

**A STUDY ON THE CHALLENGES AND OPPORTUNITIES
FACED IN FREIGHT FORWARDERS WITH REFERENCES
TO GREENBAY FORWARDERS PVT., LTD.,**

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

by

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Confide work of **HASEENA S (41740010)** who has done the Project work entitled "**A STUDY ON THE CHALLENGES AND OPPORTUNITIES FACED IN FREIGHT FORWARDERS**" under my Supervision from January 2024 to April 2024.

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Submitted for Viva voice Examination held on -----

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DECLARATION

I AM **HASEENA.S (Reg.No.41740010)** hereby declare that the Project Report entitled “**A STUDY ON THE CHALLENGES AND OPPORTUNITIES FACED IN FREIGHT FORWARDERS**” done by me/us under the guidance of **Dr.KALAILAKSHMI** (Internal Guide) and **Dr.YASMIN** (External guide) at “**GREENBAY FORWARDERS PVT., LTD.,**” **CHENNAI** is submitted in partial fulfillment of the requirements for the award of Bachelor of commerce.

DATE :

PLACE : CHENNAI

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

I am pleased to acknowledge my science thanks to board of Management of **SATYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

I convey my thanks to **Dr. BHUVANESHWARI, MBA., Ph.D.**, Dean - school of Management Studies and **Dr. A. PALANI, M.COM., M.Phil., MBA., Ph.D.**, Head of Department, **Dept. of Business Administration** for providing me necessary support and details at the right time during the progressive reviews.

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I wish to express my thanks to all teaching and non- teaching staff members of the **School of Management Studies** who were helpful in many ways for the completion of the project.

HASEENA S

ABSTRACT

The project examined “**A STUDY ON THE CHALLENGES AND OPPORTUNITIES FACED IN FREIGHT FORWARDERS**” by “**GREENBAY FORWARDERS PVT.. LTD.. CHENNAI**” This research was conducted with the major aim to determine whether the service provided by the **GREENBAY**

FORWARDERS PVT LTD. The customer needs or not convenient sampling technique was adopted with the sample size of 107 respondents. The primary data for the study was collected with a self - designed questions. Percentage analysis was made to compare preferences of customers towards satisfied service of the GREENBAY FORWARDERS PVT LTD. The greenbay finding of the study was that majority of the customers were completely satisfied with services by the GREENBAY FORWARDERS PVT LTD which includes documentation process, service etc.. The recommendations from this study includes better financing option, marketing etc., which should further enhance their sales in addition to the existing services.

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CHAPTER - I

1.1 INTRODUCTION

LOGISTICS:

Logistics is involved in all the facets of our daily lives. Logistics is the main backbone to a national and international supply chain. While being compared with developed countries, such as China, US etc, the Indian logistics industry is still considered to be underdeveloped. Freight forwarders act as the middle person between exporter and importer. Forwarders can also act as NVOCC (Non-Vessel Operating common carrier). The main difference between a normal Non-Vessel Operating Common Carriers and freight forwarder is the NVOCC will be having containers on their own. Forwarders can also act as Customs House Agents. The main components of the forwarding company are customers.

Forwarders need the license to run the business. Freight forwarders have the expertise that allows them to prepare the documentation works for doing shipments, most of them are been processed in a paperless environment. The main task of the forwarding agent is the consolidation of consignments. Freight Forwarders do all procedural and documentation involved in the clearance on behalf of the exporters and importers. The forwarders use the latest technologies to solve the logistics challenges & improvise the Forwarders strength and expertise in gaining customers.



The Indian government had taken several initiatives to help the forwarders. Mainly the infrastructure has to be developed in India to meet up with the international standards. Service tax collected from freight forwarders is huge and none are happy with it. So they have to be very careful while handling the shipments. To move large quantities of goods across the country and around the world, Nations depend on their freight transportation system - a vast network of roads, bridges, rail tracks, airports, seaports, navigable waterways, pipelines, and equipment.

A freight forwarder is an individual or company that dispatches shipments via asset based carriers and books or otherwise arranges space for those shipments. Common carrier types could include waterborne vessels, Airplanes, Trucks or railroads. The movement of international freight among nations relies on a complex array of long-distance transportation services.

The process involves many participants , including shippers, commercial forhire carriers, third-party logistics providers, and consigned . Moreover, global trade depends on seaport and airport services to move large volumes of merchandise over long distances via a variety of transportation modes. The interaction of these services and participants is vital to successful global trade. Freight forwarders typically arrange cargo movement to an international destination. Also referred to as international freight forwarders, they have the expertise that allows them to prepare and process the documentation and also 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 other documents required by the carrier or country of export ,import, or transshipment .

FREIGHT FORWARDER:

A freight forwarder is a firm specialising in the arrangement of cargo on behalf of shippers.

In most cases, freight forwarders provide a variety of supply chain services, including:

- Ocean or air freight transportation
- Inland transportation from origin and/or to destination
- Preparation of documentation
- Warehousing and storage services
- Consolidation and deconsolidation
- Cargo insurance and customs compliance

Most freight forwarders will ship through their own bills of lading or waybill. Then, destination agents (freight forwarders overseas) step in. These agents provide delivery of documents, deconsolidation, and collection or delivery. In layman's terms, a freight forwarder is an entity that arranges the import and export of cargo.

TYPICAL WORK ACTIVITIES OF FREIGHT FORWARDERS

- Researching and planning the most appropriate route for a shipment (taking account of the perishable or hazardous nature of the goods, cost, transit time and security);
- Arranging appropriate packing (taking account of climate, terrain, weight, nature of goods and cost) and delivery or warehousing of goods at their final destination ;
- Obtaining, checking and preparing documentation to meet customs and insurance requirements, packing specifications, and compliance with overseas countries' regulations.
- Offering consolidation services by air, sea and road - ensuring cost effective and secure solutions to small shippers with insufficient cargo to utilize their own dedicated units;

- Liaising with third parties to move goods (by road, rail, air or sea) in accordance with customer requirements;
- Arranging insurance and assisting the client in the event of a claim;
- Offering tailored IT solutions and EDI (electronic data interchange) connections
- Arranging payment of freight and other charges, or collection of payment on behalf of the client;
- Transmitting data by internet and satellite systems, enabling real-time tracking and tracing of goods;
- Arranging air transport for urgent and high-value freight and managing the risk door to door
- Arranging charters for large volume, out-of-gauge or project movements by air and sea;
- Acting as broker in customs negotiations worldwide to guide the freight efficiently through complex procedures;
- Arranging courier and specialist hand-carry services
- Working closely with customers, colleagues and third parties to ensure smooth operations to deadlines.

FUNCTIONS OF FREIGHT FORWARDERS

- Best routing
- Packing
- Customs Clearance
- Transport
- Insurance
- Warehousing & Distribution
- Rate and Contract Negotiations

- Findings alternatives
- Grouping & Consolidation

FREIGHT FORWARDER CAN PROVIDE THE EXPORTER WITH AN INITIAL QUOTATION ON THE FOLLOWING

- Cost & Freight
- Port charges
- Consular fees
- Cost of special documentation
- Cost of insurance
- Fee of the Freight Forwarder

MAIN ACTIVITIES OF FREIGHT FORWARDERS IN SEAMLESS CARGO MOVEMENT

EXPORTS

- Packaging
- Documentation
- Warehousing
- Transportation
- Statutory compliance

IMPORTS

- Monitor arrival of carriers
- Monitor arrival of cargoes
- Documentation
- De-unitilization

- Warehousing delivery & distribute



1.2 INDUSTRY PROFILE:

Logistics is a part of supply chain management that deals with the efficient forward and reverse flow of goods, services, and related information from the point of origin to the point of consumption according to the needs of customers. Logistics management is a component that holds the supply chain together.

