



NESDC News

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Thailand Social's Outlook of Q3/2021

Thailand's key social situations and movements in the third quarter of 2021 reveals that labor market has been severely affected by the strict measures to control the spread of COVID-19. As a result, the number of unemployed persons and the unemployment rate were at their highest level since the COVID-19 has started. Household debt continued to grow. The ratio of NPLs for personal consumption to total loans has remained stable, but attention must be paid to rising credit card debt. Overall, criminal cases have increased, but law enforcement must remain vigilant, particularly in cases involving thefts and drugs. Illness under surveillance, as well as alcohol and tobacco consumption, have decreased. The number of accident reports and consumer complaints also decreased. In addition, there were other interesting social situations including the soft power opportunity and the enhancement of creative economy in Thailand, the Blockchain technology and optimization of the government information management, the lesson learns of managing flood problems from other countries, and the article "COVID-19: the health hazard with poverty and inequality".

COVID-19 Strict measures to control the spread of COVID-19 had a significant impact on the labor market in the third quarter of 2021. As a result, the number of unemployed persons and unemployment rate have reached their highest levels since COVID-19 has started.

The overall employment situation in the third quarter of 2021, there were 37.7 million employed persons, a 0.6 percent decrease from the same period last year. The agricultural sector's employment has increased, with 12.68 million people employed, a 1.0 percent increase due to the start of the rice planting season. Non-agricultural employment fell by 1.3 percent, with the construction sector losing the most jobs, followed by the hotel/restaurant sector, which fell by 7.3 and 9.3 percent, respectively, as a result of measures to control the opening and closing of enterprises, as well as the closure of the worker's camp and limited food sales. Employment in manufacturing, wholesale/retail, and transportation/storage increased by 2.1, 0.2, and 4.6 percent, respectively. Manufacturing sectors that saw job growth included food and beverage production, automobile manufacturing, electrical equipment and medical equipment manufacturing. **The average working hours** in the private sector were 43.9 hours per week, down from 44.0 hours per week during the same period last year. There were nearly 900,000 temporary leave/

temporary unemployed persons (employed persons but were not working during the week that the survey was conducted, such as sick leave, on vacation or a temporary suspension of business), an increase from the same period last year, when there were only 4.7 hundred thousand people. **Unemployment** was at its highest level, with 8.7 hundred thousand unemployed, representing a 2.25 percent unemployment rate, the highest since the COVID-19 outbreak started. The unemployment rate for those with higher education was the highest (3.63 percent), followed by vocational degree holders (3.16 percent). Due to the limited economic expansion, the majority of the unemployed graduated in general fields (business administration and marketing) were likely to be unemployed for a longer period of time. Furthermore, this group of people had similar skills, making it difficult to find work. Meanwhile, the unemployment rate for workers aged 15-19 was 9.74 percent, followed by those aged 20-24 at 8.35 percent. It reflects the impact of COVID-19, which caused employers who had postponed some layoffs to eventually lay off employees because they couldn't bear the burden. There were no positions available for new graduates because affected employers had to wait and see what happened next, causing the recruitment to be halted. In terms of **unemployment in the formal sector**, the proportion of unemployment beneficiaries to insured was 2.47 percent, a decrease from the previous quarter and year, because the government had measures in place to assist entrepreneurs and insurers in the highest control areas during the period of July-August 2021. Instead of terminating employment, the company temporarily suspended its operations due to a force majeure. The number of people who lost their jobs due to force majeure increased to 2.1 hundred thousand in September 2021, up from 0.9 hundred thousand at the end of the previous quarter.

Issues that need to follow up include:

1. **The effects of easing epidemic control measures and reopening to foreign tourists on employment in tourism industry and economic recovery.** In October, the coronavirus disease 2019 (COVID-19) management center began to relax lockdown measures in many areas, with the country reopening on November 1, 2021, which would increase employment in the tourism industry. However, the country's reopening requires the following additional measures. 1) The epidemic's control and prevention must be tightened up. 2) Identifying measures to assist small tourism businesses that may not benefit from the country's reopening measures. 3) Facilitating employment for the tourism industry, which may face labor shortages due to workers who were laid off during COVID-19 changing occupations.; and 4) taking other measures concurrently to restore the economy and employment, particularly the projects from the new Loan Royal Decree, but should prioritize projects that create more employment.

