



Thailand's Social Outlook of Q1/2024

Key social situations in the first quarter of 2024 are elaborate as follow: The labor situation remained stable, household debt (Q4/ 2023) expanded at a slower pace, and the quality of loans decreased across all types of credit, with consumer complaints decreasing. Meanwhile, the safety of life and property, the incidence of surveillance diseases, and the consumption of alcoholic beverages and cigarettes increased. In addition, 3 interesting social situations are presented in this report: (1) Mental Health: Critical Issues to Watch (2) What to Do When Thailand Becomes a Single Society? (3) Sandwich Generation and Caring for Multiple Generations. This report also presents the article “ Insights into Personal Income Tax Compliance Among Thai Citizens.”

The labor situation in the first quarter of 2024: Employment slightly decreased, primarily due to a drop in agricultural employment, while non-agricultural sectors continued to grow. Moreover, average working hours declined, and the unemployment rate stood at 1.01 percent.

In the first quarter of 2024, the total number of employed individuals was 39.6 million, a slight decrease of 0.1 percent compared to the same period last year. This decline was due to a more than 5.7 percent drop in agricultural employment during the off-season. Meanwhile, non-agricultural employment grew by 2.2 percent, with the hotel and restaurant sector expanding continuously at a rate of 10.6 percent, driven by the influx of over 9.3 million international tourists. Similarly, the construction sector grew by 5.0 percent. Employment in the manufacturing sector began to improve, increasing by 0.7 percent, particularly in the production of beverages, chemicals and chemical products, and textiles. Moreover, the transportation and warehousing sector expanded by 13.4 percent. **Working hours decreased due to a reduction in overtime**, with the overall and private sectors averaging 41.0 and 44.0 hours per week, respectively. The number of people working overtime dropped by 3.6 percent, while the number of the underemployed increased by 11.6 percent. **The unemployment rate remained stable at 1.01 percent**, with 410,000 unemployed individuals. **Key issues to monitor are:** 1) **Lack of skills among Thai workers could impact the economy in the long term.** The Adult Skills Assessment in Thailand (ASAT) survey revealed that a significant number of Thai youth and working-age individuals possess skills below the required standard; 2) **Sustainability of the Social Security Fund:** The fund is expected to face increased pension payouts to retirees rapidly in the future due to demographic changes. By 2032, there could be as many as 2.3 million retirees claiming old-age benefits; 3) **Development of workforce skills for higher wages:** The gap between wages and GDP is likely to widen as most workers still possess low skills and many are employed in low-productivity sectors, resulting in low wages. Currently, Thai labor productivity has not yet

recovered from the impacts of COVID-19, resulting in limited wage adjustments, especially for medium-skilled workers who predominantly perform routine tasks.

Household debt in the fourth quarter of 2023 expanded at a slower pace, while the quality of loans deteriorated across all types. Key issues to focus on include monitoring the trend of non-performing loans in the housing sector, particularly for home loans under 3 million baht, and promoting measures to encourage severe persistent debtors to participate in debt resolution programs.

In the fourth quarter of 2023, household debt totaled 16.36 trillion baht, marking a 3.0 percent increase, which indicates a slowdown from the 3.4 percent growth observed in the previous quarter. The household debt-to-GDP ratio was 91.3 percent, a slight increase from the last quarter. Household debt expanded at a slower pace for nearly all types of credit, except for credit cards and personal loans, while auto loans contracted. **Households' ability to repay debt declined across all loan types.** Non-performing loans in commercial banks was 158 billion baht, accounting for 2.88 percent of total loans, up from 2.79 percent in the previous quarter. **Key issues regarding household debt that need attention** include: 1) The rising trend of non-performing loans in housing credit, particularly for home loans under 3 million baht, which typically belong to middle- or lower-income households. Monitoring and restructuring the debt for this group is essential to mitigate the risk of bad debt; 2) Accelerating financial institutions to promote debt resolution measures to severe persistent debtors, which was enforced since April 1, 2024. Effective communication and tailored solutions for individual debtors are crucial for the success of these measures, ensuring benefits for all parties involved.

In the first quarter of 2024, the incidence of surveillance diseases increased. Attention must still be given to the outbreaks of COVID-19, influenza, and dengue fever, which are expected to see a rise in cases this year. There has also been an increase in chronic kidney disease cases. It is also crucial to monitor the consumption of uncooked food, which poses a risk of streptococcal infection (pig-bel disease). Moreover, the coverage of the measles vaccine in Thailand remains low.

