

**A STUDY ON PROBLEMS FACED BY FREIGHT FORWARDERS WITH
REFERENCE TO HYUNDAI GLOVIS**

Submitted in partial fulfilment of the requirements for the award of Degree in
MASTER OF BUSINESS ADMINISTRATION

by

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**DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **SANCHANA A A 40410266** who carried out the project entitled "**A STUDY ON PROBLEMS FACED BY FREIGHT FORWARDERS WITH REFERENCE TO HYUNDAI GLOVIS**" under my supervision from January 2023 to March 2023.

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This is to certify that Ms. Sanchana A, from Sathyabama Institute of Science and Technology has successfully completed her internship in the Department of Logistics as a part of her project "A study on the problems faced by the Freight forwarders" in our company Hyundai Glovis from 23-01-2023 to 23-03-2023, with reference to the partial fulfilment of the requirements of the MBA (Operations) course.

FOR GLOVIS INDIA PVT. LTD.

(J. HARISH KUMAR FOD)
AUTHORISED SIGNATORY



DECLARATION

I **SANCHANA. A. A (40410266)** hereby declare that the Project Report entitled “**A STUDY ON PROBLEMS FACED BY FREIGHT FORWARDERS WITH REFERENCE TO HYUNDAI GLOVIS**” done by me under the guidance of **DR. VELUMONI** is submitted in partial fulfilment of the requirements for the award of Master of Business Administration degree.

DATE: 06.05.2023

PLACE: CHENNAI

Sanchana

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SANCHANA A A

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ABSTRACT

The term Logistics Management or supply chain management is that part of Supply Chain Management that 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's requirements.

A freight forwarder is a person or company that organizes shipments for individuals or corporations to get large orders from the manufacturer or producer to market or final point of distribution. Forwarders will contract with a carrier to facilitate the movement of goods. A forwarder is not typically a carrier, but is an expert in supply chain management. In other words, a freight forwarder is a "travel agent," for the cargo industry, or a third-party (non-asset-based) logistics provider. A forwarder will contract with asset-based carriers to move cargo ranging from raw agricultural products to manufactured goods.

The primary objective of this project is to conduct 'A study on problems faced by freight forwarders in Hyundai Glovis'. It is important to analyse the problems faced by freight forwarders from the carriers as well as companies and individual customers.

- Population size : > 300
- Sample Size : 121
- Sampling Technique : Convenience Sampling
- Statistical Tools : T-test, One way ANOVA
- Graphical Tools : Bar Charts, Pie Charts

By studying and comparing the various problems faced by the freight forwarders. It is easy identify the solutions to avoid the problems and make sure the smooth flow of business. This will help Hyundai Glovis to establish a reasonable share in the market place.

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CHAPTER 1 – INTRODUCTION

1.1 INTRODUCTION

The word of logistics originates from the ancient Greek logos, which means “ratio, word, calculation, reason, speech, and oration”. Logistics as a concept is considered to evolve from the military's need to supply them as they moved from their base to a forward position. In ancient Greek, Roman and Byzantine empires, there were military officers with the title ‘Logistics’ who were responsible for financial and supply distribution matters.

A **freight forwarder** or **forwarding agent** is a person or company that organizes shipments for individuals or corporations to get large orders from the manufacturer or producer to market or final point of distribution. Forwarders will contract with a carrier to facilitate the movement of goods. A forwarder is not typically a carrier, but is an expert in supply chain management. In other words, a freight forwarder is a "travel agent," for the cargo industry, or a third-party (non-asset-based) logistics provider. A forwarder will contract with asset-based carriers to move cargo ranging from raw agricultural products to manufactured goods. Freight can be booked on a variety of carrier types, including ships, airplanes, trucks, and railroads. It's not unusual for a shipment to move along its route on multiple carrier types.

The term logistics seems all pervasive. It appears on the sides of trucks, ships and aircraft, forming part of the name of many business enterprises, in classified job advertisements as well as newspaper articles and on television news broadcasts.

1.2 INDUSTRY PROFILE

Logistics is a process of planning, implementing and controlling efficient and cost-effective flow of materials and information from point of origin to point of consumption. Hence, Logistics is nothing but the process of strategically managing the movement and storage of materials, parts, and finished inventory from suppliers, between enterprise facilities and customers.

A freight forwarder, forwarder, or forwarding agent is a person or company that organizes shipments for individuals or other companies and may also act as a carrier. A forwarder is often not active as a carrier and acts only as an agent, in other words

As a third-party logistics provider, they have the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

Some of the typical information reviewed by a freight forwarder is the commercial invoice, shipper's export declaration, bill of lading and other documents required by the carrier or country of export, import, or transshipment. Much of this information is now processed in a paperless environment.

Logistics 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 customers' requirements.

International freight forwarders handle both direct and consolidated shipments. A direct shipment is sent on its own without being co-loaded with other goods. This could be an entire container, truckload or airfreight shipment. Consolidated shipments are those where goods from two or more parties are shipped together, adding weight and security to the shipment, and usually lowering the cost of freight.

An international freight forwarder is an agent for the exporter in moving cargo to an overseas destination. These agents are familiar with the import rules and regulations of foreign countries, the export regulations of the U.S. government, the methods of shipping, and the documents related to foreign trade. Export freight forwarders are licensed by the International Air Transport Association (IATA) to handle air freight and the Federal Maritime Commission to handle ocean freight.

Freight forwarders assist exporters in preparing price quotations by advising on freight costs, port charges, consular fees, costs of special documentation, insurance costs, and their handling fees. They recommend the packing methods that will protect the

merchandise during transit or can arrange to have the merchandise packed at the port or containerized. If the exporter prefers, freight forwarders can reserve the necessary space on a vessel, aircraft, train, or truck. The cost for their services is a legitimate export cost that should be included in the price charged to the customer.

Once the order is ready for shipment, freight forwarders should be reviewing all documents to ensure that everything is in order. This is of particular importance with letter of credit payment terms. They may also prepare the bill of lading and any special required documentation. After shipment, they can route the documents to the seller, the buyer, or to a paying bank. Freight forwarders can also make arrangements with customs brokers overseas to ensure that the goods comply with customs export documentation regulations. A customs broker is an individual or company that is licensed to transact customs business on behalf of others. Customs business is limited to those activities involving transactions related to the entry and admissibility of merchandise.

1.3 COMPANY PROFILE

Hyundai Glovis is your one stop shop - solution and your cargo to be delivered in a timely manner. Logistic Companies have successfully revolutionized the freight services in India. The company's team of experienced logistics experts will give updates during the product movement process. The company will complete the long paper-work, follow up with the crew to find out the present position of the item and then going through the tedious system of the respective port after reaching the destination.

The freight option allows to select from the list of services, namely door to door services, Air freight, import & export services, documentation handling & processing, insurance, local air freight, cartage and delivery. Client may even check out the customized ship freight services and transfer the good to any major international ports around the world. Contact us as we are reliable and with years of experience ensures safe delivery of the products within time.

Company believes that business is not measured purely in financial terms. It also believe that the way they go about achieving their success is as important as success itself.

The Logistics division has strategically located facilities in all capital city ports and provides road and rail container transport, customs and quarantine services, container parks, intermodal terminals, warehousing and international freight forwarding.

Detailed information on these services, facility locations and contacts are contained under the divisional tabs above.



Fig 1.1 Transportation



Fig 1.2 Storage and Warehousing

1.4 NEED FOR THE STUDY:

A freight forwarder is a person or company that organizes shipments for individuals or corporations to get large orders from the manufacturer or producer to market or final point of distribution. It helps to analyse the problems faced by freight forwarders from the carriers as well as companies and individual customers. It helps to understand the satisfaction level of the custom clearance.

Logistics play a vital role in international business. A freight forwarder can help to improve the delivery of products and increase customer service. Hyundai Glovis faces problems in documentation, transport, custom clearance, freight forwarder and this affect the exports and integral part of global supply chain so to overcome all these problem study is conducted.

1.5 OBJECTIVE OF THE STUDY

1.5.1 Primary Objective:

To study the problems faced by freight forwarders with special reference to Hyundai Glovis in Chennai.

