



Thailand's Social Outlook of Q2/2023

In the second quarter of 2023, there were positive developments in the employment sector as the mitigation of unemployment showed improvement by 1.06 percent. However, there was an opposing pattern observed concerning household debt during the first quarter of 2023, as it experienced a rise along with a minor decline in credit quality. Overall criminal incidents and road traffic accident casualties showed a decline. In contrast, an unfortunate upturn was noted in instances of illnesses associated with monitored diseases, legal disputes involving life, body, and sexual matters, as well as offenses against property. There was an increase in the consumption of alcohol and cigarettes, alongside a noticeable surge in consumer complaints. Moreover, three captivating social situations were introduced in this report: (1) Population Movement During COVID-19: Challenges for the Labor Market; (2) The Management of the End-of-Life Vehicles Due to the Arrival of Electrical Vehicles (EVs); (3) LGBTQ+ : Diverse But Not Different, The Path To Build Gender Equality. And article, "Thailand's household debt : Reflections from The National Credit Bureau Statistic."

The labor situation saw improvement owing to expansions in non-agricultural sectors, whereas the agricultural sector faced challenges due to drought conditions. Despite this, there was a steady improvement in terms of working hours, wages, and unemployment rates.

Employment. The number of employed person totaled 39.7 million, marking a 1.7 percent increase from the same period in the previous year. This growth was driven by a 2.5 percent expansion in non-agricultural employment. Particularly noteworthy was the continuous expansion of the hotel and restaurant sector by 11.7 percent, attributed to both the recovery of the domestic economy and a consistent inflow of foreign tourists. Likewise, the construction industry experienced a significant employment surge of 6.0 percent. Moreover, sectors like manufacturing, wholesale and retail trade, transportation, and storage saw growth at rates of 0.3 percent, 0.5 percent, and 1.1 percent, respectively. In contrast, the agricultural sector encountered a minor dip of 0.2 percent in employment from 2022, partly due to the impact of drought conditions. **Working hours improved,** with overall and private sector working hours increasing from the previous year to 42.7 percent and 46.7 percent, respectively. **Wages** also showed consistent improvement, with average wages in the overall and private sectors reaching 15,412 baht and 14,032 baht per person per month, respectively. **The unemployment rate displayed a positive trend,** decreasing by 1.06 percent from the previous year, resulting in 430,000 unemployed individuals. In terms of upcoming concerns, there are several issues that need close monitoring: 1) **The consistent upward trend in labor shortages.** Considering job vacancies and the number of workers who were filled from December 2022 to June 2023, there were approximately 5 available positions for every job

applicant; 2) **Preparations to address the retirement of low-skilled labor force.** During the second quarter of 2023, more than 1.3 million low-skilled workers in the private sector are expected to retire, while the pool of incoming replacements is dwindling. Lastly, 3) **The escalating impact of severe drought on agricultural employment and income.** Current cumulative rainfall remains below normal levels across all regions. This reduction in water volume will inevitably affect agricultural activities.

Household debt expanded 3.6 percent in the first quarter of 2023. Simultaneously, the overall credit quality of commercial banks saw a marginal reduction. However, the risk associated with motor loans increased.

In the first quarter of 2023, household debt totaled 15.96 trillion baht, marking a 3.6 percent increase compared to the previous quarter. The household debt-to-GDP ratio was 90.6 percent, remained slightly below the previous quarter. Regarding the intention behind household debt, it was found that households took on more debt to fund real estate purchases and personal consumption. **Overall, the debt-servicing capability of households decreased slightly**, with non-performing loans (NPLs) totaling 144 billion baht, resulting in an NPL-to-loan ratio of 2.68 percent, an increase of 2.62 percent from the previous quarter. However, there are key points concerning household debt that deserve attention: 1) **Non-performing debt and risk associated with motor loans continue to trend upwards.** In the first quarter of 2023, NPLs for motor loans increased significantly to 30.3 percent from the same quarter in the previous year. Furthermore, the SML (Special Mention Loans) to total loans ratio also showed continuous growth; 2) **The issue of indebtedness among cooperative members** reflects their borrowing behavior, mostly for personal use and debt repayment; 3) **There's a need to promote a sound financial attitude among Thais.** Although Thais have improved their financial literacy, a survey on the tracking of financial knowledge and household financial service access in 2022 revealed that the accurate financial literacy perception among Thais decreased compared to 2020.

