

ABSTRACT

This research was a study regarding factors that cause damage to imported cargo during marine transportation. It focused on the nature and extent of damage and some factors such as equipment, human action and responsibility of each party.

The subjects in this study were the consignees in Thailand who recently received their cargo in a damaged condition. The samples were selected through the network companies of the researcher namely Thai Adjusting Co., Ltd. (TAC) and Sri Muang Insurance Co., Ltd. (SMIC) whom were approached for an interview. The population from both companies was estimated to be around 1,000-5,000 consignees who had damaged cargo in one year. Then, the samples were selected from the populations of both companies by using the purposive sampling design. That is, who were interested in and expressed their willingness in answering the questionnaire were invited as samples of the study. The total subjects of this study were 50 consignees.

This study was a cross-sectional design. The research design was to collect information from 50 participants mostly in the Industrial Estate by using a 5-point scale questionnaire of Likert Scale, part of which included closed-ended and open-ended questions. The questionnaire was divided into 4 parts: general information of the consignee, background of damage in the recent shipment, performance of the relevant parties and comments or ideas to reduce damage to imported cargo. After gathering all necessary data, Statistical Package for the Social Science (SPSS Program) version 12.0 was used to analyze the data such as percentage, mean and standard deviation.

The results of the study were interpreted and concluded in order to improve the quality of imported cargo work in Thailand. It would be beneficial not only for the consignee, cargo owner and insurer but also for the country, as well as our world, as we can use natural resources with full utility and without waste.