The resources managed in logistics may include tangible goods such as materials, equipment, and supplies, as well as food and other consumable items. In military logistics, it is concerned with maintaining army supply lines with food, armaments, ammunitions, and spare parts apart from the transportation of troops themselves.

Meanwhile, civil logistics deals with the acquisition, movement, and storage of raw materials, semi-finished goods, and finished goods. For organisations that provide services such as garbage collection, mail deliveries, public utilities, and after-sales services, logistical problems also need to be addressed.

Logistics deals with movements of materials or products from one facility to another (e.g.

from the production facility to assembly plants to distribution centers); it does not deal with the material flow within the production or assembly plants (e.g. production planning).

Logistics occupies a significant amount of the operational cost of an organisation or country. For example, logistical costs of organizations in the United States incurred about 11% of United States national gross domestic product (GDP) in 1997. Such a situation is also similar for the countries in the European Union (EU) where logistics incurred 8.8 to 11.4% of the national GDP in 1993.

The complexity of logistics can be modeled, analyzed, visualized, and optimized by dedicated simulation software. The minimization of the use of resources is a common motivation in all logistics fields. A professional working in the field of logistics management is called a logistician.

1.3 COMPANY PROFILE

Our Company since inception in the year 2003 has undergone dynamic changes as required by these trading activities as per the global procedures; our companies proprietor is Suresh Jayaraj



ABOUT

As a transportation and logistics provider just delivering goods is not enough. To succeed it takes an understanding of what's truly needed and a comprehensive range of services to meet them from warehousing to consolidation of air and sea cargo and custom clearance.

We, at GREENBAY, go above and beyond providing traditional transportation and logistics solutions. We as a Sea and Air Freight Forwarders begin with a thorough analysis of your needs and we tailor a solution that best utilizes our integrated technologies, global network and customized services to address your needs. Our team of transportation specialists is ready willing, and eager to go that extra mile to ensure that your shipment is routed to its final destination efficiently and cost effectively.

NETWORKS

We have agents all over the major countries in the world and increasing it day by day to fulfill our customer's needs to give service from or to any nook and corner of this globe. We have presently full-fledged own offices in Chennai with strength of 10 to 15 well- experienced professionals and now establishing in all major ports and cities in India. Very soon we will have our own offices to cater our valuable customers better.

OUR ACTIVITIES ARE:

We offer comprehensive range of Clearing & forwarding services, including Air freight,

Sea freight and Liaisonists / Consultants for all export and Import Licensing with Ministry of Commerce, International Freight Forwarding, by Air & Sea and Customs Clearing documentation,

Export Licensing and Consular Legislation, Export Assemble and Consolidation Services, Door To Door Traffic Coordination, Air and Marine Cargo Insurance, Warehousing and Transportation. We have our systematic and standardised operational procedure and our chain process to deliver the qualified and reliable service to our clients to fulfill the entire wishes of the importers and exporters. Our staffs are well qualified and experienced in handling both Sea & Air shipments. We have personnel strength in both the places. We are professionals in dealing with all types of commodities and also we are Specialist in handling Over Dimensional Cargoes.

SERVICES:

We offer a comprehensive range of services that are customised to suit the needs and wants of our clients. Our services includes:-

- Custom Clearance.
- International Freight Forwarding (Air & Sea)
- Foreign Trade Consultancy
- Road Transportation
- Warehousing

Our Customers get more value for money since our well trained personnel also handle the containerised Cargo, Over Dimensional Cargo, and Break Bulk Cargo offering hassle free customs clearance services. Combining professional skills, innovative techniques and resolution to exceed, we Endeavour to achieve total customer satisfaction by offering quality custom clearance services.

OUR CUSTOMS CLEARANCE SERVICE INCLUDE:

- Customs Documentation at Port & CFS
- Carting/Receiving goods at Port & CFS
- Examination of goods at Port & CFS
- Doing Stuffing & De-stuffing at Ports & CFS, Bonded warehouse.
- Specialized in handling of ODC cargo & Break bulk cargo at Port.

FOLLOWING ARE FEW VALUABLE CUSTOMERS FROM OUR CLIENTELE:

- M/s. ASHOK LEYLAND LIMITED
- M/s. ASHOK LEYLAND VEHICLES LIMITED

- M/S. MIOT HOSPITALS LTD., CHENNAI
- M/s. MGM HEALTHCARE PRIVATE LIMITED
- M/s.MAGNA AUTOMOTIVE INDIA PRIVATE LIMITED
- M/s.BRADKEN INDIA PRIVATE LIMITED, COIMBATORE
- M/S. OREN HYDROCARBONS PVT LTD, CHENNAI
- M/S. OREN HYDROCARBONS MIDDLE EAST INC, DUBAI
- M/S. STANDARD MATCH INDUSTRIES PVT LTD., SIVAKASI
- M/S. NANDI MARKETING (BSA CICYCLE), CHENNAI
- M/S. SAPTAGIR CAMPHOR LIMITED, HYDERABAD
- M/S. ORIENTAL BIOTECH LTD., BANGALORE
- M/S. DECO DE TREND, CHENNAI
- M/S. NEW ERA INTERIOR COLLECTION PVT LTD., BANGALORE
- M/S. ESCORTS, CHENNAI
- M/S. JOTHI AGRO PRODUCTS PVT LTD, VIRUDHUNAGAR
- M/S. SRIVARU IMPEX & LOGISTICS, CHENNAI
- M/s. FLEXIBLE BAGS
- M/s. CHENNAI PLASTIC SACKS CLUSTER PRIVATE LIMITED **OUR**

MISSION:

Provide unmatched value through personalized, professional and innovative logistics management services.

1.4 OBJECTIVES OF THE STUDY

- To identify the issues of freight forwarders during Covid19.

- To analyse the challenges of freight forwarders in Container freight station operations and customs clearance.
- To analyse the opportunities of freight forwarders during Covid19.
- To analyse whether Covid19 crisis transformed future logistics scenario to make investment in technology.
- To analyse what do customer values from a freight forwarders.

1.5 SCOPE OF THE STUDY

- The scope of challenge and opportunity faced by freight forwarders in India is to identify the issues of freight forwarders in india and the challenges faced by them during Covid19 .
- To analyse the challenges of freight forwarders in container freight station operations and customs clearance.
- To analyse whether Covid19 crisis transformed future logistics scenario to make investment in technology to analyse customers expectations from freight forwarders
- To analyse need for manpower and vessels during pandemic
- To identify need for freight forwarders during Covid19.

1.6 LIMITATION OF THE STUDY

- The questionnaire was framed only to measure employee retention factors that present in company
- Some employees take interest in responding properly and some do not respond properly, so collecting is a tedious task
- This study only made for a short period.

- The worker were busy with their work therefore they could not give enough time for the interview.

1.7 NEED FOR THE STUDY

- To solve the problem of freight forwarders and to analyse the major problems and difficulty faced by them.
- To identify reason behind the increasing transportation cost.
- To identify the shortage of containers.
- To identify reason for delay of shipment.
- And to identify need for freight forwarders in Covid19 (like demand for man power, vessels etc)

CHAPTER – II

REVIEW OF LITERATURE

Mike W. Peng and Anne S. York (2001): Stated that the freight forwarding firm is acting as a middle man between the exporter and importer.

