CHAPTER FOUR
RESULTS

This chapter reports the results of the study into 3 main parts: General information of respondents, background of damage to recent shipment and behavior of parties causing damage.

4.1 General Information of Respondents

This section focuses on studying the general information of the respondents' companies import companies as per details in Table 4.

1. Kind of business

From the result, it shows that majority of the respondents' companies (54%) import cargo both for export and domestic sale. Meanwhile, 24% of them import cargo and produce it for domestic sale. 22% of them only import cargo for export production.

2. Year of business

Most companies of the respondents (42%) are experienced companies with more than 20 years in business. 28% of them have run their business for 11-20 years. 18% of them have run their business for 6-10 years. Only a small portion are new companies (12%).

3. Frequency of shipment per month

From the survey, 72% of the respondents import cargo more than 24 shipments per year. 13-24 shipments per year was selected by 12%, followed by 7-12 shipments at 10% and 0-6 shipments at 6%.

4. Value of shipment per month

Most of the respondents (40%) imported cargo to the value of 11-100 million Baht per year followed by 101-1,000 million Baht (20%), 1-10 million Baht (14%), less than 1 million Baht (16%). Meanwhile, only 10% of them are big companies who imported more than 1,000 million Baht of cargo in a year.

5. Previous damage

Most of the respondents (32%) had previous damage to their imported cargo 1-6 months ago, followed by 6-12 months (24%), and over 1 year (24%). A few of them recently had damage within the past month (20%).

Table 4. Number and Percentages of the Respondents' General Information

Description	Number of respondents	%
1. Kind of business		
- Import for export	11	22
- Import for domestic sale	12	24
- Import for both export and domestic sale	27	54
Total	**50**	**100**
2. Year of business		
- 0-5 years	6	12
- 6-10 years	9	18
- 11-20 years	14	28
- Over 20 years	21	42
Total	**50**	**100**
3. Frequency of imported shipment by sea per year		
- 0-6 shipments	3	6
- 6-12 shipments	5	10
- 12-24 shipments	6	12
- More than 24 shipments	36	72
Total	**50**	**100**
4. Value of shipment per year		
- Less than 1 million Baht	8	16
- 1-10 million Baht	7	14
- 11-100 million Baht	20	40
- 101-1,000 million Baht	10	20
- More than 1,000 million Baht	5	10
Total	**50**	**100**

(Table continues)

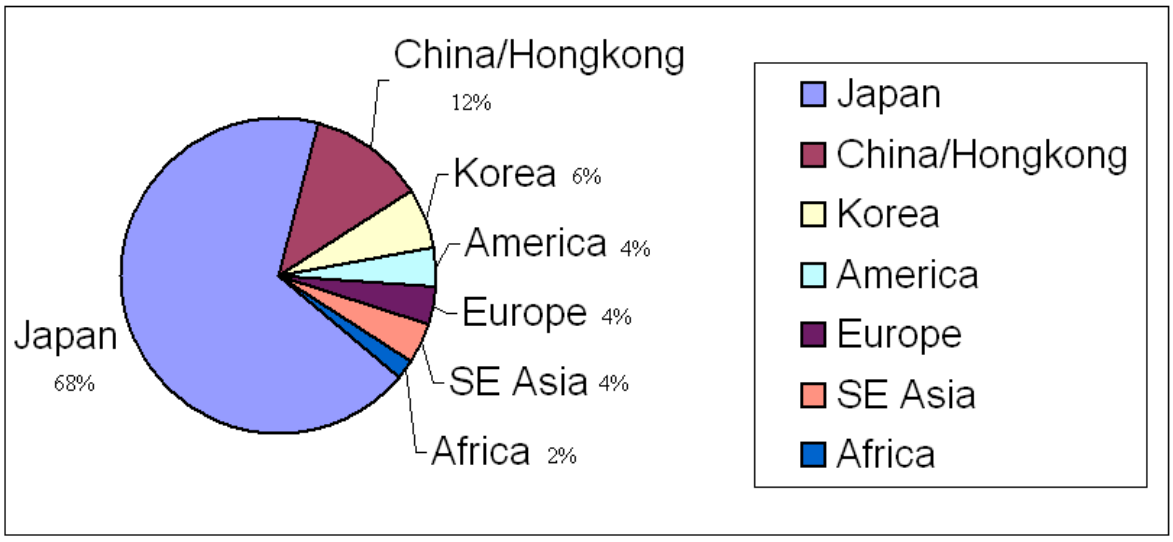
Table 4. (continued)

5. Previous Damage		
- 0-1 month	10	20
- 1-6 months	16	32
- 6-12 months	12	24
- Over 1 year	12	24
Total	**50**	**100**

4.2 Background of damage to recent shipment

Figure 1 illustrates the loading ports of the recent damage shipment of the respondents. Most of this damaged cargo was loaded at ports in Japan, at 68%. Other East Asian countries (China, Hongkong and Korea) account for 18%. The other loading ports are in America and Europe (8%), Southeast Asia (4%), and Africa (2%).

