

A STUDY OF CHALLENGES AND FACTOR INFLUENCING THE FREIGHT FORWARDING BUSINESS IN THE LOGISTICS INDUSTRY

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Abstract

This research was undertaken with the sole aim of understanding some of the challenges and Factor Influencing the Freight forwarding Business in the organizations involved the Forwarding and distribution of shipper Cargo encounter in their logistics operations. A freight forwarder is a person or company that organizes shipments for individuals or corporations to get large orders from the manufacturer or producer to market or final point of distribution. Forwarders will contract with a carrier to facilitate the movement of goods. A forwarder is not typically a carrier, but is an expert in supply chain management. In other words, a freight forwarder is a "travel agent," for the cargo industry, or a third-party (non-asset-based) logistics provider. A forwarder will contract with asset-based carriers to move

cargo ranging from raw agricultural products to manufactured goods. The term Logistics Management or supply chain management is that part of Supply Chain Management that plans, implements, and controls the efficient, effective, forward, and reverse flow and storage of goods, services, and related information between the point of origin and the point of consumption in order to meet customer's requirements. . The research targeted a selected sample of Employees and representatives of transporters of goods and key management personnel of Companies Central Distribution Center based in the industrial area Chennai. The primary objective of this project is to conduct 'A study on Challenges and factor influencing the freight forwarding business in the Freightage Multimodal logistics Pvt. ltd. It is important to analyze the problems faced by freight forwarders from the carriers as well as companies and individual customers. By studying and comparing the various problems faced by the freight forwarders. It is easy identify the solutions to avoid the problems and make sure the smooth flow of business. This will help Freightage Multimodal



logistics Pvt. Ltd to establish a reasonable share in the market place

Key words: Supply Chain Management, Freightage Multimodal logistics, Multimodal logistics

Introduction

A freight forwarder, forwarder, or forwarding agent is a person or company that organizes shipments for individuals or other companies and may also act as a carrier. A forwarder is often not active as a carrier and acts only as an agent, in other words as a third-party logistics provider, they have the expertise that allows them to prepare and process the documentation and perform related activities pertaining to international shipments.

Freight forwarding is a crucial component of the global trade industry, facilitating the movement of goods across borders and between countries. However, this business sector faces several challenges, including operational, economic, and regulatory hurdles. In this response, I will provide an overview of some of the major challenges and factors that influence the freight forwarding

businessRegulatory challenges: Freight forwarding companies must comply with various regulations, including customs regulations, safety regulations, and environmental regulations. Compliance with these regulations can be costly and time-consuming, which can impact the profitability and efficiency of the business.

Technological challenges: The freight forwarding industry is becoming increasingly digitalized, and companies must adopt new technologies to remain competitive. However, implementing new technology can be challenging, and companies must invest in training and infrastructure to ensure that they can take full advantage of the benefits of new technology.

Economic challenges: The freight forwarding industry is highly sensitive to economic changes, including fluctuations in currency exchange rates, changes in import and export regulations, and shifts in consumer demand. These economic factors can impact the profitability and viability of freight forwarding companies

Competition: The freight forwarding industry is highly competitive, with



many companies competing for business. This competition can lead to price pressure and reduced profit margins

Infrastructure challenges: Freight forwarding companies rely on transportation infrastructure, such as ports, airports, and highways, to move goods. However, inadequate infrastructure can cause delays and increase costs, which can impact the efficiency and profitability of the business.

Environmental factors: The freight forwarding industry is also affected by environmental factors, such as weather events and natural disasters. These events can disrupt supply chains and lead to delays and additional costs.

Political factors: Political instability and changes in government policies can also impact the freight forwarding industry. For example, changes in trade agreements or tariffs can lead to changes in the flow of goods, which can impact the business of freight forwarding companies.

Quality control: Freight forwarding companies must ensure that goods are transported in a safe and timely manner, and that they arrive at their destination

in the same condition as when they were shipped. Failure to maintain quality control can lead to customer dissatisfaction, lost business, and damaged reputation

Cultural differences: The freight forwarding industry operates in a global environment, and cultural differences can impact the way business is conducted. Companies must be aware of these differences and adapt their communication and business practices accordingly

Scope of the Study

The major scope of this study as follows:
To find out the Challenges and Factor influencing freight forwarding companies business and find out solution for the same.

