



“PROBLEMS FACED WHILE HANDLING AND DELIVERING ON IMPORTING AND EXPORTING ON ELECTRONIC GOODS ”

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Abstract: International trade plays a vital role in the economic development of countries by enabling access to global markets, goods, and services. However, handling and delivering imports and exports present several logistical, regulatory, and operational challenges. One of the primary issues is the complexity of customs procedures and regulatory compliance, which vary from country to country. Delays in customs clearance, lack of harmonization in trade policies, and changing import-export regulations often disrupt the smooth flow of goods.

Transportation and logistics inefficiencies also pose significant challenges. Limited infrastructure, port congestion, poor road connectivity, and inefficient cargo handling systems increase lead times and operational costs. In developing countries, these issues are often more pronounced due to underdeveloped transportation networks and lack of investment in technology. Furthermore, disruptions caused by external factors like political instability, natural disasters, and pandemics can severely impact global supply chains.

Another critical issue is the fluctuation of currency exchange rates, which affects pricing, contracts, and profit margins. Additionally, the lack of transparency in supply chains and inadequate tracking systems make it difficult for businesses to monitor shipments, leading to losses and customer dissatisfaction.

The rise in cyber threats and the need for secure digital systems in handling trade data add another layer of complexity. Geopolitical tensions and trade wars also lead to tariff uncertainties and can force businesses to reroute shipments or seek alternative markets, further increasing costs.

To overcome these challenges, businesses must invest in advanced logistics technologies, improve coordination with customs authorities, and adapt to changing trade policies. Governments can also play a key role by modernizing infrastructure and promoting trade facilitation measures. Addressing these problems is essential for enhancing trade efficiency, reducing costs, and ensuring timely delivery in international commerce. Let me know if you'd like this tailored to a specific sector like agriculture, electronics, or textiles.

Keywords: International trade, Imports and exports, Logistics challenges, Customs regulations, Supply chain management, Transportation infrastructure, Trade compliance, Currency fluctuations, Global supply chains, Trade disruptions, Geopolitical tensions, Port congestion, Digital tracking systems, Trade facilitation, Export-import operations

I. INTRODUCTION

Global trade has become an integral component of economic progress in the twenty-first century. Imports and exports are the foundation of international trade, enabling countries and enterprises to exchange products and services across boundaries. This trade not only promotes economic progress, but it also provides access to a broader choice of products, raw materials, and technologies. In today's competitive and interconnected global economy, the handling and delivery of goods during the import-export process is vital to business success. According to World Commerce Organization (WTO) estimates, worldwide merchandise commerce was worth more than \$25 trillion in 2023, demonstrating the vast extent and importance of international trade.

Despite this increase, the process of transporting commodities from one country to another remains complex and frequently troublesome. It involves a variety of players, including exporters, importers, goods forwarders, customs agencies, shipping lines, and logistics providers. At every level, there is the possibility of delays, faults, or inefficiencies that will impede the flow of commodities. While international trade has many advantages, it is not without obstacles.

Businesses that import and export regularly face issues such as documentation errors, customs clearance delays, port congestion, transportation disruptions, and regulatory obstacles. These challenges not only raise expenses, but also reduce consumer happiness, cause stock outs, and harm corporate relationships.

II. STATEMENT OF THE PROBLEM:

Businesses involved in importing and exporting often encounter significant challenges during the handling and delivery of goods. Common issues include customs delays, incorrect or incomplete documentation, cargo damage, and high logistics costs. These problems can severely disrupt supply chain efficiency, increase operational expenses, and diminish customer satisfaction. Despite advancements in global trade and logistics infrastructure, such challenges continue to persist across various industries and countries. Therefore, it is essential to identify these recurring issues, understand their root causes, and develop effective solutions to improve the overall performance of international trade.

III. REVIEW OF LITERATURE

ILO 2023 insists on the worldwide logistics sector is now experiencing a substantial labor shortage, with the International Labor Organization (ILO) forecasting a 15% worker gap by 2023. This scarcity affects a variety of industries, including drivers, warehouse workers, and other critical logistical professions. The need for skilled workers is rising as global commerce expands, yet there is a mismatch between available labor and the precise skills required. This scarcity has caused delays, increased operating expenses, and put a pressure on businesses seeking to maintain service levels while they battle to find and keep skilled employees. Last-mile delivery, or the final stage of the supply chain when items are transported from distribution centers to customers, is one of the most expensive and difficult components of logistics. According to McKinsey (2023), last-mile delivery accounts for up to 53% of overall shipping expenditures.

