

# ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่

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## ภาคผนวก ก สถิตินักท่องเที่ยวที่มาเที่ยวซ้ำ

ตารางที่ ผ-1 เปรียบเทียบจำนวนนักท่องเที่ยวชาวต่างชาติที่เดินทางมาเที่ยวประเทศไทยครั้งแรก และกลับมาเที่ยวซ้ำ ปี พ.ศ. 2550

	First	-time visitors		Re	peat visitors	
Country of residence	No. of arrivals (persons)	Proportion (%)	Δ (%)	No. of arrivals (persons)	Proportion (%)	Δ (%)
East Asia	2,877,638	36.06	+ 0.92	5,103,567	63.94	+ 0.25
ASEAN	682,415	18.17	- 5.56	3,073,139	81.83	+ 8.45
Brunei	3,304	26.58	- 1.81	9,126	73.42	- 1.84
Cambodia	21,597	19.85	+ 51.27	87,179	80.15	- 21.50
Indonesia	72,073	30.81	- 1.19	161,846	69.19	+ 11.44
Laos	67,346	12.92	+ 131.32	453,716	87.08	+ 79.25
Malaysia	215,262	13.87	- 32.04	1,336,697	86.13	+ 5.93
Myanmar	24,651	32.79	+ 31.67	50,532	67.21	+ 4.55
Philippines	80,310	40.38	+ 15.98	118,563	59.62	- 10.90
Singapore	99,662	12.47	+ 15.91	699,438	87.53	- 4.47
Vietnam	98,210	38.63	- 12.49	156,042	61.37	+ 11.77
China	600,695	59.88	+ 0.49	402,446	40.12	- 7.60
Hong Kong	132,845	29.65	+ 13.71	315,212	70.35	- 9.03
Japan	447,742	35.86	+ 5.65	800,958	64.14	- 7.89
Korea	789,781	73.43	+ 4.15	285,735	26.57	- 16.75
Taiwan	215,287	50.41	- 4.51	211,746	49.59	- 14.41
Others	8,873	38.24	+ 31.84	14,331	61.76	- 2.41

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## ตารางที่ ผ-1 (ต่อ)

	First	-time visitors	10/0	Re	peat visitors	
Country of residence	No. of arrivals (persons)	Proportion (%)	Δ (%)	No. of arrivals (persons)	Proportion (%)	Δ (%)
Europe	1,592,725	43.17	+ 33.56	2,097,045	56.83	- 1.51
Austria	31,080	41.92	+ 11.84	43,070	58.08	- 11.94
Belgium	27,154	39.33	+ 9.05	41,888	60.67	- 0.11
Denmark	45,925	34.02	+ 22.37	89,081	65.98	+ 2.84
Finland	64,798	46.84	+ 48.34	73,534	53.16	+ 7.63
France	139,248	39.60	+ 35.26	212,403	60.40	- 2.10
Germany	203,748	37.93	+ 25.21	333,452	62.07	- 3.41
Italy	70,008	44.05	+ 38.53	88,915	55.95	- 4.19
Netherlands	86,045	46.93	+ 18.61	97,302	53.07	- 4.34
Norway	40,969	37.22	+ 27.26	69,107	62.78	- 0.89
Russia	178,535	63.81	+ 66.54	101,236	36.19	+ 21.05
Spain	51,641	60.96	+ 40.63	33,073	39.04	- 10.85
Sweden	144,416	38.58	+ 51.02	229,904	61.42	+ 8.62
Switzerland	45,217	29.74	+ 36.48	106,805	70.26	- 5.08
United Kingdom	303,129	40.61	+ 18.13	443,293	59.39	- 9.33
East Europe	77,214	58.79	+ 60.01	54,124	41.21	+ 15.02
Others	83,598	51.14	+ 38.99	79,858	48.86	+ 4.86
The Americas	321,750	39.35	+ 13.56	495,814	60.65	- 8.48
Argentina	3,404	60.67	+ 68.68	2,207	39.33	+ 22.88
Brazil	6,151	55.79	+ 49.48	4,875	44.21	+ 1.33
Canada	64,631	43.16	+ 13.70	85,132	56.84	- 8.54
USA	230,452	36.95	+ 10.22	393,186	63.05	- 8.90
Others	17,112	62.17	+ 51.66	10,414	37.83	- 0.79
South Asia	307,884	44.91	+ 30.31	377,690	55.09	+ 2.37
Bangladesh	13,045	27.18	+ 28.97	34,954	72.82	+ 2.91
India	250,688	49.52	+ 33.93	255,549	50.48	+ 5.36
Nepal	5,992	29.18	+ 6.54	14,546	70.82	- 17.26
Pakistan	18,144	37.99	+ 18.08	29,617	62.01	- 0.47
Sri Lanka	16,338	36.93	+ 9.20	27,901	63.07	- 14.12
Others	3,677	19.56	+ 21.15	15,123	80.44	+ 19.90