Jean Francois Arvis et al., (2007): In his research he is concluding that the freight forwarding firm is larger company that help to connect different parts of world also help do the movement of goods.

Tharun Shankar (2007): In this study, he has suggested that logistics is in growth stage it should do the value added service to gain more.

Grant (2012): Said freight forwarders provide distinctive services such as: (1) Preparation of shipping documents (2) Booking space from carriers (3) Arrangement of movement of goods from original point to destination point (4) Preparation of custom clearance (5) Guiding customers on import/export regulations, documentations, etc. (6) complete knowledge about shippers, ports, different modes of transport and their costs, etc. (7) Preparation of insurance, letters of credits, etc.

David (2013): Mentioned that freight forwarders are different from customs brokers and they are also different from Non-Vessel Operating Common Carriers (NVOCCs).

Saran (2014): Stated about the number of major and minor ports India. He did research on how much volume the ports are handling and also did research on the average growth of container growth.

Murphy et al., and Daley et al., (2001): Said freight forwarders are known as trade specialists who offer the variety of services in international trade. They also studied the factors in the selection of the international freight forwarders.

Jean Francois Arivisetal., (2007):State that forwarding firm is the company that helps to connect different parts of the world.

Nishimura et al., (2009):State that the timely advent and exits of vessels play a difficulty in arriving and outbound cargo traffic.

Park and Kim, (2005): Observed that port delay happens due to extra custom requirements, for visual verification of contents. Mostly there could be long delays and in turn, cost increases with port activities.

Notteboom, (2006):Studied Out-dated technology and inefficient IT system and inadequate proper equipment in ports are the main issues for the delay in port operations in India.

Apples and Swielande, (1998):Describes the role of the customs department. The main roles remain revenue collection, poorly trained officials that make the business challenging.

Sreedevi (2008):Said in the study that the shipments from India are lacking perfection in many sectors. The problems faced by ports are mainly due to overstuffing and labor. By overcoming these two main problems, the shipping trade will be in full fledge.

Sanjai, (2006):Found that the logistics industry is the interplay of technology, infrastructure, new types of services which help to reduce their logistics costs. Changing government policies on taxation and regulation of service plays an important role in forwarding.

Girish Gujar (2006):Analyzed that role of multimodal transportation in India and also highlighted the challenges and shortcomings. India is facing the problem because of legislation, policy failures, and infrastructure limitation.

Challenges Faced by Freight Forwarders in their Operations in Chennai City, Tamil Nadu(2019) Author: S. Vasantha and S. Meena.This study was to identify the issues of freight forwarders with importers and exporters and To

analyse the challenges of freight forwarders in Container freight station operations and customs clearance.

Freight Forwarding Market Study by Dynamics, Opportunities and

Driving Forces to 2032 Leading Players: C.H. Robinson Worldwide, CEVA Logistics, CJ Korea Express. This press report states the study of freight forwarding markets by leading players: C.H. Robinson Worldwide, CEVA Logistics, CJ Korea Express. Freight forwarding is the process of organizing, coordinating, and shipping of goods from one place to another across international borders through a single or multiple carriers. The shipment of the goods occurs via air, land or sea.

Freight Forwarding Industry In India: Market Outlook And How To Set Up(2022): Posted by: India briefing Written by: Naina Bhardwaj: This article provides market outlook and regulatory landscape of the logistics industry in India. Regulatory landscape in India, freight forwarders is governed by the following statutes:

CHAPTER - III

RESEARCH METHODOLOGY

Research in common parlance refers to a search for knowledge. One can also define research as a scientific search for pertinent information on a specific topic. In fact, research is an art of scientific investigation. Dictionary definition of research is a careful investigation or inquiry specially through search for new facts in any branch of knowledge.

According to Clifford Woody research comprises defining and redefining problems, formulating hypothesis or suggested solutions; collecting, organizing and evaluating data; making deductions and reaching conclusions; and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

RESEARCH METHODOLOGY:

Research methodology is a systematic way to solve a research problem by collecting data using various techniques, providing an interpretation of the collected data, and drawing conclusions about the research data.

According to Dawson(2019),a research methodology is the primary principle that will guide your research. It becomes the general approach in conducting research on your topic and determines what research method you will use.

3.1 RESEARCH DESIGN:

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. In fact, the re- search design is the conceptual structure within which research is conducted; it constitutes the blue- print for the collection, measurement and analysis of data. According to Trochim (2005), research design "provides the glue that holds the research project together. A design is used to structure the research, to show how all of the major parts of

the research project work together to try to address the central research questions." The research design is like a recipe.

3.2 SAMPLE DESIGN:

A sample design is a definite plan for obtaining a sample from a given population. It refers to the technique or the procedure the researchers would adopt in selecting items for the sample. Sample design may as well lay down the number of items to be included in the sample i.e., the size of the sample. Sample design is determined before data are collected. There are many sample designs from which a researchers can choose. Some designs are relatively more precise and easier to apply than others. Researcher must select/prepare a sample design which should be reliable Ana appropriate for his research study.

3.3 SAMPLING METHODS:

Sampling is a method that allows researchers to infer information about a population based on results from a subset of the population, without having to investigate every individual.

For example, if you are researching the opinions of students in your university, you could survey a sample of 100 students. In statistics, sampling allows you to test a hypothesis about the characteristics of a population.

3.4 RESEARCH INSTRUMENT:

The term research instrument refers to any tool that you may use to collect or obtain data, measure data and analyse data that is relevant to the subject of your research. Research instruments are often used in the fields of social sciences and health sciences. These tools can also be found within education that relates to patients, staff, teachers and students. The format of a research instrument may consist of questionnaires, surveys, interviews, checklists or simple tests. The choice of which specific research instrument tool to use will

be decided on the by the researcher. It will also be strongly related to the actual methods that will be used in the specific study.

3.5 QUESTIONNAIRE:

A questionnaire is a list of questions or items used to gather data from respondents about their attitudes, experiences, or opinions. Questionnaires can be used to collect quantitative and/or qualitative information. Questionnaires are commonly used in market research as well as in the social and health sciences. They can be carried out face to face, by telephone, computer or post.

3.6 DATA COLLECTION:

Data collection is the process of gathering and measuring information on variables of interest, in an established systematic fashion that enables one to answer stated research questions, test hypotheses, and evaluate outcomes. According to (Creswell, 2014)The data collection steps include setting the boundaries for the study, collecting information through unstructured or semi structured observations and interviews, documents, and visual materials, as well as establishing the protocol for recording information.

TYPES :

- Questionnaire
- Surveys
- Interviews
- Observation
- Focus groups

STATISTICAL TOOL:

Set of techniques that allow the process improvement and the reduction of errors for troubleshooting. The most well known Statistical tools are the mean, the arithmetical average of numbers, median and mode, Range, dispersion , standard deviation, inter quartile range, coefficient of variation, etc. There are also software packages like SAS and SPSS which are useful in interpreting the results for large sample size.

CORRELATION:

Correlation analysis, also known as bi-variate, is primarily concerned with finding out whether a relationship exists between variables and then determining the magnitude and action of that relationship.

