

## APPENDIX A

### Questionnaire in English

#### “Customers' Attitudes towards e-Customs in Japanese Shipping Business in Bangkok.”

This questionnaire is part of a research paper as a partial fulfillment of the requirement for Master of Arts in English for Careers, Language Institute, Thammasat University. This questionnaire is used to measure the knowledge of e-Customs and customers' attitudes towards e-Customs in Bangkok in order to improve the e-Service. Your response will be strictly treated with confidentiality and will be used for the research purpose only. Your cooperation in answering this questionnaire is highly appreciated.

#### Part I: Demographic Information

**Instruction:** Please read the following statement and mark X in the blank ( ) on the statement which best correspond to you or your opinion and behavior or kindly fill in the underline.

1. Gender                      ( ) 1. Male                                      ( ) 2. Female
2. Age (Complete year)                      ..... (Please specify)
3. Education                      ( ) 1. High School                                      ( ) 2. High Vocational Diploma  
( ) 3. Bachelor Degree                                      ( ) 4. Master Degree  
( ) 5. Above Master Degree                                      ( ) 6. Others.....
4. Marital Status                      ( ) 1. Single                                      ( ) 2. Married  
( ) 3. Separated/ Divorced                                      ( ) 4. Others.....

5. Occupation            ( ) 1. Agent employees            ( ) 2. Logistics/Shipping employees  
                                   ( ) 3. Forwarder employees        ( ) 4. Importer employees  
                                   ( ) 5. Exporter employees        ( ) 6. Others.....

6. Working experiences in the shipping business

- ( ) 0-2 years of working        ( ) 2-4 years of working  
 ( ) 4 years of working and so on

**Part II: Attitude towards e-Customs and Facilities of Thai Customs Department**

**Instruction:** Please mark X in the box that represents your opinion of service from government officials on the following statements about e-Customs.

	Extremely Agree	Agree	Uncertain	Disagree	Extremely Disagree
<b>Service Procedures</b>					
7. You used the web-based Thai Customs system more than 10 times during last week.					
8. You are satisfied with the suitable of e-Customs procedures.					
9. It's convenient for me because I can submit the document via the Internet.					
10. You are confident that paperless system can save cost of the submission procedures.					
11. You are confident that paperless system can save time.					
12. It is better to use paperless system instead of paper-based system.					
13. You believe that e-Customs can reduce corruption.					

	Extremely Agree	Agree	Uncertain	Disagree	Extremely Disagree
14. You are always satisfied with the e-Customs services.					
15. If you don't have much knowledge about customs, it will be so difficult to use the service via the Internet.					
16. Thai Customs officials provided updated data of their services.					
17. Information in e-Customs web page is always updating.					
18. Information in e-Customs web page is concise.					
19. Information in e-Customs web page is clear.					
20. You agree with the overall services of e-Customs procedures.					
<b>Service Staff</b>					
21. The staff are always willing to help your operational problems.					
22. The staff are always polite and have good manners.					
23. The staff have strong humanity.					
24. The staff are expert in performing their duties.					
25. The staff are able to explain the e-Customs procedures.					
26. The staff can give clear advice and totally understand.					
27. The number of staff is sufficient.					
28. You will ask for the information from staff when you don't understand e-Customs procedures.					

	Extremely Agree	Agree	Uncertain	Disagree	Extremely Disagree
<b>Knowledge and Understanding of e-Customs</b>					
29. You are confident in terms of 'privacy' to use customs services via the Internet.					
30. You totally know about e-Customs.					
31. You want to learn more about e-Customs.					
32. Thai Customs Department should expand e-Customs knowledge to users and related people.					
33. Public relation can help you to know more about e-Customs.					
34. Training and seminars can help you to know more about this system.					
35. Thai customs Department should provide e-Customs knowledge to related people as well as put more emphasis on its development.					

**Part III: Suggestions**

**Instruction:** Please write down your opinion on spaces provided.

36. Are there any suggestions or comments for service improvement of e-Customs?

.....

.....

.....

.....

***\*\*Thank you very much for your kind corporation\*\****