

## **2.2.6 TOURISM PROMOTION**

# 1. RESULTS OF THE SURVEY

## 1.1 OUTLINE OF THE ENQUETE SURVEY

### 1) INTRODUCTION

With recommendation from the Tourism Authority of Thailand (TAT), United Marketing and Consultant Co., Ltd. has been selected by the JICA's Study Team to conduct the Enquete Survey of tourists in Bangkok, Pattaya and Phuket as a part of the Marketing Study on Potential Tourism Area Development for the Southern Region of Thailand.

### 2) OBJECTIVE

The objective of the study is to gather and analyze the information concerning the tourists' personal data, travel patterns, and their attitude towards the accommodation, restaurant, and activities they have participated in the study areas.

### 3) SCOPE OF THE STUDY

The JICA's Study Team required that United Marketing and Consultant Co., Ltd. (UMAC) has to complete the interview of 800 tourists according to the number and places as follows:

Place	No. of Japanese Tourists	No. of Foreign Tourists
Bangkok	100	100
Pattaya	100	100
Phuket	200	200
Total	400	400

## 1.2 MARKET PROFILE

### 1) LENGTH OF STAY (TABLE 1, 2)

- Visitors to Phuket prefer extended stay (32.8% of respondents accounts for those staying "6-13 nights" and "14 nights/more")
- Among Japanese respondents, "6-13 nights" accounts for 42.6%, while among Occidentals, "14 nights/more" accounts for 51.5%.
- Visitors to Pattaya show a distinctly different pattern. "6-13 nights" for 21.9%, followed by "2 nights" for 21.3%.
- Among Japanese visitors to Pattaya, "2 nights" for 44.2% and "1 night" for 16.9%

### 2) PACKAGED VISIT OR NOT (TABLE 3, 4)

- 71% of Phuket visitors accounts for "Not Packaged" and not much difference exists in this regard whether visitors are Occidentals or Japanese.
- Among Pattaya visitors, "Packaged" and "Not Packaged" hold even shares (regardless of the nationalities Japanese or Occidentals)
- Preference of the tourists for a certain tourist destination seems to decide according to the character and nature of the tourist destinations. "Packaged" or "Not" has little influence in this regard.

### 3) ACCOMPANYING NUMBERS (TABLE 5)

- Majority of Phuket visitors travel with "family" and "friend" which occupies 63.1%. Very few Japanese travel with his/her spouse, which marks distinct contrast to Occidentals (many with spouse).
- Tourist facilities should be planned to meet the activities of tourists in a group of 3-5 members.

### 4) EXPERIENCE OF OVERSEAS TRAVELS (TABLE 6, 7)

- Most of Phuket visitors are "seasoned tourists" First-timers accounts for 15% only.
- "More than 10 times" accounts for 31.7% among Occidentals. Among Japanese visitors, "First time" accounts for 13.1%

- c. Phuket visitors are considered to be selective and discriminating clients, thus making them ask for higher quality of facilities and better environmental condition.
- d. Among Japanese visitors to Pattaya, "First time" for 24.7% and "2-4 times" increases to 40.3%.
- e. Thailand being a nearby destination in Asia, Japanese consider Pattaya a destination suitable for inexperienced tourists and Phuket for seasoned tourists.
- f. Thailand being a distant destination, Occidental tourists recognize Thailand as a whole as the destination, not discerning difference between Pattaya and Phuket.

#### 5) REPEAT VISITOR (TABLE 8, 9)

- a. In Phuket, "First time" accounts for 77.3%, while in Pattaya it stands for 57.9%.
- b. Phuket visitors, majority of them being first-timer, can be very hopeful "repeat visitors" of the future. The impression these first-timers bring back home will have decisive role in making Phuket an internationally-accredited destinations.

#### 6) PURPOSE OF VISIT (TABLE 10, 11)

- a. "Holiday" accounts for 86.9% in Phuket and 86.0% in Pattaya.
- b. "Business" accounts for 5.1% in Pattaya, being located close to Bangkok, is visited by businessmen after their business engagements/conferences.

### 1.3 PROJECTION

#### 1) ATTRACTIVENESS

- a. 29.8% of respondents chose "environment" as the reason for choosing Phuket. Higher shares of "Female" (as gender), "up to 30" (as age group), "Occidentals" (as nationalities) is noted.
- b. "Environment" can be a very effective means of marketing strategies for Phuket as a tourist destination, contrary to the general understanding that "environment" and "development" can not go along hand in hand.

### 1.4 ATTRACTIVENESS AND FACILITIES

#### 1) ACCOMMODATIONS

##### a. Type of Accommodations (table 15, 16, 17, 18)

- 75.9% of respondents chose "hotel", while 10.9% of them chose "bungalow". Japanese generally prefer hotels to bungalows.
- "Hotel" accounts for 80.4% in Pattaya, which testifies to a degree the siting of bungalows correlated with "environment"
- Share of "hotel" increases to 89.6% among "non-packaged visitors" (in Phuket)
- Those with shorter length of stay (2 nights and 3 nights) prefer "hotel" (92.1% and 80.8% respectively) while those with extended stay (6-13 nights and 14 nights/more) showed weaker preference for hotels (63.7% and 68.6% respectively) and were more in favor of bungalows.

##### b. Evaluation of Accommodation Facilities (table 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32)

- "Good" rating stands at 85% in Phuket and 61.2% in Pattaya. Female rating stands high in Phuket, while in Pattaya ratings by gender break even.
- Rating by Occidentals is high for both Phuket and Pattaya. When the Japanese are the major segment of the targeted market, particular consideration must be paid in maintenance of the accommodation facilities such as cleanliness.
- Rating for "Meal" stands at 69.4% in Phuket and 59.6% in Pattaya. By gender, female rating is high for Phuket, testifying that "Phuket is popular among female clientele."
- No difference observed for "Meal" rating by Japanese and Occidentals in Phuket. However, "Meal" rating by Japanese is very low for Pattaya.
- "Service" rating stands "Good" at 73% in Phuket and 64% in Pattaya. Occidentals give higher rating in both locations than Japanese. Very low rating for Pattaya among Japanese.
- "Facilities" rating for Phuket stands "Good" at 62%, remarkably low rating as compared with those for "Room" "Meal" "Service" which testifies the area of improvements urgently required

##### c. Shift in Evaluation of Accommodations (table 33)

- Ratings for "Meal" "Service" drop, as the tourists repeat the visit to Phuket, while "Room" rating remains unchanged. This testifies the difficulty in maintaining at the same level the services where human and manual elements are involved.

## 2) ATTRACTIONS (PHUKET)

### a. Beach Activities (table 34, 35, 36, 37, 38, 39, 40, 41)

- High mark given for "Relaxing""Sightseeing""Town tourism". Low mark for "Golf". Noted is remarkably high mark for "Relaxing".
- Improvement required for "Snorkeling""Town tourism""Golf". Potentials to be stimulated and exploited are "Golf""Tennis""Handicraft".

### b. Shopping (Table 42)

- Ratings are high in general. "Good" rating stands at some 60% for the quality and the price of the merchandise. "Service" rating (shop attendant and communication) is relatively low, where improvement (basic training/education) is required.

### c. Restaurant (table 43, 44)

- Ratio of "Dine-out" (eat outside of the hotel) is high at 75.4% on the average, which testifies the need for a variety of dining facilities within a holiday resort complex.
- Evaluation for dining facilities is not very high. Room for improvement identified in the area of "cleanliness" and "servicing staff".

### d. Evaluation of Natural and Social Conditions (table 45, 46, 47, 48, 49, 50, 51)

- Highest rating given to "Beachside landscape" at 81.4% followed by "Inland landscape""Beach crowdness""Security". Ratings for "Sanitary""Access" are low. Desire for repeat, visits is very high at 90.7%.
- In Pattaya, only 47.2% gave "Good" rating to "Beachside landscape. Ratings for "Security""Sanitary""Access" are relatively higher in Pattaya.
- The fact that Phuket gets very high mark for "Beachside landscape" (where artificial alteration is difficult to apply) will constitute a very effective means of marketing strategies for Phuket.

