox"/> 4. 3 – 6 months suspension of principal and interest	[I18]	<input type="checkbox"/> 10. Exhibitions for local entrepreneurs
<input type="checkbox"/> 5. Increase credit limit for entrepreneurs	[I19]	<input type="checkbox"/> 11. Amending law
<input type="checkbox"/> 6. Expand the market/export promotion	[I20]	<input type="checkbox"/> 12. Others (specify) .....
		[I26]

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