



# NESDC News

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## Thailand Social's Outlook of Q4/2020

Details of key social situations and movements in the fourth quarter of 2020 are elaborated as follows: the overall situations have improved due to the fact that the unemployment rate has been declining from the previous quarter, along with an increase in employment. There has also been a decrease in diseases under surveillance, criminal cases, road accidents, as well as a decrease in alcohol and tobacco consumption. For the whole year of 2020, other dimensions of social sectors have improved (i.e. the decrease of diseases, criminal cases and accidents), although the COVID-19 has significantly affected Thai society, resulting in lower employment and higher unemployment rate. In addition, this report also provides interesting social situations including the importance of digital skills development for the future or works, elderly income insurance for the better quality of life, and The article “Emergency Decree Authorising the Ministry of Finance to raise loans : what benefits can citizens get?”.

### **Employment increased slightly, while the unemployment rate remained high and working hours were still lower than pre-crisis levels**

There was an increase from 38 million employed persons to 39.1 million in Q4/2020, or a 2.9 percent increase from the same quarter last year. The increase was explained by the fact that more people outside the labor market moved to the labor force, in particular those who used to be housewives (not in laborforce) have shifted to self-employed workers. There were 38.3 million persons in employment, an increase of 2.2 percent, in which the employment in the agricultural sector increased by 3.4 percent. On the contrary, the employment rate in the non-agricultural sector increased by 1.6 percent, especially in transportation/storage, construction and hotel/restaurant sectors. The unemployment rate decreased from 1.95 percent and 1.90 percent in the second and third quarters respectively to 1.86 percent in the fourth quarter. The number of people receiving unemployment compensation decreased tremendously from 171,987 persons in May 2020 to 64,760 persons in December 2020, indicating that the employment in formal sector has been improving. The total number of hours worked were still lower than pre-crisis levels. The average number of hours worked in the private sector decreased from 46.4 hours per week last year to 45.4 hours per week this year, though it went up slightly from 44.2 hours per

week in the third quarter. The number of overtime workers or those who work more than 50 hours per week decreased by 2.9 percent, equivalent to 6.4 million workers, down from 6.6 million workers in the same period last year.

Throughout 2020, impacts of the COVID-19 on the labor market in Thailand have resulted in higher rates of unemployment and lower hours worked. Total labor force in 2020 was 38.5 million, an increase of 1.0 percent. There was also an increase of 0.2 percent of employment. The employment in the non-agricultural sector increased by 0.3 percent, whereas the employment in the agricultural sector decreased by 0.1 percent. The unemployment rate increased from 0.98 in 2019 to 1.69 percent in 2020. The average hours worked in the private sector also went down from 45.8 hours per week to 43.2 hours per week, a decrease of 5.7 percent. In addition, The number of overtime workers who work more than 50 hours per week went down to 17.1 percent. This implies that the workers were experiencing insufficient income to afford adequate necessities. According to the Household Socio-Economic Survey, household income decreased from 26,371 baht to 23,615 baht during the first half of 2020, or by 10.45 percent.

Anticipated issues that may impact the labor market and employment in 2021 are as follows:

(1) **The impact of the second wave of COVID-19 on Thai economy.** It will affect entrepreneurs who have not yet recovered if there is a new emerging phrase of outbreaks, causing a high risk of downgrading jobs and changing forms of employment. Some workers, especially those working in the small enterprises in hotels/restaurants or retail stores, have a greater risk of job displacement. Self-employed workers will experience lower income as private consumption contracts. If the virus cannot be controlled, combined with delays in the distribution of vaccines, the impact on the labor market and employment will be severe in the long run.

(2) **Drought situation in 2020.** Following the continuous decline in water levels in dams since 2019, the water supplies in 2020 was low. The actual water supply in dams and reservoirs (as of February 14, 2021) was 16,151 million cubic meters, which was 1,176 million cubic meters lower than in 2020. The anticipated drought will more than likely affect crops that require much water supplies for production.

(3) **Labor shortages, particularly high-tech and digital skills groups.** In the wake of COVID-19 outbreak in 2020, the employment in technology and digital enterprises have increased significantly due to changing business models that have used more robots and artificial intelligence and the internet. On the other hand, the productions and upskilling/reskilling programs for workers have not yet responded to such demand.

