

## APPENDIX A

### Questionnaire in English

#### **Causes of damage to the imported cargo during marine transportation: A study among the companies in Thailand.**

This questionnaire is a part of research paper as a partial fulfillment of the requirements for Master Degree of Arts in English for Careers, Language Institute, Thammasat University. This questionnaire is used to measure the factors causing damages to the imported cargo during marine transportation. Your response will be strictly confidential and will be used for the research purpose only. Your cooperation in answering this questionnaire is highly appreciated.

This questionnaire is divided into three sections as follows:

1. General information
2. Background of damage to recent shipment
3. Attitude towards all parties in marine transportation
4. Suggestions

**Instruction:** Please read the following statements and write down the number in the box provided on the right-handed side the one that mostly reflects your opinion.

#### **Section 1:** General information

##### 1. Kind of business

1. Import for export    2. Import for domestic sale    3. Both 1 and 2

##### 2. Year of business

1. 0-5 years    2. 6-10 years    3. 11-20 years    4. Over 20 years

##### 3. Frequency of imported shipment by sea per year

1. 0-6 shipments    2. 6-12 shipments  
3. 12-24 shipments    4. More than 24 shipments

4. Value of shipment per month

1. Less than 1 million Baht
2. 1-10 million Baht
3. 11-100 million Baht
4. 101-1,000 million Baht
5. More than 1,000 million Baht

5. Previous damage to the imported cargo

1. Less than a month
2. 1-6 months
3. 6 months-1 years
4. Over 1 year

**Section 2:** Background of damage to recent shipment

6. Loading port

1. America or Europe
2. Africa or Arab
3. East Asia
4. Southeast Asia
5. Others

7. Period of shipment (from loading port to the final warehouse)

1. 0-7 days
2. 8-14 days
3. 15-21 days
4. 22-30 days
5. More than 1 month

8. Type of carriage

1. Bulk cargo
2. General cargo
3. CFS container
4. CY container

9. Kind of cargo

1. Chemicals
2. Electronic part
3. Food
4. Machine
5. Steel
6. Others

10. Packing style

1. Bare
2. Bag/Can
3. Carton/box
4. Wooden Case
5. Steel
6. Others

11. Kind of damage

1. Dent, scratch, tear, breakage
2. Stain/contamination
3. Wet, rust
4. Deterioration
5. Shortage/missing
6. Others

## 12. Percentage of damaged quantity to whole shipment

1. 0-25%                      2. 26-50%                      3. 51-75%                      4. 76-100%

## 13. Value of whole shipment

1. 0-10,000 Baht                      2. 10,001-100,000 Baht                      3. 100,001 – 1,000,000 Baht  
4. 1,000,001-10,000,000 Baht                      5. More than 10 million Baht

## 14. Loss amount of damaged cargo

1. 0-10,000 Baht                      2. 10,001-100,000 Baht                      3. 100,001 – 1,000,000 Baht  
4. 1,000,001-10,000,000 Baht                      5. More than 10 million Baht

## 15. Party that causes damage to this shipment

1. Shipper                      2. Shipping line                      3. Port  
4. Inland carrier                      5. Consignee                      6. Unknown

**Section 3:** Please indicate your agreement or disagreement with the following statements. Check only one response for each statement that mostly reflects your feelings and/or opinions.

	Description	Strongly Agree	Agree	Depends	Disagree	Strongly Disagree
<b>16</b>	<b>Shipper &amp; packing company</b>					
1	Packing manner and other transportation equipment selected by the shipper are appropriate.					
2	The shipper uses utmost care to prevent damage to the cargo before marine transportation.					
3	The shipper is responsible for damage caused by them and agrees to have the cargo returned for re-inspection.					
<b>17</b>	<b>Shipping line / the carrier</b>					
1	The vessel's structure, hatch cover, container and handling equipment of the shipping line are appropriate.					
2	Stevedores use utmost care to prevent damage to the cargo during loading and unloading.					
3	The shipping line is responsible for the damage and provides all documentary evidence (Sea Protest, etc) to support the consignee's claim.					

<b>18</b>	<b>Port</b>					
1	Handling equipment of port (crane, forklift truck, etc) are appropriate.					
2	Port workers use utmost care to prevent damage to the cargo during unloading.					
3	Port is responsible for damage and provides all claim supporting documents (Survey Note, Accident Report) when requested					
<b>19</b>	<b>Inland Forwarder</b>					
1	Truck and lighter are appropriate and tightly covered by canvas.					
2	Driver and all workers use utmost care to prevent damage to the cargo during inland transportation.					
3	Inland forwarder is responsible for damage and agreed to have a remark on Delivery Order					
<b>20</b>	<b>Consignee</b>					
1	As a consignee, you have appropriate equipment for receiving the cargo					
2	The receiving staff have knowledge and understand how to receive the cargo efficiently in order to prevent damage					
3	The receiving staff is responsible for damage caused by him/her.					

#### Section 4: Suggestions

Do you have any further opinion relating to improvement of marine transportation and reducing damage to the imported cargo. Please use this space to add any additional comments.

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Thank you for your kind cooperation in answering the questionnaire.