The prevalence of illnesses under surveillance increased in the second quarter of 2023, much like the health of working-age individuals who experienced higher incidences of heart and cardiovascular diseases, obesity, stress, and suicidal tendencies. Additionally, the working-age group faced an elevated risk of computer vision syndrome.

The prevalence of illnesses under surveillance rose by 62.3 percent, attributed to an increase in cases related to the rainy season, such as influenza and dengue fever, which started to spread in the first quarter of 2023. The majority of patients were children and adolescents aged 5 to 14 years. In terms of mental health, there was an increase in mental health issues. **Special attention should be given to** the deteriorating health of working-age individuals who encountered higher instances of heart and cardiovascular diseases, obesity, stress, and suicidal tendencies. Furthermore, the working-age group also faced an elevated risk of computer vision syndrome, a condition stemming from

prolonged and continuous work.

Consumption of alcoholic beverages and cigarettes in the second quarter increased from the same period of the previous year. It's crucial to monitor the issue of family violence, which is often stimulated by alcohol consumption. Moreover, there is an increasing occurrence of illicit smuggling and distribution of untaxed cigarettes, making it easier for the general population and teenagers to access them.

The consumption of alcoholic beverages and cigarettes increased by 2.7 percent, with cigarette consumption decreasing by 0.1 percent, while alcohol consumption increased by 4.6 percent. This rise can be attributed to the mid-April Songkran festival activities, leading to a higher social consumption of alcoholic beverages. A particular area of concern that requires close attention is the escalating issue of **family violence linked to alcohol consumption**, which showed a consistent upward trend. In 2022, incidents of family violence reached 2,347 cases, the highest in the past 7 years. Part of this is related to alcohol intoxication and its combination with substance abuse. Additionally, there are concerns about the **increased illicit smuggling and distribution of untaxed cigarettes**, particularly in the southern provinces, where it has risen by threefold from the previous year.

In terms of the safety of life and property, overall criminal cases decreased by 17.8 percent. However, attention should be given to cases involving bodily harm, sexual offenses, and increasing cases of property-related felonies. Meanwhile, the number of casualties from road accidents dropped by 12.0 percent, the number of fatalities decreased by 0.3 percent, the number of injured declined by 12.2 percent. Moreover, it's crucial to emphasize monitoring the recreational use of marijuana among children and adolescent, along with the serious enforcement of speed limit regulations.

In the second quarter of 2023, the total number of **reported criminal cases** were 88,719, a decrease of 17.8 percent compared to the same quarter of 2022. There were 70,297 drug cases which saw a decrease of 23.8 percent. Meanwhile, reported cases of bodily harm and sexual offenses reached 4,643, and property-related felonies reached 13,779, increasing by 25.7 percent and 14.7 percent, respectively. Concerning **road accidents**, based on the data from the Thai RSC, the cumulative total of accident victims was 198,685, marking a decrease of 12.0 percent from the same quarter of 2022. Among them, there were 195,125 accumulated injuries, showing a reduction of 12.2 percent, and 3,560 accumulated fatalities, reflecting a decrease of 0.3 percent. The most frequently involved vehicle type was motorcycles, accounting for 77.8 percent. **Addressing life and property safety issues should put importance on 1) The issue of phone scams continued to rise steadily.** In 2022, Thais received 17 million calls from scammers, reflecting a 165.6 percent increase from 2021. Findings drawn from the National Police Bureau, which recorded a significant number of these cases, reaching 278,572 cases, with a cumulative damage value of over 38,786 million baht; **2) Monitoring the recreational use of marijuana among children and adolescent.** Survey results on attitudes and behavior towards

substance abuse indicated an increasing trend in the use of marijuana for recreational purposes among all age groups in 2022. Notably, the 18-19 age group experienced a substantial increase to 9.7 percent, an increase from 2.2 percent in 2021 and 3) **The enforcement of speed limit laws.** Excessive speeding remained the primary cause of accidents, accounting for 68 percent. This highlighted the pressing need for serious enforcement of speed-limit regulations.

Complaints submitted through the Office of The Consumer Protection Board (OCPB) increased significantly, whereas complaints filed through the National Broadcasting and Telecommunication Commission (NBTC) decreased. Moreover, there were ongoing issues to monitor and pay attention to, primarily concerning incomplete information provided during the resale of second-hand residences, especially in the case of properties from auctions. There were also incidents of deceptive use of individuals' identification numbers to open mobile phone accounts without their knowledge.

