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An Investigation of the Challenges That Freight Forwarders Face When Working with Import and Export

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Abstract: A freight forwarder is a business or individual who arranges to have large orders transported from the factory or producer to the retailer or other destination. For the purpose of transporting products, forwarders will enter into agreements with various carriers. A forwarder is a specialist in supply chain management who is not always a carrier. A freight forwarder, or cargo agency, is a third-party logistics company who does not own or operate their own transportation assets. To transport anything from raw agricultural items to finished goods, a forwarder will sign contracts with asset-based carriers. A study of issues encountered by freight forwarders in Freighters Cargo Solutions' import and export processes is the major goal of this work. Examining the challenges freight forwarders encounter from shippers, businesses, and customers at large is crucial. Larger than 300 individuals Size of Sample: 121 Sampling Methodology: Quick and Easy Sampling Chi-Square, Correlation, and Anova are Some

Common Statistical Tools Visualizations: Bar Graphs & Pie Charts Through analysis and comparison of freight forwarders' diverse challenges, of course. It's simple to pinpoint answers that will keep your business running smoothly and free of disruptions.

Key words: Freight Forwarders, Import and Export, Smooth Business Flow, Transshipment, Bar Charts, Pie Charts

Introduction

Logistical planning, execution, and management ensure a smooth, timely, and cost-effective transfer of goods and data from their source to their final destination [1]. Therefore, Logistics oversees the coordinated transfer and storage of raw materials, components, and completed goods between the company's facilities and its consumers [2-6]. Freight forwarders, forwarding agents, and forwarding businesses coordinate and transport goods on behalf of their clients [7]. As a third-party logistics provider, a forwarder is generally not involved in the actual transportation of goods, but rather serves only as an agent [8-12]. This means that they are well-versed in the paperwork and procedures necessary for transporting goods over international borders [13-19]. Freight forwarders often check the commercial invoice, shipper's export declaration, bill of lading, and any further documentation necessary by the carrier or destination country prior to arranging dispatch. The majority of this data is currently handled in a paperless setting [20].

Logistics Management is the subset of supply chain management that focuses on the effective and efficient forward and reverse flow of goods, services, and related information between the point of origin and the point of consumption, as well as the management of any storage required along the way. The 1950s saw the birth of logistics as a distinct corporate discipline [21-25]. The need for specialists known as Supply Chain Logisticians arose primarily as a result of the growing difficulty of sourcing raw materials and transporting finished goods for a corporation in today's increasingly international supply chain. Having the correct product available at the right time and at the right price is what this term refers to [26-29]. And it encompasses every industry as a whole since it is the study of processes [30]. The goal of logistics is to coordinate the completion of projects, their associated supply chains, and the resulting efficiency [31]. Logistics in business can be inwardly focused (inbound logistics) or outwardly focused (outbound logistics), spanning everything from the inception of a product through its final use (see supply chain management) [32-35]. A logistics manager's primary responsibilities include stock control, buying, shipping, and warehousing, as well as their respective planning and organisation. In order to ensure that an organization's resources are coordinated, logistics managers integrate a broad understanding of each of these areas. Logistics can be broken down into two distinct categories. Optimal material flow is achieved by maximising the efficiency of all transport routes and storage facilities [36-41]. The other organises the flow of materials to complete a set of tasks. It is generally agreed that the concept of logistics developed in response to the military's demand for supplies during deployment. Logistics officers were responsible

for managing the military's finances and supply chain in the ancient Greek, Roman, and Byzantine empires [42-47].

The word describes the functions of a company's logistics department. The goal of production logistics is to maintain a steady flow of high-quality materials to every machine and workstation in the factory. The problem is not getting things where they need to go; rather, it is in regulating the flow through the value-adding processes and cutting out the unnecessary ones [48-51]. Production logistics can be implemented in both pre-existing facilities and brand-new factories. Producing at an already established factory is a dynamic procedure. The manufacturing logistics system is enhanced by the addition and replacement of machines [52-63]. The ability to efficiently respond to customers and use resources is made possible by production logistics. Intelligent Transportation Systems find use in the realm of trucking with Commercial Vehicle Operations [64]. Managers at a trucking firm typically buy the most common type of technology available. Each vehicle would be outfitted with a digital radio, a small computer, and a satellite navigation system. The truck's location is sent by the computer every fifteen minutes. The information is transmitted to the trucking company's headquarters through digital radio. The fleet is managed in real time by a central computer system controlled by a group of dispatchers [65-71].