CHAPTER - IV

DATA ANALYSIS AND INTERPRETATION

Data analysis and interpretation is the process of assigning meaning to the collected information and determining the conclusions, significance, and implications of the findings. Data analysis is a process of inspecting, modifying and clean data with the goal of discovering useful information, informing conclusions, and supporting decision making.

Data analysis has multiple facets and approaches, encompassing diverse techniques under a variety of names, and is used in different business, science, and social science domains. In today's business world, data analysis plays a

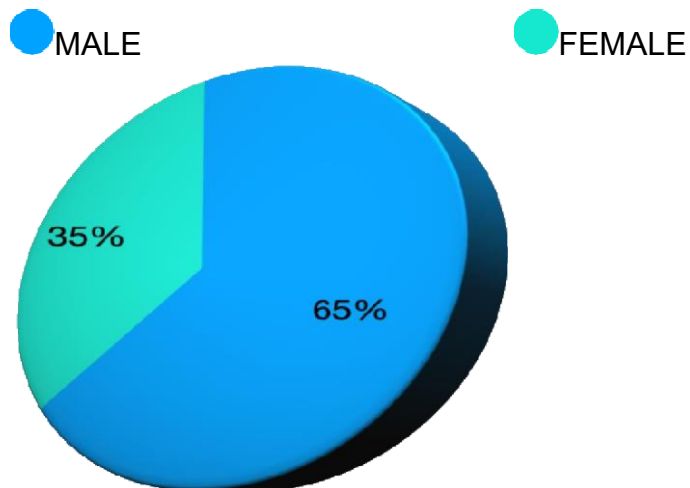
role in making decisions more scientific and helping businesses operate more effectively.

Procedures for analyzing data, techniques for interpreting the results of such procedures, ways of planning the gathering of data to make its analysis easier, more precise or more accurate, and all the machinery and results of (mathematical) statistics which apply to analyzing data.

TABLE 1 : GENDER OF THE RESPONDENTS

S.NO.	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	MALE	65	65
2	FEMALE	35	35
3	TOTAL	100	100

GENDER OF THE RESPONDENTS:



INTERPRETATION:

The above analysis of the statement shows that 65% of the respondents are male, 35% of them are female.

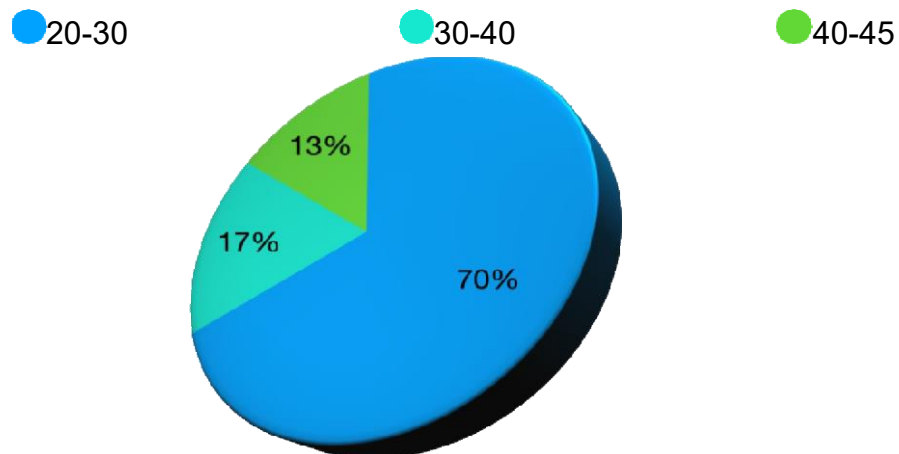
INFERENCE:

From the above analysis it is clear that the majority 65% of the respondents are male.

TABLE 2 : THE AGE OF RESPONDENTS

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	20-30	70	70
2	30-40	17	17
3	40-45	13	13
4	TOTAL	100	100

AGE OF THE RESPONDENT:



INTERPRETATION:

From the above chart it is clear that 70% of respondents fall in between age of 20-30 years, 17% of the respondents fall in between age of 30-40 years and 13% of the respondents fall in between age group of 40-45 years.

INFERENCE:

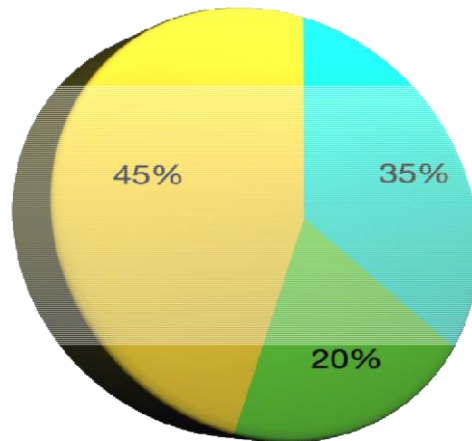
From the above analysis it is found that majority of 70% of the respondents fall under 20-30 years.

TABLE 3: EDUCATIONAL QUALIFICATION OF RESPONDENTS

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	SCHOOL LEVEL	0	0
2	UNDERGRADUATE	35	35
3	POSTGRADUATE	20	20
4	WORKING	45	45
5	TOTAL	100	100

EDUCATIONAL QUALIFICATION OF RESPONDENT

SCHOOL LEVEL ● UNDERGRADUATE GRADUATE WORKING
● POST



INTERPRETATION:

The above analysis of statement shows that 45% of the respondents are others (working), 38% of the respondents are undergraduate, 20% of the respondents are post- graduate and 0% of the respondent are school level students.

INFERENCE:

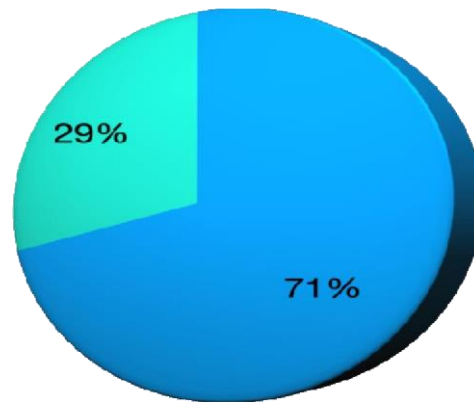
From the above analysis it is found that majority of 45% of respondents are working.

TABLE 4 : MARITAL STATUS OF RESPONDENTS

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	SINGLE	71	71
2	MARRIED	29	29
3	TOTAL	100	100

MARITAL STATUS OF RESPONDENTS:

● SINGLE ● MARRIED



INTERPRETATION:

The above analysis of the statement shows that 71% of the respondents are single, 29% of the respondents are married.

