

CHAPTER FOUR

RESULTS

The previous chapter explains subjects, materials, procedures, and data analysis. This chapter presents the results of the study. It is divided into three parts based on the questionnaire: Part I is the demographic information of the subjects, Part II is the results of the attitudes towards e-Customs and facilities of Thai Customs Department, and Part III is the comments and suggestions for further development of e-Customs.

4.1 DEMOGRAPHICS INFORMATION OF THE RESPONDENTS

According to Table 1, more than half of the respondents were female. (63.5%)

Table 1. Gender

Gender	Number of Respondents	Percent (%)
Male	42	36.5
Female	73	63.5
Total	115	100.0

Among the 5 age groups, the largest group of respondents was those whose age fell between 26-30 accounting for 33.9%, while the smallest group of respondents was those aged between 36-40 accounting for 12.1%. However, there was the data missing for about 7.8% (9 respondents) in this item.

Table 2. Age

Age	Number of Respondents	Percent (%)
Under 25 years	16	15.1
26-30 years	39	36.8
31-35 years	21	19.8
36-40 years	14	13.2
Over 40 years	16	15.1
Total	106	100.0

From Table 3, the data shows that most of respondents were in the Bachelor's Degree group (69.6%), followed by High Vocational Diploma group (16.5%), Master's Degree group (8.7%), and High School group (5.2%), respectively.

Table 3. Education

Education	Number of Respondents	Percent (%)
High School	6	5.2
High Vocational Diploma	19	16.5
Bachelor's Degree	80	69.6
Master's Degree	10	8.7
Total	115	100.0

Regarding marital status, 67.8% of respondents were single, 29.6% of respondents were married, and 2.6% of them were separated or divorced.

Table 4. Marital Status

Marital Status	Number of Respondents	Percent (%)
Single	78	67.8
Married	34	29.6
Separated/Divorced	3	2.6
Total	115	100.0

Table 5 illustrates the respondents' occupations. More than half of the respondents were logistics and shipping employees (52.2%), followed by forwarder employees (26.1%) and agent employees (13.0%). There were 8.8% of respondents who work in import and export business.

Table 5. Occupation

Occupation	Number of Respondents	Percent (%)
Agent Employees	15	13.0
Logistics & Shipping Employees	60	52.2
Forwarder Employees	30	26.1
Importer Employees	2	1.7
Exporter Employees	7	6.1
Others	1	0.9
Total	115	100.0

Table 6 indicates that more than half of the respondents (53.0%) had experience in this shipping business above 4 years, followed by 2-4 years (27.8%), and below 2 years (19.1%) of this field.

Table 6. Working Experiences in the Shipping Business

Working Experiences	Number of Respondents	Percent (%)
Below 2 years	22	19.2
2-4 years	32	27.8
Above 4 years	61	53.0
Total	115	100.0

4.2 THE RESULTS OF THE ATTITUDES TOWARDS E-CUSTOMS

This part presents the scores and levels of attitudes towards e-Customs and facilities of the Thai Customs Department. It is divided into three main aspects: (1) Service Procedures, (2) Service Staff, and (3) Knowledge and Understanding of e-Customs. The analysis is based on the Likert scale's principle using the degree of agreement, such as the extremely disagree, disagree, uncertain, agree, and extremely agree answers. These were graded 1, 2, 3, 4, 5 points, respectively. The data in this study is presented in the form of statistical tables and descriptive statistics method.

The results in each table were analyzed by SPSS program and are shown as number, percentage, and mean.

In terms of attitudes towards service procedure of e-Customs, there were 43.5% of respondents who agreed and 18.3% of respondents who extremely agreed about using the web-based Thai Customs system more than 10 times during the last week (22 – 26 December 2008). However, there were 20.0 % of respondents who were uncertain and 17.4% of respondents who disagreed using they had used the web-based Thai Customs system more than 10 times during the same time.

Table 7. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent (%)					3.61	Agree
You used the web-based Thai Customs system more than 10 times during last week.	21/ 18.3	50/ 43.5	23/ 20.0	20/ 17.4	1/ 0.9		

When asked if “*You are satisfied with the suitability of e-Customs procedures,*” more than one-third of respondents (46.1%) agreed with this statement, 33.9 % were uncertain, 9.6% disagreed, and 5.2% of respondents both extremely agreed and extremely disagreed. However, the result of level of attitudes towards the satisfaction with the suitability of e-Customs procedures was uncertain.

