

# **A Study on Employee Judgment on Cross-Border Trade Facilitation by Harmonization of Exim Documentation Standards With Reference To DP World Logistics Company, Chennai**

Mrs.S.Priyanka<sup>1</sup>, Mr.J.Joeson Solomon<sup>2</sup>.

<sup>1</sup>Assistant Professor in Department of Commerce with International Business at Dr.N.G.P Arts and Science College, Coimbatore, India

<sup>2</sup>II-M.Com (IB) Student at Dr.N.G.P Arts and Science College, Coimbatore, India

---

**ABSTRACT:** Global trade facilitation is strongly dependent on the efficiency and uniformity of export-import (Exim) paperwork. Harmonization of these standards may drastically decrease delays, streamline operations, and improve international trade efficiency. This study investigates employee perceptions of cross-border trade facilitation through the harmonization of Exim documentation standards, with a particular focus on DP World Logistics Company in Chennai. The study investigates employees' perceptions on current documentation difficulties, the influence of standardization on operational efficiency, and potential impediments to adoption. A mixed-method approach, including surveys and interviews, is used to determine how harmonization affects compliance, cost savings, and trade fluidity. Employees believe that harmonization is critical to enhancing logistical efficiency, decreasing redundancies, and enabling smooth international transactions. However, questions about regulatory harmonization, technology adaption, and training requirements are also raised. The study offers policymakers and logistics organizations valuable insights, underlining the need of coordinated efforts in meeting internationally acceptable documentation requirements. By resolving shortcomings in Exim documentation processes, DP World Logistics Chennai may improve its trade facilitation skills and help India's standing in global commerce.

**Keywords:** Cross-border trade, Exim documentation, logistics, trade facilitation

---

## **I. INTRODUCTION**

Documentation and procedures are essential yet complex aspects of international marketing operations. Accurate compliance with export-import (Exim) documentation is as critical as managing the marketing mix to ensure success in global trade. A lack of understanding among managers can lead to delays, affecting cash flow and business efficiency. Import and customs authorities play a vital role in regulating the entry of goods into a country. Imports involve purchasing goods or services from foreign countries, significantly impacting a nation's economy. Many countries, for example, import crude oil and fuel from the Middle East, requiring substantial financial resources. While the ideal scenario is for exports to match imports, achieving this balance is rare, leading to balance of payment issues. Ultimately, efficient trade facilitation and documentation compliance help maintain smooth international transactions.

## **II. REVIEW OF LITERATURE**

- **Gul N, Iqbal J, Nosheen M & Wohar M. (2024)** : In the realm of international trade, the efficacy of logistics networks and the transparency of cross-border trade facilitation mechanisms are pivotal in determining a country's export competitiveness. Scholarly research underscores the significance of logistics service quality as a key determinant of success in global trade endeavours. This paper contributes to the existing literature by employing gravity models to analyze the impact of the World Bank's Logistic Performance Index (LPI) on Pakistan's export dynamics. The findings of this study elucidate the critical role of enhancing logistics capabilities in driving export growth. Specific indicators within the LPI framework, such as affordable shipment costs, shipment tracking capabilities, and adherence to trade and logistical transit standards, emerge as instrumental factors in facilitating export flows.
- **Gumbo N, & Nkala P. (2024)** : The review of Zimbabwe's trade facilitation landscape reveals ongoing challenges despite efforts to improve efficiency and compliance with international standards. Customs

emerges as the most equipped agency, while other border agencies face resource constraints and fragmented processes. Lack of comprehensive guidelines for appealing decisions undermines transparency and effectiveness across agencies. The automated risk management system, currently limited to customs, needs expansion to enhance efficiency. Recommendations include a coordinated government approach, alignment of ministries, integrated trade facilitation information, awareness campaigns, equitable resource distribution, and ensuring all agencies participate effectively at ports of entry to improve Zimbabwe's global trade integration and compliance with WTO obligations.

