

EXECUTIVE SUMMARY

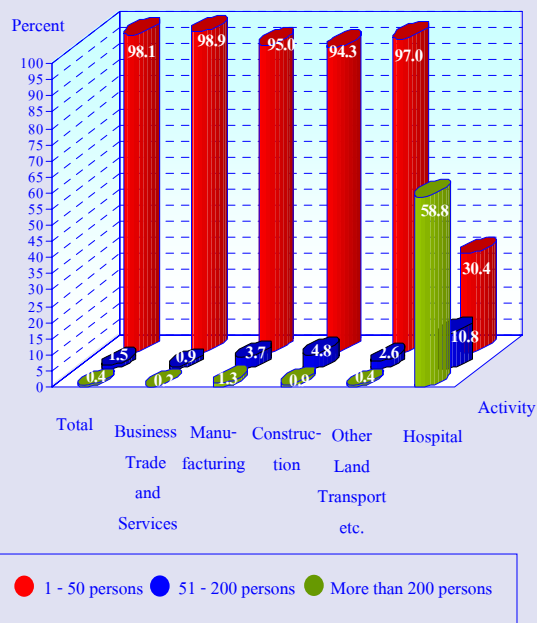
Due to attention is given to use the knowledge and technology as the country development base in order to enhance the country's competitiveness through knowledge - base learning. The National Statistical Office (NSO), as an authorized government agency, therefore, decides to conduct the first survey of Information and Communication Technology Survey in 2004. This is the 4th Survey.

The data presents the results concerning information and communication technology of the establishments with at least one person engaged located in **Bangkok**. The coverage of the survey are business trade and services, manufacturing, construction, other land transport, (*excluding non-scheduled passenger land transport such as hire motorcycle etc*), activities of travel agencies and hospital. The information collected refers to the operation period of establishment during April 1, 2006 to March 31, 2007. The major findings are as follows;

1) Number and size of Establishment, there were totally 245,464 establishments. Most of them were engaged in *business trade and services activity*, which was about 197,865 establishments or 80.6 percent. Followed by those engaged in *manufacturing activity* was about 38,966 establishments or 15.9 percent. Those engaged in the *other land transport and activities of travel agencies, construction and hospital activities*

had proportions of about 2.0, 1.4 and 0.1 percent respectively.

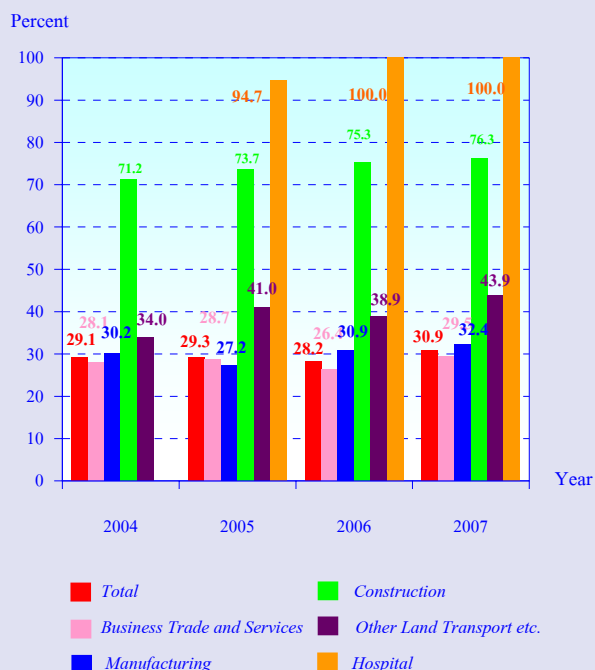
*Figure A Percentage of Establishments in 2007
by Size of establishment (Number of persons engaged) and Economic Activity*



Considering by size of establishment, specified by the numbers of persons engaged, it was found that most of establishments (about 240,885 establishments or 98.1 percent) were small size, with 1 - 50 persons. Those with 51 - 200 persons and more than 200 persons were very small proportions of about 1.5 and 0.4 percent respectively. It is noticed that establishments with 1 - 50 persons in each activity had the highest proportion, except establishments engaged in *hospital activity* had establishments with more than 200 persons higher proportion than the establishments with 1 - 50 persons.

