



NESDC News

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Thailand Social's Outlook of Q4/2021 and overview of 2021

Key social situations in the fourth quarter and the outlook of 2021 are elaborated as follows: Overall, labor situation has improved. The unemployment rate fell to 1.64 percent, the lowest since the COVID-19 began in the second quarter of 2020. Household debt remained stable. However, there was growing incidence of crime. There was a decrease in the number of patients with surveillance diseases, alcohol and tobacco consumption, and the number of reported accidents. Meanwhile, consumer complaints were on the rise. In addition, this report also provides three interesting social situations including Metaverse: the new opportunities in Thailand, Homeless people: a way to improve their livelihoods to be self-reliant in society, Impact of demographic change in Thailand from the perspective of the National Transfer Account (NTA), and the article "Voice of SMEs in the Tourism Sector: Adaptation and Opinions on State Aid".

The labor situation began to recover from the impact of COVID-19 in Q4/2021. Employment rate increased and the unemployment rate was at the lowest since Q2/2020. In terms of the outlook for 2021, employment increased, but the unemployment rate remained higher than the previous year due to the pandemic that deeply affected the economy and employment in the first three quarters of the year.

In Q4/2021, 37.9 million people were employed, a 1.0 percent decrease from the same period last year as a result of a decrease in the labor force. The employment rate was 98.1 percent, an increase from 97.6 percent in the previous quarter and 98.0 percent the previous year, indicating an improving labor market. There were 12.6 million persons employed in the agricultural sector, a 1.3 percent increase due to crop postponement from the third quarter to the current quarter and incentives from higher agricultural product prices. On the other hand, non-agricultural sector employed 25.3 million people, a 2.1 percent decline, attributed to a 7.9 percent decline in hotel/restaurant sector, a 6.9 percent decline in construction sector, and a 1.2 percent decline in manufacturing sector. This was due to a decline in employment in labor-intensive manufacturing sectors, which were particularly hard hit by COVID-19, while employment in export-oriented sectors increased. **The number of hours worked slightly improved in line with the economic recovery.** Working hours in the private sector were 45.6 hours per week, a 0.3 percent increase from the same period last year but still lower than pre-crisis period. The total number of underemployment workers was 4.4 hundred thousand, a 14.1 percent decrease. There were 2.6 million people who went into quasi-unemployment (those who work less than 20 hours in agricultural sector and less

than 24 hours in non-agricultural sector), decreased from 3.2 million people in the previous quarter. **Unemployment fell to its lowest level since the impact of COVID-19**, at 1.64 percent, the lowest level since the second quarter of 2020. The total number of unemployed people was 6.3 hundred thousand, a 21.7 percent decrease from the previous year. This was due to a decrease in the number of unemployed who worked before. Meanwhile, the number of new workers entering the labor force increased by 4.1 percent, with new graduates with tertiary education accounting for 49.3 percent of all unemployed new graduates. **Unemployment has decreased in the formal sector.** The proportion of people receiving unemployment compensation to Article 33 insurers was 2.27 percent, a decrease for the fifth quarter in a row.

In terms of labor situation in 2021, 37.8 million people were employed, a 0.2 percent increase, with a 1.8 percent increase in agricultural employment due to the influx of workers affected by COVID-19. Outside the agricultural sector, employment fell by 0.6 percent, with the exception of the transportation sector, which increased by 2.7 percent. In the private sector, **working hours** increased to 44.4 hours per week from 43.2 hours per week last year. However, underemployment remained at a high level. **The unemployment rate** increased from 1.69 percent in 2020 to 1.93 percent in 2021 as a result of the cumulative effect since the beginning of the year. However, unemployment in the formal sector continued to fall, as indicated by a decrease in the number of new unemployment benefit claimants.