## 1.5 PROMOTIONAL STRATEGIES

### 1) COMPETING DESTINATIONS

a. Among the competing destinations that the respondents have visited before, Malaysia (45.9%), Singapore (45.4%) and Hong Kong (38.5%) from top 3 destinations, followed by the second group of destinations of Hawaii (25.4%), Taiwan (23%), Philippines (18.9%) and Korea (18.6%). Japanese visitors hold a high share in the second group of destinations.

b. Direct competitors to Phuket beaches will be the beaches in the Philippines and Malaysia.

### 2) MOVEMENT WITHIN THE REGION (TABLE 52)

a. Little movement observed for those staying 1-3 nights (Phuket Town Visit show high proportion among these tourists).

b. Proportion of Phang Nga visitors increases for those staying more than 4 nights, although the majority still hang around the hotel where they are staying. Efforts are to be made and the measures should be taken to enlarge and activate the movement of the visitors within the region.

## 2. FORM OF THE ENQUETE SURVEY

### 2.1 ENGLISH VERSION

**Tourism Authority of Thailand (TAT)**  
will appreciate your cooperation.  
Please answer the QUESTIONNAIRE and help TAT make Thailand a better tourist destination.

TAT is conducting this questionnaire survey in order to collect data for the tourism development of Phuket and its environs.  
The information obtained by this questionnaire will be used solely for the subject survey.  
A small gift is offered for the time and trouble you have taken to fill in the questionnaire.  
Thank you for your cooperation.

July, 1988

Tourism Authority  
of  
Thailand

QUESTIONNAIRE SURVEY FOR  
THAI TOURISM DEVELOPMENT

Tourism Authority of Thailand  
Japan International Cooperation Agency

FOR  
OFFICIAL  
USE

0 - 1	Survey Site	(1) Phuket (2) Pattaya (3) Bangkok	<input type="checkbox"/>
2	Number of Sample	( )	<input type="checkbox"/>
3	Date	Month ( ) Day ( )	<input type="checkbox"/>
4	Place* Phuket only	Hotel ( )	<input type="checkbox"/>
1 - 5	Gender	(1) Male (2) Female	<input type="checkbox"/>
6	Age	(1) 20 below (2) 21-25 (3) 26-30 (4) 31-40 (5) 41-50 (6) 51 over	<input type="checkbox"/>
7	Country of Residence	( )	<input type="checkbox"/>
8	Occupation	(1) Professional (2) Administrative (3) Office/Sales clerk (4) Self-employed merchant/business (5) Farmer, Fisherman, Rancher, Forester (6) Labourer (7) Housewife (8) Student (9) Retired (10) Unemployed	<input type="checkbox"/>
2 - 9	Schedule		
1)	How many nights in Thailand	(1) one (2) two (3) three (4) four (5) five (6) six - thirteen (7) 14 over	<input type="checkbox"/>
2)	How many nights in Phuket	(1) one (2) two (3) three (4) four (5) five (6) six - thirteen (7) 14 over (8) Not stayed	<input type="checkbox"/>
3)	How many nights in Pattaya	(1) one (2) two (3) three (4) four (5) five (6) six - thirteen (7) 14 over (8) Not stayed	<input type="checkbox"/>
4)	How many nights in Bangkok	(1) one (2) two (3) three (4) four (5) five (6) six - thirteen (7) 14 over (8) Not stayed	<input type="checkbox"/>
5)	Names of the countries visited/plan to visit before/after your stay in Thailand (maximum 3 countries)	( )	<input type="checkbox"/>
6)	Transport to Thailand	(1) international flight (2) domestic flight (3) boat/ferry (4) chartered motorcoach (5) regular route motorcoach/taxi (6) rent-a-car (7) train (8) others ( )	<input type="checkbox"/>
7)	Transport to Phuket	(1) international flight (2) domestic flight (3) boat/ferry (4) chartered motorcoach (5) regular route motorcoach/taxi (6) rent-a-car (7) train (8) others ( )	<input type="checkbox"/>
10	Visited Thailand on a packaged tour	(1) Yes (2) No	<input type="checkbox"/>
11	Travelling companion	(1) Alone (2) with friend (s) (3) with husband (4) with wife (5) with family (6) others	<input type="checkbox"/>



2.2 JAPANESE VERSION

アンケート調査にご協力下さい

国際協力事業団は、タイ国政府への技術援助の一環として、タイ国政府観光庁と協力してプーケット島周辺の地域開発調査を行っています。

このアンケートは同調査のデータ収集の一環として行われるもので、その他の目的に使用されることはありません。

ご多用とは存じますが、アンケート調査にご協力下さい。お答え下さった方には粗品を返呈いたします。

国際協力事業団  
タイ国政府観光庁

1988年7月

タイ国への外国人旅行者アンケート調査  
(for Japanese tourists)  
国際協力事業団  
タイ国政府観光庁

FOR  
OFFICIAL  
USE

0 1 調査地点 (1)プーケット (2)パタヤ (3)バンコク  
2 サンプルNo. ( )  
3 期日 ( )月( )日  
(4)調査ホテル ( )ホテル  
※プーケットのみ

1 5 性別 (1)男性 (2)女性  
6 年齢 (1)24才以下 (2)25-30才 (3)31-35才  
(4)36-40才 (5)41-50才 (6)51才以上  
7 居住国 ( )  
8 職業 (1)医師、弁護士などの専門職 (2)管理職  
(3)一般事務職 (4)自営業  
(5)農林水産業 (6)技術職  
(7)主婦 (8)学生  
(9)退職者 (10)無職

2-9 旅行スケジュール  
1)タイでの宿泊数 (1)1泊 (2)2泊 (3)3泊 (4)4泊  
(5)5泊 (6)6-13泊 (7)14泊以上  
2)プーケットでの宿泊数 (1)1泊 (2)2泊 (3)3泊 (4)4泊  
(5)5泊 (6)6-13泊 (7)14泊以上  
(8)非宿泊  
3)パタヤでの宿泊数 (1)1泊 (2)2泊 (3)3泊 (4)4泊  
(5)5泊 (6)6-13泊 (7)14泊以上  
(8)非宿泊  
4)バンコクでの宿泊数 (1)1泊 (2)2泊 (3)3泊 (4)4泊  
(5)5泊 (6)6-13泊 (7)14泊以上  
(8)非宿泊  
5)今回の旅行でのタイ以外の関連訪問国  
(3つまで) ( )  
6)タイへの交通手段 (1)航空機(国際線) (2)航空機(国内線)  
(3)ボート、フェリー (4)貸し切りバス  
(5)路線バス、タクシー (6)レンタカー  
(7)電車 (8)その他( )

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(7)プーケットへの交通手段 (1)航空機(国際線) (2)航空機(国内線)  
(3)ボート、フェリー (4)貸し切りバス  
(5)路線バス、タクシー (6)レンタカー  
(7)電車 (8)その他( )  
10 バック旅行利用の有無 (1)利用した (2)利用しない  
11 旅行同伴者 (1)1人 (2)友人 (3)夫 (4)妻  
(5)家族 (6)その他

3-12 海外旅行経験回数 (1)1回 (2)2-4回 (3)5-9回  
今回をふくめて (4)10回以上

13 訪問したことのある国  
(1)マレーシア (1)はい (2)いいえ  
(2)シンガポール (1)はい (2)いいえ  
(3)インドネシア (1)はい (2)いいえ  
(4)フィリピン (1)はい (2)いいえ  
(5)香港 (1)はい (2)いいえ  
(6)中国 (1)はい (2)いいえ  
(7)台湾 (1)はい (2)いいえ  
(8)韓国 (1)はい (2)いいえ  
(9)ジャム、サイパン (1)はい (2)いいえ  
(10)ハワイ (1)はい (2)いいえ  
(11)南太平洋の島 (1)はい (2)いいえ  
(12)オーストラリア、ニュージーランド (1)はい (2)いいえ

