

## CHAPTER FOUR

### RESULTS

The previous chapter explained how and when the data were collected and analyzed. This chapter reports on the results of the finding collected from the 100 respondents, which is divided into four parts based on the questionnaire design. The first part will report the percentages of respondents' personal data. The second part will report the percentages of the respondents' attitudes toward the six-month relief package of free water, free electricity and free buses. The third part will report the respondents' behavioral change after the announcement of the package and the fourth part will report the respondents' comments and suggestions. Each question and answer has been analyzed and processed into tables with explanations provided.

#### 4.1 THE RESPONDENTS' DEMOGRAPHIC DATA

The following tables consist of the data analyzed from the respondents' profiles and gives general information on the subjects regarding their gender, age, marital status, educational background, occupation, monthly income and accommodation. All information was displayed in the form of frequency and percentage of the respondents.

According to Table 1, the respondents of the study were 100 people who live or work in any occupations in the Rattanakosin Island area. The number of male respondents (35.0%) was lower than that of female respondents (65.0%)

***Table 1 Respondents' Gender***

Gender	Frequency	Percentage
Male	35	35.0
Female	65	65.0
Total	100	100.0

According to Table 2, the respondents were asked to indicate their age. The majority of respondents (50.0%) were aged 20-30 years old. There were 27 respondents were aged 31-40 years old, closely followed by the age of 41-50 years old, accounting for 19.0 percent.

***Table 2 Respondents' Age***

Age	Frequency	Percentage
20 – 30	50	50.0
31 – 40	27	27.0
41 – 50	19	19.0
Over 50	4	4.0
Total	100	100.0

According to Table 3, out of a total number of 100 respondents, 67 respondents were single, 31 respondents were married, one respondent was divorced and one respondent was separated.

***Table 3 Data of the Respondents' Marital Status***

Marital Status	Frequency	Percentage
Single	67	67.0
Married	31	31.0
Divorce	1	1.0
Separate	1	1.0
Other	0	0.0
Total	100	100.0

According to Table 4, the majority of the respondents (61.0%) had a bachelor's degree, 30 of them had an educational background lower than bachelor's degree and only 9 respondents had a master's degree

***Table 4 Data of the Respondents' Education***

Education	Frequency	Percentage
Lower than Bachelor Degree	30	30.0
Bachelor Degree	61	61.0
Master Degree	9	9.0
Doctorate Degree	-	-
Total	100	100.0

According to Table 5, there were 42 respondents working in a private company and 28 of them were employees of State Enterprises, followed by others (16.0%), government officers (8.0%) and business owners (6.0%), respectively.

***Table 5 Data of the Respondents' Occupation***

Occupation	Frequency	Percentage
Business Owner	6	6.0
Government Officer	8	8.0
Private company employee	42	42.0
State Enterprises	28	28.0
Others	16	16.0
Total	100	100.0

According to Table 6, thirty one respondents received a monthly income between 10,001 - 20,000 Baht, and another 27 and 20 respondents received an income per month of less than 10,000 Baht and between 20,001 - 30,000 Baht, respectively. There were 13 respondents who received a monthly income over 40,000 Baht and only 9 of them earned 30,001 - 40,000 Baht per month.

***Table 6 Data of the Respondents' Monthly Average Income***

Average Income/month	Frequency	Percentage
Less than 10,000 Baht	27	27.0
10,001 - 20,000 Baht	31	31.0
20,001 - 30,000 Baht	20	20.0
30,001 - 40,000 Baht	9	9.0
Over 40,000 Baht	13	13.0
Total	100	100.0

According to Table 7, the majority of the respondents (59.0%) lived at their own house/town house, followed by rented house/room, dormitory or their own condominium, each accounting for 22.0 percent, 11.0 percent and 8.0 percent, respectively.

***Table 7 Respondents' Accommodation***

Accommodation	Frequency	Percentage
House / Town House	59	59.0
Rented house/room	22	22.0
Dormitory	11	11.0
Own condominium	8	8.0

**Table 7 Continued**

Accommodation	Frequency	Percentage
Others	0	0.0
Total	100	100.0

#### **4.2 PUBLIC ATTITUDE TOWARD THE SIX-MONTH RELIEF PACKAGE OF FREE WATER, FREE ELECTRICITY AND FREE BUSES**

The following tables consist of the data analyzed from the respondents' attitudes towards the six-month relief package of free water, free electricity and free buses.