2. **The impact of floods on agricultural workers and measures to help farmers.** Recently, 33 provinces and 225 districts were affected by flooding. The government has

already taken preliminary steps to repair agricultural product damage. However, financial assistance may be required to be used to repair houses and as a source of capital for farming. In addition, flash floods occurred in six southern provinces (data as of November 13, 2021). More than 3,246 households were affected and may require assistance in repairing the damage.

3. The burden of living expenses that may rise as a result of the continuation of high oil prices. The impact of the Covid-19 has caused the price of many products to rise in the future, affecting the cost of living of the people, particularly those who are temporarily unemployed and not being paid, almost 7.8 hundred thousand individuals, causing this group of workers to face difficulties in their livelihood.

4. Combating skill loss as a result of prolonged unemployment and skill upgrading for workers. Workers have been out of work for a longer period of time, and the business also had to adapt. As a result, workers must improve their skills in order to keep up with changes in various forms (work patterns, and technology). In the following stage, the government may encourage workers, particularly the unemployed, to receive training in order to improve their skills.

5. Encouraging self-employed workers who are registered as insured under Section 40 of the Social Security Office to receive ongoing assistance to become insured. As a result of the measures put in place to assist informal workers during the previous outbreak, nearly 7 million workers have applied to be insured under Section 40. Thus, it is necessary to expedite public relations and raise awareness in order for workers to understand the benefits of being insured, as well as to find incentive measures to persuade workers remain their insured status.

Household debt has continued to rise. The household debt-to-GDP ratio, while slightly lower, remained high. In terms of credit quality, it is critical to monitor the rise in credit card NPL.

Household debt was 14.27 trillion baht in the second quarter of 2021, up 5.0 percent from 4.7 percent in the previous quarter, or 89.3 percent of GDP, down from 90.6 percent in the previous quarter, due to an economy that grew faster than household debt. However, the household debt-to-GDP ratio has remained high in comparison to the period preceding the COVID-19 epidemic. In terms of credit quality, bad credit card debt must be monitored. Although the NPL ratio of consumer loans was 2.92 percent, stable compared to the previous quarter, the NPL ratio of credit card loans accelerated for the second quarter in a row from 3.04 percent. to 3.51 percent. In addition, one in every three debtors who have credit card debt problems, are under the age of 35.

Household debt tended to rise. This was caused by 1) The economic situation, which is still unable to expand at a normal rate; although the Thai economy expanded in

2021, it was an expansion from a low base. This reflects the fact that household income has yet to fully recover. This will have an impact on households' liquidity and ability to pay debts, and 2) Households incurred more debt, particularly consumer debt, as a result of the flood's impact, to repair damaged houses and appliances.

The following issues must be emphasized in the next phase:

1. **NPLs, particularly credit card and personal loan debts, tended to increase.** If the debtor defaults, and the interest charged is relatively high compared to other types of debt.

2. **Encouraging debtors to participate in debtor assistance programs.** Despite ongoing measures to assist debtors, household debts remained high at the time. This could be due to a lack of knowledge about assistance measures. As a result, it should expedite public relations efforts to encourage debtors to restructure their debts in order to reduce burdens and increase liquidity for debtors.

3. **Informal debts increased.** According to a survey of household socioeconomic survey conducted in the first half of 2021, the value of informal debt totaled 8.5 billion baht, an increase from only 56 billion baht in 2019, or a 1.5-fold increase from 2019.

Overall illness case has decreased. The impact on mental health and suicide increased and must be closely monitored, including residual symptoms after contracting COVID-19, also known as "LONG COVID."

In the third quarter of 2021, the number of illnesses under surveillance diseases decreased by 46.1 percent, with the exception of pneumonia, where the number of cases increased by 16.5 percent due to changes in rainy season weather and COVID-19 infection. Patients with dengue fever, measles, influenza, and hand, foot, and mouth disease decreased by 93.0 percent, 89.2 percent, 88.0 percent, and 73.5 percent, respectively. Furthermore, the effects of the economic situation on people's mental health must be monitored, as this could increase the number of suicides, including residual symptoms after being infected with COVID-19 or "LONG COVID" of patients infected with COVID-19.