To find out the solutions for the Delay in delivery problems

To find out the solutions for the problems faced by freight forwarders from the carriers as well as companies and individual customers through their opinions. It helps to understand the satisfaction level of the custom clearance

Research Gap

The companies are facing with several challenges and factors influencing to



delays in delivery of goods due to some issues. There is therefore the need to investigate factors & Challenges whichever is affecting the whole freight forwarding procedure like delays in delivery of goods and find a solution to it; hence this study.

The prime objective of this study was to identify the challenges and factor influencing a reliable freight forwarding system that poses a potential hindrance towards the smooth operations of the logistics function of an organization involved in the manufacturing and distribution of goods.

In order to attain the above prime objective, the under mentioned specific objectives were considered:

To identify the major challenges and Factor influencing reliability of freight forwarding in the downstream logistics operations of Freightkare Multimodal Logistics Pvt. Ltd?

To assess the impact of these challenges and factors on Freightkare Multimodal Logistics Pvt. Ltd operations?

Research Questions

In order to achieve the objectives of

this study, the following relevant research questions were posed:

What are the key challenges and Factor influencing reliability of freight forwarding Business within the downstream logistics operations of Freightkare Multimodal Logistics Pvt. Ltd.?

How do these challenges and factors affect Freightkare Multimodal Logistics Pvt. Ltd Business.?

Research Objectives

The objective of the research includes to examine the challenges and factors influencing a reliable freight forwarding business that poses a potential hindrance towards the smooth operations of the logistics function of an organization involved in the freight forwarding of Goods.

Primary Objective

To study the Challenges and factor influencing the freight forwarding business with specialreference to Freightkare multimodal logistics Pvt. ltd in Chennai

Secondary Objective

To analyze the problems faced by freight forwarders from the carriers.

To analyze the problems faced by



freight forwarders from the companies and individual customers. To know the satisfaction level with the customs clearance and terms and conditions imposed on the freight forwarders by the carriers. To suggest solutions to reduce the problems faced by the freight forwarders. To provide suitable suggestions to resolve the problems in transportation

Research Methodology:

Research methodology refer to various sequential steps adopted by researches and in studying the problem with certain objective in mind. The method used in collecting data was the questionnaires. The method used for data analysis is the simple percentage, the Freight Forwarding problems in Chennai include Fluctuating exchange rates, Bunker Fluctuations, and Ocean Volatility should be better designed, coordinated and maintained. To curb the challenges and factor influencing freight forwarding Industry. It is also to examine the concept of Freight Forwarding, identify or examine the roles of Freight Forwarders, examine the problems of freight Forwarding Operation, examine the causes and effects Influencing the

freight forwarding process and proper solutions to the Challenges and Factor Influencing the freight forwarding Business

Research Design

Research design is the framework of research methods and techniques chosen by a researcher. The design allows researchers to hone in on research methods that are suitable for the subject matter and set up their studies up for success. The design of a research topic explains the type of research (experimental, survey, correlational, semi experimental, and review) and also its sub-type (experimental design, research problem, descriptive case-study).

The type of research that has been adopted by the researcher is descriptive research. It described the study on Challenges and Factor Influencing the Freight Forwarding Business in the Logistics Industry

Descriptive Research

Descriptive research is typically based on observation and measurement of variables, such as demographics, behavior's, attitudes, or perceptions. The



data collected can be qualitative or quantitative, and can be obtained through surveys, interviews, questionnaires, focus groups, or direct observation

Sampling Method

The main sources through which data is collected are:

Both primary and secondary data were used

Primary data

Primary data is collected from the first-hand experience and which has not been used in the past. The data gathered by primary data collection methods are specific to the research's motive and highly accurate.

Primary data are collected for the first time and this happens to the original in character. In this study, data are collected directly from the transport owners or managers by using the questionnaire method.

Secondary data

Secondary data refers to data that is collected by someone other than the primary user. Common sources of secondary data for social science

include censuses, information collected by government departments, organizational records and data that was originally collected for other research purposes.

The secondary data, which have been already, collected data. It included internal sources like company profile and external sources like books, journals, magazines, newsletters and internet

Sample Size

The sample size refers to the number of sampling units selected from the population for exploration. The sample size of this research is 20.

Sample Framework

A framework is a structured approach to solving a particular type of problem or performing a specific type of task. It can be thought of as a set of guidelines, principles, and best practices that help ensure consistency and efficiency in the development process. The sampling technique adopted for this study is convenience sampling

Research Tool

The Research Tool used for the study is Questionnaire created by Google Form.

