

STUDY OF IMPORT-EXPORT (SHIPPING) PERSONNEL'S CAPACITIES: A CASE STUDY ON INTERNATIONAL TRADING COMPANIES IN THAILAND.

Suntaree puttiworn

College of Logistics and Supply Chain.

111/ 3-5 Moo 2, Tambon Klongyong Phutthamonthon District Nakhonpathom, Thailand.

Chokun_nuna@hotmail.com Suntaree.pu@ssru.ac.th

ABSTRACT

The research on studying of import-export (shipping) personnel's capabilities: a case study on international trading companies is a quantitative research. Propose of this research is to examine factors that related to working abilities of personnel in import-export (shipping) field of international trading companies. Variables have been indicated, which are 1) Independent variables, such as personal factors (sex, age, educational levels, experiences, and working sector); 2) Dependent variables, such as capacity factors, capability factors, knowledge factors, and practicing factors of import-export (shipping) personnel. The result shows that, the percentage of respondents to the questionnaire are female more than male (56% female, 44% male), 52% of the respondents are in between 21-30 of age, 52% have lower and bachelor degree educational levels, and 60% are working as operation officers or messengers. Furthermore, most of the respondents indicated that obtaining customs broker license is the first indicator (4.92%) for capacity and capability. The second important indicator is resourcefulness and intelligence (4.84%), and the least important indicator is foreign languages and good inter-personal relationship skills. Whereas, on working efficacies, most of the respondents agreed that knowledge on legal and custom regulation is the most important (4.96%), the second most important factors are import-export knowledge, knowledge on dealing with international trading documents, and knowledge on rules and regulations (at equal percentage of 4.92). For shipping practices, most of the respondents admitted to have abilities for negotiation (4.96%), experiences related to import-export (4.92%), the third is proficient on reading and preparing documents for dispatching (4.88%), and the least is versatility on work related (4.76%).

Keyword: Import-Export (shipping), Personal's Capacities, customs brokers, shipping labors

INTRODUCTION

Nowadays, expansion of economics, of importing-exporting, started to show a better result. International business, import and export, are therefore growing. Kabali, I. M. ,2014. Work positions for customs formality is increased, following the expansion of international trading companies, import-export business. Helseth, M. H., & Coulson, D. W. ,2013 As the result, shipping labors is insufficient and under effective. In consequence of hard work and unreliable working time for the shipping, as well as several specific trainings and license to be obtained, there are only small numbers of those who are interested and passed the training working in this field. As oppose to worker requirement and world's business growth. Aforementioned, study of shipping personnel is important to world business. Danai Tianphut,2002 On top of that, shipping resources have to be screened; in which ability to deal with load work burdens, and competency and work experiences are considered to support the expansion of economics when AEC is started. Araque, C. E. ,2011

McClelland (1993, cited in Panorpan Jaturongkul, 2550, page4) defined “competency” as personalities inside an individual that push forward the person to produce a good work or as specified. Hoge, Tondora, and Marrelli (2005, p.517, cited in Panorpan Jaturongkul, 2550) identified structure of competency as KSAPs, which are Knowledge; Skills; Abilities; and Personal Characteristics. They have high power over an achievement of work of a person, are a character or responsibility, which is linked to end results and can be compared with benchmark, also they are able to be improved by trainings. Narongwit Sangtong (2547, page27) added that competency is capability, or competency of a person in a position. Not only competency is behaviours, but also believes, attitudes, and inner personalities. Nonetheless, Jramporn Prathomboon (2547, page23 cited in Panorpan Jaturongkul, 2550) said that competency is what explaining a person's characteristics and particularities, as well as knowledge; skills; and behaviors, in which quality and higher standard works are expressed. Corresponding to idea of Sutat Nampulsuksan (M.P.P. cited in Panorpan Jaturongkul, 2550) where the meaning of competency is characteristics, both in knowledge and skills and individual's behaviors, which are important for successfully working in each position. As you can see, from above theories, competent worker is able to increase production or improve business processing, which will be a way to help solving shipping worker shortage problems. Concisely, this research has been studied for a better shipping worker screening, as a result for improving the quality of work and preparing for the growing world's economics and step forward to the AEC. Lin, H. S., & Hsieh, L. Y. ,2011, Wu, J., & Haasis, H. D,2013, Fayle, C. E. ,2013

