

**PRODUCTIVITY AND INVESTMENT CLIMATE STUDY
THAILAND (PICS-2007)**

Manufacturing Sector Survey Questionnaire

Part I

(To be administered to Chief Executive Officers (CEO), general managers or business owners)

About the survey

The Foundation for the Thailand Productivity Institute (FTPI) has been given the responsibility to conduct a productivity and Investment Climate Survey (PICS) with the assistance of the World Bank. This work is conducted under the supervision of the the Ministry of Industry, and its results will support Thailand's initiative to improve productivity and competitiveness of firms operating in Thailand.

The Productivity and Investment Climate Survey is a collaborative effort of the Thailand Government and the World Bank. Similar surveys are being carried out in several other countries. Parts of the survey questionnaire can be filled out by your staff working from your records; other parts should be answered by the owner or plant manager. A team of enumerators will visit your plant to go through the questionnaire with you or your staff. **Only aggregate or average information from a large sample of firms will be published and we guarantee confidentiality for all individual responses.**

The general purpose of the survey is to understand the investment climate in Thailand and how it affects business performance, with the objective to improve it. We will provide you with a summary report that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. The survey will also provide useful information about the investment climate in Thailand in the international context. The World Bank's experience in a wide range of countries shows that this information can be crucial for improving the investment climate so that businesses and workers can prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign versus domestic, or new versus experienced). It then proceeds to issues of finance (to examine financial constraints on business and expansion), technology (to assess the ease of access to new technologies), relationship with other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations and international trade. What will eventually emerge is a comprehensive picture of the environment in which businesses are operating in Thailand, both their strengths and weaknesses.

To Enumerators

For precision of statements, the acronym "KE"- for a fictional business, Khon-Kaen Electronics-appears in places where the name of the participating business should be. Similarly "Electronics" appears where the sector of activity of the business should be.

ESTABLISHMENT NAME:

ESTABLISHMENT NO. _____

Address:

INDUSTRY CODE: [type](#)

1. Processing Food
2. Textile
3. Garment
4. Auto Parts
5. Electronics

6. Electrical Appliances
7. Rubber and Plastic
8. Furniture
9. Machinery and Equipment

ISIC: [isic](#)

REGION CODE: [location](#)

1. North
2. Central
3. Bangkok and Vicinity
4. East

5. Upper North-East
6. Lower North-East
7. South

City Codes: [province](#)

City Name:

Name of Enumerator:

Name of Respondance:

Current Position:

Phone number:

Email:

Fax Number:

Interview Date:

Start Time:

Finish time:

Enumeration validated by (Inspector):

Date/Time:

**SECTION I
GENERAL INFORMATION**

I.1. In what year did [KE] start its operations in this country? ___ **Q1_1_r1_c1** ___ month ___ **Q1_1_r1_c2** ___ year

I.2. How many full time employees did [KE] have when it started operations? ___ **Q1_2** ___ (number)

I.3. How many full time employees does [KE] have now (at the time of this interview)? ___ **Q1_3** ___ (number)

I.4. What percentage of your firm is owned by:

- | | | |
|-----------------------------|-----------------------|----------------------------|
| 1. Private sector: | a) domestic..... | ___ Q1_4_r1_c1 ___% |
| | b) foreign | ___ Q1_4_r2_c1 ___% |
| 2. Government | | ___ Q1_4_r3_c1 ___% |
| Others (Please Specify) ... | Q1_4_Other ... | ___ Q1_4_r4_c1 ___% |
| | TOTAL | 100 % |

I.5. What fraction of the sales of [KE] are to the government or to state-owned enterprises? __ **Q1_5** ___%

I.6. What is the current legal status of [KE]? _ **Q1_6** _____

1. Individual proprietorship
2. Partnership
3. Private limited Company
4. Public Limited Company
5. Cooperative
6. Others (Please Specify)

I.7. How many plants/factories are under [KE]' s control? _ **Q1_7** ___ (number)

[A plant or factory is defined as a manufacturing facility that is geographically distinct from other facilities. A production line does not, by itself constitute a plant or factory.]

I.7.a. How many are located:

1. In this city or town: ___ **Q1_7_a_r1_c1** ___ (number)
2. In this province ___ **Q1_7_a_r2_c1** ___ (number)
3. In this Region: ___ **Q1_7_a_r3_c1** ___ (number)
4. In this country: ___ **Q1_7_a_r4_c1** ___ (number)
5. In other countries: ___ **Q1_7_a_r5_c1** ___ (number)

I.7.b. How many are in this industry? ___ **Q1_7_b** ___ (number)

I.7.c. How many are in Business Services (IT, Communication, Advertising, Transports Logistics)
___ **q1_7_c** ___ (number)

I.8. Where are your headquarters and your principal operating facility/plant located in this country?

Headquarters ___ **q1_8_r1_c1** ___ (name of city)

Principal operating facility/plant ___ **q1_8_r2_c1** ___ (name of city)

I.9. Is your firm a member of a financial group or holding company? ___ **Q1_9** ___ Yes=1 No=2

I.10. Is this plant located in a Science park operated by NSTDA? ___ **Q1_10** ___ Yes=1 No=2

I.11. Was [KE] listed on the Stock Exchange of Thailand (SET)? ___ **Q1_11** ___ Yes =1 No=2

I.12. Did [KE] export any part of its output in the past year? ___ **Q1_12** ___ Yes =1 No=2

SECTION II GOVERNANCE AND OWNERSHIP STRUCTURE

A. Information on [Khun Phanom], CEO of [KE]

II.1. Gender of [Khun Phanom] ___ **Q2_1** ___ Male=1 Female=2

II.2. How long have you, [Khun Phanom], been working for this firm? ___ **Q2_2** ___ years

II.3. What is the highest level of education completed by you [Mr. Mostafa]? __ **Q2_3** _____

Code:

1= Degree

2= Por Wor Sor

3= Upper secondary / Por Wor Shor

4= Lower secondary

5= Primary

6= None (illiterate)

II.3.a. If you obtained a University degree, in what field is it? __ **Q2_3_a** _____

1 = Science & Engineering

2 = Medical science

3 = Economics and Business

4= Other Social Science & Humanity

Others (Please Specify) _ _____

II.4. What is your citizenship? _____ **Q2_4** _____ (country)

II.5. How many years of experience in [Electronics] manufacturing did you [Khun Phanom] have before joining [KE]? __ **Q2_5** _____ years

II.6. What is the highest level of education completed by Khun Phanom's father? __ **Q2_6** _____

Code: 1= Degree

2= Por Wor Sor

3= Upper secondary / Por Wor Shor

4= Lower secondary

5= Primary

6= None (illiterate)

II.7. Approximately in what wealth bracket were your parents? [Khun Phanom's] __ **Q2_7** _____

Code: 1= High

2= Middle

3= Low

II.8. Are you [Khun Phanom], the CEO of [KE], ALSO ITS SOLE OWNER? __ **Q2_8** _____

1. YesSkip to Section III

2. No.....Skip to question II.9

II.9. Are you [Khun Phanom] a shareholder of [KE]? __ **Q2_9** _____

1. YES How big is your [Khun Phanom's] share? __ **Q2_9_y** _____%

2. NO

II.10. Who is the largest shareholder? ___ **Q2_10** _____

Codes

- | | | |
|---------------------------------------|--------|----------------------|
| 0. Khun Panom (CEO) | _____→ | Go to question II.12 |
| 1. A family member of yours | _____→ | Go to Part B |
| 2. Other individual private investors | _____→ | Go to Part B |
| 3. Local financial institution | _____→ | Go to Part C |
| 4. Local private sector corporation | _____→ | Go to Part C |
| 5. Multi-national companies | _____→ | Go to Part C |

Part B. Information on single owner/majority shareholder

II.11. What is the share owned by the majority shareholder? ___ **Q2_11** _____%

II.12. Did the current owner/majority shareholder form [KE]? ___ **Q2_12** ___

1. Yes In case of the interviewee is the owner ,go to question II.18
..... In case of the interviewee is not the owner , go to question II.13
2. No

II.12.a. How did the current owner/majority shareholder acquire [KE]? ___ **Q2_12_a** _____

Code: 1= Bought it

2= Inherited it

Other: _____ (Please specify)

II.13. Gender of owner/majority shareholder ___ **Q2_13** _____ Code: 1=Male 2=Female

II.14. What is the highest level of education completed by owner/majority shareholder? ___ **Q2_14** _____

Code: 1= Degree

2= Por Wor Sor

3= Upper secondary / Por Wor Shor

4= Lower secondary

5= Primary

6= None (illiterate)

II.14.a. If he obtained a University degree, in what field is it? ___ **Q2_14_a** _____

1 = Science & Engineering

2 = Medical science

3 = Economics and Business

4= Other Social Science & Humanity

Other (Please specify)

II.15. How many years of experience in [Electronics] manufacturing did the owner/majority shareholder have before becoming involved in [KE]? Q2_15
years

II.16. Approximately in what wealth bracket were the parents of the owner/majority shareholder? Q2_16

Code: 1= High
2= Middle
3= Low

II.17. What is the highest level of education completed by the parents of the owner/majority shareholder? Q2_17

Code: 1= Degree
2= Por Wor Sor
3= Upper secondary / Por Wor Shor
4= Lower secondary
5= Primary
6= None (illiterate)

II.18. Has the father of the owner/majority shareholder been an entrepreneur? Q2_18 Yes=1 No=2

(Skip to Section III)

Part C. Information on the Parent Company (for subsidiaries/divisions of business groups)

II.19.a What is the share owned by the parent company? Q2_19_a %

II.19.b Where are the headquarters of the Parent Company of [KE]? Q2_19_b

Code: 1=in the same city/town as [KE]
2=in another city in this country
3=in another country Q2_19_b_Other (name the country)

II.20. Does [KE] participate in a "liquidity center" managed by [Parent company], i.e., does [KE] pass its excess liquidity to [Parent establishment] or other companies owned by [Parent company]? Q2_20 Yes=1 No=2

II.21. Does [KE] make its own investment decisions or are all investment decisions made by [Parent establishment] Q2_21

Code: 1= [KE] makes all its investment decisions independently
2= [Parent establishment] makes all investment decisions for [KE]
3= Decisions are made jointly.

SECTION III INVESTMENT, TECHNOLOGY AND INNOVATION

Part A. Investment and Capacity

III.1. When did you make your most recent purchase of machinery or equipment used in the production process?

___ Q3_1_r1_c1 ___ month ___ Q3_1_r1_c2 ___ year

III.1.a. What was of the value of that purchase? ___ Q3_1_a ___ Baht

III.1.b. How was it financed? *[Multiple answers allowed, circle what applies]*

1. by owner/parent establishment;
 2. Retained earnings;
 3. Bank overdraft;
 4. Bank loan;
 5. Leasing;
 6. Loans from associations (such as informal Rotative Savings and Credit Associations)
 7. Loans from friends/relatives
- Other sources (please specify) _____

1st answer ___ Q3_1_b_r1_c1 ___
2nd answer ___ Q3_1_b_r2_c1 ___
3rd answer ___ Q3_1_b_r3_c1 ___
4th answer ___ Q3_1_b_r4_c1 ___
5th answer ___ Q3_1_b_r5_c1 ___
6th answer ___ Q3_1_b_r6_c1 ___
7th answer ___ Q3_1_b_r7_c1 ___

III.1.c. What percentage of this most recent purchase of machinery or equipment was

- a. domestic new machinery or equipment ___ Q3_1_c_r1_c1 ___ %
 - b. domestic second-hand machinery or equipment? ___ Q3_1_c_r2_c1 ___ %
 - c. imported new machinery or equipment? ___ Q3_1_c_r3_c1 ___ %
 - d. imported second-hand machinery or equipment? ___ Q3_1_c_r4_c1 ___ %
- 100%

(In case that the most recent purchase of machinery and equipment was 100 percent domestically, skip to question III.2.1)

III.2. If you imported part or all the most recent major purchase of machinery and equipment, what was the rate of import duty paid? ___ Q3_2 ___ % (Please put '0' if no import duty was paid)

III.2.a. Of your outlay on imported machinery or equipment referred before, what share was from

1. Country ... ___ Q3_2_a_r1_c1 ___ ___ Q3_2_a_r1_c2 ___ %
2. Country ... ___ Q3_2_a_r2_c1 ___ ___ Q3_2_a_r2_c2 ___ %
3. Country ... ___ Q3_2_a_r3_c1 ___ ___ Q3_2_a_r3_c2 ___ %
4. Other ... ___ Q3_2_a_r3_c1 ___ ___ Q3_2_a_r4_c2 ___ %

Total 100%

III.2.1 For your most recent investment, which incentives did you get?

[Multiple answers allowed, circle what applies]

1. Imported Tax Reduction
2. Income Tax Reduction
3. Raw Material Tax Reduction
4. Lower Loan Rate
- Other (Please specify)

1st answer ___ [Q3_2_1_r1_c1](#) ___
 2nd answer ___ [Q3_2_1_r2_c1](#) ___
 3rd answer ___ [Q3_2_1_r3_c1](#) ___
 4th answer ___ [Q3_2_1_r4_c1](#) ___
 5th answer ___ [Q3_2_1_r5_c1](#) ___

III.3. What percentage of your profits were re-invested in your firm in the year 2006? ___ [Q3_3](#) ___%

III.4. Do you expect to make a substantial increase in investment in order to increase capacity or improve quality?

___ [Q3_4](#) ___

1. No (Skip to III.5)
2. Firm is closing (Skip to III.5)

III.4.1. Please describe your future investment plans.

Time period	Roughly, how large an investment are you planning to make? (in million baht)	...of which:	
		% in IT	% outside Thailand
Within 2007	Q3_4_1_r1_c1	Q3_4_1_r1_c2	Q3_4_1_r1_c3
Between 2007 and 2009	Q3_4_1_r2_c1	Q3_4_1_r2_c2	Q3_4_1_r2_c3

III.5. Does your firm currently invest outside Thailand?

1. None
2. Sales Office
3. Distribution Center
4. Production Facilities

(If the answer are not 3 or 4 included, Skip to III.6)

1st answer ___ [Q3_5_r1_c1](#) ___
 2nd answer ___ [Q3_5_r2_c1](#) ___
 3rd answer ___ [Q3_5_r3_c1](#) ___
 4th answer ___ [Q3_5_r4_c1](#) ___

III.5.a. what percentage of your total investment in 2006 was abroad? ___ [Q3_5_a](#) ___%

III.5.b. what percentage of your latest investment abroad went to:

China	_____	<u>Q3_5_b_r1_c1</u>	_____	%
Other Asian countries	_____	<u>Q3_5_b_r2_c1</u>	_____	%
USA	_____	<u>Q3_5_b_r3_c1</u>	_____	%
Europe	_____	<u>Q3_5_b_r4_c1</u>	_____	%
Africa	_____	<u>Q3_5_b_r5_c1</u>	_____	%
Others	_____	<u>Q3_5_b_r6_c1</u>	_____	%
Total	_____	100	_____	%

III.5.c. What are the three most important reasons why you chose to invest abroad?

1. Q3_5_c_r1_c1
2. Q3_5_c_r2_c1
3. Q3_5_c_r3_c1

1. In search of cheap labor abroad
2. Higher worker productivity abroad
3. Lower taxes on profits abroad
4. Better infrastructure abroad
5. Larger market for my products abroad
6. High taxes on inputs in Thailand
7. Shortage of unskilled workers in Thailand
8. Shortage of skilled workers in Thailand
Others (please specify) _____

III.6. What percentage [of the value] of KE's plant machinery and equipment is of age

1.	<5 years old	_____	<u>Q3_6_r1_c1</u>	%	How many more years can it be used?	_____	<u>Q3_6_r1_c2</u>	_____	years
2.	5-10 years old	_____	<u>Q3_6_r2_c1</u>	%	How many more years can it be used?	_____	<u>Q3_6_r2_c2</u>	_____	years
3.	10-20 years old	_____	<u>Q3_6_r3_c1</u>	%	How many more years can it be used?	_____	<u>Q3_6_r2_c2</u>	_____	years
4.	>20 years old	_____	<u>Q3_6_r4_c1</u>	%	How many more years can it be used?	_____	<u>Q3_6_r2_c2</u>	_____	years
100%									

III.7. What percentage of your production machines is computer controlled ? (% of the original net value of the fixed assets) Q3_7 _____%

III.8. {Capacity utilization is the amount of output actually produced relative to the maximum amount that can be produced.} At what capacity did this plant produce

.....

a) in 2006 Q3_8_r1_c1 _____%
b) in 2005 Q3_8_r2_c1 _____%

c) in 2004 ___ [Q3_8_r3_c1](#) ___%

III.9. If your capacity was not fully utilized in 2006, was it because of: *[Multiple answers allowed, circle what applies]*

- (1) Local raw materials and intermediate inputs shortage
- (2) Imported raw material and intermediate inputs shortage
- (3) Lack of working capital
- (4) Low demand
- (5) skilled labor Shortage
- (6) Unskilled labor Shortage
- (7) Structural Over-capacity
- Others (please specify) _____

1st answer ___ [Q3_9_r1_c1](#) ___
2nd answer ___ [Q3_9_r2_c1](#) ___
3rd answer ___ [Q3_9_r3_c1](#) ___
4th answer ___ [Q3_9_r4_c1](#) ___
5th answer ___ [Q3_9_r5_c1](#) ___
6th answer ___ [Q3_9_r6_c1](#) ___
7th answer ___ [Q3_9_r7_c1](#) ___
8th answer ___ [Q3_9_r8_c1](#) ___

Part B. NEW PRODUCTS/PROCESSES AND RESEARCH & DEVELOPMENT (R&D)

III.10. How many types of products does your establishment produce? ___ [Q3_10](#) ___ (number)

III.11. How many new products has our establishment introduced in the last three years (2004-2006)?
_ [Q3_11](#) _ (number)

If new products, What percent of the plant's sales did the new products account for in 2006? ___ [Q3_11_a](#) ___%

What percent of your exports did the new products account for in 2006? ___ [Q3_11_b](#) ___%

III.12. Did [KE] employ staff exclusively for design/doing innovation/R&D in 2006? ___ [Q3_12](#) ___

- 1. Yes, how many employees? ___ [Q3_12_y](#) ___ (number)
- 2. No

III.13. Did [**KE**] subcontract R&D projects to other companies or organizations? ___ [Q3_13](#) ___ Yes=1 No=2

III.14. How much did your firm spend in royalties in year 2006? ___ [Q3_14](#) ___ Baht

III.15. Are you planning to introduce new designs/Products in the next 2 years (2007-2008)? ___ [Q3_15](#) ___
Yes=1 No=2

Part C. TECHNOLOGICAL INNOVATION

III.16.a Has your establishment undertaken any of the following initiatives in the last two years (2005-2006) ?