1.5.2 Secondary Objective:

- 1) To analyse the problems faced by freight forwarders.
- 2) To find out the satisfaction level of the respondents in freight forwarding.
- 4) To suggest solutions to reduce the problems faced by the freight forwarders.

1.6 SCOPE OF THE STUDY

A forwarder is often not active as a carrier and acts only as an agent, in other words as a third-party logistics provider, they have the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

It helps the company to identify the bottleneck/s within the freight-forwarders. It helps the company to identify the better way for the Freight Forwarders to accomplish their tasks. This study focus on understanding the problems of the freight forwarders.

1.7 LIMITATIONS OF THE STUDY

- Opinion of employees may be biased at time.
- Respondents would have hidden some facts due to the fear of management.
- The study is based on the data collected from respondents and a journal hence the reliability of the data is not probed into. Utmost care has to be taken while extending the results to the other areas.

CHAPTER 2- REVIEW OF LITERATURE

Benjamin Ertel and Mike Jones (2007) A study on “Performance Based Logistics Perspective”. The objective of the study is about the critical concepts for successful PBL incorporation and common PBL misconceptions in logistics. It also describes keys to successful PBL implementation Viz. Alignment of supplier incentives with requirements, competitive advantage and empowerment of support provider. It gives the PBL value proposition as improved integration and gives the necessary steps for implementation of performance based logistics.

Sebastian (2008) A Study on “Problems of Logistics Industry “. The objective of the study about the problem that faced logistics industry. He concluded that India’s logistics industry is low in their planning and current professionals in the industry should sharpen their skills on a broad base of key elements of transportation and logistics. Finally he said that, there should be very balanced between solid knowledge and real world application.

M. Dhanabakyam and K. Parimala (2006) A study on “Role of Freight Forwarders and Customs House Agents In Logistics-A Perceptual Study. The study concerned with the freight forwarding is a vital part of logistics in international trade activity. The objective of the study was to identify the study appraise the role played by Freight Forwarders in logistics was conducted. Thus the study showcased that, as the world has become a global village, the service providers like Freight. Forwarders should be prepared to face the challenges of tomorrow, by extending their network in every corner of the world and providing more accuracy in their commitments.

Davis, Beth R (2006), a study on” Logistics service driven loyalty: an exploratory study”. The Journal shows that supply chain relationships can be a stable source of competitive advantage to firms in the supply chain because of their ability to create barriers to existing competition and conclude that improving logistics customer service is an ongoing focus for firms. Suppliers are trying to become more proactive with their customers and anticipate customer expectations.

Mohitayalamanchi (2009), a study on “Logistics and Customer Value”, the objective of the study is about the customer value that companies have created through logistics management, in their quest for new ways to establish a competitive edge. A number of new tools and approaches have emerged as proactive elements of the logistics response to the task of creative value for the customer viz. emphasis on logistical customer service, management of the supply chain, the development of strategic alliances. It gives an explanation of various steps taken by different firms for identifying and implementing quality improvement processes in the logistics areas.

Berrada A. Chakir & Ciro Aida (2009), a study on “Bottlenecks in the Freight Forwarding sector in West-coast Africa”. The objective of the study about a to identify the bottleneck/s within the freight-forwarding industry in west coast Africa. The Study revealed that the series of interesting findings First, the activity of a Freight Forwarder depends on a series of factors that do not depend on the Freight Forwarder per se. And second, Freight Forwarders in order to accomplish their tasks have access to services that are shared by all providers, and that are beyond their control. To conclude the study identifies infrastructure as a major bottleneck in the Freight Forwarding sector.

Scott and Brook, (1991) The chain linking each element of the manufacturing and supply process from raw materials to the end user, encompassing several organizational boundaries. In their research they highlight the significance of coordination among constituent members.

Lu and Din Woodie (2002) empirically explores the international network development of regional forwarders. Collaboration between competing forwarders may create favourable condition and network sharing for each other.

Sachan and Datta (2005); Storey et al. (2006) provided excellent review on supply chain management literature. These papers define the concept, principals, nature, and development of SCM and indicate that there is an intense research being conducted

around the world in this field they critically assessed developments in the theory and practice of supply management.

Lun et al. 2009 examine liner shipping from network perspective with an aim to develop a descriptive framework for operation and development of liner shipping networks. The framework supports liner shipping companies and their partners for cost and service improvement in renovating their networks.

Brooks 1985 reveals the service quality attributes of liner shipping industry such as transit time, directness of sailings, carrier's reputation for reliability, frequency of sailing and next ship leaving.

Lu and Din Woodie 2002 empirically explores the international network development of regional forwarders. Collaboration between competing forwarders may create favourable condition and network sharing for each other.

Lai and Cheng 2004 empirically study the freight forwarding industry in terms of demographic profiles, capabilities of providing different type of logistics services, service performance and the perceived prospects in Hong Kong. They explain many forwarders have high capability to provide freight forwarding and traditional logistics service, but they seem to lack the ability to provide other value-added service.

Liang et al. 2006 pointed out four critical service items for an ocean freight forwarder. The four service items include operations convenience and response ability, integrated service, transportation ability, and price.

Lu 2007 identifies seven capability dimensions for liner shipping including purchasing, operation, human resource management, customer service, information integration, pricing, and financial management. Results show four factors are significant differ between shipping companies and agency: marine equipment, information equipment, operation, and information integration. Stated the downturn of Hong Kong freight

forwarding industry owing to the growing competition and challenge from the neighbouring ports of Yantian and Shekou in China, which operated in a much cheaper way. He suggested a tactical knowledge-based scheduling system implemented in a local freight forwarder for supporting the scheduling process of a shipping plan.

Tongzon 2009 empirically studied on port choice issue from the freight forwarders' perspective in Southeast Asia. Efficiency is found to be the most significant factor followed by shipping frequency, adequate infrastructure and location.

Lun et al. 2009 examine liner shipping from network perspective with an aim to develop a descriptive framework for operation and development of liner shipping networks. The framework supports liner shipping companies and their partners for cost and service improvement in renovating their networks.

Shang 2009 empirically studied the organizational learning capabilities in third-party logistics providers in Taiwan. The results indicate the positive relationship between integration capability organizational learning capability and service performance.

Lu and Yang 2010 empirically evaluated the crucial logistics service capabilities and firm performance of international distribution centre operators in Taiwan. Three key capabilities are innovation capability, customer response capability and flexible operation capability.

Bock 2010 proposed a real-time-oriented control approach for freight forwarders to expand load consolidation, reduce empty vehicle trips, and handle dynamic disturbances.

Feo et al. 2011 explored the preference analysis of Spanish freight forwarders modal choice between short sea shipping and door-to-door road transport in terms of value of time, value of reliability and value of frequency in freight transport.

CHAPTER 3 – RESEARCH METHODOLOGY

METHODOLOGY:

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the impact of inventory management on profitability.

Research methodology is a system way that solves the research problem it may be understood as a science of study how research is done it is, they study the various steps that are generally adopted by researcher in studying the research problem along with the logic behind in it. It is a necessary for the researcher to know not only the research methods or techniques, but also the methodology.

Researchers not only need to know how to develop certain tests, how to apply particular research techniques, but the researcher also need to understand the assumption underlying various techniques and researcher has to know the criteria by which researcher can decide that certain techniques and procedures will applicable to certain problems and others or not.

It is necessary for the researcher to design this methodology for his problem as the same way dimensions at research methods do constitute a part of the research methodology. The scope of the research methodology is wider than those research methods. The research methodology concerns research problem or study.

3.1 RESEARCH DESIGN:

The type of research design undertaken is **Descriptive Research**. Descriptive research includes surveys and fact-findings enquiries of different kinds. The major purpose of descriptive research is description of state of affairs, as it exists at present.

➤ Descriptive research design is a hypothesis-based method that defines the primary subject matter of the research and tries to analyse it using different assumptions and techniques. This type of research design uses data collection techniques like natural

observation, case studies and surveys to derive results. Descriptive data is used to collect basic information about variables in a dataset and to find relationship between variables.

➤ Qualitative data includes respondents' opinion and ideas. It is also applied in order to describe current conditions or to investigate relationships.