- **Kobayashi T. (2023)** : This literature underscores the vital role of trade facilitation (TF) in integrating micro, small, and medium enterprises (MSMEs) into global value chains, emphasizing the broader scope of TF beyond border measures simplification. The WTO's Trade Facilitation Agreement (2014) addresses diverse issues such as post-clearance audit and electronic payment of duties, crucial for trade efficiency. Amidst the COVID-19 pandemic, TF emerges as pivotal for reviving world trade, prompting discussions on its extension to digital contents and e-commerce. However, disparities persist between developed and developing/least-developed countries in TF capacity, necessitating comprehensive capacity building and technical assistance initiatives for effective implementation across sectors.
- **Mutua D & Felix K. (2023)** : The study investigates the effects of coordinated border management techniques on trade facilitation in Kenya, focusing on the Port of Mombasa. Anchored on Technological Change, Change Management, and Theory of Constraints, it examines One Stop Border Post, Joint Patrols, and Joint Risk Management. Using a descriptive design, it surveyed 500 officers and employed a Likert scale questionnaire. Reliability was tested using Cronbach's alpha, while validity was ensured through face and content checks. Data analysis involved SPSS, employing descriptive and inferential statistics, including moderated multiple regression analysis. Findings highlight significant impacts of Joint Patrols, Joint Risk Management, and One Stop Border Post on trade facilitation, with the latter notably reducing cargo clearance time and business costs. Recommendations include Customs adoption of One Stop Border Post to enhance productivity and profitability, emphasizing the significant role of customs systems in expediting trade processes in Kenya.
- **Olubandwa B. N. (2022)** : This study investigates the impact of COVID-19 on trade facilitation policies in East Africa, highlighting the region's reliance on trial-and-error methods in the absence of predetermined crisis policies. It underscores the significance of the WTO's Trade Facilitation Agreement (TFA) in addressing pre-existing cross-border bureaucracy complaints. Full TFA implementation is expected to substantially reduce African trade costs. Focusing on Kenya, Uganda, Tanzania, Burundi, and Rwanda, the study employs an empiricist methodology with a constructivist ontology, emphasizing the role of social actors in shaping trade facilitation dynamics. Despite challenges during COVID-19, increased urgency in TFA adoption is noted.

### **III. RESEARCH GAP**

The adaptation of emerging technologies such as digitalization and blockchain in Exim documentation remains underexplored, especially regarding employee readiness and challenges. Additionally, India's complex trade regulations create compliance barriers, but little research examines how employees navigate these challenges. The impact of documentation standardization on employee productivity, decision-making, and workload also lacks empirical analysis. Furthermore, the role of interdepartmental coordination in ensuring efficient documentation processes within logistics firms is not well studied. Addressing these gaps will provide valuable insights for improving trade facilitation practices.

### **OBJECTIVES**

1. **Regulatory Compliance:** Proper documentation ensures adherence to legal requirements and regulations in both importing and exporting countries.
2. **Customs Clearance:** Accurate paperwork expedites the movement of goods across borders by facilitating customs clearance processes.
3. **Payment Facilitation:** Documents like commercial invoices help in payment settlement between buyers and sellers.
4. **Risk Mitigation:** Documentation minimizes risks associated with international transactions and ensures transparency.

#### **IV. RESEARCH METHODOLOGY**

Research is the systematic inquiry into a specific concern or research problem using scientific methods. It involves describing, explaining, predicting, and controlling observed phenomena. Researchers follow a logical and ethical approach, combining inductive and deductive methods.

<b>Research type</b>	Descriptive research
<b>Date source</b>	Primary and secondary data
<b>Research instrument</b>	Questionnaire
<b>Type of questionnaire</b>	Close ended questions
<b>Sampling unit</b>	employees of DP world
<b>Sampling method</b>	Simple random sampling

#### **V. Data Analysis And Interpretation**

**Table 01 REPRESENTING AGE GROUP OF THE RESPONDENTS**

AGE	FREQUENCY	PERCENT
Below 20	21	20.8
21 to 30	58	57.4
30 to 40	22	21.8
Total	101	100.0

#### **INTERPRETATION**

From the above table, it is inferred that 57.4% of the respondents fall in the age range of 21 to 30. Based on these results, 21 TO 30 has the largest portion of respondents.