Figure1. Loading ports of the recent damaged shipment



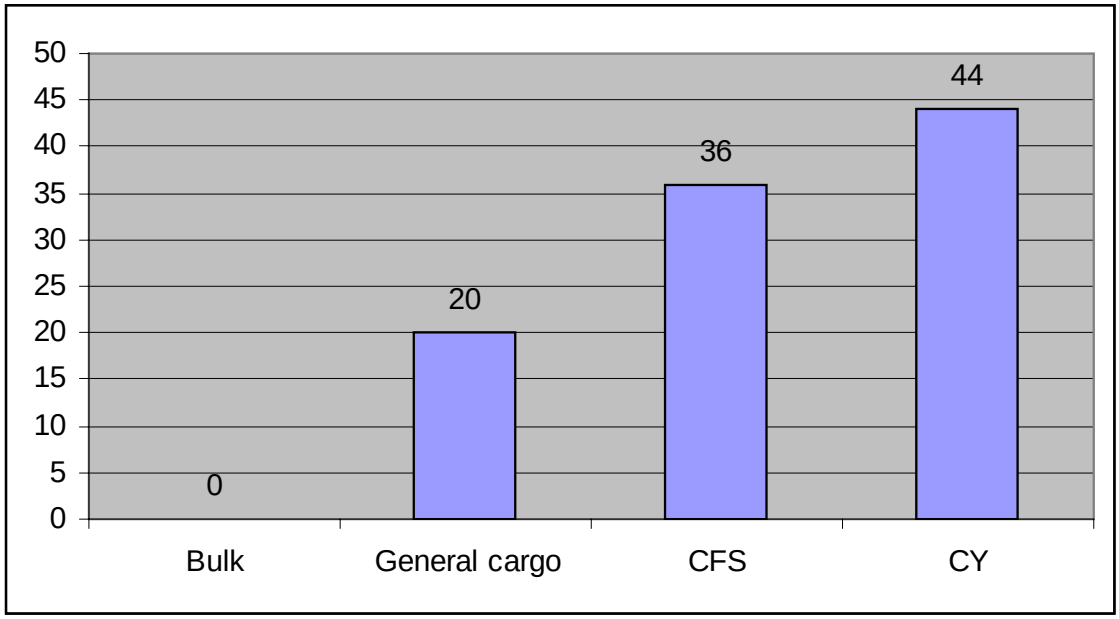
For the period of shipment in Table 5, most of the shipments (54%) took 8-14 days from the loading port to the final warehouse, followed by 15-21 days (24%) and over 1 month (12%). 6% of them took over 3 weeks, whereas only 2% took less than a week.

Table 5. Period of shipment

Period of shipment	Frequency	Percent
0-7 days	2	4%
8-14 days	27	54%
15-21 days	12	24%
22-30 days	3	6%
More than 1 month	6	12%
Total	50	100%

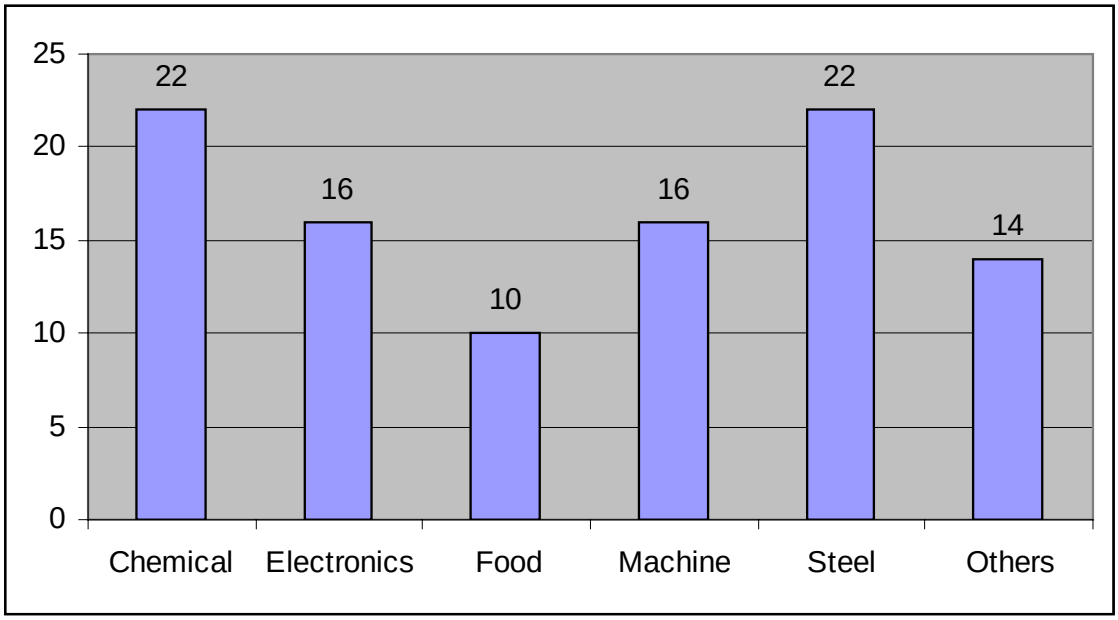
For the terms of carriage in Fig.2, most of the shipments were sent by container (CFS=36%, CY=44%) Some of them were general cargo (20%) but none of them were in bulk.