The headquarters can track the whereabouts of its vehicles in this way. Bar-coded containers and pallets are used to keep track of individual loads within larger containers. Optimal-sized pallets are often created at distribution sites to go to specific destinations to avoid handling fees, damage, and waste of vehicle capacity [72-79]. With a reliable load tracking system, more than 95% of its shipments can be made by truck according to the agreed upon timetables. If a truck gets lost or is running late, the load can be redirected to another truck, or it can be sent through air freight to avoid further delays. A trucking company can provide a greater level of service for a little increased price in this way. FedEx's unique system, among the best in the world, with a delivery success rate of 99.999 percent. Predicting and bettering arrival times is the goal of load-tracking systems, which employ queuing theory, linear programming, and minimal spanning tree logic. Typically, the software will conceal the precise recipes for doing so [80-86].

The idea is to first create hypothetical routes by mixing existing road segments, and then to use linear programming to weed out the inefficient ones [87]. Trucks may escape rush hour, accidents, and road construction thanks to the restricted routes in place [88]. When road capacity is restricted, governments are increasingly alerting the public via digital means [89]. The best systems let the computer, dispatcher, and driver to work together to determine the most efficient means of transport [90-99]. One distinct advantage is that the computer can avoid taking the truck on roads that are too narrow or have too many overpasses for its weight. The drivers often sign into the system. The system is designed to prompt drivers to take breaks. Truck drivers who get enough sleep are better able to handle the vehicle. Some drivers opposed these technologies at first because they were afraid their employers would use them to spy on them. Drivers can benefit greatly from a well implemented intelligent transportation system. It allows them to see their cargo as well as the road system they are traversing [100-104].

Moving the supply chain efficiently and effectively to provide the appropriate level of customer service at the lowest possible cost is the core goal of logistics management. Therefore, logistics

management involves finding out what consumers want and making sure they get it [105-109]. However, there are specific goals that can be accomplished with the help of an efficient logistics system. The following are some ways to define them: Improving customer service is a primary focus of any and all marketing initiatives, including distribution activities. Optimal inventory levels, fast and cheap transport, and a well-organized storage system are all aspects of physical distribution management that contribute to better customer service. \ The capacity to quickly respond to customer service requests is crucial to the success of any business [110-117]. Thanks to advancements in IT, logistical processes can be delayed until the absolute last minute, and stock-outs can be remedied in record time. Any savings made in one area of physical distribution, such as transportation, may lead to increases in other areas, such as warehousing and inventory management. Therefore, the company should strive to minimise distribution costs overall rather than focusing solely on one component's expenses [118-124].

A company can increase its customer base by providing superior services at the market's lowest pricing. If a company, for instance, decentralises its warehousing operations or uses more cost-effective and efficient transportation methods, it can increase its market share. Avoiding the out-of-stock scenario is another way to prevent the loss of loyal clients. All that happens is that goods are physically transported from their point of origin to the point at which they are needed for consumption. The items also need to be accessible when consumers want to use them. Controlling the rate at which products reach the market requires making smart use of existing transportation infrastructure and congruent warehouse procedures. Keeping a stock of raw materials during times of surplus can help keep prices stable when demand exceeds supply [125-131].

The ultimate goal of the logistics system is the maintenance of a high level of quality across time. The implementation of TQM (total quality management) has gained widespread support in recent years. Logistics adds almost no value if a damaged product or unfulfilled service promises ruin the customer experience. When money is spent on logistics, it can't be retrieved. One of the biggest transportation logistics expenses is consolidation. The total shipping price depends on the weight and dimensions of the goods being shipped, as well as their location. Fast shipping for small packages is essential to many high-end logistics networks. The cost of first-class transportation is usually quite considerable. For the sake of saving money on travel. Consolidating your movements is something you should strive for [132-139]. The functional experience, skill, speed, flexibility, and innovation required to manage specific freight efficiently are all well-defined at Committed Group. They offer a comprehensive supply chain solution, including logistics and freight management, as a 3PL (Third Party Logistics) provider available around the clock. Our company's mission is to save our customers time and money by locating the most affordable shipping options and then coordinating the collection, transport, and timely delivery of their packages. Freight forwarders operating internationally are equipped to handle both direct and consolidation shipments. Direct shipments don't get mixed in with other loads, so to speak [140]. This could be a whole shipment, such as a container, truckload, or airfreight. When items from multiple sources are combined into one shipment, the overall load is heavier and safer, and the freight cost is reduced.

Twenty years ago, businesses offered specialised services such direct air shipping, ocean shipping, air consolidation, and ocean consolidation based on the goods they shipped and the industries they

operated in. In today's global economy, several freight forwarding companies offer end-to-end logistics services for exporters [141-145]. There are still edge cases that call for a quick look at the structure of forwarding services. Forwarders are authorised by the International Air Transport Association (IATA) to earn a small fee from the airline based on the freight rate applied to the cargo. Financial and credit standards, the existence of physical facilities, professional credentials, and ethical business practises are all taken into account when determining whether or not a forwarder will receive IATA certification. They can act as intermediaries between the shipper and the airline by issuing air waybills and negotiating any necessary fees.

