



The 2020 Business Trade and Services Survey

★ Background and Objectives

The National Statistical Office conducted the Business Trade and Services Survey since 1968. The survey will be conducted every two year. The main purpose of the survey is to collect the basic information on business establishments such as number of persons engaged, employees, remuneration. The survey will covered all business establishments including those with at least one person engaged in wholesale trade, retail trade, hotels and restaurants, real estate activities, recreational and other in fixed premises. Therefore, statistical data on basics information of the business is important and necessary for both the public and private sectors in policy formulation and development planning of the country as follows;

Public sector : To be used in policy formulating and economic development plan of the country regarding business trade, services and manufacturing Industry, SMEs planning, GDP planning and infrastructure planning which support business engaged in trade, services and manufacturing industry in both the national and provincial level.

Private sector : To be used for making decision regarding expansion investment, improvement and development their business in various fields more effective.

Citizen sector : To be used by those who are interested in relevant indent study of economic situation and related matters.

★ Authorities in conducting the census

The National Statistical Office (NSO) conducted the census by mandatory of Thailand statistical Act B.E. 2550 (2007). The NSO would like to ask for your kind cooperation and participation the census. The NSO declares that all information obtained by this office, will be kept confidential and will not be disclosed to any individual establishment. The information will be complied and aggregated at national level before it becomes a public information and does not relevant any tax.

The NSO would like to express our sincere gratitude to all entrepreneurs and cooperations who contributed to the success of the census.

National Statistical office
Ministry of Digital Economy and Society
www.nso.go.th

Name of the interviewer

Address

.....

Telephone number

Confidentiality of the information/respondents

★ The Confidentiality of respondents

The provisions of B.E. 2550 (2007) Thailand Statistical Act, the National Statistical Office of Thailand is asking for your cooperation and participation in this census. The National Statistical Office declares that all information obtained by this office, will be kept confidential and will not be disclosed to any individual establishment. The information will be compiled and aggregated at national level before it becomes a public information.

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 in at anyone who doesn't 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 on 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 Section 14 and 15, anyone performing duties in an agency or the National Statistical 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 would like to ask for your kind cooperation to provide accurate information which will be used in policy formulating and economic development plan and supporting the operation of both public and private sectors

“That all information will be kept confidential and does not relevant any tax.”

★ Bangkok. : Contact us
Field Administration Bureau
Tel.0 2143 1313 – 18

★ Local Administration : Contact us 76 provincial
Statistical Offices

Part 1 General Information of establishment

No. 1	Form of legal organization (Please ✓ in <input type="checkbox"/> one choice)	[Rec. 01]
	<input type="checkbox"/> 1. Individual proprietor Record commercial registration number <input style="width: 100px;" type="text"/>	[A01]
	<input type="checkbox"/> 2. Juristic partnership Record registered number <input style="width: 100px;" type="text"/>	[A02]
	<input type="checkbox"/> 3. Company limited, Public company limited Record identification number <input style="width: 100px;" type="text"/>	[A03]
	<input type="checkbox"/> 4. Government, State enterprise Record registered number <input style="width: 100px;" type="text"/>	[A04]
	<input type="checkbox"/> 5. Cooperatives	[A05]
	<input type="checkbox"/> 6. Women community group	
	<input type="checkbox"/> 7. Association	
	<input type="checkbox"/> 8. Foundation	
	<input type="checkbox"/> 9. Others (specify)	
No. 2	Form of economic organization (Please ✓ in <input type="checkbox"/> one choice)	[A06]
	<input type="checkbox"/> 1. Single unit (Has no branch or subsidiary unit or not a branch of other establishment)	
	<input type="checkbox"/> 2. Head office (Own or control establishment which is branch)	
	<input type="checkbox"/> 3. Branch (Branch or subsidiary unit of other head office)	
	If <input checked="" type="checkbox"/> 3. Branch please fill in	
	Name and address of the head office Name No. St. Block. Sub district. District. Province. Post code. Telephone no. Fax no..... E-mail..... Web site..... Social Network (such as Facebook, Line, Instagram etc.)	
No. 3	Period of operation Year	[A07]
	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 goods/services please fill in the number of years operated the business specified in item 3 of the cover page.	
	<input checked="" type="checkbox"/> Number of operated months in 2019 Months	[A08]
	please specify reasons if operated less than 12 months.	
	<input checked="" type="checkbox"/> Number of operated hours per day Hours	[A09]
No. 4	Registered capital	
	<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Yes. If <input checked="" type="checkbox"/> 2. Please fill in	[A10]
	<input checked="" type="checkbox"/> Amount of registered Amount Baht	[A11]