Issues that needs to follow in the next phase include: 1) **the implementation of economic measures that support economic recovery while also controlling the outbreak.** Economic measures must place a greater emphasis on economic activity and contributing to the recovery of SMEs, which employ more than a third of the total labor force, as well as creating jobs at the community level to support local development, in combination with strict epidemic control. 2) **The significant increase in the informal workforce** (running business privately without employees and helping household businesses without pay). Because the majority of them are in the agricultural sector, which employs workers affected by COVID-19. Therefore, incentives for these workers to apply for insurance are required in order to maintain stability. 3) **The burden of the cost of living** Rising product prices in the third and fourth quarters of 2021 increased the burden on workers, particularly those earning the minimum wage. The price level will be closely monitored in the following phase to determine whether or not there is a continuous upward trend. 4) **Promoting skill development and skill modification in response to enterprise and local needs**, particularly among tertiary and long-term unemployed, that continue to have a high unemployment rate. This also includes reparatiated workers, which allows workers to upgrade or adjust their skills to meet the needs of the business sector and local economy, resulting in a stable income and helping to stimulate the local economy.

Household debt growth slowed in Q3/2021. Loan quality improved slightly. NPLs, on the other hand, must be monitored as the ratio of loans overdue for less than three months to total loans tended to rise.

Household debt reached 14.35 trillion baht in Q3/2021, an increase of 4.2 percent, down from 5.1 percent in the previous quarter, attributed to a slowdown in all loan types. The proportion of household debt to GDP stood at 89.3 percent, unchanged from the previous quarter. Capability to service debt improved slightly. Non-performing consumer debt (NPLs) was 150 billion baht, or 2.89 percent of total loans, a decrease from 2.92 percent the previous quarter. This was partly due to the credit quality management of financial institutions. However, bad debt problems must be closely monitored because the proportion of personal consumer loans that are overdue by less than three months to total loans is increasing continuously. If there are negative factors affecting household income, bad debt may increase.

Household debt tends to rise in the following period. This is because 1) high-income households or those who have not been affected by the crisis are more likely to incur debt, particularly in auto loans. Pre-orders for motorcycles and cars at the Motor Expo 2021 in early December 2021 exceeded the target of 30,000 units, and housing loans increased as a result of financial institutions easing mortgage regulatory measures, and 2) groups impacted by the COVID-19 need personal consumer loans to compensate for liquidity lost due to income loss.

The current high level of household debt, on the other hand, may be a constraint on economic growth, therefore, must place more emphasis on: **1) Accelerating the implementation of debt resolution measures.** There is still a problem among debtors of state-owned Specialized Banks (SFIs) who have been helped only by temporarily delaying debt repayment, such as extending the period or imposing debt moratorium, which cannot resolve the issue concretely. **2) Encouraging households to access credit in order to increase liquidity,** but taking into account the household's ability to repay debt in order to avoid excessive debt. **3) supporting households in obtaining higher-paying jobs** by focusing on labor skill development

Surveillance diseases in the fourth quarter and overall 2021 declined. Mental health situation tended to improve. However, the spread of COVID-19 must be closely monitored among children, the elderly, and vulnerable populations.

In Q4/2021, illness with surveillance diseases decreased by 67.9 percent, a decline across all diseases. This was the most significant reduction in patients with hand, foot, and mouth disease, with a drop of more than 95.8 percent. As a result, overall in 2021, patients with surveillance diseases decreased by 54.5 percent from 2020 because people reduced social interaction and continued to maintain their health. Although Thai people's mental health improved, 46 percent of those who thought they were depressed were neglectful and unaware of appropriate strategies to manage stress and depression. There is a need for public relations

channels that provide assistance or counseling and educate the public about effective stress management techniques in order to mitigate the severity of depression and suicide. Additionally, surveillance of COVID-19 infection must be conducted among the young population, which still has a low vaccination rate. This also includes the elderly and vulnerable populations, who may not be adequately vaccinated to achieve full immunity. As a result, vaccination and disease prevention must be prioritized on an individual basis.

Consumption of alcohol and cigarettes increased in the fourth quarter, while the overall consumption for the year 2021 decreased.

Alcohol and cigarette consumption increased by 0.1 percent in Q4/2021, with alcohol consumption increasing by 1.2 percent and tobacco consumption decreasing by 2.0 percent. For the whole year of 2021, consumption of alcoholic beverages and cigarettes decreased by 1.8 percent as a result of the closure of service facilities, entertainment venues, pubs, bars, and karaoke, as well as the measure restricting the sale of alcoholic beverages. However, caution is required. Alcohol consumption can impair one's ability to control oneself and increase the risk of contracting COVID-19 by 2-3 times. Consumption of alcohol is also a risk factor for developing chronic non-communicable diseases (NCDs). Moreover, the initiative to legalize E-cigarettes will require a thorough study because there is evidence from other countries that E-cigarette users are at risk of becoming dual users, or smoking both conventional and electronic cigarettes. This will have a more detrimental effect on health. Additionally, there is a risk of brain fatigue, particularly if they begin smoking E-cigarettes before the age of 14.