Secondary Objective:

- Determine the causes of freight forwarders' frustrations with their carriers.
- Examining the issues that freight forwarders have with their business and individual clients.
- Determine how happy shippers are with the customs clearance process and the constraints placed on freight forwarders by airlines and other transport companies.
- To offer advice on how freight forwarders' issues might be mitigated.

Research Methodology

Science can't be done on the fly. The researcher needs to take multiple actions in a logical progression to go in the desired direction. The researcher needs to use particular techniques to systematise the investigation. Research methodology refers to the researcher's chosen approach to carrying out the study.

Type of Research:

There is no way to conduct research quickly. The researcher needs to take deliberate action in a predetermined manner by performing a series of steps in sequential order. The researcher must use particular techniques to systematise the study. Research methodology refers to the procedures followed by the researcher in order to finish the study.

Research Objectives:

- Determine the value of freight forwarding to India's maritime sector.
- As a means of learning about the roles and responsibilities of freight forwarders in India.
- The purpose of this study is to examine the obstacles facing India's freight forwarding industry.
- To offer advice on how Indian freight forwarders might overcome current difficulties

Statement of The Problem

Assessing the current state of operations and deciding on a course of action. Our warehouse and distribution solutions are innovative and effective because we take a strategic, unified view of your whole

supply chain. We analyse if it is more cost-effective for you to lease, purchase, or construct a warehouse. We weigh the costs and benefits of several places, sizes, and layouts to pinpoint your production facilities and distribution hubs. Our goal is to develop, manage, or operate a warehouse solution that helps you increase productivity, efficiency, and flexibility, all of which have a direct impact on your bottom line. Our innovative approaches, which include the use of collaborative methods, the provision of instruments for gauging success, and the use of sophisticated analysis, are all demonstrable. Our solutions are grounded in a wide variety of custom management systems and processes, such as cross-docking, racking, shelving, pick-and-pack, and track-and-trace abilities, and are built with both the present and the future in mind. We help you save money, provide more value to your customers, and increase your company's cash flow and profitability by maintaining a high standard of quality in all we do. Freightrix Cargo Solutions provides comprehensive supply chain advice, illuminating what is working, what isn't, and how operations may be improved.

Supply Chain Management

Our unique method of supply chain management has made Freightrix Cargo Solutions the go-to partner for re-engineering the world's most complicated supply networks. Our cutting-edge practises enable us to create supply chains with excellent response times, adaptability, and visibility. Supply chains that are designed for efficiency, saving money, and making more money. Our supply chain management services are tailored to each individual client because no two businesses are the same. Whether you need to know how a change in manufacturing processes will impact your distribution or you need a redesigned distribution network, we have the scenario planning, modelling, and analysis tools as well as the expertise and resourcefulness to ensure that you get a solution that truly supports your business objectives. Creating a one-of-a-kind supply chain strategy is just the first step. We then developed a comprehensive strategy to ensure the project's continuity and success. Our account management teams and consultants view themselves as an integral part of your organisation from the time they first brainstorm ideas for your product all the way through the final stages of supply chain management or operation. The cornerstones of any fruitful partnership are trust and mutual respect.

Conceptual and Theoretical Review

A freight forwarder, forwarder, or forwarding agent is an individual or business that coordinates the transport of bulk orders from the site of production to the market or the destination of distribution. For the purpose of transporting products, forwarders will enter into agreements with various carriers. A forwarder is a specialist in supply chain management who is not always a carrier. A freight forwarder, or cargo agency, is a third-party logistics company who does not own or operate their own transportation assets. To transport anything from raw agricultural items to finished goods, a forwarder will sign contracts with asset-based carriers. Ships, aircraft, trucks, and trains are just some of the transport options available when reserving cargo. It is common practise for a shipment to be transported by more than one mode of transportation. Freight forwarders specialise in coordinating the transport of goods across international borders. Freight forwarders specialise in handling the paperwork and other logistics associated with foreign shipments. Freight forwarders often check the commercial invoice, shipper's export declaration,

bill of lading, and any further documentation necessary by the carrier or destination country prior to arranging dispatch. The majority of this data is currently handled in a paperless setting.

Freight Brokers Around the World There may be a fee incurred when moving documents from an NVOCC or customs broker to another transportation provider at the final destination. The importer pays this fee at the port of discharge under the incoterm FOB (Free On Board), whereas the exporter pays it at the origin under the incoterms CFR (Cost and Freight) and CIF (Cost and Insurance for Freight) (Cost, Insurance, and Freight). Although these are the most often used, there are many others. There are other expenses for document preparation or cargo release that are not included in the freight rates on a bill of lading, but are imposed by steamship carriers and NVOCCs. Importers and exporters are generally familiar with this practise, which is known by a variety of names depending on the company charging it. There is no such charge for steamship companies. Freight forwarders spend much of their days communicating with clients and storage facilities around the world. It involves collecting this data and forwarding it to the relevant entity, such as an SSL (Steamship Line), U.S. Customs, or the consumer themselves. Freight forwarders not only ensure that their clients' imported or exported goods are allowed access into the country, but also, in most cases, arrange for the goods to be picked up and delivered to the final consignee's firm. In other cases, this may need exporting the items to a foreign country and coordinating delivery with trucking companies and rail connections in that country. The Internet and telephones have made this process increasingly common. Most of a freight forwarder's day will be spent sitting at a desk in front of a computer.

