



A STUDY ON CONTAINER FREIGHT STATION

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Abstract:

Internship is an opportunity to relate what has been covered in class and what is applicable in the field in an operation environment. The purpose of the program is to fulfil the core equipment for the award of a Master of Business administration in shipping and logistics management to get a practical aspect of the theoretical work studied at the university and to understand the operation in the business sector and to enable students gain experience in different tasks. During my internship period a number of approaches and exposure methods were used which included hands on, through reading relevant materials. Key words: Operation environment, Theoretical work, Exposure methods

Introduction:

A container freight station is a facility where

freight shipments are consolidated or consolidated, and staged between transport legs. A CFS is typically located in proximity to an ocean, port, or airport where cargo containers are transported to and from A CFS (container freight station) is a warehouse that specializes in the consolidation and deconsolidation of cargo. An LCL (less than container load) shipment will be taken to a CFS at origin to be consolidated into a container with other cargo. The container will then be trucked to the CY (container yard) before being loaded onto the vessel. CFS is a place where containers are stuffed, de-stuffed and aggregation/ segregation of export/import cargo takes place the Imported goods can be immediately shifted from the port to CFS which also helps in the reduction of port congestion.

Challenges:

Ambiguities in selection of CFS Primary research at various ports across the country, including extensive interactions with key stakeholders, frequently highlighted that in a considerable number of instances, an importer/customs broker (CBr)¹ does not, in practice, choose the CFS. It has been reported that the cargo is repeatedly moved to a CFS of the shipping line's choice, rather than that of the importer/CBr. According to Customs Facility Notice 45/2011 and 69/2011² Disproportionate charges levied by CFS and



shipping lines: It has been observed that a range of arbitrary charges agreeing levied by the shipping lines and CFS to the trade. For instance, charges such as container cleaning and container maintenance charges³ are being levied by the shipping lines on the importer/CBr, even when the containers provided to them for exports are often not clean. Further, with respect to the CFS, the customs has made it mandatory for all CFS to display their tariff online. While all CFS have followed this guideline, it was observed that some undeclared tariffs were part of the invoice. For instance, at JNP, ambiguous charges over and above the displayed rates are being levied in the form of additional handling charges above normal handling charges. Also, charges to the tune of INR 14,000 per container are levied for LCL shipment at some ports, which does not form a part of online declared tariff. Further, at Cochin Port, disproportionate CFS transportation charges are observed wherein the tariff for transportation of a container to a CFS 500 metres away from the port gate is equal to the transportation tariff to a CFS 15 kilometres away, as per the trade. Such practices result in an increase in transaction costs.

Statement of the Problem:

This study was taken to understand about the challenges and opportunities faced by the freight forwarders and to know about the container freight station operations. And this study helps to know about customs clearance and documentation including the process of

examination. And to find out which are all the things required to run the CFS operations. Role of CHA. And the cargoes are effectively handling in CFS

Need for the Study:

The study is conducted to understand the match of individuals to the right training

- ✓ Ensure the needs of the business are addressed.
- ✓ The study was to know how they develop course modules tailored to specific business needs.
- ✓ The study enables to learn how they allocate individuals to appropriate course groups.
- ✓ This study was to know about objective measures for post-training assessment of effectiveness.

Scope of the Study:

- Study restricted to only to Sical CFS at Chennai
- Study restricted to port logistic only
- This study helps to find out who are all involved in developing container freight station practices in the port
- This study was useful to know about the organization is utilizing best RFID technology prevailing in the present competitive world that helps for the better



performance of supply chain
management parties

Objectives of the Study:

Primary objective:

To study on operations of container freight station in sattva logistics and pvt ltd.

Secondary objectives:

- To find out All cargos are efficiently handling at CFS.
- To understand the Cargo Stacking facilities are satisfied at CFS.
- To know the Proper arrangements are available for entry/exit of cargo from CFS.
- To provide suggestions to improve CFS functioning at, what are the needs & modifications are required.

Limitations of the Study:

- Due to limitation of time, sample size of only 120 respondents were chosen.
- The survey was carried through questionnaire and one of the limitation was language barrier.
- The sample for research was chosen only from a limited employees. Some of respondents may be biased in giving responses.
- Complete data was not available due to company's se

Process of research design:

- Statement of the problem
- Identification of information needed to solve the problem
- Selection or development of instruments for gathering the information
- Identification of target population and determination of sampling procedure
- Design of procedure for information collection
- Collection of information
- Analysing of information
- Generalizations and predictions.

Sampling Technique:

A sample design is a definite plan for obtaining a sample from a given population. It refers to the technique or the procedure, the researcher would adapt in selecting item 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. And is determined before data are collected.

