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CONTENTS

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT   ii

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INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT   iii
A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories
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Books
- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio," Ohio State University.

Contributions to books
- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

Journal and other articles
- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

Conference papers
- Chandel K.S. (2009): "Ethics in Commerce Education." Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

Unpublished dissertations and theses
- Kumar S. (2006): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

Online resources
- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

Website
- Kelkar V. (2009): Towards a New Natural Gas Policy, Economic and Political Weekly, Viewed on February 17, 2011 http://epw.in/epw/user/viewabstract.jsp

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V

A DEMOGRAPHIC STUDY OF PROBLEMS FACED BY INDIAN SHIPPING AGENTS
(WITH SPECIAL REFERENCE TO LUDHIANA – PUNJAB)

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ABSTRACT

With advent of globalization, the world is blooming with magnificent opportunities of growth in business. It has led boom in all sectors of economy thus bringing impact on international business also. Logistics play important role in international business. Major focus of exporters is that materials should be shipped on time and this task is performed by shipping agents like CHA, freight forwarders etc. Ludhiana is developing city where export turnover is very high. The city has more than 100 export industries which include SEZ and EOU's but due to lack of infrastructure, intermediaries, CHA's and freight forwarders confront many difficulties and thus they lag behind. This paper attempts to explore the root cause of such problems faced by various shipping agents and suggestions to improve it.

KEYWORDS

Special Economic Zones, Custom House agents, Shipping Agents, Export Oriented Units.

INTRODUCTION

With advent of globalization, the world is blooming with magnificent opportunities of growth in business. It has led boom in all sectors of economy thus bringing impact on international business also. The globalisation in recent years has made it imperative for firms to look forward the problems and difficulties faced by shipping agents in order to gain and sustain competitive advantage. Export sales are increasingly seen as one route to corporate growth for the firm. India has become an outsourcing hub for foreign manufacturing and retailers. Large and low cost labour, sizeable supply of fabric and abundant supply of raw material with huge spindle age capacity give India a competitive advantage and boost exports of large variety of textile products. Textile export is the highest foreign exchange saver for the state of Punjab which carries with it a rich cultural heritage in the manufacturing of yarn, fabric and garments. Therefore it was thought prudent to study the problems and difficulties faced by shipping agents and forwarding agents and its impact on export performance of the firms.

An effective transportation system is the life line of an economy as trade and transport are closely linked. The fast economic growth can only be achieved through proper transportation management which is an essential and a major sub-function of logistics that creates time and place utility in goods. Logistics and intermediaries play an important role in international business. Logistics is generally a cost centre service activity, but provides value via improved efficiency and customer satisfaction. Logistic Management is that part of the supply chain which plans, implements and controls the efficient, effective forward and reverse flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customer and legal requirements.

Intermediary is a third party that offers intermediation services between two trading parties. The intermediary acts as a conduit for goods or services offered by a supplied to a consumer. Typically the intermediary offers some added value to the transaction that may not be possible by direct trading, for e.g. Mortgage brokers, financial advisors, Insurance brokers and supply chain management. Logistics cost, i.e. transportation, inventory holding, warehousing, packaging, losses and related administration costs have been estimated at 13-14% of Indian GDP which is higher than 80% of USA's and 6-8% of the other developed countries. Out of this percentage of logistics cost, transportation contributes more than 40% and in-transit losses 14%, thus, both put together account for more than half the logistics cost and very interestingly all these costs are dependent on transportation.

Alarmingly, India appears among the top ten countries which suffer from in-transit losses. Supply chain management is the "design, planning, execution, control and monitoring of supply chain activities with the objective of creating net value, building a competitive infrastructure, leveraging worldwide logistics, synchronizing supply with demand and measuring performance globally" APICS.