Table 8. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent (%)						
You are satisfied with the suitable of e-Customs procedures.	6/ 5.2	53/ 46.1	39/ 33.9	11/ 9.6	6/ 5.2	3.37	Uncertain

With regard to the statement, “*It’s convenient for me because I can submit the document via the Internet.*” , more than half of the respondents (53.9%) agreed with this statement, followed by nearly one- quarter (23.5%) who were uncertain, and only 2.6% of the respondents extremely disagreed with this statement.

Table 9. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent (%)						
It’s convenient for me because I can submit the document via the Internet.	18/ 15.7	62/ 53.9	27/ 23.5	5/ 4.3	3/ 2.6	3.76	Agree

As shown in Table 10, there were 34.8% of the respondents who agreed and 31.3% of the respondents who were uncertain with the statement “*You are confident that paperless system can save cost of the submission procedures.*” Moreover, 12.2% of them disagreed and 8.7% extremely disagreed with this statement. However, the results of level of attitudes towards confident saving cost of submission procedures were uncertain.

Table 10. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent (%)					3.31	Uncertain
You are confident that paperless system can save cost of the submission procedures.	15/ 13.0	40/ 34.8	36/ 31.3	14/ 12.2	10/ 8.7		

More than half of the respondents (52.2%) agreed with the statement “*You are confident that paperless system can save time.*”, followed by 23.5% who were uncertain, 13.9% who extremely agreed, 6.1% who disagreed, and 4.3% who extremely disagreed.

Table 11. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent (%)					3.65	Agree
You are confident that paperless system can save time.	16/ 13.9	60/ 52.2	27/ 23.5	7/ 6.1	5/ 4.3		

From the Table 12, it can be seen that there were 39.1% of respondents who agreed and 32.2% of respondents who were uncertain with the statement “*It is better to use paperless system instead of paper-based system.*” respectively. However, 8.7% of respondents disagreed and 4.3% of them extremely disagreed.

Table 12. Attituded Towards Service Procedures of E-Customs

Description	Level of Attitude						Data missing	Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree				
	Frequency/ Percent							3.50	Agree
It is better to use paperless system instead of paper-based system.	16/13.9	45/39.1	37/32.2	10/8.7	5/4.3	2/1.7			

When asked “*You believe that e-Customs, can reduce corruption.*” more than one-third or 40% of respondents were uncertain, 20.9% extremely disagreed, 19.1% agreed, 13% disagreed, and 6.1% extremely disagreed.

Table 13. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude						Data missing	Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree				
	Frequency/ Percent							2.76	Uncertain
You believe that e-Customs can reduce corruption.	7/6.1	22/19.1	46/40.0	15/13.0	24/20.9	1/0.9			

The result from the statement “*You are always satisfied with the e-Customs services.*”, more than half of the respondents (55.7%) were uncertain, 24.3% agreed, 12.2% disagreed, 6.1% extremely disagreed, and only 0.9% of respondents extremely agreed.

Table 14. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude						Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree	Data missing		
	Frequency/ Percent						3.02	Uncertain
You are always satisfied with the e-Customs services.	1/0.9	28/24.3	64/55.7	14/12.2	7/6.1	1/0.9		

Regarding the statement “*If you don’t have much knowledge about customs, it will be so difficult to use the service via the Internet.*”, nearly half of the respondents (45.2%) agreed, 23.5% were uncertain, 19.1% extremely agreed, 8.7% disagreed, and only 1.7% of respondents extremely disagreed.

Table 15. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude						Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree	Data missing		
	Frequency/ Percent						3.73	Agree
If you don’t have much knowledge about customs, it will be so difficult to use the service via the Internet.	22/19.1	52/45.2	27/23.5	10/8.7	2/1.7	2/1.7		

According to the result shown in Table 16, there were 37.4% of respondents who were uncertain and 33.9% of them agreed, while 16.5% of respondents disagreed and 6.1% of them extremely disagreed that Thai Customs officials provided updated data of their services.