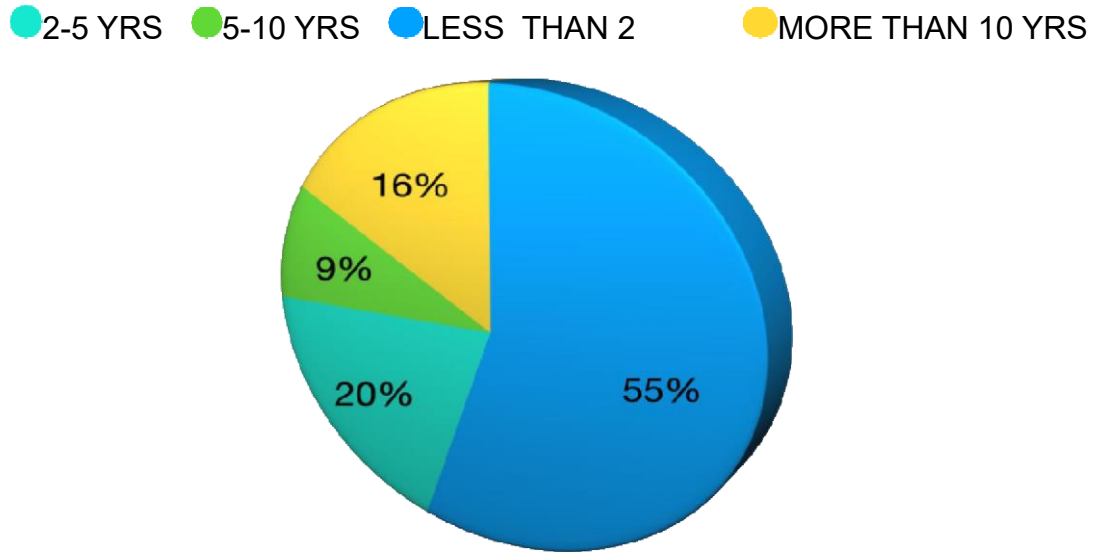
INFERENCE:

From the above analysis it is clear that majority 71% of the respondents are single.

TABLE 5: EXPERIENCE OF RESPONDENT IN FREIGHT FORWARDING

S.NO.	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	LESSTHAN 2 YEARS	55	55
2	2-5 YEARS	20	20
3	5-10 YEARS	9	9
4	MORETHAN 10	16	16
5	TOTAL	100	100

EXPERIENCE OF RESPONDENT IN FREIGHT FORWARDING



INTERPRETATION:

From the above table it is clear that 55% of respondent have experience less than 2 years, 20% of respondent have experience between 2-5 years, 9% of respondent have experience between 5-10 years and 16 % of respondents have experience more than 10 years.

INFERENCE:

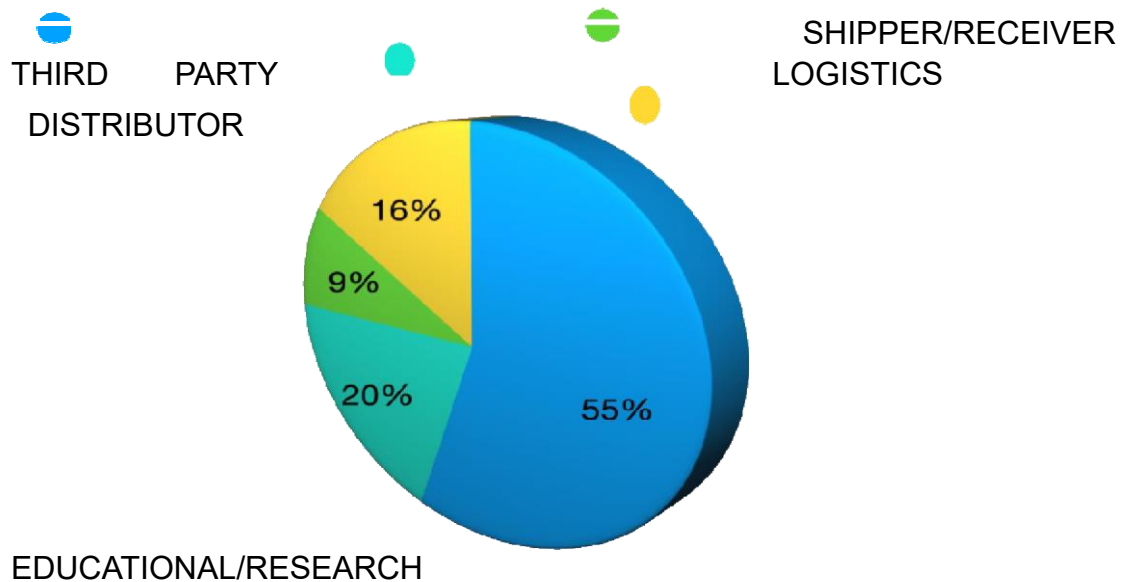
From the above analysis it is found that majority of 55% of the respondents have experience less that 2 years.

TABLE 6 : AFFILIATION TOWARDS THE FREIGHT FORWARDING / LOGISTICS INDUSTRY

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	SHIPPER / RECEIVER	55	55
2	DISTRIBUTOR	20	20
3	THIRD PARTY LOGISTICS	9	9
4	EDUCATIONAL/ RESEARCH	16	16

5	TOTAL	100	100
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AFFILIATION TOWARDS THE FREIGHT FORWARDING / LOGISTICS INDUSTRY



INTERPRETATION:

From the above table 41% of the respondents are shipper and receiver in logistics industry, 26% of the respondent are distributors in freight forwarding, 22% of the respondent are in third party logistics and remaining 11% of respondents are educational researchers.

INFERENCE:

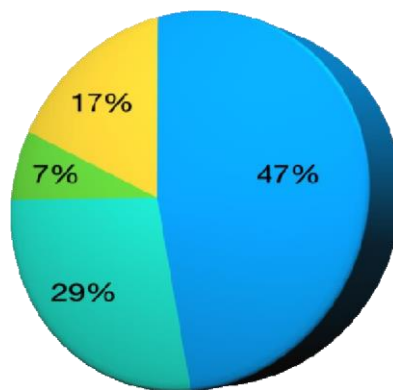
From the above analysis majority of 41% of the respondents are shippers and receivers in freight forwarding industry.

TABLE 7 : NO OF PEOPLE EMPLOYED IN YOUR COMPANY

S.NO.	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	LESSTHAN 100	47	47
2	100-150	29	29
3	150-200	7	7
4	MORETHAN 200	17	17
5	TOTAL	100	100

NO OF PEOPLE EMPLOYED IN YOUR COMPANY

● LESSTHAN 100 ● 100-150 ● 150-200 ● MORETHAN 200



INTERPRETATION:

From the above table 47% of respondent works in a company which has employees less than 100, 29% of respondents works in a company contains workers in between 100 -150 , 7% of respondent works in company contains workers in between 150 - 200 and remaining 17% of respondents works in a company which has more than 200 workers.

INFERENCE:

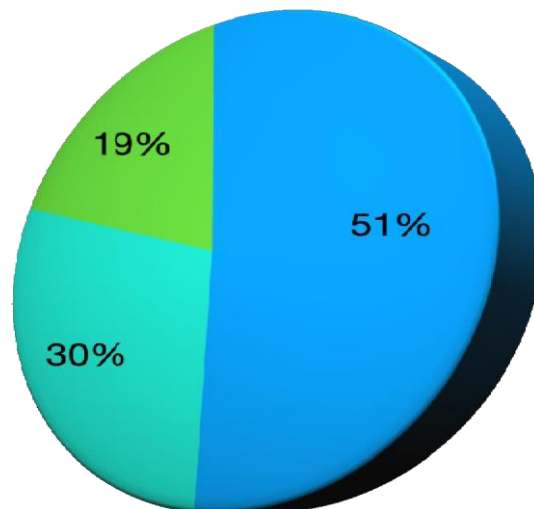
From the above table majority of 47% of respondent works in company which has workers less than 100.

TABLE 8 : SHIPPING LOAD SERVICES AND OFFER

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	FCL	51	51
2	LCL	30	30
3	RORO	19	19
4	TOTAL	100	100

SHIPPING LOAD SERVICES AND OFFER

● FCL ● LCL ● RORO



INTERPRETATION:

From the above table 51% of respondent offer FCL shipping load service, 30% of respondent offer LCL shipping load service, 19% of respondent offer RORO shipping load service.