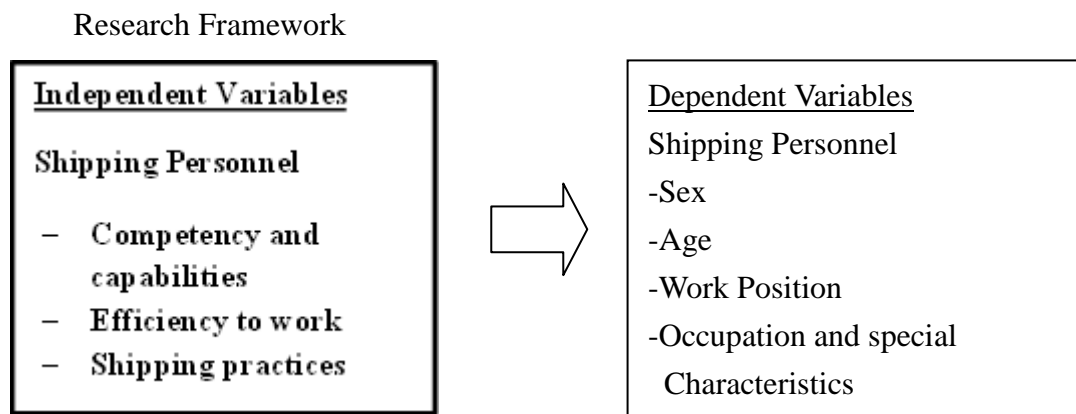
OBJECTIVE

1. To study relationships between personal factors and competencies of shipping personnel.
2. To suggest standardized properties of shipping personnel.

METHODOLOGY

To work in the shipping field, one needs to have specific knowledge of the vocation. Therefore, this research is conducted to identify special characteristics that are needed in a shipping worker for international trading companies.

Variables in the research



Population

Samples

Sampling method – selecting 25 persons from every work department, considering simple probability where population of each department have equal chance to be selected, and group will be indicated for the population.

Data Collection Process

1. Data is collected in international trading companies.
2. Researcher contacts the companies for list of population/samples and information for the study. Interview is conducted to gather information and identify problems that are often occurring in the company. Then review to design the study process, using self-ministered questionnaire.
3. Data collection period: 6 months.
4. Correcting and completing the questionnaire before analyze.
5. The corrected and completed questionnaires are selected by each tool's criteria, and will then be analyzed and evaluated.

Data Collection Tool

Data collection tool for this research is questionnaire for international trading companies in Thailand.

Rating scale questionnaire is used, given points dividing into 5 levels:

- 5 = It is the most important
- 4 = It is important
- 3 = It is fairly important
- 2 = It is rather important
- 1 = It is the least important

There are 3 steps in designing the questionnaire for Thai's merchant maritime.

Step 1: information prior to designing the questionnaire

Step 2: identifying the needs for shipping personnel in international business

Step 3: general suggestions, which the data will be self-collected

RESULT

For competencies and capabilities, the study showed that the respondents obtained a certificate for custom broker license, are resourceful and intelligence in solving problems, have foreign language skills, and good inter-personal relationship and responsible to organization and customers. It means that the population consider the important of competencies and capabilities; total mean is 4.83 with standard deviation of 0.37, has the highest total opinion. The reason is that working as shipping required adequate knowledge, including academic skills, knowledge, and desire for success. Which is correlated to McClelland theory (1993 cited in Danai Tepnuput, 2545, page4); competency is clusters of knowledge, skills, and attitude of an individual, which greatly affecting successes of work for that person, roles or responsibilities which corresponding to success, and can be compared with standard criteria, as well as is able to improve by training. Office of the civil service commission indicated that competency is group of knowledge, capabilities, skills, behaviors, and result of practice, which part of these are resembled from skills, knowledge, capabilities, attitudes, personalities, and popularity of each individual. Duangjai jandasang,2015 ,