Table 16. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Data missing	Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree			
	Frequency/ Percent						3.16	Uncertain
Thai Customs Officials provided updated data of their services.	6/5.2	39/33.9	43/37.4	19/16.5	7/6.1	1/0.9		

When respondents were asked about service procedure, 43.5% of them were uncertain with the statement “*Information in e-Customs web page is always updating.*”, while 33.9% of respondents agreed, 13.9% disagreed, 7.0% extremely agreed, and 1.7% extremely disagreed with this statement.

Table 17. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Data missing	Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree			
	Frequency/ Percent						3.30	Uncertain
Information in e-Customs web page is always updating.	8/7.0	39/33.9	50/43.5	16/13.9	2/1.7			

More than half of the respondents (53.9%) were uncertain with the statement “*Information in e-Customs web page is concise.*”, followed by 28.7% who agreed, 15.7% who disagreed, and only 1.7% who extremely agreed with this statement. Moreover, none of the respondents extremely disagreed.

Table 18. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.17	Uncertain
Information in e-Customs web page is concise.	2/ 1.7	33/ 28.7	62/ 53.9	18/ 15.7	0/ 0		

With regard to the statement “*Information in e-Customs web page is clear.*”, nearly half of the respondents (47.8%) were uncertain with this statement, followed by 26.1% who agreed, 19.1% who disagreed, 3.5% of respondents who extremely agree, and 3.5% who extremely disagreed with the statement. Surprisingly, the number of respondents who extremely agreed and extremely disagreed were equally.(3.5%).

Table 19. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.07	Uncertain
Information in e-Customs web page is clear.	4/ 3.5	30/ 26.1	55/ 47.8	22/ 19.1	4/ 3.5		

Regarding the statement “You agree with the overall services of e-Customs procedures.”, there were 38.3% of respondents who were uncertain, followed by 37.4% of them agreed, and 17.4% disagreed with this statement

Table 20. Attitudes Towards Service Procedures of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.20	Uncertain
You agree with the overall services of e-Customs procedures.	4/ 3.5	43/ 37.4	44/ 38.3	20/ 17.4	4/ 3.5		

Tables 7-20 indicate that the level of attitudes towards service procedures of e- Customs were as follows:

(1) The statement of “You used the web-based Thai Customs system more than 10 times during last week.”(Mean 3.61)

(2) The statement of “You are satisfied with the suitable of e-Customs procedures.” (Mean 3.37)

(3) The statement of “It’s convenient for me because I can submit the document via the Internet.” (Mean 3.76)

(4) The statement of “You are confident that paperless system can save cost of the submission procedures.” (Mean 3.31)

(5) The statement of “You are confident that paperless system can save time.” (Mean 3.65)

(6) The statement of “It is better to use paperless system instead of paper-based system.” (Mean 3.50)

(7) The statement of “You believed that e-Customs can reduce corruption.” (Mean 2.76)

(8) The statement of “You are always satisfied with the e-Customs services.” (Mean 3.02)

(9) The statement of “If you don’t have much knowledge about customs, it will be so difficult to use the service via the Internet.” (Mean 3.73)

(10) The statement of “Thai Customs officials provided updated data of their services.” (Mean 3.16)

(11) The statement of “Information in e-Customs web page is always updating.” (Mean 3.30)

(12) The statement of “Information in e-Customs web page is concise.” (Mean 3.17)

(13) The statement of “Information in e-Customs web page is clear.” (Mean 3.07)

(14) The statement of “You agree with the overall services of e-Customs procedures.” (Mean 3.20)

Generally, the respondents’ attitudes towards service procedures of e-Customs in all aspects were at the uncertain level (Mean 3.33).

With regard to the attitudes towards service staff of e-Customs, nearly half of the respondents (47.8%) were uncertain with the statement “*The staff are always willing to help your operational problems.*”, while 31.3% of respondents agreed, 13% disagreed, 6.1% extremely agreed, and 1.7% extremely disagreed.

Table 21. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.10	Uncertain
The staff are always willing to help your operational problems.	2/ 1.7	36/ 31.3	55/ 47.8	15/ 13.0	7/ 6.1		

From table 22, it can be seen that most of the respondents were uncertain with the statement “*The staff are always polite and have good manners.*” One-third of the respondents (33.9%) agreed, followed by 13.9% who disagreed, 4.3% who extremely disagreed, and 1.7% who extremely agreed with this statement.

