

CHAPTER FOUR

RESULT

This chapter shows the results of the questionnaires on the usage behaviors of people working in the Aree Area. The chapter is divided into three parts, comprising of general information of the respondents, their credit card usage behaviors, and problems caused by their use of credit cards. All of the results analyzed by SPSS Program Version 11.5 are shown as follows:

4.1 GENERAL INFORMATION OF THE RESPONDENTS

General information of the respondents includes their sex, age, status, education, occupation, and salary. The results showing the frequency and percentage are described in the table below.

Table 1. Summary of General Information of Respondents in Term of Percentage

Personal Information	Categories	Frequency	Percentage
Sex	Male	27	33.8
	Female	53	66.3
Age	23	1	1.3
	24	8	10
	25	6	7.5
	26	3	3.8
	27	5	6.3
	28	3	3.8
	29	4	5.0
	30	7	8.8
	31	4	5.0
	32	6	7.5
	33	3	3.8
	34	3	3.8
	35	5	6.3
36	1	1.3	

Personal Information	Categories	Frequency	Percentage
	37	4	5.0
	39	2	2.5
	40	3	3.8
	41	2	2.5
	44	1	1.3
	47	1	1.3
	48	1	1.3
	49	1	1.3
	50	6	7.5
Status	Single	52	65.0
	Married	28	35.0
Education	Bachelor's Degree	62	77.5
	Master's Degree	15	18.8
	Doctoral Degree	0	0
	Other	3	3.8
Occupation	Private Sector	68	85.0
	Self Employed	7	8.8
	Government Official	2	2.5
	State Enterprise	2	2.5
	Unemployed	0	0
	Others	1	1.3
Salary	Below 10,000	1	1.3
	10,001-25,000	50	62.5
	25,001-40,000	21	26.3
	40,001-55,000	3	3.8
	Above 55,001	5	6.3

From Table 1, the results show that there are 27 male respondents (33.8%) while for female respondents, there are 53 (66.3%).

For the age of the respondents, there are 1.3% of the respondents who are 23 years old. There are 10.0% of respondents aged 24 years old, 7.5% at 25 years old,

3.8% at 26 years old, 6.3% at 27 years old, 3.8% at 28 years old, 5.0% at 29 years old, and 8.8% at 30 years old respondents. For the respondents aged 31 years old, there are 5.0%; for 32 years old, there are 7.5%; for 33 years old, there are 3.8%; for 34 years old, there are 3.8%; for 35 years old, there are 6.3%; for 36 years old, there are 1.3%; for 37 years old, there are 5.0%; for 39 years old, there are 2.5%; and for 40 years old, there are 3.8%. Moreover, there are 2.5% of the respondents who are 41 years old, 1.3% who are 44 years old, 1.3% who are 47 years old, 1.3% who are 48 years old, another 1.3% who are 49 years old, and there are 7.5% of the respondents who are 50 years old.

The results also show that 65.0% of the respondents are single while 35.0% of the respondents are married.

For their education, 77.5% of the respondents have a Bachelor's Degree, 18.8% have a Master's degree, while none of them or 0% have a Doctoral Degree and 1.3% have specified that they hold a vocational certificate.

Moreover, 85.0% of the respondents work in the private sector, 8.8% are self-employed, 2.5% are working as government officers, 2.5% for state enterprise, 1.3% for others, and none of them are unemployed.

For the last piece of information which is the respondents' salary, the results show that 1.3% of them earn less than 10,000 baht a month, 62.5% earn 10,001-25,000 baht, 26.3% earn 25,001-40,000 baht, 3.8% earn 40,001-55,000 baht, and 6.3% earn more than 55,001 baht a month.

4.2 INFORMATION OF CREDIT CARD USAGE

The information of credit card usage is related to the information about the number of credit cards held, the number of years they have held a credit card, reasons for using a credit card, the average time and expense paid with a credit card (per month, in Thai Baht), the highest expense that the respondent has ever used (per month, in Thai Baht), the lowest expense that the respondent has ever used (per month, in Thai Baht), the type of products and services purchased when paying with credit cards, and ways to repay the credit card balance. The results are shown in the tables below.