PLEASE ANSWER ALL QUESTIONS

	Undertake	
	Yes	No
1. Upgraded your machinery and equipment in the last 2 years Q3_16_a_r1_c1	1	2
2. Entered new markets due to process or product improvements in quality or cost Q3_16_a_r2_c1	1	2
3. Filed any patents/utility models or copyright protected materials Q3_16_a_r3_c1	1	2
4. Developed a major new product line Q3_16_a_r4_c1	1	2
5. Upgraded an existing product line Q3_16_a_r5_c1	1	2
6. Introduced new technology that has substantially changed the way the main product is produced Q3_16_a_r6_c1	1	2
7. Discontinued at least one product (not production) line Q3_16_a_r7_c1	1	2

III.16.b Has your company undertaken any of the following initiatives in the last two years (2005-2006) ?

PLEASE ANSWER ALL QUESTIONS

	Undertake	
	Yes	No
8. Opened a new plant Q3_16_b_r1_c1	1	2

9. Closed at least one existing plant or outlet Q3_16_b_r2_c1	1	2
10. Entered a new joint venture agreement with a foreign partner Q3_16_b_r3_c1	1	2
11. Obtained a new licensing agreement Q3_16_b_r4_c1	1	2
12. Outsourced a major production activity that was previously conducted in-house Q3_16_b_r5_c1	1	2
13. Brought in-house a major production activity that was previously outsourced Q3_16_b_r6_c1	1	2

IF ANSWER IS ALL 'NO' GO TO III.27

III.17. Generally, what are the leading ways in which your establishment acquires technological innovations? Please rank the most three important ways.

- ___ 1) Embodied in new local machinery or equipment
- ___ 2) Embodied in new Imported machinery or equipment
- ___ 3) By hiring key personnel
- ___ 4) Licensing or turnkey operations from international sources
- ___ 5) Licensing or turnkey operations from domestic sources
- ___ 6) Developed or adapted within the establishment locally
- ___ 7) Transferred from parent company
- ___ 8) Developed in cooperation with client firms
- ___ 9) Developed with equipment or machinery supplier
- ___ 10) From a business or industry association
- ___ 11) Consultants
- ___ 12) From universities, public institutions
- ___ 13) Mergers and acquisitions
- ___ Other (please specify: _____)

1st order ___ [Q3_17_r1_c1](#) ___

2nd order ___ [Q3_17_r2_c1](#) ___

3rd order ___ [Q3_17_r3_c1](#) ___

III.18. If technological innovations were developed or adapted locally, did you seek help/collaboration with:

[Multiple answers allowed, circle what applies]

- 1. Other firms
- 2. Universities
- 3. Research institutions
- 4. Use any government incentives
- Other (Specify).....

1st answer ___ [Q3_18_r1_c1](#) ___

2nd answer ___ [Q3_18_r2_c1](#) ___

3rd answer ___ Q3_18_r3_c1 ___
4th answer ___ Q3_18_r4_c1 ___
5th answer ___ Q3_18_r5_c1 ___

III.19. If technology transferred from parent establishment, were the following necessary

Yes=1 No=2

1. adaptation or R&D to suit local conditions ___ Q3_19_r1_c1 ___
2. training of workforce to implement technology ___ Q3_19_r2_c1 ___

III.20. Is your firm a supplier to a Multi-National Corporation (MNC)? ___ Q3_20 ___

1. Yes 2. No (Skip to III.21)

III.20.a Did you learn any new technology from that MNC? ___ Q3_20_a ___

1. Yes 2. No (Skip to III.21)

III.20.b Was it explicitly via MNC licensing, training, quality certification programs _q3_20_b_ Yes=1 No=2

III.20.1. What is the most important reason why your firm does not engage more in innovative activities such as production and logistical process improvements, product quality enhancements, new product development, and technology adoption? ___ Q3_20_1 ___
(NOTE: Please choose only one of the following options)

- a. Low returns to innovative activity (i.e., there is no business case for spending time, effort or money on innovative activities)
b. Insufficient knowledge about possible innovative activities
c. High cost of financing innovative activities
d. Lack of knowledgeable and trained personnel who can contribute to innovative activities
e. Other _____

III.21. Have you received any Government incentives to conduct technological innovation and R&D? ___ Q3_21 ___

Yes=1 No=2

III.22. Please give your assessment of the following Schemes:

	Have you benefited from this specific scheme? 1=Yes 2=No, I Never heard about this scheme 3. No, I applied and was turned down 4. No, I never applied because process too long and complicated 5. No, I never applied for other reasons	If yes, When did you get this benefit? (Year)	How critical was this to your firm? 0= no value 1= minor value 2= moderate value 3= major value 4= critical value to your firm	What is the single most important problem with this scheme?
1. Science Park Project (NSTDA)	Q3_22_r1_c1	Q3_22_y_r1_c1	Q3_22_y_r1_c2	Q3_22_y_r1_c3
2. Software Park Project (NSTDA)	Q3_22_r2_c1	Q3_22_y_r2_c1	Q3_22_y_r2_c2	Q3_22_y_r2_c3
3. Low-interest Loan for Technological Development in Private Sector (NSTDA)	Q3_22_r3_c1	Q3_22_y_r3_c1	Q3_22_y_r3_c2	Q3_22_y_r3_c3
4. Industrial Technology Assistance Program; ITAP (NSTDA)	Q3_22_r4_c1	Q3_22_y_r4_c1	Q3_22_y_r4_c2	Q3_22_y_r4_c3

5. Technology Licensing Officer ;TLO (NSTDA)	Q3_22_r5_c1	Q3_22_y_r5_c1	Q3_22_y_r5_c2	Q3_22_y_r5_c3
6. Technology Business Incubator (NSTDA)	Q3_22_r6_c1	Q3_22_y_r6_c1	Q3_22_y_r6_c2	Q3_22_y_r6_c3
7. Open Lab (NSTDA)	Q3_22_r7_c1	Q3_22_y_r7_c1	Q3_22_y_r7_c2	Q3_22_y_r7_c3
8. NSTDA Investment Center	Q3_22_r8_c1	Q3_22_y_r8_c1	Q3_22_y_r8_c2	Q3_22_y_r8_c3
9. NSTDA Northern Network	Q3_22_r9_c1	Q3_22_y_r9_c1	Q3_22_y_r9_c2	Q3_22_y_r9_c3
10. Interest-Free Innovation (NSTDA)	Q3_22_r10_c1	Q3_22_y_r10_c1	Q3_22_y_r10_c2	Q3_22_y_r10_c3
11. 200% Tax Reduction for R&D Expenditure (Revenue Department and NSTDA)	Q3_22_r11_c1	Q3_22_y_r11_c1	Q3_22_y_r11_c2	Q3_22_y_r11_c3
12. Innovation - Capital Transformation (National Innovation Agency)	Q3_22_r12_c1	Q3_22_y_r12_c1	Q3_22_y_r12_c2	Q3_22_y_r12_c3
13. Funding for Innovation in group of entrepreneur (National Innovation Agency)	Q3_22_r13_c1	Q3_22_y_r13_c1	Q3_22_y_r13_c2	Q3_22_y_r13_c3
14. Innovation joint venture (National Innovation Agency)	Q3_22_r14_c1	Q3_22_y_r14_c1	Q3_22_y_r14_c2	Q3_22_y_r14_c3
15. Innovation Development and Working Capital Fund for R&D (National Innovation Agency)	Q3_22_r15_c1	Q3_22_y_r15_c1	Q3_22_y_r15_c2	Q3_22_y_r15_c3
16. Grant and Matching Fund (The Thailand Research Fund)	Q3_22_r16_c1	Q3_22_y_r16_c1	Q3_22_y_r16_c2	Q3_22_y_r16_c3
17. Skill, Technology and Innovation Promotion (BOI)	Q3_22_r17_c1	Q3_22_y_r17_c1	Q3_22_y_r17_c2	Q3_22_y_r17_c3
18. R&D investment promotion (BOI)	Q3_22_r18_c1	Q3_22_y_r18_c1	Q3_22_y_r18_c2	Q3_22_y_r18_c3
Other (Please Specify) ... Q3_22_o	Q3_22_r19_c1	Q3_22_y_r19_c1	Q3_22_y_r19_c2	Q3_22_y_r19_c3

III.22.1 On a scale of 1(=not important) to 5(=critically important), please rate each of the following possible government initiatives in terms of how important it would be in promoting innovative activity by your firm.

	not important -----> critically important
--	---

a. Direct financial incentives (e.g., subsidies, low-interest rate loans) Q3_22_1_r1_c1	1	2	3	4	5
b. Indirect incentives (e.g., tax deductions) Q3_22_1_r2_c1	1	2	3	4	5
c. Technical assistance Q3_22_1_r3_c1	1	2	3	4	5
d. Public investment in equipment and demonstration facilities Q3_22_1_r4_c1	1	2	3	4	5
e. Strengthen intellectual property rights Q3_22_1_r5_c1	1	2	3	4	5
f. Reforms in other areas (e.g., streamline tax reporting processes, remove restrictions on capacity expansion) Q3_22_1_r6_c1	1	2	3	4	5
g. Promote industrial estates and facilitate access to infrastructure services (e.g., access to industrial water, effluent treatment facilities, etc.) Q3_22_1_r7_c1	1	2	3	4	5
h. Other Q3_22_1_o Q3_22_1_r8_c1	1	2	3	4	5

III.23. Have you worked with research/technology support institutions (e.g. universities etc) to acquire or upgrade technology in the past three years? ____
[Q3_23](#)

1. Yes
2. No (Skip to III.24)

III.23.a. could you please list the three research/technology support institutions you work with the most?

1. _____ [Q3_23_a_r1_c1](#) _____ (name of institute)
2. _____ [Q3_23_a_r2_c1](#) _____ (name of institute)
3. _____ [Q3_23_a_r3_c1](#) _____ (name of institute)

III.23.b. Could you rank these three institutions along the listed attributes?

Please rate on a scale of 1-4 with 1 = very poor, 2 = poor, 3 = fairly good, 4 = very good

Attributes	Institution 1	Institution 2	Institution 3
Outreach and dissemination of their programs	Q3_23_b_r1_c1	Q3_23_b_r1_c2	Q3_23_b_r1_c3
Ease of application process for support	Q3_23_b_r2_c1	Q3_23_b_r2_c2	Q3_23_b_r2_c3
Transparency of approval/selection process	Q3_23_b_r3_c1	Q3_23_b_r3_c2	Q3_23_b_r3_c3

Relevance/effectiveness of services used:			
i) assistance with search, choice & purchase of new technologies	Q3_23_b_r4_c1	Q3_23_b_r4_c2	Q3_23_b_r4_c3
ii) negotiation on licensing agreements	Q3_23_b_r5_c1	Q3_23_b_r5_c2	Q3_23_b_r5_c3
iii) modifying existing technologies	Q3_23_b_r6_c1	Q3_23_b_r6_c2	Q3_23_b_r6_c3
iv) R&D in breakthrough technologies	Q3_23_b_r7_c1	Q3_23_b_r7_c2	Q3_23_b_r7_c3
Other services (Specify) _____ Q3_23_b_o _____	Q3_23_b_r8_c1	Q3_23_b_r8_c2	Q3_23_b_r8_c3

(skip to Question 3.25)

III.24. If you have not worked with any research/technology support institutions in the past three years, list down the three most important reasons.

1. ___ Q3_24_r1_c1 _____
2. ___ Q3_24_r2_c1 _____
3. ___ Q3_24_r3_c1 _____

- i) Haven't heard of them
 - ii) Their services are not relevant to your firm's needs
 - iii) Don't know anyone there to make a first point of contact
 - iv) Application process too cumbersome
 - v) Lack of technical capability in-house to interact with institutions
 - vi) Afraid of in-firm technical knowledge leaking out by collaborating
 - vii) Tried it before and was not a fruitful experience
- Others (Specify) _____

III.25. If stronger intellectual property rights (IPR) laws such as copyright and patent laws are adopted and enforced;

1. Would your firm undertake more R&D? ___ Q3_25_r1_c1 _____ Yes=1 No=2
2. Would it make it more costly to acquire new technology? ___ Q3_25_r2_c1 _____ Yes=1 No=2

III.26. Has your firm received any ISO (e.g. 9000, 9002 or 14,000) certification? ___ Q3_26 ___ 1=Yes, 2=No

III.27. What % of your sales are made exclusively to your clients' unique specification (i.e. you cannot sell to other clients)? ___ Q3_27 _____ %

III.28. What percent of your sales carries a warranty? ___ Q3_28 ___ %

III.29. Do you have your own brand(s)? ___ Q3_29 _____

1. Yes
2. No (Skip to III.30)

III.29.a. What do you do to market your brand? [Multiple answers allowed, circle what applies]

1. Media advertising
2. Exhibitions
3. Website
4. Do nothing

Other (please specify) _____

- 1st answer [Q3_29_a_r1_c1](#)
- 2nd answer [Q3_29_a_r2_c1](#)
- 3rd answer [Q3_29_a_r3_c1](#)
- 4th answer [Q3_29_a_r4_c1](#)
- 5th answer [Q3_29_a_r5_c1](#)

III.30. What are the main constraints to introducing IT, or expanding IT use, in your company? (Please rank the following factors on a scale of 1 to 5, where 1=not important, 3=important, and 5=critically important)

Constraints	Importance				
	Not important 1	2	Important 3	4	Critically important 5
High cost of IT equipment and maintenance Q3_30_r1_c1					
Lack of knowledgeable and trained IT personnel Q3_30_r1_c1					
Low returns to investments in IT Q3_30_r1_c1					

Lack of experienced consultants to provide or design IT-based solution systems Q3_30_r1_c1					
IT-based systems do not improve productivity Q3_30_r1_c1					
Others (specify) _____ Q3_30_O _____ Q3_30_r1_c1					

Part D. REGIONAL SUPPLY CHAIN LINKAGES

III.31. Do you buy part or all your raw materials outside this region? _____ Q3_31 _____

1. Yes
2. No (Skip to III.32)

III.31 a. what are the reasons you buy part or all your raw materials outside this region? _____ Q3_31_a _____

~~Multiple answers allowed, circle what applies~~

1. Not available locally
2. Quality of locally available inputs not suitable for production
3. A requirement of the client firm/export house/retailer
- Others (Please specify)

[Retailer refers to the firm for which this firm produces, i.e. your firm is the subcontractor. It may not be a retailer, so some other terminology is required]

III.32. What percentage of your work force come from:

This region	_____ Q3_32_r1_c1 _____%
Other regions of Thailand	_____ Q3_32_r2_c1 _____%
Neighboring countries (Laos, Myanmar, Cambodia, Malaysia)	_____ Q3_32_r3_c1 _____%
Other countries	_____ Q3_32_r4_c1 _____%
Total	100

III.32 a. If some of your workers are from other regions or from other countries, what are the reasons why? ~~Multiple answers allowed, circle what applies~~ _____ Q3_32_a _____

1. local labor shortage
2. local labor is more expensive than migrant labor
- Others (please specify)

III.33. What % of your raw materials (by value) is shipped by the following transportation modes?

1. Land	_____ Q3_33_r1_c1 _____%
2. Water	_____ Q3_33_r2_c1 _____%
3. Air	_____ Q3_33_r3_c1 _____%

- 4. Water and land _____ **Q3_33_r4_c1** _____ %
- 5. Air and land _____ **Q3_33_r5_c1** _____ %
- Others (please specify) ...**q3_33_o...** _____ **Q3_33_r6_c1** _____ %

III.34. What proportion of production cost is transportation/logistics (associated insurance, taxes etc.) cost of inputs? _____ **Q3_34** _____ %

III.35. Where do you get information on design/quality (product characteristics) ? _____ **Q3_35** _____

- 1. Provided by the client firm/retailer
- 2. Have own sales/ marketing department

III.36. Does the client firm/retailer enforce product quality standards? _____ **Q3_36** _____

- 1. Yes
- 2. No (Skip to III.37)

III.36.a. How does the client firm/retailer enforce product quality standards? _____ **Q3_36_a** _____

~~[Multiple answers allowed, circle what applies]~~

- 1. Providing information
- 2. Training staff
- Others (Please specify)

III.37. Are services to calibrate and test your machinery and equipment available in your region? _____ **Q3_37** _____

- 1. Yes (Skip to III.38)
- 2. No

III.37.a. Where do you get this service from? _____ **Q3_37_a** _____

- 1. Bangkok
- 2. Other region of Thailand (Please Specify _____ **Q3_37_a_2** _____)
- 3. Foreign country

III.38. What proportion of your finished products is shipped out through the following transportation modes?