Overall criminal cases increased, including drug cases, life and sexual assault cases, and also crimes against property. It is needed to keep monitor against cybercrime offenses. Therefore, preventive measures must be added by adding more surveillance and applying modern technology to suppress and to reduce the chances of committing crimes.

In Q4/2021, overall criminal cases increased by 43.7 percents from the same quarter last year. Drug cases, crimes against property, and life and sexual assault cases increased by 49.6, 17.9 and 12.4 percents respectively. Overall criminal cases of 2021 increased from 2020 by 41.5 percents which caused by the rises of drug cases of 46.4 percents, considered to be the highest percentage in 8 years. Crime against property rose by 18.2 percent, and life and sexual assault cases rose by 6 percent. The issues that need to be monitored are drug problem and computer crime cases. Currently, the drug trafficking process has improved the order forms, along with a wider variety of transport that makes it difficult for officers to inspect. While the number of crimes committed by computer users increased 3.3 times in 2021, preventive measures must be increased by adopting modern technology to deter it such as increase surveillance to reduce the crimes.

Accidents and deaths are reduced. The main reason is from the individual. Therefore, the law must be strictly applied to the offenders to ensure safety on the roads.

In Q4/2021, road traffic accidents and deaths decreased by 4.9 percent and 19.7 percent, respectively. Overall, in 2021, the number of accident reports increased by 6.4 percent from 2020, while the number of deaths decreased by 10.2 percent. The average death rate was 18 people per day, and the total number of injuries increased by 1.8 percent. Motorcycles were the highest number of accidents with a 2.6 percent increase, a 3.1 percent decrease in passenger cars and a decrease in accidents involving pedestrians by 13.5 percent mainly because of the individual. Therefore, it is still important to strictly enforce the law against those who violate the law.

Complaints through the OCPB has decreased while more complaints through the Office of the NBTC and overall in 2021, there is a tendency to increase.

In Q4/2021, OCPB received 29.2 percent decrease in complaints of goods and services from the same period last year. The most common complaints are about products and services, followed by booking a plane ticket/airlines. Meanwhile, complaints made through the Office of the NBTC increased by 280.8 percent from the same period last year. Most of the complaints are mobile-related, especially the issue of receiving short messages from SMS for Consumer Protection. In 2021 overall complaints went up 3.6 percent from previous year. There is an issue that needs to be paid attention to, namely, the advertisement for the sale of Mystery Box. It is found that there are problems of worthlessness of the product, and the product is not up to standard or near expiration date which has no clear laws and supervision. Currently, the OCPB is considering legislation to control the sale of mystery random boxes and will expand the surveillance to take care of the product offering in the form of live reviews. This will result in consumers receiving more fair trading of such products.

Metaverse: the new opportunities in Thailand

Metaverse is an upgrade of communication or interpersonal interaction from the traditional form of service through the website or application into the interactions between people that are closer to the real world or transform the experience of real-world interactions into digital format through four elements: **the virtual world**, **Extended Reality (XR)**, which will be an environment that users can share, **the perception technology** in which users of the virtual world need to have Virtual Reality (VR) technology that allows users to experience realistic and Augmented Reality (AR) that combines real environments with virtual objects, **the economic activity system** that consist of having an avatar or representative of a digital user who has to perform activities in the virtual world, and systems and mediums of exchange that require digital assets, including **a high-speed internet network, a computing and security systems** that make Metaverse useful in many ways such as in business where people can sell

products without having a storefront or able to design products and try out products without having to actually produce them. As well as for health care, it can be used in treatment, learning, communication, or work that improves teleworking patterns. Providing users the feeling of being with their co-workers as if they were working in the real office. From the above benefits, it causes the world's leading companies to invest more in technology development and it is expected to create substantial economic value in the future. According to Bloomberg Intelligence, it is estimated that Metaverse will be worth \$480 billion by 2020 and will reach \$780 billion by 2024. Same as Goldman Sachs, they forecasted that Metaverse will worth \$8 trillion in market capitalization.