3.2. SOURCES OF DATA:

Data collection method is the main sources through which the data is collected:

Primary data:

The Primary data was collected through a structured questionnaire from the employees of Freight forwarder - Hyundai Glovis in Chennai

Secondary data:

Secondary data was collected from magazines, journals, books and websites.

3.3 STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about respondents and the second part contains some questions to know about the relationship between inventory management and profitability and some more questions were added to find out the problems faced by the freight forwarders.

3.4 SAMPLE DESIGN:

Sample Design is method of selecting the samples. The convenient method of sampling was applied to select the sample respondents. A sample of 100 employees of Hyundai Glovis in Chennai is taken for this study.

3.5 TOOLS FOR ANALYSIS:

The Data collected was analyzed using Frequency analysis, T- test and Anova.

3.5.1. T- Test:

The Independent Samples T- Test is a statistical tool that compares means for two groups of cases.

3.5.2. ANOVA:

One way ANOVA is a statistical tool that can be used to compare whether two samples means are significantly different or not

3.5.3. PERCENTAGES:

Percentages refer to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentages are used to describe relationships, it is expressed as.

$$\text{Percentage} = (\text{no of employees} / \text{total no of employees}) * 100$$

3.5.4. CHARTS:

Charts are graphic displays of data for easy understanding of relative positions that is not always possible with descriptive words or numbers. Types of charts commonly used in business data presentation are: Bar and pie.

3.5.5. BAR CHARTS:

The bar chart is commonly used for presentation of qualitative data. The data can be continuous or discrete data, which are plotted against discrete data intervals. The vertical bar diagram, also called bar chart where the length or height of bars represent the numerical value of the event or measurement. Width or gap between the bars is of no significance to the bar chart data, but they are uniform in a diagram.

CHAPTER 4 - DATA INTERPRETATION AND STATISTICAL ANALYSIS

4.1 PERCENTAGE ANALYSIS

Table 4.1.1: Table indicating Age of the respondents

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
20-30	8	7%
30-40	18	15%
40-50	40	33%
Above 51	55	45%
TOTAL	121	100

INTERPRETATION:

- According to the above data, 45% of the respondents are above the age of 51 years.
- 33% of the respondents are between the ages of 41- 50.
- 15% of the respondents are between the age of 31- 40 years and
- 7% are between the ages of 20- 30.

CHART – 4.1.1: Chart indicating age wise classification of respondent

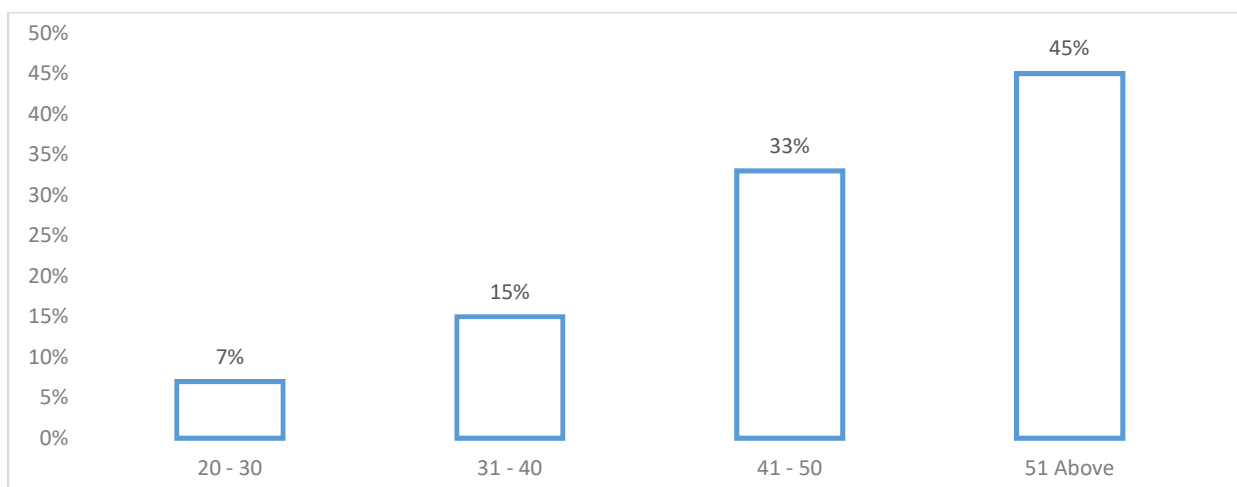


Table 4.1.2: Table indicating gender of respondents

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
MALE	93	77
FEMALE	28	23
TOTAL	121	100

INTERPRETATION:

From the above table it can be interpreted that 77% of the respondents are male.

Chart 4.1.2: Chart indicating Gender of the respondents

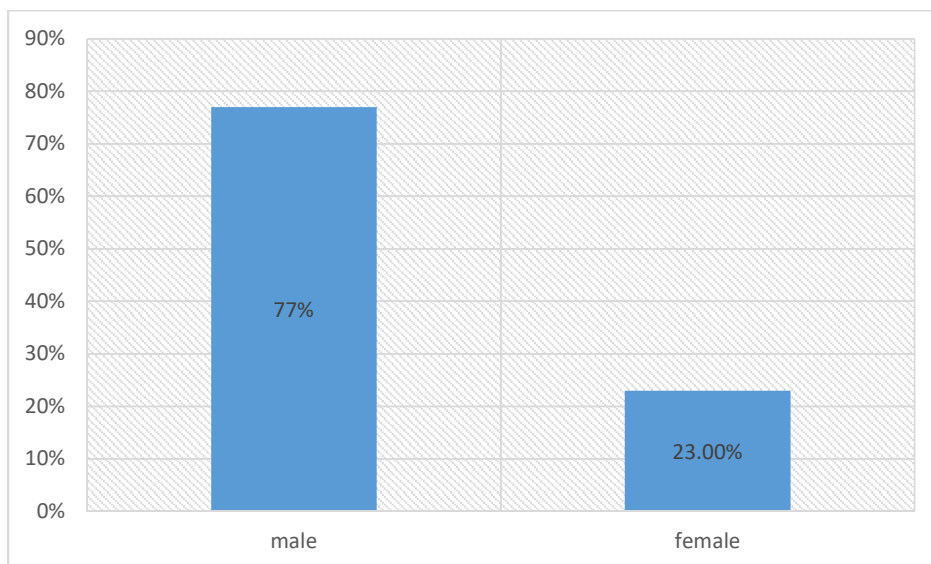


Table 4.1.3: Table indicating Rank the problems faced from carriers during freight forwarding

Variables	1	%	2	%	3	%	4	%	5	%
Delivery delay	37	31%	42	35%	21	17%	18	15%	17	14%
Damaging of packages	47	39%	27	22%	24	20%	11	9%	12	10%
Frequent rise in forwarding cost	21	17%	30	25%	29	24%	13	11%	18	15%
Lack of proper communication	4	3%	9	7%	25	21%	33	27%	42	35%
Bulk- Order Priority	12	10%	13	11%	22	18%	46	38%	32	26%

INTERPRETATION:

- From the above table it could be interpreted that 31% of the respondents have ranked delivery delay 1 as the main problems faced from carriers during freight forwarding.
- 35% of the respondents have ranked delivery delay 2 as the problems faced from carriers during freight forwarding.
- 17% of the respondents have ranked delivery delay 3 as the problems faced from carriers during freight forwarding.
- 15% of the respondents have ranked delivery delay 4 as the problems faced from carriers during freight forwarding.
- 14% of the respondents have ranked delivery delay 5 as the problems faced from carriers during freight forwarding.
- 39% of the respondents have ranked damaging of packages 1 as the main problems faced from carriers during freight forwarding.

