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MARINE TRADE MEDIATOR’S SATISFACTION TOWARDS PRIVATE CONTAINER FREIGHT STATION SERVICES IN TUTICORIN

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ABSTRACT

Indian port has shown substantial improvements in the last one-decade by way of port facilities and cargo handling. With the emergence of large private investments, the cargo handling capacity at minor ports has increased, commensurate with the cargo traffic volumes. Minor ports in India had a capacity to handle about 230 million tonnes of cargo and the traffic handled was about 220 million tonnes during the year 2007-08. As per the times of India on January 28th 2011, The total cargo handling capacity of Indian ports are crossed more than 1 billion tonnes. It is denoted that, there is a wide scope and opportunity in the field of international trade related activities like customs house agent, freight forwarding agents, logistics, warehousing, minor port, dry port, private Container Freight station etc... warehousing and storage is a major chunk of logistics in India. The private CFS have storage spaces. So, they are also considered and treated as a warehouse industry components. The private CFS is facilitating to the all international traders in related to air and seaport. The increased global competition in international trade has made it imperative that we pay much greater attention to developing world class infrastructure at our ports and support the shipping industry in facing these challenges. Ports handle around 95% of India’s total trade in terms of volume and 70% in terms of value. Massive investment is expected for developing new port facilities through private sector participation to meet this huge demand, Shippers and consignees also responded to the opportunities and benefits in containerization. One popular method of shipment is to use containers obtained from carriers or private leasing companies. For this purpose, Government of India has specially framed export import policy to facilitate International Trade related areas like artificial seaport, airport, container yard, CONCOR, timber yard and Container Freight Station (CFS) etc. The CFS formalities in export and import are complicated like carting order, preparation of checklist, admission chit/ID card, de-loading, customs inspection, stuffing, fumigation, putting OTL, Liners formalities and preparation of gate pass.

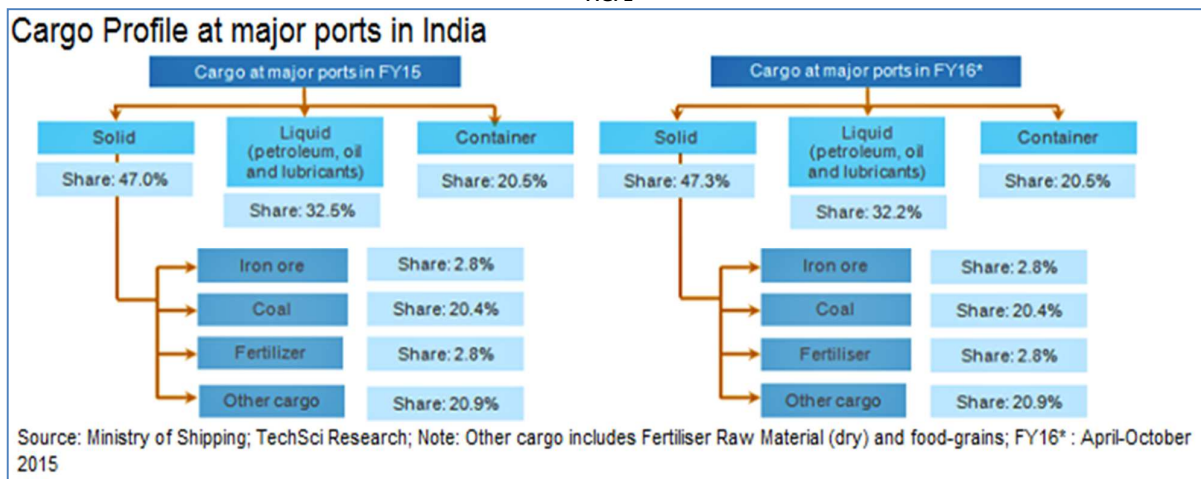
KEYWORDS

CFS, CONCOR, OTL, customs inspection, seaport, container yard.