- 1. Land _____ **Q3_38_r1_c1** _____ %
- 2. Water _____ **Q3_38_r2_c1** _____ %
- 3. Air _____ **Q3_38_r3_c1** _____ %
- 4. Water and land _____ **Q3_38_r4_c1** _____ %
- 5. Air and land _____ **Q3_38_r5_c1** _____ %
- Others (please specify) ...**q3_38_o**..... _____ **Q3_38_r6_c1** _____ %

III.39. Of the total cost of delivering finished goods to your customers (including production, transport and logistics costs), what % is due to the costs of transport and logistics (insurance, taxes, storage, etc.)? _____ **Q3_39** _____ %

III.40. Does the retailer engage you in process or product R&D type of activities ? _____ **Q3_40** _____ Yes=1 No=2

III.41. Does the retailer send employees (personnel exchanges) to work here to disseminate and diffuse new technologies into your production facility? _____ **Q3_41** _____ Yes=1 No=2

**SECTION IV:
LABOR MARKET, EDUCATION AND SKILLS**

Part A. LABOR RELATIONS

IV.1. Given your current level of output, if you were free to choose without restrictions your current level of employment what % of the current level would you choose? Q4_1 %

- (If the answer is < 100 % → Skip to IV.1a
> 100 % → Skip to IV.1b
= 100 % → Skip to IV.2)

IV.1.a Is any of the following a reason? *[Multiple answers allowed, circle what applies]*

1. Laws and regulations regarding the firing of workers
 2. Pressure from unions
 3. Pressure from political groups
 4. Fear of social sanctions
 5. Anticipation of an upturn in sales
- Others (please specify)

- 1st answer Q4_1_a_r1_c1
2nd answer Q4_1_a_r2_c1
3rd answer Q4_1_a_r3_c1
4th answer Q4_1_a_r4_c1
5th answer Q4_1_a_r5_c1
6th answer Q4_1_a_r6_c1

IV.1.b Is any of the following a reason? *[Multiple answers allowed, circle what applies]*

1. Laws and regulations regarding the employment of foreign workers
 2. Difficulty in employing local workers
 3. Shortage of skilled workers
 4. Anticipation of a downturn in sales
- Others (please specify)

1st answer Q4_1_b_r1_c1
 2nd answer Q4_1_b_r2_c1
 3rd answer Q4_1_b_r3_c1
 4th answer Q4_1_b_r4_c1
 5th answer Q4_1_b_r5_c1

IV.2. What are the major problems with labor regulations on a scale from 1 to 4 with the following meaning:
 Code : 0 = No problem ; 1 minor obstacle → 4 = Major obstacle

	No Problem	Degree of Obstacle				N/A
	0	1	2	3	4	99
(a) Dealing with hiring procedures for local workers <u>Q4_2_r1_c1</u>	0	1	2	3	4	99
(b) Dealing with hiring procedures for foreign workers <u>Q4_2_r2_c1</u>	0	1	2	3	4	99
(c) Layoff procedures and cost of retrenchment <u>Q4_2_r3_c1</u>	0	1	2	3	4	99
(d) Limits on temporary hiring <u>Q4_2_r4_c1</u>	0	1	2	3	4	99
(e) Inflexible salary scale for skilled workers <u>Q4_2_r5_c1</u>	0	1	2	3	4	99
(f) Others (specify) <u>q4_2_o</u> <u>Q4_2_r6_c1</u>	0	1	2	3	4	99

Part B. EDUCATION AND SKILLS

IV.3. Do you currently have vacancies in your establishment in the following positions? Yes=1 No=2

- Professionals (engineers, scientists and other university graduates) Q4_3_r1_c1
- Skilled production workers (skilled technicians) Q4_3_r2_c1
- Unskilled production workers Q4_3_r3_c1

IV.4. How much time did it take to fill your most recent vacancy for a:

- Professionals (engineers, scientists and other university graduates) Q4_4_r1_c1 Weeks
- Skilled production workers (skilled technicians) Q4_4_r2_c1 Weeks
- Unskilled production workers Q4_4_r3_c1 Weeks

IV.5. What are the most important causes of these vacancies? Rank in order of importance.
 Code : 1= Most important → 6= Least important

- Applicants demand very high wage _____
- Universities not producing a sufficient number of graduates _____

- 3. Applicants do not have required basic skills _____
- 4. Applicants do not have required technical skills _____
- 5. No applicants for unskilled workers position _____
- 6. High turnover of new recruits _____
- Others _____

- 1st order Q4_5_r1_c1
- 2nd order Q4_5_r2_c1
- 3rd order Q4_5_r3_c1
- 4th order Q4_5_r4_c1
- 5th order Q4_5_r5_c1
- 6th order Q4_5_r6_c1

IV.6. What are the most important considerations you use in recruiting? *Rank in order of importance.*

Code : 1= *Most important*  6= *Least important*

- 1. Education level _____
- 2. Technical skills _____
- 3. Experience _____
- 4. Loyalty _____
- 5. Ethnic Quotas _____
- 6. Interpersonal Skills _____
- Others (specify) _____

- 1st order Q4_6_r1_c1
- 2nd order Q4_6_r2_c1
- 3rd order Q4_6_r3_c1
- 4th order Q4_6_r4_c1
- 5th order Q4_6_r5_c1
- 6th order Q4_6_r6_c1

IV.7. What are the main channels through which you recruit new workers?

(in percentage of your new recruits in the past three years)

- 1. Factory door postings Q4_7_r1_c1 %
- 2. Friends recommendation Q4_7_r2_c1 %
- 3. Other workers recommendation Q4_7_r3_c1 %
- 4. Announcement in news papers Q4_7_r4_c1 %
- 5. Through Head Hunters Q4_7_r5_c1 %
- Others (Please specify) Q4_7_o..... Q4_7_r6_c1 %
- Total 100%

IV.8. How would you assess the quality of your current workforce?

(Skills Quality Codes: 1 = very poor, 2 = poor, 3 = fairly good, 4 = very good)

Attributes	Professionals		Skilled Production Workers	
	Local	Foreign	Local	Foreign
English language proficiency	q4_8_r1_c1	q4_8_r1_c2	q4_8_r1_c3	q4_8_r1_c4
Professional Communication skills	q4_8_r2_c1	q4_8_r2_c2	q4_8_r2_c3	q4_8_r2_c4
Social Skills	q4_8_r3_c1	q4_8_r3_c2	q4_8_r3_c3	q4_8_r3_c4
Team-working skills	q4_8_r4_c1	q4_8_r4_c2	q4_8_r4_c3	q4_8_r4_c4
Leadership skills	q4_8_r5_c1	q4_8_r5_c2	q4_8_r5_c3	q4_8_r5_c4
Time Management skills	q4_8_r6_c1	q4_8_r6_c2	q4_8_r6_c3	q4_8_r6_c4
Adaptability skills	q4_8_r7_c1	q4_8_r7_c2	q4_8_r7_c3	q4_8_r7_c4
Creativity/innovation skills	q4_8_r8_c1	q4_8_r8_c2	q4_8_r8_c3	q4_8_r8_c4
Numerical skills	q4_8_r9_c1	q4_8_r9_c2	q4_8_r9_c3	q4_8_r9_c4
Problem solving skills	q4_8_r10_c1	q4_8_r10_c2	q4_8_r10_c3	q4_8_r10_c4
IT skills	q4_8_r11_c1	q4_8_r11_c2	q4_8_r11_c3	q4_8_r11_c4
Technical/professional skills	q4_8_r12_c1	q4_8_r12_c2	q4_8_r12_c3	q4_8_r12_c4

IV.8.a. In your industry, what do you see as the three most critical skills/competencies that will be needed to keep up with the emerging technologies in the future?

1. _____ Q4_8_a_r1_c1 _____
2. _____ Q4_8_a_r2_c1 _____
3. _____ Q4_8_a_r3_c1 _____

IV.9. Did you hire fresh graduates from public vocational training institutions in 2006? ___ Q4_9 ___

1. Yes
2. No (Skip to IV.10)

IV.9.a. Could you please list three institutes from which you hire the most and assess the quality of their graduates?

Name of Institute	Quality of graduates 1 = very poor 2 = poor 3 = fairly good 4 = very good

1. Q4_9_a_r1_c1	Q4_9_a_r1_c2
2. Q4_9_a_r2_c1	Q4_9_a_r2_c2
3. Q4_9_a_r3_c1	Q4_9_a_r3_c2

IV.10. Please give your assessment of the following Institutes:

<i>Institute</i>	Have you hired fresh graduates from this particular institution? 1=yes 2=No 3=Never heard about this institute	If yes, How would you assess the quality of its graduates ? 1 = very poor 2 = poor 3 = fairly good 4 = very good
2. Rajamangala University of Technology	q4_10_r1_c1	q4_10_r1_c2
3. Vocational College	q4_10_r2_c1	q4_10_r2_c2
4. Technical College	q4_10_r3_c1	q4_10_r3_c2
5. College of Agricultural and Technology	q4_10_r4_c1	q4_10_r4_c2
6. Polytechnic College	q4_10_r5_c1	q4_10_r5_c2
7. Industrial and Community Education College	q4_10_r6_c1	q4_10_r6_c2
8. Commercial College	q4_10_r7_c1	q4_10_r7_c2
Other (Please Specify) Q4_10_o	q4_10_r8_c1	q4_10_r8_c2

Part C. EMPLOYER-PROVIDED TRAINING

IV.11. Did your plant run formal training programs for its employees during the fiscal year of 2006? __ [Q4_11](#) __
Yes=1 No=2

IV.12. Have you sent your workers for training in a Skills Development institute in the past year (2006)? __ [Q4_12](#) __
1. Yes
2. No (Skip to IV.14)

IV.12.a. Could you please list the three institutes you have used the most and assess impact of training on worker's performance?

<i>Name of Institute</i>	Impact of training on worker's performance 1 = very poor 2 = poor 3 = fairly good 4 = very good
1. Q4_12_a_r1_c1	Q4_12_a_r1_c2
2. Q4_12_a_r2_c1	Q4_12_a_r2_c2
3. Q4_12_a_r3_c1	Q4_12_a_r3_c2

IV.13. Could you rate these institutes along the listed attributes?

Please rank on a scale of 1-4 with 1 = very poor, 2 = poor, 3 = fairly good, 4 = very good

Attributes	Institute 1.	Institute 2.	Institute 3.
Outreach and dissemination of their programs	q4_13_r1_c1	q4_13_r1_c2	q4_13_r1_c3
Ease of application process	q4_13_r2_c1	q4_13_r2_c2	q4_13_r2_c3
Theoretical content of training	q4_13_r3_c1	q4_13_r3_c2	q4_13_r3_c3
Practical content of training	q4_13_r4_c1	q4_13_r4_c2	q4_13_r4_c3
Relevance/effectiveness of training received by employees for your Establishment	q4_13_r5_c1	q4_13_r5_c2	q4_13_r5_c3

(Skip to Section V)

IV.14. If you have not worked with any Skills Development support institutions in the past year (2006), what are the three most important reasons? Please rank.

- ___ 1) Do not know of any of them
- ___ 2) Their services are not relevant to your plant's needs
- ___ 3) Don't know anyone there to make a first point of contact
- ___ 4) Application process too cumbersome
- ___ 5) Tried it before and it was not a fruitful experience
- ___ Others (Specify) _____

1st order [q4_14_r1_c1](#)

2nd order [q4_14_r2_c1](#)

3rd order [q4_14_r3_c1](#)

**SECTION V:
INVESTMENT CLIMATE CONSTRAINTS AND BUSINESS RELATIONS**

Part A. Investment Climate Constraints

V.1. Please judge on a four-point scale how problematic the following factors are for the operation and growth of your business. Code : 0 = No problem ; 1 = Minor obstacle ; 2 = Moderate obstacle ; 3 = Significant obstacle ; 4 = Major obstacle ; N/A = Not applicable

		No Problem	Degree of Obstacle				Not Appl
A.	Telecommunications	0	1	2	3	4	N/A
B.	Electricity	0	1	2	3	4	N/A
C.	Transportation	0	1	2	3	4	N/A
D.	Access to Land	0	1	2	3	4	N/A
E.	Tax rates	0	1	2	3	4	N/A
F.	Tax administration	0	1	2	3	4	N/A
G.	Customs and trade regulation administration	0	1	2	3	4	N/A
H.	Labor regulations	0	1	2	3	4	N/A
I.	Skills and education of workers	0	1	2	3	4	N/A
J.	Business licensing and registration	0	1	2	3	4	N/A
K.	Access to Domestic Credit	0	1	2	3	4	N/A
L.	Access to Foreign Credit	0	1	2	3	4	N/A
M.	Cost of Financing (e.g. interest rates)	0	1	2	3	4	N/A
N.	Economic policy uncertainty	0	1	2	3	4	N/A
O.	Macro-economic instability (inflation, exch. rate)	0	1	2	3	4	N/A
P.	Corruption	0	1	2	3	4	N/A
Q.	Crime, theft and disorder	0	1	2	3	4	N/A
R.	Anti-competitive practices (e.g. monopoly)	0	1	2	3	4	N/A
	Others (specify)	0	1	2	3	4	N/A

V.1.1. On a scale of 1(=not at all) to 5(=very substantially), please indicate the extent to which the actual or perceived volatility/uncertainty of each of the following factors has adversely effected your investment decisions during the past two years.

		not at all ----->						very substantially
Oil prices	Q5_1_1_r1_c1	1	2	3	4	5		
Commodity prices	Q5_1_1_r2_c1	1	2	3	4	5		
Raw materials	Q5_1_1_r3_c1	1	2	3	4	5		
Exchange rate	Q5_1_1_r4_c1	1	2	3	4	5		
Interest rate	Q5_1_1_r5_c1	1	2	3	4	5		
Inflation rate	Q5_1_1_r6_c1	1	2	3	4	5		
Government policies regarding foreign capital flows Customs	Q5_1_1_r7_c1	1	2	3	4	5		
Government policies regarding investment	Q5_1_1_r8_c1	1	2	3	4	5		

V.1.2. Which, if any, of the following methods, do you use to deal with the above-mentioned risks? (Please circle any that apply)

- a. No methods
- b. Long term contract
- c. Financial hedging instrument
- d. Pricing in different currency
- e. Finding new suppliers
- f. Productivity improvement
- g. Investing abroad
- h. Other_____

1st answer ___ [Q5_1_2_r1_c1](#) ___
 2nd answer ___ [Q5_1_2_r2_c1](#) ___
 3rd answer ___ [Q5_1_2_r3_c1](#) ___
 4th answer ___ [Q5_1_2_r4_c1](#) ___
 5th answer ___ [Q5_1_2_r5_c1](#) ___
 6th answer ___ [Q5_1_2_r6_c1](#) ___
 7th answer ___ [Q5_1_2_r7_c1](#) ___
 8th answer ___ [Q5_1_2_r8_c1](#) ___

V.1.3. What is the main reason your firm does not more actively use one or more of the above-mentioned methods to deal with macroeconomic risks? ___ [Q5_1_3](#) ___

(NOTE: Please choose only one of the following options)

- a. No need
- b. Lack of knowledge
- c. Lack of access
- d. Lack of financing
- e. Other_____

V.2. What are the three biggest obstacles to doing business in Thailand in order of importance?

1st _____ Q5_2_r1_c1
 2nd _____ Q5_2_r2_c1
 3rd _____ Q5_2_r3_c1

- No problem/non applicable 1
- Ownership regulations 2
- Tax regulations and/or high taxes 3
- Skilled labor shortage 4
- Labor regulations 5
- Obtaining land and buildings 6
- Foreign currency regulations 7
- Lack of business support services 8
- Inadequate supply of infrastructure 9
- Utility prices 10
- Inadequate access to credit 11
- Import regulations 12
- High collateral requirements 13
- High interest rates 14
- Insufficient demand for my products 15
- Competition from imports 16
- Crime and theft 17
- Official corruption 18
- Regulations for starting a business, new 19
- Bureaucratic burden 20
- Political instability 21
- Lack of insurance (product liability) 22
- Others (specify) _____

Part B. Business Relations

V.3. Is your establishment/firm a member of a business association or chamber of commerce? Q5_3

1. Yes
2. No (Skip to V.4)

V.3.a. How many such associations does [KE] belong to? Q5_3_a(number)

V.3.b. For the association that is the most important to your establishment, please indicate if they provide the following services. If so, what is the value of this service to your firm?

0= no value; 1= minor value; 2= moderate value;3 = major value 4= critical value to your firm

	<u>Not Provided</u>	<u>Value to your firm</u>				<u>N/A</u>
		1	2	3	4	
1. Lobbying government <u>Q5_3_b_r1_c1</u>	0	1	2	3	4	99
2. Resolution of disputes (with officials, workers or other firms) <u>Q5_3_b_r2_c1</u>	0	1	2	3	4	99
3. Information and/or contacts on domestic product and input markets <u>Q5_3_b_r3_c1</u>	0	1	2	3	4	99
4. Information and/or contacts on international product and input markets <u>Q5_3_b_r4_c1</u>	0	1	2	3	4	99
5. Accrediting standards or quality of products <u>Q5_3_b_r5_c1</u>	0	1	2	3	4	99
6. Information on government regulations <u>Q5_3_b_r6_c1</u>	0	1	2	3	4	99

V.3.c. Does this association include any of the following as members?

Yes=1 No=2 DK (Don't Know) = 99

1. [KE] suppliers	<u>Q5_3_c_r1_c1</u>	1	2	99
2. [KE] customers	<u>Q5_3_c_r2_c1</u>	1	2	99
3. [KE] competitors	<u>Q5_3_c_r3_c1</u>	1	2	99
4. Financial institutions	<u>Q5_3_c_r4_c1</u>	1	2	99

V.4. For each of the following business services available in Thailand, please assess whether it is affordable.

If yes, please evaluate the quality on a 1-4 scale.

(Quality: 1 = very poor, 2 = poor, 3 = fairly good, 4 = very good, N/A = not applicable)

	<u>Affordable</u>		<u>-----Quality-----</u>				
	<u>Yes</u>	<u>No</u>	<u>Very Poor</u>	<u>Very Good</u>	<u>Not applicable</u>		
			1	2	3	4	N/A
1) Engineering & design							

	Q5_4_r1_c1			Q5_4_Y_r1_c1	
2) Management & Marketing	Yes No	1	2	3 4	N/A
	Q5_4_r2_c1			Q5_4_Y_r2_c1	
3) Accounting	Yes No	1	2	3 4	N/A
	Q5_4_r3_c1			Q5_4_Y_r3_c1	
4) Legal services	Yes No	1	2	3 4	N/A
	Q5_4_r4_c1			Q5_4_Y_r4_c1	
5) Insurance	Yes No	1	2	3 4	N/A
	Q5_4_r5_c1			Q5_4_Y_r5_c1	
6) IT services	Yes No	1	2	3 4	N/A
	Q5_4_r6_c1			Q5_4_Y_r6_c1	

V.5. Have you had disputes with clients such as a delay or suspension of payment, return shipment or cancellation of future shipments over the last 2 years? ___
[Q5_5](#)___

1. Yes
2. No (Skip to V.6)

V.5.a. Were these disputes resolve through ...?

1) Court

- Over the last 2 years, what percent of your establishment's disputes over payments were resolved by court action? ___[Q5_5_a_1_r1_c1](#)___ %
- On average, how many weeks did these court cases take to resolve? ___[Q5_5_a_1_r2_c1](#)___ weeks

2) Federal Government

3) State government

4) Business association

5) Arbitration

6) Amicable

Others (Please specify)

1st answer ___[Q5_5_a_r1_c1](#)___

2nd answer ___[Q5_5_a_r2_c1](#)___

3rd answer ___[Q5_5_a_r3_c1](#)___

4th answer ___[Q5_5_a_r4_c1](#)___

5th answer ___[Q5_5_a_r5_c1](#)___

6th answer ___[Q5_5_a_r6_c1](#)___

V.6. To what degree do you agree with this statement? Q5_6
"I am confident that the judicial system will enforce my contractual and property rights in business disputes."