ตารางที่ ผ-1 (ต่อ)

	First	-time visitors		Re	peat visitors									
Country of residence	No. of arrivals (persons)	Δ (%)		Δ (%)		Δ (%)		(o)	<b>Δ</b> (%)		Δ (%)		Δ (%)	
Oceania	278,096	38.03	+ 38.94	453,187	61.97	+ 6.11								
Australia	240,311	37.66	+ 39.10	397,815	62.34	+ 8.77								
New Zealand	36,782	40.90	+ 36.83	53,146	59.10	- 11.16								
Others	1,003	31.06	+ 95.90	2,226	68.94	+ 44.45								
Middle East	213,243	46.98	+ 35.98	240,648	53.02	- 3.37								
Egypt	7,397	60.30	+ 44.44	4,871	39.70	- 24.19								
Israel	62,804	51.06	+ 17.58	60,208	48.94	- 6.27								
Kuwait	12,355	35.22	+ 18.55	22,728	64.78	- 20.15								
Saudi Arabia	12,678	52.29	+ 19.54	11,568	47.71	- 12.79								
U.A.E.	40,491	41.27	+ 34.69	57,631	58.73	+ 1.21								
Others	77,518	48.10	+ 64.23	83,642	51.90	+ 4.95								
Africa	49,503	47.17	+ 32.61	55,438	52.83	- 2.87								
South Africa	23,872	51.59	+ 28.52	22,397	48.41	- 9.94								
Others	25,631	43.69	+ 36.66	33,041	56.31	+ 2.58								
Grand Total	5,640,839	39.00	+ 13.78	8,823,389	61.00	- 0.46								

ที่มา: การท่องเที่ยวแห่งประเทศไทย (2551)

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	First-tim	ne visitors	Repeat	visitors	
Country of residence	No. of arrivals (persons)	Proportion (%)	No. of arrivals (persons)	Proportion (%)	
East Asia	2,877,638	51.01	5,103,567	57.84	
ASEAN	682,415	12.10	3,073,139	34.83	
Brunei	3,304	0.06	9,126	0.10	
Cambodia	21,597	0.38	87,179	0.99	
Indonesia	72,073	1.28	161,846	1.83	
Laos	67,346	1.19	453,716	5.14	
Malaysia	215,262	3.82	1,336,697	15.15	
Myanmar	24,651	0.44	50,532	0.57	
Philippines	80,310	1.42	118,563	1.34	
Singapore	99,662	1.77	699,438	7.93	
Vietnam	98,210	1.74	156,042	1.77	
China	600,695	10.65	402,446	4.56	
Hong Kong	132,845	2.36	315,212	3.57	
Japan	447,742	7.94	800,958	9.08	
Korea	789,781	14.00	285,735	3.24	
Taiwan	215,287	3.82	211,746	2.40	
Others	8,873	0.16	14,331	0.16	
Europe	1,592,725	28.24	2,097,045	23.77	
Austria	31,080	0.55	43,070	0.49	
Belgium	27,154	0.48	41,888	0.47	
Denmark	45,925	0.81	89,081	1.01	
Finland	64,798	1.15	73,534	0.83	
France	139,248	2.47	212,403	2.41	
Germany	203,748	3.61	333,452	3.78	
Italy	70,008	1.24	88,915	1.01	
Netherlands	86,045	1.53	97,302	1.10	
Norway	40,969	0.73	69,107	0.78	
Russia	178,535	3.17	101,236	1.15	
Spain	51,641	0.92	33,073	0.37	