PROBLEMS ADDRESSED BY SUPPLY CHAIN MANAGEMENT

1. **Distribution Network Configuration**: Number, location and network missions of suppliers, production facilities, distribution centers, warehouses, cross-docks and customers.
2. **Distribution Strategy**: Questions of operating control (centralized, decentralized or shared); delivery scheme, e.g., direct shipment, pool point shipping; cross docking, DSD (direct store delivery), closed loop shipping; mode of transportation, e.g., motor carrier, including truckload, LTL, parcel; railroad; intermodal transport, including TOFC (trailer on flatcar) and COFC (container on flatcar); ocean freight; airfreight; replenishment strategy (e.g., pull, push or hybrid); and transportation control (e.g., owner-operated, private carrier, common carrier, contract carrier, or 3PL).
3. **Trade-Offs in Logistical Activities**: The above activities must be well coordinated in order to achieve the lowest total logistics cost. Trade-offs may increase the total cost if only one of the activities is optimized. For example, full truckload (FTL) rates are more economical on a cost per pallet basis than less than truckload (LTL) shipments. If, however, a full truckload of a product is ordered to reduce transportation costs, there will be an increase in inventory holding costs which may increase total logistics costs. It is therefore imperative to take a systems approach when planning logistical activities. This trade-offs are key to developing the most efficient and effective Logistics and SCM strategy.
4. **Information**: Integration of processes through the supply chain to share valuable information, including demand signals, forecasts, inventory, transportation, potential collaboration, etc.
5. **Inventory Management**: Quantity and location of inventory, including raw materials, work-in-progress (WIP) and finished goods.
6. **Cash-Flow**: Arranging the payment terms and methodologies for exchanging funds across entities within the supply chain.

Supply chain execution means managing and coordinating the movement of materials, information and funds across the supply chain. The flow is bi-directional.

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90

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AREA OF THE STUDY

Major focus of exporters is that materials should be supplied on time and this task is performed by shipping agents like custom house agents, freight forwarders etc.

Ludhiana district of Punjab is hub of exporters and all exporters work with the help of intermediaries and CHA's, though **Ludhiana (PUNJAB)** is a developing city but is very much untapped market where research and in-depth study is demanded because export is adding to the revenue of our country.

Ludhiana city has around 100 (Custom House Agents). They have Containers Freight Stations (CFS), Better roads, good rail connectivity therefore this makes us to have in-depth study of **"Prospects of exporters from Ludhiana City"**

REVIEW OF LITERATURE

Mishra et al. (2005) studied the **"Problems, challenges and opportunities of logistics with special reference to Indian economy"**. They believed that the logistics industry in India is evolving rapidly and it is the interplay of infrastructure, technology and new types of services providers that will define whether the industry is able to help its customers reduce their logistics costs and provide effective services (which are also growing).

Gujar (2006) in his thesis titled, **"Growth of Containerization and Multimodal transportation in India"** analyzed the multimodal transportation system in India; identified the numerous facets of the system; and studied the role of multimodal transportation in the economic growth of the country. It also highlights the shortcomings and challenges India is facing because of lack of legislation, policy failures, infrastructure limitation, and operational deficiencies and suggests measures for improving efficiency and operation.

The objective of the article titled," **Impact of transportation Infrastructure on logistics in India"** by **Vijayaraghavan (2007)** is to put forth the macro perspectives in Indian transportation logistics, the scenarios in the infrastructure, which constitute Macro Logistics in the country. Transportation has great impact on a country's economy.

OBJECTIVES OF THE STUDY

1.) To know difficulties of custom house agents (CHA's) related to Ludhiana region.
2.) To know whether problems have any relationship with demographic variables like age, education qualification and occupation of agent.

RESEARCH METHODOLOGY

The textile industry provides an ideal setting for study as there are small to medium sized firms, engaged in exports of variety of products. The northern states of India are major sources of textile manufacturers and exports as they have location advantage regarding supply of raw material. Therefore Punjab (Ludhiana) has been chosen to study.

SCOPE OF THE STUDY

Problems faced by 'Custom House Agents' shipping lines during export transit are the major area of study. The study explores various issues raised by CHA's regarding connectivity, infrastructure developments and problems related with the port.