No. 5	Foreign investment or share holding (Please ✓ in <input type="checkbox"/> one choice) [A12]																								
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Yes. If <input checked="" type="checkbox"/> 2. Please fill in [A13] ■ The proportion investment or share holding (All countries)																									
No. 6	Investment in abroad (Please ✓ in <input type="checkbox"/> one choice) [A14]																								
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Yes. If <input checked="" type="checkbox"/> 2. Please fill in [A14] ■ Value of investment (Price) Amount Baht [A15] (Associated company branch or subsidiary in abroad)																									
Part 2 Persons engaged and remuneration																									
No. 7	The average number of persons engaged in 2019 [Rec. 02]																								
For the number of employees, included both permanent and temporary ones.																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 10%; text-align: center;">Male (Person)</th> <th style="width: 10%; text-align: center;">Female (Person)</th> </tr> </thead> <tbody> <tr> <td>1. Unpaid workers</td> <td style="text-align: center;">..... [B01]</td> <td style="text-align: center;">..... [B08]</td> </tr> <tr> <td>2. Employees (items 2.1+2.2+...+2.4)</td> <td style="text-align: center;">..... [B02]</td> <td style="text-align: center;">..... [B09]</td> </tr> <tr> <td> 2.1 General Manager and Department Heads</td> <td style="text-align: center;">..... [B03]</td> <td style="text-align: center;">..... [B10]</td> </tr> <tr> <td> 2.2 Sub and Assistant Department Heads</td> <td style="text-align: center;">..... [B04]</td> <td style="text-align: center;">..... [B11]</td> </tr> <tr> <td> 2.3 Intermediate skilled staff</td> <td style="text-align: center;">..... [B05]</td> <td style="text-align: center;">..... [B12]</td> </tr> <tr> <td> 2.4 Unskilled staff</td> <td style="text-align: center;">..... [B06]</td> <td style="text-align: center;">..... [B13]</td> </tr> <tr> <td style="text-align: center;">Total (Items 1 + 2)</td> <td style="text-align: center;">..... [B07]</td> <td style="text-align: center;">..... [B14]</td> </tr> </tbody> </table>			Male (Person)	Female (Person)	1. Unpaid workers [B01] [B08]	2. Employees (items 2.1+2.2+...+2.4) [B02] [B09]	2.1 General Manager and Department Heads [B03] [B10]	2.2 Sub and Assistant Department Heads [B04] [B11]	2.3 Intermediate skilled staff [B05] [B12]	2.4 Unskilled staff [B06] [B13]	Total (Items 1 + 2) [B07] [B14]
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2.4 Unskilled staff [B06] [B13]																							
Total (Items 1 + 2) [B07] [B14]																							
No. 8	Number of Hours worked by employees in 2019																								
■ Number of days worked per week Days [B15] ■ Average number of hours worked per day Hours [B16]																									

Persons engaged

■ **Owners/partners who worked without pay**

Refer to persons who managed or participated in the management of the establishments but received no wages or salaries.

■ **Unpaid workers**

Refer to members of household of owner who worked for at least 20 hours a week and receive no wages or salaries.

■ **Employees**

Refer to all employees engaged in the selling products/services or other related activities and received regular pay in terms of wages or salaries e.g. clerk, accountants and salaried managers and directors.

- **General Manager and Department Heads** e.g. director, general manager, resident manager, department heads.

- **Sub and Assistant Department Heads** e.g. deputy and assistant heads, division manager in ; f&b, front personnel, accounting, maintenance and chef etc.

- **Intermediate skilled staff** e.g. receptionist, accountant, bar tender and chef etc.

- **Unskilled staff** e.g. cleaner, carrier, gardener, chauffeur etc.

No. 9	Remuneration paid to all employees from all section in establishment throughout 2019	[Rec. 03]
1. Wages/salaries	Amount	Baht [B17]
2. Overtime, Bonus, Special payment, Cost of living allowance	Amount	Baht [B18]
3. Fringe benefits	Amount	Baht [B19]
3.1 Medical care	Amount	Baht [B20]
3.2 Others ; e.g. food, clothing etc.	Amount	Baht [B21]
4. Employer's contribution to social security fund and workmen's compensation fund etc.	Amount	Baht [B22]
Total (Items 1 + 2 + 3 + 4)	Amount	Baht [B23]

Remuneration

■ Wages, salaries

Refer to all payments made by employers to all persons included in the count of employees (before deducting personal tax, social insurance contributions and the like paid by employee and other expense of employee) the payments should be paid as a rule at regular intervals or piece work. Excluded from this item are overtime, bonus and fringe benefits.

■ Fringe benefits

Refer to payments in a addition to wages or salaries paid to employees, such as payment in kind e.g. food, Beverages, lodging, medical care child care center, traveling and recreational facilities etc. excluded are uniforms for civilians or clothing which are not usually worn off-duty.

■ Payments paid by the establishments to the social security insurance

Refer to payments paid by establishment to the social security insurance either organized by public or private organizations.

Expenses of establishment

■ Value of goods purchased for sales or services

Refer to value of goods purchased or get from establishment is not consider duration in payment value of goods to record with cost price and other expenses of purchasing such as transportation expense, etc. Materials purchase used in sales such as wrapping paper or product package for sale and service cost of purchase include equipment rental, etc.

■ Others

Refer to other expenses in running the business rather than value of goods and components purchased for sales or rendering services and remuneration. It includes amounts paid for rent on land and on fixed assets, maintenance of fixed assets, fuels, electricity, water supply and other taxes and other expenses such as postal, telegram, telephone, stationery, accountancy, interest paid, losses of currency exchange, bad debt, advertising, insurance premium etc.