- 22% of the respondents have ranked damaging of packages 2 as the problems faced from carriers during freight forwarding.
- 20% of the respondents have ranked damaging of packages 3 as the problems faced from carriers during freight forwarding.
- 9% of the respondents have ranked damaging of packages 4 as the problems faced from carriers during freight forwarding.
- 10% of the respondents have ranked damaging of packages 5 as the problems faced from carriers during freight forwarding.
- 17% of the respondents have ranked frequent rise in forwarding cost 1 as the main problems faced from carriers during freight forwarding.
- 25% of the respondents have ranked frequent rise in forwarding cost 2 as the problems faced from carriers during freight forwarding.
- 24% of the respondents have ranked frequent rise in forwarding cost 3 as the problems faced from carriers during freight forwarding.
- 11% of the respondents have ranked frequent rise in forwarding cost 4 as the problems faced from carriers during freight forwarding.
- 15% of the respondents have ranked frequent rise in forwarding cost 5 as the problems faced from carriers during freight forwarding.
- 3% of the respondents have ranked lack of proper communication 1 as the main problems faced from carriers during freight forwarding.
- 7% of the respondents have ranked lack of proper communication 2 as the problems faced from carriers during freight forwarding.
- 21% of the respondents have ranked lack of proper communication 3 as the problems faced from carriers during freight forwarding.
- 27% of the respondents have ranked lack of proper communication 4 as the problems faced from carriers during freight forwarding.
- 35% of the respondents have ranked lack of proper communication 5 as the problems faced from carriers during freight forwarding.
- 10% of the respondents have ranked bulk- order priority 1 as the main problems faced from carriers during freight forwarding.

- 11% of the respondents have ranked bulk- order priority 2 as the problems faced from carriers during freight forwarding.
- 18% of the respondents have ranked bulk- order priority 3 as the problems faced from carriers during freight forwarding.
- 38% of the respondents have ranked bulk- order priority 4 as the problems faced from carriers during freight forwarding.
- 26% of the respondents have ranked bulk- order priority 5 as the problems faced from carriers during freight forwarding.

Chart 4.1.3: Chart indicating Rank the problems faced from carriers during freight forwarding

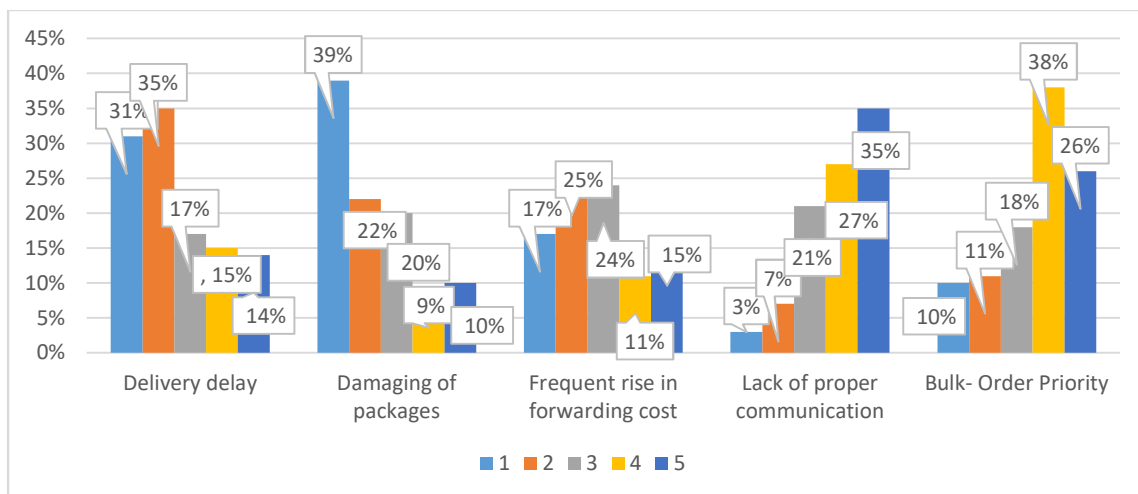


Table 4.1.4: Table indicating Educational Qualification of the respondents

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Graduate	34	28
Post graduate	23	19
ITI	45	37
Diploma	19	16
TOTAL	121	100

INTERPRETATION:

- According to the above data, 37% of the respondents are Post graduate respondents.
- 28% of the respondents are Diploma graduate respondents.
- 19% of the respondents are ITI graduates and
- 16% of the respondents are UG graduates.

Chart 4.1.4: Chart indicating Educational Qualification of the respondents

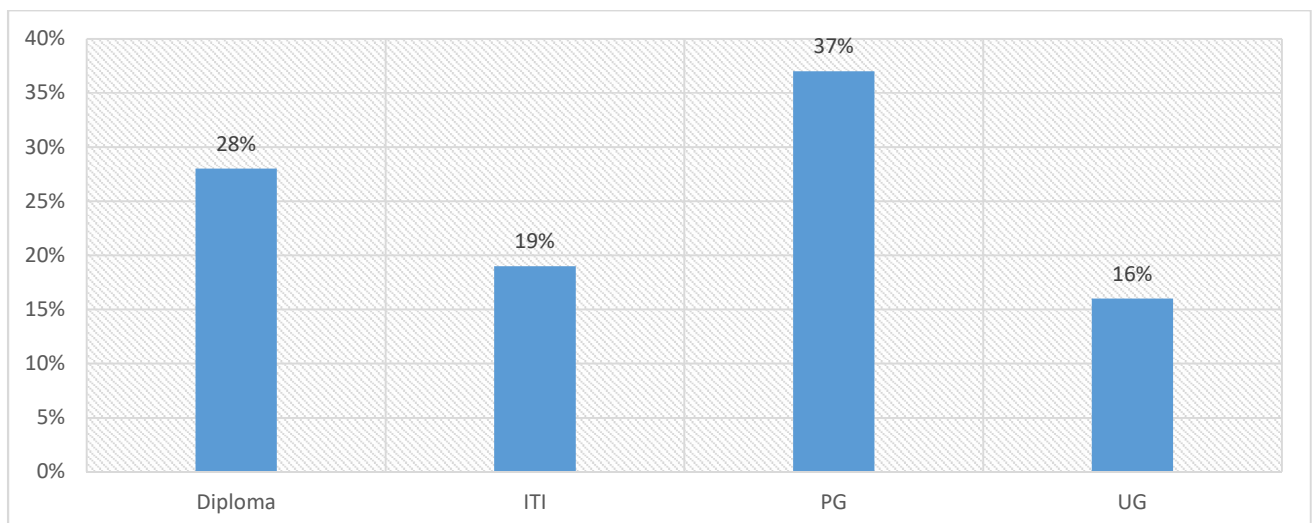


Table 4.1.5: Table indicating Income of the respondents

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
10,000- 20,000	18	15%
21,000 - 30,000	23	19%
31,000 - 40,000	46	38%
41,000 - 50,000	22	18%
above 50,000	12	10%
TOTAL	121	100

INTERPRETATION:

- According to the above data, 38% of the respondents fall under the category of 31,000- 40,000.
- 19% of the respondents fall under the range of 20,000- 31,000.
- 18% of the respondents fall under the category of 41,000- 50,000.
- 15% of the respondents fall under the category 10,000- 20,000 and
- 10% of the respondents fall above the 50,000 category.

Chart 4.1.5: Chart indicating Income of the respondents

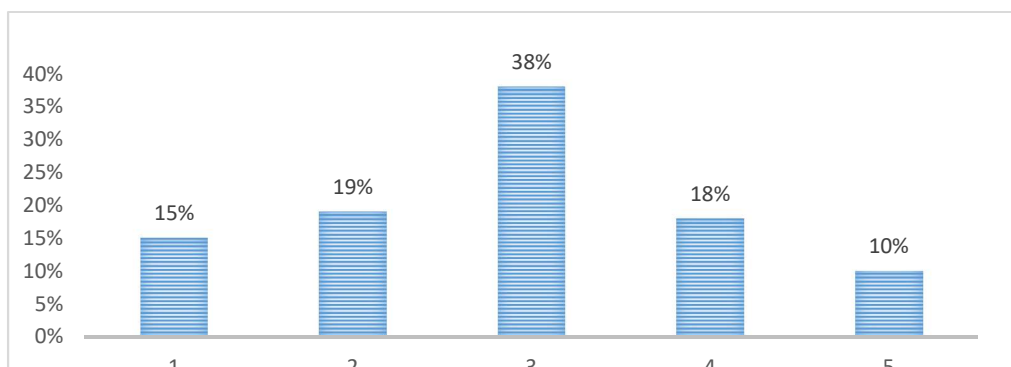


Table 4.1.6: Table indicating Operational area of the respondents

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Chennai	69	57%
Coimbatore	18	15%
Tuticorin	7	6%
Madurai	14	11%
Cochin	13	11%
TOTAL	121	100

INTERPRETATION:

- According to the above data, 57% of the respondents have Chennai as their operational area.
- 15% of the respondents have Coimbatore as their operational area.
- 11% of the respondents have Madurai as their operational area.
- 11% of the respondents have Cochin as their operational area and
- 7% of the respondents have Tuticorin as their operational area.