2) **Computer Used**, the survey was found that 30.9 percent of establishments in Bangkok used the computers. It was 28.2 percent increased from 2006. It is noticed that all establishments engaged in *hospital activity* used of computers.

Figure B Percentage of Establishments with Use of the Computer in 2004 – 2007 by Economic Activity

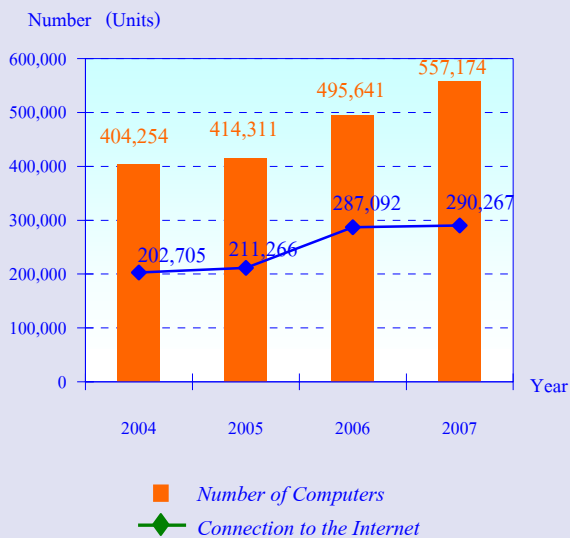


The unit of computers facilitated the business process, there were totally 557,174 units or 7 units per establishment used of computer. The highest average number of computer was found in *hospital activity* about 165 units.

For the Connection to the Internet, in 2007, there was 290,267 units or about 52.1 percent of the total number of computer.

The number of persons using computers in their normal work routines (at least once a week), there were 558,557 persons.

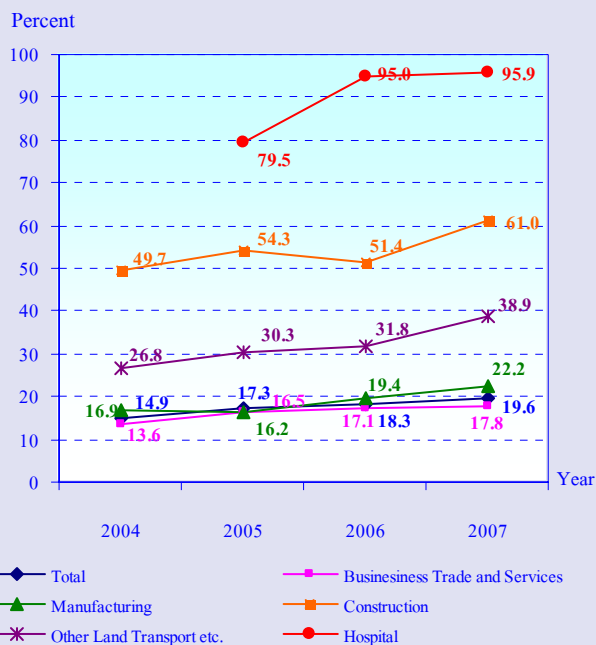
Figure C Number of Computers and Connection to the Internet in 2004 – 2007



3) **Internet used**, figure D show that 19.6 percent of establishments used of internet, which is increased from 2006. The highest proportion of using internet, about 95.9 percent, engaged in *hospital activity*. The followings engaged in *construction* and *other land transport and activities of travel agencies activities* which were about 61.0 and 38.9 percent respectively.