In the second quarter of 2023, the reception of consumer protection-related complaints increased by 42.5 percent compared to the same period in the previous year. Complaints received through the OCPB rose by 53.1 percent, particularly in contract-related services. On the other hand, complaints related to telecommunications services received by the NBTC decreased by 40.5 percent, with mobile phone-related complaints remaining the highest. Furthermore, **ongoing issues requiring monitoring included:** 1) **Incomplete information provided during the resale of second-hand residences**, particularly concerning properties from auctions. It was observed that some business operators engaged in property auction often provided incomplete information to buyers, and they sometimes entered into contracts with potentially unfair terms. These practices could lead to future issues for the buyers. And 2) **Some individuals had their identification numbers deceptively used to activate mobile phone accounts without their knowledge.**

Population Movement During COVID-19 : Challenges for the Labor Market

The COVID-19 pandemic from 2020 to 2022 has caused an outflow of migrant workers from their initial workplaces to other destinations due to the closure of factories and other industrial establishments. According to the 2019 – 2022 migration survey of the National Statistical Office, the population movement increased during Covid-19. From 2020 to 2021, the most labor movements were from largest cities with more dynamic job markets to regional destinations, specifically the Northeastern and Northern regions. Meanwhile, in 2022, the labor movement showed a reverse pattern after the recovery of the economy.

The number of migrants during the COVID-19 pandemic, defined as those living in the current area for more than 1 year but not more than 3 years, **were 2.1 million people** in 2022. Half of the migrants (around 1.1 million people) preferred to continue residing in the current area as permanent migrants. Meanwhile, the other 1.0 million people were categorized as temporary migrants but the population willing to move to another area in a short period (less than 2 years) was only 0.19 million people. Considering the employment status of migrant populations during the COVID-19 period, 1.4 million people or 65.2 percent was in the labor

force. In that particular portion, over 1.3 million people were employed, of which 58.1 percent were in the services sector. Nearly 1 in 4 didn't not have social security, and the majority were young and highly skilled workers.

The circumstance reflects that: **1) It would be challenging to expect relocating workers during the COVID-19 period to return to offset the current labor shortage.** There are only 0.19 million people who would migrate within the next 2 years, of which only 84,000 in that group are in the labor force; **2) the returning workers will play a crucial role in helping local development** as they have a relatively high level of education/skills, with 39.1 percent having education higher than vocational degree; **3) most relocating workers during COVID-19 lack welfare support.** This not only affects the workforce but also their families who will lose necessary support from the government; and **4) the repatriation also creates positive social impacts,** such as helping children to live with their parents more, having caretakers for the elders in provincial areas, addressing the problem of skipped generation family and strengthening familial bond.

Therefore, the policies should emphasize on: **1) Solving the labor shortage.** The private sector should introduce more attractive measures to stimulate labor migratio. The government could seize the opportunity during the labor shortage period to encourage businesses to adopt technological changes to replace the lost workforce. For some occupations that Thai workers are refusing to take up or are suggested as low-skilled jobs, the government may consider importing more foreign workers if the shortage becomes more severe; **2) Enhancing the potential of returned labor** by continuously supporting investment in provincial regions to create more jobs in the area; **3) Promoting social protection for all workers.** Around 1 in 4 workers are still self-employed, therefore, the government should actively encourage such independent workers to regain their social security and promote new registration in various forms such as section 39, section 40 and the National Saving Fund; and **4) Expanding opportunities to strengthen local capacity.** The returning migrants could be an opportunity to strengthen the community by lifting up their potential in helping the area or by creating an environment that encourages cooperation in the development of their own community.

The Management of the End-of-Life Vehicles Due to the Arrival of Electrical Vehicles (EVs)

The popularity of EV usage among Thai people is noticeably increasing. From January to May 2023, there were more than 32,450 EV registrations, accounting for 10 percent of all registered cars. The share of EVs among cars in Thailand is expected to increase to 34 percent by 2030. Although the increase in EV will benefit the environment, this also implies that a huge number of combustion cars will be replaced or be put out of service. In 2022, more than 270,000 cars were decommissioned. Currently more than 5 million cars in use today are over 20 years, which will result in more obsolete cars in the future. This requires a proper management system as many components of older car can be re-used or recycled. About 75 percent of car components can be remanufactured and some can be recycled. The other 25