Table 2. The Number of Credit Card(s) Held by the Respondents

Number of Credit Card Holding	Frequency	Percentage
1	16	20.0
2	20	25.0
3	22	27.5
4	10	12.5
5	4	5.0
More than 5	8	10.0

According to Table 2, 20.0% of the respondents hold one credit card, 25.0% hold two credit cards, many of them or 27.5% hold three credit cards, 12.5% hold four credit cards, the least of them or 5.0% hold five credit cards, and 10.0% hold more than five credit cards.

Table 3. The Number of Years the Respondents Have Held their Credit Card(s)

Period of Credit Card Holding	Frequency	Percentage
Less than 1 year	8	10.0
1-2 years	18	22.5
3-4 years	17	21.3
4-5 years	14	16.3
More than 5 years	24	30.0

This table shows that 10.0% of the respondents have held their credit cards for less than a year. 22.5% have held the credit cards for 1-2 years. 21.3% have held their credit cards for 3-4 years. 16.3% have held their credit cards for 4-5 years and many of them or 30.0% have held their credit cards for more than 5 years.

Table 4. The Issuer of the Credit Cards Held by the Respondents

Issuer	Frequency	Percentage
Citibank	36	45.0
HSBC Bank	22	27.5
Kasikornbank	26	32.5

Issuer	Frequency	Percentage
UOB	17	21.3
Standard Chartered	9	11.3
KrungSri GE	18	22.5
SCB	22	27.5
Bangkok Bank	15	18.8
KTC	37	46.3
Diner's Club	2	2.5
American Express	5	6.3
Aeon	6	7.5
Others	12	15.0

From Table 4, as for this topic the respondents could choose more than one bank issuer that allows them to hold the credit card(s), so the percentage does not equal 100%. The results of this table are that 36 of them hold a Citibank credit card, 22 hold a HSBC credit card, 26 hold a Kasikornbank credit card, 17 hold a UOB credit card, 9 hold a Standard Chartered Bank credit card, 18 hold a Krungsri credit card, 22 hold an SCB credit card, 15 hold a Bangkok Bank credit card, 37 hold a KTC credit card, 2 hold a Diner's Club credit card, 5 hold and AMEX credit card, 6 hold an AEON credit card, and 12 hold credit cards issued by other financial institutions that were not specified in the questionnaire.

Table 5 : The Respondents 'Reasons for Using Credit Cards

Rank	Percentage						
	Convenience	Safer than carrying cash	Rewards from collecting points	Discounts from the merchants	Use money in advance	Peer's pressure	Media influence
1	56.3	12.5	1.3	8.8	18.8	1.3	1.3
2	25.0	41.3	11.3	6.3	12.5	2.5	1.3
3	12.5	16.3	26.3	25.0	16.3	1.3	2.5
4	3.8	12.5	35.0	22.5	15.0	6.3	5.0
5	1.3	10.0	13.8	28.8	22.5	15.0	8.8
6	0	6.3	6.3	6.3	1.3	55.0	25.0
7	1.3	1.3	6.3	2.5	13.8	18.8	56.3

From Table 5, it can be described that 56.3% of the respondents ranked the reason of convenience as their first reason for holding a credit card, 25.0% as the second reason, 12.5% as the third reason, 3.8% as the fourth reason, 1.3% as the fifth reason, 0% as the sixth reason, and 1.3% as the seventh or last reason.

For the reason of being safer than carrying cash, 12.5% of the respondents ranked it as their first reason for holding a credit card, most of them or 41.3% ranked it as their second reason, 16.3% as the third reason, 12.5% as the fourth reason, 10.0% as the fifth reason, 6.3% as the sixth reason, and 1.3% ranked this reason as the seventh or last one.