In the first quarter of 2024, illnesses from surveillance diseases increased by 80.1 percent, driven by the continued spread of influenza and dengue fever from the fourth quarter of 2023. Moreover, mental health issues have become more prevalent. **Key health concerns include:** 1) The three diseases that are being specially monitored and are expected to see outbreaks in 2024 are COVID-19, influenza, and dengue fever; 2) Cases of chronic kidney disease are on the rise; 3) There is a need to monitor and address the consumption of uncooked food, which poses a risk of streptococcal infection; and 4) The low coverage of the measles vaccine in Thailand increases the risk of outbreaks in several areas.

Alcohol and cigarette consumption increased, highlighting the need to raise awareness about the impact of secondhand smoke and cancers caused by alcohol consumption.

Alcohol and cigarette consumption increased by 4.5 percent, with alcohol consumption rising by 7.7 percent due to New Year's celebrations, while cigarette consumption decreased by 1.0 percent. Issues that need to be monitored include: 1) **The impact of secondhand smoke.** Studies show that 9,433 people in Thailand die each year from secondhand smoke, higher than the 7,300 annual deaths in the United States; and 2) The occurrence of cancers caused by alcohol consumption. According to the International Agency for Research on Cancer, in 2020, there were approximately 741,000 new cancer cases worldwide primarily due to drinking alcohol beyond the standard two drinks. This aligns with data from the Department of Medical Services, which found that liver cancer is the most common cancer among Thais, with regular alcohol consumption being a significant contributing factor.

In the first quarter of 2024, concerns about safety in life and property decreased. Key issues to focus on include the rise in victims of sexual assault, the increasing prevalence of phone scams, and the risk of accidents involving public transportation.

In the first quarter of 2024, the overall crime rate increased by 7.9 percent compared to the same quarter of 2023, driven by increases in drug-related crimes by 6.2 percent, property offenses by 16.5 percent, and crimes against life, body, and sexuality by 9.8 percent. Regarding road accident reports, there was a cumulative increase of 6.8 percent compared to the same quarter of 2023. This includes a rise in cumulative injured persons by 7.0 percent, while fatalities have decreased by 2.9 percent and accumulated disabled persons have decreased by 32.7 percent. Furthermore, the issues to prioritize are as follows: 1) **Victimization of Sexual Assault:** In fiscal year 2023, there was a 41.4 percent increase in sexual assault victims compared to fiscal year 2022. Children were the most affected group, accounting for 78.9 percent of all sexual abuse cases. The majority of perpetrators were family members or close acquaintances; 2) **Telephone Scams Continued to Rise:** In 2023, Thailand had the highest number of incoming call and SMS scams in Asia, totaling 78.8 million instances, an increase of over 18.0 percent from 2022.; and 3) **Public Transport Accident Risk:** In fiscal year 2023, the combined number of fatalities and injuries from public transport accidents increased by 105.2 percent compared to fiscal year 2022. The most reported safety-related offenses regarding public transport were reckless driving, failure to stop at designated stops, and overloading passengers beyond capacity.

Complaints filed with the the Office of the Consumer Protection Board (OCPB) and the National Broadcasting and Telecommunication Commission (NBTC) decreased. However, issues that must be prioritized include risk of being scammed into paying online bills, and problems with misleading or illegal tour services.

In the first quarter of 2024, consumer protection complaints decreased by 52.7 percent compared to the same period last year. Complaints about products and services through the OCPB and telecommunications complaints to the NBTC decreased by 54.2 percent and 12.7 percent, respectively, across nearly all types of products and services. However, **key issues**

that need to be monitored and prioritized include: 1) **Risks of Online Bill Payment Scams Through online shopping applications**, where users may be at risk of being deceived into transferring money or having their personal information misused ; and 2) **Issues with Misleading or Illegal Tour Services**, which account for over 85.9 percent of complaints according to Consumer Council data (October 2022 - January 2024), with total damages exceeding 67 million baht.

