Questionnaires design
[Note May 9, 2003]

The Development of a Public Land Management Policy
For Under-utilized Space in Bangkok, Thailand

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Research questions/Methodology

Public own under-utilized land questions

- **What** is the under-utilized spaces, public owned land? Clarification.
- **Why** do the under-utilized spaces exist in the urbanized area?
- **Clarification** of types of under-utilized public land and its relationship to the use of the space and location.
- **Clarification** of organization framework of involved actors.
- **Why** does it have to be systematic / holistic /integrated approach?
- **What** are the appropriate public activities assigned on the utilized land concerning integrated approach (social, economic, and environment aspect)?
- **What** are potential alternatives for utilization?
Research questions/Methodology (cont)

Policy / decision-making questions

- What are the directions of plans, policies, in the National, local level related in public land utilization?
- Clarification of decision-making / policy models
  - Policy problems
  - Policy alternatives
  - Policy implementation
  - Policy outputs
  - Policy outcomes
  - Policy performance
- Why the PLM policy study is important to urban environmental management?
- How the PLM policy has been proceeded on each case(organization)?
Research questions/Methodology (cont)

Application to case study questions

- **What** are the significance indicators of under-utilized space in the case of BKK?
- **Which** model(s) is appropriate to the case of Bangkok, Thailand for:
  - State’s land
  - State enterprises’ land
- **What** would be the attitude, opinion and reaction from the involved actors?
- **How** to manage the PLM guideline?
- **How** feasible is the PLM guideline?

- Literature/observation
- Questionnaire
- Literature/observation
- Questionnaire
- Literature
- Literature/Expert meeting

- Public organizations/Policy decision makers
- Involved actors
- Experts
Methodology

- Case study selection
- Literature review
- Preliminary interview, meeting
- Policy analysis/Decision making analysis
- Propose policy guideline
- Policy evaluation
  - Questionnaire
  - Expert meeting

Case(s) selection criteria
- Own large portion of public underutilized land in Bangkok area
- Complication of public policy and decision making using conflict as the indicator
- Involve several aspects of land utilization

Public land in Bangkok

State / Gov’t

State Enterprises

Special

Land utilization

Legal issue

Decision maker

Policy cases

Involved actors

State / Gov’t

State Enterprises

TRD

Land utilization

ETASRT

Case(s) selection criteria

Policy selection criteria
- Cover various directions of objectives
- Implemented or on progress
- Involve several actors
- Create conflict, side effect
- Literatures and secondary information still existed

Involved actors

BMA

OCMLT

District

Private sector

Communities

National gov’t

TAT

Vendors

State (Enterprise) workers
Methodology/ Data collection plan

- Literature review, field survey and spatial analysis of the selected plots (cases)
- In-depth interview
- Questionnaire for involved actors (officers) - questionnaire 1
- Questionnaire for supporters (community) - questionnaire 2
- Expert meeting [Evaluation] : (Decision makers), Policy analysts

**Decision making process**
- Organization visions/aims
- Objectives
- Decision making process
- Involvement in decision making
- Responsible persons/divisions and the relationship to organization framework
- Familiarity of interviewees to the projects
- Problems, conflict and constraints
- Implementation of the past proposed projects
- Sample projects of success and failure
- Suggestion on the better decision making/ideal

**Attitudes direction of involved actors**
- Questionnaire I
  - [Involved organizations/supporters]
- Questionnaire II
  - [Involved actors/supporter]

**Evaluations**
- Performance
- Impact
- Proposed guideline
- Directions
- Decision making model(s)
- Decision making factors
- Key factors
- Groups of key actors
- Directions
Coordination schema to objectives - for in-depth interview

1. To understand the existing urban land management policy in public agencies.

- **Problem area** - General background, reviewed examples, Decision-making in land management, Public agencies
- **Topic** - Existing related policies on land utilization and management, Decision-making model(s), Involved stakeholders
- **Parameter** - Statement and identification of land utilization management policy, Identification and types of decision-making model(s), Types and characteristic of involved stakeholders.
- **Complex variables** - Specification, categorization of land utilization management policy, Categorization of decision-making model(s), Categorization of involved stakeholders and their conditions.
- **Simple variables** - Policy models: Elitist, Pluralist, Sub-government, Tripatite, Rational-comprehensive, Incremental, Systems models/ Decision-making models: Rational, political, legal- Efficiency/ involvement of governmental agencies, executive officers, committees, interest groups
#2. To identify and categorize existing public own under-utilized spaces.