■ Permission fee

Refer to payment for permission fee in business operations follow the law was defined such as permission fee for license renewal, etc.

■ Fabric expenses

Refer to fabric expenses every type that gets used in business operations such as bed, pillow, bedsheet, pillowcase, blanket, towel, etc.

■ Sanitary products

Refer to cleaning products expenses such as soap laundry detergents and other cleaners.

■ Rent on building

Refer to rent on building expenses for remuneration in used that building.

■ Loss of currency exchange

Refer to case of a business may enter into a transaction where it is scheduled to receive a payment from a customer that is denominated in a foreign currency, or to make a payment to a supplier in a foreign currency. If there is a change in the expected exchange rate between the functional currency of the entity and the currency in which a transaction is denominated, record again or loss in earnings in the period when the exchange rate changes.

■ Interest paid

Refer to amount of payment for financial institution by the interest rate on an account. As a borrower for interest payment.

■ Internet services

Refer to payment for used a variety of service about internet and others service such as sever rentals, web designer wage, web maintenance cost, etc.

Part 3 Expenses of establishment

No. 10	Establishment's expenditure in 2019		[Rec. 04]
	1. Value of goods purchase for sales or rendering services	Amount	Baht [C01]
	2. Other operating expenses (Items 2.1+2.2+...+2.27)	Amount	Baht [C02]
	2.1 Utility expenses	Amount	Baht [C03]
	2.2 Gas/ Fuels	Amount	Baht [C04]
	2.3 Office supplies/Supplies	Amount	Baht [C05]
	2.4 Accountancy and consulting services	Amount	Baht [C06]
	2.5 Cost of training, research, and development	Amount.....	Baht [C07]
	2.6 Advertising	Amount.....	Baht [C08]
	2.7 Insurance premium	Amount.....	Baht [C09]
			[Rec. 05]
	2.8 Cost of Internet services	Amount.....	Baht [C10]
	2.9 Repair and maintenance of computer	Amount.....	Baht [C11]
	2.10 Goods delivery	Amount.....	Baht [C12]
	2.11 Commission	Amount.....	Baht [C13]
	2.12 Entertainment	Amount.....	Baht [C14]
	1) Meal and beverage	Amount.....	Baht [C15]
	2) Recreational	Amount.....	Baht [C16]
	3) Lodging	Amount.....	Baht [C17]
	2.13 Waste disposal	Amount.....	Baht [C18]
			[Rec. 06]
	2.14 Fabric expenses	Amount.....	Baht [C19]
	2.15 Sanitary products	Amount.....	Baht [C20]
	2.16 Transportation	Amount.....	Baht [C21]
	2.17 Permission fee	Amount.....	Baht [C22]
	2.18 Charity/donation	Amount.....	Baht [C23]
	2.19 Repair on construction, vehicle and machinery etc.	Amount.....	Baht [C24]
	2.20 Receipts form rent on vehicle etc.	Amount.....	Baht [C25]
	2.21 Rent on computer	Amount.....	Baht [C26]
	2.22 Rent on buildings/rent on land and buildings	Amount.....	Baht [C27]
			[Rec.07]
	2.23 Rent on land	Amount.....	Baht [C28]
	2.24 Loss of currency exchange	Amount.....	Baht [C29]
	2.25 Interest paid	Amount.....	Baht [C30]
	2.26 Bad debt	Amount.....	Baht [C31]
	2.27 Others (specify)	Amount.....	Baht [C32]
	Total (Items 1 + 2)	Amount.....	Baht [C33]

Part 4 Stocks of establishment

No.11 Value of stocks of goods in 2019 (including part and component for business)

1. Beginning at 1 st January 2019	Amount	Baht	[C34]
2. Ending at 31 st December 2019	Amount	Baht	[C35]

Part 5 Receipts of establishment

No.12 Receipts from sales of goods and rendering services in 2019 [Rec. 08]

1. Total receipts from wholesale, retail or service	Amount	Baht	[D01]
■ Receipt via web site	Amount	%	[D02]
■ Lazada and shopee Sale transaction fee	Amount	%	[D03]
2. Total receipts from accommodation (Items 2.1+2.2+...+2.5)	Amount	Baht	[D04]
■ Receipt via web site	Amount	%	[D05]
■ Agoda.com and Booking.com sale transaction fee	Amount	%	[D06]
2.1 Receipts from room sales	Amount	Baht	[D07]
2.2 Receipts from restaurant	Amount	Baht	[D08]
2.3 Receipts from entertainment	Amount	Baht	[D09]
2.4 Receipts from souvenir shop	Amount	Baht	[D10]
2.5 Receipts from function and meeting room sales	Amount	Baht	[D11]
[Rec. 09]			
3. Other receipts (From business) (Items 3.1+3.2+...+3.6)	Amount	Baht	[D12]
3.1 Receipts from rent on land	Amount	Baht	[D13]
3.2 Receipts from rent on building	Amount	Baht	[D14]
3.3 Receipts from rent on vehicle, machinery and equipment etc.	Amount	Baht	[D15]
3.4 Interest / Dividend	Amount	Baht	[D16]
3.5 Gain from currency exchange	Amount	Baht	[D17]
3.6 Others (specify)	Amount	Baht	[D18]
Total (Items 1 + 2 + 3)	Amount	Baht	[D19]

■ **Total Receipts** Refer to the total amount received for operating the business in 2019, such as receipts for sales of goods, for hotels and restaurants, for rendering services and commission, irrespective of time or method of payment. Hire-purchase or installment contracts and value of goods sold by other establishments are included, as well as receipts for rent on land and on fixed assets, dividend, interest, gains from currency exchange and others. Excluded are goods for sales on the account of others and the discount given to customers.