The sample design chosen should be reliable and appreciate for the research study. In this study convenience sampling technique is used.

Convenience Sampling:

It involves picking any available set of



respondents which is convenient for the researcher to use. It involves picking any available set of respondents which is convenient for the researcher to use a convenience sample is one of the main types of non-probability sampling method. A convenience sample is made up of people who are easy to reach.

Population Size:

Total Population size is 200 employees

Sample Size and Justification:

The study takes into consideration a sample size of 120 employees. The sample size was taken as 120 employees for the study due to time constraint.

Target Respondents:

The targeted respondents are the employees associated with the company as the study was to understand more about the importance and need of employees

Data Collection Methods:

✓ PRIMARY DATA:

The data was collected by preparing a questionnaire and was provided to the entire sample size of 120 respondents. The questionnaire consisted of total 22 questions. Almost all the questions were both open and

closed ended questions with options provided for each of the questions.

✓ SECONDARY DATA:

Secondary data is something but the data collected or taken from the secondary sources, it includes both internal and external.

Secondary data used for the study are as follows: books/notes, internet, and previous year project reference.

✓ QUESTIONNAIRE METHOD:

The researcher used a questionnaire, which was self-developed so as to study the concept of dealer's perception. Questionnaire was carefully prepared in order to prove its effectiveness and efficiently collecting the relevant information.

The research instrument used in the structured questionnaire which contains of 21 questions along with the demographic (age, experience, etc.) details. It was predetermined before conducting the survey. The form of question is of both open and closed type. They are dichotomous questions and multiple questions. The scales to evaluate questions are like 5 point scales.

Statistical Tools:

The information gathered was analyzed using the following statistical tools.

➤ Percentage analysis



➤ T-test

T-test (independent sample t-test)

T-test is based on t-distribution and is considered an appropriate test for judging the Significance of a sample mean or for judging the significant difference between the means of two samples in case of small samples when population variance is not known (in which we use variance of the sample as an estimate of the variance).

In case two samples are related, we use paired t-test (or what I known as difference test) Judging the significant of the coefficient of the simple and partial correlation.

The relevant test statistic, is calculated from the sample data and then compared with its probable value on t for different levels of significance for concerning degrees of freedom for accepting or rejecting the null hypothesis. It may be noted that t-test applies only in case of small samples when the population variance is unknown.

Percentage Analysis:

Percentage analysis is the method to represent raw streams of data as a percentage (a part in 100 - percent) for better understanding of collected data. Percentage Analysis is applied to create a contingency

table from the frequency distribution and represent the collected data for better

		Frequency	Percent
Valid	20-25	20	16.7
	25-35	67	55.8
	35-45	27	22.5
	45-55	4	3.3
	Above 55	2	1.7
	Total	120	100.0

understanding.

TABLE: 1

Table Showing Gender of the Respondents

		Frequency	Percent
Valid	Male	90	75.0
	Female	30	25.0
	Total	120	100.0

Interpretation:

It is interpreted from the above table that 75% of the respondents are Male and 25% of the respondents are Female.

Table: 2

Table Showing Age of the Respondents

INTERPRETATION

It is interpreted from the above table that 55.83% of the respondents are in the age

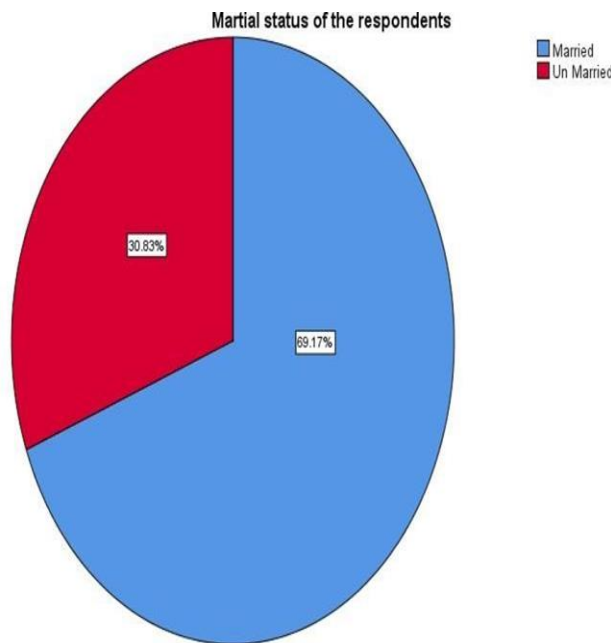


group of 2535years 22.50% of the respondents are in the age group of 35-45 years,16.67% of the respondents are in the age group of 20-25 years,3.33% of the respondents are in the age group of 45-55 years & 1.67% of the respondents are in the age group of Above 55 years.