1. Fully disagree
2. Disagree in most cases
3. Tend to disagree
4. Tend to agree
5. Agree in most cases
6. Fully agree

Part C. Expectations

V.7. What is your expectation of the following variables next 2 year (2007-2008)

	At the end of 2008	
	Minimum	Maximum
1. Growth of your sales (%)	<u>Q5_7_r1_c1</u>	<u>Q5_7_r1_c2</u>
2. Change in <u>cost per unit</u> of locally produced raw material (%)	<u>Q5_7_r2_c1</u>	<u>Q5_7_r2_c2</u>
3. Change in <u>cost per unit</u> of imported raw material (%)	<u>Q5_7_r3_c1</u>	<u>Q5_7_r3_c2</u>

**SECTION VI:
 INFRASTRUCTURE, ACCESS TO LAND AND GOVERNMENT REGULATION**

Part A. Licenses, Permits, and Government Regulation

VI.1. If [KE] was to be established in 2006, how many licenses, permits and approvals/certificates would you need to obtain before starting production?

- a) Number of licenses Q6_1_r1_c1
- b) Number of permits Q6_1_r2_c1
- c) Number of approvals/certificates Q6_1_r2_c1

VI.2. Who would issue these licenses, permits and approvals/certificates and how long it would take?

Issuing authority	Licenses		Permits		Approvals/Certificates	
	Number of licenses	Average Time to obtain (days)	Number of Permits	Average Time to obtain (days)	Number of approvals/certificates	Average Time to obtain (days)

Issuing authority	Licenses		Permits		Approvals/Certificates	
	Number of licenses	Average Time to obtain (days)	Number of Permits	Average Time to obtain (days)	Number of approvals/certificates	Average Time to obtain (days)
1. Central government (e.g. Department of Industrial Works, Ministry of Commerce etc.)	Q6_2_r1_c1	Q6_2_r1_c2	Q6_2_r1_c3	Q6_2_r1_c4	Q6_2_r1_c5	Q6_2_r1_c6
2. Local government (e.g. municipality, Local Administration etc.)	Q6_2_r2_c1	Q6_2_r2_c2	Q6_2_r2_c3	Q6_2_r2_c4	Q6_2_r2_c5	Q6_2_r2_c6
3. Specific authority (e.g. Food and Drug Administration, Department of Fisheries, Royal Forest Department, Department of Medical Sciences, etc.)	Q6_2_r3_c1	Q6_2_r3_c2	Q6_2_r3_c3	Q6_2_r3_c4	Q6_2_r3_c5	Q6_2_r3_c6
4. Others (Specify) ...Q6_2_o.....	Q6_2_r4_c1	Q6_2_r4_c2	Q6_2_r4_c3	Q6_2_r4_c4	Q6_2_r4_c5	Q6_2_r4_c6

VI.3. How many of these licenses, permits and approvals/certificates do you need to renew periodically (i.e. every year, 2 years)?

Licenses ___ Q6_3_r1_c1 ___

Permits ___ Q6_3_r2_c1 ___

Approvals / Certificates ___ Q6_3_r3_c1 ___

VI.4. In 2006, did you use agents, consultants, or one or more employees to help you process these permits, licenses and **approvals/certificates**?

___ Q6_4 ___

1. Yes

2. No (skip to VI.5)

VI.4.a At what cost or salary? ___ Q6_4_a ___ (Baht)

VI.5. When did you obtain your most recent license, etc. from the following agencies and how long did it take?(in days)

Please write N/A if not applicable

	Year	Days
1. Ministry of commerce	Q6_5_r1_c1	Q6_5_r1_c2
2. Department of Industrial Works	Q6_5_r2_c1	Q6_5_r2_c2
3. Immigration Department	Q6_5_r3_c1	Q6_5_r3_c2
4. Land office	Q6_5_r4_c1	Q6_5_r4_c2
5. Local authority (e.g. municipality, Local Administration etc.)	Q6_5_r5_c1	Q6_5_r5_c2
Others (please specify)	Q6_5_r6_c1	Q6_5_r6_c2

VI.6. Based on the experience of your establishment over the last two years, how long did it take to obtain each of the following?

1) Fixed telephone line ___ Q6_6_r1_c1 ___ (days)

- 2) Electrical connection ___ Q6_6_r2_c1 ___ (days)
- 3) Water connection ___ Q6_6_r3_c1 ___ (days)
- 4) Approval for construction ___ Q6_6_r4_c1 ___ (days)
- 5) Import permit ___ Q6_6_r5_c1 ___ (days)
- 6) Operating license ___ Q6_6_r6_c1 ___ (days)

VI.7. On average, how many days were spent last year (2006) in dealing (i.e. in inspections, meetings) with each of the following agencies in relation to of your business and what was the associated cost?

Agency	Total number of days spent in contact with agency dealing with regulation of the business.	Fees and transaction costs (Baht)
Revenue Department	Q6_7_r1_c1	Q6_7_r1_c2
Social Security Office	Q6_7_r2_c1	Q6_7_r2_c2
Immigration Division	Q6_7_r3_c1	Q6_7_r3_c2
Department of Industrial Works	Q6_7_r4_c1	Q6_7_r4_c2
Local authority (e.g. municipality, Local Administration etc.)	Q6_7_r5_c1	Q6_7_r5_c2
Department of Intellectual Property	Q6_7_r6_c1	Q6_7_r6_c2
Others (Specify)Q6_7_o.....	Q6_7_r7_c1	Q6_7_r7_c2

Agency	VI.8. How many times did inspectors from these agencies visit your establishment last year (2006)?	VI.9. In 2006, what percentage of senior management's time per year is spent in dealing with requirements imposed by government regulations [e.g. taxes, customs, labor regulations, licensing and registration] including dealings with officials, completing forms, etc.?

Revenue Department	Q6_8_Q6_9_r1_c1	Q6_8_Q6_9_r1_c2
Social Security Office	Q6_8_Q6_9_r2_c1	Q6_8_Q6_9_r2_c2
Immigration Division	Q6_8_Q6_9_r3_c1	Q6_8_Q6_9_r3_c2
Department of Industrial Works	Q6_8_Q6_9_r4_c1	Q6_8_Q6_9_r4_c2
Local authority (e.g. municipality, Local Administration etc.)	Q6_8_Q6_9_r5_c1	Q6_8_Q6_9_r5_c2
Department of Intellectual Property	Q6_8_Q6_9_r6_c1	Q6_8_Q6_9_r6_c2
Others (Specify)Q6_8Q6_9_o.....	Q6_8_Q6_9_r7_c1	Q6_8_Q6_9_r7_c2

VI. 10. Please give your assessment of the following Institutions:

	Have you received incentives/grants or loans from these institutions in the past 3 years? 1=yes 2=No, I Never heard about the scheme 3. No, I applied and was turned down 4. No, never applied because process too long and complicated 5. No, never applied for other reasons	If yes, when did you get this benefit? (Year)	How critical was this to your plant? 0= no value 1= minor value 2= moderate value 3= major value 4= critical	What is the single most important problem with this institution?
1. Thailand Productivity Institute (FTPI)	Q6_10_r1_c1	Q6_10_y_r1_c1	Q6_10_y_r1_c2	Q6_10_y_r1_c3
2. Small Industry Credit Guarantee Corporation (SICGC)	Q6_10_r2_c1	Q6_10_y_r2_c1	Q6_10_y_r2_c2	Q6_10_y_r2_c3
3. SME Bank	Q6_10_r3_c1	Q6_10_y_r3_c1	Q6_10_y_r3_c2	Q6_10_y_r3_c3
4. Office of SME Promotion	Q6_10_r4_c1	Q6_10_y_r4_c1	Q6_10_y_r4_c2	Q6_10_y_r4_c3
5. Institute for Small and Medium Enterprises Development	Q6_10_r5_c1	Q6_10_y_r5_c1	Q6_10_y_r5_c2	Q6_10_y_r5_c3
6. Thailand Research Fund (TRF)	Q6_10_r6_c1	Q6_10_y_r6_c1	Q6_10_y_r6_c2	Q6_10_y_r6_c3
7. NSTDA	Q6_10_r7_c1	Q6_10_y_r7_c1	Q6_10_y_r7_c2	Q6_10_y_r7_c3
8. Board of Investment	Q6_10_r8_c1	Q6_10_y_r8_c1	Q6_10_y_r8_c2	Q6_10_y_r8_c3
9. Export-Import Bank of Thailand (EXIM Bank)	Q6_10_r9_c1	Q6_10_y_r9_c1	Q6_10_y_r9_c2	Q6_10_y_r9_c3

10. Department of Export Promotion	Q6_10_r10_c1	Q6_10_y_r10_c1	Q6_10_y_r10_c2	Q6_10_y_r10_c3
11. National Innovation Agency	Q6_10_r11_c1	Q6_10_y_r11_c1	Q6_10_y_r11_c2	Q6_10_y_r11_c3
12. Software Industry Promotion Agency (SIPA)	Q6_10_r12_c1	Q6_10_y_r12_c1	Q6_10_y_r12_c2	Q6_10_y_r12_c3
Others (Specify)Q6_10_o.....	Q6_10_r13_c1	Q6_10_y_r13_c1	Q6_10_y_r13_c2	Q6_10_y_r13_c3

Part B. Provision of Public Goods

VI.11. Please estimate the losses (as a percent of total sales) from theft, robbery or vandalism against your establishment in the last years (2006)? Q6_11 %

VI.11.o. How many incidents of theft, robbery or vandalism did your establishment experience in 2006? Q6_11_a

a) What percentage of the incidents did you report to the police? Q6_11_b %

b) Of those reported, what percentage was solved? Q6_11_c %

VI.12. Please estimate your establishment's costs (as a % of its total sales) of providing security? Q6_12 %

VI.13. On average, what percentage of your shipment is lost while being transported due to breakage, theft or spoilage? Q6_13 %

VI.14. On average, how many times per month did your establishment experience the following service interruptions in 2006, and how long did they last?

	<u># times per month</u>	<u>Ave. duration</u>
a) Power outages or surges from the public grid?	<u>Q6_14_r1_c1</u>	<u>Q6_14_r1_c2</u> Hrs
b) Insufficient water supply?	<u>Q6_14_r2_c1</u>	<u>Q6_14_r2_c2</u> Hrs
c) Interruption fixed telephone service?	<u>Q6_14_r3_c1</u>	<u>Q6_14_r3_c2</u> Hrs
d) Transport disruption?	<u>Q6_14_r4_c1</u>	<u>Q6_14_r4_c2</u> Hrs

VI.15. What percent of your production value was lost due to power interruptions from the public grid in 2006? Q6_15 %

(Please include losses due to lost production time from the outage, time needed to reset machines and production has to be rejected due to processes being interrupted.)

VI.16. Do you own, rent, or have shared access to a generator? Q6_16

1. Yes, I own
2. Yes, I rent
3. Yes, I have shared access
4. No (Skip to VI.18)

VI.16.a. When did you first start using this generator? Q6_16_a (year)

VI.16.b. What was the cost of purchasing the generator (if own) or the yearly rental or access fee of using the generator (if renting or sharing access)? ___
Q6_16_b _____ (Baht)

VI.17. What percentage of your consumption of electricity is from your own or shared generator in year 2006?
___ **Q6_17** _____%

VI.18. What share of your firm's water supply is from:

a. public sources?	___ Q6_18_r1_c1 ___ %
b. your own well or tank?	___ Q6_18_r2_c1 ___ %
c. purchased from private vendors?	___ Q6_18_r3_c1 ___ %
Total	100

Part C. Access to Land:

VI.19. Of the land and buildings occupied by this establishment, what percent is owned or leased/rented?

	Owned	Leased	rented	If leased/rented, av. contract length
a. Land	___ Q6_19_r1_c1 ___ %	___ Q6_19_r2_c1 ___ %	___ Q6_19_r3_c1 ___ %	___ Q6_19_r4_c1 ___ months
b. Buildings	___ Q6_19_r1_c2 ___ %	___ Q6_19_r2_c2 ___ %	___ Q6_19_r3_c2 ___ %	___ Q6_19_r4_c2 ___ months

[IF KE owns 100% of land and buildings, do questions VI.20. to VI.22. then skip to Part D]

[IF KE rents part or all land and buildings, do questions VI.23. to VI.26. then skip to Part D]

[IF KE leases part or all land and buildings, do questions VI.27. to VI.35. then skip to Part D]

OWN

VI.20. When did you last acquire land or building over a piece of land for business purposes? ___ **Q6_20** ___ year

VI.21. Could you use any part of the land or buildings as collateral for Bank loans? ___ **Q6_21** ___ Yes =1 No=2

VI.22. How much have you invested on the land since you acquired it including outlays on buildings, other construction and land improvement? _____ **Q6_22**
_____ Baht.

RENT

VI.23. When did you last sign a contract to rent a facility for business purposes? ___ **Q6_23** ___ year

VI.24. How much is the monthly rental for the buildings? _____ **Q6_24** _____ Baht

VI.25. How many months of rent did you have to pay as deposit? ___ **Q6_25** ___

VI.26. How much is the monthly rental for land? ___ **Q6_26** _____ Baht

LEASE

VI.27. What is the size of the total non-residential land on which you have leased? __ Q6_27 __ (squared meters)

VI.28. When did you last acquire a piece of land for business purposes? __ Q6_28 __ year

VI.29. Whom did you acquire it from? __ Q6_29 __

Codes: 1= Federal government
2= Local government
3= Previous leaseholder
Others (please specify)

VI.30. How much is the total cost of the lease? ____ Q6_30 ____ Baht

VI.31. How much did you incur in down-payment? ____ Q6_31 ____ Baht

VI.32. How much installment did you pay in year 2005? ____ Q6_32 ____ Baht

VI.33. How much installment do you pay in year 2006? ____ Q6_33 ____ Baht

VI.34. Could you sell your leasehold if you wanted to? __ Q6_34 __

1. Yes
2. No (skip to VI.35)

VI.34.a. how much would you get if you were to sell the leasehold now? __ Q6_34_a ____ Baht

VI.35. Could you sub-lease any part of the land or buildings thereon if you wanted to? __ Q6_35 __ Yes =1 No =2

Part D. Location:

VI.36.

Region	a) Is the business environment in this region _____ is as 1=better 2=same 3= worse -77=not applic -55=don't know than where KE is based now ?	b) Is this region better, worse or the same when compare with where [KE] is based now with respect to the following ... Code: better=1 same=2 worse=3 Not applicable= -77 Don't know= -55					
		A. Power supply	B. Transportation	C. Telecommunications	D. Access to land	E. Availability of suppliers	F. Labor quality
North	Q6_36_r1_c1	Q6_36_r2_c1	Q6_36_r3_c1	Q6_36_r4_c1	Q6_36_r5_c1	Q6_36_r6_c1	Q6_36_r7_c1
Central	Q6_36_r1_c2	Q6_36_r2_c2	Q6_36_r3_c2	Q6_36_r4_c2	Q6_36_r5_c2	Q6_36_r6_c2	Q6_36_r7_c2
Bangkok and Vicinity	Q6_36_r1_c3	Q6_36_r2_c3	Q6_36_r3_c3	Q6_36_r4_c3	Q6_36_r5_c3	Q6_36_r6_c3	Q6_36_r7_c3
East	Q6_36_r1_c4	Q6_36_r2_c4	Q6_36_r3_c4	Q6_36_r4_c4	Q6_36_r5_c4	Q6_36_r6_c4	Q6_36_r7_c4
Upper North-East	Q6_36_r1_c5	Q6_36_r2_c5	Q6_36_r3_c5	Q6_36_r4_c5	Q6_36_r5_c5	Q6_36_r6_c5	Q6_36_r7_c5
Lower North-East	Q6_36_r1_c6	Q6_36_r2_c6	Q6_36_r3_c6	Q6_36_r4_c6	Q6_36_r5_c6	Q6_36_r6_c6	Q6_36_r7_c6
South	Q6_36_r1_c7	Q6_36_r2_c7	Q6_36_r3_c7	Q6_36_r4_c7	Q6_36_r5_c7	Q6_36_r6_c7	Q6_36_r7_c7

VI.37. Which region has the best business environment? _____ Q6_37 _____

VI.38. By what percent would your cost of production be cut if you were based in that region? ____ Q6_38 ____%

VI.39. Which region has the worst business environment? _____ Q6_39 _____

VI.40. By what percent would your cost of production rise if you were based in that region? __ **Q6_40** __%

**SECTION VII:
INTERNATIONAL TRADE**

Part A: Export Incentives

Facility	VII.1. Are you currently using or benefiting from this facility? 1=yes 2=no	VII.2. How long did it take to process the application including payment? (Number of days)
1. Thailand Exhibition	Q7_1_r1_c1	Q7_2_r1_c1
2. Thailand International Trade Fair	Q7_1_r2_c1	Q7_2_r2_c1
3. International Trade Fair Participation	Q7_1_r3_c1	Q7_2_r3_c1
4. Inter Trader	Q7_1_r4_c1	Q7_2_r4_c1
5. Thailand Market Place (TMP)	Q7_1_r5_c1	Q7_2_r5_c1
6. Thailand Plaza (THP)	Q7_1_r6_c1	Q7_2_r6_c1
7. Joint Promotion	Q7_1_r7_c1	Q7_2_r7_c1
8. Distribution Networking	Q7_1_r8_c1	Q7_2_r8_c1
9. Exports Promotion to new market	Q7_1_r9_c1	Q7_2_r9_c1
10. Others (please specify) Q7_1_o	Q7_1_r10_c1	Q7_2_r10_c1

Part B. Transport and Customs

VII.3. Did you directly export any part of your output in 2006? __ **Q7_3** __
 1. Yes What percent of your export to total sales? __ **Q7_3_y** __ %
 2. No (skip to VII.4)

VII.3.a. On average, how long did it take a shipment of your exports to reach the point of customs clearance?

____ **Q7_3_a** ____ days

VII.3.b. What was the average and the longest number of days it took you to clear Thailand customs?

____ **Q7_3_b_r1_c1** ____ days on average

____ **Q7_3_b_r2_c1** ____ longest number of days

VII.3c. What percent of the value of your export earnings was transport costs in year 2006? ____ **Q7_3_c** ____ %

VII.4. Did you directly import equipment or other inputs in 2006? ____ **Q7_4** ____

1. Yes What percent of equipment or other inputs you imported? ____ **Q7_4_y** ____ %

2. No (skip to VII.5)

VII.4.a. What was the average and the longest number of days it took you to clear Thailand customs?

____ **Q7_4_a_r1_c1** ____ days on average

____ **Q7_4_a_r2_c1** ____ longest number of days

VII.4.b. When was your last consignment of such inputs delivered to you?