Part 6 Fixed assets of establishment

No.13	Value of fixed assets in 2019	
	At the beginning of 2019 (Baht) [Rec. 10]	At the end of 2019 (Baht) [Rec. 11]
1. Land [E01] [F01]
2. Building and construction [E02] [F02]
3. Machinery [E03] [F03]
4. Vehicles [E04] [F04]
5. Office appliances [E05] [F05]
6. Computer [E06] [F06]
7. Other equipment [E07] [F07]
8. Other fixed assets..... (e.g. software, copy right, patent) [E08] [F08]
Total (Items 1+2+3+...+8) [E09] [F09]

No.14	Value of fixed assets change in 2019	[Rec. 12]
1. Value of new or cost producing of fixed assets	Amount Baht	[G01]
2. Value of disposal of fixed assets	Amount Baht	[G02]
3. Ownership transfer fee	Amount Baht	[G03]

- **Book value**

Refers to net value of fixed assets after deducting the accumulated depreciation at the end of the year. Fixed assets are land, building, machinery and equipments, vehicles and office appliances etc. Included are major additions, alternations, and improvements to fixed assets during January - December 2019 in order to extend their normal life or raise their productivity.
- **Value of new or cost production of fixed assets**

Refer to fixed assets that the establishment additional purchased or own produced during January - December 2019.
- **Value of used fixed assets**

Refer to actual value of used fixed assets sold during January – December 2019.
- **Ownership transfer fee**

Refers to value of expenses in ownership asset transfer.

Definition



Computer refers to a computer which an establishment uses for business and it is available. A computer is divided into:

1. Personal computer (PC) which is composed of

- 1.1 **A Desktop Computer** means a computer used at home and the office. It is designed for placing on a desk and comprised of CPU, a monitor, and keyboard. It also includes all-in-one desktop computer which is designed for placing on a desk but integrates CPU into the monitor.
- 1.2 **Notebook/Netbook** means a portable computer which is suitable for mobile use and typically weighs 1 – 3 kilograms. It can be powered either from an internal battery or by an external power supply from a power plug. Normally, Netbook screen is around 10 inches and its processing capability is lower than Notebook. However, Netbook saves more battery than Notebook. Netbook is suitable for accessing wireless Internet, running applications, and programs which require less amount of computing power. On the other hand, Notebook screen is around 13 – 17 inches and its processing capability for video and graphics is greater than Netbook.
- 1.3 **Tablet PC** means a mobile computer working with a touch screen display. Tablet PC screen is between 7 – 10 inches. Tablet PC supports wireless access. It is suitable for using Internet and application as same basic capability with Netbook. Tablet PC is divided into two types: convertible and state tablets. First, convertible tablet as a physical keyboard which is usually concealable and rotatory detachable. Second, slate tablet does not have a physical keyboard, and usually accept input by a virtual keyboard shown on a touchscreen-enabled display. Users can input or send commands through their finger or a stylus pen.
- 1.4 **Workstation** refers to a computer designed for placing on a desk. It has advanced computing capability in engineering and architecture, or advanced graphics capability. For example, workstation is used as computer-aided graphic design in an industry for new manufactured components of automobiles. Workstation has a faster processor and also has a mass storage device. Some user calls workstation as supermicro because it is designed for placing on a desk but a chip is totally different. Most workstations employ a reduced instruction set computer (RISC) chip which reduces the number of instructions into a highly optimized set of instructions leading to faster processing.
- 1.5 **Terminal** is defined as a computer which cannot process information by itself. Terminal has slow operation because it depends on a host computer for its processing power. Terminal consists of monitor, keyboard, and mouse which these are used for displaying from and entering data into the host computer. As a result of less computer components, terminal leads to cost saving. However, when terminal does not connect to a computer network, it will not be able to work. In addition, the maintenance of network system connected to terminal is easier than one connected to workstation.

2. **Service and Central Processing Computer** is defined as a central computer used for controlling and serving other ones. For example, Server, Mainframe, Minicomputer, and Supercomputer.



An intranet refers to an internal communications network using Internet protocols and allowing communication within an organization.



An extranet 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.



A local area network (LAN) means a network connecting computers within a localized area such as single building, department or site.