- [Literature review and field survey (spatial analysis)]
- **Problem area** - Land owners, responsible actors of the voids.
- **Topic** - Involved stakeholders
- **Parameter** - Types and characteristic of stakeholders and land ownership.
- **Complex variables** - Categorization of involved stakeholders and their conditions related to ownership, responsibility
- **Simple variables** - The efficiency/involvement of governmental agencies, executive officers, committees, interest groups, channels/mechanism of involvements, possible conflicts/constraint
#3. To describe the factors, criteria, and motivation on the use of public space.

- **Problem area** - Program and usage analysis
- **Topic** - Activities choices and relationship to requirement and objectives of policy makers, stakeholders
- **Parameter** - Type of indicator/factor on applying activities on the space
- **Complex variables** - Categorization of factors/indicator, conditions of the public activities
- **Simple variables** - Types/ characteristic of the activities (frequency, occasions), preferred/planned programs, levels of usage.
#4. To explore, describe, and evaluate the alternatives of PLM policy and the possibilities of conflicts and constraints by applying to the case of Bangkok.

- **Problem area** - Attitude on alternatives of PLM policy
- **Topic** - Attitudes toward cases/models, Expression and opinion
- **Parameter** - Characteristic of community and their interest/ Income / financial affordability of economic public activities / Expression / Opinion / Motivation/ Attitude/ Preference
- **Complex variables** - Economic benefit assessment of the activities/ Other benefits/ Demographic information of target users, Socio-economic condition of the community, Attitude toward the policies and their preference
- **Simple variables** - Level of accepting, Level of efficiency of the activities (by economic factors); gain/loss/equal- Level of efficiency of the activities (by other factors)- Related demographic information (age, gender, education, occupation, income, hobbies/leisure), Community evaluation (appreciation, income generation, complaint, comments) - Level of accepting
#5. To recommend, formulate, and generalize PLM policy guideline for under-utilized space.

- **Problem area** - Institution / Organization/ Administration feasibility
- **Topic** - Recommended institutional and organization frameworks Involved actors, stakeholders
- **Parameter** - Identification of policy framework, statement of plans and policies/Suggested involved actors, stakeholder/ Participation
- **Complex variables** - Responsibility, Procedure, Allocation, involved actors and participatory, Actors contribution on participation
- **Simple variables** - Information on the existing framework and recommended one (Level/ operation / task / actual actor/ participation / evaluation/ budget/ staffs/ priority, term)/ Condition and Level of benefit, potential, funding , Information on actors (Initiation, man power, finance, material, public relation, monitoring)
Decision making actors

- Decision makers
- Involved actors / organizations – potential proposed actors
- Supporters / people (public) : who have been effected by the policy
Involved actors vs Policy decision makers

- National gov’t
- BMA Green space master plan (Provincial policy)
- District as an operator/implementer
- Supporters: communities, Vendors, State (Enterprise) workers, Private sectors, OCMLT, TAT

- Treasury Dept (TRD)
- State Railway of Thailand (SRT)
- Expressway and Rapid Transit Authority (ETA)
Indepth-interviewing

to learn the decision making process in each case study.

Interviewees:

- Decision makers in 3 organizations
  - TRD – Responsible (deputy)director, head division
  - SRT – Boards, head division
  - ETA – Board, head division

Topic - Existing related policies on land utilization and management, Decision-making model(s), Involved stakeholders

Parameter - Statement and identification of land utilization management policy, Identification and types of decision-making model(s), Types and characteristic of involved stakeholders.