Chart 4.1.6: Chart indicating Operational area of the respondents

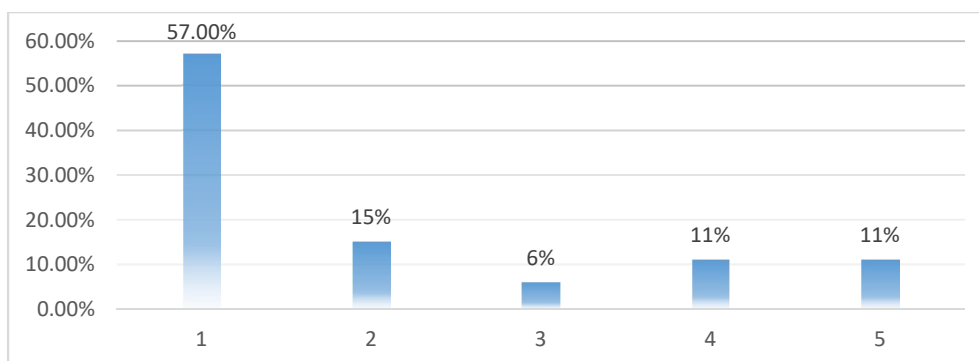


Table 4.1.7: Table indicating Exporting goods' frequency

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Biweekly	11	9%
Daily	38	31%
Fortnight	31	26%
Weekly	41	34%
TOTAL	121	100

INTERPRETATION:

- From the above table it can be interpreted that 34% of the respondents are exporting goods on a weekly basis.
- 31% of the respondents are exporting goods daily.
- 26% of the respondents are exporting goods on every fortnight and
- 9% of the respondents export goods biweekly.

Chart 4.1.7: Chart indicating Exporting goods' frequency

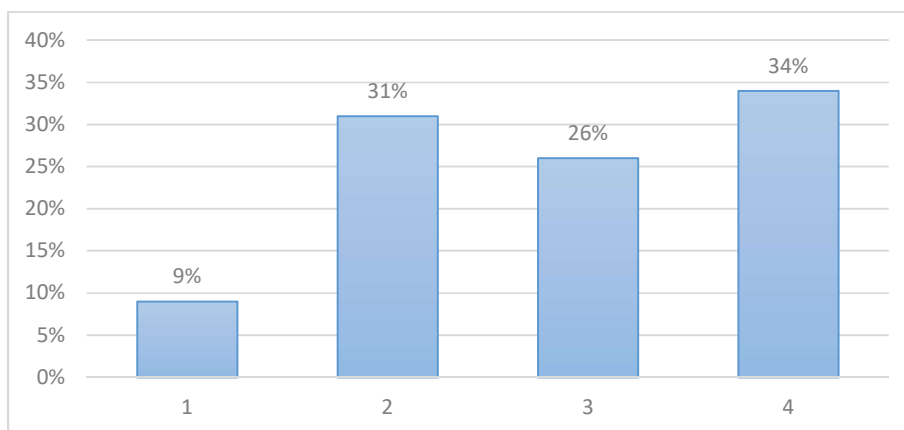


Table 4.1.8: Table indicating preferred mode of transport

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Shipways	54	45%
Airways	26	21%
Railways	8	7%
Roadways	33	27%
TOTAL	121	100

INTERPRETATION:

- From the above table it can be interpreted that 45% of the respondents prefer shipways.
- 27% of the respondents are prefer roadways.
- 21% of the respondents prefer airways and
- 7% prefer railways as their mode of transport.

Chart 4.1.8: Chart indicating preferred mode of transport

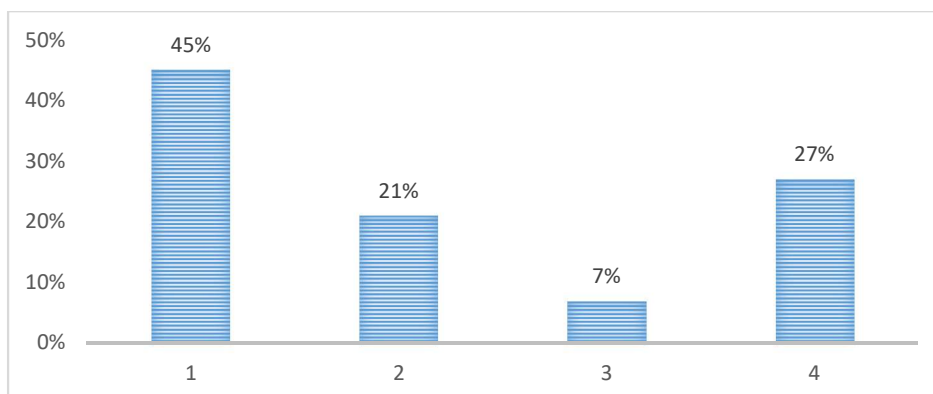


Table 4.1.9: Table indicating Opinion about freight rates

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Highly satisfied	25	21%
Satisfied	35	29%
Neutral	14	12%
Dissatisfied	27	22%
Highly dissatisfied	20	16%
TOTAL	121	100

INTERPRETATION:

- From the above table it can be interpreted that 29% of the respondents are satisfied with the freight rates.
- 22% of the respondents are dissatisfied.
- 21% of the respondents are highly satisfied.
- 16% of the respondents are highly dissatisfied and
- 12% stays neutral on the freight rates.

Chart 4.1.9: Chart indicating Opinion about freight rates

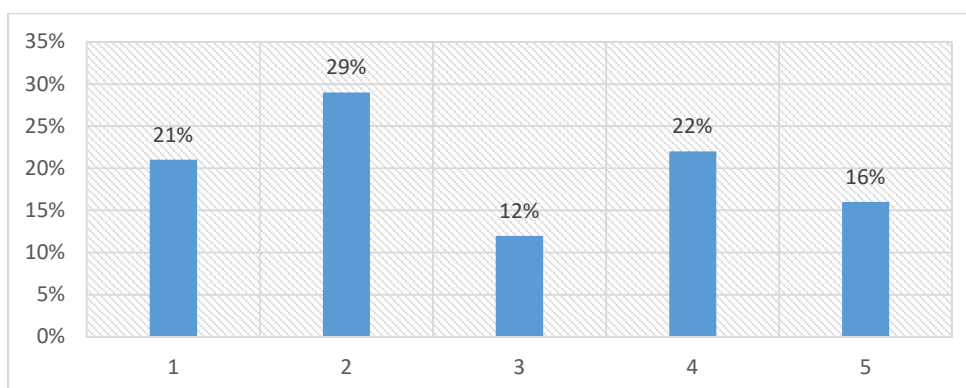


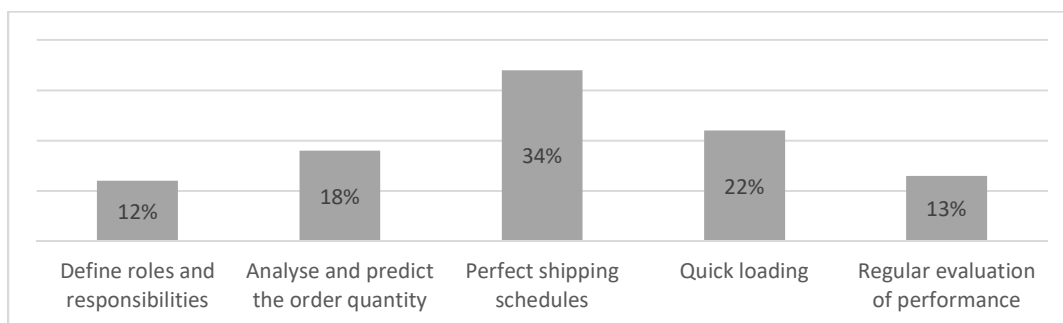
Table 4.1.10: Table indicating Suggestions to reduce the problems faced by the freight forwarders.