It is the job of freight forwarders to investigate and design the most efficient and cost-effective means of transporting products and merchandise. They have to think about the potentially dangerous or perishable goods they're transporting, as well as the expense and time involved in getting them to their final destination. They should also think about how to keep things safe and prevent theft while in transit. Packing supplies are another responsibility of freight forwarders. The items' weight and nature, as well as the route taken and the terrain encountered, must be taken into account. These factors are crucial because shipping containers need to be sturdy enough to protect their contents. They should think about where and how the products will be shipped. Insurance and foreign customs clearance will also be required. Freight forwarders are responsible for ensuring that all necessary customs and insurance documentation are obtained, verified, and prepared. They operate as advisers and brokers in customs negotiations, helping to smooth the way through foreign regulations. This means they need to be up-to-date on any laws or political climate/situations abroad that could impact the transport of the commodities they deal with.

While experience and knowledge in the transportation industry are more important than formal schooling for freight forwarders, certain educational requirements still exist. Typically, freight forwarders acquire their trade through a combination of on-the-job experience and formal training offered by their employer. Before beginning work, they must first receive certification from the Federal Motor Carrier Safety Administration. In order to collaborate with local and international businesses, freight forwarders need strong written and verbal communication skills, as well as the ability to multitask and maintain an organised workload.

The freight forwarder will not rest until the shipment has arrived at its destination in the most efficient manner possible and at the lowest possible cost, taking into account the quality of service

provided. When a freight forwarder takes over the transportation process from start to finish, they will issue a House Bill of Lading, with the importer or exporter as the consignor and the consignee as the person authorised to accept the goods from the forwarder. The Master Bill of Lading governs the relationship between the consignor (the freight forwarder) and the carrier (the consignee agent of the freight forwarder) in the context of this bill of lading issued by the freight forwarder. As principal, the freight forwarder has complete discretion over the means of transport, storage, and final delivery, so long as his mandatory's interests are protected. It is customary for the freight forwarder to contract carriers, port authorities, customs authorities, and insurance providers in order to carry out his duties during the forwarding process.

Freight Forwarders

The exporter employs the services of a freight forwarder to facilitate the shipment of goods to a foreign country. These professionals are well-versed in the documentation and procedures necessary for international trade as well as the import and export laws of other countries. The International Air Transport Association (IATA) and the Federal Maritime Commission (FMC) issue licences to export freight forwarders that allow them to transport goods by air and sea, respectively. Shipping companies hire freight forwarders so they may get expert advice on how much they should charge for services including shipping, port fees, consular fees, specific documents, insurance, and handling. To ensure the safety of the goods during transport, they advise using certain packing techniques or arranging for the goods to be placed in a port or container. Freight forwarders can book cargo spots on ships, planes, trains, and trucks at the exporter's request. Their fee is a legal export expense, and it should be factored into the final price.

Freight forwarders should check all paperwork once an order is packed and ready to ship. This is especially crucial when discussing the terms of payment by letter of credit. They may also be responsible for drafting the bill of lading and any other necessary specific paperwork. Once the package has been shipped, the paperwork can be sent to either the vendor, the buyer, or a paying bank. Shipping companies can also work with international customs brokers to get your shipment ready for export. A customs broker is a person or firm authorised to handle customs transactions on behalf of others. Only transactions involving the entry and admissibility of goods, their classification and valuation, the payment of duties, taxes, or other charges assessed or collected, or the refund, rebate, or drawback thereof, can be considered customs business.

The requirements of international shipping should be taken into account by exporters while packaging their products. When building an export shipping crate, exporters should keep in mind four potential issues: breakage, moisture, theft, and excess weight. Cargo is typically transported in containers, however breakbulk cargo is also a viable shipping option. In addition to the stresses imposed by domestic transport, breakbulk cargo travelling by ocean freight may be loaded onto ships using a net, sling, conveyor, or chute. Goods may be thrown into each other or heaped on top of one another throughout the travel. Cargo may be pulled, pushed, rolled, or dropped during unloading, customs processing, or transportation due to less sophisticated handling facilities outside of the United States. Condensation can form even with air conditioning and a dehumidifier in a ship's hold, thus moisture is always an issue.