PREAMBLE

International trade has been playing crucial role for centuries. In the present day world it has become indispensable for any country. Its role has increased in significance, both at the macro economic and micro economic level. In last three years, several private companies like PSA-SICAL, Airogo logistics private limited and Thai multimodal trans private limited in Chennai etc... are started and offering best services under private CFS control in Tamilnadu. At the same time, the tuticorin private CFS is performing in around tuticorin with efficient manner. The tuticorin port at present name as V.O. Chidambaranar port is a fast growing major port of india, is strategically located to international main line shipping sea route on the south eastern coast of India adjoining the gulf of manner at latitude of 78 13’ E and facilitated with world class services. Long term leases, joint ventures and Build-operate-transfer options have been agreed in the past year or will shortly be decided in Aden, Kadok, Island, Mumbai, Colombo, Karachi and Port Qasim. Management skills and technical/operating know-how are also important inputs from private terminal operators involved in such development. The umteen number of public & private international traders and mediators are engaging with carrying and storing the cargo from production point to consumption point in all over the world. In south Tamilnadu, the tuticorin port trust playing as a major foreign exchange earning resources in India. The private CFS also handling the considerable volume of cargo in tuticorin. The Government of India also take necessary action against improving the international trade volume through private and public participation project for reforming the maritime industry in the year 2010 onwards. Road Ministry and National Highways Authority of India together take up 82 highway projects under the ambitious Bharatmala project in order to improve port connectivity in all over India. it is part of the broader highway expansion plan that the Government plans to undertake in future. Right now, connectivity to both major and minor ports required a lot of work as per the information of Shipping Ministry official.

FIG. 1



OVERVIEW OF MAJOR AND MINOR PORT IN INDIA

TABLE 1

Ports in India			
Region/State/UT	Major Ports	Minor Ports	Total
West Coast			
Gujarat	1 (Kandla)	39	40
Maharashtra	2 (Mumbai, Nava Sheva)	52	54
Goa	1 (Mormugao)	6	7
Karnataka	1 (New Mangalore)	13	14
Kerala	1 (Cochin)	13	14
East Coast			
Tamil Nadu	3 (Chennai, Ennore Tuticorin)	8	10
Pondicherry	-	2	2
Andhra Pradesh	1 Vizag	9	10
Orissa	1 (Paradip)	1	2
West Bengal	1 (Calcutta)	-	1
Lakshadweep Islands	-	1	1
Anadman & Nicobar Islands	-	19	19
Total	12	163	174

Source: Ministry of Surface Transport 2015

OPERATIONAL PERFORMANCE OF INDIA'S SEA PORTS 2014-15

TABLE 2

All India Sea Ports	Cargo handled in million tonne 2013-14	% of increase or decrease	Cargo handled in million tonne 2014-15	% of increase or decrease
Chennai	51.11	-4.30% ↓	52.54	2.81% ↑
Ennore (corporate)	27.34	-52.85% ↓	30.25	10.66% ↑
JNPT	62.37	-3.32% ↓	63.80	2.36% ↑
Kandla	87.00	-7.06% ↓	92.50	6.31% ↑
Kochi	20.89	5.25% ↑	21.60	3.39% ↑
Kolkata	41.39	3.65% ↑	46.29	11.86% ↑
Mangalore	39.37	6.29% ↑	36.57	-7.11% ↓
Mormugao	11.74	-33.65% ↓	14.71	25.32% ↑
Mumbai	59.19	1.98% ↑	61.66	4.18% ↑
Paradip	68.00	20.25% ↑	71.01	4.42% ↑
Tuticorin	28.64	1.35% ↑	32.41	13.17% ↑
Visakhapatnam	58.50	-0.91% ↓	58.00	-0.85% ↓
TOTAL	555.50	1.78% ↑	581.34%	4.65% ↑

Source: Economic Times 2015.

Indian Port sector comprising of 13 major ports (including Ennore port) and 139 minor and intermediate ports handles more than 380 million tones of cargo annually. While major ports handled 70 per cent of the total cargo traffic, minor or non-major ports accounted for 30 per cent during the year 2007-08. As per the port expression of interest in the Hindu, February 28th 2011, the total traffic through Tuticorin port would be 34 million tonnes (projected figure) by 2012-13 and 59 Million tonne by 2019-2020. So, the private CFS have opportunity to expand and booming their container handling volume in future. Major ports are parasitical bodies formed on the basis of Major port Trusts Act, 1963 and they provide services to an exclusive hinterland. Minor ports are under the control of State Maritime Boards, were minor in their role until a few years back and never competed either with the major ports or amongst themselves. Now the thing has been changed with the opening up of the domestic port sector to private operators. With intense competition, the role of Indian ports is changing from a service port model; port owns the infrastructure and superstructure and also provides services to a Landlord port model. Growing demand for handling of large size vessels throughout the world has also made significant impact on the domestic port sector by making it one of the major parameters of competition between existing ports and new ports. Warehousing and Private CFS is a major business of logistics industry in India.