Drewry, 2023 found the COVID-19 pandemic highlighted the fragility of global supply chains, particularly in the shipping sector. The outbreak disrupted international trade, leading to widespread port congestion, factory shutdowns, and limited vessel availability. These disruptions caused freight rates to skyrocket, as demand for shipping outpaced the capacity of available vessels. As a result, companies faced significant increases in shipping costs, and delays became commonplace, impacting the timely delivery of goods and straining business operations. Following these problems, several businesses are rethinking their global supply chain strategy to lessen reliance on traditional marine transportation. Nearshoring—the technique of shifting manufacturing or sourcing closer to home markets—is gaining popularity as a method for reducing shipping hazards and long lead times. Businesses that relocate production closer to their core consumer bases might avoid delays in global shipping routes and perhaps reduce freight expenses.

Notteboom & Rodrigue, 2022 reveal the hindrances on Logistics and transportation issues continue to cause significant disruptions in global supply chains. Port congestion, which is frequently caused by increases in cargo volumes and inefficient port operations, causes long delays and increased costs for businesses. Inadequate infrastructure, such as poorly maintained roads, limited warehousing facilities, and outdated transportation networks, exacerbates these problems by slowing the flow of goods. Furthermore, relying on unreliable carriers can lead to erratic delivery schedules, eroding customer trust and business reputation. Beyond these operational constraints, external dangers like as marine piracy and geopolitical crises have a significant influence on cargo security and route accessibility (UNCTAD, 2023). Piracy occurrences, especially in high-risk areas such as the Gulf of Guinea and the Strait of Malacca, jeopardies crew safety and result in considerable financial losses. Meanwhile, political tensions and economic conflicts can lead to unexpected border closures, tariffs, and penalties, requiring businesses to quickly modify their logistical strategy.

IV. OBJECTIVES OF THE STUDY

Primary objective:

- To collect insights from industry experts and analyze the supply chain bottlenecks.
- To identify the efficiency gaps in the operational areas and current processes.
- To evaluate handling challenges for electronic goods.
- To assess workforce training needs and develop the challenging strategies.
- To identify the technology gaps and adopt the best practice.

V. RESEARCH METHODOLOGY

Research design refers to the overall strategy used to conduct a research study, outlining how data will be collected, measured, and analyzed to address the research question. It's essentially a plan that provides a framework for the entire research project, guiding the researcher in choosing appropriate methods and techniques. A research design is a detailed

plan outlining how a study will be conducted to answer a specific research question. It's a roadmap that guides the entire research process, from data collection to analysis and interpretation. Essentially, it's a framework that ensures a study is structured in a way that helps achieve its goals and provides valid and reliable results.

Descriptive research is a type of research methodology that focuses on describing characteristics, patterns, or phenomena without influencing or manipulating the environment. It is useful for gaining detailed, factual, and accurate information about a situation, which helps in understanding the “what,” “when,” “where,” and “how” of the problem. In referral to the topic descriptive research helps in **systematically identifying and describing** the specific challenges and difficulties encountered in the logistics of **importing and exporting electronic goods**. These could include operational delays, documentation errors, customs procedures, fragile handling issues, and infrastructure limitations. The objective is to define the patterns, features, and frequency of common difficulties such as documentation mistakes, customs delays, handling mishaps, and logistical obstacles, as well as to evaluate their influence on the timely transportation of products across borders. The descriptive method will not entail variable manipulation or control, but will instead focus on data collection and analysis in accordance with current industry norms.

Data Collection

A structured Google Form was developed to collect firsthand information. The form included multiple-choice, and Dichotomous questions to capture quantitative responses. Targeted professionals included logistics managers, quality manager, packing supervisors, operations executive, and purchase and sales manager. The form was circulated through emails, WhatsApp groups to reach participants directly involved in logistics and trade. A satisfactory number of responses were received within a given time frame, ensuring reliable input for analysis. Participants were informed about data privacy, and responses were kept anonymous to maintain confidentiality. Secondary data was collected from industry reports, journal articles, news sources, and logistics company websites. Secondary data supported and validated the findings from primary responses and provided context to global and regional trends affecting import-export logistics.

Sampling Technique

Convenience sampling:

- Convenience sampling is a non-probability sampling method where samples are selected based on ease of access, proximity, and willingness to participate.
- It allowed for quick data collection with minimal resources, making it suitable.
- Individuals who were readily available, such as colleagues, industry contacts, were approached. **Judgmental**

sampling:

- Judgmental sampling, also known as expert sampling, is a non-probability sampling approach in which respondents are chosen based on the researcher's expertise and opinion of who would offer the most helpful information.
- Participants were recruited based on their positions in logistics operations, which included packaging supervisors, procurement and sales managers, quality managers, and supply chain managers.

Data Analysis Tools

- **Percentage Analysis:** To understand the distribution of demographic variables and key operational practices.
- **Charts and Pie Lines:** Google Forms and Summary Charts were used; Google Forms' built-in statistics were utilized to automatically produce charts and graphs (bar charts, pie charts) for rapid response visualization.