Cargo unloading could take place in wet conditions, or the foreign port might lack suitable covered storage space for the goods. Theft and sabotage present additional dangers. In addition to knowing how international port systems work, many international buyers may also specify any packaging needs. Make sure the goods are prepared according to these standards unless otherwise instructed by the buyer: Shipments are often made using containers rented from shipping corporations or private leasing firms. These containers come in a wide range of shapes, sizes, and materials, and may hold a wide variety of goods. Additionally, liquid bulk containers and refrigeration units are typically easily accessible. Some containers are nothing more than semi-truck trailers taken off the road, loaded onto a ship, and then unloaded onto a different set of wheels at the destination port.

In general, air shipments don't need as much padding as ocean shipments, but they still need to be safeguarded, especially if the former is the preferred method of transport. Oftentimes, ordinary domestic packaging is sufficient, especially if the product is long-lasting and there is no need for fancy window or display packaging. In all other cases, regular corrugated cardboard or tri-wall construction boxes should suffice. Finally, because shipping rates are based on volume rather than weight, export packaging has been optimised to be both sturdy and lightweight. Goods can be packed more affordably and securely if their volume and weight are minimised while reinforcement is maintained. If the supplier doesn't have the means to pack the goods, it's best to find another company to do it. In most cases, the price for this service is fair. Marking packages clearly helps avoid confusion and shipping delays. Waterproof ink is typically used for stencilling letters onto goods and containers. The container's top, both ends, and preferably one side should all be marked. Used container must have all previous writing erased. The marks should include the package number, gross and net weights, measurements, port marks, customer identification code, and country of origin. If you are sending more than one box, make sure to include how many boxes make up the shipment. Any particular handling instructions should be included by the exporter. It would be helpful to restate these directions in the language spoken in the target country. Use the accepted shipping and handling icons used worldwide.

Shipments sent through air can be insured either through the air carrier or through maritime cargo insurance. Cargo insurance is commonly used to protect export shipments from being lost, damaged, or delayed while in transit. Carriers' legal responsibility is frequently restricted by international treaties. There are also notable distinctions between international and domestic coverage. Either the buyer or the seller, depending on the circumstances of the sale, can make insurance arrangements. Exporters who want further information might contact foreign insurance companies or freight forwarders. Coverage is often agreed upon at 110% of the lower of the CIF (cost, insurance, freight) or CIP (carrier and insurance paid to) value. The International Chamber of Commerce (ICC) in Paris, France, compiled a standard set of definitions for international trade words like FOB, CFR, and CIF known as the INCOTERMS (International Commercial Terms). It lays down the obligations and rights of both parties in a business transaction. It's a great resource that will save you money and time. There is no need for the exporter and the importer to engage in protracted discussions over the terms of each transaction. It is not necessary for the parties to negotiate who is responsible for the freight, cargo insurance, and other costs and hazards once a business term like FOB has been agreed upon.

Free Carrier

Transportation of goods by truck, rail car, or container from the seller's premises, a railroad station, or a designated cargo terminal to the point of departure, or into the custody of the carrier, at the seller's expense. The initial hub (depot) could also serve as a customs clearing location. The main carriage/freight, cargo insurance, and all other costs and hazards are the responsibility of the customer. Delivering items onto an aeroplane is the same as placing them in the hands of the airline. Many international traders still use the word "FOB" when referring to air shipments.

FAS {+ the named port of origin}: Free Alongside Ship

The seller is responsible for getting the goods to the ship's loading equipment, whether that's in the dock shed or on the dock or lighter next to the ship. Loading charges, main carriage/freight, cargo insurance, and any other fees and hazards are the responsibility of the purchaser. Loading occurs when the seller deposits the items on board the ship at the designated port of origin. The main carriage/freight, cargo insurance, and all other costs and hazards are the responsibility of the customer. Follow the acronym FOB with the loading port's name in the export quotation, such as FOB Vancouver or FOB Shanghai. The acronym FOB can mean something else in the United States and Canada. FOB Origin and FOB shipment terms are commonplace in open account and consignment transactions between Canadian and American buyers and suppliers.

The primary focus of this research is on the fundamental ideas necessary for effective PBL incorporation and the most widespread misunderstandings of PBL in logistics. It also explains how to apply PBL effectively by using the Viz method. Support provider incentives should be in line with business needs, competitive advantage, and supplier empowerment. It details the benefits of PBL, such as better integration, and the processes required to establish PBL in an organisation.

Finding the freight-forwarding industry's bottlenecks in West Coast Africa was the primary goal of this research. First, the study found that a Freight Forwarder's activity is dependent on a number of factors that have nothing to do with the Freight Forwarder. Second, in order to do their jobs, Freight Forwarders have access to services that are common to all carriers. The research concludes that the lack of adequate infrastructure is a significant problem in the freight forwarding industry.

Beth R. Davis's exploratory study on the effects of improved logistics on customer loyalty (2006). It is concluded that supply chain firms constantly prioritise strengthening logistics customer service, and the Journal illustrates that supply chain partnerships can provide a sustained competitive advantage to supply network firms by constructing barriers to entry for new competitors. Suppliers are getting ahead of their customers' demands in an effort to better meet their needs.