No. 22	Did this establishment have a Web Site for business (please check ✓ in <input type="checkbox"/> for one choice)	[126]
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, this establishment has its own web site or other web portal.		
Definition		
<p> VoIP (Voice over Internet Protocol) is voice communication over Internet Protocol (IP) network such as the Internet. VoIP converts analog voice signals into digital data packets, and transmits them across the network instead of using a traditional telephone system.</p> <p> Analogue modem is an Internet-connected system which connects to the Internet through analog telephone lines.</p> <p> ISDN (Integrated Standard Digital Network) is an Internet-connected system which can send pictures and voice data through one telephone line. It is also an international-standard system, with a speed of 64 Kbps.</p> <p> xSDL (x Digital Subscriber Line) is a high-speed Internet connection with similar technology to ISDN. However, xSDL provides greater speed than ISDN. The regular types are ADSL and SDSL.</p> <p> Cable Modem is a modem which connects a computer or local network to the Internet service through a local cable TV line. Generally, an Internet connection is conducted through a modem with a standard telephone line. However, if it is conducted through a modem with a local cable TV line, data sending and receiving would be more rapid because the cable TV line provides much greater bandwidth.</p> <ul style="list-style-type: none"> ▪ Leased Line is the Internet connection using a leased line. This leased line is a line that has been leased for private use. As a result, a leased line leads to high-speed Internet access. Thus, it can receive and send data rapidly and efficiently. ▪ Frame Relay. Generally, a leased line is a point-to-point connection, for instance, the connection between customer and Internet provider. On the other hand, Frame Relay provides multiple connections over a single physical circuit. For instance, the simultaneous remote connections between a head office and its four branch-offices. ▪ VPN (Virtual Private Network). Regularly, when an establishment would like to connect its head office to its numerous branches and each branch connects to each other, it would use many leased line leading to a high cost. Nevertheless, VPN can connect a head office with its numerous branches over the Internet. VPN allows an establishment to create a virtual and secure connection between locations. It would require a password for every connected branch as it has a private network over time. ▪ FTTX is a collective term for any broadband network architecture using optical fiber. It is a broadband Internet service through optical fiber cable. FTTX can be used for business and private unlimitedly at speeds between 10 Mb to 100 Mb. Its service covers area around 20 kilometers from telephone exchange. Then, distance problem affecting Internet speed is eliminated. Moreover, FTTX also leads to Triple Play which connects voice, data and video simultaneously. ▪ Web site is information on the World Wide Web which is a collection of many web pages. The first web page is called a homepage. Then, a Web Site is like a book which has a homepage as its cover and has web pages as book pages. It is kept in a vast library on the Internet called the World Wide Web. ▪ World Wide Web or shortly as Web is a big data source on the Internet. It can be accessed via a computer connected to the Internet. The data could be letters, pictures, video and even voice. 		
Part 9 Purchase/sale goods or services via Internet		
9.1 Purchasing goods or services via Internet		
No. 23	Did this establishment purchase orders for goods or services via the Internet [Rec.15]	
(orders placed include order placed via websites, Social Network, Extranet, EDI or e – mail (please check ✓ in <input type="checkbox"/> for one choice) [J01]		
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes		
No. 24	Did this establishment make any payment for goods or services via the Internet [J02]	
(please check ✓ in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, for example, e-banking (Internet Banking, Mobile Banking)		
9.2 Receiving orders for goods or services over the Internet (sales) (measuring e – Commerce)		
No. 25	Did this establishment receive orders for goods or services (that is, make sales) via the Internet [J03]	
(please check ✓ in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, Did this establishment receive any payment for goods or services via the Internet (please check ✓ in <input type="checkbox"/> for one choice)		
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes [J04]		

Part 10 ICT Personnel in the Establishment

Ask only Company limited and Public company limited

No. 26	<p>Does this establishment have any personnel <u>who graduated in Information and Communication Technology or related field in ICT</u> (please check ✓ in <input type="checkbox"/> for one choice) [Rec.16]</p> <p><input type="checkbox"/> 1. No [K01]</p> <p><input type="checkbox"/> 2. Yes</p> <table style="width:100%; border:none;"> <tr> <td style="width:15%;"><input type="checkbox"/> Total</td> <td style="width:40%;">Amount</td> <td style="width:20%;">Persons</td> <td style="width:25%; text-align:right">[K02]</td> </tr> <tr> <td><input type="checkbox"/> Below the high vocational certificate</td> <td>Amount</td> <td>Persons</td> <td style="text-align:right">[K03]</td> </tr> <tr> <td><input type="checkbox"/> High vocational certificate</td> <td>Amount</td> <td>Persons</td> <td style="text-align:right">[K04]</td> </tr> <tr> <td><input type="checkbox"/> Bachelor's degree</td> <td>Amount</td> <td>Persons</td> <td style="text-align:right">[K05]</td> </tr> <tr> <td><input type="checkbox"/> Master's degree</td> <td>Amount</td> <td>Persons</td> <td style="text-align:right">[K06]</td> </tr> <tr> <td><input type="checkbox"/> Higher than master's degree</td> <td>Amount</td> <td>Persons</td> <td style="text-align:right">[K07]</td> </tr> </table>	<input type="checkbox"/> Total	Amount	Persons	[K02]	<input type="checkbox"/> Below the high vocational certificate	Amount	Persons	[K03]	<input type="checkbox"/> High vocational certificate	Amount	Persons	[K04]	<input type="checkbox"/> Bachelor's degree	Amount	Persons	[K05]	<input type="checkbox"/> Master's degree	Amount	Persons	[K06]	<input type="checkbox"/> Higher than master's degree	Amount	Persons	[K07]
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<input type="checkbox"/> Master's degree	Amount	Persons	[K06]																						
<input type="checkbox"/> Higher than master's degree	Amount	Persons	[K07]																						