For knowledge, the study found that the respondents have knowledge about legal and customs regulation, knowledge of importing-exporting, knowledge of dealing with international trading documents, and have knowledge of rules and regulations. To conclude, the sample considering the importance of work efficiency; total mean is 4.93 with standard deviation of 0.25, has the highest total opinion. This is because knowledge of the work is required to work as shipping, as well as experiences and expertise in remembering, making decisions, differentiation of each section. This correlated to Prapapen Suwan (cited in Aksorn

Sawasdee, 2542, 26) concept, explaining that knowledge is an initial behavior that learners are remembering from recognizing, seeing, hearing. This level of knowledge is knowledge of definition, meaning, truth, rules of structure, and problem solving. Understanding may be expressed in the form of skills in “translation”; which means ability in describing about such information using their own language; and “definition” that expressed in the form of opinions and conclusion; as well as ability for “estimation” or expectation of what going to happen. Benjamin S. Bloom (cited in Sawasdee 2542, 26-28) has given the meaning of knowledge as recalling for a specific thing, method, and procedure. In 1965 Bloom and friends have also studied about human’s cognitive domain, which comprise of 6 knowledge levels from the lowest to the highest. Explanation of each level as follow:

1. Knowledge means learning that emphasized on remembering and recognizing of thoughts, things and events. These memories are from simple memories and liberated from each other to complex memories with relation to other memories. To reasonably expanding this memory knowledge is to play, respond, translate, conclude, or interpret it.

2. Comprehension is intellectual abilities to reasonably extend knowledge and memories, responding to meaningful stuffs, and abilities to translate, conclude, or interpret something.

3. Application is abilities to use the knowledge, understanding, or comprehension of stuffs to solve new problems. By using of knowledge, especially comprehension, together with ability to translate, conclude, or interpret of the stuff.

4. Analysis is abilities and skills higher than understanding and application, which is able to differentiate things that being considered, which correlated, also investigating relationship between sections to identify whether each composition is compatible to each other, and generate thoroughly understanding of one thing.

5. Synthesis is abilities to compile compositions to produce single story or thing. Synthesis has the property of gathering information and detail of various stories together, firstly in order to form an unclear structure, which requires creativities within selected limitation.

6. Evaluation is abilities to decide about thoughts, popularities, results, answers, strategies, and substances for some objectives. Criteria are created for consideration and evaluation. This is the highest of characteristics of cognitive domain, where knowledge, understanding, application, analysis, and synthesis are used for evaluation of one thing.

For shipping practices, the applicants have negotiation abilities, experiences related to import-export, expertise in reading and preparing documents for dispatching. It can be concluded that shipping practices is considered important; total mean is 4.88 with standard deviation of 0.30, has the highest total opinion. To explain this, shipping practices has the power over success of the organization, which conform to theory of Schermerhon (1966, p785), said that working practice means behaviors that a person has successfully done under their responsibilities. Working practice of a person depend on 1) personal characteristics,

knowledge, skills, and experiences of work, which related to working practice; 2) attempt to work of a person, meaning the willingness to work of a person, which related to grateful to work, whereas depending on motivations to work. Tongzon, J. L., & Lee, S. Y. ,2015 When a person has motivation to work, they will try their best to successfully done it; 3) support from the organization, payment, materials for work, and facilities in the workplace. These supporting stuffs are connecting to providing the chance of a person to do the work. Embassy, U. S. ,2014

SUGGESTION

The companies should encourage the employees for gaining of knowledge and expertise in logistics, by sending the workers to trainings or courses arranged by the government, in order to help the workers getting better understanding of practices and attaining new knowledge to improve their work and life. Consequently, producing fewer errors and reduce the time of work. Zhao, G. ,2014, September.

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