Mental Health: Critical Issues to Watch

Mental health problems continue to rise in Thai society. According to the Department of Mental Health, the number of psychiatric patients receiving services increased from 1.3 million in 2015 to 2.9 million in 2023. A detailed look reveals concerning trends: 1) **Although 2.9 million patients received treatment, the number of individuals with mental health issues could be as high as 10 million, resulting in a proportion of those with issues higher than the global average**, and indicating that there are still many individuals who have not received treatment; 2) **In addition to the large number of patients, there is also a high proportion of people at risk of mental health problems**. Between October 1, 2023 and April 22, 2024, it was found that the percentage of individuals experiencing high stress was 15.48 percent, the risk of depression was 17.20 percent, and the risk of suicide was 10.63 percent. These figures have worsened compared to previous years; 3) **Mental health issues not only affect individuals but also have a greater impact on the economy than anticipated**. The World Health Organization (WHO) found that depression and anxiety contribute to the loss of about 12 billion workdays globally, resulting in an economic loss of over 1 trillion USD; 4) **Nearly 1 in 5 individuals with mental health issues are unable to care for themselves, requiring family care and leading to significant human resource losses**. Moreover, less than a quarter of high-risk psychiatric patients (SMI-V) receive proper monitoring and care; 5) **Increased economic and social pressures have led to higher rates of depression and anxiety**. In fiscal year 2023, anxiety and depression were the top two mental health issues, surpassing the number of patients with methamphetamine and other substance abuse combined; 6) **The suicide rate is nearly as high as it was during the Tom Yum Kung crisis**. In the fiscal year 2023, the suicide rate was 7.94 per 100,000 people, close to the rate during the Tom Yum Kung crisis (8.59 per 100,000 people); and 7) **Environmental issues are external factors that impact mental health**. A study in the UK found that air pollution increased depression in young people by 20 percent. Similarly, Thailand, which is currently facing severe PM 2.5 dust pollution, ranks among the top in the world for this issue.

Furthermore, when considering different age groups: 1) **Children and adolescents face several mental health issues, especially stress**, primarily due to academic pressure and future job expectations, as well as the financial status of their families. Additionally, bullying is a significant factor contributing to depression; 2) **Working-age individuals experience high levels of responsibility and encounter various stressors**. According to rankings by Kisi in 2022, Bangkok ranked fifth out of 100 cities globally with the highest percentage of overworked individuals. This aligns with data from Mahidol University, which found that 7 out of 10 people in Bangkok experienced burnout at work. Furthermore, data from the Mental Health Hotline

1323 in 2023 revealed that working-age individuals sought assistance for stress and anxiety-related issues, with up to 5,989 calls out of a total of 8,009 calls; and 3) **Elderly individuals often face loneliness and isolation, leading to a loss of self-worth.** In 2023, 84.93 percent of the elderly reported a high level of happiness. However, happiness tends to decrease with age, partly due to a lack of social activities and roles. Additionally, there has also been an increase in elderly individuals living alone. Moreover, there are another 800,000 elderly individuals who suffer from dementia, also experience other mental health issues. often accompanied by other mental health issues.

The above situations illustrate the urgent need for addressing mental health issues seriously, as follows: 1) **Prevention:** Institutions in society, especially **families**, must be strengthened, focusing on fostering good relationships through communication, emotional support, and creative caregiving. **Educational institutions** should enhance mental health knowledge through teaching, monitoring risky behaviors and providing assistance and support to students. **Workplaces** need to create conducive environments and effective work systems while reducing mental health risks. **Community institutions** should promote the development and provide mental health services within communities; 2) **Treatment:** There an urgent need to increase the number of mental health professionals and expand services for psychiatric patients in rehabilitation and recovery institutions. Furthermore, digital technology should be utilized more to increase access to services; and 3) **Monitoring and Recovery Assistance:** A centralized mental health database covering the entire spectrum is necessary. There should be prompt follow-up treatment for patients at risk of violence, as well as the development of community welfare systems and social promotion to facilitate psychological recovery and strengthen mental health initiatives.

What to Do When Thailand Becomes a Single Society?

Thailand is currently accelerating policies to encourage childbearing among couples to address the low birth rate. However, **in terms of social status**, the National Statistical Office's 2023 Household Socio-Economic Survey (SES) indicates that a growing number of Thai people are single, with 1 in 5 being single, which accounts for 23.9 percent of the overall population. Among those of reproductive age, the proportion of single individuals is at 40.5 percent, nearly double the national average, up from 35.7 percent in 2017. **Factors contributing to singlehood** can be divided into 4 dimensions, including: 1) **Modern social values:** such as *SINK (Single Income, No Kids)* or individuals who focus on self-spending without children. SES 2023 data shows that the proportion of SINK individuals increases with income level. *PANK (Professional Aunt, No Kids)* refers to single women aged 30 and over, who have a good income or career and no children, often focus on taking care of nieces and nephews around their surroundings. There are 2.8 million PANK individuals, most of whom have good incomes and high educational degrees. *Waithood* refers to individuals who delay relationships due to unpreparedness or economic instability. This group could be observed in 40 percent of single people in the lowest income bracket, predominantly males (62.6 percent), with limited earning