The purpose of this research is to determine the value that organisations have brought to their customers through logistics management. Focus on logistical customer service, supply chain management, and the formation of strategic alliances are only some of the new tools and approaches that have evolved as proactive parts of the logistics response to the mission of generating value for the customer. It details the methods used by a variety of companies to pinpoint and implement quality improvement initiatives in their logistics operations.

A study of freight forwarders and customs house agents' roles in logistics from the perspective of their clients. Logistics in international trade requires attention to the topic of freight forwarding. Finding and evaluating Freight Forwarders' contributions to logistics was the focus of this research. The research demonstrated, then, that service providers such as freight have benefited from the globalisation of the economy. In order to meet the difficulties of the future, forwarders need to expand their networks to all parts of the world and guarantee more precision in their deliveries.

The study's focus is on the challenges confronting the logistics sector. He came to the conclusion that India's logistics industry lacks in strategic planning, and that the industry's present specialists need training in a wider range of transportation and logistics topics. The final point he made was that theoretical understanding and practical application should be equally weighted (fig.1).

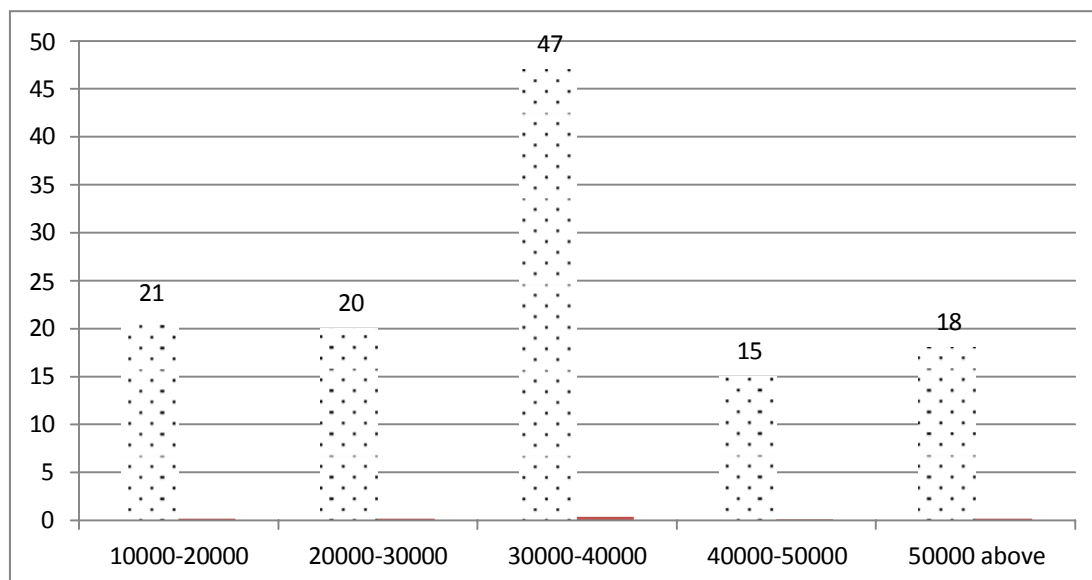


Figure 1: Income of The Respondents

In this area, the vast majority of responders (47) are in the 30000 - 40000 range, followed by 21 (10000 - 20000), 20 (20000 - 30000), 18 (50000+), and 15 (30000 - 40000) range.

According to the responses, 69 people are ambivalent, 34 are satisfied, 9 are extremely satisfied, 9 are not satisfied, and 0 are extremely dissatisfied.

That translates to 39 responses of "not satisfied," 34 responses of "satisfactory," 26 responses of "neutral," 18 responses of "very unhappy," and 4 responses of "excellent."

The results can be interpreted as follows: 64 respondents are satisfied, 35 are very satisfied, 13 are ambivalent, 9 are dissatisfied, and 0 are extremely dissatisfied. The majority of respondents (96) agree with this statement, while 25% disagree (fig.2).