INFERENCE:

From the above table majority of 51% of respondent offer FCL shipping load services.

TABLE 9 : PROCUREMENT METHOD AND CHANGES AFTER COVID 19

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	IT WILL NOT	25	25
2	YES, MORE USE OF FREIGHT MARKET PLACES	30	30
3	YES, MORE USE OF DIGITAL	29	29
4	VIA-PERSONAL CONTACT/ ESTABLISHED RELATIONSHIP AT LOGISTICS PARTNERS	16	16
5	TOTAL	100	100

PROCUREMENT METHOD AND CHANGES AFTER COVID19

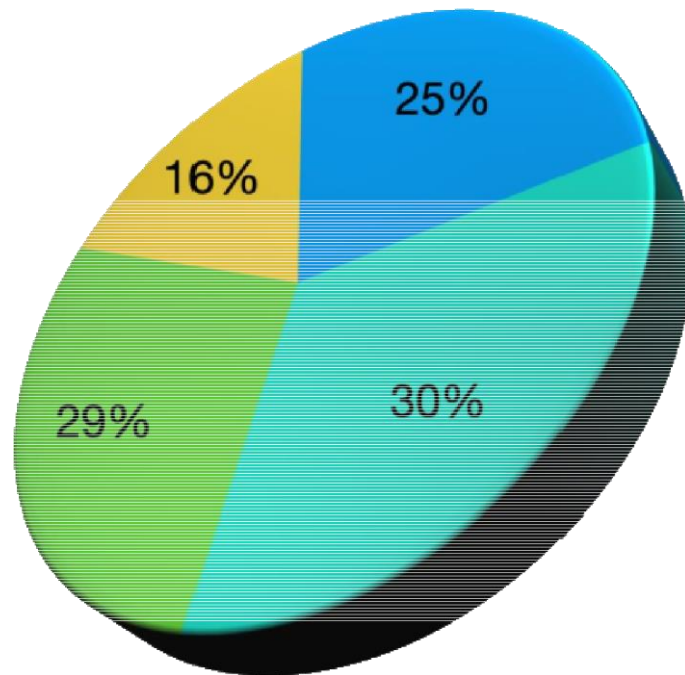
From the above table majority of 30% of respondents procurement method change with more use of freight marketplaces.

NOT CHANGE 

CHANGE WITH  MARKET PLACE

 CHANGE WITH DIGITAL

 FORWARDING VIA-PERSONAL CONTACT



INTERPRETATION:

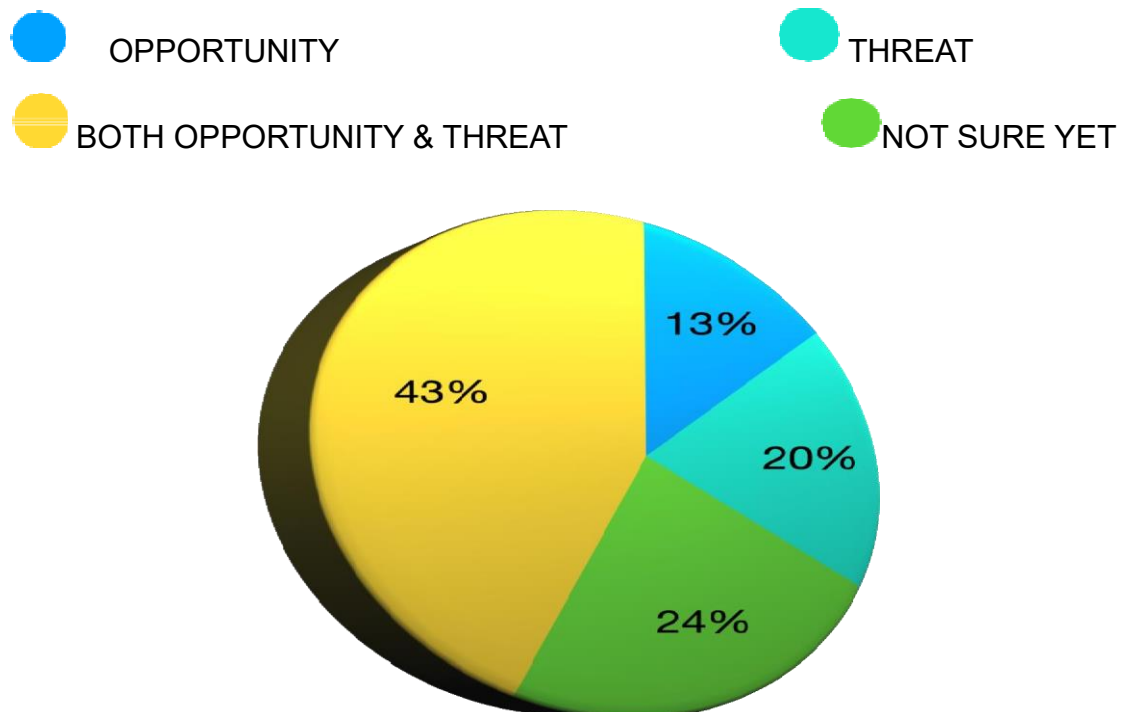
From the above table 25% of respondents procurement method will not change as a result of covid19,30% of respondents procurement method change with more use of freight market place result of covid ,29% of respondent procurement method change with more use of digital marketing and 16% of respondent procurement method change via-personal contact and established relationship at logistics partners.

INFERENCE:

TABLE 10 : ONLINE FREIGHT MARKET FOR TRADITIONAL FREIGHT FORWARDERS

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	OPPORTUNITY	13	13
2	THREAT	20	20
3	NOT SURE YET	24	24
4	BOTH OPPORTUNITY	43	43
5	TOTAL	100	100

ONLINE FREIGHT MARKET FOR TRADITIONAL FREIGHT FORWARDERS



INTERPRETATION:

From the above table 13% of respondents say that online freight market- places is an opportunity for traditional freight forwarders, 20% of respondent says it is an threat, 24% respondent are not sure about that and 43% of respondent says it's both opportunity as well as threat for traditional freight forwarders.

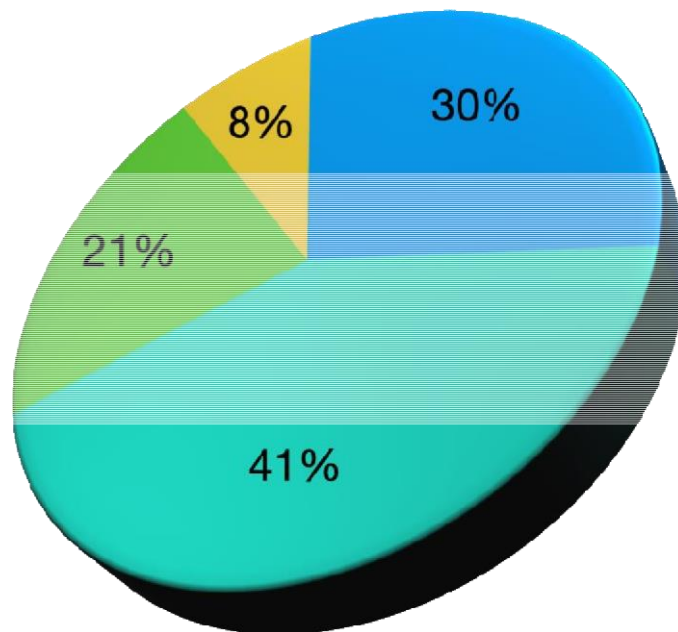
INFERENCE:

From the above table majority of 43% of respondents says it's both opportunity and threat for traditional freight forwarders.