The reason of the rewards obtained from collecting points was ranked as the first reason by 1.3% of the respondents, 11.3% stated it was the second reason why they held a credit card, 26.3% said it was the third reason, 35.0% which is considered most of the respondents ranked it as the fourth reason, 13.8% as the fifth reason, 6.3% as the sixth reason, and for the seventh or last reason, there were also 6.3%.

8.8% of the respondents ranked the reason of discounts received from the merchant as their first reason for holding a credit card, 6.3% ranked this reason as their second one, 25.0% gave it as their third reason, 22.5% as the fourth reason, 28.8% as the fifth reason, 6.3% as the sixth reason, and only 2.5% as the last reason.

For the reason of using money in advance, there were 18.8% of the respondents who ranked this reason as their first reason for holding a credit card. 12.5% ranked it as the second reason. 6.3% ranked it as their third choice. There were 15.0% of the respondents who ranked the reason of using money in advance as the fourth reason while most of them or 22.5% ranked it as the fifth reason. Others, which were 1.3%, ranked it as their sixth choice, and the remaining 13.8% ranked it as the seventh or last reason.

The reason of peer pressure was ranked as the first reason by 1.3% of the respondents. 2.5% ranked it as the second reason while only 1.3% ranked this reason as their third one. There were 6.3% of the respondents who ranked it as their fourth reason. However, 15.0% of them ranked this reason as their fifth choice. Most of them or 55.0% ranked it as their sixth reason, and 18.8% as the last reason.

For the last reason, 1.3% of the respondents ranked the reason of media influence as their first reason for holding a credit card, 1.3% as the second reason, 2.5%

as the third reason, 5.0% as the fourth reason, 8.8% as the fifth reason, 25.0% as the sixth reason, and most of them, 56.3%, ranked it as their last reason.

Table 6. The Respondents' Average Number of Times for Using a Credit Card

Average Time Per Month	Frequency	Percentage
Less than 5	39	48.8
6-10	33	41.3
11-15	4	5.0
15-20	4	5.0

According to Table 6, 48.8% or 39 respondents which is considered as most of the them use their credit cards less than five times a month. 41.3% use them about 6-10 times each month. 5.0% use them about 11-15 times a month while only 5.0% of them use their credit cards about 15-20 times a month.

Table 7. The Respondents' Average Amount Paid with Credit Cards

Average Amount Per Month	Frequency	Percentage
Below 10,000	56	70.0
10,001-25,000	23	28.8
25,001-40,000	1	1.3
40,001-55,000	0	0
55,001-70,000	0	0
Above 70,001	0	0

Referring to Table 7, 70.0% or 56 of the respondents spend less than 10,00 Baht a month on their credit card. 28.8% spend approximately 10,001-25,000 Baht per month. Only one respondent or 1.3% spends about 25,001-40,000 Baht a month. And none of them or 0% spend more than 40,001 Baht a month on their credit card.

Table 8. The Respondents' Highest Amount Paid with a Credit Card

Average Amount Per Month	Frequency	Percentage
Below 10,000	23	28.8
10,001-25,000	36	45.0
25,001-40,000	12	15.0
40,001-55,000	2	2.5
Above 55,001	7	8.8

Table 8 shows that 28.8% of the respondents have never spent more than 10,000 Baht in a month with their credit card. Nearly half of them or 45.0% have spent 10,001-25,000 Baht in a month. On the other hand, 15.0% of them have spent 25,001-40,000 in a month on their credit card. Only 2.5% have spent 40,001-55,000 Baht in a month and 8.8% have spent more than 55,001 Baht a month on their credit card.