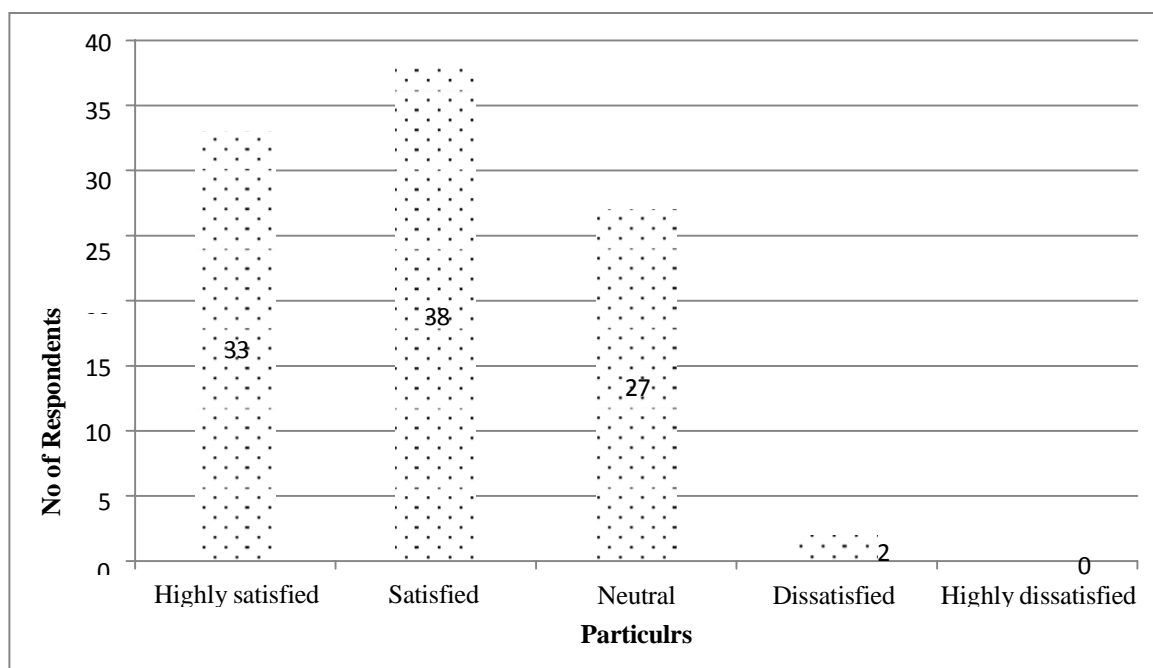


Figure 2: Custom Clearance of The Respondents

Interpretation: There are 45 satisfied people, 40 highly satisfied people, 32 neutral people, 4 people who are dissatisfied, and 0 people who are extremely dissatisfied.

Analysis Using Karl Pearson's Correlation

The linear relationship between two variables can be evaluated with the use of correlation analysis, a statistical method. The level of connection between two variables is what we call their "correlation."

There is no statistically significant correlation between mode of transport and freight rate satisfaction, supporting the null hypothesis (H_0).

One alternative hypothesis (H_1) is that freight rate satisfaction is significantly inversely related to method of transport.

Since r is greater than zero, we can deduce that freight rate satisfaction is positively related to method of transport.

One-Way Anova Classification

Null hypothesis (H_0): There is no significant difference between the Exporting goods and mode of transport.

Alternate hypothesis (H_1): There is a significant difference between the Exporting goods and the mode of transport (fig.3).

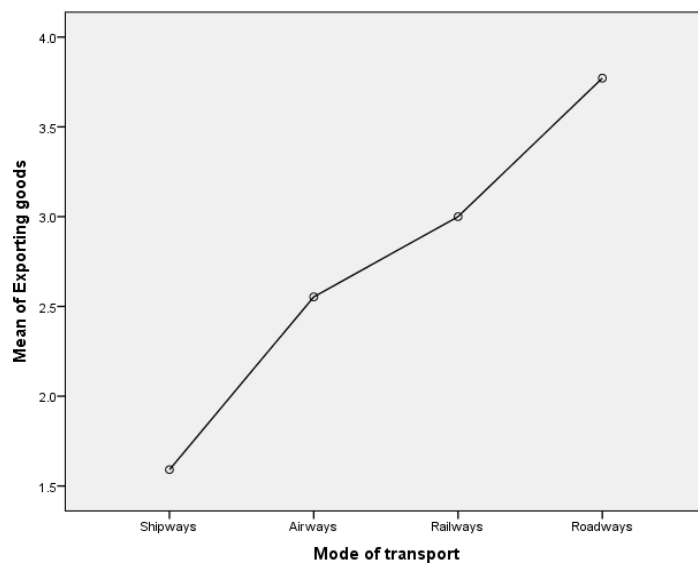


Figure 3: Exporting goods

Inference: The calculated value of F is greater than the tabulated value. Hence, we reject the null hypothesis and conclude that there is no significant difference between the Exporting goods and mode of transport.

CHI- SQUARE TEST I – (ψ^2)

Chi-square is the sum of the squared difference between observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

Null hypothesis (H_0): There is no significant difference between the Operational Area and Satisfaction factor of Chennai port.

Alternate hypothesis (H_1): There is a significant difference between the Operational Area and Satisfaction factor of Chennai port (fig.4).