Definition

- The field of Information and Communication Technology (ICT) is divided into 6 groups as follows:**
1. **Computer Engineering** such as Computer, Computer Science, Computer Technology, Computer Engineering, Electrical and Computer Engineering.
 2. **Electronics** such as Electronics Technology, Electronics Physics, Electronics and Computer, Power Electronics Technology, Electronics.
 3. **Information** such as Information System Management, Business Information Technology, Accounting Information Technology, Computer and Information Technology, Information Technology for Industry, Management Information System, Technology of Information System Management, Statistical Information Technology, Computer Science and Information, Information Technology, Computer Information System, Information Technology in Business, Information Technology System in Management, Information Science.
 4. **Applied Computer** such as Business Computer, Applied Computer Science, Industrial Computer Technology, Applied Computer Science-Multimedia.
 5. **Telecommunication** such as Telecommunication Management, Telecommunication, Electronics and Telecommunication Engineering, Telecommunication Technology, Telecommunication Engineering.
 6. **Statistics.** This includes data compiling by a computer, Statistical Science, Applied Statistics, Mathematical Statistics.

No. 27	<p>Does this establishment have any ICT personnel (workers who are in charge of ICT) in the following occupation/ position groups</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width:50%;">ICT occupation/ position groups</th> <th rowspan="2" style="width:10%;">No</th> <th rowspan="2" style="width:10%;">Yes</th> <th colspan="2" style="width:30%;">Field of Education</th> </tr> <tr> <th style="width:15%;">ICT (Persons)</th> <th style="width:15%;">Other (Persons)</th> </tr> </thead> <tbody> <tr> <td>1. Chief Information Officer (CIO) [K08]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>..... [K09]</td> <td>..... [K10]</td> </tr> <tr> <td>2. Information Technology Department Managers [K11]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>..... [K12]</td> <td>..... [K13]</td> </tr> <tr> <td>3. Computer System Designers and Analysts [K14]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>..... [K15]</td> <td>..... [K16]</td> </tr> <tr> <td>4. Computer Programmers [K17]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>..... [K18]</td> <td>..... [K19]</td> </tr> <tr> <td>5. Computer Associate Professionals [K20]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>..... [K21]</td> <td>..... [K22]</td> </tr> <tr> <td>6. Others^{1/} [K23]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>..... [K24]</td> <td>..... [K25]</td> </tr> </tbody> </table>	ICT occupation/ position groups	No	Yes	Field of Education		ICT (Persons)	Other (Persons)	1. Chief Information Officer (CIO) [K08]	<input type="checkbox"/>	<input type="checkbox"/> [K09] [K10]	2. Information Technology Department Managers [K11]	<input type="checkbox"/>	<input type="checkbox"/> [K12] [K13]	3. Computer System Designers and Analysts [K14]	<input type="checkbox"/>	<input type="checkbox"/> [K15] [K16]	4. Computer Programmers [K17]	<input type="checkbox"/>	<input type="checkbox"/> [K18] [K19]	5. Computer Associate Professionals [K20]	<input type="checkbox"/>	<input type="checkbox"/> [K21] [K22]	6. Others ^{1/} [K23]	<input type="checkbox"/>	<input type="checkbox"/> [K24] [K25]
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No. 28	<p>In 2019, Does this establishment require more ICT Personnel</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width:50%;">ICT occupation/position groups</th> <th rowspan="2" style="width:10%;">Not Require</th> <th rowspan="2" style="width:10%;">Require</th> <th colspan="2" style="width:30%;">Required amount of ICT Personnel (persons)</th> </tr> <tr> <th style="width:15%;">Amount</th> <th style="width:15%;">persons</th> </tr> </thead> <tbody> <tr> <td>1. Chief Information Officer (CIO) [K26]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>Amount</td> <td>persons [K27]</td> </tr> <tr> <td>2. Information Technology Department Managers [K28]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>Amount</td> <td>persons [K29]</td> </tr> <tr> <td>3. Computer System Designers and Analysts [K30]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>Amount</td> <td>persons [K31]</td> </tr> <tr> <td>4. Computer Programmers [K32]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>Amount</td> <td>persons [K33]</td> </tr> <tr> <td>5. Computer Associate Professionals [K34]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>Amount.....</td> <td>persons [K35]</td> </tr> <tr> <td>6. Others^{1/} [K36]</td> <td style="text-align:center"><input type="checkbox"/></td> <td style="text-align:center"><input type="checkbox"/></td> <td>Amount</td> <td>persons [K37]</td> </tr> </tbody> </table>	ICT occupation/position groups	Not Require	Require	Required amount of ICT Personnel (persons)		Amount	persons	1. Chief Information Officer (CIO) [K26]	<input type="checkbox"/>	<input type="checkbox"/>	Amount	persons [K27]	2. Information Technology Department Managers [K28]	<input type="checkbox"/>	<input type="checkbox"/>	Amount	persons [K29]	3. Computer System Designers and Analysts [K30]	<input type="checkbox"/>	<input type="checkbox"/>	Amount	persons [K31]	4. Computer Programmers [K32]	<input type="checkbox"/>	<input type="checkbox"/>	Amount	persons [K33]	5. Computer Associate Professionals [K34]	<input type="checkbox"/>	<input type="checkbox"/>	Amount.....	persons [K35]	6. Others ^{1/} [K36]	<input type="checkbox"/>	<input type="checkbox"/>	Amount	persons [K37]
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^{1/} Others refers to other occupation related to ICT such as IT product sale/service officer, IT sale/service/marketing manager, IT Supply officer, Service officer who serves the service by using IT, Data entry officer, etc.