Consumption of alcohol and tobacco decreased.

In the third quarter of 2021, consumption of alcohol and tobacco decreased by 2.0 percent, with alcohol consumption decreasing by 2.1 percent and tobacco consumption decreasing by 1.7 percent. The impact of the new cigarette tax restructuring must be monitored. Cigarette prices will rise, and people will turn to substitute products such as tobacco, e-cigarettes, and tax evasion cigarettes. This could also lead to the illegal smuggling of cigarettes. Since the tax restructuring may not reduce smoking as effectively as it should, the replacement product must be effectively controlled alongside the entire system. So that Thai people can have good health and truly reduce the rate of disease caused by smoking.

The total number of criminal cases has increased. Cases of theft and drug arrest, on the other hand, must be closely monitored, as they were the most prevalent for property and drug offenses. As a result, more stringent preventive measures are required.

In the third quarter of 2021, total criminal cases increased by 10.3 percent compared to the same quarter in 2020, with drug and property offense cases increasing 10.5 and 17.3 percent, respectively. Cases of life and sexual assault were reported in 3,085 cases, a 14.7 percent decrease. During the COVID-19 epidemic's strict control, the highest number of burglary offenses were observed, accounting for 45.4 percent of all assault cases against property. In the case of drug offenses, the number of arrests for drug abuse was the highest, accounting for 52.3 percent of all drug offenses. As a result, more stringent prevention measures are required. Officers may increase the frequency of risk checkpoints, set up an extraction checkpoint, and increase their efforts on the search for illegal items.

Accidents and deaths decreased. Reducing loss must begin with cultivating knowledge and understanding at a young age, as well as being aware of the importance of road safety to avoid accidents.

In the third quarter of 2021, road accidents and fatalities decreased by 24.6 percent and 31.3 percent, respectively, compared to the same quarter last year. The accidents were caused by cutting off and exceeding the speed limit by 19.3 percent and 18.1 percent, respectively. According to the ThaiRSC's report on road accidents in Thailand during the first nine months of 2021, 1 in 4 fatalities were children and youth, totaling 10,959 cases and 687,254 injuries, resulting in a loss of opportunity for national human resource development. To reduce the loss of children's injuries and mortality, all parties involved must work together, including cultivating traffic discipline, developing learning skills, problem solving skills, and building awareness of road safety from a young age in order to be aware of and correctly apply it in daily life.

Consumer complaints to the Office of the Consumer Protection Board (OCPB) decreased while complaints to the National Broadcasting and Telecommunications Commission (NBTC) increased.

In Q3/2021, The OCPB received 14.5 percent fewer complaints about goods and services compared to the same period last year, with general goods and services receiving the most complaints, followed by condominiums. Meanwhile, the number of complaints received by the NBTC increased by 40.6 percent compared to the same period last year. The majority of them were complaints about being charged service fees wrongly. In addition, due to the impact of the COVID-19 epidemic affecting debtors, especially debtors who had hire purchase contracts of cars and motorcycles, because there were still gaps in the law regarding fee rates and purchase agreements. Therefore, the OPCB has issued an

announcement of the Debt Collection Supervisory Board to reduce the debt collection fee. The OCPB has also been amending *the draft announcement of the committee regarding contracts of turning car, motorcycle, tractor, and agricultural machinery hire purchasing business to be a regulated business B.E. ...* in order to create more fairness for the group of consumers who are debtors in hire purchase contracts.