For Thailand, Metaverse will be a technology that will support the development of the country, such as the creative economy and digital economy as well as to drive the economy according to the targeted industries by the draft 13th National Economic and Social Development Plan. For example, the restructuring of the manufacturing and service sectors towards an innovation-based economy, being a medical and health care hub and being an electronics manufacturing base. However, Thailand must prepare to be able to use it effectively. The issues that must be taken into account are as follows: **1) Opportunities for Thai people and businesses to have comprehensive access** due to the high cost of access equipment, while most of the business sectors are not very technologically competent. Moreover, the digital skills of Thai people are not good enough. **2) Promoting the development of digital workforce to support the change of technology.** At present, the production of manpower in information technology in Thailand is still limited, while it is expected that in the next 5 - 10 years, demand in the IT field will continue to grow. According to the IMD World Digital Competitiveness ranking in 2021, Thailand also finds weaknesses in its readiness for the future, education and training. **3) Internet Speed and the coverage** Metaverse requires high-speed Internet for immediate and continuous response but Thailand's 5G internet service areas are not yet covered in all areas **4) A clear laws that govern the system.** Metaverse is an open system that allows users around the world to engage in collaborative and simultaneous activities. Oversight and legal controls should be clear in the event of wrongdoing but shall apply only to the extent of Thailand. Moreover, transactions on Metaverse require digital assets but Thailand has not yet determined that digital assets can be used as a medium for payment of goods and services. **5) Data security** which service users need to be protected concisely and must be careful of personal data loss.

Homeless people: a way to improve their livelihoods to be self-reliant in society

The homeless are among the people who often slip out of social protection and are left behind. This is evident during the COVID-19 epidemic situation, causing the number of homeless people to increase by 30 percent (data from the survey of the Ministry of Education, together with the Thai Health Promotion Foundation and the network). And according to the information of the Isarachon Foundation, surveyed of homeless people in five districts in

Bangkok from 2013 to 2020, it is found that the number of homeless people has continued to grow at an average of 5.1 percent per year. **To tackle the problems and to help the homeless**, there are actions as follows: (1) *the public sector*, which is carried out mainly through the Ministry of Social development and human security. There will be a mechanism to help, namely the Center for the Protection of the Homeless and homeless shelters. (2) *Private entities* such as the homeless network and Mirror Foundation who will provide assistance in the form of a shelter including immediate assistance which solves the problem of homeless people to be sustainable self-reliant. Moreover, they consider the homeless as part of a society (social inclusion) where everyone has value, respect the difference as well as being fully involved in society. More actions are needed in many areas to help tackling the problems from all sectors. However, there are **factors that hinder the implementation**, including: 1) *the lack of a clear awareness of the homeless situation* which leads to comprehensive troubleshooting is difficult. 2) *Emphasis on assistance through homeless shelters alone may not solve all problems*. There are still some homeless people who want to live independently and do not want to live in designated places. Thus, the solution can only be done for the homeless in the protection shelters. 3) *the perspective of the people in society towards the homeless and the attitude of the homeless towards themselves*. The homeless are often viewed by society as incompetent and dangerous resulting in social distrust which cause a limitation to find employment and being part of society. While the negative attitudes of homeless people towards themselves result in some people have mental health problems and are unable to break free from homelessness. 4) *The low skill level allows only the basic occupation and have insufficient income for self-reliance giving the opportunity to return to being homeless again*. The approach to upgrading the skills and careers of the Department of Social Development in most protected homes provides only short-term basic vocational training which is not linked to the job title, including measures to employ homeless people in the protection center is also a short-term and intermittent employment. This makes it difficult to have a continuous income opportunity. 5) *Conditions or regulations limit access to basic public welfare*. The lack of technological readiness and lack of registration evidence make it difficult to access to the government assistance measures.