Definition

ICT Occupation / Position groups

1. Chief Information Officer (CIO).The officer controlling, coordinating, assigning, monitoring, evaluating, and being responsible for Information Technology tasks of the organization

2. Information Technology Department Manager consists of

- **Project Manager.** The officer controlling, coordinating, assigning, monitoring, evaluating, and being responsible for Information Technology tasks of the project.
- **System Manager.** The officer controlling, coordinating, assigning, monitoring, evaluating, and being responsible for Information Technology tasks of the system.

3. Computer System Designer and Analyst consist of

- **System Analyst & Designer.**The officer planning, studying, analyzing, designing, implementing, testing, evaluating and maintaining a computer system for user satisfaction.
- **Application Software Officer.** The officer planning, studying, analyzing, designing, implementing, testing, evaluating, maintaining application software, and also solving any related problem that occurs.
- **Computer Graphics and Multimedia Software Officer.**The officer planning, studying, analyzing, designing, implementing, testing, evaluating, maintaining computer graphics and multimedia software, and also solving any related problem that occurs.
- **Data Communication Officer.**The officer planning, studying, analyzing, designing, implementing, testing, evaluating, maintaining a network system and other data communication system, and also solving any related problem that occurs.
- **Database Officer.**The officer planning, studying, analyzing, designing, implementing, testing, evaluating, maintaining a database and database management system, and also solving any related problem that occurs.
- **IT Security Officer.**The officer planning, studying, analyzing, designing, implementing, testing, evaluating IT security, and also solving any related problem that occurs.
- **IT Quality Assurance Officer.**The officer planning, studying, analyzing, designing, implementing, testing, evaluating IT quality assurance, and also solving any related problem that occurs.
- **Software Engineer.** The officer researching, analyzing, designing, implementing, and testing method/process and technology in order to support high-quality software development.
- **Computer Aided Design & Computer Aided Manufacturing (CAD & CAM) Officer.**The officer planning, studying, analyzing, and using a computer to design and produce manufactured goods. The officer is also responsible to test, evaluate, and provide technical advice.

4 Computer Programmer consists of

- **Programmer.** The officer coding, modifying, testing, developing application software and/or system software under the program's regulations, and also solving any related problem that occurs.
- **Web Master.**The officer designing, coding, modifying, testing and developing a website and updating data on a website.
- **Computer Trainer.**The instructor teaching others about computer hardware and software in short-courses and specific courses, and also provides academic and technical advice.

5 Computer Associate Professional consists of

- **System Technician.** The officer maintaining and solving problems related to a computer system.
- **System Operator.**The officer operating, controlling, maintaining, and checking the operation of a computer system.

Part 11 Specific questions of accommodation establishment

Ask only hotels/resort /guest house/.....

No. 29 **Number of rooms and room rate per night** [Rec. 17]

Type of room	Total rooms	Air condition room		Without air condition room	
		Number (room)	Room rate per night (Baht)	Number (room)	Room rate per night (Baht)
1. Suite [L01] [L02] [L03]		
2. Double bedded room [L04] [L05] [L06] [L07] [L08]
3. Twin bedded room [L09] [L10] [L11] [L12] [L13]
4. Others (specify)..... [L14] [L15] [L16] [L17] [L18]
Total [L19] [L20]	 [L21]	

- **Suite** Refer to a room consisting of one or two bedrooms, living room and room for other purposed
- **Double bedded room** Refer to a room with big bed
- **Twin bedded room** Refer to a room with 2 single beds
- **Other room** Such as room with 3 single beds, bungalow etc.