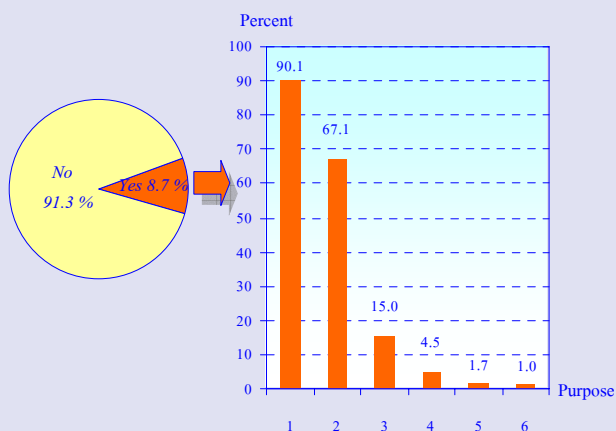
The major purpose of internet activities, about 94.8 percent, accessed to the internet for information searches, about 59.9 and 55.6 percent of establishments had accessed to the electronic mail and internet for monitoring the market respectively.

Figure D Percentage of Establishments with Using Internet in 2004 - 2007 by Economic Activity



4) Website used, there was about 8.7 percent. The purposes of using of web site were marketing the establishment products of about 90.1 percent. The following was inquiry or contact facility by 67.1 percent.

Figure E Percentage of Establishments with Use of Web Site in 2007 by Purpose



Purpose:

1 = Marketing the establishment product

2 = Inquiry/Contact facility

3 = Receiving Purchased order

4 = Providing after sales services

5 = Information networking

6 = Online payment

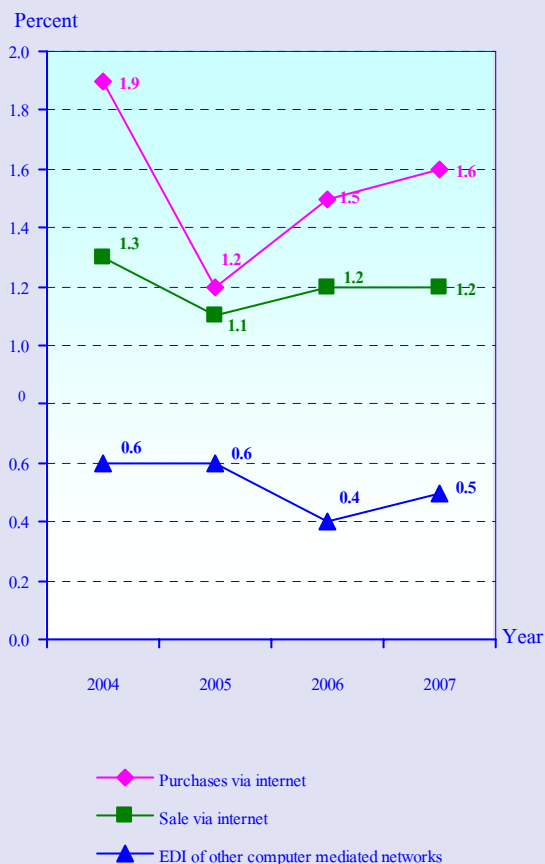
Note : More than one characteristic can be done by an establishment

Note : Exclude hospital activity in 2004.

The receiving purchased order and providing after sale services were about 15.0 and 4.5 percent.

5) Purchase via internet, there was very small proportion of about 1.6 percent. For the Sales via internet was about 1.2 percent and use of EDI or Other Computer Mediated Networks (Other than Internet), was about 0.5 percent.

Figure F Percentage of Establishments with Purchase, Sale via Internet and Use of EDI in 2004 - 2007



6) Spending on Information and Communication Technology Goods and Services of establishments in Bangkok in 2007, there were totally 8,883.5 million baht or about 36,191 baht per establishment. Most of them was for *communication spending* of about 5,160.3 million baht. The following was spent on *computer hardware* of about 1,756.8 million baht, while *communication equipment spending* was the lowest of about 359.5 million baht.

In term of size of establishment, it was found that the spending on goods and services of the small scale establishments (1 - 50 persons) was totally 5,318.8 million

baht or 22,080 baht per establishment. The establishments with 51 - 200 persons had totally 1,789.4 million baht or about 502,782 baht per establishment. While the large scale establishments (more than 200 persons) had totally 1,775.3 million baht or 1.7 million baht per establishment. It is noted that the establishments with 1 - 200 persons had the highest communication spending, whereas the establishments with more than 200 persons had the highest computer hardware spending.