### ตารางที่ ผ-2 (ต่อ)

	First-tin	ne visitors	Repeat	visitors
Country of residence	No. of arrivals (persons)	Proportion (%)	No. of arrivals (persons)	Proportion (%)
Sweden	144,416	2.56	229,904	2.61
Switzerland	45,217	0.80	106,805	1.21
United Kingdom	303,129	5.37	443,293	5.02
East Europe	77,214	1.37	54,124	0.61
Others	83,598	1.48	79,858	0.91
The Americas	321,750	5.70	495,814	5.62
Argentina	3,404	0.06	2,207	0.03
Brazil	6,151	0.11	4,875	0.06
Canada	64,631	1.15	85,132	0.96
USA	230,452	4.09	393,186	4.46
Others	17,112	0.30	10,414	0.12
South Asia	307,884	5.46	377,690	4.28
Bangladesh	13,045	0.23	34,954	0.40
India	250,688	4.44	255,549	2.90
Nepal	5,992	0.11	14,546	0.16
Pakistan	18,144	0.32	29,617	0.34
Sri Lanka	16,338	0.29	27,901	0.32
Others	3,677	0.07	15,123	0.17
Oceania	278,096	4.93	453,187	5.14
Australia	240,311	4.26	397,815	4.51
New Zealand	36,782	0.65	53,146	0.60
Others	1,003	0.02	2,226	0.03
Middle East	213,243	3.78	240,648	2.73
Egypt	7,397	0.13	4,871	0.06
Israel	62,804	1.11	60,208	0.68
Kuwait	12,355	0.22	22,728	0.26
Saudi Arabia	12,678	0.22	11,568	0.13
U.A.E.	40,491	0.72	57,631	0.65
Others	77,518	1.37	83,642	0.95

### ตารางที่ ผ-2 (ต่อ)

	First-tin	ne visitors	Repeat	visitors	
Country of residence	y of residence No. of arrivals (persons)		No. of arrivals (persons)	Proportion (%)	
Africa	49,503	0.88	55,438	0.63	
South Africa	23,872	0.42	22,397	0.25	
Others	25,631	0.45	33,041	0.37	
Grand Total	5,640,839	100.00	8,823,389	100.00	

ที่มา: การท่องเที่ยวแห่งประเทศไทย (2551)



ภาคผนวก ข

แบบสอบถามที่ใช้ในการสัมภาษณ์กลุ่มตัวอย่าง ภายใต้โครงการการพัฒนาการท่องเที่ยวเชิงบูรณาการที่ยั่งยืนในลุ่มแม่น้ำโขง ปีที่ 4





#### Social Research Institute Chiang Mai University

Date/ 2008	
InterviewerNo	000
Place	

#### Questionnaire Destination Image, Tourist Satisfaction and Destination Loyalty in Thailand

#### Free Individual Tourist

	How many times on average		onally (during the last 5 year e times a year ☐ Occasi	s)? onally, though not every yea
2.	Is this your first trip to Thailand	d? □ Yes	□ No	
	Including this trip, how man	y times have you visited	Thailand this year? □ 1	□ 2 □ 3 □time
	Excluding this trip, how man	ny more times do you pl	an to visit Thailand this year?	(#) times
	Which is the source of informa  Tourist agency Advertisement in CNN Travel magazine Others (pls. specify)	☐ International	cide to visit Thailand? (more the exhibition/Road show Courism Authority of Thailand hures/VDO	an one answer is possible)  ☐ Friends or relatives ☐ Other websites ☐ Guidebook
	How did you travel to Thaila  ☐ Land ☐ Sea ☐ Air and, if so, by ☐ Low cost airl		than one answer is possible)	
	What is the main purpose of  Vacation  Study trip/education  Health check/surgery	this trip? (choose one a  Honeymoon  Meeting/conference Other (pls. specify)	☐ Visit family/friend(s) e/exhibition	☐ Business ☐ Official assignment
	☐ Vacation ☐ Study trip/education	☐ Honeymoon ☐ Meeting/conference ☐ Other (pls. specify)	☐ Visit family/friend(s) e/exhibition	
	☐ Vacation☐ Study trip/education☐ Health check/surgery☐ How would you describe you	☐ Honeymoon ☐ Meeting/conference ☐ Other (pls. specify) ur trip? (choose one ans ☐ Budget travel ling with you in this trip?	☐ Visit family/friend(s) e/exhibition  swer only)	☐ Official assignment
	□ Vacation □ Study trip/education □ Health check/surgery  How would you describe you □ Backpack  Are any family members trave □ No (skip to Question 11.)	☐ Honeymoon ☐ Meeting/conference ☐ Other (pls. specify)  ur trip? (choose one ans ☐ Budget travel  ling with you in this trip? ) ☐ Yes	☐ Visit family/friend(s) e/exhibition  swer only)	☐ Official assignment ☐ Luxury travel
),	□ Vacation □ Study trip/education □ Health check/surgery  How would you describe you □ Backpack  Are any family members travel □ No (skip to Question 11.  If yes to question 9, please it (Not including yourself) □ Younger than 4 □ 4 − 8 years old	☐ Honeymoon ☐ Meeting/conference ☐ Other (pls. specify) ur trip? (choose one ans ☐ Budget travel ling with you in this trip? ) ☐ Yes  Indicate the number of fa  (#) person (#) person (#) person  mational vacation with you	□ Visit family/friend(s)  e/exhibition  swer only) □ Regular travel  amily members traveling with □ 13 - 17 years old □ 18 - 65 years old □ Older than 65  ur family?	Usury travel  Luxury travel  you on this trip by age rang (#) person (#) person (#) person (#) person