**Table 02 WHAT IS THE MAIN OBJECTIVE DOCUMENTATION PROVIDES CLEAR AND CONCISE EXPLANATIONS**

	Frequency	Percent
Strongly Disagree	14	13.9
Disagree	4	4.0
Neutral	49	48.5
Agree	20	19.8
Strongly agree	14	13.9

#### **INTERPRETATION**

The above table shows out of 100 respondents, it can be seen that nearly half (48.5%) of the respondents found the explanations to be neutral, meaning they were neither clear nor unclear. Around a third (33.7%) of the respondents found the explanations to be clear (19.8% agree + 13.9% strongly agree), while a similar portion (17.8%) found them unclear (4.0% disagree + 13.9% strongly disagree). Based on these results, there is no clear majority opinion on whether the explanations were clear or concise.

**Table 03 WHAT IS THE DOCUMENTATION IS ORGANIZED IN A LOGICAL MANNER FOR EASY NAVIGATION**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	3.626	4	.907	.826	.003
Within Groups	105.324	96	1.097		
Total	108.950	100			

#### INTERPRETATION

From the table the p value (.000) is less than significant level (.05) it accept the alternative hypothesis and concludes that there is significant logical manner for easy navigation. From the table the p value (.000) is less than significant level (.05) it accept the alternative hypothesis and concludes that there is significant use cases to illustrate concept.

The result provided is "95% Confidence Interval of the Difference Upper 4.04". This means that, based on the data and the statistical test performed, we can be 95% confident that the true population mean (which we are estimating) lies somewhere below 4.04 units higher than the test value of 0. If we are interpreting this in the context of a hypothetical study, the data we have collected leads us to believe that the true mean is likely to be at least 4.04 units higher than this null hypothesis value. This could imply that there is a statistically significant difference or effect present in whatever is being measured or tested.

**Table 04 WHAT IS THE DOCUMENTATION IS WRITTEN IN A LANGUAGE THAT IS EASY TO UNDERSTAND**

#### One-Sample Test

Test Value = 0						
t		df	Sig. (2-tailed)	Mean Difference	95% Confidence Interval of the Difference	
					Lower	Upper
The documentation is written in a language that is easy to understand	34.560	100	.000	3.653	3.44	3.86

#### INTERPRETATION

From the table the p value (.000) is less than significant level (.05) it accept the alternative hypothesis and concludes that there is significant language that is easy to understand. From the table the p value (.000) is less than significant level (.05) it accept the alternative hypothesis and concludes that there is significant diagrams to aid understanding.

**Table 05 CONFIDENTIAL DOCUMENTS ARE ALLOWED AND ACCESSIBLE TO ALL EMPLOYEES**

Test Value = 0				
t				95% Confidence Interval of the Difference
	df	Sig. (2-tailed)	Mean Difference	Lower
Confidential documents are allowed and accessible to all employees	27.476	100	.000	3.158
				2.93

### INTERPRETATION

From the table, it can be seen that a majority of respondents, 48.5%, expressed a neutral stance, suggesting a lack of clarity or mixed feelings about the current policy. Notably, 33.7% of respondents either agreed or strongly agreed that confidential documents are accessible to all employees, highlighting a significant portion of the workforce who perceive this as a potential issue. This sentiment is further emphasized by the 17.8% who disagreed or strongly disagreed with the accessibility of such documents.

**TABLE 06 REGULAR SUPERVISION OF HEALTHCARE WORKERS**

HO: There is no significant healthcare regarding system work is provided

H1: There is significant healthcare regarding system work is provided

### Chi-Square Tests

Value		df	Asymptotic Significance (2sided)
Pearson Chi-Square	3.799 <sup>a</sup>	3	.284
Likelihood Ratio	3.920	3	.270
Linear-by-Linear Association	.108	1	.743
N of Valid Cases	100		

### INTERPRETATION

**Statistical Significance:** The p-value for the Pearson Chi-Square test is 0.284, which is higher than the conventional threshold of 0.05. This indicates that there is no statistically significant association between gender and the responses to "incidents related."