Table 9. The Respondents' Lowest Amount Paid through the Credit Cards

Average Amount Per Month	Frequency	Percentage
Below 1,000	35	43.8
1,001-2,500	25	31.3
2,501-4,000	10	12.5
4,001-5,500	5	6.3
Above 5,501	5	6.3

According to Table 9, almost half of them or 43.8% of the respondents have spent less than 1,000 Baht in a month on their credit card. 31.3% have spent approximately 1,001-2,500 Baht in a month. 12.5% have spent about 2,501-4,000 Baht per month. Only five respondents or 6.3% have spent a minimum of 4,001-5,500 Baht in a month and another five of them or 6.3% have never spent less than 5,501 Baht in a month on their credit card.

Table 10. The Types of Products or Expenses that the Respondents Paid For With Their Credit Cards

Rank	Percentage										
	withdraw cash	pay for ordinary consumer products	pay for electric product expense	pay for clothing expense	pay for restaurant expense	pay for infrastructure expense	pay for entertainment expense	pay for traveling and accommodation	pay for online purchasing	pay for petrol and automobile expenses	pay for medication and beauty care
1	3.8	55.0	3.8	6.3	3.8	10.0	0	2.5	1.3	13.8	0
2	6.3	16.3	6.3	12.5	33.8	2.5	0	0	0	20.0	2.5
3	3.8	15.0	12.5	13.8	18.8	8.8	1.3	3.8	1.3	13.8	6.3
4	6.3	8.8	12.5	21.3	16.3	7.5	2.5	8.8	1.3	11.3	5.0
5	6.3	2.5	16.3	12.5	8.8	10.0	11.3	10.0	2.5	10.0	10.0
6	5.0	1.3	13.8	12.5	8.8	15.0	11.3	17.5	1.3	10.0	3.8
7	6.3	0	11.3	6.3	5.0	12.5	16.3	17.5	5.0	7.5	12.5
8	8.8	1.3	6.3	10.0	1.3	13.8	15.0	23.8	2.5	3.8	13.8
9	6.3	0	6.3	5.0	2.5	15.0	23.8	15.0	10.0	2.5	13.8
10	11.3	0	8.8	0	0	5.0	12.5	1.3	42.5	5.0	13.8
11	36.3	0	2.5	0	1.3	0	6.3	0	32.5	2.5	18.0

From Table 10, it indicates that only 3.8% of the respondents ranked “withdraw cash” as their first choice of the questionnaire asking the type of the products or services that the respondents usually pay for with their credit cards. 6.3% selected it as their second choice, 3.8% as the third choice, 6.63 as the fourth choice, 6.3% as the fifth choice, 5.0% as the sixth choice, 6.3% as the seventh choice, 8.8% as the eighth choice, 6.3% as the ninth choice, 11.3% as the tenth and many of them, 36.3%, ranked it as their last choice.

For ordinary consumer products, most of them, or 55.0% of the respondents, ranked it as the first type of product that they normally purchase with their credit card while 16.3% ranked it as the second choice, 15.0% as the third choice, 8.8% as the fourth choice, 2.5% as the fifth choice, 1.3% as the sixth choice, and another 1.3% ranked this type of product as their eighth choice.

Electronic products were ranked as the first type of products purchased on credit card by 3.8% of the respondents while 6.3% chose it as their second choice, 12.5% as

the third choice, and another 12.5% as the fourth choice. 16.3% of them, which is considered most of the respondents, ranked it as the fifth choice, 13.8% as the sixth choice, 11.3% as the seventh choice, 6.3% as the eighth choice, another 6.3% as the ninth choice, 8.8% as the tenth and as the last choice, there were only 2.5%.

6.3% of the respondents ranked clothing as the type of product they mostly buy with their credit card. 12.5% ranked this type of product as the second choice, and 13.8% as the third choice. Many of them or 21.3% ranked it as the fourth choice, 12.5% ranked as the fifth choice, another 12.5% as the sixth choice, and 6.3% as the seventh choice. 10% of the respondents ranked that clothing was what they mostly purchased with their credit cards as their eighth choice and only 5.0% ranked it as the ninth choice while no respondents ranked it as their tenth or eleventh choice.