TABLE 11 : IMPORTANCE OF DIGITISATION TO YOUR STRATEGY

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	EXTREMELY IMPORTANT	30	30
2	IMPORTANT	41	41
3	NOT IMPORTANT	21	21
4	NONE OF THE	8	8
5	TOTAL	100	100

IMPORTANCE OF DIGITISATION TO YOUR STRATEGY



INTERPRETATION:

From the above table 30% of respondent says digitisation is extremely important, 41% says important, 21% says not important and 8% says none of the above.

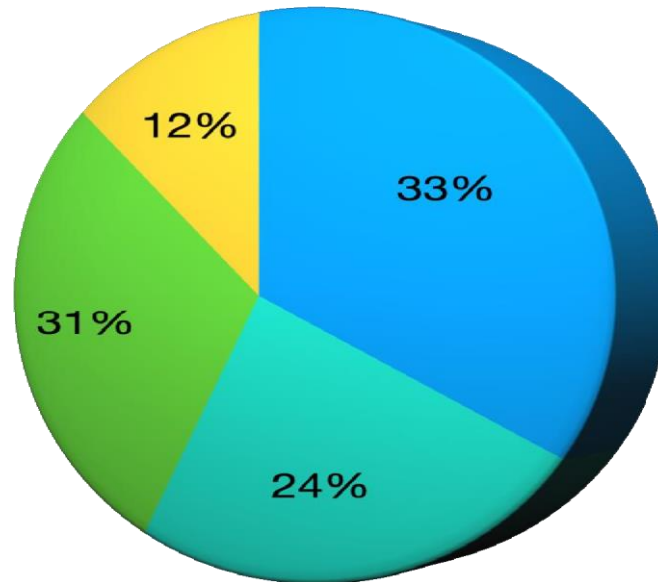
INFERENCE:

From the above table majority of 41% says digitisation is important for the strategy.

TABLE 12 : PLAN TO INVEST IN DIGITISATION

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	PARTNERSHIP	33	33
2	ACQUISITION	24	24
3	BUILD IT	31	31
4	UTILISE AN OFF- THE-SHELF	12	12
5	TOTAL	100	100

PLAN TO INVEST IN DIGITISATION



INTERPRETATION:

From the above table 33% of respondent says partnership is important to invest in digitisation, 24% says acquisition is important to invest in digitisation, 31% says build it ourselves is important to invest in digitisation, 12% says utilise an off-the-shelf solution is important to invest in digitisation.

INFERENCE:

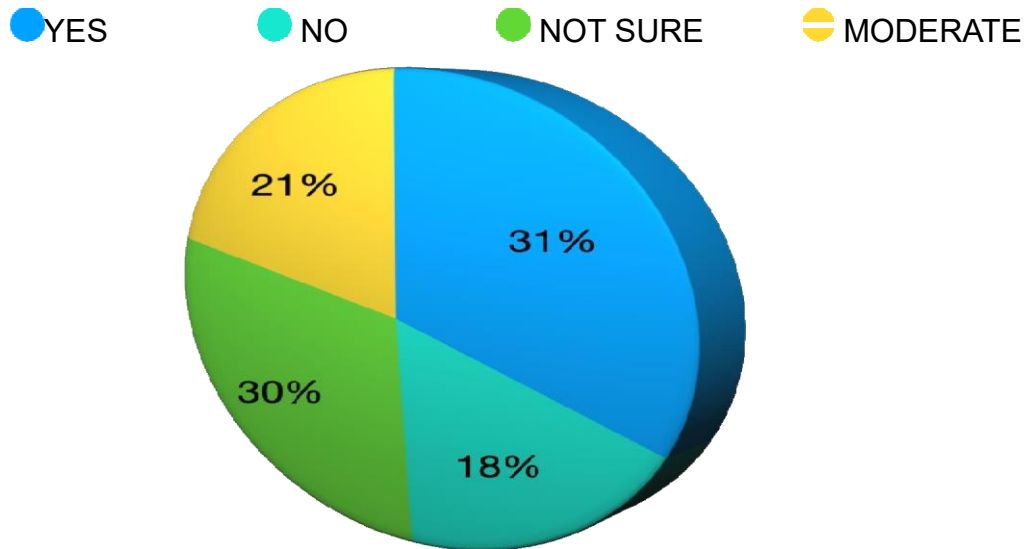
From the above table majority of 33% of respondents says partnership is important to invest in digitisation.

TABLE 13 : RELEVANCY OF TRADITIONAL FORWARDER IN TODAYS ENVIRONMENT

S.NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	YES	31	31
2	NO	18	18
3	NOT SURE	30	30
4	MODERATE	21	21

5	TOTAL	100	100
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RELEVANCY OF TRADITIONAL FORWARDER IN TODAYS ENVIRONMENT



INTERPRETATION:

From the above table 31% of respondent say traditional forwarders relevant in todays environment, 18% of respondents says it's not relevant, 30% of respondents says they were not sure about that and 21% says it may or might be important.

INFERENCE:

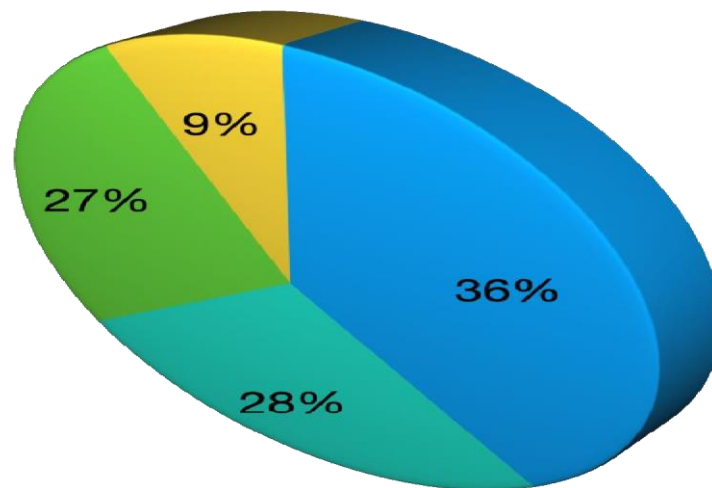
From the above table majority of 31% of respondents says traditional forwarders relevant in todays environment.

TABLE 14 : EXTENSIVE NETWORK

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	RELIABLE	36	36
2	NON RELIABLE	28	28
3	ESTABLISHED INTERNATIONAL NETWORK	27	27
4	NON ESTABLISHED INTERNATIONAL NETWORK	9	9
5	TOTAL	100	100

EXTENSIVE NETWORK

RELIABLE
NON
RELIABLE
ESTABLISHED INTERNATIONAL NETWORK
NON ESTABLISHED INTERNATIONAL NETWORK



INTERPRETATION:

From the above table 36% of respondents network are reliable, 28% of respondents network are non reliable, 27% of respondents network are established international network and 9% of respondents network are non established international network.