Complex variables - Specification, categorization of land utilization management policy, Categorization of decision-making model(s), Categorization of involved stakeholders and their conditions, Categorization of involved stakeholders and their conditions related to ownership, responsibility

Simple variables - Policy models: Elitist, Pluralist, Sub-government, Tripatite, Rational-comprehensive, Incremental, Systems models/ Decision-making models: Rational, political, legal- Efficiency/ involvement of governmental agencies, executive officers, committees, interest groups, The efficiency/ involvement of governmental agencies, executive officers, committees, interest groups, channels/mecanism of involvements, possible conflicts/constraint

Interview issues:

- Organization visions/aims
- Decision making process
- Responsible persons/divisions and the relationship to organization framework
- Familiarity of interviewees to the projects
- Involvement in decision making
- Objectives
- Problems, conflict and constraints
- Implementation of the past proposed projects
- Sample projects of success and failure
- Suggestion on the better decision making/ideal
Questionnaires 1, 2 - Variables

- **Problem area**
  - Program and usage analysis
  - Attitude on alternatives of PLM policy

- **Topic**
  - Activities choices and relationship to requirement and objectives of policy makers, stakeholders
  - Attitudes toward cases/models, Expression and opinion

- **Parameter**
  - Type of indicator/factor on applying activities on the space
  - Characteristic of community and their interest/ Income / financial affordability of economic public activities / Expression / Opinion / Motivation/ Attitude/ Preference

- **Complex variables**
  - Categorization of factors/indicator, conditions of the public activities
  - Economic benefit assessment of the activities/ Other benefits/ Demographic information of target users, Socio-economic condition of the community, Attitude toward the policies and their preference

- **Simple variables**
  - Types/ characteristic of the activities (frequency, occasions), preferred/planned programs, levels of usage.
  - Level of accepting, Level of efficiency of the activities (by economic factors); gain/loss/equal- Level of efficiency of the activities (by other factors)- Related demographic information (age, gender, education, occupation, income, hobbies/leisure), Community evaluation (appreciation, income generation, complaint, comments) - Level of accepting
Questionnaires 1, 2 - outline

To answer these following research questions

- What are the appropriate public activities assigned on the utilized land concerning integrated approach (social, economic, and environment aspect)?
- What are potential alternatives for utilization?
- What are the significance indicators of under-utilized space in the case of BKK?
- What would be the attitude, opinion and reaction from the involved actors?

Questionnaires outline

- Types/characteristic of the activities (frequency, occasions)
- Preferred/planned programs - direction of preferred policy
- Levels of usage
- Involved actor - Level of accepting
- Level of efficiency of the activities (by economic factors); gain/loss/equal- Level of efficiency of the activities (by other factors)
- Community evaluation (appreciation, income generation, complaint, comments), Level of accepting
- Demographic information cluster analysis (age, gender, education, occupation, income, hobbies/leisure)
Questionnaire 1

To learn about preferred land utilization from “involved actors” organizations

Involved actors (by organization): heterogeneous population

1. National gov’t (senators, representatives)
2. BMA (Provincial policy head divisions)
3. District as an operator/implementer (district officers, councilors, representatives)
4. Supporters:
   - OCMLT – policy head division
   - TAT – head division
   - Private sectors – (supporter companies; Unilever)

Sampling method: stratified sampling into sub-population groups
Questionnaire - 1 questions

Questionnaire 1 “involved actors”

- National gov’t (senators, representatives)
- BMA (Provincial policy head divisions)
- District as an operator/implementer (district officers, councilors, representatives)

Supporters:
- OCMLT – policy head division
- TAT – head division
- Private sectors – (supporter companies; Unilever)

Key factors

- Land use, ownership, benefit (gain/lost), policy (national, local, organization), self attitudes, Occupation/age/sex/education etc

Groups of key actors

- Implementer
- Operator
- Users
- Maintenance
- Supporter

Directions

- For public (social, services, environment, macro economic)
- For owner organization (self economic, services)
- For others (stronger, political reasons, negotiation)
# General Information about the respondents

- Respondent Female/male
- Title
- Home address Number Moo Soi Road Tambon/Khwaeng Amphoe/Khet Changwat Zip Code
- Office Address Number Road Tambon/Khwaeng Amphoe/Khet Changwat Zip Code Tel. Fax.
- Education Vocational/high school Bachelor degree Master degree Doctoral degree/higher
- Working experience

# Involvement in vacant land management / The perception/involvement in public under-utilized/vacant land

1. My organization has been involved in management, maintain, and develop their own property.
2. My organization has been involved in maintain, develop other public organization’s property.
3. My organization has been involved in attaining right to develop other public organization’s property.
4. My organization has been involved in establishing of policy or making decision in develop other public organization’s property.
Questionnaire 1 (Cont.)