14 タイ訪問回数 (1)1回 (2)2回 (3)3回  
今回を含めて (4)4回 (5)5回以上

<15>プーケット(パタヤ)訪問回数  
※プーケット、パタヤのみ (1)1回 (2)2回 (3)3回  
(4)4回 (5)5回以上

4-16 訪問目的 (1)休暇 (2)仕事 (3)休暇と仕事  
(4)新婚旅行 (5)友人、親戚を訪問 (6)会議  
(7)公務 (8)その他( )

<17>プーケット、(パタヤ)を選ぶ前に考えた候補地  
※プーケット、 (1)セブ島などのフィリピンのビーチ・リゾート  
パタヤのみ (2)ベナンなどのマレーシアのビーチ・リゾート  
(3つまで) (3)バリ島などのインドネシアのビーチ・リゾート  
(4)ジャム、サイパン (5)フィジー(6)クヒチ  
(7)ハワイ (8)モルディブ、セイシェルなどのイン  
ド洋のビーチ・リゾート (9)その他( )

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<18>パタヤよりもプーケットを選んだ理由  
※プーケットのみ (1)パタヤには行ったことがある (2)環境が良い  
(3)近い (4)施設が良い (5)活動の多様性  
(6)エンターテイメントが充実  
(7)企画旅行のコースに含まれていた  
(8)手頃な値段 (9)その他( )

<19>プーケットよりもパタヤを選んだ理由  
※パタヤのみ (1)プーケットには行ったことがある (2)環境が良い  
(3)近い (4)施設が良い (5)活動の多様性  
(6)エンターテイメントが充実  
(7)企画旅行のコースに含まれていた  
(8)手頃な料金 (9)その他( )

<20>今回ビーチリゾートを選ばなかった理由  
※バンコクのみ (1)ビーチリゾートが好きではない  
※Q9-2, 3 (2)タイのビーチリゾートに魅力を感じない  
を両者とも(8) (3)バンコク観光が主目的である  
と回答した人のみ (4)仕事で訪問 (5)その他( )

4-※21 旅行先を選ぶ最も重要な理由  
Q10で(1)と (1)スケジュール-出発日  
回答した人のみ (2)スケジュール-旅行日数  
(3)旅行料金  
(4)海がある  
(5)バラエティに富む  
(6)観光できる 都市がある  
(7)設備が良い  
(8)航空会社  
(9)食事の回数  
(10)添乗員  
(11)その他( )

22 最も有効だった情報源  
(1)ガイドブック (2)広告、ちらし (3)テレビ  
(4)新聞、雑誌 (5)ツアーパンフレット  
(6)ダイレクトメール (7)友人のすすめ  
(8)その他( )

23 より多く知りたい情報  
(3つまで) (1)ホテル (2)ビーチでの活動  
(3)オプションツアー (4)レストラン (5)都市の娯楽施設  
(6)土産品 (7)交通事情 (8)地図  
(9)観光資源 (10)その他( )



### 3. TABLES OF SURVEY DATA

TABLE 2-29 RESULTS OF ENQUETE SURVEY (TABLE 1-55)

By T7 Country of Residence

TABLE 1

SPSS/PC Release 1.10

Crosstabulation: T91 How many nights in Thailand

T7->	Count	Japanese	Asian	Westerner	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T91					
one	1.00	1 50.0 .6		1 50.0 .6	2 .5
two	2.00			1 100.0 .6	1 .3
three	3.00	9 47.4 5.1	1 5.3 4.3	9 47.4 5.4	19 5.2
four	4.00	18 48.6 10.2	9 24.3 39.1	10 27.0 6.0	37 10.1
five	5.00	29 67.4 16.5	2 4.7 8.7	12 27.9 7.2	43 11.7
6-13	6.00	75 62.5 42.6	7 5.8 30.4	38 31.7 22.8	120 32.8
14 over	7.00	31 25.8 17.6	3 2.5 13.0	36 71.7 51.5	120 32.8
	9.00	13 54.2 7.4	1 4.2 4.3	10 41.7 6.0	24 6.6
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

TABLE 2

SPSS/PC Release 1.10

Crosstabulation: T93 How many nights in Pattaya

T7->	Count	Japanese	Asian	Westerner	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T93					
one	1.00	13 92.9 16.9	1 7.1 12.5		14 7.9
two	2.00	34 89.5 44.2	2 5.3 25.0	2 5.3 2.2	38 21.3
three	3.00	10 55.6 13.0	1 5.6 12.5	7 33.9 7.5	18 10.1
four	4.00	3 21.4 3.7		11 78.6 11.8	14 7.9
five	5.00	5 45.5 6.5		6 54.5 6.5	11 6.2
6-13	6.00		2 5.1 25.0	37 94.9 39.8	39 21.9
14 over	7.00	2 6.9 2.6		27 93.1 29.0	29 16.3
Missing	8.00	10 66.7 13.0	2 13.3 25.0	3 20.0 3.2	15 8.4
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

TABLE 3

SPSS/PC Release 1.10

Crosstabulation: T10 Visit to Thailand on a package tour

T7->	Count	Japanese	Asian	Westerner	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T10					
Yes	1.00	56 52.8 31.8	10 9.4 43.3	40 37.7 24.0	106 29.0
No	2.00	120 46.2 68.2	13 5.0 56.5	127 48.8 76.0	260 71.0
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

TABLE 4

SPSS/PC Release 1.10

Crosstabulation: T10 Visit to Thailand on a package tour

T7->	Count	Japanese	Asian	Westerner	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T10					
Yes	1.00	42 47.7 54.5	4 4.5 50.0	42 47.7 45.2	88 49.4
No	2.00	35 38.9 45.5	4 4.4 50.0	51 56.7 54.8	90 50.6
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

TABLE 5

SPSS/PC Release 1.10

Crosstabulation: T11 Travelling companion

T7->	Count	Japanese	Asian	Westerner	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T11					
Alone	1.00	13 33.3 7.4	5 12.8 21.7	21 53.8 12.6	39 10.7
with friend	2.00	47 43.9 26.7	7 6.5 30.4	53 49.5 31.7	107 29.2
with husband	3.00	12 40.0 6.8		18 60.0 10.8	30 8.2
with wife	4.00	10 18.9 5.7	1 1.9 4.3	42 79.2 25.1	53 14.5
with family	5.00	33 66.9 47.2	10 8.1 43.5	31 25.0 18.6	124 33.9
Others	6.00	4 100.0 2.3			4 1.1
Missing	7.00	7 77.8 4.0		2 22.2 1.2	9 2.5
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

TABLE 6

SPSS/PC Release 1.10

Crosstabulation: T12 How many times have you travelled overse

T7->	Count	Japanese	Asian	Westerner	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T12					
first time	1.00	23 41.8 13.1	2 3.6 8.7	30 54.5 18.0	55 15.0
2-4 times	2.00	49 49.5 27.8	5 5.1 21.7	45 45.5 26.9	99 27.0
5-9 times	3.00	30 46.2 17.0	5 7.7 21.7	30 46.2 18.0	65 17.6
10 times over	4.00	22 25.9 12.5	10 11.8 43.5	53 62.4 31.7	85 23.2
Missing	5.00	52 83.9 29.5	1 1.6 4.3	9 14.5 5.4	62 16.9
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 7**

SPSS/PC Release 1.10

Crosstabulation: T12 How many times have you travelled overse

T7->	Count Row Pct Col Pct	Japanese	Asian	Western	Row Total
		1.00	2.00	3.00	
T12					
first time	1.00 19 24.7	1 4.2 12.5	4 16.7 4.3	24 13.5	
2-4 times	2.00 31 60.8 40.3	2 3.9 25.0	18 35.3 19.4	51 28.7	
5-9 times	3.00 9 24.3 11.7	2 5.4 25.0	26 70.7 28.0	37 20.8	
10 times over	4.00 13 22.0 16.9	3 5.1 37.5	43 72.9 46.2	59 33.1	
Missing	5.00 5 71.4 6.5		2 28.6 2.2	7 3.9	
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 9**