percent are considered as waste and hazardous, such as refrigerant, lubricants, batteries, which require proper disposal. In Thailand, the management of most the end-of-life vehicles is non-standardized, especially waste management from the dismantling process/hazardous and decomposition. Valueless parts are discarded as municipal waste and are disposed incorrectly. In addition, improper recycling by informal factories places hazardous waste management as a burden on local authorities. Therefore, **Thailand needs guidelines or regulations for vehicle recycling and scrapping based on environmental management principles**, the approach for putting obsolete vehicles out of commission, the treatment of hazardous waste arising from car wreckage, as well as the penalties when causing severe impacts on the environment. **Issues needed to be prioritized along with legislations**, including: 1) encouraging the establishment to have a comprehensive and standardized the end-of-life vehicles management; 2) increasing car price due to passed on management cost from manufacturers; and 3) integrating the work of governing institutions to cover the car production, registration, the management of car scrap and hazardous waste from the end-of-life vehicles.

LGBTQ+ : Diverse But Not Different, The Path To Build Gender Equality

According to LGBT Capital and Ipsos, around 5.9 million people identify as LGBTQ+ in Thailand in 2023, an increase from 4.2 million in 2016. Thai society tends to be more accepting and open to gender diversity. In **the public sector**, there are several initiatives to promote legislations concerning the rights of LGBTQ+, such as the Draft Civil Partnership Act. B.E. and appealing the Civil and Commercial Code Amendment Act (No..) B.E..... (Equal Marriage). Educational institutions also allow students and graduates to dress according to their gender preference. For **private sector**, some companies have started to adopt policies that promote LGBTQ+ rights, such as health benefits to partners regardless of gender. In addition, the movies and television about boy's love (Series-Y), have significantly expanded, reaching 18.9 million viewers via LINE TV, which increased by over threefold compared to the previous year..

On the other hand, there is still a significant amount of discrimination towards LGBTQ+ people among Thai society. According to a World Bank study in 2018, 90.63 percent of respondents experienced discrimination which can be found at the family, school and working levels. **The discrimination negatively impacts those LGBTQ+ people in many ways**, especially emotionally and psychologically. The survey results of Kid for Kids : Child and Family Policy Knowledge Center, in collaboration with the Thai Health Promotion Foundation (Thai Health) in 2022, shows that 50.5 percent of LGBTQ+ youth who were discriminated were highly stressed and prone to have mental health problem later on in life. This is in line with the United Nations Development Program (UNDP)'s report in 2019, which indicated that 48.5 percent of the working-age LGBTQ+ had emotional problems from the stress of trying to hide their gender identity to avoid gender bias based on being rejected for a job or a promotion.

Thus, **there should be more acceptance and support in society**, starting from: 1) **Family**, through listening and talking with an open-minded attitude. This will help people

understand their LGBTQ+ family members and provide advice without gender bias; 2) **Educational institutions or schools**, through acknowledging gender equality right to students, teachers or staff in educational institutions. Also, the curriculum should be developed and improved with considering gender diversity; 3) **Workplace**, through developing a policy preventing discrimination and sexual harassment in the workplace, as well as support identity revealing. This is crucial in creating a good culture and working environment; 4) **Legislation**, by accelerating policies promoting equal rights for LGBTQ+, such as adoption, joint property management and access to the welfare as a spouse as well as promoting awareness of gender equality rights to people of all groups; and 5) **Raising social awareness**, by creating participation through social activities which includes having public space to share knowledge and exchange ideas.

Article “Thailand's household debt : Reflections from The National Credit Bureau Statistic”

The COVID-19 has halted economic activities and also tempered employment and household income levels. Many households faced liquidity shortage, while some tend to incur more debt. The figure of household debt to GDP in 2021 reached a record high of 94.7 percent, and in turn, slowed down economic growth. In solving household debt problems, it is necessary to understand the behavior of debt-incurring in order to design proper and targeted measures. The National Credit Bureau Co., Ltd. (NCB) provides a detailed information of borrowers, as well as the report of Special Mention (SML) and Non-Performing Loans (NPL), covering both commercial banks and other financial institutions.