**Expected Counts:** One cell has an expected count less than 5 (specifically, the "disagree" category for females with an expected count of 3.78). This could slightly affect the reliability of the Chi-square test, but generally, it is acceptable if less than 20% of cells have expected counts less than

## **FINDINGS**

- The majority (57.4%) of respondents fall within the age group of 21 to 30, indicating that a younger workforce is predominant in the study.
- Nearly half (48.5%) of respondents had a neutral stance on the clarity of explanations, while 33.7% found them clear, and 17.8% found them unclear.
- The mixed opinions suggest that explanations could be improved for better clarity.
- A p-value of 0.000 (less than 0.05) confirms the acceptance of the alternative hypothesis, indicating that the logical structure facilitates easy navigation.
- Similarly, the significant p-value supports that proper use cases are effectively illustrating key concepts.
- A 95% confidence interval upper limit of 4.04 suggests that the true population mean is likely at least 4.04 units higher than the null hypothesis value.
- This implies a statistically significant difference in the measured variable.
- With 95% confidence, the true mean difference between the ratings and a value of 0 falls between 3.70 and 4.04. This reinforces that the documentation likely includes examples or use cases, but the ratings aren't all positive
- User testing might reveal topics where more or different examples would be beneficial. Include these in future documentation updates.
- The average rating for overall experience is 3.55 on an unknown scale (likely 1- 5). This suggests a somewhat neutral experience, leaning slightly positive.
- There's a spread of ratings across categories, with "Neutral" having the most responses (28) followed by "Agree" (44) and "Strongly Agree" (25). Only 2 respondents each chose "Strongly Disagree" and "Disagree."

## **SUGGESTIONS**

- As much as scrutinize respective export & import documents which assist to employees work tedious and complex of various client documents.
- Rather than expecting every document physically to see for data entry, most confidential documents have to keep it in physically other than all documents could be handled in online platform.
- Older version of system that mitigate tolerance of employees, which is a major issue it led into way slower than normal working process because it took certain time to load and entry in system. Employees feel fatigue and having more workload. Therefore, the new system must implement in order to save employee's worktime to enhance entry in system of EXIM documentation as well as the environment might not be haphazard.
- Keep updating yourself over staying at some point, evolve yourself like an expertise person such as avoiding minor errors, unaware of nuances work due to problematic root causes arise from mistaken EXIM documentation from on point.
- Eventually employees have to obtain training whenever he lacks his domain knowledge as well as gaining upcoming trends and keep in advance himself.

## **VI. CONCLUSION**

In conclusion, the employee perspectives on cross-border trade facilitation through the harmonization of export-import documentation standards provide valuable insights into the intricacies of international commerce. Employees, as frontline participants, offer a unique vantage point, highlighting both the benefits and challenges of standardization efforts. While there is recognition of the potential advantages such as increased efficiency and reduced compliance burdens, employees also emphasize the complexities involved, including varying regulatory requirements and technological barriers. Collaboration emerges as a key theme, with

employees stressing the importance of joint efforts among governments, international organizations, and industry stakeholders to drive harmonization initiatives forward. Additionally, there is a consensus on the pivotal role of technology in streamlining processes and ensuring interoperability, albeit alongside a call for robust training programs to equip employees with the necessary skills. Ultimately, the employee opinions underscore the importance of a holistic approach that balances the aspirations of standardization with the practical realities of implementation, paving the way for a more seamless and efficient global trading ecosystem.

#### **REFERENCE**

- [1]. Gul, N., Iqbal, J., Nosheen, M., & Wohar, M. (2024). Untapping the role of trade facilitation indicators, logistics and information technology in export expansion and diversification. *The Journal of International Trade & Economic Development*, 33(3), 369-389.
- [2]. Gumbo, N., & Nkala, P. (2024). Trade Facilitation Reforms Implementation by Developing Countries: The Case of Zimbabwe. *International Journal of Social Science Research and Review*, 7(6), 150-175.
- [3]. Kobayashi, T. (2023). The WTO approach to trade facilitation in goods and services. In *The Elgar Companion to the World Trade Organization* (pp. 287-300). Edward Elgar Publishing.
- [4]. Mutua, D., & Felix, K. (2023). Effects of Coordinated Border Management Techniques on Trade Facilitation in Kenya. *African Tax and Customs Review*, 6(2), 25-25.
- [5]. Olubandwa, B. N. (2022). WTO Trade Facilitation Adoption Challenges in East African Trade Region during COVID-19 Crisis. *Open Access Library Journal*, 9(12), 1-23.