	15.)  □ Cambodia	□ Laos □ Vietr □ Yum		(#)ni (#)ni (#)ni	ghts				
	15. In this trip to the GMS, through which gate  ☐ Bangkok ☐ Ha Noi  ☐ Other (pls. specify)	eway did you fin Ho Chi Min		lly one answe □ Phnom		□ Siem Re	eap		
	16. On departure, from which GMS gateward ☐ Bangkok ☐ Ha Noi ☐ Other (pls. specify)	ay will you dep. □ Ho Chi Min		□ Phnom	n Penh	☐ Siem Re	eap		
30%	17. Which of the following countries would y  ☐ Cambodia ☐ China ☐ Malaysia ☐ Philippines ☐ Other (pls. specify)	vou consider the: ☐ Hong Kon☐ Singapore	ng	ve destination ☐ India ☐ Vietnam		? ( <b>Choose o</b> Lao PDR	nly 1)	76	
504	18. Have you encountered any unsafe, risk  ☐ Yes ☐ No (skip to next)		able situation	ons while in	Thailand?				
308		is possible) Theft Traffic accident		olence neated				8	
	19. Which of the following destinations lanswer is possible)  □ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. speci	☐ Chiang N		□ Phuket		Krabi	than one		
	Part II: Your Image of Thailand before y		uld vou bav	e agreed/disa	oreed with	the fallowin	a images?		
	Part II: Your Image of Thailand before y  20. Before your arrival, when you thought of the control of the contr	of Thailand, wo n row)? Do not	Strongly	e agreed/disa	greed with	the following	Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky	of Thailand, wo							
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean 12. Very safe	of Thailand, wo n row)? Do not	Strongly				Strongly		
	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean 12. Very safe 13. Efficient & reliable transportation/communication	of Thailand, wo n row)? Do not	Strongly				Strongly		
13ns	20. Before your arrival, when you thought of please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean 12. Very safe 13. Efficient & reliable transportation/communication 14. Very reasonable prices	of Thailand, wo n row)? Do not	Strongly				Strongly		
uans	20. Before your arrival, when you thought of (please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean 12. Very safe 13. Efficient & reliable transportation/communication	of Thailand, wo n row)? Do not	Strongly				Strongly		
uans	20. Before your arrival, when you thought of please tick appropriate box for each Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean 12. Very safe 13. Efficient & reliable transportation/communication 14. Very reasonable prices	of Thailand, wo n row)? Do not	Strongly				Strongly	l <sub>1</sub>	

3

21. When planning to Thailand, how important were the following factors? (Please choose only one level of importance for each attraction)

importance for each attraction)	1					
Items	Not important	Least important	Slightly important	Fairly important	Very important	Most important
Sun sand sea						0.11
Other natural attractions						
3. Weather						
4. World heritage sites						
5. Other cultural attractions						
6. Food						
7. Nightlife						
8. Shopping						
9. Massage/spa		J				
10. People						
11. Accommodation						
12. Cleanliness						
13. Safety						
14. Transportation/communication		2.11				
15. Reasonable prices						

#### Part III: Service/Trip Quality

22. Please indicate your level of satisfaction with the following items during this trip to Thailand (please tick appropriate box for each row).

Items	Not	Level of satisfaction						
tiems	applicable	Very low	Low	Medium	High	Very high		
1. Sun sand sea								
2. Other natural attractions			77					
3. Weather	A /		_/\	77				
World heritage sites								
<ol><li>Other cultural attractions</li></ol>								
6. Food						7		
7. Nightlife								
8. Shopping		3 5						
9. Massage/spa								
10. People								
11. Accommodation								
12. Cleanliness								
13. Safety								
14. Transportation/communication		_ 1						
15. Reasonable prices								

#### Part IV: Perceived Value (in Terms of Cost and Time)

23. Please tick the appropriate column while considering your income, the cost of travel, and the value of your time.

Items	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
This trip to Thailand was good value for money.					
2. This trip to Thailand was a good use of my time.					
<ol><li>Thailand offered a worthwhile tourism experience.</li></ol>					
4. I will pay to come to Thailand for a vacation again.					