REVIEW OF LITERATURE

1. Relationships between port service providers and users: an empirical Study-in this study modern container ports are typical industrial markets whereas the relationships between port service providers and the users of these services fall within a B-2-B framework. In such industrial markets, the value that the users of a particular port perceive to extract by this usage (perceived value) is considerably influenced by the relationships developed between the parties involved. Thus, these relationships stand as a key construct towards a better understanding of ports and the development of effectiveness assessments (i.e. measurements of the perceived value, satisfaction measurements, etc.).
2. Evangelia N. Kaselimi1 (2011) preferred scale of container terminals in sea ports: a statistical analysis on parameters and size distribution in this research articles authors were covered both terminal operators and port authorities make management decisions on the scale of terminals they operate or lease. Existing studies on determining the best possible scale in classic non-port economic theory use the notion of Minimum Efficient Scale (MES) focusing on the shape of the Long Run Average Cost (LRAC) Curve. The MES in combination with a number of other factors such as the market size and structures, technological change and operational considerations, the port governance framework and objectives, physical and geographical limitations and shipping line costs and business patterns induce a complex interaction. This interaction leads to a "preferred scale".
3. Theo NOTTEBOOM Institute of Transport & Maritime Management Antwerp (ITMMA) University of Antwerp, studied under the title of global container terminal operators from diversification to rationalisation? About the terminal and stevedoring industry has expanded substantially in recent years with the emergence of Global Container Terminal Operators (GCTO) controlling large multinational portfolios of terminal assets. The container terminal industry was confronted with several challenges, including economies of scale in maritime shipping and competition from new entrants, in particular from container carriers, logistics companies and investment groups. Up to recently, a pervasive response to these challenges by all stakeholders has been the diversification of their assets both geographically as well as in terms of their involvement in supply chains.
4. Peter W. De LANGEN, discussed in his research paper titled towards an ILT centred value proposition in container transport? The two main value propositions in international container transport are 'port-to-port' services and door-to-door services. In port-to-port services, buyers 'just' purchase maritime transport from a shipping line. Door-to-door services comprise of the total transport chain and include land-based transport. Carriers as well as forwarders offer these door-to-door services.
5. Yap, WY Notteboom T (2011) analysed under the title Dynamics of Liner Shipping Service Scheduling and Their Impact on Container Port Competition, Maritime Policy and Management. Container ports provide the primary interface where physical exchange between buyers and sellers of containerised shipping capacity can be consolidated and realised. Consequently, ports that are able to complement and add value to the objectives of shipping lines and

shippers will become focal points for containerised cargo flows. To evaluate container port competition, the authors propose a practical and direct approach based on revealed preferences of shipping lines with respect to container shipping service dynamics.

STATEMENT OF THE PROBLEM

The concept of Container Freight Station has been conceived with the view to de-congest the Port. The CFS is nothing but an extension of Port only. The Role of Container Freight Station (CFS) In International Business is an extension of port infrastructure and a center place whereby both shipper and the port are linked. This is opened for getting certain service commission from the shipper under the reputation of government. The shipper has to document this type of stuffing when they don't have warehouse facility for stuffing. The researcher denoted as Marine traders instead of Customs House Agents (MARINE TRADERS)/Clearing and forwarding agents are the persons or Companies that clear the goods from the customs station on behalf of the principal owner of the cargo. They do all the customs formalities in the customs area. The current research aims to find out the functions of private CFS basic functions, procedures and customs officials formalities, mediator roles and One Time Lock (OTL) system of cargo of private CFS Park. In this direction, the researcher aims to find out the satisfaction level of marine trade mediators with respect of infrastructure, human resources and the system as a whole. Each attribute introduced in the study have been defined with five variables and in total there are about fifteen variables for three specific measures and one in general terms.

OBJECTIVES OF THE STUDY

1. To study the level of satisfaction of Marine traders in terms of infrastructure, human resources and the logistic system
2. To compare and measure the deviation in the level of satisfaction between three attributes, viz., infrastructure, human resources and the logistic system

HYPOTHESIS OF THE STUDY

The following hypotheses have been formulated to test the equality of mean;

Ho: There is no difference in the level of satisfaction of respondents on the mean score with respect to existing infrastructure, human resource and the logistic system of the Private CFS.