Data Analytics Tool



The researcher had used mean and percentage analysis to analyze the responses. Mean implies average and it is the sum of a set of data divided by the number of data. 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

Limitations of the Study

Opinion of employees may be biased at time.

Respondents would have hidden some facts due to the fear of management.

The study is based on the data collected from respondents and a journal hence the reliability of the data is not probed into.

Utmost care has to be taken while extending the results to the other areas.

Even though an elaborate study was made on the problems in freight forwarding due to the time constraint, it limited to logistics industry.

The study was limited to Chennai only.

The study was limited to freight forwarding business only

Time was a major constraint.

The sample was limited to only owners

or managers of logistics industry in Chennai.

The findings of the study are based on the assumption that respondents have disclosed in the questionnaire

Computation & 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. It is an important step in the process of research.

Mean Analysis

Table.1 Table showing issues faced in Transportation department

Issues Faced in Transportation	Mean Value
Department	
Delay in Delivery Order (DO) & Unloading	2.5
Non-availability of transportation	3.05
CHA not doing his work properly	2.65

INFERENCE

From the above table of mean analysis, it can be inferred that Delay in Delivery Order(DO) & Unloading, Non-availability of transportation CHA not doing his work properly are the major problems faced in transportation department. Among these problems, Non-availability of transportation with mean value of 3.05 is considered as the major problem in transportation department



Table 2 Table showing issues faced in Business Operation

Issues Faced In Business Operations	Mean Value
Air Way Bill Sticker Missing/ Wrong Sticker placed (Sticker of different airlines)	2.6
SL or EL Pieces	2.65
Flight Delay & Wrong Scheduling	3.4
Gross Weight Mismatch	3
Part Shipment problem	2.45
False Information of product dimensions	3.45
Missing Piece	2.35
Problems in customs clearance	3.9

INFERENCE

From the above table of mean analysis, it can be inferred that Air Way Bill Sticker Missing/ Wrong Sticker placed (Sticker of different airlines), SL or EL Pieces, Flight Delay & Wrong Scheduling, Gross Weight Mismatch, Part Shipment problem, False Information of product dimensions, Missing Piece and Problems in customs clearance are the major problems faced in Business Operation. Among these problems, Problems in customs clearance with mean value of 3.9 is considered as major problem in business operation

Table 3 Table showing issues faced in Core Competencies

Issues Faced in Core Competencies	Mean Value
Cargo tracking problem	2.9
Fluctuation in Flight rates	3.05
Improper packing	2.5
IATA agent miscommunication for flight booking	4.1
Indian Customs Server Error	3
Shipper Communication problem	2.1

INFERENCE

From the above table of mean analysis, it can be inferred that Cargo tracking problem Fluctuation in Flight rates Improper packing, IATA agent miscommunication for flight booking Indian Customs Server Error and Shipper Communication problem are the major problems faced in Core Competencies. Among these problems in IATA agent, miscommunication for flight booking with mean value of 4.1 is considered as the major problem in Core Competencies

Table 4 Table showing issues faced in Documentation Department

Issues Faced In Documentation Department	Mean Value
Lack Of Proper Documents	2.8
Wrong Flight Details	3.25
Port Of Loading/Origin Port Mismatch	4.05

INFERENCE

From the above table of mean analysis, it can be inferred that Lack of proper documents, Wrong Flight Details, Port of Loading / Origin Port mismatch are the major problems faced in Documentation Department. Among these problems, Port of Loading/Origin Port mismatch with mean value of 4.05 is considered as major problem in documentation department



Table 5 Table showing employees’ opinion on Delay in Delivery Order (DO) & Unloading

Occurrence	Number of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	5	25%
Very Rarely	10	50%
Never	5	25%
Total	20	100%

INFERENCE

Out of 20 employees of company, 25% feels that Delay in Delivery Order (DO) & unloading problems occurs rarely, 50% feels that their problems occur very rarely, 25% feels never. Hence it can be concluded that majority of employees feel that very rarely it occurs

Table 6 Table showing employees’ opinion on non-availability of transportation

Occurrence	Number of Respondents	Percentage
Often	0	0%
Sometimes	6	30%
Rarely	4	20%
Very Rarely	3	15%
Never	7	35%
Total	20	100%