SPSS/PC Release 1.10

Crosstabulation: T15 Have visited Phuket

T7->	Count Row Pct Col Pct	Japanese	Asian	Western	Row Total
		1.00	2.00	3.00	
T15					
first time	1.00 44 57.1	3 37.5	56 60.2	103 57.9	
2 times	2.00 6 24.0 7.8		19 76.0 20.4	25 14.0	
3 times	3.00 4 40.0 5.2	1 10.0 12.5	5 50.0 5.4	10 5.6	
4 times	4.00 1 33.3 1.3		2 66.7 2.2	3 1.7	
5 times over	5.00 4 26.7 5.2	2 13.3 25.0	9 60.0 9.7	15 8.4	
Missing	6.00 18 81.8 23.4	2 9.1 25.0	2 9.1 2.2	22 12.4	
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 11**

SPSS/PC Release 1.10

Crosstabulation: T16 Purpose of Visit

T7->	Count Row Pct Col Pct	Japanese	Asian	Western	Row Total
		1.00	2.00	3.00	
T16					
Holiday	1.00 65 42.5 84.4	7 4.6 87.5	81 52.9 87.1	153 86.0	
Business	2.00 5 55.6 6.5		4 44.4 4.3	9 5.1	
Hol/Bus	3.00 1 20.0 1.3	1 20.0 12.5	3 60.0 3.2	5 2.8	
Visit fri/Ret	5.00 1 100.0 2.2		2 100.0 2.2	2 1.1	
Official Visit	7.00 1 100.0 1.1		1 100.0 1.1	1 .6	
Other	8.00 6 75.0 7.8		2 25.0 2.2	8 4.5	
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 8**

SPSS/PC Release 1.10

Crosstabulation: T15 Have visited Phuket

T7->	Count Row Pct Col Pct	Japanese	Asian	Western	Row Total
		1.00	2.00	3.00	
T15					
first time	1.00 139 49.1 79.0	16 5.7 69.6	128 45.2 76.6	263 77.3	
2 times	2.00 20 43.5 11.4	4 8.7 17.4	22 47.8 13.2	46 12.6	
3 times	3.00 3 33.3 1.7	1 11.1 4.3	5 55.6 3.0	9 2.5	
4 times	4.00 3 60.0 1.7		2 40.0 1.2	5 1.4	
5 times over	5.00 3 21.4 1.7	2 14.3 8.7	9 64.3 5.4	14 3.8	
Missing	6.00 8 88.9 4.5		1 11.1 .6	9 2.5	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 10**

SPSS/PC Release 1.10

Crosstabulation: T16 Purpose of Visit

T7->	Count Row Pct Col Pct	Japanese	Asian	Western	Row Total
		1.00	2.00	3.00	
T16					
Holiday	1.00 150 47.2 85.2	21 6.6 91.3	147 46.2 88.0	318 86.9	
Business	2.00 1 100.0 4.3		4 80.0 2.4	5 1.4	
Hol/Bus	3.00 10 45.5 5.7	1 4.5 4.3	11 50.0 6.6	22 6.0	
Honeymoon	4.00 4 57.1 2.3		3 42.9 1.8	7 1.9	
Visit fri/Ret	5.00 4 100.0 2.3			4 1.1	
Official Visit	7.00 2 100.0 1.1			2 .5	
Other	8.00 6 75.0 3.4		2 25.0 1.2	8 2.2	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 12**

SPSS/PC Release 1.10

Crosstabulation: T18 Why you have chosen Phuket instead of Pa  
By T5 Gender

T5->	Count	Male	Female	Missing	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	Total
T18					
Visited PTY	1.00	61	7	2	70
		87.1	10.0	2.9	19.1
		25.7	5.6	40.0	
Environment	2.00	70	39		109
		64.2	35.8		29.8
		29.5	31.5		
Access	3.00	6	1		7
		85.7	14.3		1.9
		2.5	.8		
Facilities	4.00	25	12		37
		67.6	32.4		10.1
		10.5	9.7		
Activities	5.00	5	2		7
		71.4	28.6		1.9
		2.1	1.6		
Entertain	6.00	1	2		3
		33.3	66.7		.8
		.4	1.6		
Tour package	7.00	11	18	1	30
		36.7	60.0	3.3	8.2
		4.6	14.5	20.0	
Tour price	8.00	24	13	1	38
		63.2	34.2	2.6	10.4
		10.1	10.5	20.0	
Others	9.00	34	30	1	65
		52.3	46.2	1.5	17.8
		14.3	24.2	20.0	
Column Total		237	124	5	366
Row Total		64.8	33.9	1.4	100.0

Number of Missing Observations = 0

**TABLE 13**

SPSS/PC Release 1.10

Crosstabulation: T18 Why you have chosen Phuket instead of Pa By T6 Age

T6->	Count	20 below	21-25	26-30	31-40	41-50	51 over	Missing	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	4.00	5.00	6.00	7.00	Total
T18									
Visited PTY	1.00	4	5	13	27	11	9	1	70
		5.7	7.1	18.6	38.6	15.7	12.9	1.4	19.1
		22.2	9.6	14.6	31.8	19.6	32.1	2.6	
Environment	2.00	7	18	34	18	21	9	2	109
		6.4	16.5	31.2	16.5	19.3	8.3	1.8	29.8
		38.9	34.6	38.2	21.2	37.5	32.1	5.3	
Access	3.00		2		2	1		2	7
			28.6		28.6	14.3		28.6	1.9
			3.8		2.4	1.8		5.3	
Facilities	4.00	1	6	14	8	2		6	37
		2.7	16.2	37.8	21.6	5.4		16.2	10.1
		5.6	11.5	15.7	9.4	3.6		15.8	
Activities	5.00	1	1	2	2		1		7
		14.3	14.3	28.6	28.6		14.3		1.9
		5.6	1.9	2.2	2.4		3.6		
Entertain	6.00			1		2			3
				33.3		66.7			.8
				1.1		3.6			
Tour package	7.00	3	5	8	6	4	3	1	30
		10.0	16.7	26.7	20.0	13.3	10.0	3.3	8.2
		16.7	9.6	9.0	7.1	7.1	10.7	2.6	
Tour price	8.00	2	9	8	6	8	4	2	38
		5.6	23.7	21.1	15.8	21.1	10.5	5.3	10.4
		5.6	17.3	9.0	7.1	14.3	14.3	5.3	
Others	9.00	1	6	9	16	7	2	24	65
		1.5	9.2	13.8	24.6	10.8	3.1	36.9	17.8
		5.6	11.5	10.1	18.8	12.5	7.1	63.2	
Column Total		18	52	89	85	56	28	38	366
Row Total		4.9	14.2	24.3	23.2	15.3	7.7	10.4	100.0

Number of Missing Observations = 0

**TABLE 14**

SPSS/PC Release 1.10

Crosstabulation: T18 Why you have chosen Phuket instead of Pa  
By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	Total
T18					
Visited PTY	1.00	27	9	34	70
		38.6	12.9	48.6	19.1
		15.3	39.1	20.4	
Environment	2.00	46	5	53	109
		42.2	4.6	53.2	29.8
		26.1	21.7	34.7	
Access	3.00	4		3	7
		57.1		42.9	1.9
		2.3		1.8	
Facilities	4.00	21	3	13	37
		56.8	8.1	35.1	10.1
		11.9	13.0	7.8	
Activities	5.00	4		3	7
		57.1		42.9	1.9
		2.3		1.8	
Entertain	6.00	2		1	3
		66.7		33.3	.8
		1.1		.6	
Tour package	7.00	13	4	13	30
		43.3	13.3	43.3	8.2
		7.4	17.4	7.8	
Tour price	8.00	5	2	31	38
		13.2	5.3	81.6	10.4
		2.8	8.7	18.6	
Others	9.00	54		11	65
		83.1		16.9	17.8
		30.7		6.6	
Column Total		176	23	167	366
Row Total		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 15**