**Guidelines for managing the labor market** include (1) **maintaining the level of employment continuously** by 1) providing entrepreneurs access to liquidity enhancement

schemes in order to maintain employment during the crisis. 2) accelerating the disbursement of the Economic Rehabilitation Program to create jobs and generate income in the areas as soon as possible 3) promoting employment through online systems which gives people opportunities to access more jobs. (2) **preparing measures to cope with disasters that will affect labor force working in agriculture** by 1) planning and managing agricultural products in accordance with water supplies in each area 2) providing workers with jobs while unable to do agricultural work, as well as access to capital and market. (3) **supporting the reskilling and upskilling for workers to meet demands of employers** by campaigning for the benefits provided by the state's skills development programs, as well as promoting government online platforms such as "Thais Have Jobs" by the Ministry of Labour and "Futureskill-newcareer.in.th" by Ministry of Higher Education, Science, Research and Innovation.

**Household debt increased slightly, whereas credit quality required more close monitoring.**

Household debt was 13.77 trillion baht, increased from 3.8 percent in the previous quarter to 3.9 percent in the fourth quarter of 2020, equivalent to 86.6 percent of the total GDP. The rise of household debt was due to economic contraction as a result of COVID-19. The ability to pay debt has improved as non-performing loans (NPLs) was 144,329 million baht, a decrease of 2.91 percent from 3.12 percent in the previous quarter. This was a result of assistance measures and debt restructuring that prevented the deterioration of credit quality, which improved the quality of overall credits. However, the ability to repay debt needs to be closely monitored. The ratio of outstanding loans of less than 3 months (Special Mention Loan: SM) in personal consumption accounted for 6.7 of total loans, or twice the ratio of NPLs to total loans. It indicates the risk that such loans would turn into NPLs if household income and their ability to repay debt were negatively affected.

Trends in household debt in the next phrase: household debt is expected to increase close to the previous quarter. The government's stimulus package plan and other relief measures, combined with the economic activities that have begun to recover, will boost demand for personal loans and credit cards.

Recently, the government has continued to take measures to tackle the debt problem actively. However, the second wave of COVID-19 impacted their income and ability to repay household debt. It is a major challenge to find measures to help debtors remain solvent as a lack of liquidity will affect the economy severely. The next phase may include (1) debt restructuring for debtors who have previously been restructured, along with the new debt restructuring. (2) there must also be a classification of the debtors affected by the second wave of pandemic in order to prevent debtors who may not have financial problems from receiving debt restructuring assistance. (3) special assistance must also be provided to

low-income households because the loss of income will have a serious impact on their living conditions as they already have debt burdens and financial needs.

**The overall illness decreased, but the hand, foot and mouth disease among young children needed to be monitored.**

The number of patients under disease surveillance decreased by 51.9 percent in Q4/2020, which include 88.1 percent decreases of influenza patients, 69.3 percent decreases of dengue fever patients, and 20.9 percent decreases of pneumonia patients. However, the hand, foot, and mouth disease required a close monitoring as the number of children diagnosed with such disease has been doubled. Moreover, illness caused by the COVID-19 and PM 2.5 must be monitored continually. Throughout 2020, diseases under surveillance decreased by 50 percent partly because Thai people took care of themselves carefully, resulting in a lower number of seasonal illness reports.

**Consumption of alcohol and cigarettes decreased.**

In Q4/2020, the consumption of alcohol and cigarettes dropped by 3.2 percent. Alcohol consumption decreased by 4.7 percent, while cigarette consumption decreased by 0.5 percent. Throughout 2020, consumption of alcohol and cigarettes dropped by 3.6 percent due to the lockdown measures following the second outbreak of COVID-19. The government imposed the ban on alcohol sales, along with the closure of all entertainment venues and restaurants. Moreover, Thai people were aware that the act of smoking involved contacts, which increased the possibility of transmission of viruses and COVID-19 patients with a history of cigarette-smoking tended to have more severe outcomes than non-smokers. Therefore, people have changed their behaviors by consuming less alcohol and cigarettes for better health and reducing unnecessary costs. However, efforts to control alcohol and cigarette consumption, such as the campaign against alcohol abuse and smoking, should be made on a continuous basis in order to change their attitude and value substantially.