Table 22. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.15	Uncertain
The staff are always polite and have good manners.	2/ 1.7	39/ 33.9	53/ 46.1	16/ 13.9	5/ 4.3		

Most of the respondents (48.7%) were uncertain with the statement “*The staff have strong humanity.*”, 34.8% agreed, 11.3% disagreed, 3.5% extremely disagreed, and 1.7% extremely agreed.

Table 23. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.20	Uncertain
The staff have strong humanity.	2/ 1.7	40/ 34.8	56/ 48.7	13/ 11.3	4/ 3.5		

According to the result shown in Table 24, nearly half of the respondents (49.6%) were uncertain and 30.5% of them agreed, while 10.4% of respondents disagreed and 6.1% of them extremely disagreed with the statement “*The staff are expert in performing their duties.*” However, the result of level of attitude towards performance was to agree.

Table 24. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.60	Agree
The staff are expert in performing their duties.	7/ 6.1	35/ 30.5	57/ 49.6	12/ 10.4	4/ 3.5		

More than half of the respondents (53.0%) were uncertain with the statement “*The staff are able to explain the e-Customs procedures.*” followed by 23.5% who agreed, 14.8% who disagreed, 6.1% who extremely disagreed, and 2.6% extremely agreed.

Table 25. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.02	Uncertain
The staff are able to explain the e-Customs procedures.	3/ 2.6	27/ 23.5	61/ 53.0	17/ 14.8	7/ 6.1		

The majority or 50.4% of the respondents were uncertain with the statement “*The staff can give clear advice and totally understand.*” 20.9% of respondents both agreed and disagreed equally, 5.2% of them extremely disagreed, and 2.6% extremely agreed.

Table 26. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					2.95	Uncertain
The staff can give clear advice and totally understand.	3/ 2.6	24/ 20.9	58/ 50.4	24/ 20.9	6/ 5.2		

When respondents were asked about service staff, 41.7% of them were uncertain with the statement “The number of staff is sufficient.”, while 30.4% disagreed, 14.8% agreed, 11.3% extremely disagreed, and only 2 employees or 1.7% extremely agreed with this statement.

Table 27. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					2.65	Uncertain
The number of staff is sufficient.	2/ 1.7	17/ 14.8	48/ 41.7	35/ 30.4	13/ 11.3		

Regarding the statement “You will ask for the information from staff when you don’t understand e-Customs procedures.” 38.3% of respondents agreed, 37.4% were uncertain with this statement, while 13.9% disagreed, 7.0% extremely agreed, and only 3.5% extremely disagreed. However, the level of attitudes towards this point was uncertain.

Table 28. Attitudes Towards Service Staff of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.31	Uncertain
You will ask for the information from staff when you don't understand e-Customs process.	8/7.0	44/38.3	43/37.4	16/13.9	4/3.5		

Tables 21-28 indicate that the level of attitudes towards service staff of e- Customs were as follows:

- (1) The statement of *"The staff are always willing to help your operational problems."* (Mean 3.10).
- (2) The statement of *"The staff are always polite and have good manners."* (Mean 3.15).
- (3) The statement of *"The staff have strong humanity."* (Mean 3.20).
- (4) The statement of *"The staff are expert in performing their duties."* (Mean 3.60).
- (5) The statement of *"The staff are able to explain the e-Customs procedures."* (Mean 3.02).
- (6) The statement of *"The staff can give clear advice and totally understand."* (Mean 2.95).
- (7) The statement of *"The number of staff is sufficient."* (Mean 2.65).
- (8) The statement of *"You will ask for the information from staff when you don't understand e-Customs procedures."* (Mean 3.31).

Generally, the respondents' attitudes towards service staff of e-Customs in all aspects were at an uncertain level (Mean 3.12).

In terms of attitudes towards knowledge and understanding of e-Customs, nearly half of the respondents (49.6%) were uncertain with the statement “*You are confident in terms of 'privacy' to use customs services via the Internet.*”, 34.8% agreed, 8.7% disagreed, 5.2% extremely disagreed, and only 1.7% of respondents extremely agreed with this statement.

Table 29. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					3.19	Uncertain
You are confident in terms of 'privacy' to use customs services via the Internet.	2/ 1.7	40/ 34.8	57/ 49.6	10/ 8.7	6/ 5.2		

When asked “*You totally know about e-Customs.*”, more than half of the respondents (55.7%) were uncertain, 23.5% agreed, 15.7% disagreed, 2.6% extremely disagreed, and 1.7% extremely agreed with this statement.