SPSS/PC Release 1.10

Crosstabulation: T24 Type of Accommodations  
By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	Total
T24					
Hotel 1	1.00	120	2	23	145
		82.8	1.4	15.9	39.6
		68.2	8.7	13.8	
Hotel 2	2.00	30	18	85	133
		22.6	13.5	63.9	36.3
		17.0	78.3	50.9	
Guest House	3.00			7	7
				100.0	1.9
				4.2	
Bungalow	4.00	9	1	30	40
		22.5	2.5	75.0	10.9
		5.1	4.3	18.0	
Fri/Ret	5.00			2	2
				100.0	.5
				1.2	
Others	6.00			2	2
				100.0	.5
				1.2	
Missing	7.00	17	2	18	37
		45.9	5.4	48.6	10.1
		9.7	8.7	10.8	
Column Total		176	23	167	366
Row Total		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 16**

SPSS/PC Release 1.10

Crosstabulation: T24 Type of Accommodations  
By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T24	1.00	39	4	18	61
Hotel 1	63.9	6.6	29.5	34.3	
	50.6	50.0	19.4		
Hotel 2	23	2	57	82	
	28.0	2.4	69.5	46.1	
	29.9	25.0	61.3		
Guest House			1	1	
			100.0	.6	
			1.1		
Bungalow	1			1	
	100.0			.6	
	1.3				
Fri/Ret	1			1	
	100.0			.6	
	1.3				
Others	1		3	4	
	25.0		75.0	2.2	
	1.3		3.2		
Missing	12	2	14	28	
	42.9	7.1	50.0	15.7	
	15.6	25.0	15.1		
Column Total	77	8	93	178	
	43.3	4.5	52.2	100.0	

Number of Missing Observations = 0

**TABLE 17**

SPSS/PC Release 1.10

Crosstabulation: T24 Type of Accommodations  
By T10 Visit to Thailand on a package to

T10->	Count	Yes	No	Row Total
Row Pct	Col Pct	1.00	2.00	
T24	1.00	38	107	145
Hotel 1	26.2	73.8	39.6	
	35.8	41.2		
Hotel 2	57	76	133	
	42.9	57.1	36.3	
	53.8	29.2		
Guest House		7	7	
		100.0	1.9	
		2.7		
Bungalow	1	39	40	
	2.5	97.5	10.9	
	.9	15.0		
Fri/Ret	1	1	2	
	50.0	50.0	.5	
	.9	.4		
Others		2	2	
		100.0	.5	
		.8		
Missing	9	28	37	
	24.3	75.7	10.1	
	8.5	10.8		
Column Total	106	260	366	
	29.0	71.0	100.0	

Number of Missing Observations = 0

**TABLE 18**

SPSS/PC Release 1.10

Crosstabulation: T24 Type of Accommodations  
By T92 How many nights in Phuket  
MISSING

T92->	Count	one	two	three	four	five	6-13	14 over	Row Total	
Row Pct	Col Pct	1.00	2.00	3.00	4.00	5.00	6.00	7.00	9.00	
T24	1.00	1	51	43	10	21	16	2	1	145
Hotel 1	.7	35.2	29.7	6.9	14.5	11.0	1.4	.7	39.6	
	33.3	57.3	45.7	37.0	56.8	22.2	5.7	11.1		
Hotel 2	1	31	33	7	7	30	22	2	133	
	.8	23.3	24.8	5.3	5.3	22.6	16.5	1.5	36.3	
	33.3	34.8	35.1	25.9	18.9	41.7	62.9	22.2		
Guest House		1	1	2	1	2			7	
		14.3	14.3	28.6	14.3	28.6			1.9	
		1.1	1.1	7.4	2.7	2.8				
Bungalow	1	2	8	3	3	17	5	1	40	
	2.5	5.0	20.0	7.5	7.5	42.5	12.5	2.5	10.9	
	33.3	2.2	8.5	11.1	8.1	23.6	14.3	11.1		
Fri/Ret								2	2	
								100.0	.5	
								22.2		
Others				1			1		2	
				50.0			50.0		.5	
				3.7			2.9			
Missing		4	9	4	5	7	5	3	37	
		10.8	24.3	10.8	13.5	18.9	13.5	8.1	10.1	
		4.5	9.6	14.8	13.5	9.7	14.3	33.3		
Column Total	3	97	94	27	37	72	35	9	366	
	.8	24.3	25.7	7.4	10.1	19.7	9.6	2.5	100.0	

Number of Missing Observations = 0

**TABLE 19**

SPSS/PC Release 1.10

Crosstabulation: T251 Evaluation of Accommodations (Room)  
By T5 Gender

T5->	Count	Male	Female	Missing	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T251	1.00	192	117	2	311
Good	61.7	37.6	.6	85.0	
	81.0	94.4	40.0		
Average	43	5	2	50	
	86.0	10.0	4.0	13.7	
	18.1	4.0	40.0		
Missing	2	2	1	5	
	40.0	40.0	20.0	1.4	
	.8	1.6	20.0		
Column Total	237	124	5	366	
	64.8	33.9	1.4	100.0	

Number of Missing Observations = 0

**TABLE 20**

SPSS/PC Release 1.10

Crosstabulation: T251 Evaluation of Accommodations (Room)  
By T5 Gender

T5->	Count	Male	Female	Missing	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T251	1.00	68	41		109
Good	62.4	37.6		61.2	
	67.0	62.1			
Average	30	17	1	48	
	62.5	35.4	2.1	27.0	
	27.8	25.8	25.0		
Bad	2	1		3	
	66.7	33.3		1.7	
	1.9	1.5			
Missing	3	7	3	18	
	44.4	38.9	16.7	10.1	
	7.4	10.6	75.0		
Column Total	108	66	4	178	
	60.7	37.1	2.2	100.0	

Number of Missing Observations = 0

**TABLE 21**

SPSS/PC Release 1.10

Crosstabulation: T251 Evaluation of Accommodations (Room)  
By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
Row Pct	Col Pct	1.00	2.00	3.00	
T251	1.00	145	20	146	311
Good	46.6	6.4	46.9	85.0	
	82.4	87.0	87.4		
Average	28	3	19	50	
	56.0	6.0	38.0	13.7	
	15.9	13.0	11.4		
Missing	3		2	5	
	60.0		40.0	1.4	
	1.7		1.2		
Column Total	176	23	167	366	
	48.1	6.3	45.6	100.0	

Number of Missing Observations = 0

**TABLE 22**

SPSS/PC Release 1.10

Crosstabulation: T251 Evaluation of Accommodations (Room)  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T251					
Good	1.00	40 36.7 51.9	6 5.5 75.0	63 57.8 67.7	109 61.2
Average	2.00	20 41.7 26.0	2 4.2 25.0	26 54.2 28.0	48 27.0
Bad	3.00	3 100.0 3.9			3 1.7
Missing	4.00	14 77.8 18.2		4 22.2 4.3	18 10.1
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 24**

SPSS/PC Release 1.10

Crosstabulation: T252 Evaluation of Accommodations (Meal)  
By T5 Gender

T5->	Count Row Pct Col Pct	Male 1.00	Female 2.00	Missing 3.00	Row Total
T252					
Good	1.00	65 61.3 60.2	40 37.7 60.6	1 .9 25.0	106 59.6
Average	2.00	29 63.0 26.9	17 37.0 25.8		46 25.8
Bad	3.00	2 66.7 1.9	1 33.3 1.5		3 1.7
Missing	4.00	12 52.2 11.1	8 34.8 12.1	3 13.0 75.0	23 12.9
Column Total		108 60.7	66 37.1	4 2.2	178 100.0