INFERENCE

Out of 20 employees of company, 30% feels that non-availability of transportation problems occurs sometimes, 20% feels that their problems occur rarely, 15% feels very rarely, 35% feels never. Hence it can be concluded that majority of employee’s

feels that never it occurs

Table .7 Table showing employees’ opinion on CHA not doing his work properly

Occurrence	Number Of Respondents	Percentage
Often	5	25%
Sometimes	2	10%
Rarely	4	20%
Very Rarely	3	15%
Never	6	30%
Total	20	100%

INFERENCE

Out of 20 employees of company, 25% feels that CHA not doing his work properly problems occurs often, 10% feels that their problems occur sometimes, 20% feels that their problems occur rarely, 15% feels that their problems occur very rarely, 30% feels that their problem never occurs. Hence it can be concluded that majority of employee’s feels that never it occurs

Table 8 Table showing employees’ opinion on problems of Air Way Bill Sticker Missing/Wrong Sticker placed (Sticker of different airlines)

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	7	35%
Rarely	4	20%
Very Rarely	9	45%
Never	0	0%
Total	20	100%

INFERENCE

Out of 20 employees of company, 35% feels that Air Way Bill Sticker Missing/



Wrong Sticker placed (Sticker of different airlines problems occurs sometimes, 20% feels that their problems occur rarely, 45% feels very rarely. Hence it can be concluded that majority of employee’s feels that very rarely it occurs.

Table 9 Table showing employees’ opinion on problems of SL or EL Pieces

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	5	25%
Rarely	8	40%
Very Rarely	6	30%
Never	1	5%
Total	20	100%

INFERENCE

Out of 20 employees of company, 25% feels that SL or EL Pieces problems occurs sometimes, 40% feels that their problems occur rarely, 30% feels very rarely and 5% feels never. . Hence it can be concluded that majority of employee’s feels that very rarely it occurs

Table 10 Table showing employees’ opinion on problems of Flight Delay &WrongScheduling

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	11	55%
Very Rarely	0	0%
Never	9	45%
Total	20	100%

INFERENCE

Out of 20 employees of company, 55% feels that their problems occur rarely, 45% feels never.Hence it can be concluded that majority of employee’s feels that very rarely it occurs

Table 11 Table showing employees’ opinion on problems of Gross Weight Mismatch

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	2	10%
Rarely	8	40%
Very Rarely	5	25%
Never	5	25%
Total	20	100%

INFERENCE

Out of 20 employees of company, 10% feels that Gross Weight Mismatch problems occurs sometimes, 40% feels that their problems occur rarely, 25% feels that their problem occur veryrarely, and 25% feels never

Table 12 Table showing employees’ opinion on problems of Part Shipment problem

Occurrence	Number Of Respondents	Percentage
Often	1	5%
Sometimes	8	40%
Rarely	4	20%
Very Rarely	5	25%
Never	2	10%
Total	20	100%

INFERENCE



Out of 20 employees of company, 5% feels that Part Shipment problem occurs often, 40% feels that their problems occur sometimes, 20% feels that their problems occur rarely, 25% feels that their problems occur very rarely, 10% feels never Hence it can be concluded that majority of employees feels that sometimes it occurs

Table 13 Table showing employees’ opinion on problems of False Information of Product dimension

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	9	45%
Very Rarely	3	15%
Never	8	40%
Total	20	100%

INFERENCE

Out of 20 employees of company, 45% feels that problem occurs rarely, 15% feelsthat problem occurs very rarely, and 40% feels never it happens. Hence it can be concluded that majority of employee’s feels that rarely it occurs

Table 14 Table showing employees’ opinion on problems of Missing Piece

Occurrence	Number Of Respondents	Percentage
Often	3	15%
Sometimes	5	25%
Rarely	7	35%
Very Rarely	2	10%
Never	3	15%
Total	20	100%

INFERENCE

Out of 20 employees of company, 15% feels that Missing Piece problems occurs often, 25% feelsthat their problems occur sometimes, 35% feels rarely, 10% feels very rarely, and 15% feels never.Hence it can be concluded that majority of employee’s feels that rarely it occurs

Table 15 Table showing employees’ opinion on Problems in customs clearance

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	0	0%
Very Rarely	12	60%
Never	8	40%
Total	20	100%