VI.SIGNIFICANCE OF THE STUDY

This study holds significant value as it aims to shed light on the various challenges faced by businesses during the handling and delivery of import and export goods—a critical stage in the international trade process. Despite the advancements in global logistics and technology, companies continue to experience recurring issues such as delays in customs clearance, inaccurate or incomplete documentation, cargo mishandling or damage, and escalating logistics costs. These problems not only affect operational efficiency but also lead to financial losses, missed deadlines, and dissatisfaction among customers and trading partners.

By focusing on these challenges, the study seeks to understand their root causes and the impact they have on the overall supply chain performance. This understanding is crucial for businesses involved in international trade, as it will help them develop strategies to minimize delays, improve documentation accuracy, enhance cargo handling procedures, and optimize logistics spending. Additionally, the study's findings can provide valuable recommendations for logistics service providers and policymakers to implement reforms and best practices that facilitate smoother trade operations. Ultimately, the significance of this research lies in its potential to contribute to the improvement of trade efficiency, reduce operational risks, and support the sustainable growth of businesses engaged in global commerce.

FINDINGS

The study highlights several critical challenges encountered in cross-border trade of electronic goods. Delays in material delivery were found to significantly impact operational efficiency and customer satisfaction. One of the major issues identified was the presence of frequent documentation errors, emphasizing the need for proper staff training. Although a secure and unique software system is used for data storage, there is still a need to improve digital adoption within logistics processes. Additionally, increased lead times have made it difficult to ensure timely deliveries. The study also underscores that if digitalization is effectively implemented, many documentation-related issues and compliance delays

Interpretation:

HOW OFTEN DELIVERY DELAY AFFECTS THE OPERATIONS
Response
1
2
3
4
5
TOTAL

The replies were spread over the whole scale of 1 to 5, with the majority of respondents (26.7%) picking 3, suggesting a moderate frequency of delivery delays affecting operations. Lower levels of impact (ratings 1 and 2) were preferred by 6.7% and 13.3%, respectively, whereas 3.3% reported frequent impact (rating 5). This demonstrates that delays are a recurring concern, however they occur at a moderate level for most organisations.

Percentage Analysis:

- **Respondent Profile:** The survey revealed that the majority of respondents (66.7%) were from the trading sector, and a significant portion (73.3%) handled electronic goods.
- **Handling related challenges:** Handling-related challenges primarily included damage during loading/unloading (36.7%) and lack of skilled labor (30%).
- **Delivery Compliance and Processes:** During delivery, 63.3% cited inadequate tracking as the major issue. Delays were a moderate concern for most, with 50% saying delays often affect operations.
- **Documentation Practices:** Documentation errors and noncompliance penalties were experienced occasionally by 50% of respondents. Encouragingly, 60% agreed that digital documentation improved EXIM handling.
- **Key Software Used:** 96.7% reported using software or ERP systems.
- **Handling process:** While 66.7% noticed improvement in handling over five years, 63% still experienced delivery delays of less than a day. Half the respondents undergo regular training **AI –Tools:** 53.3% believe AI tools could significantly enhance logistics systems.

VII DISCUSSION:

The study found that while CMS Info Systems Limited demonstrates efficiency in areas like timely delivery and extended logistics activities, key challenges remain—particularly related to cargo damage and handling. A majority of respondents (66.7%) were from the trading sector, primarily dealing with electronic goods (73.3%), highlighting a focus on sensitive, high-value cargo. Handling efficiency was rated average by 40%, with damage during loading/unloading (36.7%) and lack of skilled labor (30%) being top concerns. In delivery, inadequate tracking systems emerged as the major issue (63.3%). Delivery delays moderately affected operations for 50% of respondents. Documentation errors and compliance penalties were occasionally faced by 50%, though 60% acknowledged digital documentation helped reduce these issues. Nearly all respondents (96.7%) used ERP or software systems, reflecting high digital adoption. Over the past five years, 66.7% observed improvements in handling and delivery, though gaps in consistency and training still exist.

VIII CONCLUSION:

This research focusses on the primary issues encountered in cross-border electronic products commerce, including material supply delays, documentation mistakes, and logistical inefficiencies. The findings show that material delays have a major impact on operational efficiency, while weak documentation methods need staff training and process modifications. Although the present software system is secure, there is a need for increasing digital adoption in logistics



to improve accuracy and operational efficiency. Additionally, higher lead times have had a direct impact on consumer satisfaction owing to late delivery. According to the report, digitalization can help to avoid numerous documentation-related difficulties while also improving compliance and reducing manual mistakes. To overcome these difficulties, organizations could engage in digital transformation, give targeted staff training, and improve supply chain operations to eliminate delays. By using these steps, businesses may improve operational efficiency, assure timely delivery, and raise their competitiveness in the worldwide commerce of electronic goods.

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