Number of Missing Observations = 0

**TABLE 26**

SPSS/PC Release 1.10

Crosstabulation: T252 Evaluation of Accommodations (Meal)  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T252					
Good	1.00	29 27.4 37.7	5 4.7 62.5	72 67.9 77.4	106 59.6
Average	2.00	33 71.7 42.9	1 2.2 12.5	12 26.1 12.9	46 25.8
Bad	3.00	1 33.3 1.3		2 66.7 2.2	3 1.7
Missing	4.00	14 60.9 18.2	2 8.7 25.0	7 30.4 7.5	23 12.9
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 28**

SPSS/PC Release 1.10

Crosstabulation: T253 Evaluation of Accommodations (Service)  
By T5 Gender

T5->	Count Row Pct Col Pct	Male 1.00	Female 2.00	Missing 3.00	Row Total
T253					
Good	1.00	72 63.2 66.7	41 36.0 62.1	1 .9 25.0	114 64.0
Average	2.00	28 62.2 25.9	17 37.8 25.8		45 25.3
Missing	4.00	8 42.1 7.4	8 42.1 12.1	3 15.8 75.0	19 10.7
Column Total		108 60.7	66 37.1	4 2.2	178 100.0

Number of Missing Observations = 0

**TABLE 23**

SPSS/PC Release 1.10

Crosstabulation: T252 Evaluation of Accommodations (Meal)  
By T5 Gender

T5->	Count Row Pct Col Pct	Male 1.00	Female 2.00	Missing 3.00	Row Total
T252					
Good	1.00	158 62.2 66.7	94 37.0 75.8	2 .8 40.0	254 69.4
Average	2.00	65 71.4 27.4	24 26.4 19.4	2 2.2 40.0	91 24.9
Bad	3.00	2 66.7 .8	1 33.3 .8		3 .8
Missing	4.00	12 66.7 5.1	5 27.8 4.0	1 5.6 20.0	18 4.9
Column Total		237 64.8	124 33.9	5 1.4	366 100.0

**TABLE 25**

SPSS/PC Release 1.10

Crosstabulation: T252 Evaluation of Accommodations (Meal)  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T252					
Good	1.00	114 44.9 64.8	15 5.9 65.2	125 49.2 74.9	254 69.4
Average	2.00	50 54.9 28.4	7 7.7 30.4	34 37.4 20.4	91 24.9
Bad	3.00	1 33.3 .6	1 33.3 4.3	1 33.3 .6	3 .8
Missing	4.00	11 61.1 6.3		7 38.9 4.2	18 4.9
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 27**

SPSS/PC Release 1.10

Crosstabulation: T253 Evaluation of Accommodations (Service)  
By T5 Gender

T5->	Count Row Pct Col Pct	Male 1.00	Female 2.00	Missing 3.00	Row Total
T253					
Good	1.00	176 65.7 74.3	90 33.6 72.6	2 .7 40.0	268 73.2
Average	2.00	52 61.2 21.9	31 36.5 25.0	2 2.4 40.0	85 23.2
Bad	3.00	2 66.7 .8	1 33.3 .8		3 .8
Missing	4.00	7 70.0 3.0	2 20.0 1.6	1 10.0 20.0	10 2.7
Column Total		237 64.8	124 33.9	5 1.4	366 100.0

Number of Missing Observations = 0

**TABLE 29**

SPSS/PC Release 1.10

Crosstabulation: T253 Evaluation of Accommodations (Service)  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T253					
Good	1.00	106 39.6 60.2	19 7.1 82.6	143 53.4 85.6	268 73.2
Average	2.00	62 72.9 35.2	3 3.5 13.0	20 23.5 12.0	85 23.2
Bad	3.00		1 33.3 4.3	2 66.7 1.2	3 .8
Missing	4.00	8 80.0 4.5		2 20.0 1.2	10 2.7
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 30**

SPSS/PC Release 1.10

Crosstabulation: T253 Evaluation of Accommodations (Service)  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Westerner 3.00	Row Total
T253					
Good	1.00 114 64.0	31 27.2 40.3	4 3.5 50.0	79 69.3 84.9	
Average	2.00 45 25.3	32 71.1 41.6	3 6.7 37.5	10 22.2 10.8	
Missing	4.00 19 10.7	14 73.7 18.2	1 5.3 12.5	4 21.1 4.3	
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 32**

SPSS/PC Release 1.10

Crosstabulation: T254 Evaluation of Accommodations (Facility)  
By T5 Gender

T5->	Count Row Pct Col Pct	Male 1.00	Female 2.00	Missing 3.00	Row Total
T254					
Good	1.00 103 57.9	67 65.0 62.0	35 34.0 53.0	1 1.0 25.0	
Average	2.00 54 30.3	32 59.3 29.6	22 40.7 33.3		
Bad	3.00 4 2.2	3 75.0 2.8	1 25.0 1.5		
Missing	4.00 17 9.6	6 35.3 5.6	8 47.1 12.1	3 17.6 75.0	
Column Total		108 60.7	66 37.1	4 2.2	178 100.0

Number of Missing Observations = 0

**TABLE 34**

SPSS/PC Release 1.10

Crosstabulation: T261 Evaluation of Beach Activities (Surfing,  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Westerner 3.00	Row Total
T261					
H t, Good	1.00 98 26.8	67 68.4 38.1	4 4.1 17.4	27 27.6 16.2	
H t, Not Good	2.00 22 6.0	15 68.2 8.5	2 9.1 8.7	5 22.7 3.0	
W t, could not	3.00 40 10.9	22 55.0 12.5	2 5.0 8.7	16 40.0 9.6	
Did not try	4.00 195 53.3	67 34.4 38.1	15 7.7 65.2	113 57.9 67.7	
Missing	5.00 11 3.0	5 45.5 2.8		6 54.5 3.6	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 36**

SPSS/PC Release 1.10

Crosstabulation: T263 Evaluation of Beach Activities (Snorkel)  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Westerner 3.00	Row Total
T263					
H t, Good	1.00 97 26.5	45 46.4 25.6	4 4.1 17.4	48 49.5 28.7	
H t, Not Good	2.00 46 12.6	43 93.5 24.4		3 6.5 1.8	
W t, could not	3.00 52 14.2	25 48.1 14.2	2 3.8 8.7	25 48.1 15.0	
Did not try	4.00 161 44.0	59 36.6 33.5	17 10.6 73.9	85 52.8 50.9	
Missing	5.00 10 2.7	4 40.0 2.3		6 60.0 3.6	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 31**

SPSS/PC Release 1.10

Crosstabulation: T254 Evaluation of Accommodations (Facility)  
By T5 Gender

T5->	Count Row Pct Col Pct	Male 1.00	Female 2.00	Missing 3.00	Row Total
T254					
Good	1.00 227 62.0	148 65.2 62.4	77 33.9 62.1	2 .9 40.0	
Average	2.00 108 29.5	69 63.9 29.1	37 34.3 29.8	2 1.9 40.0	
Bad	3.00 2 .5	1 50.0 .4	1 50.0 .8		
Missing	4.00 29 7.9	19 65.5 8.0	9 31.0 7.3	1 3.4 20.0	
Column Total		237 64.8	124 33.9	5 1.4	366 100.0

Number of Missing Observations = 0

**TABLE 33**

SPSS/PC Release 1.10

Crosstabulation: T251 Evaluation of Accommodations (Room)  
By T12 How many times have you travelled over

T12->	Count Row Pct Col Pct	first time 1.00	2-4 times 2.00	5-9 times 3.00	10 times or over 4.00	Missing 5.00	Row Total
T251							
Good	1.00 311 85.0	46 14.8 83.6	85 27.3 85.9	54 17.4 83.1	75 24.1 88.2	51 16.4 82.3	
Average	2.00 50 13.7	9 18.0 16.4	12 24.0 12.1	10 20.0 15.4	9 18.0 10.6	10 20.0 16.1	
Missing	4.00 5 1.4		2 40.0 2.0	1 20.0 1.5	1 20.0 1.2	1 20.0 1.6	
Column Total		55 15.0	99 27.0	65 17.8	85 23.2	62 16.9	366 100.0