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Define roles and responsibilities	15	12%
Analyse and predict the order quantity	22	18%
Perfect shipping schedules	41	34%
Quick loading	27	22%
Regular evaluation of performance	16	13%
TOTAL	121	100

INTERPRETATION:

- From the above table it can be interpreted that 12% of the respondents have asked to define the roles and responsibilities.
- 18% of the respondents have asked to Analyse and predict the order quantity.
- 34% of the respondents have asked to perfect shipping schedules.
- 22% of the respondents have asked for quick loading.
- 13% of the respondents have asked to make regular evaluation of performance.

Chart 4.1.10: Chart indicating Suggestions to reduce the problems faced by the freight forwarders.



T TEST

HYPOTHESIS

H0: There is no significant difference in the problem faced by the freight forwarding between men and women respondents.

H1: There is a significant difference in the problem faced by the freight forwarding between men and women respondents.

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
avgh	Male	67	2.7672	.91955	.11234
	Female	54	3.1074	1.11911	.15229

Independent Samples Test

		Levene's Test for Equality of Variances					t-test for Equality of Means		95% Confidence Interval of the Difference	
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	Lower	Upper
avgh	Equal variances assumed	2.342	.129	-1.836	119	.069	-.34024	.18531	-.70717	.02668
	Equal variances not assumed			-1.798	102.098	.075	-.34024	.18924	-.71560	.03512

Independent Samples Effect Sizes

		Standardizer ^a	Point Estimate	95% Confidence Interval	
				Lower	Upper
avgh	Cohen's d	1.01329	-.336	-.696	.026
	Hedges' correction	1.01974	-.334	-.692	.026
	Glass's delta	1.11911	-.304	-.666	.060

INTERPRETATION:

Since P value is 0.129 which is greater than 0.05 at we accept the null hypothesis (H0) and reject the alternate hypothesis (H1). Hence there is no significant difference in the problem faced by the freight forwarding between men and women respondents.

ANOVA

H0: There is no significant difference among the different income groups.

H1: There is a significant difference among the different educational qualifications groups.

Descriptive

avgh

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
10000-20000	18	2.1000	.67301	.15863	1.7653	2.4347	1.20	3.00
21000-30000	23	2.6348	1.06626	.22233	2.1737	3.0959	1.20	3.80
31000-40000	46	3.2261	1.06884	.15759	2.9087	3.5435	1.60	5.00
41000-50000	22	3.0909	.76277	.16262	2.7527	3.4291	1.60	4.00
Above 51000	12	3.2000	.92638	.26742	2.6114	3.7886	1.60	4.20
Total	121	2.9190	1.02326	.09302	2.7348	3.1032	1.20	5.00

ANOVA

avgh

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	19.867	5	4.967	5.447	.000
Within Groups	105.779	116	.912		
Total	125.646	121			

Post Hoc Tests

Homogeneous Subsets

avgh

Duncan^{a,b}

Income	N	Subset for alpha = 0.05	
		1	2
10000-20000	18	2.1000	
21000-30000	23	2.6348	2.6348
31000-40000	46		3.2261
41000-50000	22		3.0909
Above 51000	12		3.2000
Sig.		.079	.075

INTERPRETATION:

The result in the above table shows that there is no significant difference among the different income groups in the problems faced by the freight forwarders at $F= 5.447$ and $P= 0.000$ which is less than 0.05 reject H_0 and accept H_1 . there is a significant difference among the income groups, in particular people who belong to the groups 10,000- 20,000 fall in subset group1 and the rest of the income groups fall in subset group2.

CHAPTER 5 - FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

- 45% of the respondents are above 50 years of age.
- 77% of the respondents are male.
- 37% of the respondents have completed PG.
- 48% of the respondents fall under the income level of 31000 – 40000.
- 57% of the respondents have operational area in Chennai.
- 34% of the respondents export goods weekly.
- 45% of the respondents opted shipways as their preferred mode of transport.
- 29% of the respondents are highly satisfied with the freight rates.
- There is no significant difference in the problem faced by the freight forwarding between men and women respondents.
- There is a significant difference among the different educational qualifications groups.

5.2 SUGGESTIONS

- Freight rates should be effectively modified in order to get more business. From the study it is clearly verified most of the customers are not satisfied with the freight rates. So the organization should take necessary steps.
- The Hyundai Glovis can update their documentation process with fully computerised.
- Shipway is one of the effective ways of transport, but from the study it is clear that there is a problem in shipping. The company should take right steps to make the transport very effective.
- Organization can give full assure for the theft and damage of the products. It will increase the image of the company.
- Can give 24/7 customer care service to their customers.

5.3 CONCLUSION

By studying and comparing the various problems faced by the freight forwarders. It is easy identify the solutions to avoid the problems and make sure the smooth flow of business. This will help the company to establish a reasonable share in the market place.

Thus the study showcased that, as the world has become a global village, the service providers like Freight. Forwarders should be prepared to face the challenges of tomorrow, by extending their network in every corner of the world and providing more accuracy in their commitments.

A number of new tools and approaches have emerged as proactive elements of the logistics response to the task of creative value for the customer viz. emphasis on logistical customer service, management of the supply chain, the development of strategic alliances

The activity of a Freight Forwarder depends on a series of factors that do not depend on the Freight Forwarder per se. And second, Freight Forwarders in order to accomplish their tasks have access to services that are shared by all providers, and that are beyond their control. To conclude the study identifies infrastructure as a major bottleneck in the Freight Forwarding sector.

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ANNEXURE I - QUESTIONNAIRE

DEMOGRAPHIC:

1. Age: a) 20-30 b) 30-40 c) 40-50 d) above 50
2. Gender a) Male b) Female
3. Educational Qualification: a) Graduate b) Post Graduate c) ITI d) Diploma
4. Designation:
5. Income: a) 10,000-20,000 b) 20,000-30,000 c) 30,000-40,000 d) 40,000-50,000 e) above 50,000

QUESTIONS:

6. Mention the operation area of your asset-based carriers?
 1. Chennai
 2. Coimbatore
 3. Tuticorin
 4. Madurai
 5. Cochin
7. How frequently you are exporting the goods?
 1. Daily
 2. Biweekly
 3. Weekly
 4. Fortnight
8. What is the most preferred mode of transport by your customers?
 - a) Shipways
 - b) Airways
 - c) Railways
 - d) Roadways

9. What is your opinion about freight rates?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly Dissatisfied

10. Rank the problems faced from carriers during freight forwarding?

S.No	Variables	Rank
1	Delivery delay	
2	Damaging of packages	
3	Frequent rise in forwarding cost	
4	Lack of proper communication	
5	Bulk- Order Priority	

11. Rank the problems faced from companies or individual customers during freight forwarding?

S.No	Variables	Rank
1	Delay in receiving the goods	
2	Damaged packages	
3	Competitive pricing of forwarding cost	
4	Lack of proper communication	
5	Payment delays	

12. Carriers should take responsibility for the theft & damage of the goods?

1-Strongly Disagree 2-Disagree 3-Neutral 4-Agree 5-Strongly Agree

13. Rate the satisfaction factors in the following port,

	Chennai port	Tuticorin	Cochin
Very satisfactory			
Satisfactory			
Neutral			
Dissatisfactory			
Very dissatisfactory			

14. Have you face any problem with shipping?

a. Yes

b. No

If yes please mention it _____

15. What is your opinion about the promptness of service given by Hyundai Glovis to its customers?

1. Excellent
2. Good
3. Neutral
4. Dissatisfactory
5. Highly dissatisfactory

16. How far you can assure safety of goods in freight forwarding?

1. Excellent
2. Good
3. Neutral
4. Dissatisfactory
5. Highly dissatisfactory

17. Are you satisfied with the terms and conditions for freight forwarding?

1. Highly Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied

5. Highly dissatisfied

18. Rate the satisfaction level of the transshipments?

- a) Highly Satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied
- e) Highly dissatisfied

19. Are you satisfied with the customs clearance for your goods?

- a) Highly satisfied
- b) Satisfied
- c) Neutral
- d) Dissatisfied

20. Any suggestions to reduce the problems faced by the freight forwarders?

- a. Analyse and predict the order quantity
- b. Define roles and responsibilities
- c. Perfect shipping schedules
- d. Quick loading
- e. Regular evaluation of performance

ANNEXURE-II RESEARCH ARTICLE

A STUDY ON PROBLEMS FACED BY FREIGHT FORWARDERS WITH REFERENCE TO HYUNDAI GLOVIS

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ABSTRACT:

The term Logistics Management or supply chain management is that part of Supply Chain Management that 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's requirements.