____ **Q7_4_b_r1_c1** ____ month

____ **Q7_4_b_r1_c2** ____ year

VII.4.c. Where did the consignment originate from? ____ **Q7_4_c** ____ (country of origin, not transit)

VII.4.d. How long did it take the consignment to reach the port/airport of entry into Thailand?

____ **Q7_4_d** ____ days

VII.5. What are the 3 most important factors that constitute an obstacle or completely inhibit you from exporting?

First _____

Q7_5_r1_c1 _____

Second _____ **Q7_5_r2_c1** _____

Third _____ **Q7_5_r3_c1** _____

Examples:

1. Shipping and transport costs
2. Costs of obtaining visas for immigration of temporary and permanent employees
3. Cost of meeting foreign legal and product standards
4. Inability to produce to potential clients' standards, specifications, and schedule
5. Cannot match prices of domestic competitors who export
6. Cannot match prices of foreign competitors
7. Foreign clients demand upgrades and changes in specifications too frequently
8. Recovering payments from abroad is difficult
9. Supplying the domestic market is relatively more profitable

- 10. Costs of establishing a foreign distribution network (and where applicable after sales service)
- 11. Domestic content requirements
- Others (please specify) _____

PRODUCTIVITY AND INVESTMENT CLIMATE STUDY THAILAND (PICS-2007)

Manufacturing Sector Survey Questionnaire

Part II-A

(To be administered to the Finance Manager/Accountant)

About the survey

The Foundation for the Thailand Productivity Institute (FTPI) has been given the responsibility to conduct a productivity and Investment Climate Survey (PICS) with the assistance of the World Bank. This work is conducted under the supervision of the Ministry of Industry, and its results will support Thailand's initiative to improve productivity and competitiveness of firms operating in Thailand.

The Productivity and Investment Climate Survey is a collaborative effort of the Thailand Government and the World Bank. Similar surveys are being carried out in several other countries. Parts of the survey questionnaire can be filled out by your staff working from your records; other parts should be answered by the owner or plant manager. A team of enumerators will visit your plant to go through the questionnaire with you or your staff. **Only aggregate or average information from a large sample of firms will be published and we guarantee confidentiality for all individual responses.**

The general purpose of the survey is to understand the investment climate in Thailand and how it affects business performance, with the objective to improve it. We will provide you with a summary report that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. The survey will also provide useful information about the investment climate in Thailand in the international context. The World Bank's experience in a wide range of countries shows that this information can be crucial for improving the investment climate so that businesses and workers can prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign versus domestic, or new versus experienced). It then proceeds to issues of finance (to examine financial constraints on business and expansion), technology (to assess the ease of access to new technologies), relationship with other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations and international trade. What will eventually emerge is a comprehensive picture of the environment in which businesses are operating in Thailand, both their strengths and weaknesses.

Your cooperation in ensuring the success of this survey is very much appreciated.

To Enumerators:

For precision of statements, the acronym "KE"-for a fictional business, Khon-Kaen Electronics- appears in places where the name of the participating business should be. Similarly "Electronics" appears where the sector of activity of the business should be.

ESTABLISHMENT NAME:
Address:

ESTABLISHMENT NO.

INDUSTRY CODE _____

1. Processing Food
2. Textile
3. Garment
4. Auto Parts
5. Electronics

6. Electrical Appliances
7. Rubber and Plastic
8. Furniture
9. Machinery and Equipment

REGION CODE _____

5. North
6. Central
7. Bangkok and Vicinity
8. East

5. Upper North-East
6. Lower North-East
7. South

City Codes:

City Name:

Name of Enumerator:

Name of Respondance:

Current Position:

Email:

Phone number:

Fax Number:

Interview Date:

Start Time:

Finish time:

Enumeration validated by (Inspector):

Date/Time:

**SECTION VIII:
PRODUCTS AND INPUTS**

VIII.1. Please provide the following information on the three most important products of *your plant* in the fiscal year of 2006.

(Note: please indicate only one product for each row)

Product description	Total Value of Production including exports Baht	Value of Exports (Baht)	Year of first Production by your plant	Year of first export by <i>your plant</i>

1	Q8_1_R1_C1	Q8_1_R1_C2	Q8_1_R1_C3	Q8_1_R1_C4	Q8_1_R1_C5
2	Q8_1_R2_C1	Q8_1_R2_C2	Q8_1_R2_C3	Q8_1_R2_C4	Q8_1_R2_C5
3	Q8_1_R3_C1	Q8_1_R3_C2	Q8_1_R3_C3	Q8_1_R3_C4	Q8_1_R3_C5

VIII.2. Please provide the following information on the three most important products of **your plant** in the fiscal year of 2005.

(Note: please indicate only one product for each row)

Product description	Total Value of Production including exports Baht)	Value of Exports (Baht)	Year of first Production by your plant	Year of first export by your plant
1 Q8_2_R1_C1	Q8_2_R1_C2	Q8_2_R1_C3	Q8_2_R1_C4	Q8_2_R1_C5
2 Q8_2_R2_C1	Q8_2_R2_C2	Q8_2_R2_C3	Q8_2_R2_C4	Q8_2_R2_C5
3 Q8_2_R3_C1	Q8_2_R3_C2	Q8_2_R3_C3	Q8_2_R3_C4	Q8_2_R3_C5

VIII.3. Please provide the following information on the three most important raw materials (in terms of value) of **your plant** in the fiscal year of 2006.

(Note: please indicate only one input for each row)

Raw material description	Value of purchases including imports (Baht)	Value of imports (Baht)
1 Q8_3_R1_C1	Q8_3_R1_C2	Q8_3_R1_C3
2 Q8_3_R2_C1	Q8_3_R2_C2	Q8_3_R2_C3
3 Q8_3_R3_C1	Q8_3_R3_C2	Q8_3_R3_C3

VIII.4. Please provide the following information on the three most important raw materials (in terms of value) of **your plant** in the fiscal year of 2005.

(Note: please indicate only one input for each row)

Raw material description	Value of purchases including imports (Baht)	Value of imports (Baht)
1 Q8_4_R1_C1	Q8_4_R1_C2	Q8_4_R1_C3
2 Q8_4_R2_C1	Q8_4_R2_C2	Q8_4_R2_C3
3 Q8_4_R3_C1	Q8_4_R3_C2	Q8_4_R3_C3

VIII.5. What % of the value of the domestic inputs for **this plant** in 2006 came from this region? Q8_5 %

VIII.6. Approximately what per cent of annual purchases of raw materials by **your plant** was from the following sources ...?

1. Produced domestically by other divisions of your company
2. Produced domestically by other companies
3. Imported raw materials (if no, skip to VIII.8)
4. Own-produced

Total

	2005	2006
	Q8_6_R1_C48	Q8_6_R1_C49
	Q8_6_R2_C48	Q8_6_R2_C49
	Q8_6_R3_C48	Q8_6_R3_C49
	Q8_6_R4_C48	Q8_6_R4_C49
	100 %	100%

VIII.7. Please list the main sources of **this plant's** imports of raw materials in 2005 and the shares (%) of these imports from each source. Please do the same for each 2006. For each source, what was the year in which you first received imports from that source?

Country of import :	Per cent of annual imports of raw materials		Year of import for the first time? (year)
	2005	2006	
1 Q8_7_R1_C1	Q8_7_R1_C2	Q8_7_R1_C3	Q8_7_R1_C4
2 Q8_7_R2_C1	Q8_7_R2_C2	Q8_7_R2_C3	Q8_7_R2_C4
3 Q8_7_R3_C1	Q8_7_R3_C2	Q8_7_R3_C3	Q8_7_R3_C4
4 Q8_7_R4_C1	Q8_7_R4_C2	Q8_7_R4_C3	Q8_7_R4_C4
5 Trader in foreign countries	Q8_7_R5_C2	Q8_7_R5_C3	Q8_7_R5_C4
6 Local traders (Thai importers)	Q8_7_R6_C2	Q8_7_R6_C3	Q8_7_R6_C4
Other (please specify) ... Q8_7_R7_C1 ...	Q8_7_R7_C2	Q8_7_R7_C3	Q8_7_R7_C4
TOTAL	100%	100%	

VIII.8. What % of the value of **this plant's** domestic sales in 2006 went to this region? Q8_8 %

VIII.9. What per cent of **your plant's** sales are ...?

	2004	2005	2006
Sold domestically	Q8_9_R1_C47	Q8_9_R1_C48	Q8_9_R1_C49
Exported directly	Q8_9_R2_C47	Q8_9_R2_C48	Q8_9_R2_C49
Export Indirectly (through distributor)	Q8_9_R3_C47	Q8_9_R3_C48	Q8_9_R3_C49
	100%	100%	100%

VIII.10. Please list the main destinations of **this plant's** exports of products in 2005 and the shares (%) of these exports to each destination. Please do the same for each 2006. For each destination, what was the year in which you first exported to each destination?

Country	Per cent of annual exports		Year of export for the first time (year)
	2005	2006	
1 Q8_10_R1_C1	Q8_10_R1_C2	Q8_10_R1_C3	Q8_10_R1_C4
2 Q8_10_R2_C1	Q8_10_R2_C2	Q8_10_R2_C3	Q8_10_R2_C4
3 Q8_10_R3_C1	Q8_10_R3_C2	Q8_10_R3_C3	Q8_10_R3_C4
4 Q8_10_R4_C1	Q8_10_R4_C2	Q8_10_R4_C3	Q8_10_R4_C4
5 Q8_10_R5_C1	Q8_10_R5_C2	Q8_10_R5_C3	Q8_10_R5_C4
6. Other countries	Q8_10_R6_C2	Q8_10_R6_C3	Q8_10_R6_C4
TOTAL	100%	100%	

VIII.11. How important are the following factors in relation to imports that compete with your major products?

		Not important	Moderately important	Very important
1. low price	Q8_11_R1_C1	0	1.....2.....3	4
2. durability	Q8_11_R2_C1	0	1.....2.....3	4
3. better material quality	Q8_11_R3_C1	0	1.....2.....3	4
4. better model/design	Q8_11_R4_C1	0	1.....2.....3	4
others (specify) ... Q8_11_O...	Q8_11_R5_C1	0	1.....2.....3	4

VIII.12. What % of the value of the material inputs and supplies used by this plant in 2006 were lower than the agreed upon quality? [Q8_12](#) %

VIII.13. What percentage of sales are lost due to delivery delays from suppliers in 2006? [Q8_13](#) %

Relations with Suppliers:

VIII.14. Please provide information on suppliers of two most important raw materials (in the order of importance)

Description of raw materials	Total number of suppliers	Including your suppliers, how many suppliers of raw materials are there in total (that you know of) in this market?	Is this raw material made to your unique specification? Yes=1 ; No=2
1 Q8_14_R1_C1	Q8_14_R1_C2	Q8_14_R1_C3	Q8_14_R1_C4
2 Q8_14_R2_C1	Q8_14_R2_C2	Q8_14_R2_C3	Q8_14_R2_C4

VIII.15. Relationships with **main** supplier for each of two main raw materials (same raw materials as listed above)

	% of this raw material is bought from this supplier	Number of times delivered per year	Is your firm the most important customer of this supplier Yes=1 ; No=2	How long is your relationship (years)	% of raw material that you pay for before delivery	% of raw material that you buy on credit	Number of days of credit
1	Q8_15_R1_C1	Q8_15_R1_C2	Q8_15_R1_C3	Q8_15_R1_C4	Q8_15_R1_C5	Q8_15_R1_C6	Q8_15_R1_C7
2	Q8_15_R2_C1	Q8_15_R2_C2	Q8_15_R2_C3	Q8_15_R2_C4	Q8_15_R2_C5	Q8_15_R2_C6	Q8_15_R2_C7

VIII.16. If your main supplier failed to deliver your 2 raw materials, how long would it take you to obtain replacement supplies?

	Days
--	------

Raw material 1	Q8_16_R1_C1
Raw material 2	Q8_16_R2_C1

VIII.17. How far is your main supplier?

	KM (domestic)	Foreigner (country)
Raw material 1	Q8_17_R1_C1	Q8_17_R1_C2
Raw material 2	Q8_17_R2_C1	Q8_17_R2_C2

VIII.18. When you receive a new delivery from your main supplier, how much inventory of these inputs do you still have in stock, generally? *(Please answer in number of days of production)*

Raw material 1 [Q8_18_R1_C1](#) (days of production)

Raw material 2 [Q8_18_R2_C1](#) (days of production)

VIII.19. Did you have to stop operation in the last 3 years because of shortage of inputs? [Q8_19](#) Yes=1, No=2

VIII.20. If one of your suppliers cheats another firm, would you find out? [Q8_20](#) Yes=1, No=2

VIII.21. Have you had disputes with suppliers such as a delay or suspension of payment, return shipment or cancellation of future shipments over the last 3 years?
[Q8_21](#)

1. Yes these disputes resolve through....

[Multiple answers allowed, circle what applies]

- 1) Court
- 2) Federal Government
- 3) State government
- 4) Business association
- 5) Arbitration
- 6) Amicable
- Others (please specify)

2. No

1st answer [Q8_21_1A_R1_C1](#)

2nd answer [Q8_21_1A_R2_C1](#)

3rd answer [Q8_21_1A_R3_C1](#)

4th answer [Q8_21_1A_R4_C1](#)

5th answer ___ Q8_21_1A_R5_C1 ___

6th answer ___ Q8_21_1A_R6_C1 ___

7th answer ___ Q8_21_1A_R7_C1 ___

Relations with Clients:

VIII.22. On average, what percent of your sales is

- a. paid before delivery ___ Q8_22_R1_C1 ___ %
 - b. paid upon delivery ___ Q8_22_R2_C1 ___ %
 - c. bought on credit ___ Q8_22_R3_C1 ___ % (if No, skip to VIII.25)
 - ~~others (specify) %~~
- 100%

VIII.23. If you offer credit to your customers (i.e. accounts receivables)

- 1. Do you charge a different price for customers that buy on credit (relative to cash or before delivery) ___ Q8_23_A ___ (1= Yes, 2= No)
- 2. How long do you **allow** your customer to use the credit ___ Q8_23_B ___ (days)
- 3. On average, how fast do you get the **actual** payment ___ Q8_23_C ___ (days)
- 4. What % of your annual sales in 2006 were tied up in overdue payments? ___ Q8_23_D ___ %

VIII.24. How do you finance the credit you offer to your customers (percent of total financing)

- a. Credit you obtain from your suppliers ___ Q8_24_R1_C1 ___ %
 - b. Bank credit ___ Q8_24_R2_C1 ___ %
 - c. Unlicensed lender/informal lenders..... ___ Q8_24_R3_C1 ___ %
 - d. Retained earnings ___ Q8_24_R4_C1 ___ %
 - Others _____ Q8_24_OTHER _____ ___ Q8_24_R5_C1 ___ %
- 100%

VIII.25. What % of the sales of this establishment in 2006 went to your largest customer? ___ Q8_25 ___ %

VIII.26. If one of your clients deceives another firm, would you find out? ___ Q8_26 ___ Yes=1, No=2

VIII.27. What is [KE's] share in the domestic market for its most important product? ___ Q8_27 ___ %

VIII.28. Does your enterprise regularly use e-mail or a website in its interactions with clients and suppliers?

- a. E-mail? ___ Q8_28_1 ___ 1 = Yes, 2 = No
 - b. Website? ___ Q8_28_2 ___ 1 = Yes, 2 = No
- If Yes to b.**, What percentage of your sales is done through your website? ___ Q8_28_3 ___ %

VIII.29. How far is your main client?

	KM (domestic)	Foreigner (country)
Product 1	Q8_29_R1_C1	Q8_29_R1_C2
Product 2	Q8_29_R2_C1	Q8_29_R2_C2

VIII.30. Within your main product line, how many competitors, suppliers and buyers do you have and are they domestic or foreign owned?
 Within your main product line, and in the main markets that you sell to, how many competitors suppliers and buyers do you have, and are they domestic or foreign owned?

	Number		(Multiple answers allowed)
a) competitors	___ Q8_30_R1_C1 ___	of which are	1. Domestic Firms Q8_30_R1_C2 2. Foreign Owned Firms Q8_30_R1_C3
b) suppliers	___ Q8_30_R2_C1 ___	of which are	1. Domestic Firms Q8_30_R2_C2 2. Foreign Owned Firms Q8_30_R2_C3
c) buyers	___ Q8_30_R3_C1 ___	of which are	1. Domestic Firms Q8_30_R3_C2 2. Foreign Owned Firms Q8_30_R3_C3

**SECTION IX:
CORPORATE FINANCE**

All questions in section IX refer to the company that owns and operates this establishment.

IX.1.a What was **your company's** sales revenue in Baht for the fiscal year of

- | | |
|----------------------------|--------------------------------------|
| (a) 2001? (five years ago) | Q9_1_A_R44_C1 (Baht) |
| (b) 1996? (ten years ago) | Q9_1_A_R39_C1 (Baht) |

IX.1.b What was the value in Baht of **your company's** total production in 2006? In 2005? In 2004? In 2003?

- | | |
|----------|--------------------------------------|
| (a) 2006 | Q9_1_B_R49_C1 (Baht) |
| (b) 2005 | Q9_1_B_R48_C1 (Baht) |
| (c) 2004 | Q9_1_B_R47_C1 (Baht) |
| (d) 2003 | Q9_1_B_R46_C1 (Baht) |

IX.2. How much did the following cost **your company** in Baht during the fiscal year of ...?