Number of Missing Observations = 0

**TABLE 35**

SPSS/PC Release 1.10

Crosstabulation: T262 Evaluation of Beach Activities (Relaxing  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Westerner 3.00	Row Total
T262					
H t, Good	1.00 304 83.1	141 46.4 80.1	20 6.6 87.0	143 47.0 85.6	
H t, Not Good	2.00 20 5.5	15 75.0 8.5		5 25.0 3.0	
W t, could not	3.00 17 4.6	8 47.1 4.5	2 11.8 8.7	7 41.2 4.2	
Did not try	4.00 17 4.6	8 47.1 4.5	1 5.9 4.3	8 47.1 4.8	
Missing	5.00 8 2.2	4 50.0 2.3		4 50.0 2.4	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 37**

SPSS/PC Release 1.10

Crosstabulation: T264 Evaluation of Beach Activities (Sightsee  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Westerner 3.00	Row Total
T264					
H t, Good	1.00 201 54.9	72 35.8 40.9	12 6.0 52.2	117 58.2 70.1	
H t, Not Good	2.00 27 7.4	21 77.8 11.9		6 22.2 3.6	
W t, could not	3.00 22 6.0	17 77.3 9.7		5 22.7 3.0	
Did not try	4.00 102 27.9	61 59.8 34.7	11 10.8 47.8	30 29.4 18.0	
Missing	5.00 14 3.8	5 35.7 2.8		9 64.3 5.4	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 38**

SPSS/PC Release 1.10

Crosstabulation: T265 Evaluation of Beach Activities (Town/City) By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
	Row Pct	1.00	2.00	3.00	
	Col Pct				
T265					
H t,Good	1.00	54	14	94	162
		33.3	8.6	58.0	44.3
		30.7	60.9	56.3	
H t,Not Good	2.00	16	1	21	38
		42.1	2.6	55.3	10.4
		9.1	4.3	12.6	
W t,could not	3.00	45		5	50
		90.0		10.0	13.7
		25.6		3.0	
Did not try	4.00	54	8	36	98
		55.1	8.2	36.7	26.8
		30.7	34.8	21.6	
Missing	5.00	7		11	18
		38.9		61.1	4.9
		4.0		6.6	
Column Total		176	23	167	366
		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 39**

SPSS/PC Release 1.10

Crosstabulation: T266 Evaluation of Beach Activities (Playing) By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
	Row Pct	1.00	2.00	3.00	
	Col Pct				
T266					
H t,Good	1.00	4		1	5
		80.0		20.0	1.4
		2.3		.6	
H t,Not Good	2.00	3			3
		100.0			.8
		1.7			
W t,could not	3.00	24	1	20	45
		53.3	2.2	44.4	12.3
		13.6	4.3	12.0	
Did not try	4.00	141	22	137	300
		47.0	7.3	45.7	82.0
		80.1	75.7	82.0	
Missing	5.00	4		9	13
		30.8		69.2	3.6
		2.3		5.4	
Column Total		176	23	167	366
		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 40**

SPSS/PC Release 1.10

Crosstabulation: T267 Evaluation of Beach Activities (Tennis, A) By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
	Row Pct	1.00	2.00	3.00	
	Col Pct				
T267					
H t,Good	1.00	15	4	14	33
		45.5	12.1	42.4	9.0
		8.5	17.4	8.4	
H t,Not Good	2.00	1		1	2
		50.0		50.0	.5
		.6		.6	
W t,could not	3.00	8	1	15	24
		33.3	4.2	62.5	6.6
		4.5	4.3	9.0	
Did not try	4.00	145	18	128	291
		49.8	6.2	44.0	79.5
		82.4	78.3	76.6	
Missing	5.00	7		9	16
		43.8		56.3	4.4
		4.0		5.4	
Column Total		176	23	167	366
		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 41**

SPSS/PC Release 1.10

Crosstabulation: T268 Evaluation of Beach Activities (Handicra) By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
	Row Pct	1.00	2.00	3.00	
	Col Pct				
T268					
H t,Good	1.00	6	2	36	44
		13.6	4.5	81.8	12.0
		3.4	8.7	21.6	
H t,Not Good	2.00	2	1	3	6
		33.3	16.7	50.0	1.6
		1.1	4.3	1.8	
W t,could not	3.00	8		7	15
		53.3		46.7	4.1
		4.5		4.2	
Did not try	4.00	149	20	108	277
		53.8	7.2	39.0	75.7
		84.7	87.0	64.7	
Missing	5.00	11		13	24
		45.8		54.2	6.6
		6.3		7.8	
Column Total		176	23	167	366
		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 42**

T273 Shopping (Price)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Good	1.00	219	59.8	59.8	59.8
Average	2.00	78	21.3	21.3	81.1
Bad	3.00	14	3.8	3.8	85.0
Missing	4.00	55	15.0	15.0	100.0
	TOTAL	366	100.0	100.0	

Valid Cases 366 Missing Cases 0

**TABLE 44**

T283 Restaurant (Price)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	0.0	48	13.1	13.1	13.1
	1.00	216	59.0	59.0	72.1
	2.00	89	24.3	24.3	96.4
	3.00	13	3.6	3.6	100.0
	TOTAL	366	100.0	100.0	

Valid Cases 366 Missing Cases 0

**TABLE 43**

SPSS/PC Release 1.10

Crosstabulation: T281 Restaurant (Have tried restaurant outside) By T7 Country of Residence

T7->	Count	Japanese	Asian	Western	Row Total
	Row Pct	1.00	2.00	3.00	
	Col Pct				
T281					
Yes	1.00	137	17	122	276
		49.6	6.2	44.2	75.4
		77.8	73.9	73.1	
No	2.00	20	5	29	54
		37.0	9.3	53.7	14.8
		11.4	21.7	17.4	
Missing	3.00	19	1	16	36
		52.8	2.8	44.4	9.8
		10.8	4.3	9.6	
Column Total		176	23	167	366
		48.1	6.3	45.6	100.0

Number of Missing Observations = 0

**TABLE 45**

SPSS/PC Release 1.10

Crosstabulation: T301 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T301					
Good	1.00 157 52.7 89.2	22 7.4 95.7	119 39.9 71.3	298 81.4	
Average	2.00 17 32.1 9.7	1 1.9 4.3	35 66.0 21.0	53 14.5	
Bad	3.00 4 100.0 2.4			4 1.1	
Missing	4.00 2 18.2 1.1		9 81.8 5.4	11 3.0	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 47**

SPSS/PC Release 1.10

Crosstabulation: T303 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T303					
Good	1.00 77 39.1 43.8	16 8.1 69.6	104 52.8 62.3	197 53.8	
Average	2.00 94 62.3 53.4	7 4.6 30.4	50 33.1 29.9	151 41.3	
Bad	3.00 3 37.5 1.7		5 62.5 3.0	8 2.2	
Missing	4.00 2 20.0 1.1		8 80.0 4.8	10 2.7	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 49**

SPSS/PC Release 1.10

Crosstabulation: T305 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T305					
Good	1.00 67 31.5 38.1	21 9.9 91.3	125 58.7 74.9	213 58.2	
Average	2.00 91 73.4 51.7	2 1.6 8.7	31 25.0 18.6	124 33.9	
Bad	3.00 9 81.8 5.1		2 18.2 1.2	11 3.0	
Missing	4.00 9 50.0 5.1		9 50.0 5.4	18 4.9	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 51**

SPSS/PC Release 1.10

Crosstabulation: T307 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T307					
Yes	1.00 166 50.0 94.3	22 6.6 95.7	144 43.4 86.2	332 90.7	
No	2.00 5 23.8 2.8	1 4.8 4.3	15 71.4 9.0	21 5.7	
Missing	3.00 5 38.5 2.8		8 61.5 4.8	13 3.6	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 46**