**The total number of criminal cases dropped, but crimes against property, illegal gambling and illegal border crossing must be monitored closely to prevent the spread of COVID-19.**

In Q4/2020, the total criminal cases decreased from the same quarter last year by 23.7 percent. Narcotic cases, life and sexual assault crimes, and property crimes decreased by 26.4 percent, 7.8 percent, and 7.5 percent respectively. Throughout 2020, total criminal cases decreased by 14.6 percent, narcotics cases decreased by 15.6 percent, life and sexual assault crimes decreased by 12.3 percent and property crimes also decreased by 7.5 percent. Due to the spread of COVID-19, the government imposed social distancing and lockdown measures which resulted in a lower number of crime cases. On the other hand, cyber crimes

showed increasing trends as they increased by 96.5 percent from 2019. Following the relaxation of COVID-19 restrictions, other forms of organized crime have begun to spike since the third quarter of 2020, with a 4.4 percent increase in cases of robbery and a 49.3 percent increase in motorcycle theft. Therefore, there is a need to monitor and control property-related crimes, the spread of new illicit drugs, illegal gambling and illegal border crossings, which are the risky factors that could trigger the surge in new COVID-19 cases.

**The number of accidents and deaths decreased. Meanwhile, during the new year of 2021, the death toll had risen, mainly because of individuals. Therefore, there is a need to continuously raise awareness of road safety to public.**

During Q4/2020, there was a drop in report of road accidents, deaths and injuries by 10.7 percent, 14.1 percent, and 7.2 percent respectively. Cutting in front of other vehicles (36.1 percent) accounted for the largest reason of accidents caused by individuals, followed by 35.7 percent of driving exceeding speed limits. Overall, in 2020, there was a decline in accident rates, deaths and injuries by 8.7 percent, 17.7 percent, and 9.9 percent respectively. However, in spite of some experiences from the previous festivals in Thailand, and it was during the new wave of COVID-19 pandemic, the number of deaths during new year 2021 climbed by 5.1 percent. This demonstrated that the situation on the road is still in a crisis that needs to be focused on changing the driving behaviour, physical environment, and the integrated solutions to serious problems from both policy-making center and local community in order to publicize the campaign to promote recognition, understanding and awareness of road safety. Moreover, to build a sustainable safety culture, there should also be an encouragement to change drivers' attitudes to be more socially responsible.

**The number of complaints to the National Consumer Protection Board (NCPB) and the National Broadcasting and Telecommunications Commission (NBTC) increased.**

In Q4/2020, the National Consumer Protection Board (NCPB) received complaints about goods and services more than the same period last year for 39.7 percent. Direct sales and marketing remained the top complaint of fraudulently inducing persons to invest money. While complaints to the National Broadcasting and Telecommunications Commission (NBTC) grew 58.2 percent from the same period of previous year, the most common complaining was about standard and quality of services. Presently, in all fairness to both service users and providers, the National Broadcasting and Telecommunications Commission (NBTC) has issued a notice for determining and regulating the high level of domestic mobile phone service fee that exceed the usage rights, namely (1) Voice Service (2) Short Message Service (3) Multimedia Messaging Service and (4) Mobile Internet Service. Throughout 2020, complaints to the National Consumer Protection Board (NCPB) and the National Broadcasting and Telecommunications Commission (NBTC) increased by 2.6 and 5.2 respectively. There are

important issues to be kept under surveillance to protect consumers including (1) counterfeit products and inflated prices of both purchasing directly from the stores and online channels (2) Fraudulent sales of insurance for COVID-19 (3) Cyber threats from Work From Home measure (4) Consumer protection from cross-boarder e-commerce which is not under supervision of authority in those parts that are being traded outside platforms and those that are being traded on platforms that are not registered in the country.

### **Digital skills development is important for working in the future**

The COVID-19 pandemic led to the remarkable rise of internet usage due to the lifestyle has been changed. Apart from being conducive to life during the epidemic, it is also an important part of living in a new way and working in the future. According to the World Economic Forum in 2020, over the next five years, over 43 percent of businesses plan to reduce their workers, 41 percent of them will hire specialists for specific jobs instead of their existing employees and 34 percent of businesses need more skilled workers. The need for tech jobs, such as Data Analysts and Scientists, AI and Machine Learning Specialists, Big Data Specialists, and Digital Marketing and Strategy Specialists is on the rise. Businesses will focus on the use of technology which requires mainly digital and technological skills workforces.