	2003	2004	2005	2006
a. Rent for machinery and equipment (if owned, please enter value of depreciation)	Q9_2_R1_C46	Q9_2_R1_C47	Q9_2_R1_C48	Q9_2_R1_C49
b. Rent for land and/or buildings (if owned, please enter value of depreciation)	Q9_2_R2_C46	Q9_2_R2_C47	Q9_2_R2_C48	Q9_2_R2_C49

- c. Telecommunication costs (telephone, postal serv., leased line, etc)
- d. Traveling (for employees)
- e. Royalty or license fee to domestic companies
- f. Royalty or license fee to foreign owned companies
- g. Leasing

Q9_2_R3_C46	Q9_2_R3_C47	Q9_2_R3_C48	Q9_2_R3_C49
Q9_2_R4_C46	Q9_2_R4_C47	Q9_2_R4_C48	Q9_2_R4_C49
Q9_2_R5_C46	Q9_2_R5_C47	Q9_2_R5_C48	Q9_2_R5_C49
Q9_2_R6_C46	Q9_2_R6_C47	Q9_2_R6_C48	Q9_2_R6_C49
Q9_2_R7_C46	Q9_2_R7_C47	Q9_2_R7_C48	Q9_2_R7_C49

IX.3. How much did **your company** pay for the following taxes in the fiscal year? (Baht)

- a. Corporate tax
- b. Import duties on materials and components
- c. Import duties on capital goods
- d. Sales tax
- e. Excise tax
- f. Contributions/donations
- g. Local authority taxes (eg. assessment tax, quit rent etc)
- h. Other direct taxes
- i. Other indirect taxes (i.e. taxes on transactions)

	2003	2004	2005	2006
a. Corporate tax	Q9_3_R1_C46	Q9_3_R1_C47	Q9_3_R1_C48	Q9_3_R1_C49
b. Import duties on materials and components	Q9_3_R2_C46	Q9_3_R2_C47	Q9_3_R2_C48	Q9_3_R2_C49
c. Import duties on capital goods	Q9_3_R3_C46	Q9_3_R3_C47	Q9_3_R3_C48	Q9_3_R3_C49
d. Sales tax	Q9_3_R4_C46	Q9_3_R4_C47	Q9_3_R4_C48	Q9_3_R4_C49
e. Excise tax	Q9_3_R5_C46	Q9_3_R5_C47	Q9_3_R5_C48	Q9_3_R5_C49
f. Contributions/donations	Q9_3_R6_C46	Q9_3_R6_C47	Q9_3_R6_C48	Q9_3_R6_C49
g. Local authority taxes (eg. assessment tax, quit rent etc)	Q9_3_R7_C46	Q9_3_R7_C47	Q9_3_R7_C48	Q9_3_R7_C49
h. Other direct taxes	Q9_3_R8_C46	Q9_3_R8_C47	Q9_3_R8_C48	Q9_3_R8_C49
i. Other indirect taxes (i.e. taxes on transactions)	Q9_3_R9_C46	Q9_3_R9_C47	Q9_3_R9_C48	Q9_3_R9_C49

IX.4.1 What was the share of the following modes of transport in the total transport costs your company incurred in 2006 in acquiring **inputs**?

- a) Air [Q9_4_R1_C1](#) %
- b) Rail [Q9_4_R2_C1](#) %
- c) Road [Q9_4_R3_C1](#) %
- d) Shipping [Q9_4_R4_C1](#) %
- ~~Others~~ %
- Total 100 %

IX.4.2 What was the share of the following modes of transport in the total cost your company incurred in 2006 in transporting your **products**?

- a) Air [Q9_4_2_R1_C1](#) %
- b) Rail [Q9_4_2_R2_C1](#) %
- c) Road [Q9_4_2_R3_C1](#) %
- d) Shipping [Q9_4_2_R4_C1](#) %
- ~~Others~~ %
- Total 100 %

IX.5.a. What was the total cost (including transport costs) of your last consignment of imports? [Q9_5_A_Total_C1](#) Baht

Please provide a breakdown of the transport costs associated with your last consignment of imports:

- a) Cost of insurance and freight to the port of entry to Thailand [Q9_5_A_R1_C1](#) Baht
- b) Cost of insurance and freight from the port of entry to Thailand to this plant/farm [Q9_5_A_R2_C1](#) Baht
- c) Cost of air transport [Q9_5_A_R3_C1](#) Baht
- d) Cost of road transport [Q9_5_A_R4_C1](#) Baht
- e) Cost of rail transport [Q9_5_A_R5_C1](#) Baht
- f) Sea-port charges [Q9_5_A_R6_C1](#) Baht

- g) Airport charges
 h) Value of input purchased

_____ **Q9_5_A_R7_C1** _____ Baht
 _____ **Q9_5_A_R8_C1** _____ Baht

IX.5.b. How much would it cost to ship a 20-foot container or equivalent of your main product from your plant to

- a) New York (USA) _____ **Q9_5_B_R1_C1** _____ Baht per container
 b) Hong Kong _____ **Q9_5_B_R2_C1** _____ Baht per container
 c) Rotterdam _____ **Q9_5_B_R3_C1** _____ Baht per container
 d) Bangkok _____ **Q9_5_B_R4_C1** _____ Baht per container
 e) Others (please specify)... **Q9_5_B_1...** _____ **Q9_5_B_R5_C1** _____ Baht per container

IX.5.c Please provide a breakdown of the transport costs associated with your exports:

Item	City / Country				
	New York (USA)	Hong Kong	Rotterdam	Bangkok	Others (please specify).....
1. Cost of insurance and freight from the port of Thailand to the port of another country	Q9_5_C_R1_C1	Q9_5_C_R1_C2	Q9_5_C_R1_C3		Q9_5_C_R1_C5
2. Cost of insurance and freight from this plant/farm to the port of Thailand	Q9_5_C_R2_C1	Q9_5_C_R2_C2	Q9_5_C_R2_C3	Q9_5_C_R2_C4	Q9_5_C_R2_C5
3. Cost of air transport	Q9_5_C_R3_C1	Q9_5_C_R3_C2	Q9_5_C_R3_C3	Q9_5_C_R3_C4	Q9_5_C_R3_C5
4. Cost of road transport	Q9_5_C_R4_C1	Q9_5_C_R4_C2	Q9_5_C_R4_C3	Q9_5_C_R4_C4	Q9_5_C_R4_C5
5. Cost of rail transport	Q9_5_C_R5_C1	Q9_5_C_R5_C2	Q9_5_C_R5_C3	Q9_5_C_R5_C4	Q9_5_C_R5_C5
6. Sea-port charges	Q9_5_C_R6_C1	Q9_5_C_R6_C2	Q9_5_C_R6_C3	Q9_5_C_R6_C4	Q9_5_C_R6_C5
7. Airport charges	Q9_5_C_R7_C1	Q9_5_C_R7_C2	Q9_5_C_R7_C3	Q9_5_C_R7_C4	Q9_5_C_R7_C5
8. Value of exported products	Q9_5_C_R8_C1	Q9_5_C_R8_C2	Q9_5_C_R8_C3	Q9_5_C_R8_C4	Q9_5_C_R8_C5

IX.6. How much does electricity cost per unit (Kilowatt).

- IX.6.a. from your own generator **Q9_6_A** Baht
 IX.6.b. from public **Q9_6_B** Baht

IX.7. Machinery & equipment:

a) What would be the cost of replacing all your machinery and equipment at the end of 2006 by acquiring new machines? Q9_7_1 (Baht)

b) What is the current market value of all your machinery and equipment at the end of 2006? Q9_7_2 (Baht)

IX.8. What would be the cost of replacing all your business premises or leasehold? Q9_8 (Baht)

IX.9. What is the estimated annual market rent that **your company** would have paid for its business premises? Q9_9 (Baht)

IX.10. How much did **your company** spend on design or R&D in 2006? [Spending includes wages and salaries of R&D personnel, such as scientists and engineers; materials, training costs, and subcontracting costs.] Q9_10 (Baht)

IX.11. How much did **your company** spend on additional machinery, equipment, vehicles, land and buildings in the fiscal year 2003-2006

	2003		2004		2005		2006	
	amount (Baht)	of which % imported						
a) New machinery and equipment	<u>Q9_11_1_</u> <u>R1_C1</u>	<u>Q9_11_1_</u> <u>R1_C2</u>	<u>Q9_11_1_</u> <u>R1_C3</u>	<u>Q9_11_1_</u> <u>R1_C4</u>	<u>Q9_11_2_</u> <u>R1_C1</u>	<u>Q9_11_2_</u> <u>R1_C2</u>	<u>Q9_11_2_</u> <u>R1_C3</u>	<u>Q9_11_2_</u> <u>R1_C4</u>
b) Second hand machinery and equipment	<u>Q9_11_1_</u> <u>R2_C1</u>	<u>Q9_11_1_</u> <u>R2_C2</u>	<u>Q9_11_1_</u> <u>R2_C3</u>	<u>Q9_11_1_</u> <u>R2_C4</u>	<u>Q9_11_2_</u> <u>R2_C1</u>	<u>Q9_11_2_</u> <u>R2_C2</u>	<u>Q9_11_2_</u> <u>R2_C3</u>	<u>Q9_11_2_</u> <u>R2_C4</u>
c) Land and buildings and improvement in leasehold	<u>Q9_11_1_</u> <u>R3_C1</u>		<u>Q9_11_1_</u> <u>R3_C3</u>		<u>Q9_11_2_</u> <u>R3_C1</u>		<u>Q9_11_2_</u> <u>R3_C3</u>	
d) New vehicles	<u>Q9_11_1_</u> <u>R4_C1</u>		<u>Q9_11_1_</u> <u>R4_C3</u>		<u>Q9_11_2_</u> <u>R4_C1</u>		<u>Q9_11_2_</u> <u>R4_C3</u>	
e) Second hand vehicles	<u>Q9_11_1_</u> <u>R5_C1</u>		<u>Q9_11_1_</u> <u>R5_C3</u>		<u>Q9_11_2_</u> <u>R5_C1</u>		<u>Q9_11_2_</u> <u>R5_C3</u>	

IX.12. Did you sell any equipment or property during the fiscal year 2003-2006?

Value sold in Baht ...	2003	2004	2005	2006
a) Machinery and equipment	<u>Q9_12_R1_C46</u>	<u>Q9_12_R1_C47</u>	<u>Q9_12_R1_C48</u>	<u>Q9_12_R1_C49</u>
b) Land and buildings or leasehold	<u>Q9_12_R2_C46</u>	<u>Q9_12_R2_C47</u>	<u>Q9_12_R2_C48</u>	<u>Q9_12_R2_C49</u>
c) Vehicles	<u>Q9_12_R3_C46</u>	<u>Q9_12_R3_C47</u>	<u>Q9_12_R3_C48</u>	<u>Q9_12_R3_C49</u>

IX.13 Sales and Costs				
Sales and expenses for the fiscal years of 2003-2006.	Value in Baht			
	2003	2004	2005	2006
Revenue				
Operating Revenue	Q9_13_1_46_R1_C46	Q9_13_1_47_R1_C47	Q9_13_1_48_R1_C48	Q9_13_1_49_R1_C49
Other Revenue	Q9_13_1_46_R2_C46	Q9_13_1_47_R2_C47	Q9_13_1_48_R2_C48	Q9_13_1_49_R2_C49
Total Revenue	Q9_13_1_46_R3_C46	Q9_13_1_47_R3_C47	Q9_13_1_48_R3_C48	Q9_13_1_49_R3_C49
Production Cost				
Purchases of materials excluding fuel	Q9_13_2_46_R1_C46	Q9_13_2_47_R1_C47	Q9_13_2_48_R1_C48	Q9_13_2_49_R1_C49
Direct material cost	Q9_13_2_46_R2_C46	Q9_13_2_47_R2_C47	Q9_13_2_48_R2_C48	Q9_13_2_49_R2_C49
Purchased parts cost	Q9_13_2_46_R3_C46	Q9_13_2_47_R3_C47	Q9_13_2_48_R3_C48	Q9_13_2_49_R3_C49
Work-in-process (At the beginning of period)	Q9_13_2_46_R4_C46	Q9_13_2_47_R4_C47	Q9_13_2_48_R4_C48	Q9_13_2_49_R4_C49
Wage and salary for production labor	Q9_13_2_46_R5_C46	Q9_13_2_47_R5_C47	Q9_13_2_48_R5_C48	Q9_13_2_49_R5_C49
Allowances, Bonuses and Welfare for production labor	Q9_13_2_46_R6_C46	Q9_13_2_47_R6_C47	Q9_13_2_48_R6_C48	Q9_13_2_49_R6_C49
Factory Depreciation	Q9_13_2_46_R7_C46	Q9_13_2_47_R7_C47	Q9_13_2_48_R7_C48	Q9_13_2_49_R7_C49
Electricity	Q9_13_2_46_R8_C46	Q9_13_2_47_R8_C47	Q9_13_2_48_R8_C48	Q9_13_2_49_R8_C49
Fuel and other energy (Coal, Oil)	Q9_13_2_46_R9_C46	Q9_13_2_47_R9_C47	Q9_13_2_48_R9_C48	Q9_13_2_49_R9_C49
Subcontracting cost	Q9_13_2_46_R10_C46	Q9_13_2_47_R10_C47	Q9_13_2_48_R10_C48	Q9_13_2_49_R10_C49
Rent (buildings and machines)	Q9_13_2_46_R11_C46	Q9_13_2_47_R11_C47	Q9_13_2_48_R11_C48	Q9_13_2_49_R11_C49
Other production cost	Q9_13_2_46_R12_C46	Q9_13_2_47_R12_C47	Q9_13_2_48_R12_C48	Q9_13_2_49_R12_C49
Exclude work-in-process (At the end of period)	Q9_13_2_46_R13_C46	Q9_13_2_47_R13_C47	Q9_13_2_48_R13_C48	Q9_13_2_49_R13_C49
Total Production Cost	Q9_13_2_46_R14_C46	Q9_13_2_47_R14_C47	Q9_13_2_48_R14_C48	Q9_13_2_49_R14_C49
Cost of Goods Sold				
Inventory at the beginning of period	Q9_13_3_46_R1_C46	Q9_13_3_47_R1_C47	Q9_13_3_48_R1_C48	Q9_13_3_49_R1_C49
Copyright	Q9_13_3_46_R2_C46	Q9_13_3_47_R2_C47	Q9_13_3_48_R2_C48	Q9_13_3_49_R2_C49
Purchased Goods	Q9_13_3_46_R3_C46	Q9_13_3_47_R3_C47	Q9_13_3_48_R3_C48	Q9_13_3_49_R3_C49
Exclude Inventory at the end of period	Q9_13_3_46_R4_C46	Q9_13_3_47_R4_C47	Q9_13_3_48_R4_C48	Q9_13_3_49_R4_C49
Total Cost of Goods Sold	Q9_13_3_46_R5_C46	Q9_13_3_47_R5_C47	Q9_13_3_48_R5_C48	Q9_13_3_49_R5_C49
Selling and Administration Expenditure				
Wage and Salary for director and officers	Q9_13_4_46_R1_C46	Q9_13_4_47_R1_C47	Q9_13_4_48_R1_C48	Q9_13_4_49_R1_C49
Allowances, bonuses and welfare for director and officers	Q9_13_4_46_R2_C46	Q9_13_4_47_R2_C47	Q9_13_4_48_R2_C48	Q9_13_4_49_R2_C49
Other tax (excluding corporate tax)	Q9_13_4_46_R3_C46	Q9_13_4_47_R3_C47	Q9_13_4_48_R3_C48	Q9_13_4_49_R3_C49
Financial fees	Q9_13_4_46_R4_C46	Q9_13_4_47_R4_C47	Q9_13_4_48_R4_C48	Q9_13_4_49_R4_C49
Donation	Q9_13_4_46_R5_C46	Q9_13_4_47_R5_C47	Q9_13_4_48_R5_C48	Q9_13_4_49_R5_C49
Office depreciation	Q9_13_4_46_R6_C46	Q9_13_4_47_R6_C47	Q9_13_4_48_R6_C48	Q9_13_4_49_R6_C49

Transportation cost	Q9_13_4_46_R7_C46	Q9_13_4_47_R7_C47	Q9_13_4_48_R7_C48	Q9_13_4_49_R7_C49
Promotion expenditure	Q9_13_4_46_R8_C46	Q9_13_4_47_R8_C47	Q9_13_4_48_R8_C48	Q9_13_4_49_R8_C49
R&D expenditure	Q9_13_4_46_R9_C46	Q9_13_4_47_R9_C47	Q9_13_4_48_R9_C48	Q9_13_4_49_R9_C49
Other selling and administration expenditure	Q9_13_4_46_R10_C46	Q9_13_4_47_R10_C47	Q9_13_4_48_R10_C48	Q9_13_4_49_R10_C49
Total Selling and Administration Expenditure	Q9_13_4_46_R11_C46	Q9_13_4_47_R11_C47	Q9_13_4_48_R11_C48	Q9_13_4_49_R11_C49

IX.14. Asset, Liabilities and Equity				
	Value in Baht as of end of the fiscal year of			
	2003	2004	2005	2006
Current Asset				
Cash and deposits	Q9_14_1_46_R1_C46	Q9_14_1_47_R1_C47	Q9_14_1_48_R1_C48	Q9_14_1_49_R1_C49
Accounts receivable and notes	Q9_14_1_46_R2_C46	Q9_14_1_47_R2_C47	Q9_14_1_48_R2_C48	Q9_14_1_49_R2_C49
Inventory : Finished Goods	Q9_14_1_46_R3_C46	Q9_14_1_47_R3_C47	Q9_14_1_48_R3_C48	Q9_14_1_49_R3_C49
: Work-in-process	Q9_14_1_46_R4_C46	Q9_14_1_47_R4_C47	Q9_14_1_48_R4_C48	Q9_14_1_49_R4_C49
: Raw material (exclude fuel)	Q9_14_1_46_R5_C46	Q9_14_1_47_R5_C47	Q9_14_1_48_R5_C48	Q9_14_1_49_R5_C49
: Fuel	Q9_14_1_46_R6_C46	Q9_14_1_47_R6_C47	Q9_14_1_48_R6_C48	Q9_14_1_49_R6_C49
Total inventory	Q9_14_1_46_R7_C46	Q9_14_1_47_R7_C47	Q9_14_1_48_R7_C48	Q9_14_1_49_R7_C49
Investment in other company or stock market	Q9_14_1_46_R8_C46	Q9_14_1_47_R8_C47	Q9_14_1_48_R8_C48	Q9_14_1_49_R8_C49
Other current asset	Q9_14_1_46_R9_C46	Q9_14_1_47_R9_C47	Q9_14_1_48_R9_C48	Q9_14_1_49_R9_C49
Total Current Asset	Q9_14_1_46_R10_C46	Q9_14_1_47_R10_C47	Q9_14_1_48_R10_C48	Q9_14_1_49_R10_C49
Fixed Asset				
Machinery and equipment	Q9_14_2_46_R1_C46	Q9_14_2_47_R1_C47	Q9_14_2_48_R1_C48	Q9_14_2_49_R1_C49
Land and development	Q9_14_2_46_R2_C46	Q9_14_2_47_R2_C47	Q9_14_2_48_R2_C48	Q9_14_2_49_R2_C49
Buildings	Q9_14_2_46_R3_C46	Q9_14_2_47_R3_C47	Q9_14_2_48_R3_C48	Q9_14_2_49_R3_C49
Pre-operating buildings and machinery	Q9_14_2_46_R4_C46	Q9_14_2_47_R4_C47	Q9_14_2_48_R4_C48	Q9_14_2_49_R4_C49
Guarantee (for electricity usage)	Q9_14_2_46_R5_C46	Q9_14_2_47_R5_C47	Q9_14_2_48_R5_C48	Q9_14_2_49_R5_C49
other fixed asset	Q9_14_2_46_R6_C46	Q9_14_2_47_R6_C47	Q9_14_2_48_R6_C48	Q9_14_2_49_R6_C49
Total Fixed Asset	Q9_14_2_46_R7_C46	Q9_14_2_47_R7_C47	Q9_14_2_48_R7_C48	Q9_14_2_49_R7_C49
Total Asset	Q9_14_2_46_R8_C46	Q9_14_2_47_R8_C47	Q9_14_2_48_R8_C48	Q9_14_2_49_R8_C49
Short-term liabilities (i.e. one year or less)				
Accounts payable	Q9_14_3_46_R1_C46	Q9_14_3_47_R1_C47	Q9_14_3_48_R1_C48	Q9_14_3_49_R1_C49
Other short-term liabilities	Q9_14_3_46_R2_C46	Q9_14_3_47_R2_C47	Q9_14_3_48_R2_C48	Q9_14_3_49_R2_C49
Long-term liabilities (i.e., more than one year)				
Long term liabilities	Q9_14_3_46_R3_C46	Q9_14_3_47_R3_C47	Q9_14_3_48_R3_C48	Q9_14_3_49_R3_C49
Total liabilities	Q9_14_3_46_R4_C46	Q9_14_3_47_R4_C47	Q9_14_3_48_R4_C48	Q9_14_3_49_R4_C49
Equity				
Share capital (Equity)	Q9_14_4_46_R1_C46	Q9_14_4_47_R1_C47	Q9_14_4_48_R1_C48	Q9_14_4_49_R1_C49
Surplus	Q9_14_4_46_R2_C46	Q9_14_4_47_R2_C47	Q9_14_4_48_R2_C48	Q9_14_4_49_R2_C49
Retained earning	Q9_14_4_46_R3_C46	Q9_14_4_47_R3_C47	Q9_14_4_48_R3_C48	Q9_14_4_49_R3_C49
Total Equity	Q9_14_4_46_R4_C46	Q9_14_4_47_R4_C47	Q9_14_4_48_R4_C48	Q9_14_4_49_R4_C49
Total Liabilities and Equity	Q9_14_4_46_R5_C46	Q9_14_4_47_R5_C47	Q9_14_4_48_R5_C48	Q9_14_4_49_R5_C49