abilities due to lower education levels; 2) **Mismatched needs and expectations:** changing social expectations and attitudes towards partners make finding a suitable partner difficult. A 2021 survey by MeetNLunch (Thailand) found that 76.0 percent of women would not date a man who earns less, and 83.0 percent would not date a shorter man. Conversely, 59.0 percent of men would not date a taller woman, and 60.0 percent would not date a divorced woman; 3) **Chances to meet people:** In 2023, single individuals have working hours higher than the national average. Additionally, Bangkok ranks 5th in the city with the heaviest workload. This has limited opportunities for single individuals to find partners; 4) **Inconsistent government policies to promote relationships and insufficient for the needs of the singles:** Thailand's policy to promote partnerships hasn't been extensive in recent years, focusing mainly on single individuals who are ready. In contrast, other countries offer more comprehensive support to promote coupling that include alleviating financial burdens and creating opportunities for individuals to find partners.

However, there are supportive guidelines to help single individuals find partners as follows: 1) **Supporting tools for matching single people** through collaboration between the government and service providers to develop platforms that facilitate greater access for single individuals; 2) **Promoting work – life balance in both the public and private sectors** which will help single people receive a higher quality of life, giving them more chance to engage in activities they enjoy and to meet new people; 3) **Upgrading work – related skills** to increase opportunities for career advancement and income through courses that enhance both soft and hard skills. This can also provide single individuals with the chance to find partners within educational institutions; 4) **Consistently promoting social activities and participation** to provide single people with opportunities to meet, converse, and build new relationships through various activities.

Sandwich Generation and Caring for Multiple Generations

The Sandwich Generation refers to individuals who are responsible for caring for both their elderly parents and their own children, a growing trend due to the increasing global aging population and a steady or decreasing number of working individuals, which has led many countries to experience a rise of people in the Sandwich Generation. In Thailand, there are limited studies on this group. However, in terms of definition, extended households, consisting of three or more generations, can be considered as Sandwich Households. Insights from the Household Socio-Economic Survey conducted by the National Statistical Office reveal notable characteristics of such households: 1) **In 2023, Thailand had 3.4 million households with Sandwich characteristics**, accounting for 14.0 percent of all households, a decrease from 2017. Most of these households are three-generation families; 2) **Despite the working-age majority, these sandwich households face high dependency rates** due to an increasing proportion of elderly members and a declining proportion of working-age individuals; 3) **Most Sandwich Household members are informal workers**, with 47.2 percent engaged in agriculture or general labor, while 31.9 percent of household heads work in the private sector. Consequently,

over 80 percent lack secure income for retirement. In addition, these households possess few financial assets for savings; and 4) **Sandwich Households spend a greater share of income on consumption compared to other groups.** Most of these households have relatively low incomes, largely due to lower levels of education.

From this condition, despite a declining trend in Sandwich Households, **individuals within the Sandwich Generation continue to face significant challenges**, notably: 1) **Financial vulnerability:** as 49.1 percent of Sandwich households possess less than 10 percent of net income, with around 69.8 percent still burdened by debt. Moreover, the debt-to-income (per month) ratio in these households surpasses the national average, potentially hindering their long-term financial stability; and 2) **Health impacts**, as the Sandwich Generation is particularly prone to chronic diseases, with a higher prevalence of household heads having experienced non-communicable diseases (NCDs) compared to the national average for household heads. Moreover, they face elevated levels of stress and mental health issues, likely stemming from the dual demands of managing work responsibilities and caregiving of family members.

Thus, several measures could be implemented to alleviate the burdens on Sandwich Households, including: 1) **Promoting financial literacy** since before the retirement; 2) **Facilitating elderly employment** for the elderly who wish to work through skill training and proactive job matching, along with better access to financial resources; 3) **Utilizing care assistant services and technology in household** to help facilitate, enabling individuals to balance between family obligations and work commitments; and 4) **Supporting child and elderly care centers** by improving the childcare and elderly care facilities, or supporting business sector to operate. This includes providing legal incentives to stimulate business growth and availability in communities.