DATA COLLECTION

Total number of Custom House Agent's in Ludhiana city is 100 therefore present study is based on total sample size of 30 respondents.

Both Primary and secondary data was collected. Questionnaire was designed in two sections based on a) Demographic variables (Age, Occupation, and Educational Qualification) b) Problems faced by respondents.

HYPOTHESIS

1. Ho1: There is no significant impact of age towards the difficulties faced by shipping agents.
2. Ho2: There is no significant variation between shipping agents and employed agents towards perception to problems faced while shipping.
3. Ho3: There is no significant variation or impact of qualification on perception towards problems faced by shipping agents.

ANALYSIS OF DATA

Collected Data was analysed on the basis of age, qualifications, occupations (here by occupation we mean that respondent is agent himself or employee of agent) of shipping agents.

Data was collected by obtaining the responses on a 5 point Likert scale ranging from strongly disagree (1) to strongly agree(5) over 14 attributes when data was classified under age, occupation and qualification of agent.

The data so collected was processed and analysed which included tabulation of data and performance of statistical application using MS Excel and XL STAT software version 2010.

DATA ANALYSIS

The analysis of various factors considered in view of the objectives listed above is given below:-

TABLE 1: SAMPLE CHARACTERISTICS

Socio economic profile of shipping agents		
Group	N=30	%
AGE		
25-35	8	26.67
35-45	16	53.33
45 ABOVE	6	20
OCCUPATION		
SERVICE	10	33.33
BUSINESS	20	66.67
EDUCATIONAL QUALIFICATION		
PROFESSIONAL GRADUATE	8	26.67
PG	6	20
GRADUATE	14	46.67
PROFESSIONAL PG	2	6.67

Source: Field survey

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT   91
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The characteristics of sample depicted in table 1 reveals that the majority of the respondents are between 35-45 years of age (53.33%), followed by age group of between 25-35 years (26.67%) and only (20%) respondents lie in the age group of 45 years. From the total respondents, 10 respondents are of service (employee of agent) and 20 are of business shipping agents.

Respondents are mostly graduate (46.67%) and professional graduate are of (27%)but very less respondents are Post Graduate (20%)and professional PG (6.67%)

Table 2, has been drawn to display the overall mean for responses made from various age groups, occupation and their educational qualification, so as to relate these demographic variables with their specific problems.

TABLE 2: OVERALL DEMOGRAPHIC VARIABLES SCORE

Group	N=30		
AGE		**Mean**	**SD**
25-35	8	4.43	1.161
35-45	16	3.71	0.874
45 ABOVE	6	3.71	1.26
OCCUPATION	**N=30**	**Mean**	**SD**
SERVICE	10	3.8	1.084
BUSINESS	20	3.4	0.86
EDUCATIONAL QUALIFICATION	**N= 30**	**Mean**	**SD**
PROFESSIONAL GRADUATE	8	3.6	0.98
PG	6	3.74	0.87
GRADUATE	14	4.14	1.39
PROFESSIONAL PG	2	3.67	1.002

Overall mean for different age groups are tabulated out of which 25-35 years mean value is 4.43 which is more than other age groups indicating majority of problems are related with age group of 25-35 years of age. Also agents, who are in service, mean value (3.8) is slightly more than agents having their own business (3.4) which shows agents who are in service as occupation face more problems than agents having their own business. And as regard to their educational qualification, graduate mean value is (4.14) which is more than other qualified agents. This shows mostly agents are graduate and have common problems.