➤ Population size	:	> 300
➤ Sample Size	:	121
➤ Sampling Technique	:	Convenience Sampling
➤ Statistical Tools	:	T-test, One way ANOVA
➤ Graphical Tools	:	Bar Charts, Pie Charts

INTRODUCTION:

Logistics as a concept is considered to evolve from the military's need to supply them as they moved from their base to a forward position. A forwarder is not typically a carrier, but is an expert in supply chain management. In other words, a freight forwarder is a "travel agent," for the cargo industry, or a third-party (non-asset-based) logistics provider. A forwarder will contract with asset-based carriers to move cargo ranging from raw agricultural products to manufactured goods. Freight can be booked on a variety of carrier types, including ships, airplanes, trucks, and railroads.

INDUSTRY PROFILE:

Logistics 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 customers' requirements. Logistics is nothing but the process of strategically managing the movement and storage of materials, parts, and finished inventory from suppliers, between enterprise facilities and customers.

COMPANY PROFILE:

Hyundai Glovis is your one stop shop - solution and your cargo to be delivered in a timely manner. Logistic Companies have successfully revolutionized the freight services in India. The company's team of experienced logistics experts will give updates during the product movement process. The company will complete the long paper-work, follow up with the crew to find out the present position of the item and then going through the tedious system of the respective port after reaching the destination. The Logistics division has strategically located facilities in all capital city ports and provides road and rail container transport, customs and quarantine services, container parks, intermodal terminals, warehousing and international freight forwarding.

NEED FOR STUDY:

A freight forwarder is a person or company that organizes shipments for individuals or corporations to get large orders from the manufacturer or producer to market or final point of distribution. It helps to analyse the problems faced by freight forwarders from the carriers as well as companies and individual customers. It helps to understand the satisfaction level of the custom clearance.

OBJECTIVES OF STUDY:

PRIMARY OBJECTIVES

- To study the problems faced by freight forwarders with special reference to Hyundai Glovis in Chennai.

SECONDARY OBJECTIVES:

- To analyse the problems faced by freight forwarders.
- To find out the satisfaction level of the respondents in freight forwarding.
- To suggest solutions to reduce the problems faced by the freight forwarders.

SCOPE OF THE STUDY

A forwarder is often not active as a carrier and acts only as an agent, in other words as a third-party logistics provider, they have the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

REVIEW OF LITERATURE

Benjamin Ertel and Mike Jones (2007) A study on “Performance Based Logistics Perspective”. The objective of the study is about the critical concepts for successful PBL incorporation and common PBL misconceptions in logistics. It also describes keys to successful PBL implementation Viz. Alignment of supplier incentives with requirements, competitive advantage and empowerment of support provider. It gives the PBL value proposition as improved integration and gives the necessary steps for implementation of performance based logistics. **Sebastian (2008)** A Study on “Problems of Logistics Industry “. The objective of the study about the problem that faced logistics industry. He concluded that India’s logistics industry is low in their planning and current professionals in the industry should sharpen their skills on a broad base of key elements of transportation and logistics. Finally he said that, there should be very balanced between solid knowledge and real world application. **M. Dhanabakyam and K. Parimala (2006)** A study on “Role of Freight Forwarders and Customs House Agents In Logistics-A Perceptual Study. The study concerned with the freight forwarding is a vital part of logistics in international trade activity. The objective of the study was to identify the study appraise the role played by Freight Forwarders in logistics was conducted. Thus the study showcased that, as the world has become a global village, the service providers like Freight. Forwarders should be prepared to face the challenges of tomorrow, by extending their network in every corner of the world and providing more accuracy in their commitments. **Davis, Beth R (2006)**, a study on” Logistics service driven loyalty: an exploratory study”. The Journal shows that supply chain relationships can be a stable source of competitive advantage to firms in the supply chain because of their ability to create barriers to existing competition and conclude that improving logistics customer service is an ongoing focus for firms. Suppliers are trying to become more proactive with their customers and anticipate customer expectations.

RESEARCH METHODOLOGY:

Research methodology is a system way that solves the research problem it may be understood as a science of study how research is done it is, they study the various steps that are generally adopted by researcher in studying the research problem along with the logic behind in it. It is a necessary for the researcher to know not only the research methods or techniques, but also the methodology.

RESEARCH DESIGN:

DESCRIPTIVE RESEARCH DESIGN:

Descriptive research includes surveys and fact-findings enquiries of different kinds.

SOURCES OF DATA:

- Primary Data – Questionnaire was given to 121 respondents
- Secondary Data – Websites and online journals, Published reports & Review of literature from published articles.

TOOLS FOR ANALYSIS:

- T- TEST
- ANOVA
- Percentage analysis.

PERCENTAGE ANALYSIS:

Table 4.1.3: Rank the problems faced from carriers during freight forwarding

Variables	1	%	2	%	3	%	4	%	5	%
Delivery delay	37	31%	42	35%	21	17%	18	15%	17	14%
Damaging of packages	47	39%	27	22%	24	20%	11	9%	12	10%
Frequent rise in forwarding cost	21	17%	30	25%	29	24%	13	11%	18	15%
Lack of proper communication	4	3%	9	7%	25	21%	33	27%	42	35%
Bulk- Order Priority	12	10%	13	11%	22	18%	46	38%	32	26%

INTERPRETATION:

- From the above table it could be interpreted that 31% of the respondents have ranked delivery delay 1 as the main problems faced from carriers during freight forwarding.
- 35% of the respondents have ranked delivery delay 2 as the problems faced from carriers during freight forwarding.

- 17% of the respondents have ranked delivery delay 3 as the problems faced from carriers during freight forwarding.
- 15% of the respondents have ranked delivery delay 4 as the problems faced from carriers during freight forwarding.
- 14% of the respondents have ranked delivery delay 5 as the problems faced from carriers during freight forwarding.
- 39% of the respondents have ranked damaging of packages 1 as the main problems faced from carriers during freight forwarding.
- 22% of the respondents have ranked damaging of packages 2 as the problems faced from carriers during freight forwarding.
- 20% of the respondents have ranked damaging of packages 3 as the problems faced from carriers during freight forwarding.
- 9% of the respondents have ranked damaging of packages 4 as the problems faced from carriers during freight forwarding.
- 10% of the respondents have ranked damaging of packages 5 as the problems faced from carriers during freight forwarding.
- 17% of the respondents have ranked frequent rise in forwarding cost 1 as the main problems faced from carriers during freight forwarding.
- 25% of the respondents have ranked frequent rise in forwarding cost 2 as the problems faced from carriers during freight forwarding.
- 24% of the respondents have ranked frequent rise in forwarding cost 3 as the problems faced from carriers during freight forwarding.
- 11% of the respondents have ranked frequent rise in forwarding cost 4 as the problems faced from carriers during freight forwarding.
- 15% of the respondents have ranked frequent rise in forwarding cost 5 as the problems faced from carriers during freight forwarding.
- 3% of the respondents have ranked lack of proper communication 1 as the main problems faced from carriers during freight forwarding.
- 7% of the respondents have ranked lack of proper communication 2 as the problems faced from carriers during freight forwarding.
- 21% of the respondents have ranked lack of proper communication 3 as the problems faced from carriers during freight forwarding.
- 27% of the respondents have ranked lack of proper communication 4 as the problems faced from carriers during freight forwarding.
- 35% of the respondents have ranked lack of proper communication 5 as the problems faced from carriers during freight forwarding.
- 10% of the respondents have ranked bulk- order priority 1 as the main problems faced from carriers during freight forwarding.
- 11% of the respondents have ranked bulk- order priority 2 as the problems faced from carriers during freight forwarding.
- 18% of the respondents have ranked bulk- order priority 3 as the problems faced from carriers during freight forwarding.
- 38% of the respondents have ranked bulk- order priority 4 as the problems faced from carriers during freight forwarding.
- 26% of the respondents have ranked bulk- order priority 5 as the problems faced from carriers during freight forwarding.