While Thai workers need more development on digital skills to work in the future, according to WEF Digital skill report 2020, there was only 54.9 percent of digital skills literate workers, ranking at 89<sup>th</sup> from 140 countries. It corresponded to the IMD World Digital Skill ranking by the International Institute for Management Development (IMD) which evaluated from three major areas, namely knowledge, technology, and readiness for the future. In 2020, Thailand had net score at 64.265 out of 100 and was ranked at 39<sup>th</sup> from 63 countries. The most weakness of Thailand in the readiness for future had a mere of 49.936 scores which ranked at 45<sup>th</sup>. The factors contributed to the significant weak point are the training and educating (55<sup>th</sup>), and the attitude of adaptability to work in the future (53<sup>rd</sup>). Guidelines for developing digital skills from examples of foreign countries can be classified into 2 parts, namely, (1) The skill development of the workforce which consists of expanding ICT users and accessibility, having a proactive labor market policy where actions must be linked to the skills with the market demands and promotion of developing digital labor skills (2) Enhancement of ICT education must be taken from planning by linking ICT education with other plans, including finding a support and collaboration with the private sector. There must be a comprehensive development of the ICT infrastructure, which includes the development of skilled teachers, establishing the standard for ICT learning and making ICT a lifelong learning. Providing sufficient devices to support teaching and learning, as well as monitoring and evaluation of the use of ICT in the study must also be improved. Thailand may apply these methodologies to develop the Thai labors to have the capability to the work in the future and to increase the ultimate competitiveness of the country.

### **Income insurance for elderly : for the better quality of life**

Despite the fact that Thailand has become aged society since 2005 which is going to become a complete aged society in 2023 and will be a super aged society in 2033, savings in the elderly are not enough to ensure life security. According to “Preparation for savings and health in longevity society” report from TDRI in 2019, it stated that the income must be earned at the age of 60 to allow enough expenditures to reach the age of 100 for middle-income people living in the urban area is approximately 4.3 million baht, and 2.8 million baht for those residing in rural areas. In 2019, it was found that there were merely 1.2 hundred thousand households that had saving over 2.8 million baht, showing that the current household savings status is not enough. In addition, Thailand’s pension system was rated low. According to 2 global institutes which are Mercer CFA and Allianz, both stated that Thailand’s pension system had low scores, especially in sufficiency dimension. 37.9 million Thai workers are supported by one type of pension system, (1) 17.5 million formal workers have government pension funds, provident fund, and social security fund under section 33 and section 39 (receiving pensions from both funds and senior living allowance) (2) 20.4 million informal workers only have voluntary savings provided by the government. It is divided into the social security fund under section 40 (3.5 million people) and the National Savings Fund (2.4 million people), both of which will also receive a living allowance for the elderly. The remaining 14.5 million workers will receive only the old age allowance. Considering the adequacy of retirement pensions, Thailand has a gross pension replacement rate of 37.5 percent, while the OECD’s average is 52 percent which is markedly different. Moreover, the replacement rate of Thailand should be 50–60 percent, but only the government officials will have sufficient income at 50–70 percent of the last month’s salary. Therefore, the government should proceed to (1) promoting savings to create income security for the elderly by raising awareness and increasing access to social insurance quickly and easily for both applying and claiming for benefits, as well as reviewing the maximum salary base for calculating social security contributions and adjusting the savings rate so that workers can save more while people can additionally be prepared by their own saving. (2) promoting income after retirement and financial literacy by encouraging to work according to the abilities of the elderly, and boosting up financial literacy.

### **The article “Emergency Decree Authorising the Ministry of Finance to raise loan : what benefits can citizens get?”**

The Coronavirus 2019 has driven Thai economy into damaging recession which adversely affected all professions. Therefore, the government shall have the authority to have the Emergency Decree Authorising the Ministry of Finance to raise loans of a total value of one trillion baht, for the benefit of solving problems, remedying and compensating citizens, farmers and entrepreneurs, as well as restoring the economy and society. The loan from the Emergency Decree shall be distributed

into three main areas. The 1<sup>st</sup> scheme aims at health care system with a budget limit of 45,000 million baht to support expenditures such as remedies, compensations, allowance for risk of health professionals, purchasing and procurement of medical equipment, medicines, vaccines and operating rooms, necessary costs for treatment/prevention/disease control/research and development, hospital preparation, and emergency situations handling. The 2<sup>nd</sup> scheme serves the purpose of aiding, remedies and compensating affected people with a limitation of 555,000 million baht of fund which was added up for another 45,000 million baht after the new wave of epidemic, making a total of 600,000 million baht budget to help ameliorate and compensate affected citizens, farmers and entrepreneurs. The 3<sup>rd</sup> scheme's objective is to restoring economy and society for the financial amount of 400,000 million baht which 45,000 million baht was slashed to top up to the 2<sup>nd</sup> scheme, remaining at 355,000 million baht to restore economic activities including local community economic restoration, promoting and encouraging private and household consumption, as well as the development of infrastructure.