As shown in Table 8, the majority of the respondents (79.0%) agreed that this policy helps them to reduce their water expense, while 76 respondents agreed that the free water policy focused on low-income people only. Out of the 100 respondents, 73 of them were satisfied with the free water policy.

**Table 8 Public attitudes towards the six-month relief package of free water**

Public attitude towards the free water policy	Attitude			Total	Attitude
	Agree	Neutral	Disagree		
1. The free water policy helps you to reduce your water expense.	79 (79.0)	10 (10.0)	11 (11.0)	100 (100.0)	Agree
2. You are satisfied with the free water policy	73 (73.0)	24 (24.0)	3 (3.0)	100 (100.0)	Agree
3. The free water policy focuses on low-income people only	76 (76.0)	15 (15.0)	9 (9.0)	100 (100.0)	Agree
4. In your opinion, free tap water for homes using less than 50 unit/month is an appropriate proportion.	67 (67.0)	24 (24.0)	9 (9.0)	100 (100.0)	Agree

According to Table 9, seventy respondents agreed that the free electricity policy focuses on low-income people only, and 65 of them were satisfied with the free policy. Beside this, the majority of the respondents, sixty percent, agreed that free

electricity for homes using less than 80 units/month and 50% subsidy for those using 81-150 units is an appropriate proportion.

**Table 9 Public attitudes towards the six-month relief package of free electricity**

Public attitude towards the free electricity policy	Attitude			Total	Attitude
	Agree	Neutral	Disagree		
1. The free electricity policy focuses on low-income people only	70 (70.0)	16 (16.0)	14 (14.0)	100 (100.0)	Agree
2. You are satisfied with the free electricity policy	65 (65.0)	28 (28.0)	7 (7.0)	100 (100.0)	Agree
3. In your opinion, free electricity for homes using less than 80 unit/month and 50% subsidy for those using 81-150 units is an appropriate proportion	60 (60.0)	29 (29.0)	11 (11.0)	100 (100.0)	Agree
4. The free electricity policy helps you to Reduce your electricity expense.	59 (59.0)	25 (25.0)	16 (16.0)	100 (100.0)	Agree

According to Table 10, seventy four respondents agreed with the first statement, you are satisfied with the free buses policy, and 67 of them agreed that the free buses policy helps them to reduce their travel expense. Judging from the number, the majority of the respondents (64.0%) agreed that the free buses policy focuses on low-income people only.

**Table 10 Public attitudes towards the six-month relief package of free buses**

Public attitude towards the free buses policy	Attitude			Total	Attitude
	Agree	Neutral	Disagree		
1. You are satisfied with the free buses policy.	74 (74.0)	20 (20.0)	6 (6.0)	100 (100.0)	Agree
2. The free buses policy helps you to reduce your travel expense.	67 (67.0)	19 (19.0)	14 (14.0)	100 (100.0)	Agree
3. The free busses policy focuses on low-income people only.	64 (64.0)	24 (24.0)	12 (12.0)	100 (100.0)	Agree

**Table 10 Continued**

Public attitude towards the free buses policy	Attitude			Total	Attitude
	Agree	Neutral	Disagree		
4. You think that after the announcement of the package, free buses have the same standard in convenience and safety as before.	56 (56.0)	24 (24.0)	20 (20.0)	100 (100.0)	Agree
5. You think that the frequency of the free buses is appropriate.	47 (47.0)	33 (33.0)	20 (20.0)	100 (100.0)	Agree

### 4.3 CHANGES IN PUBLIC BEHAVIOR AFTER THE ANNOUNCEMENT OF THE SIX-MONTH RELIEF PACKAGE OF FREE WATER, FREE ELECTRICITY AND FREE BUSES

The third part of the questionnaire sought the change in public behavior after the announcement of the six-month relief package of free water, free electricity and free buses. All information was displayed in the form of frequency, percentage, mean and standard deviation of the respondents as follows:

According to Table 11, fifty one respondents always save water by turning off the tap while brushing their teeth and nearly half of the respondents (45.0%) always save water by turning off the tap while washing their hair. Judging from the number, 39 respondents regularly saved water by not wasting the used water but reusing it such as for watering the plants.