According to the National Credit Bureau data in the first quarter of 2023, the value of household debt was 12.9 trillion baht and there were approximately 83.1 million credit accounts. In terms of debt incurring and debt repayment classified by age group, **the working age under 50 years old** had continually increasing debt during the COVID-19. Most of which were housing purchase which translate to larger amount of loan. The increase was partly due to sales promotion and the relaxation of Loan to Value (LTV) measures from Bank of Thailand (BOT) that stimulate housing purchase decisions. In terms of debt repayment pattern, people with age under 30 years has higher NPL after the COVID-19. The number of NPL in 2022 was higher than 2019, despite several supporting measures from the government. This reflects the vulnerability of debtors whose income may not fully recover. In addition, they may prone to be repossessed of their vehicle as they have the highest share of SML to total loans compared to other age group. Moreover, people with age under 40 years old also appear to have a high NPL in loans to enhance liquidity. In terms of debt incurring for people with age **more than 50 years old**, there was also an increase in debt during COVID-19. Nonetheless, most debts are other debts which consist of debt for agricultural business, motorcycle purchase, and other debts unspecified. The highest share for this type of debt was for the age group of 50-59. Additionally, for debt repayment, people with age 50 – 59 and more than 60 years old have the higher number of NPL during post pandemic compared to 2019.

According to the credit bureau data, it was found that: 1) **There remains many debts outside the NCB system, causing creditors unable to verify the debt status and net income after deducting debt obligations.** This may lead to borrowing beyond the ability to repay;

2) **Prioritization is needed to mitigate NPL issue, particularly from non-bank lenders.** The share of NPL to total loans of NCB in 2022 was at 7.6 percent, while the number was only 2.6 for NPL caused by commercial banks (banks), almost 3 times less than the overall number. This implied the debt problem caused from lenders other than commercial banks; 3) **Borrowers with special attention needed are is the early working age and the elderly.** The early working age group or the Gen Y group had spending behaviors with the concept of "It's a must-have item,". Meanwhile, the elderly group has higher NPL growth compared to the other groups, partly due to low financial skills. This reflects the diversity in ages and debt-incurring which require different solutions and 4) **other unclassifiable household debt, which might need precedence.** In 2022, the figure of other debts accounted for more than 18.8 percent of total debt, and the second highest NPL ratio to total loans of which almost 2 million are NPL borrowers.

Therefore, solutions to mitigate the problem, including: 1) **Expanding the coverage of credit bureau members** by incentivizing all lenders to become members of the NCB, such as waiving the entrance fee and requiring credit providers to use NCB data, 2) **Supervising and monitoring credit service providers to strictly comply with the criteria for granting credit,** as provided by the BOT. Likewise, the operation of credit providers should also be supervised and monitored; 3) **Continuously promoting debt restructuring to be in line with borrower's potential by the government agencies,** including focusing on creating a balance between income and debt burden or the repayment period; 4) **Promoting financial literacy and financial discipline in all ages.** Curriculum to instill good financial habits should be use for the child/student in school age. Guideline for raising awareness of financial planning, investment and savings will suit the working group. On the other hand, the elderly should consider spending on essential goods and be mindful of debt-incurring; and 5) **Implementing policies that do not encourage indebtedness or halt debt repayment,** particularly those with large amounts of accumulated debt, such as farmers under debt moratorium project that could incentivize non-payment of debt.