Cultural Heritage, soft power opportunity and the enhancement of creative economy in Thailand

From the model Thailand 4.0 and Thailand's creative economy, it was found that culture was brought forward in the production of goods and services to create added value. Thailand can push the Thailand 4.0 model by upgrading the creative economy through the use of “Soft Power” which is a method popularly adopted by many countries. The definition of Soft Power by Joseph S. Nye, Jr. is the ability to influence others to obtain the desired outcome through attraction rather than coercion. There are three components: culture, political values, and foreign policy. In this case, using Soft Power to drive the creative economy to create economic value means doing things that will affect the preferences and behaviors of domestic and foreign people by persuasion and without coercion. This makes Soft Power diversified and it must be done in parallel in all aspects including cultural issues, business, trade, governance, international relations, media and communication, education, science, and also individual. The country that has successfully applied the concept of Soft Power to drive the economy is South Korea, which has adopted Soft Power in terms of culture, values, and foreign policy, and set clear goals and plans by having responsible agencies and a variety of supporting policies throughout the supply chain. This has greatly increased the popularity of South Korean products and services. The cultural business of South Korea (Content Industry) is well-known all over the world and cultural content exports reached 100.2 billion US dollars in 2019, almost doubled from 2014. It created a Korean culture popular trend that affects activities such as traveling. The number of foreign tourists increased significantly from 5.3 million in 2000 to 17.5 million in 2019. **For Thailand**, the focus on the creative economy by bringing culture to further develop in order to enhance the economy can be applied by such approaches. The factors that must be taken into account are as follows: 1) *Setting goals and having a clear action plan in driving by Soft Power*, 2) *Determining the main responsible unit for driving the action plan*, and 3) *Having the promotion and support* from both public and private sectors to drive the use of Soft Power to enhance the economy and the country's image.

The Blockchain and Optimization of the Government Information Management

At present, the government has formulated policies and welfare benefits based on more data analysis, making them to be more accurate and completed with the importance of systematic data management. The technology that has come into play at the moment is

Blockchain technology, which is a distributed ledger technology that makes data accurate, transparent and can be reversely traced. It can reduce unnecessary workflows and easily set levels of information visibility and accessibility. These features make it respond to the terms of privacy of certain types of information in which Thailand has given importance to pushing the government to become a digital government, focusing on linking government's information and enhancing cyber security. If the government can apply the Blockchain technology to public services and information management, It will play an important role in improving efficiency and solving current cyber problems. By applying Blockchain technology to government services, it can be divided into 3 types: Identity Management, Data Record Management, and The Transaction Traceability. However, the adoption of Blockchain technology in the government sector requires preparation, namely *1) integration between government agencies, 2) a regulatory agency to enact laws and set standards on the use of Blockchain technology, 3) training (educating/upskilling) human resources to develop and maintain the system as well as making the most of the use of technology, and 4) the necessary infrastructure must be improved to be comprehensive, such as the internet network and related electronic devices especially at the regional and remote areas. Laws and regulations within government agencies/organizations must be revised to facilitate the linking of information between them and the storages of various documents need to transform into digital form to enable the adoption of Blockchain technology more widely and concretely.*

Managing Flood Problems in other countries: Lessons for Thailand

Thailand has been continuously facing flooding problems which greatly affects the economy and society of the country. The government, therefore, attaches great importance to flood management. After the Great Flood Crisis in 2011, Thailand's flood management was in a better direction than in the past. The solution has a clearer action plan and is more in line with the spatial context including the issuance of the Water Resources Act B.E. 2561 with a concrete organization/structure/regulation of water management as a whole. A 20-year Water Resources Management Master Plan (2018-2037) has been issued, with the Flood Management Master Plan being one of those plans. Since the past, the government have implemented many actions such as improving rivers and canals for better drainage, water barrier construction and improvement, etc., which shows that Thailand places a high priority on flooding problem with a large emphasis on prevention. However, flood management needs to be considered as a whole picture, from water management to providing assistance for victims. In this regard, the implementation of flood management in various countries can be used as a lesson and can be applied to Thailand as follows: *1) Flood prevention must focus on the nature of the area, for example: a water management system called Delta Works in Netherlands, a city designed based on the concept of Sponge City in China, a large underground diversion channel in Japan and the proposed converting flood-prone areas to*

wetlands to support water in the United States. 2) *Alert system plays an important role in mitigation*, for example: a J-ALERT warning system in Japan, the Nationwide Operational Assessment of Hazards (NOAH) of Philippines, and flood observation stations in China. 3) *Management and preparedness in response to disasters should be emphasized*, for example, the Federal Emergency Management Agency in The United States, the national drought relief and flood control center in China, the Disaster and Fire Management Agency in Japan, and also the designation of areas for victims during disasters. From other countries' lessons and coping with the flooding problems of Thailand in the past brought up issues that should be emphasized in flood management as follows: 1) Town planning/water planning is the basic principle of flood management. 2) The forecast of the water situation and flow route must be clear. 3) The warning system in the flood risk area must be up-to-date and comprehensive. 4) Water reservoirs and water softening areas must be developed/recovered/maintained to be ready to use. 5) People's adaptation to be ready to cope with flood situations must be supported. 6) Designated areas for flood victims must be prepared.