The respondents were asked to measure the importance of 14 types of problems on 5 point scale anchored by strongly agree (5) to strongly disagree (1) and no respondents lead to results strongly disagree(1)

TABLE 3: FREQUENCY DISTRIBUTION OF RESPONSES OBTAINED

FREQUENCY DISTRIBUTION		N= 30				
S. NO	**ATTRIBUTES**	**Strongly agree(5)**	**Agree(4)**	**can't say(3)**	**Disagree(2)**	**strongly disagree(1)**
1	Non availability of containers from shipping line	6	18	2	4	0
2	Long waiting for clearances from customs	6	24	0	0	0
3	Long time taken for document clearance to clear export consignment	4	18	8	0	0
4	Container not available on time	2	12	2	14	0
5	Shipment cannot be done within short period (10 days)	0	6	14	10	0
6	Many time congestion on port	12	14	2	2	0
7	Preference given to regular/ big exporters	4	18	6	2	0
8	Preference given on loading and unloading of containers	0	8	18	4	0
9	Many documents for export clearance delay in work	10	16	4	0	0
10	Unawareness of proceedings	0	18	6	6	0
11	Poor connectivity	8	16	2	4	0
12	Poor govt. Publicity	2	10	18	0	0
13	Non-professional attitude of govt. Officers	4	16	8	2	0
14	Infrastructure problem (Local dry ports	8	18	4	0	0

Table 3 depicts views of respondents regarding their problem on the basis of their classification. The results of study revealed out of 14 attributes 5 factors are long waiting for clearances from customs, many time congestion on port, Many documents for export clearance delay in work, Non-professional attitude of govt. officers, infrastructure problems were found to have a significant impact on their problems being faced by them,80% respondents(agree) that they have long waiting for clearances from customs, 47% of respondents (agree) that they have many time congestion on port. Again 53% (agree) that there are many documents for export clearances delay in work. And quite importantly 53% (agree) respondents believe that they face Non-professional attitude of govt. officers and 60% respondents (agree) with Infrastructure problems.

IMPACT OF DEMOGRAPHIC FACTORS ON THEIR PROBLEMS

The impact of various demographic factors: age, occupation and qualification were analyzed with different age groups and their relationships were analyzed through ANOVA and t test. (Significant at 5 % level)

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TABLE 4: ANOVA AND F TEST USED ON AGE OF RESPONDENTS

Analysis of significant demographic variables					
Variables	Age(in Years)	N = 30	Mean	SD	F Value
Non availability of containers from shipping line	25-35	8	4.25	0.97	0.093
	35-45	16	3.875	0.87	
	45 – above	6	3.33	0.95	
Long waiting for clearances from customs	25-35	8	4	0.48	0.010
	35-45	16	4.25	0.43	
	45 – above	6	4.33	1	
Long time taken for document clearance to clear export consignment	25-35	8	3.5	1.13	4.151
	35-45	16	4.125	0.33	
	45 - above	6	3.67	0.94	
Container not available on time	25-35	8	3.75	0.93	0.136
	35-45	16	3.125	0.93	
	45 - above	6	2	0	
Shipment cannot be done within short period (10 days)	25-35	8	3	0.77	27.000
	35-45	16	2.75	0.66	
	45 - above	6	3	0.82	
Many time congestion on port	25-35	8	4	0.63	0.010
	35-45	16	4.25	0.97	
	45 - above	6	4.33	1	
Preference given to regular/ big exporters	25-35	8	4	0.63	20.816
	35-45	16	3.5	0.7	
	45 - above	6	4.33	1	
Many documents for export clearance delay in work	25-35	8	4	0.63	27.000
	35-45	16	4.375	0.69	
	45 - above	6	4	0.82	
Unawareness of proceedings	25-35	8	3	0.62	1.171
	35-45	16	3.625	0.69	
	45 - above	6	3.33	0.95	
Poor connectivity	25-35	8	3.25	0.4	0.025
	35-45	16	4	0.87	
	45 - above	6	4.67	0.48	
Poor govt. publicity	25-35	8	3.5	0.75	0.750
	35-45	16	3.5	0.7	
	45 - above	6	3.33	0.47	
Non-professional attitude of govt. officers	25-35	8	4.25	0.75	0.378
	35-45	16	3.5	0.7	
	45 - above	6	3.67	0.48	
Infrastructure problem (Local dry ports	25-35	8	4	0.96	0.117
	35-45	16	4.125	0.6	
	45 - above	6	4.33	1	