[Questions]

Familiarity of space - High Moderate Low

Involvement of space - High Moderate Low

Have you ever used or visited these following areas? More than 3 times Few times Never

Have you involved in those vacant lands (listed above) management? No / Yes Directly (specify) / Indirectly (specify)

Please list the involved activities, Decision making in land development

1. Maintenance
2. Collecting rental fee
3. Survey and on-site data collection
4. Other sources, specify

Activities: In these following districts, which direction should the vacant land be utilized?

Plot *Code* Esthetic Transport Recreation [Passive/ Active] Commercial Environment Social welfare

In which degree, should these vacant lands be utilized? Not necessary moderately urgently

Preferred activities: List appropriated activities in each plot - Garden Parking Recreation [Passive/ Active] Market Storage Others...Pls, specify

Experiences and satisfaction: Appropriation of physical environment Appropriate

High Moderate Low
[Questions]

**Rank each form of government support programs in terms of how important it is to vacant public land management.** Where 1 = not important; 2 = moderately important; 3 = very important

1. Transforming of asset to capital
2. Against narcotic program
3. Life long learning
4. New parliament house
5. Infrastructure development
6. Environmental conservation
7. Tourism development
8. Counter corruption
9. Bureaucratic reform

**Select which direction(s) have to be concerned for vacant public land utilization.** Where 1 = less important; 2 = moderately important; 3 = very important

1. Coordination among organizations
2. Public acceptance
3. Budget allocation
4. Benefit collection
5. Livable city
6. City tidiness

**Comments/ suggestions** (If any) [Open]
Questionnaire 2

to learn about preferred land utilization from “supporters” people

Respondents: Supporters
1. Communities
2. Vendors
3. State (Enterprise) workers

Sampling method: Multi-stage sampling
1. Stratified sampling from the districts where locate the vacant land plot(s).
2. Cluster sampling from each district (from 1.)
3. Stratified sampling within cluster (district) to cover the whole range of population.
Questionnaire 2 “supporters”

- Communities
- Vendors
- State (Enterprise) workers

Key factors
- Occupation/age/sex/education, land ownership, benefit (gain/lost), attitudes, etc

Groups of key actors
- Residents
- Entrepreneurs/shops
- Visitors
- Customers/users

Directions
- For public (social, services, environment, macro economic)
- For owner organization (self economic, services)
- For others (stronger, political reasons, negotiation)
General Information about the respondents
- Respondent Female/male
- Occupation
- Home address Number Moo Soi Road Tambon/Khwaeng Amphoe/Khet Changwat Zip Code
- Type of house
- Office Address Road Tambon/Khwaeng Amphoe/Khet Changwat Zip Code Tel. Fax.
- Income
- Education Vocational/high school Bachelor degree Master degree Doctoral degree/higher
- Leisure time

Familiarity of space - High Moderate Low
Accessibility to space - Far Moderate Close
Have you ever used or visited these following area? Frequently Yes, a few times Never
Mode of transportation to the areas On foot Own vehicle Public/hired vehicle
Have you involved in those vacant land (listed above)? No/ Yes If yes,.. Please list the involved activities.
1. Visitor
2. Renter
3. Maintain the land
4. Other sources, specify
Questionnaire 2 (Cont)

Questions

Activities: In your neighbor area, which direction should the vacant land be utilized? Plot *Code* Esthetic Transport Recreation [Passive/ Active] Commercial Environment Social welfare

List appropriated activities in each plot - Garden Parking Recreation [Passive/ Active] Market Storage Others... Pls, specify

Experiences and satisfaction: Appropriation of physical environment Appropriate High Moderate Low

Select which direction(s) have to be concerned for vacant public land utilization. Where 1 = less important; 2=moderately important ;3=very important

1. Coordination among organizations
2. Public acceptance
3. Budget allocation
4. Benefit collection
5. Livable city
6. City tidiness