The article “COVID-19: the health hazard with poverty and inequality”

The epidemic situation of the COVID-19 has severely contracted the Thai economy due to the strict measures to control the outbreak of the disease. There are concerns that this epidemic will intensify the situation of poverty and inequality. However, in 2020 it was found that poverty did not increase as much as expected. The number of poor people in 2020 totaled 4.8 million, representing a poor proportion of 6.84 percent, up from 6.24 percent in 2019, or only 0.5 million up from the previous year. Inequality slightly increases as does poverty. The Gini coefficient on consumption expenditure in 2020 was 0.350, up from 0.348 in 2019. However, the poverty situation was still lower than expected and the inequality had not increased as much. The government's measures were the main reason. This made people earn an average of 13,473 baht per person per year or about 1,123 baht per person per month, allowing low-income earners to temporarily maintain their living costs.

Although poverty and inequality did not increase much, the problem of poverty and inequality is still an issue that needs to be realized and given importance. If the government's aid runs out before the economy and employment have not yet recovered, the situation of poverty and inequality will become more severe. In the case of poverty, it is estimated that without assistance, the number of poor people in 2020 will total 11.02 million, representing 15.9 percent of the country's population, meaning that there will be 6 million more poor people. In the case of inequality, if there is no government's assistance, the Gini inequality coefficient is expected to increase from 0.350 to 0.383, as equal to the inequality situation in 2014. Moreover, there are some interesting observations: 1) *Smartphones, the internet, and digital skills* crucially affect the accessibility to compensation assistance as well as a burden that poor households have to take more. This

is because the measures are usually carried out via smartphones and the Internet, causing a number of people without smartphones, no internet access, or with limitations in digital skills to be excluded from the help. 2) *The COVID-19 pandemic affects different sectors of the economy and may lead to the problem of inequality later on.* It was found that the sector that has been severely affected is the tourism sector. Meanwhile, the agricultural sector saw a slight decrease in employment. For the manufacturing sector, the overall employment has declined differently between each sub-sector. The employments in the chemicals, medical equipment, and electronic devices sectors expanded, in contrast to the textile and machinery sectors which has reduced employment.

Although the COVID-19 situation has mitigated, there are still **continuing impacts** such as: 1) More and longer unemployment affects income, skill development, and the ability to find work in the future. 2) Access to education hasn't changed much, but students' inability to fully learn may result in lack of knowledge. 3) The COVID-19 crisis has forced households to spend their savings to maintain consumption levels, resulting an increasing debt. 4) The COVID-19 situation affected a wide range of people which requires a large government budget for compensation assistance. From the aforementioned issues, there are **guidelines for further action** as follows: (1) *Compensation assistance is still necessary* with an emphasis on employment and it should focus on specific groups to reduce the required budget and to be able to effectively assist the severely affected groups. Meanwhile, public health measures still need to be continually focused. (2) *Skill development and training are important* and they should be linked with the job market demands to help facilitate workers to develop skills to meet the needs of the labor market and find jobs more easily. (3) *Developing internet network infrastructure to be ready and accessible* will help the affected people to have access to more compensation assistance as well as to support training, skill learning, and income-earning via online. (4) *Debt restructuring and promoting access to low-interest capital sources* to help reduce the burden of expenses for households and create more opportunities to earn income for workers should be done.