For expenses in a restaurant for food and drink, there were 3.8% of the respondents who ranked this type of things or service as their first choice that they usually pay with their credit card. Many of them or 33.8% ranked it as the second choice. 18.8% ranked it as their third choice. There were 16.3% of the respondents who indicated that restaurant expenses were usually paid by their credit card as their fourth choice. 8.8% ranked it as the fifth and sixth choice, too. 5.0% ranked it as the seventh choice while only 1.3% ranked it as their eighth choice. The remaining respondents which were 2.5% and 1.3% ranked it as their ninth and eleventh choice.

Utilities expenses, such as electricity, water, telephone, mobile phone, were ranked as the first choice of 10.0% of the respondents. 2.5% ranked it as the second choice, 8.8% as the third choice, 7.5% as the fourth choice and 10.0% as the fifth choice. 15.0% of them indicated this type of expense as their sixth choice, 12.5% as their seventh choice, 13.8% as their eighth choice, another 15.0% as their ninth choice, and only 5.0% as the tenth choice while no respondents ranked this type of expense as their eleventh choice.

Table 10 also shows that no respondents ranked entertainment expenses as their first choice and second choice of what they normally pay with their credit cards. Only 1.3% of the respondents ranked this type of expense as their third choice, 2.5% as their fourth choice, 11.3% as their fifth choice, another 11.3% as their sixth choice, 16.3% as their seventh choice, 15.0% as their eighth choice, while most of them or 23.8% ranked

this as their ninth choice. 12.5% ranked it as their tenth choice, and the remaining 6.3% ranked it as their last choice.

For traveling and accommodation expenses, 2.5% of the respondents ranked it as the first type of expense that they normally pay for with their credit card while none of them ranked such expenses as their second choice. 3.8% ranked it as their third choice, 8.8% as their fourth choice, 10.0% as their fifth choice, 17.5% as their sixth choice, and another 17.5% as their seventh choice. Many of them, 23.8%, ranked this kind of expense as their eighth choice, 15.0% as their ninth choice, 1.3% as their tenth choice, and none ranked this type of expense as their eleventh choice.

Online purchases were ranked as the first type of expense that was paid for by credit card by only 1.3% of the respondents. None of them selected it as their second choice; however, 1.3% had it as their third choice, and another 1.3% as their fourth choice. 2.5% of them ranked it as their fifth choice, 1.3% as their sixth choice, 5.0% as their seventh choice, 2.5% as their eighth choice, 10.0% as their ninth choice while many of them, or 42.5%, ranked it as their tenth choice. For the last choice, there were 32.5% of the respondents who chose this which seems quite a high number, too.

On the other hand, 13.8% of the respondents ranked petrol and automobile expenses as what they mostly pay for by their credit cards. 20.0% ranked it as their second choice, and 13.8% as their third choice. Moreover, 11.3% ranked it as their fourth choice, 10.0% ranked as their fifth choice, another 10.0% as their sixth choice, and 7.5% as their seventh choice. 3.8% of the respondents ranked that the petrol and automobile expenses were what they usually pay for with their credit cards and only 2.5% ranked it as their ninth choice while 5.0% had it as their tenth choice and 2.5% had it as their eleventh choice.

For the last type of expense, which is medication and beauty care expense, no respondents ranked it as their first choice. 2.5% ranked it as their second choice, 6.3% as their third choice, 5.0% as their fourth choice, 10.0% as their fifth choice, and 3.8% as their sixth choice. However, 12.5% of all respondents ranked it as their seventh choice, 13.8% as their eighth choice, another 13.8% as their ninth choice, a further 13.8% as their tenth choice, and most of them, or 18.0%, selected it as the eleventh choice.