RESEARCH METHODOLOGY

The research approach is descriptive in nature and there are twenty-five sample respondents included by way of adopting area-sampling method among the population of 125 marine traders. Using a pilot tested questionnaire with fifteen items in particular and one item in general, the field survey is conducted in tuticorin sea port area. In order to test the hypothesis of equality of mean between all the three attributes, one-way ANOVA is employed. It is found that the means score on the satisfactory level of marine traders do vary in all three attributes. It is also inferred that the existing infrastructure, human resources and the system is above satisfaction in the rating scale.

SCOPE OF THE STUDY

In India, warehousing industry is mostly dominated by state warehousing corporation and private sector only. Warehousing and CFS is the new focus area for logistics industry to moving up the value chain from plain trucking in to modernised system of cargo handling techniques. The international trade formalities and procedure are quite complicated one for clearing and forwarding the cargo from one country to another country. Therefore, the researchers has selected this present study for find out the marine trade mediators level of satisfaction towards private CFS. In further, any researcher may conduct the study related to operational style of CFS, performance of CFS and problems faced by the CFS operators in India.

LIMITATIONS OF THE STUDY

The present study conducted by researchers based on the one Private CFS located in tuticorin only. Therefore, the present studies findings and recommendations may not suitable to all over India's CFS. The current study respondents are marine trade mediators only, it is not included the exporter and importer view towards private CFS in the study area.

DESCRIPTION OF THE SCALE

With the liberalization of Indian economy, last few years have seen considerable growth in import and export volumes. With the new modes of transportation and increase in international trade and containerisation, the ports were getting congested. Further, with widespread industrialization and economic growth, the imports for use in hinterland and exports originating from there have increased over time. The private CFS expert are helping to solve this existing inconvenience of the international business community through their effective services. In the study there are three attributes defined as infrastructure, human resources, and the logistics system. Each attribute introduced in the study has been defined with five variables and in total there are about fifteen variables. The attributes are classified in to three categories.

(A) Infrastructure average- includes the latest addition to Private CFS impressive List of Strategic Business Units is the "State of the Art" CFS Park, which is built as per & conforming to International Standards at Tuticorin, situated on the Harbour Express Way, within 8 km, distance leading to the Tuticorin Port, covering 156,000 sq.ft of Warehouse space, including "bonding" facility, sprawling over 60 acres (0.60 hectares) including "Open-Bonding" facility, with fully 'automated' Electronic Data Interchange (EDI) Facility. Supported by adequate infrastructure facilities, including Heavy Equipments, & fleet of Heavy Vehicles on 24 hours/ 7 day week service provision.

i. Physical structure

Pioneer Private CFS Operator in the Tuticorin Port area and in existence since 1995, India's First CFS to be certified ISO 9002 – Standards by BVQI. The private CFS located on the Harbour Express Road, distance of 8 kms from Port Green Gate and hence haulage cost is minimized.

ii. Modern equipment's

It is supported by adequate infrastructure facilities, including Heavy Equipment's, & fleets of Heavy Vehicles on 24-hours/ 7-day week service provision. All handling Equipments such as one Top Lifter, one Reach Stacker, three cranes, 51 Trailers with prime movers and nine Fork Lifts are owned and maintained by in house technicians and hence, reliability and safety of containers, cargo and personnel. In order to keep pace with International Norms/Standards, our forklifts are Gas Driven to meet "Eco-Friendly & Pollution-free" standards.

iii. Warehouse facility

Warehouse are the godown for keeping, storing and preserve volume, quality and usefulness of goods in a scientific as well as systematic manner for facilitating to the international traders. This private CFS have well equipped front line technology for handling the cargo with in the container freight station will all facilities.

iv. Safety and maintenance

The private CFS is maintaining the maximum requirement space of 150,000 sq.ft. area for handling, storing the container with respect to material handling needs with efficient control in tuticorin. The major benefits of private CFS are control, safety, flexibility, maintenance, cost and operational efficiency. The all seven days operation system is followed in three shift per day for maintain the cargo with careful manner.