In order to improve the quality of life of homeless people to be able to be self-reliant, there should be guidelines as follows: 1) *Establish a database of vulnerable groups and the homeless*. There should be a database that is constantly updated. 2) *Solving the homeless problem must be done in a holistic way* by integrating assistance from both the public and private sectors, both the target groups in the Protection Center and non-participating groups by focusing on promoting rather than helping 3) *Create knowledge and understanding about homeless people in society* by publicizing or disseminating information about the homeless to the society. This will help increase job opportunities including returning to society 4) *Adjusting the welfare scheme* in accordance with the conditions or regulations for receiving welfare especially in public health. 5) *Promoting the employment of the homeless*,

such as social employment by the public or the private sector to employ the homeless or vulnerable groups. *6) Promote the role of the private sector and the homeless people's network* to create innovations together to improve the quality of life of the homeless in a comprehensive way.

Impact of demographic change in Thailand from the perspective of the National Transfer Account (NTA)

Thailand will enter the aged society completely within the next year, and the birth rate will continue to decline, affecting the economy and society broadly. As a result, tools for in-depth analysis are required in order to design policies or measures to mitigate future impacts. The National Transfer Account (NTA), that combines national income with the age structure of the population, will be a critical tool for fully reflecting the impact of changes in population structure.

The NTA study in 2019 found that **1) Overall, Thai people earn less from work than they spend on consumption over their lifetimes** (income deficit), amounting to 2.04 trillion baht, or approximately 30 thousand baht per person. Income deficit is likely to increase to 2.16 trillion baht in 2023 and 2.57 trillion baht in 2033, yet Thai people still have low savings. **2) The public sector will have more fiscal burden** due to changes in population structure. Public health expenditure to GDP is expected to increase to 12.71 percent by 2040, while education expenditure to GDP is expected to increase to 4.71 percent. Additionally, the public debt-to-GDP ratio could rise above 5.41 percent as a result of the declining working-age population. **3) Transitioning to an aging society will cause the economy to contract** on average by about 0.5 percent per year. and **4) those of working age must earn an income worth 7.7 million baht** to care for children, the elderly, and themselves in order to support the consumption of the children and the elderly, as well as their own retirement planning (to live until 90 years)

The above study's findings reflect the following critical points: **1) Increasing income will be important to alleviate the income deficit and potentially enhance economic expansion.** Skills for children must be prepared in accordance with labor market demands and the direction of national development. Raising the income of the working-age population, developing skills for the NEET population to generate income and add value to the economy, and encouraging elderly participation in economic activities. **2) Compensation for labor shortages through the shifting of highly skilled Thai workers abroad and the importation of highly skilled foreign workers** to support long-term economic restructuring toward high-value industries. **3) Strengthening household finances**, which includes increasing household savings to reduce financial risks, particularly during emergencies, as well as retirement planning to reduce financial stress when income is reduced. **4) Improving the country's fiscal system in order to achieve fiscal balance and improve people's quality of life.**

Article “Voice of SMEs in the Tourism Sector: Adaptation and Opinions on State Aid”

The COVID-19 outbreak situation has severely affected the tourism sector especially SMEs, which the GDP of SMEs in the field of hotel/restaurant decreased by as much as 47 percent. However, some operators can adjust their business which reflects the strength of entrepreneurs. Thus, the study of the adaptation of entrepreneurs and labor from the impact as well as the reflections on government measures, will serve as lessons and suggestions on ways to restore SMEs to create employment and drive the economy further.

Therefore, NESDC has conducted a survey on the adaptation of workers and SMEs from the COVID-19 epidemic in the tourism sector. The survey conducted in 5 categories, namely accommodation, food service, land transportation, tourism and souvenir selling, in 6 provinces: Bangkok, Chiang Mai, Nakhon Ratchasima, Phuket, Chon Buri, Prachuap Khiri Khan during June - September 2021. The key survey results are:

1. *Declining income for entrepreneurs during COVID-19 affects financial liquidity and increased debt.* In 2021, revenues have declined more than in 2020 compared to the pre-COVID-19 period, especially in the accommodation, tourism and food service groups. More than one-third of entrepreneurs have financial liquidity problems. As a result, the number of entrepreneurs who are in debt in 2021 will increase by about 10 percent from 2019, as well as the ability to pay debts decreased from normal (93.4 percent) to 63.3 percent in 2021.