Table 11. The Respondents' Payment Method of the Expenses From Their Credit Cards

How to pay for the expenses	Frequency	Percentage
At a bank	57	71.3
At a counter services outlet	44	55.0
At a post office	21	26.3
Via ATM	27	33.8
Deduction from their bank account	20	25.0
Via internet banking	11	13.8
Others	0	0

Table 11 shows that most of the respondents, 57 of them or 71%, usually make their credit card repayments at a bank. 44 of them or 55% pay at a counter services outlet. 21 of the respondents or 26.3% normally pay at a post office. 27 of them or 33.8% of them usually pay at an ATM while 20 of them or 25.0% authorizes the issuing bank to deduct the repayment from their bank account. Moreover, 11 respondents make their credit card repayments via internet banking.

Table 12. The Amount of Credit Card's Expens That the Respondents Repay Each Month

Amount Repaid	Frequency	Percentage
Full amount	40	50.0
Partial amount	40	50.0

Table 12 indicates that half of the respondents, which are 40 of them or 50%, normally repay the full amount of their credit card balance each month while the other half only make a partial payment of the total amount. The amounts of the partial payment are shown in the following table.

Table 13. The Percentage of the Partial Amount Repaid Each Month

Percentage	Frequency	Percentage
5%	1	2.6
10%	25	62.6
20%	4	10.0
30%	1	2.6
40%	1	2.6
50%	6	15.0
60%	1	2.6
75%	1	2.6

Table 13 shows the amount that is normally repaid by the 40 respondents who make partial payments. One of the 40 respondents or, 2.6% of them, pays 5% of the total balance. 25 of them, or 62.6%, which is determined as more than half of this particular category of respondents, pay 10% of the total balance. Four of them, or 10.0%, pay 20% of the total balance. Only one of them pays 30%. Another one pays 40%. Six out of the forty respondents, or 15.0%, pay 50% of the total balance while one of them pays 60% and the last one pays 75%.

4.3 THE PROBLEMS ASSOCIATED WITH USING A CREDIT CARD

The problems associated with using a credit card is composed of the status of the respondents' belief as to whether they are in debt with the issuing bank due to their credit card usage. If they are in debt, how much debt do they have and how do they usually solve this problem? Moreover, for those who are not in debt, what would they do if they were in debt due to their credit card usage?

Table 14. The Respondents' Perceived Debt Status

Status	Frequency	Percentage
In debt	23	28.8
Not in debt	57	71.3

According to Table 14, it is demonstrated that 23 respondents or 28.8% of the respondents are in debt which means they owe the issuing banks money because they were unable to pay for the expenses spent on their credit cards by the due date. On the other hand, 57 of them or 71.3% are not experiencing debt related problems caused by their credit card usage.

Table 15. Methods Used by Respondents' Who Are in Debt Due To Their Credit Card Usage (For Those Who Stated That They Are in Debt)

Rank	Percentage							
	borrow money from a friend	borrow money from a relative (family members)	borrow money from a boss	borrow money from outside the financial system with a high interest rate	negotiate with the issuer to postpone the payment	ask for a loan from a financial institution	pay by another credit card	Others
1	8.7	52.2	0	0	8.7	8.7	21.7	0
2	43.5	13.0	0	0	21.7	17.4	4.3	0
3	8.7	0	8.7	4.3	26.1	13.0	39.1	0
4	8.7	26.1	8.7	4.3	21.7	21.7	8.7	0
5	26.1	8.7	0	17.4	4.3	30.4	13.0	0
6	4.3	0	47.8	8.7	17.4	8.7	8.7	4.3
7	0	0	30.4	60.9	0	0	4.3	4.3
8	0	0	4.3	4.3	0	0	0	91.3

Table 15 shows the way the respondents solve their debt related problems. This category of respondents is made up of the respondents who declared themselves to be in debt in Table 14, so there are only 23 respondents in this section. 8.7% ranked borrowing money from a friend as their first choice for solving their debt related problem, 43.5%, which is considered most of the respondents, chose this as the second method, 8.7% as the third method, another 8.7% as the fourth method, 26.1% as the fifth method, 4.3% as the sixth method, and no respondent ranked this method as their seventh or eighth choice.