SPSS/PC Release 1.10

Crosstabulation: T302 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T302					
Good	1.00 117 50.0 66.5	16 6.8 69.6	101 43.2 60.5	234 63.9	
Average	2.00 51 46.8 29.0	6 5.5 26.1	52 47.7 31.1	109 29.8	
Bad	3.00 3 50.0 1.7		3 50.0 1.8	6 1.6	
Missing	4.00 5 29.4 2.8	1 5.9 4.3	11 64.7 6.6	17 4.6	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 48**

SPSS/PC Release 1.10

Crosstabulation: T304 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T304					
Good	1.00 44 35.5 25.0	14 11.3 60.9	66 53.2 39.5	124 33.9	
Average	2.00 122 57.8 69.3	8 3.8 34.8	81 38.4 48.5	211 57.7	
Bad	3.00 6 28.6 3.4	1 4.8 4.5	14 66.7 8.4	21 5.7	
Missing	4.00 4 40.0 2.3		6 60.0 3.6	10 2.7	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 50**

SPSS/PC Release 1.10

Crosstabulation: T306 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T306					
Yes	1.00 28 59.4 21.6	1 1.6 4.3	25 39.1 15.0	64 17.5	
Average	2.00 23 27.1 13.1	9 10.6 39.1	53 62.4 31.7	85 23.2	
No	3.00 113 53.0 65.3	13 6.0 56.5	89 41.0 53.3	217 59.3	
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 51**

SPSS/PC Release 1.10

Crosstabulation: T301 Evaluation of Natural and Social Condi  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
T301					
Good	1.00 43 51.2 55.8	5 6.0 62.5	36 42.9 33.7	84 47.2	
Average	2.00 23 35.9 29.9	3 4.7 37.5	38 59.4 40.9	64 36.0	
Bad	3.00 3 14.3 3.9		18 85.7 19.4	21 11.8	
Missing	4.00 8 88.9 10.4		1 11.1 1.1	9 5.1	
Column Total		77 43.3	8 4.5	93 52.2	178 100.0

Number of Missing Observations = 0

**TABLE 52**

SPSS/PC Release 1.10

Crosstabulation: T291 Where have you visited (1)  
By T92 How many nights in Phuket

T92->	Count Row Pct Col Pct	one 1.00	two 2.00	three 3.00	four 4.00	five 5.00	6-13 6.00	14 over 7.00	9.00	Row Total
Hotel & Beach	1.00	2 1.3 66.7	11 7.3 12.4	42 28.0 44.7	14 9.3 51.9	18 12.0 48.6	44 29.3 61.1	17 11.3 48.6	2 1.3 22.2	150 41.0
Phuket Town	2.00	1 .6 33.3	66 41.0 74.2	37 23.0 39.4	9 5.6 33.3	15 9.3 40.5	17 10.6 23.6	13 8.1 37.1	3 1.9 33.3	161 44.0
Phang Nga Bay	3.00			3 3.0 3.2	1 10.0 3.7	1 10.0 2.7	3 30.0 4.2	1 10.0 2.9	1 10.0 11.1	10 2.7
Phi Phi Islands	4.00		3 42.9 3.4	1 14.3 1.1			2 28.6 2.8	1 14.3 2.9		7 1.9
Others	7.00			1 16.7 1.1	1 16.7 3.7		3 50.0 4.2	1 16.7 2.9		6 1.6
Missing	8.00		9 29.1 10.1	10 31.3 10.6	2 6.3 7.4	3 9.4 8.1	3 9.4 4.2	2 6.3 5.7	3 9.4 33.3	32 8.7
Column Total		3 .8	89 24.3	74 25.7	27 7.4	37 10.1	72 19.7	35 9.6	9 2.5	366 100.0

Number of Missing Observations = 0

**TABLE 53**

SPSS/PC Release 1.10

Crosstabulation: T21 Most important factor in choosing the tr  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
departure date	1.00	12 44.4 6.8		15 55.6 9.0	27 7.4
ttl leng of tour	2.00	81 84.4 46.0	1 1.0 4.3	14 14.6 8.4	96 26.2
Tour price	3.00	16 35.6 9.1	7 15.6 30.4	22 48.9 13.2	45 12.3
Des breach	4.00	13 31.6 10.2	4 7.0 17.4	35 61.4 21.0	57 15.6
Des varity	5.00	7 15.6 4.0	4 8.9 17.4	34 75.6 20.4	45 12.3
Accommodation	7.00	2 40.0 1.1	2 40.0 8.7	1 20.0 .6	5 1.4
Air carrier	8.00	1 100.0 .6			1 .3
Tour conductor	10.00	1 33.3 .6	1 33.3 4.3	1 33.3 .6	3 .8
Others	11.00	3 20.0 1.7	2 13.3 8.7	10 66.7 6.0	15 4.1
Missing	12.00	35 48.6 19.9	2 2.8 8.7	35 48.6 21.0	72 19.7
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 55**

SPSS/PC Release 1.10

Crosstabulation: T22 Useful information source  
By T7 Country of Residence

T7->	Count Row Pct Col Pct	Japanese 1.00	Asian 2.00	Western 3.00	Row Total
Guide bk	1.00	41 34.2 23.3	5 4.2 21.7	74 61.7 44.3	120 32.8
Literature	2.00	10 43.5 5.7	2 8.7 8.7	11 47.8 6.6	23 6.3
TV	3.00	2 40.0 1.1	1 20.0 4.3	2 40.0 1.2	5 1.4
Newspaper/Mag	4.00	60 81.1 34.1	1 1.4 4.3	13 17.6 7.8	74 20.2
Tour Pamphlet	5.00	17 51.5 9.7	2 6.1 8.7	14 42.4 8.4	33 9.0
Dirac mail	6.00	1 100.0 .6			1 .3
by friend	7.00	29 35.4 16.5	9 11.0 39.1	44 53.7 26.3	82 22.4
Others	8.00		2 33.3 8.7	4 66.7 2.4	6 1.6
Missing	9.00	16 72.7 9.1	1 4.5 4.3	5 22.7 3.0	22 6.0
Column Total		176 48.1	23 6.3	167 45.6	366 100.0

Number of Missing Observations = 0

**TABLE 54**

SPSS/PC Release 1.10

Crosstabulation: T21 Most important factor in choosing the tr  
By T12 How many times have you travelled over

T12->	Count Row Pct Col Pct	first time 1.00	2-4 times 2.00	5-9 times 3.00	10 times over 4.00	Missing 5.00	Row Total
departure date	1.00	5 18.5 9.1	6 22.2 6.1	9 33.3 13.8	7 25.9 8.2		27 7.4
ttl leng of tour	2.00	15 15.6 27.3	21 21.9 21.2	6 6.3 9.2	6 6.3 7.1	48 50.0 77.4	96 26.2
Tour price	3.00	11 24.4 20.0	19 42.2 19.2	5 11.1 7.7	7 15.6 9.2	3 6.7 4.8	45 12.3
Des breach	4.00	6 10.5 10.9	9 15.8 9.1	10 17.5 15.4	29 50.9 34.1	3 5.3 4.8	57 15.6
Des varity	5.00	5 11.1 9.1	12 26.7 12.1	11 24.4 16.9	16 35.6 18.8	1 2.2 1.6	45 12.3
Accommodation	7.00	2 40.0 3.6			2 40.0 2.4	1 20.0 1.6	5 1.4
Air carrier	8.00		1 100.0 1.0				1 .3
Tour conductor	10.00		1 33.3 1.0	1 33.3 1.5		1 33.3 1.6	3 .8
Others	11.00	2 13.3 3.6	3 20.0 3.0	2 13.3 3.1	8 53.3 9.4		15 4.1
Missing	12.00	9 12.5 16.4	27 37.5 27.3	21 29.2 32.3	10 13.9 11.8	5 6.9 8.1	72 19.7
Column Total		55 15.0	99 27.0	65 17.8	85 23.2	62 16.9	366 100.0

Number of Missing Observations = 0