Comments/ suggestions (If any) [Open]
Questionnaire 1 “involved actors”
Involved actors (by organization)
- National gov’t (senators, representatives)
- BMA (Provincial policy head divisions) Officers 16,160 (BMA's civil officials 17,263 BMA's Teacher officials 12,899 Permanent Employees 27,732 Temporary Employees 25,056 Total 82,950)
- District as an operator/implementer (district officers, councilors, representatives) BMA Council 60, BMA district representatives 37
- Supporters:
  - OCMLT – policy head division
  - TAT – head division
  - Private sectors – (supporter companies; Unilever)

Questionnaire 2 “supporters”
Respondents: Supporters
- Communities
  - Chatujak 32.908 Sq Km Male 85,547 Female 82,759 Total population 171,856 72,767 Households
  - Rachatewee 7.126 Sq Km Male 45,019 Female 50,745 Total population 103,453 27,126 Households
- Vendors
- State (Enterprise) workers
Evaluations meeting outline

- The result from data analysis of the questionnaires will form a "**proposed policy guideline**". It will be brought up to the experts and decision-makers meeting.

- Members of the expert will be **policy analysts in various institutes**, and decision-makers will be in the same group as been interviewed.
## Conclusion from TRD interview

<table>
<thead>
<tr>
<th>Issues</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization visions/aims</td>
<td>“Asset based economy policy” (transforming of asset to capital) to reach a target assigned by the central government.</td>
</tr>
<tr>
<td>Decision making process</td>
<td>Depends on the size of benefit, using board committee system (Finance Minister - the chairman, TRD director general – secretary), cabinet approval (1000 M Baht+ project), within TRD.</td>
</tr>
<tr>
<td>Responsible persons/divisions and the relationship to organization framework</td>
<td>Office of state property management under the director general.</td>
</tr>
<tr>
<td>Familiarity of interviewees to the projects</td>
<td>Involved several projects, now he has been supporting information for decision making and been in the decision maker board.</td>
</tr>
<tr>
<td>Involvement in decision making</td>
<td>Very strong involvement from central government.</td>
</tr>
<tr>
<td>Objectives</td>
<td>1st priority for government office space, the rest are planned for the best used of land.</td>
</tr>
<tr>
<td>Problems, conflict and constraints</td>
<td>Conflict from the act of legislation regarding privatization.</td>
</tr>
<tr>
<td>Implementation of the past proposed projects</td>
<td>Sirikit convention centre, Benjasiri park, Benjakitti park, Rommaneenaj park</td>
</tr>
</tbody>
</table>
| Sample projects of success and failure    | Success : Sirikit convention centre, parks  
Fail : Mor-chit, Dept of Livestock Development land                                                                                                              |
| Suggestion on the better decision making/ideal | Information system for management                                                                                                                             |
## Conclusion from SRT interview

<table>
<thead>
<tr>
<th>Issues</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization visions/aims</td>
<td>No clear, political involvement</td>
</tr>
<tr>
<td>Decision making process</td>
<td>Depends on size of land, duration of contract, and benefit value.</td>
</tr>
<tr>
<td>Responsible persons/divisions and the relationship to organization framework</td>
<td>From division to SRT board</td>
</tr>
<tr>
<td>Familiarity of interviewees to the projects</td>
<td>(yes, the others are on probation)</td>
</tr>
<tr>
<td>Involvement in decision making</td>
<td>Strong involvement from the Ministry of Transport, Privatized consulting</td>
</tr>
<tr>
<td>Objectives</td>
<td>Mainly for commercial benefit</td>
</tr>
<tr>
<td>Problems, conflict and constraints</td>
<td>Trespassing, payment, data-base for project tracking, under-utilized, conflict with local government, land-use problems.</td>
</tr>
<tr>
<td>Implementation of the past proposed projects</td>
<td></td>
</tr>
<tr>
<td>Sample projects of success and failure</td>
<td>Success : bill-board rent, Hua Lumpong Bangkok Station</td>
</tr>
<tr>
<td></td>
<td>Fail : SRT golf park, Bangkok-noi station</td>
</tr>
<tr>
<td>Suggestion on the better decision making/ideal</td>
<td></td>
</tr>
</tbody>
</table>
## Conclusion from ETA interview