Key Social Indicators

Components	2021		2022		2021				2022				2023	
	Year	Year	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
1. Employment ^{1/}														
Workforce (Thousands)	39,812.5	39,903.3	39,866.0	39,893.6	39,731.7	39,758.7	39,622.8	39,764.0	40,088.6	40,142.5	40,281.0	40,302.2		
% YOY	0.4	0.2	4.4	4.5	2.6	1.7	-0.6	-0.3	0.9	1.0	1.7	1.4		
Employed Person (Thousands)	38,829.0	39,221.1	38,659.9	38,904.6	38,753.5	38,998.0	38,720.2	39,010.9	39,566.0	39,591.7	39,629.2	39,677.5		
% YOY	0.2	1.0	0.4	2.0	2.2	1.9	0.2	0.3	2.1	1.5	2.4	1.7		
Unemployed Person (Thousands)	781.9	527.0	791.6	764.3	911.1	660.6	607.6	546.6	491.4	462.5	421.1	429.0		
Unemployed Rate (%)	1.96	1.32	1.99	1.92	2.29	1.66	1.53	1.37	1.23	1.15	1.05	-21.5		
Underemployed Person (Thousands)	601.8	273.3	668.9	481.5	803.9	453.2	319.1	263.6	234.5	275.9	227.9	202.6		
2. Household debt ^{2/}														
Household debt value (Trillion baht)	15.3	15.9	14.9	15.0	15.1	15.3	15.4	15.5	15.7	15.9	16.0	N.A.		
% YOY	3.8	3.6	4.6	4.9	4.0	3.8	3.6	3.4	4.0	3.6	3.6	N.A.		
Ratio to GDP (percent)	94.7	91.4	95.5	94.2	94.2	94.7	93.8	92.8	91.5	91.4	90.6	N.A.		
NPL (Billion baht)	143.7	140.4	148.7	150.4	149.7	143.7	146.5	142.7	140.6	140.4	144.4	N.A.		
% YOY	-0.5	-2.3	-4.8	-1.4	3.7	-0.5	-1.5	-5.1	-6.0	-2.3	-1.7	N.A.		
% NPL to Total Loan	2.73	2.62	2.92	2.92	2.89	2.73	2.78	2.69	2.62	2.62	2.68	N.A.		
3. Health and Illness														
Number of patients under disease surveillance (person) ^{3/}														
- Measles	227	(-81.3)	249	(9.7)	111	65	23	28	32	38	96	82	58	39
- Meningococcal fever	13	(8.3)	18	(38.4)	5	3	3	2	3	2	3	10	2	2
- Encephalitis	663	(-27.0)	923	(39.2)	272	153	122	116	241	213	264	205	303	209
- Cholera	1	(-80.0)	5	(2.00)	0	1	0	0	1	0	1	3	1	0
- Hands, feet and mouth	19,008	(-42.9)	98,982	(420.7)	13,023	3,723	1,360	902	740	4,734	79,223	14,285	11,483	8,928
- Dysentery	1,203	(-46.2)	1,572	(30.6)	469	351	214	169	352	382	467	371	461	370
- Pneumonia	153,277	(-22.0)	231,105	(50.8)	47,665	32,500	46,461	26,651	51,849	50,300	68,072	60,884	78,443	56,234
- Leptospirosis	1,150	(-29.9)	3,601	(213.1)	245	275	269	361	231	529	1,376	1,465	622	774
- Dengue fever	9,956	(-86.2)	45,145	(353.4)	2,530	3,088	2,677	1,661	1,461	9,485	19,625	14,574	10,948	23,067
- Influenza	10,698	(-91.3)	79,374	(641.9)	5,967	2,537	1,070	1,124	8,247	4,859	31,498	34,770	39,457	24,874
- Rabies	3	(0.0)	3	(0.0)	0	2	1	0	1	0	0	2	1	1
Rate per 100,000 population of death with major chronic non-communicable diseases														
- High blood pressure	14.50	N.A.	No Quarterly Data Available								N.A.	N.A.		
- Ischaemic heart disease	33.50	N.A.									N.A.	N.A.		
- Cerebrovascular disease	55.50	N.A.									N.A.	N.A.		
- Diabetes	24.50	N.A.									N.A.	N.A.		
- Cancer and tumors	128.50	N.A.									N.A.	N.A.		
4. Safety of life and property ^{4/}														
- Against life, body, and sexuality crimes (cases)	15,783	14,972	4,375	3,884	3,578	3,946	3,697	3,679	3,791	3,916	4,536	4,643		
- Property crimes (cases)	51,183	49,819	12,160	12,085	13,968	12,970	11,549	12,022	13,337	13,354	14,441	13,779		
- Narcotics (cases)	461,720	366,875	127,918	123,324	107,350	102,948	86,493	92,552	88,311	96,322	84,959	70,297		
- Receiving notification of cumulative victims 5/	896,951	941,084	279,331	208,999	167,562	241,059	225,199	225,849	246,258	243,803	207,489	198,685		
- Fatalities due land accidents (deaths)	13,621	14,907	3,914	3,231	2,439	4,037	3,510	3,567	3,647	4,181	3,847	3,560		
5. Consumer Protection														
5.1 Number of Complaints filed to OCPB ^{6/} (case)														
- Contracts	3,638	2,815	983	1,090	1,031	534	432	796	1,202	385	477	561		
- Labeling	2,368	4,368	585	622	633	528	830	1,018	1,652	868	793	508		
- Advertising	4,752	4,709	1,811	1,455	813	973	740	1,995	1,220	754	2,474	330		
- Direct Selling and Direct Marketing	3,619	4,779	731	762	1,190	936	538	1,093	1,971	1,177	741	513		
- Others	N.A.	3,565	-	-	-	-	-	-	-	3,565	8,146	5,592		
5.2 Consumer complaints filed to NBTC ^{7/} (case)	3,966	3,431	769	528	651	2,018	1,780	624	502	525	474	371		

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

^{2/} Bank of Thailand

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

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

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

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

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