Table 30. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude						Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree	Data missing		
	Frequency/ Percent						3.06	Uncertain
You totally know about e-Customs.	2/ 1.7	27/ 23.5	64/ 55.7	18/ 15.7	3/ 2.6	1/ 0.9		

With regard to the statement “*You want to learn more about e-Customs.*”, more than half of the respondents (58.3%) agreed with this statement, followed by 27.8% who extremely agreed, 8.7% who were uncertain, 4.3% who extremely

disagreed, and only 0.9% who disagreed with this statement. There was missing data in one case.

Table 31. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					4.04	Agree
You want to learn more about e-Customs.	32/ 27.8	67/ 58.3	10/ 8.7	1/ 0.9	5/ 4.3		

As shown in Table 32, there were 46.1% of respondents who extremely disagreed and 43.5% who agreed that the Thai Customs Department should expand e-Customs knowledge to users and related people, while 10.4% of them were uncertain. Surprisingly, none of the respondents disagreed and extremely disagreed in this statement.

Table 32. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					4.36	Extremely agree
Thai Customs Department should expand e-Customs knowledge to users and related people.	53/ 46.1	50/ 43.5	12/ 10.4	0/ 0	0/ 0		

Nearly half of the respondents (47.8%) extremely agreed with the statement “*Public relation can help you to know more about e-Customs.*”, followed by 43.5% who agreed, 7% who were uncertain, and only 1.7% who disagreed with this statement. Moreover, none of the respondents disagreed in this statement.

Table 33. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					4.37	Extremely agree
Public relation can help you to know more about e-Customs.	55/ 47.8	50/ 43.5	8/ 7.0	2/ 1.7	0/ 0		

From the Table 34, it can be seen that nearly half of the respondents (49.6%) agreed with the statement “*Training and seminars can help you to know more about this system.*” There were 40.9% of respondents who extremely agreed and 7.0% of respondents were uncertain with this statement. Moreover, none of respondents disagreed with this statement.

Table 34. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					4.26	Extremely agree
Training and seminars can help you to know more about this system.	47/ 40.9	57/ 49.6	8/ 7.0	0/ 0	3/ 2.6		

According to the result shown in Table 35, there were 48.7% of respondents who extremely agreed, and 42.6% who agreed that Thai Customs Department should provide e-Customs knowledge to related people as well as put more emphasis on its development, while 8.7% of them were uncertain. Surprisingly, none of the respondents disagreed and extremely disagreed with this statement.

Table 35. Attitudes Towards Knowledge and Understanding of E-Customs

Description	Level of Attitude					Mean	Level
	Extremely agree	Agree	Uncertain	Disagree	Extremely disagree		
	Frequency/ Percent					4.40	Extremely
Thai Customs Department should provide e-Customs knowledge to related people as well as put more emphasis on its development.	56/ 48.7	49/ 42.6	10/ 8.7	0/ 0	0/ 0		agree

Tables 29-35 indicate that the level of attitudes towards knowledge and understanding of e-Customs were as follows:

- (1) The statement of “You are confident in terms of 'privacy' to use customs services via the Internet.” (Mean 3.19)
- (2) The statement of “You totally know about e-Customs.” (Mean 3.06)
- (3) The statement of “You want to learn more about e-Customs.” (Mean 4.04)
- (4) The statement of “Thai Customs Department should expand e-Customs knowledge to users and related people.” (Mean 4.36)
- (5) The statement of “Public relation can help you to know more about e-Customs.” (Mean 4.37)
- (6) The statement of “Training and seminar can help you to know more about this system.” (Mean 4.26)

(7) The statement of “Thai Customs Department should provide e-Customs knowledge to related people as well as put more emphasis on its development.” (Mean 4.40)

Generally, the respondents’ attitudes towards knowledge and understanding of e-Customs in all aspects were at an agree level (Mean 3.95).

In summary, this chapter shows the results of the study of the attitudes towards e-Customs in Japanese shipping business in Bangkok. Thirty-five tables with explanation of the outcomes were presented. The findings of the study are summarized, discussed, and concluded in the next chapter.