(B) The human resource average -attributes includei. **Manpower for cargo handling:**

Special attention needs to be given to the speedy handling of cargo to reduce its dwell time. The objective will be to reduce dwell time of exports/import activities for achieving international norms through manpower. Infrastructure relating to cargo handling like satellite freight cities with multi-modal transport, cargo terminals, cold storage, automatic storage and retrieval systems, mechanized transportation of cargo, computerization and automation, etc., will be set up on top priority basis. Such facilities have to come up at smaller places too.

ii. **Stuffing, & Destuffing:**

An ideal private CFS operations starts with receiving the cargo from exporter or importer for to do the stuffing/de-stuffing the consignments. The private CFS is installed with fully automated system for completing the stuffing/de-stuffing work with in twenty minutes to thirty minutes. The private CFS is take initiative to introducing the front line technology oriented equipment for cargo and container handling to reducing the operations cost and time consumption. This CFS is offering the services to international traders to store their cargo without demurrage charges for 3 days.

Stuffing and destuffing procedure

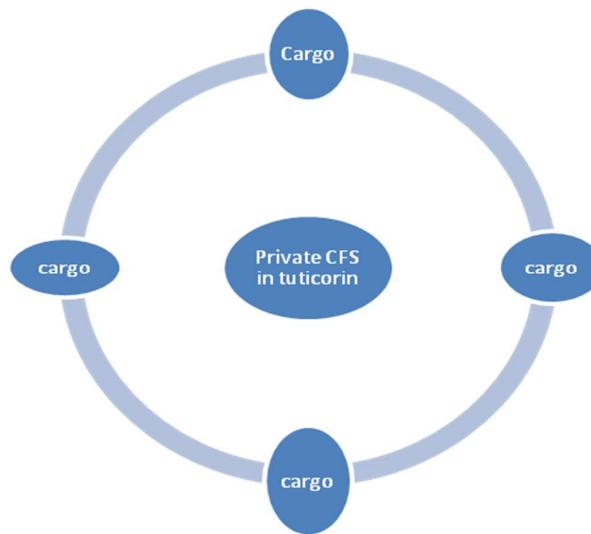
a. Exports: The Less than Container Load (LCL)/Full container load (FCL) cargo brought to an ICD/CFS is subject to routine documentation, assessment and examination by Customs. After examination and clearance of LCL/FCL cargo at the ICD/CFS, the packages opened for Customs examination are sealed by the Customs. The shipping line is required to use identification mark on each package, clearly indicating serial number of package, description of goods, total number of packages covered under that particular shipping bill, exporters identity and their own codified identity.

b. Imports: On arrival of the LCL/FCL cargo meant for ICDs/CFS, at the Gateway Port the concerned shipping line files the I.G.M. (IGM-EGM Preparation Software for shipping companies) with the Customs, as per the procedure.

ii. **Customer response and security services:**

The Private CFS also provides remote customer/broker access to the system via the Internet for freight status and freight release. Powerful filtering capabilities enable fast responses to customer service calls about shipment status. With container tracking, and intermodal tracking tools various internal and customer reporting capabilities are offered.

FIG. 1: CONSOLIDATION WORK OF PRIVATE CFS



The Private CFS is rightly called "All Weather CFS" as its facilities offer complete protection for cargo and containers under all weather conditions. Even in stormy conditions it offers unhindered operations. Customer satisfaction and overall quality and efficiency of service have always been key focus and have been instrumental in attracting large international business personality and its mediators in tuticorin. In the case of the third attribute,

(C) The logistic system, the variables defined arei. **Logistics services :**

Private CFS offers time definitive services enabling clients to achieve their objectives in supply chain management.

1. Fastest door to door transit times.
2. Annual contract rates with choice of carriers who meet our service criteria.
3. Largest Non Vessel Operator Commissioner from India to Europe/USA with guaranteed space allocation.
4. Scheduled sailing to all major ports worldwide.
5. Modern warehousing offering maximum security and control.
6. Bonded facilities.
7. Expertise in worldwide documentation requirements.
8. Fast tracking of urgent consignments

ii. **Customs procedure**

All dutiable, Non-dutiable, Duty - draw back and Free/Gift goods/cargo are permitted to do export/import in India have to pass through procedure of customs clearance. The cargos are examined, appraised, assessed, evaluated by customs authority and issue the let export order or Bill of entry to stuffing the cargo (LCL- Less than Container load or FCL-Full container load) and de-stuffing the cargo with in the private CFS based on the shipping bill to letter of credit. After stuffing of goods, container/customs bonded truck (CBT) is sealed by the customs officer and the same is removed from Private CFS for export through the desired port. In respect of imports, the goods received at ports are brought to Private CFS and stacked in Private CFS after verification of the seal by customs officers.

iii. **Filing system**

On site processing of documents is done using the Indian Customs EDI Scheme and another site the manual-filing system is followed for the documentation work.

iv. **Inland Container Depot (ICD)/Container Freight Station (CFS) functions and quality of service**

The "A common user facility with public authority status equipped with fixed installations and offering services for handling and temporary storage of import/export laden and empty containers carried under Customs transit by any applicable mode of transport placed under Customs control. All the activities related to clearance of goods for home use, warehousing, temporary admissions, re-export, temporary storage for onward transit and outright export, transshipment, take place from such stations."