TABLE: 3

Table Showing Martial Status of the Respondents

Chart Showing Martial Status of the Respondents



Interpretation:

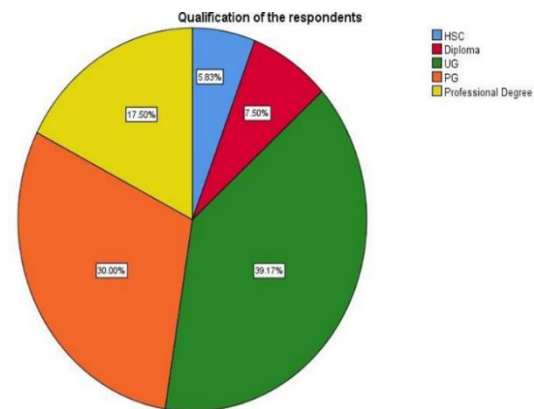
It is interpreted from the above table that 69.17% of the respondents are married & 30.83% of the respondents are unmarried.

TABLE: 4

Table Showing Qualification of the Respondent

		Frequency	Percent
Valid	HSC	7	5.8
	Diploma	9	7.5
	UG	47	39.2
	PG	36	30.0
	Professional Degree	21	17.5
	Total	120	100.0

Chart Showing Qualification of the Respondents



Interpretation:

It is interpreted from the above table that 39.17% of the respondents are under graduate, 30% of the respondents are Post graduate, 17.50% of the respondents are Professional degree holders, 7.50% of the respondents are Diploma holders & 5.83% of the respondents are HSC Qualification.

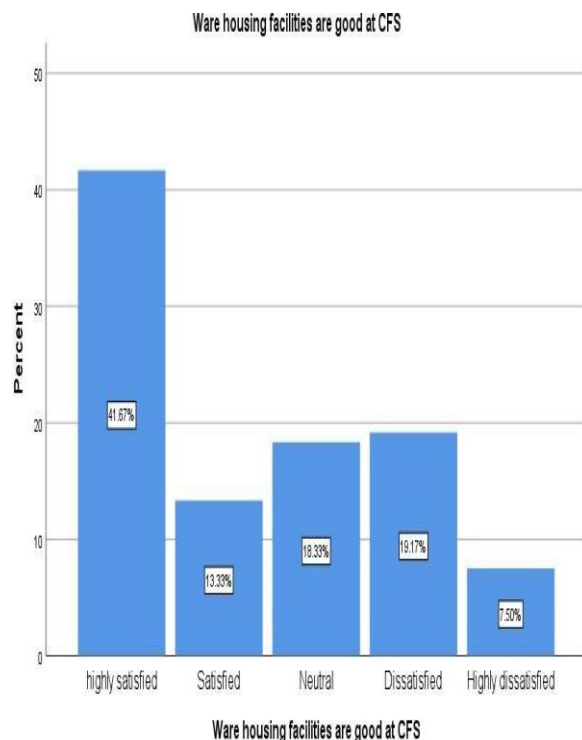


TABLE: 5

Table Showing That Warehousing Facilities are Good at CFS

		Frequency	Percent
Valid	Strongly Agree	50	41.7
	Agree	16	13.3
	Neutral	22	18.3
	Disagree	23	19.2
	Strongly disagree	9	7.5
	Total	120	100.0

Chart Showing That Warehousing Facilities Are Good At CFS



Interpretation:

It is interpreted from the above table that 41.8% of the respondents were highly satisfied with warehousing facilities are good at CFS, 19.2% of the respondents were dissatisfied, 18.3% of the respondents were neutral and 13.3% of the respondents were satisfied and 7.5% of the respondents were highly dissatisfied.

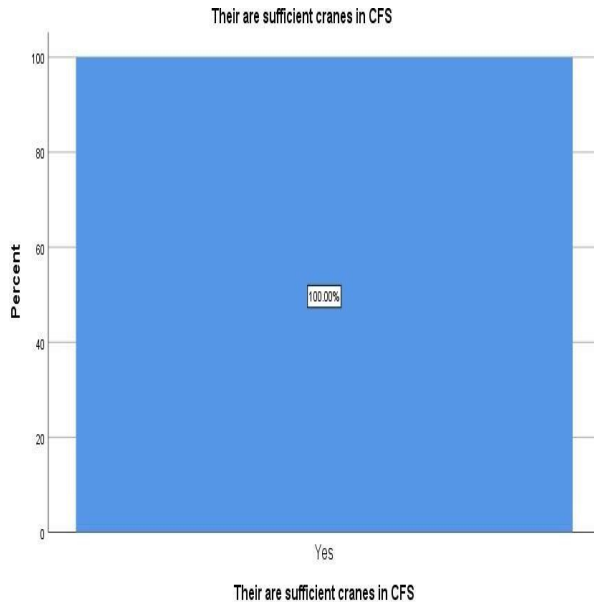
TABLE: 6

Table Showing That Sufficient Cranes in CFS

		Frequency	Percent
Valid	Yes	120	100.0



Chart showing that sufficient cranes in CFS



Interpretation:

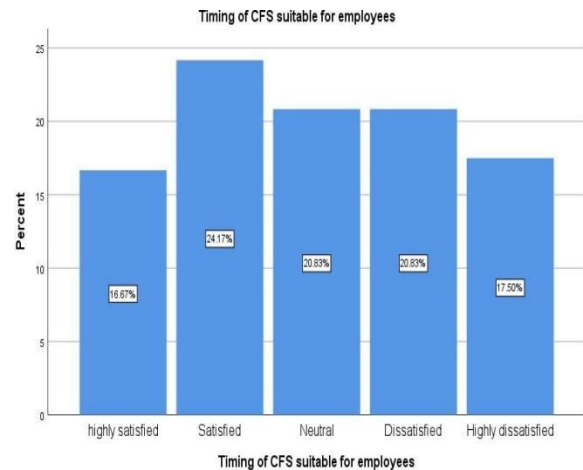
It is interpreted from the above table that 100% of the respondents said yes that there are sufficient cranes in CFS.

TABLE: 7

Table Showing That Timing of CFS Suitable For Employees

		Frequency	Percent
Valid	Strongly agree	20	16.7
	Agree	29	24.2
	Neutral	25	20.8
	Disagree	25	20.8
	Strongly Disagree	21	17.5
	Total	120	100.0

Chart Showing That Timing of CFS Suitable For Employees



INTERPRETATION

It is interpreted from the above table that 24.17% of the respondents were satisfied with timing of CFS suitable for employees, 20.83% of the respondents were both neutral & dissatisfied, 17.5% of the respondents were highly dissatisfied and 16.67% of the respondents were highly satisfied.

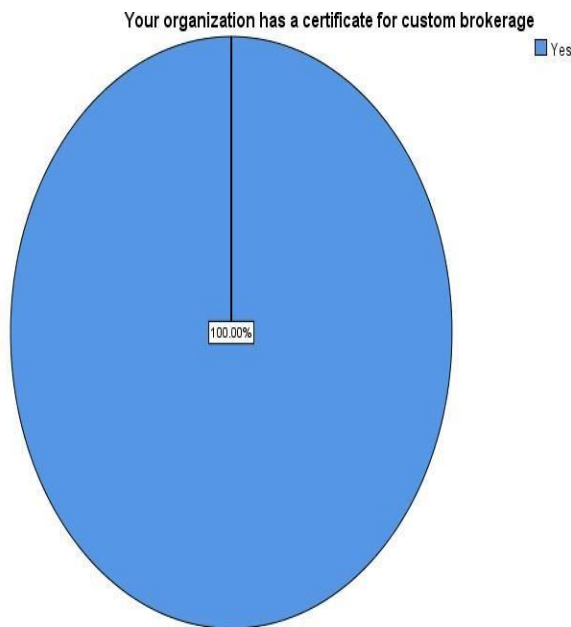
TABLE: 8

Table Showing That Organization Has a Certificate for Custom Brokerage



Frequency		Percent
Valid Yes	120	100.0

Chart showing that organization has a certificate for custom Brokerage



5.1. Findings:

- 75% of the respondents are Male and 25% of the respondents are Female.
- 55.83% of the respondents are in the age group of 25-35years & 1.67% of the respondents are in the age group of Above

55 years.

- 69.17% of the respondents are married & 30.83% of the respondents are unmarried.
- 39.17% of the respondents are Under graduate & 5.83% of the respondents are HSC Qualification.
- 52.50% of the respondents having Below 10 years of experience & 47.50% of the respondents having 11-15 years of experience.
- 43.33% of the respondents are agree with that CFS are running smoothly & 0.87% of the respondents Disagrees.
- 61.7% of the respondents were neutral with that all cargos are effectively handling in cfs and 10% of the respondents were highly satisfied.
- 38% of the respondents were satisfied that CFS team have professional background and 1% of the respondents were dissatisfied.
- 42% of the respondents were agree that CFS team regularly interacting with their stake holders, and 1% of the respondents were disagree.
- 32.5% of the respondents were disagree with CFS handling top most wheeled cargos and 5.8% of the respondents were strongly agree.
- 81.7% of the respondents were neutral



with CFS authority provides grievance handling facilities to their customers & 1.87% of the respondents were strongly agree.