Insights into Personal Income Tax Compliance Among Thai Citizens

Thailand's personal income tax (PIT) collection faces significant challenges in terms of effectiveness and inclusivity. With over half of Thai workers engaged in informal employment, verifying incomes becomes a loophole, creating opportunities for some to evade tax obligations. However, not all cases stem from deliberate intent but from other reasons, such as lacking sufficient knowledge about filing procedures. The NESDC, in collaboration with the Research Centre for Social and Business Development Co., Ltd., conducted a survey and study of public attitudes toward tax compliance among individuals aged 25 and above. Findings revealed that only 35.7 percent of respondents submitted tax forms, primarily those with occupations that offer a consistent salary. Moreover, over 80.8 percent reported having adequate financial resources for their expenses. Conversely, 50.5 percent of respondents who met the criteria for filing failed to submit. These groups of individuals tend to have high school or vocational certificate education levels and reliance on informal employment, with an average monthly income of 12,115 baht. More than half of this group lives paycheck to paycheck, **In terms of understanding PIT**, it has been found that Thai people have a low level

of knowledge. Some are unaware that submitting tax returns and paying taxes is a legal. Over 65.6 percent of respondents were unaware that filing a form does not necessarily result in a tax payment. Furthermore, more than half of the respondents were unaware of the tax exemption for individuals with a net income not exceeding 150,000 baht. **In terms of perceptions of fairness in PIT collection**, the majority of Thai citizens perceive the fairness of the existing income tax collection system as moderate to low, primarily due to shortcomings in the inspection process. Consequently, some individuals who meet the income criteria opt not to file tax forms, while certain high-income earners exploit legal loopholes to avoid taxation. Moreover, the minimum income threshold subject to taxation fails to align with the current cost of living. **In terms of the willingness of Thai individuals to file and fulfill their tax obligations**, approximately 70 percent of respondents expressed readiness to comply if their income met the criteria or they could receive more or better welfare. However, one in three respondents disagreed with the notion of mandating tax form submission for all income earners without a minimum income threshold in place. **Regarding the motivating factors for Thai individuals to file tax forms**, individuals who had previously filed forms primarily valued the convenience of the process. In contrast, the non-filers with incomes that meet the criteria prefer to avoid the hassle of reviewing past tax records and provide additional documentation. **Regarding the tax incentives**, a significant motivating factor for tax payment was having more income than expenses, especially among the non-filers whose income met the criteria. Conversely, those who complied emphasized on allocation of state welfare.

In order to enhance the efficiency of personal income tax collection in Thailand, several actions may be necessary: 1) **Establishing accurate knowledge and understanding about PIT among the public**, starting from childhood and continuing through regular communication using easily understandable methods and formats; 2) **Creating awareness of tax utilization and its benefits to individuals**, by publicizing policy outcomes and welfare provisions, implementing policies with tangible results, and communicating the financial and fiscal condition of the country; 3) **Promoting voluntary tax compliance** by exempting or reducing various penalties, as well as implementing other incentive measures; 4) **Enforcing strict inspections and penalties for those with illicit activities**, by strengthening the efficiency of the inspection system. There could also be specific penalties for those who intentionally commit violations to create a deterrent effect; and 5) **Facilitating tax filers** by developing systems capable of handling a broader range of income data from various sources, as well as providing adequate personnel support and assistance throughout the filing process. Additionally, the government should prioritize fostering economic growth and ensuring sufficient income for individuals to cultivate readiness and comfort in tax compliance. This will ultimately expand the tax base, which in turn yields the long-term benefits of future policy design from more comprehensive databases.