2. *Financial basis, fixed cost of running a business and flexibility in changing business models* It is an important factor for the survival of the business. A good financial liquidity with low fixed costs makes it possible to reduce working hours or salary to maintain business. In addition, businesses that have the flexibility to adjust their marketing plans in accordance with changing situations will be able to survive.

3. *Workers' incomes are reduced, affecting savings, debt and stress.* Most of the workers had lower incomes from the reduction of working hours, reduction of salary or suspension of work. As a result, the proportion of those who have money left to save is reduced. On the debt side, in 2020, the proportion of those in debt increased by 44.4 percent and rose to 46.3 percent in 2021. The impact was on workers' stress, with two-thirds of workers feeling stressed/anxious especially about job security or fear of contracting the disease.

4. *Technology is essential for business survival. However, its adoption to SMEs proceed gradually.* Most entrepreneurs (84.7 percent) sell products/services through online channels, 77.5 percent of them do marketing through online channels, and 88.4 percent accept digital payments. However, only 34.6 percent of them that use technology for business management. Meanwhile, the majority of workers, accounted for 83.7 percent, said they had a moderate to high level of knowledge and understanding of technology, and 97.4 percent were not worried if employers will bring technology to help work more.

As for **the reflections on the government's measures to help and rehabilitate the economy**, it was found that 1) *Most of the entrepreneurs participated in the government's purchasing power stimulus program but still view that the benefits received are moderate*, with 77.6 percent of entrepreneurs/workers participating in the government's purchasing power stimulus program, of which 63.1 percent viewed it as a measure that meets the needs. The benefits received were moderate. Measures that are thought to be good for the business are (1) capital support, (2) compensation support and (3) reductions in water/electricity/utilities costs. 2) *Only 1 out of 3 entrepreneurs are confident that they will be able to survive and return to rehabilitate their businesses after the COVID-19 crisis*, with only 36.4 percent of entrepreneurs being quite confident to the highest level. 70 percent of them has no plans for rehabilitation after the epidemic ends. There are suggestions for rehabilitation assistance, such as financial support for the business sector, support for financial assistance/business rehabilitation and public relations/advertisement of tourism to make it more attractive. 3) *Social security measures and purchasing power stimulation through the half-half campaign (Khon La Khrueng)* is a measure that most labor groups have access to more than other measures. The need for assistance in the form of compensation distribution/healing was the most wanted, followed by support/assistance/cost of living. 4) *Perspectives on the Covid-19 Management Policy for tourists*. Most of them assessed that the government's management of problems was not good enough because the tourism sector in the first place was not given importance. There are issues that should be improved, namely the determination of clear measures and guidelines especially about documents, procedures and methods related to tourists.

The results of the above survey indicated that SMEs in the tourism sector that are able to cope with crisis have an important factor which comprise of the financial foundation, adjusting the marketing plan according to the situation, relying not on a single group of customers and the ability to adapt to change. However, from the impact on the entrepreneurs/workers mentioned above, there should be countermeasures as follows: (1) *financial support to enhance liquidity and reduce the burden of expenses for entrepreneurs/labourers* by emphasizing an access to assistance measures such as low-interest loans for business rehabilitation, tax reduction or exemption including remedial assistance for workers who are not in the social security system. (2) *Tourism promotion* by organizing a campaign to promote seasonal tourism which mainly focuses on domestic tourism, supporting tourism for low-income households, creating travel packages together with accommodation, and restaurants for SMEs. (3) *Promoting skills and using technology/innovation for tourism* by developing a free internet system to be comprehensive and thorough. Support training to develop digital skills in accordance with the business characteristics of entrepreneurs/workers including support and training on labor skills, especially in vocational education groups in SMEs to prepare them to keep up with development.