At the moment, the loan was approved for the amount of 748,666.24 million baht which had the proportion of 74.9 percent of the total loan. Approximately 54.05 percent of the total approved budget has been disbursed (as of February 15, 2021) with 256 approved projects. The approved money will be obtained and disbursed in installments conforming to necessities. Currently, 404,632.25 million baht has been disbursed for the implementation of the projects under the Emergency Decree. The loan benefits the public both directly and indirectly as follow; **the 1<sup>st</sup> scheme** has prepared healthcare systems to tackle the COVID-19 epidemic by the support of important projects, for instance, the procurement of drugs and medical equipment, the development of potential healthcare service systems, the acceleration of the accessibility to COVID-19 vaccine for Thai citizens, and the increase of allowance, compensation, remedy for Village Health Volunteer (VHV). **The 2<sup>nd</sup> scheme** has supported funds to aid more than 31 million affected people, especially informal workers and vulnerable groups which consists of 15.3 million self-employed people, 7.56 million farmers and 7.7 million vulnerable people. Moreover, the plan to expand of government welfare card holders and the 50 percent co-payment subsidy scheme were raised to ease burden of living expenses and to be an economy stimulus package. **The 3<sup>rd</sup> scheme** has created the job employment for 416,581 positions which can be divided into 156,581 positions of local employment and 260,000 positions of new graduates. They are during the process of hiring right now. There were 131,961 people have been hired for the local employment and 11,962 students have been employed for new graduates positions.

Apart from direct benefits from the 3 mentioned schemes, **the changes of lifestyle due to the pandemic pushed Thailand toward Digital Society earlier**. The remedial measures from the government through “Pao Tung” and “Tung Ngern” applications resulted in the greater familiarity of payment method via E-wallet. In addition, the registration for benefits built up **big database** from numerous sectors to help examine the benefits which

consequently leads to the cooperation in synchronizing information from various fields between departments.

The experience from the past works gave the lessons that will lead to a way to improve the system and preparation to tackle problems that may arise in the future, for example; **(1) The readiness to handle emerging diseases** made Thai healthcare system to prepare a national strategy to prevent and solve the emerging diseases at a national level in terms of both strategic and personnel management. However, there is a need to accelerate the promotion of disease knowledge among local personnel, the coordination and integration of each institutes, as well as the development of digital database and surveillance systems for diseases. **(2) Ensuring income of different groups of people can mitigate the effects of crisis situations.** From the pandemic, it is found that roughly 17.5 million informal workers (46.2 percent of the total employee) have no income guarantee to support the shortage of income. It is therefore necessary to raise awareness of saving and knowledge of money management by revising different savings models to meet savings needs and capacity. **(3) Having a complete social welfare database of citizens help ameliorate people faster and meet targeted audience.** In the past, the personal database was not covered all the target audience and has been stored disorderly causing the difficulty in connecting and utilizing information. So, it is imperative to develop and manage a human database system including data security, limiting access rights and synchronizing personal information between different departments such as linking welfare and benefits information to the tax database in order to offer help quickly and economically. **(4) Involvement of the government, private and civil society sectors.** Formerly, all sectors have participated to manage the outbreak, for instance, the preparation of knowledge materials for dissemination, the development of applications for monitoring and surveillance diseases like “Mor Chana”, “Thai Chana” or COVID-19 Tracker, the adaptation from private sectors that allows employees to work from home, screening for pre-symptoms of the disease before entering places, and also the support of the quarantine facilities. However, the integrated cooperation is needed constantly by the government, private sectors and civil society sectors to be ready to cope with any situation in the future. And **(5) Regular and transparent public relations communication** which focuses on making the easiest way to create mutual understanding to public on what happened and how to deal with or how to act in a critical situation can reduce the panic of information or news that does not match with the facts as well as to help raise awareness and to promote cooperation among people.