The following liners' empty containers are stored in the private CFS container yard. EVERGREEN, CONTSHIP, APL, HYUNDAI, OOCL and IPCL etc. The international business community people getting the right type of services from Private CFS in tuticorin.

DATA COLLECTION & PERIOD OF STUDY

Primary data is collected from the Customs House Agents through structural questionnaire and an area sampling (convenient) containing 25 respondents were taken for the study. The area of study is restricted to Tuticorin City only. The period of study from December 2015 to June 2016.

ANALYSIS AND INTERPRETATION

The analysis of the data collected in response to the level of satisfaction on the fifteen variables is presented with mean scores and its simple percentage. Further it is tested for equality of means in terms of three attributes using one-way ANOVA.

THE LEVEL OF SATISFACTION OF MARINE TRADERS

Simple average mean has been computed to frame the interpretations of the attributes and the related variables. In order to describe the level of satisfaction of marine traders opinion, four-point Likert’s scale has been used. The attribute infrastructure is found with a mean score (maximum score 4.00) of, 3.60 for physical structure, 3.76 for modern equipment, 3.48 for warehouse facility, 3.40 for safety and 3.56 for maintenance. The overall score for infrastructure has the level of satisfaction among the users of private CFS is **87** per cent with a mean score of 3.46 (Figure 1). The human resource attribute has been revealed in terms of manpower with a mean score for cargo handling 3.80, for stuffing & destuffing 3.32, for customer response 3.36, for grievance handling 3.00 and for security services 3.32. The overall satisfaction level on the Private CFS human resource support is **84** per cent with a mean score of 3.35. In the case of the third attribute, the logistic system, it is reported that the mean score for logistics services is 3.20, for customs procedure 3.40, for filing system 3.28, for ICD functions 3.56 and for quality of service it is 3.56. The overall satisfaction level for logistic services in the Private CFS is **85** per cent with a mean score of 3.40. In total, the satisfaction level of respondents about the private CFS on infrastructure, human resources, and logistics services is **85** per cent with a mean score of 3.40.

TABLE 1: LEVEL OF SATISFACTION ON PRIVATE CFS

Sl.No	Variables	Highly Satisfied	Satisfied	Simple Average (Max.4 Score)	% Level of Satisfaction
1	Infrastructure	15	10	3.60	90
2	Modern equipments	19	06	3.76	94
3	Warehouse facility	12	13	3.48	87
4	Safety	10	15	3.40	85
5	Maintenance	14	11	3.56	89
Infrastructure Average (A)				3.46	87
6	Human resource –cargo handling	20	05	3.80	95
7	Stuffing & de stuffing	08	17	3.32	83
8	Customer response	09	16	3.36	84
9	Grievance handling	03	21	3.00	75
10	Security services	08	17	3.32	83
Human Resource Average (B)				3.35	84
11	Logistics services	05	20	3.20	80
12	Customs procedure	10	15	3.40	85
13	Filing system	15	10	3.28	82
14	ICD/CFS functions	14	11	3.56	89
15	Quality of service	14	11	3.56	89
Logistics Service average (C)				3.40	85
Source : Primary Data					

MEASURE OF DEVIATION ON THE LEVEL OF SATISFACTION FOR PRIVATE CFS

It is construed from the above results that the mean scores for the satisfaction level of infrastructure, human resource and logistics service are varying with significant values. The deviation level of satisfaction on the human resource and logistics system is compared with infrastructure. It is found that the deviation in the level of satisfaction for human resource with reference to infrastructure is 0.10 and for logistics system is only 0.06 positive mean score. The deviation of infrastructure with reference to human resource is 0.10 and for logistics system is 0.05 mean score. The deviation of human resource with reference to both infrastructure and logistics system is negative. In the case of deviation on logistics system, infrastructure has a negative 0.06 mean score and human resource has deviation of 0.05 positive mean score. In total, the infrastructure has a maximum mean score and it is followed by logistics system and human resource in descending order. In order to verify the equality of mean a suitable null hypothesis is proposed as mentioned above. The results of the analysis of one-way ANOVA are presented with Post-Hoc test, Levene Test of Homogeneity of variance. The test results at 95% level of confidence has revealed that there is no variation in the mean scores on the satisfaction level of infrastructure, human resources and logistics system in a Private CFS’ agents. It is also revealed that the mean difference and variance also do not vary with three attributes used in the study.