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Key Social Indicators

Components	2019	2020	2019				2020				2021		
	Year	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
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	38,750	38,778	38,641
%YOY	-0.7	1.0	0.6	-0.2	-2.0	-1.1	-0.4	-0.6	2.0	2.9	1.5	1.6	-0.2
Employed Person (Thousands)	37,613	37,680	37,703	37,782	37,482	37,483	37,424	37,081	37,927	38,289	37,581	37,822	37,706
%YOY	-0.7	0.2	0.9	-0.3	-2.1	-1.1	-0.7	-1.9	1.2	2.2	0.4	2.0	-0.6
Unemployed Person (Thousands)	373	651	351	377	394	372	395	745	738	727	758	732	871
Unemployment Rate (%)	0.98	1.69	0.92	0.98	1.04	0.98	1.03	1.95	1.90	1.86	1.96	1.89	2.25
Underemployed Person (Thousands)	250	485	336	239	193	231	284	704	442	510	651	225	N.A.
2. Household debt^{2/}													
household debt value (Trillion baht)	13.49	14.03	12.97	13.09	13.25	13.49	13.50	13.59	13.77	14.03	14.14	14.27	N.A.
% YOY	5.1	4.0	6.3	5.8	5.6	5.1	4.1	3.8	3.9	4.0	4.7	5.0	N.A.
Ratio to GDP (percent)	79.8	89.4	78.4	78.4	78.8	79.8	80.2	83.8	86.6	89.4	90.6	89.3	N.A.
NPL (Billion baht)	140.6	144.4	126.4	127.4	133.3	140.6	156.2	152.5	144.3	144.4	148.7	150.4	N.A.
% YOY	16.7	2.7	9.0	10.0	12.2	16.7	23.6	19.7	8.3	2.7	-4.8	-1.4	N.A.
% NPL to Total loan	2.90	2.84	2.75	2.74	2.81	2.90	3.23	3.12	2.91	2.84	2.92	2.92	N.A.
3. Health and Illness													
Number of patients under disease surveillance^{3/}													
Measles	6,614 (19.0)	1,212 (-81.7)	2,068	1,585	1,533	1,428	746	146	194	126	104	59	21
Meningococcal fever	25 (25)	12 (-52)	6	6	6	7	5	3	2	2	2	3	0
Encephalitis	894 (20.0)	908 (1.6)	258	207	211	218	275	190	266	177	244	144	110
Cholera	12 (140)	5 (-58.3)	6	4	1	1	0	1	2	2	0	1	0
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	12,440	3,540	1,324
Dysentery	2,556 (-24.8)	2,234 (-12.6)	649	736	647	524	679	573	586	396	422	295	199
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	45,417	27,980	41,215
Leptospirosis	2,170 (-14.6)	1,641 (-24.4)	463	493	722	492	269	334	526	512	227	241	231
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	2,392	2,657	2,535
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	5,687	2,242	998
Rabies	3 (-80.0)	3 (-0.0)	0	2	0	1	0	2	1	0	0	2	1
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 (-1.2)	N.A.											
Cerebrovascular disease	53.0 (12.6)	N.A.											
Diabetes	25.3 (15.9)	N.A.											
Cancer and tumors	128.2 (4.2)	N.A.											
4. Safety of life and property^{4/}													
Deaths from road accidents (cases)	8,685	7,303	2,422	2,177	1,899	2,187	2,054	1,456	1,784	2,009	2,088	1,519	1,225
Crimes against person (cases)	16,640	14,604	4,353	4,498	3,989	3,800	3,882	3,592	3,616	3,514	4,167	3,342	3,085
Property crimes (cases)	46,549	43,312	11,684	10,757	12,341	11,767	11,104	10,380	10,764	11,064	12,006	10,913	12,623
Narcotics (cases)	369,237	311,816	86,291	94,196	97,520	91,230	91,899	81,522	70,901	67,494	127,569	92,449	78,329
5. Consumer Protection^{5/}													
5.1 Number of complaints (cases)													
Contract/Property	4,017	3,188	1,170	1,050	1,018	779	528	776	1,091	865	983	1,090	1,031
Goods and service	2,105	2,138	459	706	545	395	547	429	537	625	585	622	633
Advertisement	7,191	6,810	726	3,452	1,705	1,328	949	2,525	1,758	1,578	1,811	1,455	813
Law	0	0	0	0	0	0	0	0	0	0	0	0	0
Direct sales & marketing	2,252	3,828	377	651	721	503	534	1,189	975	1,130	731	762	1,190
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	10,749	8,578	10,005

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