For borrowing money from a relative (family members), 52.2% of the respondents or most of them ranked it as their first choice for solving the problem of using credit card, 13.0% ranked it as the second choice, none ranked it as the third choice, 26.1% as the fourth choice, 8.7% as the fifth choice while none of them indicated this choice as the rest rank, which are the sixth, seventh and eighth.

The choice of borrowing money from a boss was not ranked as the first or second choices by any of the respondents. However, 8.7% ranked it as their third choice for solving their debt related problems, and another 8.7% as the fourth choice. Again none of the respondents ranked this as their fifth choice but 47.8% which is considered most of the respondents ranked it as the sixth option, 30.4% as the seventh choice, and 4.3% as the last choice.

0% of the respondents ranked the choice of borrowing money from outside the financial system with a high interest rate as their first or second choices for solving debt related problems, 4.3% ranked this as their third choice, and another 4.3% as the fourth choice. 17.4% ranked it as the fifth alternative, 8.7% as the sixth, most of them or 60.9% as the seventh, and only 4.3% as the last choice.

For the option in negotiating with the issuer to postpone the payment, there were 8.7% of the respondents who chose this method as their first one to solve the problem of credit card debt. 21.7% ranked it as their second option. 26.1% ranked it as their third choice. There are 21.7% of the respondents who ranked it as their fourth choice while only 4.3% ranked it as their fifth choice. The remaining 17.4% ranked it as their sixth choice while none of them ranked it as the seventh or eighth choice.

The option of asking for a loan from a financial institution was ranked as the first choice by 8.7% of the respondents. 17.4% ranked it as the second choice while 13.0% or the most of the respondents put this option as their third choice. There were 21.7% of the respondents who ranked it as their fourth choice. However, 30.4% of them ranked this reason as their fifth choice. 8.7% ranked it as their sixth choice, and none as the seventh or eighth choice.

21.7% of the respondents ranked the choice of paying by another credit card as their first choice for solving their credit card debt problems. Only 4.3% ranked it as the second choice. On the other hand, 39.1%, or most of the respondents, ranked this method as their third choice, 8.7% as their fourth choice, 13.0% as their fifth choice,

8.7% as their sixth choice, only 4.3% as their seventh choice and none ranked this option as their last choice.

For the last choice, “others”, none of the respondents put this choice as their first, second, third, fourth, or fifth choices. 4.3% of the respondents ranked this option as their sixth choice for solving their credit card related debt problems. Another 4.3% ranked it as the seventh choice. And most of them, 91.3%, ranked it as their last choice.

Table 16. The Amount of Debt Caused by Using the Credit Card That the Respondents Who Are in Debt Have

Average Amount of Debt	Frequency	Percentage
Below 5,000	2	8.7
5,001-15,000	6	26.1
15,001-25,000	8	34.8
25,001-35,000	4	17.4
35,001-45,000	2	8.7
Above 55,001	1	4.3

As there are 23 respondents who are in debt, Table 16 shows the amount of debt which was caused by using the credit cards. Referring to Table 16, it can be described that 2 of the respondents or 8.7% have a debt of less than 5,000 Baht. 6 of them, or 26.1%, have a debt of 5,001-15,000 Baht. 8, or 34.8%, which is considered the majority of these respondents, have a debt of 15,001-25,000 Baht. 4 of them, or 17.4%, have a debt of 25,001-35,000 Baht. 2, or 8.7%, of them have a debt of 35,001-45,000 Baht while only one of them, or 4.3%, has a debt of more than 55,001 Baht.