<table>
<thead>
<tr>
<th>Issues</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organization visions/aims</td>
<td>Safety and quality management for breaking even with social and environmental concerns.</td>
</tr>
<tr>
<td>Decision making process</td>
<td>Depends on contract duration, rental fee. From department, division, deputy governor, and board.</td>
</tr>
<tr>
<td>Responsible persons/divisions and the relationship to organization framework</td>
<td>Proprietary Right Management Department under the deputy governor.</td>
</tr>
<tr>
<td>Familiarity of interviewees to the projects</td>
<td>ROW development/Business Division director</td>
</tr>
<tr>
<td>Involvement in decision making</td>
<td>Involve public opinion and ETA image</td>
</tr>
<tr>
<td>Objectives</td>
<td>More for social and environment</td>
</tr>
<tr>
<td>Problems, conflict and constraints</td>
<td>Legislation problems, tracking and fee collection problem due to poor filing, no master planning</td>
</tr>
<tr>
<td>Implementation of the past proposed projects</td>
<td>Uniliver park, many neighborhood parks, markets</td>
</tr>
<tr>
<td>Sample projects of success and failure</td>
<td>Success: Vacharapol park, Rama II short-cut Fail: Penang market, Najin Market</td>
</tr>
<tr>
<td>Suggestion on the better decision making/ideal</td>
<td>Improvement of information system by using computerized data-based, master planning</td>
</tr>
</tbody>
</table>
Clusters: location

**TRD**
- **T1** Morchit (Northern Bound Bus Station)
- **T2** Dept of Livestock Development (DLD), Rajchatewee

**SRT**
- **S1** Railway park / Pahonyotin station area
- **S2** Makkasan station

**ETA**
- **E1** 2nd stage expressway (Kampangpetch)
- **E2** 2nd Stage expressway (Urupong area)
Clusters: Land-use
Clusters: characteristic comparison

**Cluster 1 - Chatuchak**

1. **Overall land-use**: medium density residential zone, parks, transportation hub, government offices
2. **TRD (T1) plot** - Plan for Bangkok terminal Project
3. **SRT (S1) plot** - Convention complex
4. **ETA (E1) plot** - Utilized as overflow bus station facilities

**Cluster 2 - Rachatewee**

1. **Overall land-use**: High density residential area with commercial use, railway tracks and factory, government offices
2. **TRD (T2) plot** - non proceed plan for Dept of Livestock Dev relocation project
3. **SRT (S2) plot** - Commercial complex
4. **ETA (E2) plot** - Occupied by street vendors and vacant spaces
Cluster 1
Chatuchak District

T1  Morchit (Northern Bound Bus Station)
S1  Railway park / Pahonyotin station area
E1  2nd stage expressway (Kampangpetch)
T1 Morchit
(Northern Bound Bus Station)

Site character
• Un-built transportation terminal project
• Surrounded by parks, commercial (holiday market) and residential area
• Temporary park’n’ride for BTS
T1-Map / location
S1 Railway park / Pahonyotin station area

[Panoramic view]

Site character
- Un-built conference center project (Eyes to the Future)
- Surrounded by parks, and residential area
- Existing: Railway Engineering School
S1 – Map/location
S1-the un-built development plan
E1 2nd stage expressway (Kampangpetch)

[Panoramic view-360 degree]
[Panoramic view]

Site character
- Vacant and short-term rental space
- Surrounded by parks, Bus terminal and residential area
- Temporary facilities for Bus station
E1 – Map / location
Cluster 2
Rachatewee District

T2 Dept of Livestock Development (DLD), Rajchatewee
S2 Makkasan station
E1 2nd stage expressway (Urupong area)
T2 Dept of Livestock Development

Site character
• Dept of Livestock Development office with unbuilt land trading proposal with private developer
• Surrounded by commercial and high density residential area
S2 Makkasan station area

[Aerial view]

Site character

- Un-built commercial complex development project
- Surrounded by commercial and high density residential area, Railway tracks
- Existing: old SRT factory