Office of National Economic and Social Development Council

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## Key Social Indicators

Components	2019	2020	2019				2020			
	Year	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1. Employment 1/										
Workforce (Thousands)	38,178	38,544	38,365	38,420	37,959	37,968	38,193	38,173	38,726	39,086
%YOY	-0.7	1.0	0.6	-0.2	-2.0	-1.1	-0.4	-0.6	2.0	2.9
Employed Person (Thousands)	37,613	37,680	37,703	37,782	37,482	37,483	37,424	37,081	37,927	38,289
%YOY	-0.7	0.2	0.9	-0.3	-2.1	-1.1	-0.7	-1.9	1.2	2.2
Unemployed Person (Thousands)	373	651	351	377	394	372	395	745	738	727
Unemployment Rate (%)	0.98	1.69	0.92	0.98	1.04	0.98	1.03	1.95	1.90	1.86
Underemployed Person (Thousands)	250	485	336	239	193	231	284	704	442	510
2. Household debt <sup>2/</sup>										
household debt value (Trillion baht)	13.49	N.A.	12.97	13.09	13.25	13.49	13.50	13.59	13.77	N.A.
% YOY	5.1	N.A.	6.3	5.8	5.6	5.1	4.1	3.8	3.9	N.A.
Ratio to GDP (percent)	79.9	N.A.	78.4	78.4	78.9	79.9	80.2	83.8	86.6	N.A.
NPL (Billion baht)	140.6	N.A.	126.4	124.4	133.3	140.6	156.2	152.5	144.3	N.A.
% YOY	16.7	N.A.	9.0	10.0	12.2	16.7	23.6	19.7	8.3	N.A.
% NPL to Total loan	2.90	N.A.	2.75	2.74	2.81	2.90	3.23	3.12	2.91	N.A.
3. Health and Illness										
Number of patients under disease surveillance <sup>3/</sup>										
Measles	6,614 (19.0)	1,212 (-81.7)	2,068	1,585	1,533	1,428	746	146	194	126
Meningococcal fever	25 (25)	12 (-52)	6	6	6	7	5	3	2	2
Encephalitis	894 (20.0)	908 (1.6)	258	207	211	218	275	190	266	177
Cholera	12 (140)	5 (-58.3)	6	4	1	1	0	1	2	2
Hands, feet and mouth	67,355 (-3.8)	33,310 (-50.5)	9,260	12,954	35,839	9,302	5,512	1,153	5,003	21,642
Dysentery	2,556 (-24.8)	2,234 (-12.6)	649	736	647	524	679	573	586	396
Pneumonia	256,555 (-9.5)	196,403 (-23.4)	73,429	51,189	63,635	68,302	77,549	29,430	35,389	54,035
Leptospirosis	2,170 (-14.6)	1,641 (-24.4)	463	493	722	492	269	334	526	512
Dengue fever	131,157 (50.9)	72,130 (-45.0)	16,150	31,978	54,989	28,040	9,183	18,159	36,187	8,601
Influenza	396,363 (116.2)	123,602 (-68.8)	133,975	61,464	108,786	92,138	99,365	4,957	8,293	10,987
Rabies	3 (-80.0)	3 (-0.0)	0	2	0	1	0	2	1	0
Rate per 100,000 population of death with major chronic non-communicable diseases										
- High blood pressure	14.2 (8.4)	N.A.	No quarterly data available							
- Ischaemic heart disease	31.4 (-12)	N.A.								
- Cerebrovascular disease	53.0 (126)	N.A.								
- Diabetes	25.3 (159)	N.A.								
- Cancer and tumors	128.2 (4.2)	N.A.								
4. Safety of life and property										
- Deaths from road accidents (cases)	8,685	7,147	2,422	2,177	1,899	2,187	2,057	1,450	1,761	1,879
- Crimes against person (cases)	16,640	14,585	4,353	4,498	3,989	3,800	3,879	3,591	3,613	3,502
- Property crimes (cases)	46,549	43,038	11,684	10,757	12,341	11,767	11,084	10,353	10,718	10,883
- Narcotics (cases)	369,237	311,455	86,291	94,196	97,520	91,230	91,929	81,504	70,890	67,132
5. Consumer Protection <sup>4/</sup>										
5.1 Number of complaints (cases)										
- Contract/Property	4,017	3,188	1,170	1,050	1,018	779	528	776	1,091	865
- Goods and service	2,105	2,138	459	706	545	395	547	429	537	625
- Advertisement	7,191	6,810	726	3,452	1,705	1,328	949	2,525	1,758	1,578
- Law	0	0	0	0	0	0	0	0	0	0
- Direct sales and marketing	2,252	3,828	377	651	721	503	534	1,189	975	1,130
5.2 Hot line 1166 (cases)	47,996	55,551	11,759	11,579	13,127	11,531	15,258	13,737	13,278	13,278

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