Key Social Indicators

Components	2020	2021	2020				2021					
	Year	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
1. Employment ^{1/}												
Workforce (Thousands)	38,544	38,700	38,193	38,173	38,726	39,086	38,750	38,778	38,641	38,631		
%YOY	1.0	0.4	-0.4	-0.6	2.0	2.9	1.5	1.6	-0.2	-1.2		
Employed Person (Thousands)	37,680	37,752	37,424	37,081	37,927	38,289	37,581	37,822	37,706	37,899		
%YOY	0.2	0.2	-0.7	-1.9	1.2	2.2	0.4	2.0	-0.6	-1.0		
Unemployed Person (Thousands)	651	748	395	745	738	727	758	732	871	632		
Unemployment Rate (%)	1.69	1.93	1.03	1.95	1.90	1.86	1.96	1.89	2.25	1.64		
Underemployed Person (Thousands)	485	584	284	704	442	510	651	469	778	438		
2. Household debt ^{2/}												
household debt value (Trillion baht)	14.04	N.A.	13.50	13.59	13.77	14.04	14.14	14.28	14.35	N.A.		
% YOY	4.1	N.A.	4.1	3.8	3.9	4.1	4.7	5.1	4.2	N.A.		
Ratio to GDP (percent)	89.4	N.A.	80.2	83.8	86.6	89.4	90.6	89.3	89.3	N.A.		
NPL (Billion baht)	144.4	N.A.	156.2	152.5	144.3	144.4	148.7	150.4	149.7	N.A.		
% YOY	2.7	N.A.	23.6	19.7	8.3	2.7	-4.8	-1.4	3.7	N.A.		
% NPL to Total loan	2.84	N.A.	3.23	3.12	2.91	2.84	2.92	2.92	2.89	N.A.		
3. Health and Illness												
Number of patients under disease surveillance ^{3/}												
- Measles	1,212	(-81.7)	227	(-81.3)	746	146	194	126	111	65	23	28
- Meningococcal fever	12	(-52)	13	(8.3)	5	3	2	5	3	3	2	2
- Encephalitis	908	(1.6)	663	(-27.0)	275	190	266	177	272	153	122	116
- Cholera	5	(-58.3)	1	(-80.0)	0	1	2	2	0	0	0	0
- Hands, feet and mouth	33,310	(-50.5)	19,008	(-42.9)	5,512	1,153	5,003	21,642	13,023	3,723	1,360	902
- Dysentery	2,234	(-12.6)	1,203	(-46.2)	679	573	586	396	469	351	214	169
- Pneumonia	196,403	(-23.4)	153,277	(-22.0)	77,549	29,430	35,389	54,035	47,665	32,500	46,461	26,651
- Leptospirosis	1,641	(-24.4)	1,150	(-29.9)	269	334	526	512	245	275	269	361
- Dengue fever	72,130	(-45.0)	9,956	(-86.2)	9,183	18,159	36,187	8,601	2,530	3,088	2,677	1,661
- Influenza	123,602	(-68.8)	10,698	(-91.3)	99,365	4,957	8,293	10,987	5,967	2,537	1,070	1,124
- Rabies	3	(-0.0)	3	(0.0)	0	2	1	0	0	2	1	0
Rate per 100,000 population of death with major chronic non-communicable diseases												
- High blood pressure	14.20	n.a.	No quarterly data available									
- Ischaemic heart disease	32.60	n.a.										
- Cerebrovascular disease	52.80	n.a.										
- Diabetes	25.10	n.a.										
- Cancer and tumors	129.50	n.a.										
4. Safety of life and property ^{4/}												
- Deaths from road accidents (cases)	7,303	6,555	2,054	1,456	1,784	2,009	2,095	1,536	1,310	1,614		
Crimes against person (cases)	14,604	15,501	3,882	3,592	3,616	3,514	4,258	3,751	3,543	3,949		
- Property crimes (cases)	43,312	51,175	11,104	10,380	10,764	11,064	12,146	12,052	13,931	13,046		
- Narcotics (cases)	311,816	456,377	91,899	81,522	70,901	67,494	127,089	122,273	106,051	100,964		
5. Consumer Protection ^{5/}												
5.1 Number of complaints (cases)												
- Contract/Property	3,188	3,638	528	776	1,091	865	983	1,090	1,031	534		
- Goods and service	2,138	2,368	547	429	537	625	585	622	633	528		
- Advertisement	6,810	4,752	949	2,525	1,758	1,578	1,811	1,455	813	973		
- Law	0	0	0	0	0	0	0	0	0	0		
- Direct sales & marketing	3,828	3,619	534	1,189	975	1,130	731	762	1,190	936		
5.2 Hot line 1166 (cases)	55,551	38,736	15,258	13,737	13,278	13,278	10,749	8,578	10,005	9,400		

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/ Office of the Consumer Protection Board, Office of the Prime Minister