**Table 11 Change in public behavior after the announcement of the relief package of free water**

Change in public's water Consumption behavior after the announcement of the package	Action level					Total	Action level
	Always	Regularly	Occasionally	Rarely	Never		
1. You save water by turning off the tap while brushing your teeth	51 (51.0)	25 (25.0)	14 (14.0)	4 (4.0)	6 (6.0)	100 (100.0)	Always

**Table 11 Continued**

Change in public's water consumption behavior after the announcement of the package	Action level					Total	Action level
	Always	Regularly	Occasionally	Rarely	Never		
2. You save water by turning off the tap while washing your hair	45 (45.0)	22 (22.0)	23 (23.0)	5 (5.0)	5 (5.0)	100 (100.0)	Always
3. After the announcement of the package, you use less water to reduce the water expense.	31 (31.0)	30 (30.0)	22 (22.0)	6 (6.0)	11 (11.0)	100 (100.0)	Always
4. You save water by not wasting the used water but reusing it such as for watering the plants.	19 (19.0)	39 (39.0)	27 (27.0)	9 (9.0)	6 (6.0)	100 (100.0)	Regularly

According to Table 12, after the announcement of the relief package of free electricity, 47 respondents always saved electricity by unplugging electrical devices or turning off the light after use and 38 of them regularly saved electricity by ironing a large amount of clothes at one time. Besides, 36 respondents regularly saved electricity by using more energy-efficient home appliances.

**Table 12 Change in public behavior after the announcement of the relief package of free electricity**

Change in public's electricity consumption behavior after the announcement of the package	action level					Total	Action level
	Always	Regularly	Occasionally	Rarely	Never		
1. You save electricity by unplugging electrical devices or turning off the light after use	47 (47.0)	37 (37.0)	12 (12.0)	3 (3.0)	1 (1.0)	100 (100.0)	Always

**Table 12 Continued**

Change in public's electricity consumption behavior after the announcement of the package	action level					Total	Action level
	Always	Regularly	Occasionally	Rarely	Never		
2. After the announcement of the package, you use less electricity to reduce the electricity expense	36 (36.0)	31 (31.0)	23 (23.0)	1 (1.0)	9 (9.0)	100 (100.0)	Regularly
3. You save electricity by using more energy-efficient home appliances	35 (35.0)	36 (36.0)	15 (15.0)	5 (5.0)	9 (9.0)	100 (100.0)	Regularly
4. You save electricity by ironing a large amount of clothes at one time	31 (31.0)	38 (38.0)	21 (21.0)	3 (3.0)	7 (7.0)	100	Regularly

As shown in Table 13, after the announcement of the relief package of free buses, 39 respondents never learned more for the free buss route in order to reduce their traveling expense and 38 of them did not mind standing in a crowded bus in order to use the free bus services. Out of a hundred respondents, there were 31 respondents who regularly started to travel by bus more often after the announcement of the free buses policy.

**Table 13 Change in public behavior after the announcement of the relief package of free busses**

Change in public's free buses consumption behavior after the announcement of the package	action level					Total	Action level
	Always	Regularly	Occasionally	Rarely	Never		
1. You start to travel by bus more often after the announcement of the free buses policy	10 (10.0)	31 (31.0)	21 (21.0)	15 (15.0)	23 (23.0)	100	Occasionally
2. You spend more time waiting for free bus services	13 (13.0)	23 (23.0)	22 (22.0)	12 (12.0)	30 (30.0)	100	Occasionally

**Table 13 Continued**

Change in public's free busses consumption behavior after the announcement of the package	action level					Total	Action level
	Always	Regularly	Occasionally	Rarely	Never		
3. You change your traveling rout for the free bus services to reduce your traveling expense	11 (11.0)	17 (17.0)	25 (25.0)	13 (13.0)	34 (34.0)	100	Rarely
4. You learn more for the free buss route in order to reduce your traveling expense	12 (12.0)	19 (19.0)	20 (20.0)	10 (10.0)	39 (39.0)	100	Rarely
5. In order to use the free bus services, you don't mind standing in a crowded bus	12 (12.0)	17 (17.0)	18 (18.0)	15 (15.0)	38 (38.0)	100	Rarely

#### 4.4 SUGGESTIONS

Out of one hundred respondents, there is no suggestion received from the fourth part of the questionnaire.

The findings of the study will be summarized and discussed in the next chapter.