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24. Please indicate your level of agreement with the follow <i>Items</i>	ing items (ti Strongly disagree	Disagree	Neutral	). Agree	Strongly agree
Overall, I enjoyed my trip to Thailand.					
Overall, my satisfaction with this trip is greater than my expectation.					03/11/
I am satisfied with my decision to select Thailand as					
my travel destination.					
25. Please indicate your level of agreement with the follow.	ing items (ti	ck appropri	ate column	).	
Items	Strongly	Disagree	Neutral	Agree	Strongly
I will revisit Thailand because of business or	disagree	2 100,87 00	110000	118,00	agree
occupation related trips.					
2. I would like to visit Thailand again.					
I will definitely revisit Thailand for another vacation.     I will recommend Thailand as a travel destination to					
my friends and family.					9.
Dard VI. Tarred France					
Part VI: Travel Expenses					
26. What are your total expenses for this entire trip, inc	luding Thai	land?			
\$US, including international air	fare. which	is	\$US	/trin	
27. How many nights did you spend in Thailand?				, trip	
	_(#) nights				tional airfare
28. During your stay in Thailand only, what are/were yo	_(#) nights				tional airfare
<ul><li>28. During your stay in Thailand only, what are/were you</li><li>a) Total expenses</li></ul>	_(#) nights		_ \$US (exclu		tional airfare
<ul><li>28. During your stay in Thailand only, what are/were you</li><li>a) Total expenses</li><li>b) Local souvenirs shopping</li></ul>	_(#) nights		_ \$US (exclu-		tional airfare
<ul> <li>28. During your stay in Thailand only, what are/were you</li> <li>a) Total expenses</li> <li>b) Local souvenirs shopping</li> <li>c) Food product souvenirs</li> </ul>	_(#) nights		_ \$US (exclude_ \$US/trip_ \$US/trip_		tional airfare
<ul> <li>28. During your stay in Thailand only, what are/were you</li> <li>a) Total expenses</li> <li>b) Local souvenirs shopping</li> <li>c) Food product souvenirs</li> <li>d) Authentic International brand name shopping</li> </ul>	_(#) nights		_ \$US (exclu \$US/trip \$US/trip \$US/trip		tional airfare
<ul> <li>28. During your stay in Thailand only, what are/were you</li> <li>a) Total expenses</li> <li>b) Local souvenirs shopping</li> <li>c) Food product souvenirs</li> <li>d) Authentic International brand name shopping</li> <li>e) Night entertainment</li> </ul>	_(#) nights		_ \$US (exclue _ \$US/trip _ \$US/trip _ \$US/trip _ \$US/trip		tional airfare
<ul> <li>28. During your stay in Thailand only, what are/were you</li> <li>a) Total expenses</li> <li>b) Local souvenirs shopping</li> <li>c) Food product souvenirs</li> <li>d) Authentic International brand name shopping</li> <li>e) Night entertainment</li> <li>f) Golfing</li> </ul>	_(#) nights		SUS (exclue) SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
<ul> <li>28. During your stay in Thailand only, what are/were you</li> <li>a) Total expenses</li> <li>b) Local souvenirs shopping</li> <li>c) Food product souvenirs</li> <li>d) Authentic International brand name shopping</li> <li>e) Night entertainment</li> <li>f) Golfing</li> <li>g) Spa/traditional massage</li> </ul>	_(#) nights		SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
28. During your stay in Thailand only, what are/were you a) Total expenses b) Local souvenirs shopping c) Food product souvenirs d) Authentic International brand name shopping e) Night entertainment f) Golfing g) Spa/traditional massage h) Medical checkup/surgery i) Other important expenditure (pls. specify)	_(#) nights		SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
28. During your stay in Thailand only, what are/were you a) Total expenses b) Local souvenirs shopping c) Food product souvenirs d) Authentic International brand name shopping e) Night entertainment f) Golfing g) Spa/traditional massage h) Medical checkup/surgery i) Other important expenditure (pls. specify)  Part VII: Personal information	_(#) nights		SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
28. During your stay in Thailand only, what are/were you a) Total expenses b) Local souvenirs shopping c) Food product souvenirs d) Authentic International brand name shopping e) Night entertainment f) Golfing g) Spa/traditional massage h) Medical checkup/surgery i) Other important expenditure (pls. specify)  Part VII: Personal information 29. Gender:     Female   Male	_(#) nights		SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
28. During your stay in Thailand only, what are/were you a) Total expenses b) Local souvenirs shopping c) Food product souvenirs d) Authentic International brand name shopping e) Night entertainment f) Golfing g) Spa/traditional massage h) Medical checkup/surgery i) Other important expenditure (pls. specify)  Part VII: Personal information 29. Gender:   Female   Male 30. Age:	_(#) nights		SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
28. During your stay in Thailand only, what are/were you a) Total expenses b) Local souvenirs shopping c) Food product souvenirs d) Authentic International brand name shopping e) Night entertainment f) Golfing g) Spa/traditional massage h) Medical checkup/surgery i) Other important expenditure (pls. specify)  Part VII: Personal information 29. Gender:	_(#) nights		SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip		tional airfare
28. During your stay in Thailand only, what are/were you a) Total expenses b) Local souvenirs shopping c) Food product souvenirs d) Authentic International brand name shopping e) Night entertainment f) Golfing g) Spa/traditional massage h) Medical checkup/surgery i) Other important expenditure (pls. specify)  Part VII: Personal information 29. Gender:   Female   Male 30. Age:	_ (#) nights our expense	s?	SUS (exclue SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip	ding interna	