Source: Field survey

ON THE BASIS OF AGE

From the Table4, it is found that the distribution of respondents based on age, some significant differences were found among different age groups viz. 25-35 years, 35-45 years and above 45 years in terms of their perception towards their responses towards their problems. Mostly responses obtained from 35-45 groups vary slightly with age groups of 25-35 ages .Mean values of 13 statements were analyzed, out of which 4 factors like Long waiting for clearances from customs mean value ranges from(4 , 4.25, 4.33) from age groups 25-35, 35-45, 45 and above, Many time congestion on port mean score(4, 4.25, 4.33) for different age groups, Many documents for export clearance delay in work mean score (4.33) for 25-35 age group,(4.37) for 35-45 age group, (4) for 45- above age groups and Infrastructure problems mean score (4,4.125,4.33) of different age groups were found highest for these 4 factors signify that these factors are major problems which are common for all ages of groups. SD also ranges high for all these 4 factors over total 13 attributes taken. Level of significance varies much in certain factors as Preference given to regular/ big exporters, many documents for export clearance delay in work, Long time taken for document clearance to clear export consignment. This interprets that age has not much relation with their problems. All the respondents with different age groups find common problems inspite of any age and experience they are into this work.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT   93
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TABLE 5: ANOVA AND F TEST USED ON OCCUPATION OF RESPONDENTS

Analysis of significant demographic variables					
Variables	Occupation	n =30	MEAN	SD	F value
Non availability of containers from shipping line	Service	10	3.8	0.97	3.333
	Business	20	3.9	0.83	
Long waiting for clearances from customs	Service	10	4.6	0.48	1.939
	Business	20	4.1	0.3	
Long time taken for document clearance to clear export consignment	Service	10	3.6	1.13	1.215
	Business	20	3.8	0.6	
Container not available on time	Service	10	3.6	0.93	1.215
	Business	20	2.8	1.16	
Shipment cannot be done within short period (10 days)	Service	10	2.8	0.77	3.994
	Business	20	3	0.77	
Many time congestion on port	Service	10	4	0.63	4.052
	Business	20	4.3	0.9	
Preference given to regular/ big exporters	Service	10	4	0.63	1.639
	Business	20	3.4	0.66	
Many documents for export clearance delay in work	Service	10	4	0.63	4.052
	Business	20	4.3	0.46	
Unawareness of proceedings	Service	10	3.8	0.62	1.767
	Business	20	3.3	0.83	
Poor connectivity	Service	10	4.2	0.4	2.047
	Business	20	3.8	0.96	
Poor govt. Publicity	Service	10	2.8	0.75	6.176
	Business	20	3.3	0.46	
Non-professional attitude of govt. officers	Service	10	4.8	0.75	0.988
	Business	20	3.5	0.8	
Infrastructure problem (Local dry ports	Service	10	3	0.96	13.970
	Business	20	4.1	0.3	

Source: Field survey

ON BASIS OF OCCUPATION

Table 5, depicts views of respondents on the basis of occupation. Mean values for 4 factors as long waiting for clearance from customs mean score ranges 4.1 for service respondents to 4.6 for business respondents , Many time congestion on port mean score (4,4.3) for service and business respondents, Many documents for export clearance delay in work mean score (4,4.3) for service and business respondents, Poor connectivity mean values(4.2, 3.8) for service and business respondents were found highest over other attributes The SD also ranges high for these same factors over all 13 attributes. This signify that service and business agents have common major problems inspite of their occupation

In the ANOVA Test results that mostly agents in service have more problems than agents having their own business as service agents find more problems related to documents. Non Professional attitude of government officers, poor govt. Publicity and infrastructure problems. But apart from such small differences there is no much significant impact of occupation to their problems which are mostly of similar nature.