Key Social Indicators

Components	2022	2023	2022				2023				2024
	Year	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
1. Employment^{1/}											
Workforce (Thousands)	39,903.3	40,447.2	39,622.8	39,764.0	40,088.6	40,142.5	40,281.0	40,302.2	40,531.8	40,673.9	40,226.4
% YOY	0.2	1.4	-0.6	-0.3	0.9	1.0	1.7	1.4	1.1	1.3	-0.1
Employed Person (Thousands)	39,221.1	39,912.0	38,720.2	39,010.9	39,566.0	39,591.7	39,629.2	39,677.5	40,091.3	40,250.1	39,579.0
% YOY	1.0	1.8	0.2	0.3	2.1	1.5	2.4	1.7	1.3	1.7	-0.1
Unemployed Person (Thousands)	527.0	395.2	607.6	546.6	491.4	462.5	421.1	429.0	401.2	329.3	407.7
Unemployment Rate (%)	1.32	0.98	1.53	1.37	1.23	1.15	1.05	-21.5	0.99	0.81	1.01
Underemployed Person (Thousands)	273.3	202.1	319.1	263.6	234.5	275.9	227.9	202.6	166.9	210.9	191.5
2. Household Debt^{2/}											
Household debt value (Trillion baht)	15.9	16.4	15.4	15.5	15.7	15.9	16.0	16.1	16.2	16.4	N.A.
% YOY	3.8	3.0	3.6	3.4	4.1	3.8	3.7	3.8	3.4	3.0	N.A.
Ratio to GDP (%)	91.4	91.3	93.7	92.8	91.5	91.4	90.7	90.8	91.0	91.3	N.A.
NPL (Billion baht)	140.4	157.8	146.5	142.7	140.6	140.4	144.0	146.5	151.8	157.8	N.A.
% YOY	-2.3	12.3	-1.5	-5.1	-6.0	-2.3	-1.7	2.7	7.9	12.3	N.A.
% NPL to Total Loan	2.62	2.88	2.78	2.69	2.62	2.62	2.68	2.71	2.79	2.88	N.A.
3. Health and Illness											
Number of patients under disease surveillance (person)^{3/}											
- Measles	249	317	32	38	96	82	58	39	107	113	543
- Meningococcal fever	18	11	3	2	3	10	2	2	4	3	2
- Encephalitis	923	893	241	213	264	205	303	209	194	187	316
- Cholera	5	3	1	0	1	3	1	0	1	1	2
- Hands, feet and mouth	98,982	64,021	740	4,734	79,223	14,285	11,483	8,928	29,974	13,636	15,957
- Dysentery	1,572	1,541	352	382	467	371	461	370	396	314	485
- Pneumonia	231,105	292,676	51,849	50,300	68,072	60,884	78,443	56,234	81,054	76,945	96,395
- Leptospirosis	3,601	4,460	231	529	1,376	1,465	622	774	1,591	1,473	767
- Dengue fever	45,145	157,142	1,461	9,485	19,625	14,574	10,948	23,067	76,579	46,548	24,131
- Influenza	79,374	478,175	8,247	4,859	31,498	34,770	39,457	24,874	211,103	202,741	121,074
- Rabies	3	4	1	0	0	2	1	1	0	2	0
Rate per 100,000 population of death with major chronic non-communicable diseases											
- High blood pressure	15.40	N.A.	No quarterly data available								N.A.
- Ischaemic heart disease	35.10	N.A.									N.A.
- Cerebrovascular disease	58.00	N.A.									N.A.
- Diabetes	25.90	N.A.									N.A.
- Cancer and tumors	127.90	N.A.									N.A.
4. Safety of life and property^{4/}											
- Against life, body, and sexuality crimes (cases)	15,166	18,509	3,697	3,695	3,820	3,954	4,630	4,777	4,584	4,682	5,086
- Property crimes (cases)	50,438	62,489	11,549	12,014	13,404	13,471	14,762	14,218	16,758	17,249	17,197
- Narcotics (cases)	361,290	303,972	86,493	92,224	87,189	95,384	84,543	70,154	69,391	79,905	89,811
- Receiving notification of cumulative victims ^{5/}	942,158	821,882	225,219	225,856	246,265	244,554	208,612	200,037	196,822	217,234	223,444
- Fatalities due to land accidents (deaths)	14,965	14,126	3,510	3,570	3,649	4,285	3,781	3,547	3,133	3,653	3,748
5. Consumer Protection											
5.1 Number of Complaints filed to OCPB^{6/} (case)											
- Contracts	2,815	1,924	432	796	1,202	385	477	561	455	431	467
- Labelling	4,368	2,421	830	1,018	1,652	868	793	508	474	646	584
- Advertising	4,709	3,634	740	1,995	1,220	754	2,474	330	360	470	807
- Direct Selling and Direct Marketing	4,779	2,378	538	1,093	1,971	1,177	741	513	588	536	609
- Others	3,565	21,807	-	-	-	3,565	8,146	5,592	4,428	3,641	3,319
5.2 Consumer Complaints filed to NBTC^{7/} (case)											
	3,431	1,593	1,780	624	502	525	474	371	297	451	414

Source: ^{1/} Labor force survey report, National Statistical Office, Ministry of Digital Economy and Society

^{2/} Bank of Thailand

^{3/} Bureau of Epidemiology, Department of Disease Control, Ministry of Health

^{4/} Criminal Record Information, Royal Thai Police

^{5/} Claims filed under Protection for Motor Vehicle Victims Act., Road Accidents Data Center for Road Safety Culture (THAI RSC)

^{6/} Office of the Consumer Protection Board, Office of the Prime Minister

^{7/} Office of The National Broadcasting and Telecommunications Commission (NBTC)