(Note: Total Assets must equal Total Liabilities)

	Value in Baht as of end of the fiscal year of			
	2003	2004	2005	2006
IX.14.a. The amount of total long-term liabilities that are Foreign currency	Q9_14_A_B_R1_C46	Q9_14_A_B_R1_C47	Q9_14_A_B_R1_C48	Q9_14_A_B_R1_C49
IX.14.b. The amount of total short-term liabilities that are Foreign currency	Q9_14_A_B_R2_C46	Q9_14_A_B_R2_C47	Q9_14_A_B_R2_C48	Q9_14_A_B_R2_C49
Of which: payables	Q9_14_A_B_R3_C46	Q9_14_A_B_R3_C47	Q9_14_A_B_R3_C48	Q9_14_A_B_R3_C49

Income Statement				
IX.15.	Value in Baht as of end of the fiscal year of			
	2003	2004	2005	2006
Gross Profit	Q9_15_1_46_R1_C46	Q9_15_1_47_R1_C47	Q9_15_1_48_R1_C48	Q9_15_1_49_R1_C49
Interest charges	Q9_15_1_46_R2_C46	Q9_15_1_47_R2_C47	Q9_15_1_48_R2_C48	Q9_15_1_49_R2_C49
Corporate tax	Q9_15_1_46_R3_C46	Q9_15_1_47_R3_C47	Q9_15_1_48_R3_C48	Q9_15_1_49_R3_C49
Net profit (Loss)	Q9_15_1_46_R4_C46	Q9_15_1_47_R4_C47	Q9_15_1_48_R4_C48	Q9_15_1_49_R4_C49
Retained earning from the beginning of period	Q9_15_1_46_R5_C46	Q9_15_1_47_R5_C47	Q9_15_1_48_R5_C48	Q9_15_1_49_R5_C49
Accumulated Results from change in account basis	Q9_15_1_46_R6_C46	Q9_15_1_47_R6_C47	Q9_15_1_48_R6_C48	Q9_15_1_49_R6_C49
Dividend	Q9_15_1_46_R7_C46	Q9_15_1_47_R7_C47	Q9_15_1_48_R7_C48	Q9_15_1_49_R7_C49
Legal reserve	Q9_15_1_46_R8_C46	Q9_15_1_47_R8_C47	Q9_15_1_48_R8_C48	Q9_15_1_49_R8_C49
Reserve for investment	Q9_15_1_46_R9_C46	Q9_15_1_47_R9_C47	Q9_15_1_48_R9_C48	Q9_15_1_49_R9_C49
Retained earning at the end of period	Q9_15_1_46_R10_C46	Q9_15_1_47_R10_C47	Q9_15_1_48_R10_C48	Q9_15_1_49_R10_C49
Earning per share (EPS)	Q9_15_1_46_R11_C46	Q9_15_1_47_R11_C47	Q9_15_1_48_R11_C48	Q9_15_1_49_R11_C49

IX.16. In how many banks do you have an account? Q9_16

IX.17. Do you have a term loan from a bank or financial institution? Q9_17

1. Yes (skip to IX.19)
2. No

IX.18. What is the reason that you have no term loan from a bank or financial institution? ___ **Q9_18** ___

1. Never applied for a bank loan, because.....[**Multiple answers allowed, circle what applies**]

- (1) Do not need term loans
- (2) Application procedures for bank term loans are too cumbersome
- (3) Collateral requirements of bank term loans are too stringent
- (4) Interest rates are too high
- (5) Corruption in the allocation of bank credit
- Others (specify)

2. Application for (a) bank term loan(s) was turned down, because

- (1) lack of collateral
- (2) incompleteness of application
- (3) perceived lack of feasibility of project
- Others (specify)

1st reason ___ **Q9_18_1_R1_C1** ___

2nd reason ___ **Q9_18_1_R2_C1** ___

3rd reason ___ **Q9_18_1_R3_C1** ___

4th reason ___ **Q9_18_1_R4_C1** ___

5th reason ___ **Q9_18_1_R5_C1** ___

6th reason ___ **Q9_18_1_R6_C1** ___

IX. 19. How long has your firm been doing business with your primary bank? ___ **Q9_19** ___ (months)

IX.20. Do you have a bank overdraft facility? ___ **Q9_20** ___

- 1. Yes
- 2. No (skip to IX.22)

IX.21. What percentage of your overdraft facility did you use in 2006? ___ **Q9_21** ___ %

IX.22. What share of your outstanding credit is due in:

less than a year ___ **Q9_22_R1_C1** ___ %
more than a year ___ **Q9_22_R2_C1** ___ %
100%

IX.23. Please identify the percentage of your establishment's financing from each of the following sources for:

- i) Working capital
- ii) New Investments

	Working Capital		New Investments	
1. Internal funds or Retained earnings	___ Q9_23_R1_C1 ___	%	___ Q9_23_R1_C2 ___	%
2. Local commercial banks (loan, overdraft)	___ Q9_23_R2_C1 ___	%	___ Q9_23_R2_C2 ___	%
3. Foreign owned commercial banks	___ Q9_23_R3_C1 ___	%	___ Q9_23_R3_C2 ___	%
4. Leasing arrangement	___ Q9_23_R4_C1 ___	%	___ Q9_23_R4_C2 ___	%
5. Investment Funds/Special Development Financing	___ Q9_23_R5_C1 ___	%	___ Q9_23_R5_C2 ___	%
6. Trade credit (supplier or customer credit)	___ Q9_23_R6_C1 ___	%	___ Q9_23_R6_C2 ___	%
7. Equity, sale of stock	___ Q9_23_R7_C1 ___	%	___ Q9_23_R7_C2 ___	%
8. Family, friends	___ Q9_23_R8_C1 ___	%	___ Q9_23_R8_C2 ___	%
9. Informal sources (e.g. unlicensed money lender)	___ Q9_23_R9_C1 ___	%	___ Q9_23_R9_C2 ___	%
Others (specify): ___ Q9_23_other ___	___ Q9_23_R10_C1 ___	%	___ Q9_23_R10_C2 ___	%
TOTAL	100%		100%	

IX.24. Has **your company** taken any loan during the last 3 years? ___ Q9_24 ___
 1. Yes
 2. No (skip to IX.28)

IX.24.a. what type of the most recent loan of your company? ___ Q9_24_A ___
 1. Term loan 2. Overdraft (skip to IX.26)
 3. Non-term loan (skip to IX.26)

IX.25. What term of the last loan? ___ Q9_25 ___ 1. Less than 1 year 2. 1-5 years 3. Over 5 years

IX.26. What is the amount of the last loan/overdraft? ___ Q9_26 ___ Baht

IX.27. In what year was this loan/overdraft approved? ___ Q9_27 ___

IX.28. Are externally audited financial statements required to obtain bank credit? ___ Q9_28 ___ Yes=1, No=2

IX.29. Does your firm provide collateral to obtain a bank credit? ___ Q9_29 ___ Yes=1, No=2

IX.30. In your experience how frequently do Banks accept the following forms of collateral

Type of Collateral	Never	Sometimes	Always
a) Land	Q9_30_R1_C1	0	1 2

b) Buildings	Q9_30_R2_C1	0	1	2
c) Machinery and equipment (NEW)	Q9_30_R3_C1	0	1	2
d) Machinery & Equipment (USED)	Q9_30_R4_C1	0	1	2
e) Firm equity	Q9_30_R5_C1	0	1	2
f) Trade credit / accounts receivables	Q9_30_R6_C1	0	1	2
Others, specify: Q9_30_O	Q9_30_R7_C1	0	1	2

IX.31. What was the approximate value of collateral required as a percentage of the loan value? ___ **Q9_31** ___%

IX.32. What is the average interest rate for each category of **your company's** liabilities?

	Domestic	Foreign
Short term liabilities	___ Q9_32_R1_C1 ___ %	___ Q9_32_R1_C2 ___ %
Long term liabilities	___ Q9_32_R2_C1 ___ %	___ Q9_32_R2_C2 ___ %

IX.33. How long does it take to clear the following payments through your financial institution?

	Days	Charge (% of transaction)
a) a cheque	___ Q9_33_R1_C1 ___	___ Q9_33_R1_C2 ___ %
b) a domestic currency transfer	___ Q9_33_R2_C1 ___	___ Q9_33_R2_C2 ___ %
c) a foreign currency transfer	___ Q9_33_R3_C1 ___	___ Q9_33_R3_C2 ___ %

IX.34. Does your establishment have its annual financial statement reviewed by a certified external auditor? ___ **Q9_34** ___ YES=1 NO=2

IX.35. Your fiscal year ended on **Q9_35** (Date and month)

PRODUCTIVITY AND INVESTMENT CLIMATE STUDY THAILAND (PICS-2007)

Manufacturing Sector Survey Questionnaire

Part II-B *(To be administered to the Personnel Manager/CAO)*

About the survey

The Foundation for the Thailand Productivity Institute (FTPI) has been given the responsibility to conduct a productivity and Investment Climate Survey (PICS) with the assistance of the World Bank. This work is conducted under the supervision of the Ministry of Industry, and its results will support Thailand's initiative to improve productivity and competitiveness of firms operating in Thailand.

The Productivity and Investment Climate Survey is a collaborative effort of the Thailand Government and the World Bank. Similar surveys are being carried out in several other countries. Parts of the survey questionnaire can be filled out by your staff working from your records; other parts should be answered by the owner or plant manager. A team of enumerators will visit your plant to go through the questionnaire with you or your staff. **Only aggregate or average information from a large sample of firms will be published and we guarantee confidentiality for all individual responses.**

The general purpose of the survey is to understand the investment climate in Thailand and how it affects business performance, with the objective to improve it. We will provide you with a summary report that will be directly useful to you in that it will enable you to benchmark your business and your industry against domestic and international competitors. The survey will also provide useful information about the investment climate in Thailand in the international context. The World Bank's experience in a wide range of countries shows that this information can be crucial for improving the investment climate so that businesses and workers can prosper.

The questionnaire begins with items about the origin and shareholding status of a business, including questions about the background of the owner or manager. This information is useful to determine if and how the interaction between investment climate and business performance varies by business types (foreign versus domestic, or new versus experienced). It then proceeds to issues of finance (to examine financial constraints on business and expansion), technology (to assess the ease of access to new technologies), relationship with other firms (to gauge the importance of associations and networks), government regulation, contract enforcement, labor relations and international trade. What will eventually emerge is a comprehensive picture of the environment in which businesses are operating in Thailand, both their strengths and weaknesses.

Your cooperation in ensuring the success of this survey is very much appreciated.

To Enumerators:

For precision of statements, the acronym "KE"-for a fictional business, Khon-Kaen Electronics- appears in places where the name of the participating business should be. Similarly "Electronics" appears where the sector of activity of the business should be

ESTABLISHMENT NAME:

ESTABLISHMENT NO. _____

Address:

INDUSTRY CODE _____

- | | |
|--------------------|----------------------------|
| 1. Processing Food | 6. Electrical Appliances |
| 2. Textile | 7. Rubber and Plastic |
| 3. Garment | 8. Furniture |
| 4. Auto Parts | 9. Machinery and Equipment |
| 5. Electronics | |

REGION CODE _____

- | | |
|--------------------------|---------------------|
| 9. North | 5. Upper North-East |
| 10. Central | 6. Lower North-East |
| 11. Bangkok and Vicinity | 7. South |
| 12. East | |

City Codes:

City Name:

Name of Enumerator:

Name of Respondance:

Current Position:

Email:

Phone number:

Fax Number:

Interview Date:

Start Time:

Finish time:

Enumeration validated by (Inspector):

Date/Time:

**SECTION X:
LABOR AND HUMAN RESOURCES**

Please use the following definitions in this section.

<i>Management:</i>	Persons making management decisions (exclude supervisors).
<i>Professionals:</i>	Trained and certified specialists outside of management such as engineers, accountants, lawyers, chemists, scientists, software programmers. Generally, Professionals hold a University-level degree.
<i>Skilled Production worker:</i>	Skilled Production workers are technicians involved directly in the production process or at a supervisory level and whom management considers to be skilled.
<i>Unskilled Production worker:</i>	Persons involved in production process whom management considers to be unskilled.
<i>Non-production worker:</i>	Support, administrative, sales workers not included in management or among professionals.
<i>Temporary workers:</i>	All (paid) short term(i.e. for less than a year) employees with no guarantee of renewal of employment contract (include part-time workers)
<i>Permanent workers:</i>	All paid workers that are not temporary.
<i>Out sourced / contract workers:</i>	All workers engaged through labour supplier.

Part A. Employment Dynamics

X.1. How many workers in total were employed in this **establishment** at the end of:

	2002	2003	2004	2005	2006	working hours per week
Permanent workers in production floor	Q10_1_r1_c1	Q10_1_r1_c2	Q10_1_r1_c3	Q10_1_r1_c4	Q10_1_r1_c5	Q10_1_r1_c6
Temporary workers in production floor	Q10_1_r2_c1	Q10_1_r2_c2	Q10_1_r2_c3	Q10_1_r2_c4	Q10_1_r2_c5	Q10_1_r2_c6
Permanent worker in office	Q10_1_r3_c1	Q10_1_r3_c2	Q10_1_r3_c3	Q10_1_r3_c4	Q10_1_r3_c5	Q10_1_r3_c6
Temporary worker in office	Q10_1_r4_c1	Q10_1_r4_c2	Q10_1_r4_c3	Q10_1_r4_c4	Q10_1_r4_c5	Q10_1_r4_c6
Management	Q10_1_r5_c1	Q10_1_r5_c2	Q10_1_r5_c3	Q10_1_r5_c4	Q10_1_r5_c5	Q10_1_r5_c6
Total	Q10_1_r6_c1	Q10_1_r6_c2	Q10_1_r6_c3	Q10_1_r6_c4	Q10_1_r6_c5	Q10_1_r6_c6

X.2. What kind of work shift did [KE] follow in the following years?

	2003	2004	2005	2006
1. Single shift				
2. Double shift				
3. Triple shift				
4. Others (specify)				

Answer Q10_2_r1_c1 Q10_2_r1_c2 Q10_2_r1_c3 Q10_2_r1_c4

X.3. How many days in 2006 was your plant in operation (i.e., with production processes in operation, not under maintenance or idle)? ___Q10_3___ days

X.4. Out of a 8-hour working day, How many hours a day does a typical production worker work? ___Q10_4___ hours

X.5. Are any of your employees members of a trade union? ___Q10_5___

1. Yes
2. No (skip to X.6)

X.5.a. What percentage of your plant's employees belong to a trade union? ___Q10_5_A___ %

X.6. During the last years (2006), Have you had any labor disputes concerning any of the following?