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#### Social Research Institute Chiang Mai University

Date/ 2008
InterviewerNo
Place

#### Questionnaire Destination Image, Tourist Satisfaction and Destination Loyalty in Thailand

#### **Group Tourist**

	How many times on average □ 1 □ 2 □ 3				ars)? sionally, though not every yea
2.	Is this your first trip to Thailan	d?	☐ Yes	□ No	
	Including this trip, how man	y times have	you visited T	Thailand this year? □ 1	□2 □3 □ time
	Excluding this trip, how ma	ny more times	do you plar	n to visit Thailand this yea	r? (#) times
	Which is the source of information of the source of information of the source of the s	□ In	ternational e	xhibition/Road show urism Authority of Thailand	than one answer is possible)    Friends or relatives   Other websites   Guidebook
	How did you travel to Thail.  □ Land □ Sea □ Air and, if so, by □ Low cost airl		p? (more th		<b>(2)</b>
	What is the main purpose of □ Vacation □ Study trip/education □ Health check/surgery	☐ Honeymo	oon conference/e	☐ Visit family/friend(s)	☐ Business ☐ Official assignment
	☐ Vacation ☐ Study trip/education	☐ Honeymo ☐ Meeting/ ☐ Other (pl	conference/es. specify)_ ese one answ	☐ Visit family/friend(s) exhibition	
	☐ Vacation☐ Study trip/education☐ Health check/surgery☐ How would you describe yo	☐ Honeymo ☐ Meeting/ ☐ Other (pl our trip? (choo ☐ Budget tr	conference/e s. specify)_ ose one answavel	☐ Visit family/friend(s) exhibition  ver only)	☐ Official assignment
	□ Vacation □ Study trip/education □ Health check/surgery  How would you describe yo □ Backpack  Are any family members trave □ No (skip to Question 11.	☐ Honeymo ☐ Meeting/ ☐ Other (pl  ur trip? (choo ☐ Budget tr  ling with you i ) ☐ Yes	conference/es. specify)_ sse one answavel n this trip? umber of fam sson	☐ Visit family/friend(s) exhibition  ver only) ☐ Regular travel	☐ Official assignment ☐ Luxury travel  n you on this trip by age range
),	□ Vacation □ Study trip/education □ Health check/surgery  How would you describe yo □ Backpack  Are any family members trave □ No (skip to Question 11.  If yes to question 9, please is (Not including yourself) □ Younger than 4 □ 4 − 8 years old	☐ Honeymo ☐ Meeting/ ☐ Other (pl ur trip? (choo ☐ Budget tr ding with you i ) ☐ Yes indicate the nu	conference/c s. specify)_ see one answ avel n this trip?  umber of fan son son	□ Visit family/friend(s) exhibition  ver only) □ Regular travel  nily members traveling with □ 13 – 17 years old □ 18 – 65 years old □ Older than 65  family?	☐ Official assignment ☐ Luxury travel  1 you on this trip by age rang (#) person (#) person