Table 17. Methods That Respondents' Would Take if They Were in Debt Due To Their Credit Card Usage (For Those Who Stated That They Are Not in Debt)

Rank	Percentage							
	borrow money from a friend	borrow money from a relative (family members)	Borrow money from a boss	borrow money from outside the financial system with a high interest rate	negotiate with the issuer to postpone the payment	ask for a loan from a financial institution	pay by another credit card	Others
1	3.5	57.9	0	0	17.5	7.0	8.8	5.3
2	35.1	21.1	0	0	14.0	14.0	14.0	1.8
3	17.5	5.3	14.0	0	21.1	15.8	26.3	1.8
4	12.3	10.5	5.3	3.5	26.3	28.1	12.3	0
5	24.6	5.3	10.5	8.8	12.3	22.8	15.8	0
6	3.5	0	40.4	24.6	7.0	12.3	12.3	0
7	0	0	24.6	56.1	1.8	0	8.8	8.8
8	3.5	0	5.3	7.0	0	0	1.8	82.5

Table 17 shows the option that those respondents who indicated that they were not in debt are likely to choose to solve their debt related problems if they were in debt. It can be described that 3.5% ranked the method of borrowing money from a friend as their first choice for solving the problem of debt, 35.1%, which is considered most of the respondents, ranked this method as their second choice, 17.5% as their third choice, 12.3% as their fourth choice, 24.6% as their fifth choice, 3.5% as their sixth choice, no respondents ranked this option as their seventh choice and 3.5% ranked it as their eighth choice.

For borrowing money from a relative (family members), 57.9% of the respondents or most of them ranked it as their first choice for solving credit card related debt problems, 21.1% ranked it as their second choice, 5.3% ranked it as their third choice, 10.5% as their fourth choice, 5.3% as their fifth choice while none of them indicated this method as their sixth, seventh or eighth choice.

The choice of borrowing money from a boss was ranked as the first and the second choices by none of the respondents. However, 14.0% ranked it as their third choice for solving the problem of debt caused by using their credit card, and 5.3% as the fourth choice. 10.5% of the respondents ranked this as their fifth choice while 40.4%,

which is considered many of the respondents, ranked it as their sixth option, 24.6% as their seventh option, and 5.3% as their last choice.

0% of the respondents ranked the choice of borrowing money from outside the financial system with a high interest rate as their first, second or third choices for solving the problem of debt. 3.5% ranked this method as their fourth choice, and 8.8% as their fifth choice. 24.6% ranked it as their sixth alternative, while the majority of the respondents, or 56.1%, chose it as their seventh choice, and only 7.0% as their last choice.

For the option in negotiating with the issuer to postpone the payment, there were 17.5% of the respondents who ranked this method as their first choice to solve the problem of debt caused by their using credit cards. 14.0% ranked it as the second option. 21.1% ranked it as their third choice. There were 26.3% of the respondents who put the method as their fourth choice while only 12.3% ranked it as their fifth choice. 7.0%, ranked it as their sixth choice and 1.8% ranked it as their seventh choice while none of them ranked it as their eighth or last choice.

The option of asking for a loan from a financial institution was ranked as the first choice by 7.0% of the respondents. 14.0% ranked it as their second choice, 15.8% as their third while 28.1% or the majority of the respondents put this option as their fourth choice. There were 22.8% of the respondents who selected this method as their fifth choice. However, only 12.3% of them ranked this reason as their sixth choice and none as their seventh or eighth choices.

8.8% of the respondents ranked the choice of paying by another credit card as their first choice for solving the problem of debt caused by using the credit card. 14.0% ranked it as the second choice. On the other hand, 26.3% or the majority of the respondents ranked this method as their third choice, 12.3% as their fourth choice, 15.8% as their fifth choice, 12.3% as their sixth choice, only 8.8% as their seventh choice and 1.8% ranked this option as their last choice.

For the last choice, “others”, 5.3% of the respondents ranked it as their first option, 1.8% as their second option, and another 1.8% as their third option. None of the respondents put this method as their fourth, fifth, or sixth choices while 8.8% of the respondents ranked this option as their seventh choice for solving their credit card related debt problems. And most of them, 82.5%, ranked it as their last choice.