- a) pay ___Q10_6_r1_c1___ Yes=1 No=2
- b) redundancy ___Q10_6_r2_c1___ Yes=1 No=2

- c) social security ___ [Q10_6_r3_c1](#) ___ Yes=1 No=2
d) others (specify) ...Q10_6_other..... ___ [Q10_6_r4_c1](#) ___ Yes=1 No=2

X.7. Approximately how many man-days, if any, did you lose in year 2006 due to the following? (Please put zero if you did not lose any)

- a) Strikes ___ [Q10_7_r1_c1](#) ___
b) Other Stoppages ___ [Q10_7_r2_c1](#) ___
c) Worker slowdowns ___ [Q10_7_r3_c1](#) ___
d) Worker absenteeism ___ [Q10_7_r4_c1](#) ___
e) Alcoholism / Drug abuse ___ [Q10_7_r5_c1](#) ___
f) Reported sickness ___ [Q10_7_r6_c1](#) ___
g) Civil unrest ___ [Q10_7_r7_c1](#) ___
h) Other (specify)... [Q10_7_other...](#) ___ [Q10_7_r8_c1](#) ___

X.8. The following table refers only to permanent workers of your plant

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Number of workers at the end of the fiscal year of 2003	Q10_8_r1_c1	Q10_8_r1_c2	Q10_8_r1_c3	Q10_8_r1_c4	Q10_8_r1_c5	Q10_8_r1_c6
Number of workers at the end of the fiscal year of 2004	Q10_8_r2_c1	Q10_8_r2_c2	Q10_8_r2_c3	Q10_8_r2_c4	Q10_8_r2_c5	Q10_8_r2_c6
Number of workers at the end of the fiscal year of 2005	Q10_8_r3_c1	Q10_8_r3_c2	Q10_8_r3_c3	Q10_8_r3_c4	Q10_8_r3_c5	Q10_8_r3_c6
Number of workers at the end of the fiscal year of 2006	Q10_8_r4_c1	Q10_8_r4_c2	Q10_8_r4_c3	Q10_8_r4_c4	Q10_8_r4_c5	Q10_8_r4_c6
of which Female	Q10_8_r5_c1	Q10_8_r5_c2	Q10_8_r5_c3	Q10_8_r5_c4	Q10_8_r5_c5	Q10_8_r5_c6
How many new employees did you hire in 2006?	Q10_8_r6_c1	Q10_8_r6_c2	Q10_8_r6_c3	Q10_8_r6_c4	Q10_8_r6_c5	Q10_8_r6_c6
How many employees retired in 2006?	Q10_8_r7_c1	Q10_8_r7_c2	Q10_8_r7_c3	Q10_8_r7_c4	Q10_8_r7_c5	Q10_8_r7_c6
How many employees were dismissed or laid off in 2006?	Q10_8_r8_c1	Q10_8_r8_c2	Q10_8_r8_c3	Q10_8_r8_c4	Q10_8_r8_c5	Q10_8_r8_c6
How many employees resigned in 2006?	Q10_8_r9_c1	Q10_8_r9_c2	Q10_8_r9_c3	Q10_8_r9_c4	Q10_8_r9_c5	Q10_8_r9_c6
How many employees left for other reasons in 2006?	Q10_8_r10_c1	Q10_8_r10_c2	Q10_8_r10_c3	Q10_8_r10_c4	Q10_8_r10_c5	Q10_8_r10_c6

X.10. What percent of your permanent **skilled workers** are foreign nationals? ___ [Q10_10](#) ___ %

X.11. What percent of your **unskilled workers** are foreign nationals? ___ [Q10_11](#) ___ %

X.12. What percent of the management is male? ___ [Q10_12](#) ___ %

X.13. How many vacancies did you have in the following categories of workers?

	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total

Vacancies at the end of the fiscal year of 2003	Q10_13_r1_c1	Q10_13_r1_c2	Q10_13_r1_c3	Q10_13_r1_c4	Q10_13_r1_c5	Q10_13_r1_c6
Vacancies at the end of the fiscal year of 2004	Q10_13_r2_c1	Q10_13_r2_c2	Q10_13_r2_c3	Q10_13_r2_c4	Q10_13_r2_c5	Q10_13_r2_c6
Vacancies at the end of the fiscal year of 2005	Q10_13_r3_c1	Q10_13_r3_c2	Q10_13_r3_c3	Q10_13_r3_c4	Q10_13_r3_c5	Q10_13_r3_c6
Vacancies at the end of the fiscal year of 2006	Q10_13_r4_c1	Q10_13_r4_c2	Q10_13_r4_c3	Q10_13_r4_c4	Q10_13_r4_c5	Q10_13_r4_c6

X.14. What is the remuneration cost to **your plant** of the year 2006 by the indicated group of *permanent* workers (values in Baht)

remuneration cost in 2006	Management	Professionals	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Total Wages and Salaries.....	Q10_14_r1_c1	Q10_14_r1_c2	Q10_14_r1_c3	Q10_14_r1_c4	Q10_14_r1_c5	Q10_14_r1_c6
Of which over-time pay	Q10_14_r2_c1	Q10_14_r2_c2	Q10_14_r2_c3	Q10_14_r2_c4	Q10_14_r2_c5	Q10_14_r2_c6
Bonuses	Q10_14_r3_c1	Q10_14_r3_c2	Q10_14_r3_c3	Q10_14_r3_c4	Q10_14_r3_c5	Q10_14_r3_c6
Other benefits (social security*, education, food, transport, etc.) ..	Q10_14_r4_c1	Q10_14_r4_c2	Q10_14_r4_c3	Q10_14_r4_c4	Q10_14_r4_c5	Q10_14_r4_c6
Total compensation	Q10_14_r5_c1	Q10_14_r5_c2	Q10_14_r5_c3	Q10_14_r5_c4	Q10_14_r5_c5	Q10_14_r5_c6

* i.e. pensions, provident fund, medical insurance and unemployment insurance.

X.14.a. The following table refers only to **temporary workers** employed by your plant
(If your plant does not employ temporary staff, then skip this table)

	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Number of workers at the end of the fiscal year of 2003.....	Q10_14_A_r1_c1	Q10_14_A_r1_c2	Q10_14_A_r1_c3	Q10_14_A_r1_c4
Number of workers at the end of the fiscal year of 2004.....	Q10_14_A_r2_c1	Q10_14_A_r2_c2	Q10_14_A_r2_c3	Q10_14_A_r2_c4
Number of workers at the end of the fiscal year of 2005.....	Q10_14_A_r3_c1	Q10_14_A_r3_c2	Q10_14_A_r3_c3	Q10_14_A_r3_c4
Number of workers at the end of the fiscal year of 2006.....	Q10_14_A_r4_c1	Q10_14_A_r4_c2	Q10_14_A_r4_c3	Q10_14_A_r4_c4
of which Female	Q10_14_A_r5_c1	Q10_14_A_r5_c2	Q10_14_A_r5_c3	Q10_14_A_r5_c4
Average number of days worked	Q10_14_A_r6_c1	Q10_14_A_r6_c2	Q10_14_A_r6_c3	Q10_14_A_r6_c4
Total Wages and Salaries in 2006	Q10_14_A_r7_c1	Q10_14_A_r7_c2	Q10_14_A_r7_c3	Q10_14_A_r7_c4
Other fringe benefits** in 2006	Q10_14_A_r8_c1	Q10_14_A_r8_c2	Q10_14_A_r8_c3	Q10_14_A_r8_c4
Total compensation in 2006	Q10_14_A_r9_c1	Q10_14_A_r9_c2	Q10_14_A_r9_c3	Q10_14_A_r9_c4

**including housing, education, food and transport.

X.14.b. The following table refers only to **outsourced/contract workers** employed by your plant
(If your plant does not employ outsourced/contract staff, then skip this table)

	Skilled Production Workers	Unskilled Production Workers	Non-production workers	Total
Number of workers at the end of the fiscal year of 2003	Q10_14_B_r1_c1	Q10_14_B_r1_c2	Q10_14_B_r1_c3	Q10_14_B_r1_c4
Number of workers at the end of the fiscal year of 2004	Q10_14_B_r2_c1	Q10_14_B_r2_c2	Q10_14_B_r2_c3	Q10_14_B_r2_c4

Number of workers at the end of the fiscal year of 2005	Q10_14_B_r3_c1	Q10_14_B_r3_c2	Q10_14_B_r3_c3	Q10_14_B_r3_c4
Number of workers at the end of the fiscal year of 2006	Q10_14_B_r4_c1	Q10_14_B_r4_c2	Q10_14_B_r4_c3	Q10_14_B_r4_c4
Total compensation in 2005	Q10_14_B_r5_c1	Q10_14_B_r5_c2	Q10_14_B_r5_c3	Q10_14_B_r5_c4

X.15. Do you pay any of your workers on a piece rate basis? [Q10_15](#) Yes=1 No=2

Part B. Human Capital Stock and Acquisition

X.16. For **permanent workers** employed at the end of the year 2006, please give an estimate for the following:

	Management	Professionals (Engineers/ Accountants)	Skilled Production Workers	Unskilled Production Workers	Non-production workers
Average number of years of education	Q10_16_r1_c1	Q10_16_r1_c2	Q10_16_r1_c3	Q10_16_r1_c4	Q10_16_r1_c5
Average tenure (in years)	Q10_16_r2_c1	Q10_16_r2_c2	Q10_16_r2_c3	Q10_16_r2_c4	Q10_16_r2_c5
Average Age	Q10_16_r3_c1	Q10_16_r3_c2	Q10_16_r3_c3	Q10_16_r3_c4	Q10_16_r3_c5

X.17. How many persons with university degree did your plant employ full time as at the end of 2006?

1. Trained locally [Q10_17_r1_c1](#) (number)
2. Trained abroad [Q10_17_r2_c1](#) (number)
3. Expatriates [Q10_17_r3_c1](#) (number)
- Total [Q10_17_r4_c1](#) (number)

X.18. How many university graduates in total did your plant recruit in 2006?

1. Trained locally [Q10_18_r1_c1](#) (number)
2. Trained abroad [Q10_18_r2_c1](#) (number)
3. Expatriates [Q10_18_r3_c1](#) (number)
- Total [Q10_18_r4_c1](#) (number)

X.19. How many persons in your firm work as:

1. Engineers [Q10_19_r1_c1](#)
2. Scientists [Q10_19_r2_c1](#)
3. Research staff [Q10_19_r3_c1](#)
4. Analysis staff [Q10_19_r4_c1](#)
5. Information Technician [Q10_19_r5_c1](#)

X.19.a. What percent of the workforce at your establishment have the following education levels?

- c. Less than 6 years ("some elementary") [Q10_19_A_r1_c1](#) % Of which female [Q10_19_A_r2_c1](#) %
- d. 6-12 years ("some secondary") [Q10_19_A_r3_c1](#) % Of which female [Q10_19_A_r4_c1](#) %
- e. More than 12 years (some university of higher) [Q10_19_A_r5_c1](#) % Of which female [Q10_19_A_r6_c1](#) %

Part C. Formal In- house Training (in a training room setting)

X.20. Did **your plant** run formal in-house training programs for its employees in 2006? Q10_20

1. Yes
2. No (skip to question X.23)

X.20.a. Please give the following information on the programs:

	Management	Professionals (Engineers/ Accountants)	Skilled Production Workers	Unskilled Production Workers	Non-production workers
How many people were trained in these programs?	Q10_20_A_r1_c1	Q10_20_A_r1_c2	Q10_20_A_r1_c3	Q10_20_A_r1_c4	Q10_20_A_r1_c5
How many days of training received (in aggregate)?	Q10_20_A_r2_c1	Q10_20_A_r2_c2	Q10_20_A_r2_c3	Q10_20_A_r2_c4	Q10_20_A_r2_c5

X.21. Of the employees who received formal in-house training in 2006 what % were trained by each of the following categories of trainers?

1. Dedicated internal trainers Q10_21_r1_c1
2. Managers (part-time) Q10_21_r2_c1
3. Supervisors / foremen Q10_21_r3_c1
4. Experienced worker Q10_21_r4_c1
5. Suppliers, buyers, business partners Q10_21_r5_c1
6. Training consultants Q10_21_r6_c1
7. Donors, NGOs Q10_21_r7_c1
8. Government institution Q10_21_r8_c1

1. University	___ Q10_24_r1_c1 ___
2. Joint-venture Partners	___ Q10_24_r2_c1 ___
3. Government institutes	___ Q10_24_r3_c1 ___
4. Private training schools	___ Q10_24_r4_c1 ___
5. Vocational/technical schools	___ Q10_24_r5_c1 ___
6. Suppliers	___ Q10_24_r6_c1 ___
Others (specify) ... Q10_24_other....	___ Q10_24_r7_c1 ___
Total	100%

X.25. Of the employees who received formal outside training in 2006, what % received training in the following areas?

1. Production technologies	___ Q10_25_r1_c1 ___
2. Marketing	___ Q10_25_r2_c1 ___
3. Information technology	___ Q10_25_r3_c1 ___
4. Management / quality technologies	___ Q10_25_r4_c1 ___
5. Intellectual property	___ Q10_25_r5_c1 ___
6. Safety procedures	___ Q10_25_r6_c1 ___
7. Language skills	___ Q10_25_r7_c1 ___
Other (specify) ___ Q10_25_other ___	___ Q10_25_r8_c1 ___
Total	100%

X.26. How much did your firm spend on outside training in 2006? _____ Q10_26 _____ Baht

X.27. How many of the employees that participated in training (both in-house and outside) were promoted in 2006 as a result of training? ___ Q10_27 ___ (number)

X.27.1 How many of the employees that participated in training (both in-house and outside) in 2006 did so because they had been promoted and their job responsibilities had changed? ___ Q10_27_1 ___ (number)

X.28. How many of the employees that participated in training (both in-house and outside) had pay increases in 2006 as a result of the training?
___ Q10_28 ___ (number)

X.29. How many of the employees that participated in training (both in-house and outside) left your plant in 2006 after the training? ___ Q10_29 ___ (number)

X.30. Did the employees share the cost of training in 2006? ___ Q10_30 ___ Code: Yes=1 No=2

X.31. How many weeks of training does it take for a newly hired production worker to be fully operational? ___ Q10_31 ___ (weeks)

**PRODUCTIVITY AND INVESTMENT CLIMATE STUDY
THAILAND (PICS-2007)**

Manufacturing Sector Survey Questionnaire

PART III

QUESTIONNAIRE FOR WORKERS

(To be administered to workers sampled from each establishment)

To Enumerators:

This is an annex to the main questionnaire to be administered to 10 full-time workers sampled from each establishment covered by the survey. Workers should be interviewed only if the manager of the business is not unhappy about it. If the manager has no objections, please ask for a complete list of full-time employees of the establishment from the personnel manager at about the time the human resources module is being completed. Ask also the personnel manager to pick any one worker from the list. The enumerator should then pick workers at fixed regular intervals until a sample of 10 workers is reached. A worker who, for one reason or another, cannot be interviewed, should be replaced by another randomly chosen worker.

Please make sure that:

- a. all monetary values are in the national currency, the local currency, the Baht***
- b. all dates are entered in the European calendar or Fiscal Year***

ESTABLISHMENT NAME:
Address:

ESTABLISHMENT NO.

INDUSTRY CODE _____

1. Processing Food
2. Textile
3. Garment
4. Auto Parts
5. Electronics

6. Electrical Appliances
7. Rubber and Plastic
8. Furniture
9. Machinery and Equipment

REGION CODE _____

13. North
14. Central
15. Bangkok and Vicinity
16. East

5. Upper North-East
6. Lower North-East
7. South

City Codes:

City Name:

Name of Enumerator:

Name of Respondance:

Current Position:

Phone number:

Interview Date:

Start Time:

Finish time:

Enumeration validated by (Inspector):

Date/Time:

Email:

Fax Number:

Part A. Administrative Records and Ethnicity

Part B. Education, Skills, and Life-long learning

No.	8. What is the highest level of formal education you attended? 1= Degree 2= Por Wor Sor 3= Upper secondary / Por Wor Shor 4= Lower secondary 5= Primary 6= Non (illiterate)	9. <i>How many years of Formal Education have you completed?</i> (Number of Years)	10. When did you leave the formal education System? (Year)	11. Did you complete professional Certification Program(s) or Skills training (Polytechnic, Vocational...)? Yes=1 No=2 (skip to 12)	IF YES, 11.a How long in total did it take? (Number of cumulated Months)	12. What are the three skills that you lack the most in doing your job? 1. English language proficiency 2. Professional Communication skills 3. Social Skills 4. Team-working 5. Leadership skills 6. Time Management skills 7. Adaptability 8. Creativity/innovation skills 9. Numerical skills 10. Problem solving 11. IT skills 12. Technical/professional skills	13. At what stage in the education system do you think you ought to have received the skills that you are lacking? 1. <i>Primary</i> 2. <i>Secondary</i> 3. <i>University or higher</i> 4. <i>Vocational</i>	13.a. Were you in Thailand at the stage of education you mention in Q. 13? Yes=1 No=2
	Q8	Q9	Q10	Q11	Q11_1	1st answer Q12_r1_c1	Q13	Q13_A
						2nd answer Q12_r1_c2		
						3rd answer Q12_r1_c3		

Part B. Education, Skills, and Life-long learning

No.	14.	15.	16.	17.	18.	18.a	19.	If No,	20.	If Yes,	If Yes,
	In your job, how important is dealing with people? Codes: 1: Not at all important 2: fairly important 3: important 4: Very important	How important is analyzing complex problems and planning the activities of others? Codes: 1: Not at all important 2: fairly important 3: important 4: Very important	How important is caring for others? Codes: 1: Not at all important 2: fairly important 3: important 4: Very important	How important is using a computer? Codes: 1: Not at all important 2: fairly important 3: important 4: Very important	To what extent do you agree with the following statement: “Your current job offers you sufficient scope to use your knowledge and skills” Codes: 1 to 4 1. Do not Agree at all 2. somewhat agree 3. Agree 4. Agree completely	To what extent do you agree with the following statement: “You would perform better in your current job if you possessed additional knowledge and skills” Codes: 1 to 4 1. Do not Agree at all 2. somewhat agree 3. Agree 4. Agree completely	Do you think you have the necessary skills to adapt to the changing needs of the labor market? Yes =1 No=2 Yes =1(skip to question 20.) No=2	19.a Do you know of any training institution where you could acquire these skills? Yes =1 No=2	Are you currently enrolled in any after work learning program? Yes =1 No=2 (skip to question 21.)	20.a. Is it partially or totally Government Financed? Yes =1 No=2	20.b. What is the name of the program?
	Q14	Q15	Q16	Q17	Q18	Q18_A	Q19	Q19_A2	Q20	Q20_A	Q20_B

No.	32.a. According to you, what is the most appropriate level of education for the work you are doing? 1= Degree 2= Diploma 3= Upper secondary 4= Lower secondary 5= Primary 6= None (illiterate)	32.b. According to you, what is the most appropriate field of education for the work you are doing? 1. Only your own field 2. related to my field 3. completely different from my field 4. No specific field is required for this job	33. On average, how many hours a week are you working at present? (including over time) (Number of hours)	34. On average, how many hours a week did you work when you started here? (including over time) (Number of hours)	35. Have you received formal training since you joined this firm? Yes=1 No=2 (skip to question 36.)	If yes, 35.a. What was the content of training? 1. <i>Production technologies</i> 2. <i>Marketing</i> 3. <i>Information technology</i> 4. <i>Management / quality technologies</i> 5. <i>Intellectual property</i> 6. <i>Safety procedures</i> 7. <i>Language skills</i> <i>Others (specify).....</i>	36. <i>(If this is not your first job)</i> Did you receive formal training at the previous employer? Yes=1 No=2 (training=formal class room in-firm or outside firm training)
	Q32_A	Q32_B	Q33	Q34	Q35	1st answer Q35_A_r1_c1	Q36
						2nd answer Q35_A_r2_c1	
						3rd answer Q35_A_r3_c1	
						4th answer Q35_A_r4_c1	
						5th answer Q35_A_r5_c1	
						6th answer Q35_A_r6_c1	
						7th answer Q35_A_r7_c1	
						8th answer Q35_A_r8_c1	