INFERENCE

Out of 20 employees of company, 60% feels that their problems occur very rarely, and 40% feels never. Hence it can be concluded that majority of employee’s feels that very rarely it occurs

Table 16 Table showing employees’ opinion on problems of Cargo tracking problem



Occurrence	Number Of Respondents	Percentage
Often	0	
Sometimes	5	25%
Rarely	2	10%
Very Rarely	13	65%
Never	0	
Total	20	100%

INFERENCE

Out of 20 employees of company, 25% feels that Cargo tracking problems occurs sometimes, 10% feels that their problems occur rarely, 65% feels that their problems occur very rarely, hence it can be concluded that majority of employees feels that very rarely it occurs

Table 17 Table showing employees’ opinion on problems of Fluctuation in Flight rates

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	2	10%
Rarely	8	40%
Very Rarely	7	35%
Never	3	15%
Total	20	100%

INFERENCE

Out of 20 employees of company, 10% feels that Fluctuation in Flight rates problems occurs sometimes, 40% feels that their problems occur rarely. 35% feels that their problems occur very rarely, and 15% feels never. Hence it can be concluded that majority of employee’s feels that rarely it occurs

Table 18 Table showing employees’ opinion on problems of Improper

packing

Occurrence	Number Of Respondents	Percentage
Often	2	10%
Sometimes	6	30%
Rarely	4	20%
Very Rarely	6	30%
Never	2	10%
Total	20	100%

INFERENCE

Out of 20 employees of company, 10% feels that improper packing problems occurs often, 30% feels that their problems occur sometimes, 20% feels that their problems occur rarely, 30% feels that their problems occur very rarely, 10% feels never. Hence it can be concluded that majority of employees feels that sometimes and very rarely it occurs

Table 19 Table showing employees’ opinion on problems of IATA agent mis-communication for flight booking

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	0	0%
Very Rarely	8	40%
Never	12	60%
Total	20	100%

INFERENCE

Out of 20 employees of company, 40% feels that their problems occur very rarely, and 60% feels never. Hence it can be concluded that majority of employee’s feels that never it occurs



Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	10	50%
Very Rarely	10	50%
Never	0	0%
Total	20	100%

INFERENCE

Out of 20 employees of company, 50% feels that their problems occur rarely, 50% feels that their problems very rarely. Hence it can be concluded that majority of employees feels that rarely and very rarely it occurs

Table 21 Table showing employees’ opinion on problems of ShipperCommunication problem

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	8	40%
Rarely	12	60%
Very Rarely	0	0%
Never	0	0%
Total	20	100%

INFERENCE

Out of 20 employees of company, 40% feels that their problems occur sometimes, and 60% feels that their problems rarely. Hence it can be concluded that majority of employees’ feels that rarely it occurs

Table 22 Table showing employees’ opinion on problems of Lack of proper documents

Occurrence	Number Of Respondents	Percentage
Often	1	5%
Sometimes	6	30%
Rarely	3	15%
Very Rarely	6	30%
Never	4	20%
Total	20	100%

INFERENCE

Out of 20 employees of company, 5% feels that Lack of proper documents problems occurs often, 30% feels that their problems occur sometimes, 15% feels that their problems occur rarely, 30% feels that their problems occur very rarely, 20% feels never Hence it can be concluded that majority of employees feels that both sometimes and very rarely it occurs

Table 23 Table showing employees’ opinion on problems of Wrong FlightDetails

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	11	55%
Very Rarely	3	15%
Never	6	30%
Total	20	100%

INFERENCE

Out of 20 employees of company, 55% feels that problem occurs rarely, 15% feel that problem occurs very rarely, and 30% feels never it happens. Hence it can be concluded that majority of employee’s feels that rarely it occurs



Table.24 Table showing employees’ opinion on problems of Port of Loading/Origin Port mismatch

Occurrence	Number Of Respondents	Percentage
Often	0	0%
Sometimes	0	0%
Rarely	2	10%
Very Rarely	5	25%
Never	13	65%
Total	20	100%

INFERENCE

Out of 20 employees of company, 10% feels that problem occurs rarely, 25% feelsthat problem occurs very rarely, and 65% feels never it happens. Hence it can be concluded that majority of employee’s feels that never it occurs

Findings of Study

From the mean analysis, it can be inferred that Delay in Delivery Order (DO) & Unloading,Non-availability of transportation CHA not doing his work properly are the major problemsfaced in transportation department