Table A Spending on Information and Communication Technology Goods and Services of Establishments in 2007 by Size of Establishment and Economic Activity

Amount in Million Baht

Size of Establishment/ Economic Activity	Number of Establish- ments	Total	Com- puter Hard ware Spen- ding	Com- puter Soft ware Spen- ding	Com- puter Ser- vices Spen- ding	Com- muni- cation Spen- ding	Com- muni- cation Equip- ment Spen- ding
Total	245,464	8,883.5	1,756.8	1,100.7	506.2	5,160.3	359.5
Size of Establishment							
1 - 50 persons	240,885	5,318.8	514.7	196.7	241.5	4,178.5	187.5
51 - 200 persons	3,559	1,789.4	465.9	443.2	127.1	664.3	88.9
More than 200 persons	1,020	1,775.3	776.3	460.8	137.6	317.5	83.1
Economic Activity							
Business Trade and Services	197,865	5,586.0	807.4	443.4	261.1	3,836.6	237.5
Manufacturing	38,966	2,164.5	628.3	376.4	165.7	895.8	98.2
Construction	3,419	607.9	98.1	200.1	62.3	239.8	7.7
Other Land Transport etc.	5,066	265.7	46.5	27.0	12.1	166.6	13.5
Hospital	148	259.3	176.5	53.7	4.9	21.5	2.7

Considering by economic activity, it was found that the establishments engaged in *business trade and services activity* had spent totally 5,586.0 million baht or 28,231 baht per establishment. Those engaged in *manufacturing activity* had totally 2,164.5 million baht or 55,548 baht per establishment. The *construction and other land transportation and activities of travel agencies activities* had 607.9 and 265.7 million baht or 177,801 and 52,448 baht per establishment respectively. Those engaged in *hospital activity* had totally 259.3 million baht or 1.8 million baht per establishment. It is noticeable that the establishments engaged in *business trade and services activity* had spent on information and communication technology goods and services higher than the other economic activity.

7) Personnel Graduated in Information Technology Subject; (Table B) the result of survey shows that in 2007, the totally 63,054 establishments in form of company limited or public company limited in Bangkok, there were 18,516 employees graduated in information technology subject. Most of them (about 7,494 persons or 40.5 percent) worked in the establishments with 1 - 50 persons.

Considering by activity, it was found that the *business trade and services activity* had the information technology personnel about 13,279 persons. The *manufacturing activity* had about 4,087 persons. While the establishments engaged in *hospital activity* had the lowest number of about 185 persons.

Information Technology Personnel, there were totally 29,746 persons. Out of these graduated in information technology subject about 18,003 persons or about 60.5 percent. The rest, about 11,744 persons, did not.

In term of size of establishment, it was found that the establishments with 1 - 50 persons had the highest number information technology personnel of about 15,891 persons. While the large scale establishments with more than 200 persons had the lowest number of about 5,026 persons.

Considering by activity, it was found that establishments engaged in *business trade and services activity* had the highest number of about 20,773 persons. The following was *manufacturing activity* of about 6,418 persons. The establishments engaged in *other activities*, in each, had the number less than 1,300 persons.

Table B Information Technology Personnel and Personnel graduated in Information Technology Subject of Establishments in 2007 by Size of Establishment and Economic Activity

Unit : Persons

Size of Establishment/ Economic Activity	Information Technology Personnel			Personnel Graduate in Information Technology Subject
	Total	Information Technology Subject	Other Subject	
Total	29,746	18,003	11,744	18,516
Size of Establishment				
1 - 50 persons	15,891	7,219	8,672	7,494
51 - 200 persons	8,829	6,914	1,915	7,070
More than 200 persons	5,026	3,870	1,156	3,952
Economic Activity				
Business Trade and Services	20,773	12,922	7,851	13,279
Manufacturing	6,418	3,962	2,456	4,087
Construction	1,230	688	542	700
Other Land Transport etc.	1,110	245	865	264
Hospital	215	185	30	185

Note : Establishments in formed as company limited, public company limited only.