

APPENDIX A

Questionnaire in English

Questionnaire on Opinions of Commuters in Three Commercial Areas of Silom, Pharam Sam, and Charoennakorn Towards Public Transportation in Bangkok Metropolis

Introduction

This survey is a part of the Independent Study in a Master's Degree Program at the Language Institute, Thammasat University. The information from this survey will be used only for the fulfillment of a Master's Degree. Your answers to this questionnaire will be kept confidential. Should you have questions concerning this questionnaire, please contact Ms.Krittiya Chiablaem or e-mail kwang_hub@hotmail.com.

The questionnaire is divided into four parts as follows:

Part1: Personal information

Part2: Behavior and rating of transportation

Part3: Attitude towards public transportation

Part4: Suggestion

Part1: Personal information**Instruction: Please mark X on the letter that is appropriate to your response**

1. Gender

- a) Male b) Female

2. Age _____ years

3. Marital Status

- a) Single b) Married c) Divorce/ Separated d) Widow

4. Educational level

- a) Primary b) Secondary c) Bachelor's Degree
d) Master's Degree e) Doctorate f) Other

5. Occupation

- a) Governmental officer b) Private company's officer
c) Student d) Business owner
e) Housewife f) Freelance
g) Vendor h) Other

6. Income

- a) Less than 10,000 THB/ month b) 10,001 - 20,000 THB/ month
c) 20,001 - 30,000 THB/ month d) 30,001 - 40,000 THB/ month
e) 40,001 - 50,000 THB/ month f) Higher than 50,000 THB/ month

Part2: Behavior in travelling and rating of transportation**Instruction: Please rate the frequency to the following extent**

- 5 = Most frequently 4 = Frequently 3 = Sometimes**
2 = Rarely 1 = Never

Description	5	4	3	2	1
7. Purpose of traveling					
- For working					
- For studying					
- For business contact					
- For recreation; such as shopping, sport, sight-seeing					
- For personal intention; such as going to see a doctor, supplying household, etc.					
8. Time period of traveling					
- 05.00am - 06.30am					
- 06.31am - 08.30am					
- 08.31am - 09.30am					
- 09.31am - 11.00am					
- 11.01am - 01.00pm					
- 01.01pm - 03.00pm					
- 03.01pm - 04.30pm					
- 04.31pm - 06.00pm					
- 06.01pm - 08.30pm					
- 08.31pm - 10.00pm					
9. Public transport that you frequently use when making trips					
- Sky train (BTS)					
- Subway (MRT)					
- Air-conditioned bus					
- Non air-conditioned bus					

9. Public transport that you frequently use when making trips					
- Affiliated bus (Mini bus)					
- Mini van					

Part3: Attitude towards public transportation

Instruction: Please indicate your agreement or disagreement to the following statement

5 = Strongly agree

4 = Agree

3 = Uncertain

2 = Disagree

1 = Strongly disagree

Add the definition of opinion = bad or good response toward the matter

Operational = a person who has good or bad response

Indicator = 1 good 2 bad

Description	5	4	3	2	1
10. The factors influencing your decision-making in using public transportation					
- Fares					
- Quality of service					
- Rapidity					
- Area coverage					
- Safety					
- Promotion					
11. Fare is the most important factor for you when making decision to use public transportation.					
12. The speed of public transportation to a destination should					

be considered in rating fare process.					
13. The operation and service provided by the transportation should be included in the cost of the fare.					
14. Public transit with a high cost of fare; like BTS, MRT, provide a good quality of service rather than one with a cheaper fare; such as buses, mini van.					
15. Public transits that are operated by the government sector; such as BTS, MRT, and buses, provide high quality of service rather than public transit operated by the private sector; such as mini van, affiliated buses.					
16. In the rush hour, the most important issue when you choose the mode of transportation is quality of service.					
17. Rapidity to destination is the most crucial factor when you make a trip.					
18. Public transportation with a high cost of fare that provides high rapidity is considered acceptable.					
19. In the rush hour, BTS service satisfies you the most.					
20. Affiliated bus are the best choice when the main buses are insufficient.					
21. A mini van provides good service in a small limited area.					
22. A mini van can serve you best in terms of safety and cost-saving.					
23. Public transportation is sufficient to passenger needs; especially in the rush hour.					
24. Nowadays, for a single trip, you have various choices that					

can take you to the destination rapidly.					
25. Facilities that supported public transportation system; such as sidewalk, cross over bridges, bus stops, bus stations, are appropriate to facilitate your travel conveniently.					
26. The government always keeps people who make use of public transportation up to date with promotion, new routes, and information about connecting routes.					
27. The surroundings around public transit stop points; such as bus stops, sky train stations, subway stations, are well organized.					
28. The government should privatize the transportation system in order to increase service quality.					
29. Omnibuses with air-conditioners can best serve people in terms of safety rather than omnibuses without air-conditioner.					

Part 4: Suggestion

30. Please express your opinion on how to improve the service of public transportation.

Thank you for your cooperation