	15. In this trip to the GMS, through which gatev		an (China) t arrive? (on	(#) ni (#) ni ly one answe	ghts				
	☐ Bangkok ☐ Ha Noi ☐ ☐ Other (pls. specify)	l Ho Chi Minh	City	□ Phnom	Penh	□ Siem Re	eap		
	16. On departure, from which GMS gateway  □ Bangkok □ Ha Noi □  □ Other (pls. specify)	will you depa Ho Chi Minh		□ Phnom	Penh	☐ Siem Re	eap		
2014	17. Which of the following countries would you  ☐ Cambodia ☐ China ☐ Malaysia ☐ Philippines ☐ Other (pls. specify)	u consider the fi □ Hong Kon □ Singapore	g	ve destination □ India □ Vietnam		? ( <b>Choose o</b> Lao PDR	nly 1)	24	
	18. Have you encountered any unsafe, risky, ☐ Yes ☐ No (skip to next or		able situatio	ons while in	Γhailand?				
308	If yes, what? (more than one answer is  ☐ Lost/misplaced belongings ☐ T ☐ Gastric problems ☐ Other (pls. specify)			olence eated					
	19. Which of the following destinations ha	ove you visited	d and will	have visited	on this tr		than one	-   / /	
	answer is possible) □ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify	□ Chiang M y)	lai	□ Phuket		Krabi			
	☐ Bangkok ☐ Pattaya	y)our Arrival				1	g images?		
	☐ Bangkok ☐ Pattaya ☐ Chiang Rai ☐ Other (pls. specify Part II: Your Image of Thailand before yo	our Arrival Thailand, wou ow)?  Do not	ald you have			1	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky	our Arrival Thailand, wou	ıld you have	e agreed/disa	greed with t	he following			
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each range)  Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each range)  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions  5. Delicious food  6. Colorful nightlife	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions  5. Delicious food  6. Colorful nightlife  7. Great shopping  8. Relaxing massage/spa	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions  5. Delicious food  6. Colorful nightlife  7. Great shopping  8. Relaxing massage/spa  9. Wonderful people	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions  5. Delicious food  6. Colorful nightlife  7. Great shopping  8. Relaxing massage/spa	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions  5. Delicious food  6. Colorful nightlife  7. Great shopping  8. Relaxing massage/spa  9. Wonderful people  10. High quality service  11. Very clean  12. Very safe	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before your arrival, when you thought of (please tick appropriate box for each range)  Items  1. Beautiful beaches and clear sky 2. Other beautiful natural attractions 3. Relaxing way of life 4. Wide-variety of cultural attractions 5. Delicious food 6. Colorful nightlife 7. Great shopping 8. Relaxing massage/spa 9. Wonderful people 10. High quality service 11. Very clean 12. Very safe 13. Efficient & reliable	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		
Saans	□ Bangkok □ Pattaya □ Chiang Rai □ Other (pls. specify  Part II: Your Image of Thailand before you  20. Before your arrival, when you thought of (please tick appropriate box for each r  Items  1. Beautiful beaches and clear sky  2. Other beautiful natural attractions  3. Relaxing way of life  4. Wide-variety of cultural attractions  5. Delicious food  6. Colorful nightlife  7. Great shopping  8. Relaxing massage/spa  9. Wonderful people  10. High quality service  11. Very clean  12. Very safe	our Arrival Thailand, wou ow)?  Do not	ald you have	e agreed/disa	greed with t	he following	Strongly		

21. When planning to Thailand, how important were the following factors? (Please choose only one level of importance for each attraction)

Items	Not important	Least important	Slightly important	Fairly important	Very important	Most important
1. Sun sand sea						
2. Other natural attractions						
3. Weather						$\sigma n$
4. World heritage sites						
5. Other cultural attractions						
6. Food						
7. Nightlife						
8. Shopping						
9. Massage/spa	1					
10. People						
11. Accommodation						
12. Cleanliness						
13. Safety						
14. Transportation/communication						
15. Reasonable prices						

#### Part III: Service/Trip Quality

22. Please indicate your level of satisfaction with the following items during this trip to Thailand (please tick appropriate box for each row).