INFERENCE:

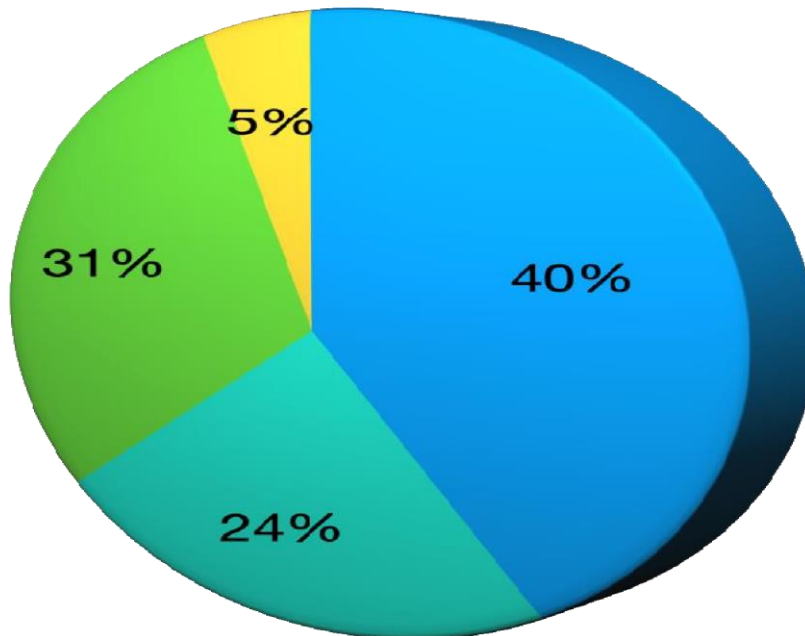
From the above table majority of 36% of respondents network are reliable.

TABLE 15 : DESTINATION COST TO CONSIDER

S NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE (%)
1	YES	40	40
2	NO	24	24
3	MAY OR MAYNOT	31	31
4	NONE OF THE ABOVE	5	5
5	TOTAL	100	100

DESTINATION COST TO CONSIDER

● YES ● NO ● MAY OR MAYNOT ● NONE OF THE ABOVE



INTERPRETATION:

From the above table 40% of respondents says there will be destination cost, 24% of respondents says there will be no destination cost, 31% of respondents says there may or mayn't be destination cost and 5% respondents says none of the above.

INFERENCE:

From the above table majority of 40% of respondent says there will be destination cost.

CHAPTER - V

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS FROM THE STUDY:

65% of the respondents are male.

70% of the respondents are between age group of 20-30.

45% of the respondents are working .

71% of the respondents are single.

55% of the respondents have less than 2 years of experience.

Majority of 41% of respondents are shipper and receiver.

Majority of 47% of respondents works in company were less than 100 people where employed.

Majority of 51% of respondents offer LCL shipping load service.

Majority of 30% of respondents freight procurement method change with more use of freight marketplace as a result of covid.

Majority of 43% of respondents says online freight marketplaces as both opportunity as well as threat for freight forwarders.

Majority of 41% of respondents says digitisation is important to their strategy.

Majority of 33% of respondents plan partnership to invest in digitisation.

Majority of 31% of respondents says yes traditional relevant in today's environment.

Majority of 36% of respondents network are reliable.

Majority of 40% of respondents says there will be destination cost.

5.2 SUGGESTION

- **Diversification:** One of the best ways to overcome risks and challenges is to diversify your business. This means having multiple revenue streams and not putting all your eggs in one basket.
- **Insurance:** Another great way to protect your freight forwarding business is to purchase insurance. This will help to protect your business in the event of an accident, delay, or lost or damaged goods.
- **Regular monitoring and assessment:** It is essential to monitor and assess the risks and challenges associated with your freight forwarding business. This will help you to identify potential problems early and take steps to avoid them.
- **Good communication is essential** for any business but vital for a freight forwarding business. Good communication will help ensure that your customers, suppliers, and employees are all on the same page and that everyone knows the risks and challenges associated with the business.
- **Contingency planning:** A good contingency plan is essential for any business, but it is crucial for a freight forwarding business. A contingency plan will help you to plan for the worst-case scenario and ensure that your business can still operate even if something goes wrong.
- **Use a reputable shipping company with a good track record:** This is perhaps the most critical step you can take to mitigate shipping risks. Choose a shipping company that has a good reputation and is known for providing reliable service.

5.3 CONCLUSION

In this project I tried to summarise “challenges and opportunities faced by freight forwarders in India”. I had completed my internship for the fulfilment of the requirement for the award of the degree of B.COM (GENERAL). At the time of internship I understood many thing about freight forwarding and freight forwarders, what I have learn and understood during this project I tried to present here in simple manner and likewise I tried to focus on challenges which is faced by freight forwarders in India, but making glass clear there are tons of opportunities are also there.

A freight forwarder is an individual or company that dispatches shipments via asset based carriers and books or otherwise arranges space for shipments. Freight forwarders typically arrange cargo movement to an international destination. The importance of freight forwarder lies in organizing the safe, efficient movement of goods on behalf of an exporter, importer or another company or person, sometimes including dealing with packing and storage. Freight forwarders arrange the best means of transport, using the services of shipping lines, airlines or road and rail freight operators. In some cases, the freight forwarding company itself provides the service.

Freight forwarders have been called travel agents for freight. The work activities of freight forwarder include researching and planning the most appropriate route for a shipment. Obtaining, checking and preparing documentation to meet customs and insurance requirements. Liaising with third parties to move goods by different modes Freight forwarders are experts, that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

The problems faced by freight forwarders is identified from different angles, it is very clear by the facts and figures that the occurrence of problems is because of government regulations, liner companies, Non availability of trailers & trucks. To overcome these problems the freight forwarders should update themselves with the new technologies and current standards, in order to meet the global customer's satisfaction level.

CHAPTER 6

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QUESTIONNAIRE

ANNEXURES

1.What is your Gender?

- a) Male
- b) Female

2.Which age group you belong to?

- a) 20- 30
- b) 31-40
- c)40-45

3. What is your educational qualification?

- a) School level
- b) Undergraduate
- c) postgraduate
- d) working

4. What type of marital status?

- a) Single
- b) Married

5. What is your freight experience?

- a) Less than 2 years
- b) 2-5 years
- c) 5-10 years
- d) more than 10

6. Affiliation towards the freight forwarding and logistics industry?

- a) shipper and receiver
- b) distributor
- c) third party logistics
- d) educational research

7. No. of people employed in your company?

- a) less than 100
- b) 100-150
- c) 150-200
- d) more than 200

8. What shipping load services do you offer?

- a) FCL
- b) LCL
- c) RORO

9. Is your freight procurement method changing after COVID 19?

- a) it will not
- b) yes, more use of freight market places
- c) yes, more use of digital
- d) via-personal contact and established relationship at logistics partners

10. are you online freight market for traditional freight forwarders?

- a) opportunity
- b) threat
- c) not sure yet
- d) both opportunity

11. how importance of digitisation to your strategy

- a) extremely important
- b) important
- c) not important
- d) none of the

12. it important and extremely important, how do you plan to invest in digitisation?

- a) partnership
- b) acquisition
- c) build it
- d) utilise an off-the shelf

13. are relevancy of traditional forwarder in todays encironment?

- a) yes
- b) no
- c) not sure
- d) moderate

14. what is your extensive network?

- a) reliable
- b) non reliable
- c) established international network
- d) non established international network

15. will there be any cost at destination to consider?

- a) yes
- b) no
- c) may or may not
- d) none of the above