Expected frequency = $\frac{\text{Row Total} * \text{Column Total}}{\text{Grand Total}}$

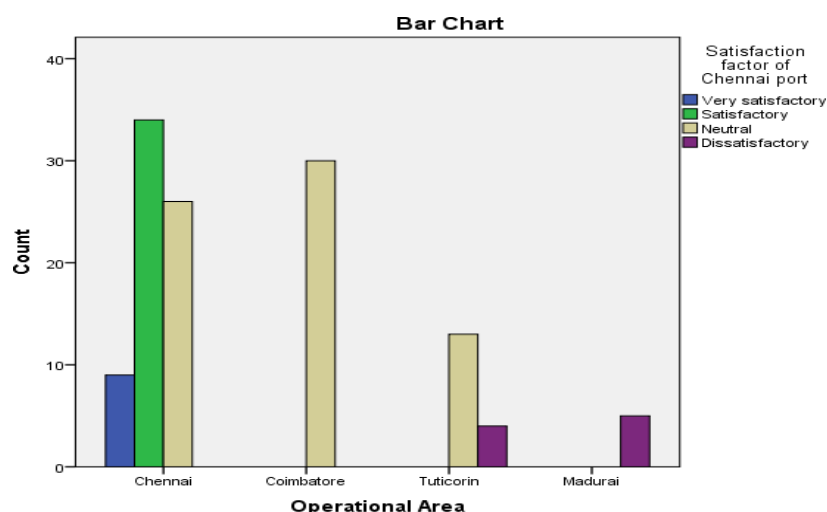


Figure 4: Operational Area

$$\text{Degree of Freedom} = (r-1) * (c-1)$$

$$= 3 * 3 = 9$$

$$\text{Calculated value} = 121.504 \quad \text{Tabulated value} = 16.919 \quad Z = Z_{\text{cal}} < Z_{\text{tab}}$$

$$Z = 121.504 < 16.919$$

Hence, the null hypothesis [H0] is accepted

Inference: Since the calculated value is less than the tabulated value, we accept the null hypothesis, and hence, there is no significant difference between the Operational Area and Satisfaction factor of Chennai port.

Findings

Nearly half (45%) of those who participated are 50 or older. The majority of the participants (77%) are men. Only 37% of those surveyed had finished ITI. Thirty-one percent of those polled reported making between \$30,000 and \$40,000. Chennai is home to the offices of 58% of respondents, while Coimbatore is home to 24%. 43% of people polled often ship items overseas. Only 18% of people polled preferred travelling by ship, while 40% preferred flying. Only a third of people are happy with the cost of shipping. The criteria may be read as indicating that damaged parcels are the most common issue faced by freight forwarders. One possible interpretation of the parameters defining Delay in receiving the goods is that this is the most pressing issue for businesses and consumers alike when it comes to freight forwarding. Twenty-five percent of people polled strongly thought that their company was to blame for the thefts and damages. Nearly six in ten people are unsure of how they feel about the ports of Chennai and Cochin. The majority of responders (78%) agree that shipping is an issue. The majority of customers (58%), however, were agnostic regarding the speed with which they were served. Twenty-two percent of people polled had no opinion either way on whether or not items were safe during freight forwarding. Fifty-three percent of respondents are happy with the freight forwarding circumstances.

Eighty percent of those polled reported that they had written out their transaction steps. Thirty-three percent of people who used the customs clearance service said they were very satisfied with it.

Improving freight charges could attract more customers. The analysis confirmed that the vast majority of customers were unhappy with the freight prices. Therefore, the required actions should be taken by the company. With a fully automated system, Freightrix Cargo Solutions is able to modernise its documentation. The study shows that there is an issue with shipping, despite the fact that shipway is an efficient mode of transportation. The organisation needs to take the necessary measures to guarantee efficient transport. In the event of product theft or damage, businesses can provide complete reimbursement. The company's reputation will improve as a result. Provide round-the-clock support to their clientele. Repairs and restoration of the cold supply chain are urgently required. The overall effectiveness of cold chain logistics for handling pharmaceutical products has been enhanced by preventing frequent breakdowns in the cold chain. Owning the cold chain transportation and storage allows you to avoid the ever-increasing costs associated with forwarding. The government can take measures to lower energy prices. Freightrix Cargo Solutions is in the business of cold chain logistics, therefore this will help them save money. When these two things happen, consumers will be able to purchase pharmaceutical products at a discount. The Vaccines Vial Monitor (VVM) was successfully used to prevent the inappropriate administration of vaccines. Vaccines require careful management of the entire cold chain logistics operation.

Conclusion

The researcher has a number of concerns about the issues that freight forwarders encounter. It's not hard to figure out how to head off any issues and keep things running smoothly. The corporation will be able to carve out a respectable market share with this. As the world has shrunk into a global village, the study demonstrated the need of service providers like freight forwarders being ready to meet the difficulties of the future by expanding their networks worldwide and being more reliable in their promises. Focus on logistical customer service, supply chain management, and the formation of strategic alliances are only some of the new tools and approaches that have evolved as proactive parts of the logistics response to the mission of generating value for the customer. In order for a Freight Forwarder to be productive, a number of external elements must come into play. Second, Freight Forwarders are reliant on third-party services that are available to all service providers. The research shows that the lack of adequate infrastructure is a significant problem in the freight forwarding industry.

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