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TABLE 6: ANOVA AND F TEST USED ON EDUCATIONAL QUALIFICATION OF RESPONDENTS

Analysis of significant demographic variables					
Variables	Qualification	N=30	mean	SD	F value
Non availability of containers from shipping line	PROFESSIONAL GRADUATE	8	4	0.7	
	PG	6	3.86	0.86	5.879
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	3.67	1.25	
Long waiting for clearances from customs	PROFESSIONAL GRADUATE	8	4	0	
	PG	6	4.29	0.47	5.934
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	4.67	0.82	
Long time taken for document clearance to clear export consignment	PROFESSIONAL GRADUATE	8	3.75	0.43	
	PG	6	3.86	0.64	10.341
	GRADUATE	14	2	0	
	PROFESSIONAL PG	2	4	0.82	
Container not available on time	PROFESSIONAL GRADUATE	8	3.5	1.12	
	PG	6	2.86	0.99	23.711
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	2.67	0.94	
Shipment cannot be done within short period (10 days)	PROFESSIONAL GRADUATE	8	2.75	0.5	
	PG	6	3	0.75	13.505
	GRADUATE	14	2	0	
	PROFESSIONAL PG	2	3	0.82	
Many time congestion on port	PROFESSIONAL GRADUATE	8	3	1	
	PG	6	4.57	0.5	0.142
	GRADUATE	14	5	1.42	
	PROFESSIONAL PG	2	4.33	1	
Preference given to regular/ big exporters	PROFESSIONAL GRADUATE	8	4	0	
	PG	6	3.14	0.64	0.083
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	4	0.82	
Many documents for export clearance delay in work	PROFESSIONAL GRADUATE	8	4.5	0.5	
	PG	6	4	0.53	0.009
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	4	0	
Unawareness of proceedings	PROFESSIONAL GRADUATE	8	3.25	0.43	
	PG	6	3.57	0.73	3.157
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	3.33	0.95	
Poor connectivity	PROFESSIONAL GRADUATE	8	3.75	0.43	
	PG	6	4.29	1.02	0.711
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	3.33	0.95	
Poor govt publicity	PROFESSIONAL GRADUATE	8	3.5	0.5	
	PG	6	3.57	0.73	1.350
	GRADUATE	14	3	0	
	PROFESSIONAL PG	2	3.33	0.47	
Non professional attitude of govt. Officers	PROFESSIONAL GRADUATE	8	3.5	0.87	
	PG	6	3.71	0.53	0.005
	GRADUATE	14	4	1	
	PROFESSIONAL PG	2	4	0.82	
Infrastructure problem (Local dry ports	PROFESSIONAL GRADUATE	8	3.75	0.43	
	PG	6	4.29	0.47	2.319
	GRADUATE	14	5	1.42	
	PROFESSIONAL PG	2	4	0.82	

Source: Field survey

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE & MANAGEMENT   95

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ON BASIS OF EDUCATIONAL QUALIFICATION

From table 6,It is found that the mean values of same 4 common factors as long waiting for clearances from customs, Many time congestion on port, Many documents for export clearance delay in work, Infrastructure problems are having highest mean values ranging from (4 to 5)over all other 13 factors. This depicts that these are the common problems faced by respondents in spite of any educational qualification they have.

In the ANOVA results mostly respondents are graduate and there is slight differences with qualification to their problems, normally all of their problems are related with Long time taken for document clearance to clear export consignment, Container not available on time, Shipment cannot be done within short period (10 days) but mostly every problem is similar to any qualification respondent posses.

TESTING OF HYPOTHESIS

HO1: THERE IS NO SIGNIFICANT IMPACT OF AGE TOWARDS THE DIFFICULTIES FACED BY SHIPPING AGENTS.

Hypothesis testing (T test)				
AGE	**n=30**	**Mean**	**SD**	**T Value**
25-35	8	4.43	1.161	
35-45	16	3.71	0.874	1.03
45 ABOVE	6	3.71	1.26	

p-value (Two-tailed)	0.082
Alpha	0.05

Test interpretation:

H0: The difference between the means is equal to 0.

Ha: The difference between the means is different from 0.

As the computed p-value is greater than the significance level alpha=0.05, one cannot reject the null hypothesis H0.

The results of T test presented reveals mainly that there was no age group wise significant differences with regard to the problems being encountered during export transit.