From the mean analysis, it can be inferred that Air Way Bill Sticker Missing/ Wrong Stickerplaced (Sticker of different airlines), SL or EL Pieces, Flight Delay & Wrong Scheduling, Gross Weight Mismatch, Part Shipment problem, False Information of product dimensions, Missing Piece and Problems in customs clearance are the major problems facedin Business Operation

From the table of mean analysis, it can be inferred that Cargo tracking problem Fluctuationin Flight rates Improper packing, IATA agent miscommunication for flight booking IndianCustoms Server Error and Shipper Communication problem are the major problems faced in Core Competencies

From the table of mean analysis, it can be inferred that Lack of proper documents, WrongFlight Details, Port of Loading/Origin Port mismatch are the major problems faced in Documentation Department

Most of the employees feel that problem of Delay in Delivery Order (DO) &Unloading occurs very rarely

Most of the employees feel that problem of non-availability of transportation occurs never

Most of the employees feel that problem of Air Way Bill Sticker Missing/Wrong Sticker placed (Sticker of different airlines) occurs very rarely

Most of the employees feel that problem of SL or EL Pieces occurs rarely

Most of the employees feel that problem of Flight Delay & Wrong Scheduling occursrarely

Most of the employees feel that problem of Gross Weight Mismatch occurs



rarely.

Most of the employees feel that problem of Part Shipment problem occurs sometimes.

Most of the employees feel that problem of False Information of product dimensions occurs rarely.

Most of the employees feel that problem of Missing Piece occurs rarely.

Most of the employees feel that problem of customs clearance occurs very rarely.

Most of the employees feel that problem of Cargo tracking occurs very rarely.

Most of the employees feel that problem of Fluctuation in Flight rates occurs rarely.

Most of the employees feel that problem of improper packing occurs very rarely.

Most of the employees feel that problem of IATA agent miscommunication for flightbooking never occurs.

Most of the employees feel that problem of Indian Customs Server Error occurs very rarely.

Most of the employees feel that problem of Shipper Communication problem occurs rarely.

Most of the employees feel that problem

of Lack of proper documents occurs very rarely.

Most of the employees feel that problem of Wrong Flight Details occurs rarely.

Most of the employees feel that problem of Port of Loading/Origin Port mismatch never it occurs

Suggestion:

Freighkage Multimodal Logistics Pvt. Ltd need to expand the company and appoint more Employees for better company expansion.

FreightKare Multimodal Logistics Pvt. Ltd should concentrate in the business operations as it contains certain core problems.

Organization can give full assure for the theft and damage of the products. It will increase the image of the company.

Shipway is one of the effective ways of transport, but from the study it is clear that there is a problem in shipping. The company should take right steps to make the transport very effective.

FreightKare Multimodal Logistics Pvt. Ltd can update their documentation process with fully computerized.



Conclusion:

During the project period, I was exposed to a lot of technical aspects about shipping, logistics and freight forwarding industry. My Internship period at FreightKare Multimodal Logistics Pvt. Ltd also opened a new window for me to learn how to adapt to an organization and to be a team worker as well as prove myself as an individual. The report covers an overview of challenges and Factors Influencing freight forwarding business in FreightKare Multimodal Logistics Pvt. Ltd. It explains the logistics, international freight forwarding, custom clearance, transportation, role of freight forwarders in general along with the challenges faced by the freight forwarders. Further, it covers the problems faced by freight forwarders in the import process. Moreover, the researcher has gained some field experience during his internship which has evinced a keen interest in developing knowledge in business line

Since the Freight forwarding sector is a cyclic business, there are lots of ups and downs in the industry due to rise and fall of demand of cargo and

customers, fluctuations in the exchange rates and several other factors. The problems faced by the freight forwarder from the side of importer and exporter are due to terms of contract and product related issues.

The best way to maintain the stability of these industries is to be more focused on the business operations side, while trying to maintain an amiable relationship with customs clearance.

This will be beneficial for the profits in business concern. If these problems were rectified, then the industry will definitely have a brighter and better future. We can find a better solution for these problems with further studies in these areas. The major crux of this study was made possible, by the internship experience in FreightKare Multimodal Logistics Pvt. Ltd, which provided a very good learning environment. The hands-on experience that I gained there will definitely keep me in good stead as it provided very good working environment and also provided opportunity for me to learn and improve my skills and knowledge

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