Chart 4.1.3: Rank the problems faced from carriers during freight forwarding

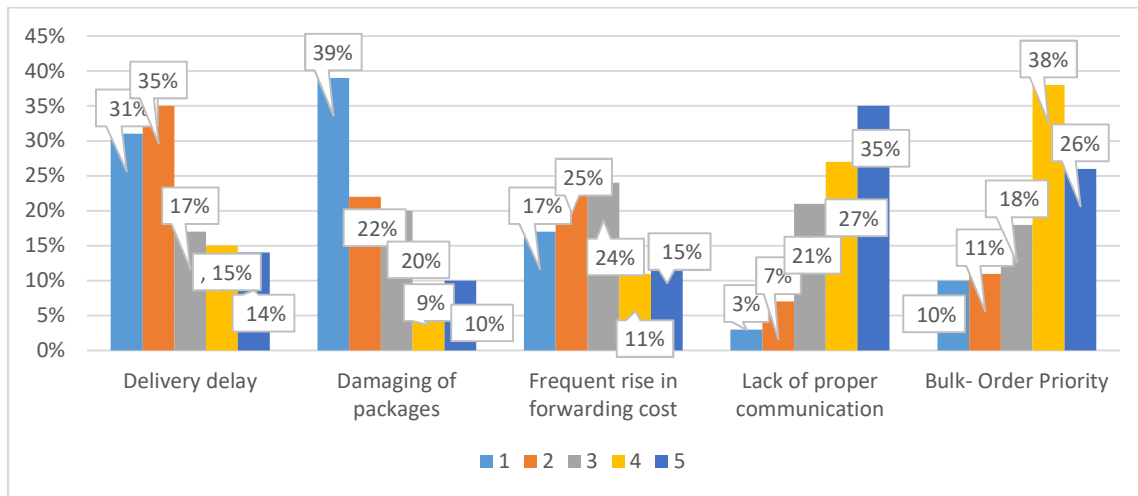


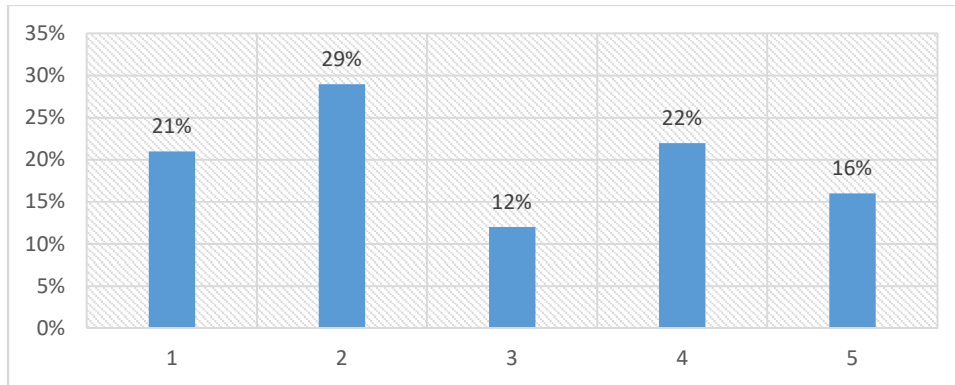
Table 4.1.9: Opinion about freight rates

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
Highly satisfied	25	21%
Satisfied	35	29%
Neutral	14	12%
Dissatisfied	27	22%
Highly dissatisfied	20	16%
TOTAL	121	100

INTERPRETATION:

- From the above table it can be interpreted that 29% of the respondents are satisfied with the freight rates.
- 22% of the respondents are dissatisfied.
- 21% of the respondents are highly satisfied.
- 16% of the respondents are highly dissatisfied and
- 12% stays neutral on the freight rates.

Chart 4.1.9: Opinion about freight rates



STATISTICAL ANALYSIS:

T- TEST HYPOTHESIS:

- H0: There is no significant difference in the problem faced by the freight forwarding between men and women respondents.
- H1: There is a significant difference in the problem faced by the freight forwarding between men and women respondents.

Group Statistics

	Gender	N	Mean	Std. Deviation	Std. Error Mean
avgh	Male	67	2.7672	.91955	.11234
	Female	54	3.1074	1.11911	.15229

Independent Samples Test									
Levene's Test for Equality of Variances				t-test for Equality of Means					
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference Lower Upper
avgh	Equal variances assumed	2.342	.129	-1.836	119	.069	-.34024	.18531	-.70717 .02668
	Equal variances not assumed			-1.798	102.098	.075	-.34024	.18924	-.71560 .03512

INTERPRETATION:

Since P value is 0.129 which is greater than 0.05 at we accept the null hypothesis (H0) and reject the alternate hypothesis (H1). Hence there is no significant difference in the problem faced by the freight forwarding between men and women respondents.

ANOVA HYPOTHESIS:

- H0: There is no significant difference among the different income groups.
- H1: There is a significant difference among the different educational qualifications groups.

ANOVA

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	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	19.867	5	4.967	5.447	.000
Within Groups	105.779	116	.912		
Total	125.646	121			

Post Hoc Tests

Homogeneous Subsets

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Duncan^{a,b}

Income	N	Subset for alpha = 0.05	
		1	2
10000-20000	18	2.1000	
21000-30000	23	2.6348	2.6348
31000-40000	46		3.2261
41000-50000	22		3.0909
Above 51000	12		3.2000
Sig.		.079	.075

Means for groups in homogeneous subsets are displayed.

a. Uses Harmonic Mean Sample Size = 20.035.

b. The group sizes are unequal. The harmonic mean of the group sizes is used. Type I error levels are not guaranteed.

INTERPRETATION:

The result in the above table shows that there is no significant difference among the different income groups in the problems faced by the freight forwarders at $F = 5.447$ and $P = 0.000$ which is less than 0.05 reject H0 and accept H. there is a significant difference among the income groups, in particular people who belong to the groups 10,000-20,000 fall in subset group1 and the rest of the income groups fall in subset group2.

FINDINGS, SUGGESTIONS AND CONCLUSION

FINDINGS:

- 45% of the respondents are above 50 years of age.
- 77% of the respondents are male.
- 37% of the respondents have completed PG.
- 48% of the respondents fall under the income level of 31000 – 40000.
- 57% of the respondents have operational area in Chennai.
- 34% of the respondents export goods weekly.
- 45% of the respondents opted shipways as their preferred mode of transport.
- 29% of the respondents are highly satisfied with the freight rates.
- There is no significant difference in the problem faced by the freight forwarding between men and women respondents.
- There is a significant difference among the different educational qualifications groups.

SUGGESTIONS & RECOMMENDATIONS

- From the above table it can be interpreted that 12% of the respondents have asked to define the roles and responsibilities.
- 18% of the respondents have asked to Analyse and predict the order quantity.34% of the respondents have asked to perfect shipping schedules.
- 22% of the respondents have asked for quick loading13% of the respondents have asked to make regular evaluation of performance.
- Freight rates should be effectively modified in order to get more business.
- From the study it is clearly verified most of the customers are not satisfied with the freight rates.
- So the organization should take necessary steps.
- The Hyundai Glovis can update their documentation process with fully computerised.

LIMITATIONS OF STUDY

- Opinion of employees may be biased at time.
- Respondents would have hidden some facts due to the fear of management.
- The study is based on the data collected from respondents and a journal hence the reliability of the data is not probed into. Utmost care has to be taken while extending the results to the other areas.

CONCLUSION:

By studying and comparing the various problems faced by the freight forwarders. It is easy identify the solutions to avoid the problems and make sure the smooth flow of business. This will help the company to establish a reasonable share in the market place. The activity of a Freight Forwarder depends on a series of factors that do not depend on the Freight Forwarder per se. And second, Freight Forwarders in order to accomplish their tasks have access to services that are shared by all providers, and that are beyond their control. To conclude the study identifies infrastructure as a major bottleneck in the Freight Forwarding sector

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