- 46.67% of the respondents were satisfied that CFS stacking facilities are satisfied at CFS and 4.17% of the respondents were highly dissatisfied.
- 39.17% of the respondents were agreed with CFS provide sufficient security to cargo and 26.67% of the respondents were neutral.
- 41.67% of the respondents were neutral with proper arrangement are available for entry\exit of cargo in CFS and 24.17% of the respondents were strongly agree.
- 41.8% of the respondents were highly satisfied with warehousing facilities are good at CFS and 7.5% of the respondents were highly dissatisfied.
- 100% of the respondents said yes that there are sufficient cranes in CFS.
- 60% of the respondents said yes that CFS workers are regularly updating their functioning and 40% of the respondents said no.
- 34% of the respondents were dissatisfied with charges by CFS on cargo satisfaction level and 11% of the respondents were

satisfied.

- 33.33% of the respondents were disagree that CFS have good connectivity to hinterland and 20.83% of the respondents were neutral.
- 37.50% of the respondents were agree that CFS infrastructure supports cargo operations and 2.5% of the respondents were disagree and strongly disagree.
- 100% of the respondents said yes that there are proper arrangement for government officials.

SUGGESTIONS

- ✓ CFS charges may be decreased
- ✓ Traditional inventory management involves the overuse of spreadsheets and hand checked lists.
- ✓ The company can encourage cost related communication and strategies for consolidating expenses and streamlining processes.
- ✓ Operate at the optimal inventory levels and reduce warehouse costs.
- ✓ Timing for entry and exit gate can be changed

CONCLUSION

The project titled “TO STUDY ON CONTAINER FREIGHT STATION IN SATTVA LOGISTICS AND PVT LTD” Was completed successfully with



the help of CFS operations and cooperation of employees.

From this study it can be concluded that CFS plays a major role in freight forwarding companies. By providing proper warehousing facilities the CFS can easily transport cargo without delay. And all custom clearance were done properly. And INCOTERM avoids the conflicts.

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Kothari or Research methodology New Delhi New Age international publication.

Please tick your opinions listed below to the best of your knowledge. We encourage and expect honest feedback. Feel free to be unique!

ANNEXURE

TO STUDY ON CONTAINER
FREIGHT STATION IN SATTVA
LOGISTICS AND PVT LTD.



PART-1 DEMOGRAPHIC INFORMATION	
Name:	Designation:-
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Marital status: <input type="checkbox"/> Single <input type="checkbox"/> Married	
Age: <input type="checkbox"/> 25-35	
<input type="checkbox"/> 36-45	
<input type="checkbox"/> 46-55	
<input type="checkbox"/> above 55	
Qualification:	
<input type="checkbox"/> HSC	
<input type="checkbox"/> Diploma	
<input type="checkbox"/> UG	
<input type="checkbox"/> PG	
<input type="checkbox"/> Professional Degree.	
Experience: <input type="checkbox"/> below 10 yrs	
<input type="checkbox"/> 11-15 yrs	
<input type="checkbox"/> 16-20 yrs	
<input type="checkbox"/> 21-25yrs	
<input type="checkbox"/> above25	
Income: <input type="checkbox"/> below 30,000	
<input type="checkbox"/> 30,000-50,000	
<input type="checkbox"/> 50,000-70,000	
<input type="checkbox"/> 70,000	

PART-2 CFS OPERATIONS						
S.N	QUESTIONS	Strongly	Agree	Neutral	Disagree	Strongly
1	Do you agree with the functioning of CFS are smoothly running.					
2	All cargos are efficiently handling at CFS					
3	CSF Team have professional background.					
4	CFS team is interacting regularly with their stakeholders					
5	CFS is handling top most wheeled cargos.					
6	CFS authority provides grievance handling facilities to their customers.					
7	Cargo Stacking facilities are satisfied at CFS					
8	CFS provide sufficient Security to cargo.					
9	Proper arrangements are available for entry/exit of cargo from CFS.					
10	Are warehouse facilities good in CFS					
11	Charges by CFS on cargo are satisfied.					
12	CFS have good connectivity to its hinterland.					
13	CFS infrastructure supports cargo operations.					
14	CFS implementing Gate Entry Management (GEM) system (a web/mobile based application) for truck clearance.					
15	The timings of CFS are suitable for employees					
16	Time limit for storing cargo in warehouse is sufficient for Clients.					