TABLE 2: POST HOC TESTS FOR DIFFERENCE IN MEAN VALUE

Multiple Comparisons Dependent Variable: LEVEL OF SATISFACTION ON MARINE TRADERS						
(I) Category of Facility/(J) Category of Facility	Difference (I-J)	Std. Error	Sig.	95% Confidence Interval		
				Lower Bound	Upper Bound	
Infrastructure	Human Resource	.10	.19	.60	-.31	.52
	Logistic system	.06	.19	.77	-.36	.47
Human Resource	Infrastructure	-.10	.19	.60	-.52	.31
	Logistic system	-.05	.19	.81	-.46	.37
Logistic system	Infrastructure	-.06	.19	.77	-.47	.36
	Human Resource	.05	.19	.81	-.37	.46

TABLE 3: DESCRIPTIVE LEVEL OF SATISFACTION OF MARINE TRADERS

Groups	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Infrastructure	5	3.46	.40	.18	2.96	3.95	2.88	3.84
Human Resource	5	3.35	.30	.13	2.98	3.72	2.96	3.80
Logistic system	5	3.40	.16	.07	3.20	3.60	3.20	3.56
Total	15	3.40	.28	.07	3.25	3.56	2.88	3.84

TABLE 4

Test of Homogeneity of Variances						
LEVEL OF SATISFACTION ON MARINE TRADERS						
Levene Statistic		df1	df2	Sig.		
1.661		2	12	.231		
One-way ANOVA - LEVEL OF SATISFACTION ON MARINE TRADERS						
		Sum of Squares	df	Mean Square	F	Sig.
Between Groups	(Combined)	.03	2	.01	.149	.863
	Linear Term	.01	1	.01	.086	.774
	Contrast	.02	1	.02	.212	.654
Deviation		.02	1	.02	.212	.654
Within Groups		1.09	12	.09		
Total		1.12	14			

MAJOR FINDINGS OF THE STUDY

The following are the results obtained in the study with reference to Private CFS mediators level of satisfaction.

1. The overall score for infrastructure has the level of satisfaction among the agent of Private CFS is **87** per cent
2. The overall satisfaction level on the Private CFS' human resource support is **84** per cent
3. The overall satisfaction level for logistic services in the Private CFS is **85** per cent
4. In total, the satisfaction level of respondents about the private CFS on infrastructure, human resources and logistics services is **85** per cent
5. It is found that there is no variation in the mean scores on the satisfaction level of infrastructure, human resources, and logistics system in a Private CFS Customs House Agents. It is also revealed that the mean difference and variances also do not vary with three attributes used in the study.

RECOMMENDATIONS OF THE STUDY

1. Road Connectivity's from dry port (Inland container Depot) to private CFS and private CFS to sea port to be improved.
2. Terminal operators should give more timing for loading and un loading the cargoes in CFS.
3. More Number of Private warehouse and Container Freight Station should set up for meet out the large volume of cargo from production point to stuffing point.
4. Domestic traffic support should modernize and alternate route should make for the port.
5. The separate commercial road should develop for connecting the Private CFS to tuticorin Sea port.
6. The private CFS should provide quality labour service to stuffing and destuffing the cargo for avoiding the cargo traffic.
7. The automatic electronic system should develop for arranging the container properly in side the private CFS.
8. The new software should develop for findout the container status on road like where is the container, which place it is standing etc.
9. The cargo management system should develop for monitoring the cargo operation inside the private CFS.

CONCLUSION

The initiatives of the Government of India in the export import policy to facilitate International Trade related Container Freight Station (CFS) is studied in detail with a special focus on infrastructure, human resource and logistics systems. In the context of revealing the satisfaction level of Private CFS, fifteen variables have been investigated and the results have also been obtained. It is evident from the results that all the three attributes have equal level of satisfaction which is around 85 per cent on the expectation of the agents. In essence, the scope for further study is to explore the similar study in the context of product types and its total quantity of trade as well as in value terms. The application of statistical model of one-way ANOVA is addressed in the study and the results are indicative for the proposed objective of the study.

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