//	Not		Le	vel of satisfac	tion	
Items	applicable	Very low	Low	Medium	High	Very high
1. Sun sand sea						
2. Other natural attractions						
3. Weather						
4. World heritage sites			$-/\Lambda$			
5. Other cultural attractions				87		
6. Food				7		
7. Nightlife						
8. Shopping	K h $\prec$					7
9. Massage/spa						
10. People						
11. Accommodation		5				
12. Cleanliness						
13. Safety						
14. Transportation/communication						
15. Reasonable prices						

#### Part IV: Perceived Value (in Terms of Cost and Time)

23. Please tick the appropriate column while considering your income, the cost of travel, and the value of your time.

Items	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
This trip to Thailand was good value for money.					
2. This trip to Thailand was a good use of my time.					
<ol><li>Thailand offered a worthwhile tourism experience.</li></ol>					
4. I will pay to come to Thailand for a vacation again.					

f

24. Please indicate your level of agreement with the follow	ing items (ti	ck annronri	ate column	)	
Items	Strongly disagree	Disagree	Neutral	Agree	Strongl <sub>j</sub> agree
Overall, I enjoyed my trip to Thailand.					
Overall, my satisfaction with this trip is greater than my expectation.					23/1
I am satisfied with my decision to select Thailand as my travel destination.					
25. Please indicate your level of agreement with the follow	ing items (ti	ck appropri	ate column	).	
Items	Strongly	Disagree	Neutral	Agree	Strongl
I will revisit Thailand because of business or occupation related trips.	disagree				agree
I would like to visit Thailand again.					
3. I will definitely revisit Thailand for another vacation.					
I will recommend Thailand as a travel destination to my friends and family.					
\$US for total of (#) cou 27. During your stay in Thailand only, what are/were y a) Total tour/package price for spent (#) nig	intries inclu	ding internates?	iional airfare	<b>.</b>	\$US
During your stay in Thailand only, what are/were y     a) Total tour/package price for spent(#) nig	intries inclu	ding internates?	tional airfare —	).	
SUS for total of (#) cou 27. During your stay in Thailand only, what are/were y a) Total tour/package price for spent (#) nig b) Total additional expenses	intries inclu	ding internates?	ional airfare	).	
SUS for total of (#) cou 27. During your stay in Thailand only, what are/were y a) Total tour/package price for spent (#) nig b) Total additional expenses Detail of additional expenses	intries inclu	ding internates?	tional airfare		\$US
SUS for total of (#) cou 27. During your stay in Thailand only, what are/were y a) Total tour/package price for spent (#) nig b) Total additional expenses  Detail of additional expenses b.1) Local souvenirs shopping	untries inclu our expense thts in Thail	ding internates?	ional airfare		\$US
SUS for total of (#) cou 27. During your stay in Thailand only, what are/were y a) Total tour/package price for spent (#) nig b) Total additional expenses Detail of additional expenses b.1) Local souvenirs shopping b.2) Food product souvenirs b.3) Authentic international brand name shoppin b.4) Night entertainment	untries inclu our expense thts in Thail	ding internates?	tional airfare		\$US \$US/trip \$US/trip
SUS for total of (#) could could be supported by the support of the support of total of (#) nig for total tour/package price for spent (#) nig for total additional expenses (#) nig for total additional expenses (#) nig for total tour/package price for spent (#) nig for total tour/package price for spent (#) nig for total of (#) could be supported by night expenses (#) nig for total of (#) could be supported by night expenses (#) nig for total of (#) could be supported by night expenses (#) nig for total of (#) could be supported by night expenses (#) nig for total of (#) could be supported by night expenses (#) nig for total of (#) could be supported by night expenses (#) nig for total of (#) nig for total of (#) nig for total tour/package price for spent (#) nig for total tour/package price for spent (#) nig for total of	untries inclu our expense thts in Thail	ding internates?	tional airfare		\$US/trip \$US/trip \$US/trip
SUS for total of (#) could could could be superiorated and could be superiorated as a superiorated could be superiorated as a superiorated could be superiorated by the superiorated by	untries inclu our expense thts in Thail	ding internates?	tional airfare		\$US/trip \$US/trip \$US/trip \$US/trip
SUS for total of (#) could could be coul	untries inclu our expense thts in Thail	ding internates?	tional airfare		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip
SUS for total of (#) could could could be superiorated and could be superiorated as a superiorated could be superiorated as a superiorated could be superiorated by the superiorated by	untries inclu our expense thts in Thail	ding internates?	tional airfare		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip
SUS	untries inclu our expense thts in Thail	ding internates?	tional airfare		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip
SUS	untries inclu our expense thts in Thail	ding internates?	tional airfare		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip
SUS	untries inclu our expense thts in Thail	ding internates?	tional airfare		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip
SUS	untries inclu our expense thts in Thail	ding internates?	tional airfare		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip
SUS	untries inclu our expense thts in Thail	ding internat	□ College/		SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip SUS/trip

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สถาบันศึกษานโยบายสาธารณะ มหาวิทยาลัยเชียงใหม่

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