No. 30 **Number of guests in 2019** [Rec. 18]

1. Thai guest (Items 1.1 + 1.2)	Number	Person	[M01]
1.1 Local guest	Number	Person	[M02]
1.2 Non local guest	Number	Person	[M03]
2. Foreigner guest	Number	Person	[M04]
Total (Items 1+2)	Number	Person	[M05]

No. 31 **In 2019, were there any meeting/seminar holding in this establishment** [M06]

(Please ✓ in one choice)

1. No

2. Yes Total number of meeting/seminar holding times [M07]

Total number of meeting/seminar attendants persons [M08]

No. 32	Did this accommodation have meeting/seminar or conference rooms (Please ✓ in <input type="checkbox"/> one choice)	[M09]
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes, Total number of meeting/seminar or conference room.....rooms [M10]		
Number of meeting/seminar rooms by capacity of guests		
<ul style="list-style-type: none"> • Less than 50 persons Number..... Room [M11] 		
<ul style="list-style-type: none"> • 50 - 100 persons Number..... Room [M12] 		
<ul style="list-style-type: none"> • 101 - 500 persons Number..... Room [M13] 		
<ul style="list-style-type: none"> • 501 – 1,000 persons Number..... Room [M14] 		
<ul style="list-style-type: none"> • More than 1,000 persons Number..... Room [M15] 		
No. 33	Type of services activities in this establishment (hotel/resort/guest house.....)	[Rec. 19]
(Please ✓ in <input type="checkbox"/> one choice)		
1. Restaurant		[N01]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
2. Entertainment i.e. coffee shop/night club/discotheque, pub/cocktail lounge, karaoke		[N02]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
3. Taxi service/limousine		[N03]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
4. Barber – Saloon		[N04]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
5. Spa		[N05]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
6. Massage		[N06]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
7. Sightseeing tour services		[N07]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
8. Souvenir shop		[N08]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		
9. Other (specify)		[IN09]
<input type="checkbox"/> 1. No. <input type="checkbox"/> 2. Own account <input type="checkbox"/> 3. Operated by other		

No. 34	Number of guest using the services per day and the proportion (%) of nationalities by type of services activities (hotel/resort/guest house/.....) <u>own account</u>		
Type of services activities (own account)	Using the service		
	Average guest per day (person)	Thai guest (%)	Foreigner guest (%)
1. Restaurant [N10] [N11] [N12]
2. Entertainment [N13] [N14] [N15]
3. Taxi service/limousine [N16] [N17] [N18]
4. Barber - Saloon [N19] [N20] [N21]
5. Spa [N22] [N23] [N24]
6. Massage [N25] [N26] [N27]
7. Sightseeing tour services [N28] [N29] [N30]
8. Souvenir shop [N31] [N32] [N33]
9. Others (Specify) [N34] [N35] [N36]
No. 35	Are there any type of facilities provided in this establishment		
(hotel/resort/guest house/.....)			
Type of facilities (Please <input checked="" type="checkbox"/> in <input type="checkbox"/> more than one choice)			
<input type="checkbox"/> 1. Health center/fitness	[N37]		
<input type="checkbox"/> 2. Swimming pool	[N38]		
<input type="checkbox"/> 3. Kid club	[N39]		
<input type="checkbox"/> 4. Spa	[N40]		
<input type="checkbox"/> 5. Massage	[N41]		
<input type="checkbox"/> 6. Shuttle bus	[N42]		
<input type="checkbox"/> 7. Internet service	[N43]		
<input type="checkbox"/> 8. Postal service	[N44]		
<input type="checkbox"/> 9. Others (specify)	[N45]		

Part 12 Opinion and recommendation of establishment

No.36	Problems and obstacles in operation of establishment (Please ✓ in <input type="checkbox"/> one choice)	[Rec. 20]
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes If <input checked="" type="checkbox"/> 2. Please fill in		[001]
List if problems and obstacles (Please ✓ in <input type="checkbox"/> more than one choice)		
<input type="checkbox"/> 1. Competition		[002]
<input type="checkbox"/> 2. High production cost		[003]
<input type="checkbox"/> 3. Economic crisis		[004]
<input type="checkbox"/> 4. Lower purchasing		[005]
<input type="checkbox"/> 5. Lack of loan		[006]
<input type="checkbox"/> 6. Double taxation		[007]
<input type="checkbox"/> 7. Lack of special personnel		[008]
<input type="checkbox"/> 8. Government regulation		[009]
<input type="checkbox"/> 9. Lack of promote travel		[010]
<input type="checkbox"/> 10. Other (specify).....		[011]
No.37	Aid needed from the government (Please ✓ in <input type="checkbox"/> one choice)	
<input type="checkbox"/> 1. No <input type="checkbox"/> 2. Yes If <input checked="" type="checkbox"/> 2. Please fill in		[012]
List of aid needed (Please ✓ in <input type="checkbox"/> more than one choice)		
<input type="checkbox"/> 1. Moratorium		[013]
<input type="checkbox"/> 2. Support of funding		[014]
<input type="checkbox"/> 3. Lower rate interest		[015]
<input type="checkbox"/> 4. Tax reduction scheme		[016]
<input type="checkbox"/> 5. Good prices control		[017]
<input type="checkbox"/> 6. Economic stimulation		[018]
<input type="checkbox"/> 7. Promote travel		[019]
<input type="checkbox"/> 8. Support knowledge employment		[020]
<input type="checkbox"/> 9. Government regulation improvement		[021]
<input type="checkbox"/> 10. Promote SMEs		[022]
<input type="checkbox"/> 11. Political stability		[023]
<input type="checkbox"/> 12. Security from terrorists		[024]
<input type="checkbox"/> 13. Other (specify).....		[025]