HO2: THERE IS NO SIGNIFICANT VARIATION BETWEEN SHIPPING AGENTS AND EMPLOYED AGENTS TOWARDS PERCEPTION TO PROBLEMS FACED WHILE SHIPPING

Hypothesis testing (T test)				
OCCUPATION	**N=30**	**Mean**	**SD**	**T Value**
SERVICE	10	3.8	1.084	1.1
BUSINESS	20	3.4	0.86	

p-value (Two-tailed)	0.205
Alpha	0.05

Test interpretation:

H0: The difference between the means is equal to 0.

Ha: The difference between the means is different from 0.

As the computed p-value is greater than the significance level alpha=0.05, one cannot reject the null hypothesis H0. The results of T test presented reveals mainly that there was no Occupation wise significant differences with regard to the problems being encountered during export transit. As respondents who are in service or business face similar problems though one who has his own business of shipping lines find difficulties and problems during transit.

HO3: THERE IS NO SIGNIFICANT VARIATION OR IMPACT OF QUALIFICATION OR PERCEPTION TOWARDS PROBLEMS FACED BY SHIPPING AGENTS.

Hypothesis testing (T test)				
EDUCATIONAL QUALIFICATION	**N= 30**	**Mean**	**SD**	**T value**
PROFESSIONAL GRADUATE	8	3.6	0.98	
PG	6	3.74	0.87	1.186
GRADUATE	14	4.14	1.39	
PROFESSIONAL PG	2	3.67	1.002	

p-value (Two-tailed)	0.058
Alpha	0.05

Test interpretation:

H0: The difference between the means is equal to 0.

Ha: The difference between the means is different from 0.

As the computed p-value is greater than the significance level alpha=0.05, one cannot reject the null hypothesis H0. The results of T test presented reveals mainly that there was no Educational Qualification wise significant differences with regard to the problems being encountered during export transit. As we normally believe that who are highly qualified have less problems then less qualified but the study reveals

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all the respondents find similar problems in spite of their qualifications.

FINDINGS

The various factors considered and analysed for addressing the problems faced by respondents, various tools were used to analyse the data and various interpretations are given, present study reveals as under:

1. Although all the factors considered under study are relevant and important but still certain factors were found under study more effecting and making impact on their problems in export transit like long waiting for clearances from customs, many time congestion on port, Many documents for export clearance delay in work, Preference given to regular/ big exporters, Non-professional attitude of govt. Officers, poor connectivity and infrastructure problems.

2. As regard to demographic variables are concerned no significant impact was found during study of the perception towards their problems as every respondent agree with common problems becoming hurdles in their way of export transit. There is no relation with any age they are into shipping lines, they are facing common problems as our system has flaws which with ages and experience do not change. Even respondents are in service or having their own business duly agree on common problems. Also their educational qualification was considered, majority of respondents are graduate but till now any qualification they possess, they are having same problems which are becoming root cause in their working conditions. Though people believe that with age, qualification and occupation the problems become easy but the study interprets that these problems are hampering development of Ludhiana city which really needs emphasis and improvement.

3. For maintaining better system government role is important, as mostly problems which our prospective exporters face are due to lack of diligence and sincerity of government officials otherwise if govt support increases towards the prospective region like Ludhiana which is a developing city , we can expect more exports coming forward towards this region

4. There is a urgent need to modify the system by paying more attention towards infrastructure of Ludhiana region which is leading to poor connectivity and more lead time which do not allow our exporters to clear their contracts and consignment on time

CONCLUSION

 The study will be very useful for all the people who are engaged in export and also will empower all those who are trying to change the system and are directly or indirectly linked with the problems during export transit.

Thus to interpret it is a high time to wake and develop a better system so that Ludhiana region of Punjab which is a hidden location can develop with new innovations if these problems will be addressed on time.

The findings of the study listed above, if properly taken care of would increase efficiency and productivity of the organisation, provide products on time leading to better exports and increasing export share of our country.

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97

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98