Fig.2. Term of carriage



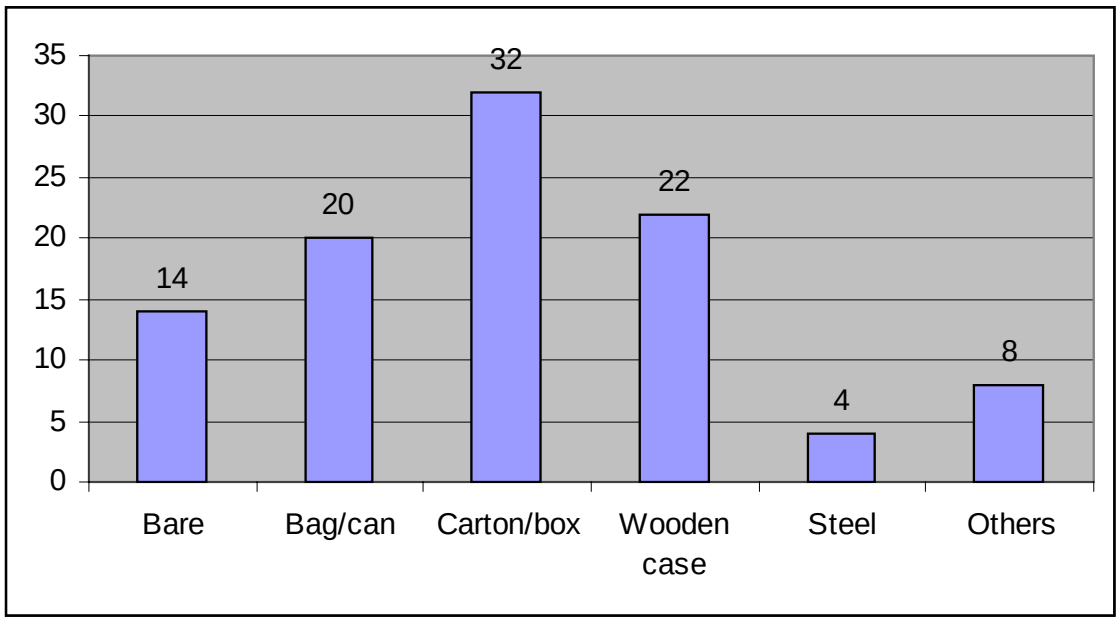
According to Fig.3, most of the cargo are chemicals (22%) and steel products (22%), followed by electronic parts (16%), food (10%) and others (14%).

Fig.3. Kinds of imported cargo



For the packing manner in Fig.4, most of the shipments were packed in cardboard cartons or boxes (32%), followed by wooden cases (22%), bags or cans (20%), bare (14%), steel cases/crates (4%) and others (8%).

Fig.4. Kinds of packing



For the kind of damage in Table 6, most of the shipments were dented, scratched, torn or broken at 66%, followed by wet or rusted at 18%, deteriorated 8%, stained or contaminated 6% and short or missing 2%.

Table 6. Kind of damage

Kind of damage	Frequency	Percent
Dent, scratch, tear or breakage	33	66%
Stain / contamination	3	6%
Wet / rust	9	18%
Deterioration	4	8%
Shortage / missing	1	2%
Total	50	100%

Table 7, the percentage of damaged quantity to whole shipment was mostly at 0-25%. Some of them (18%) had serious damage at 76-100%.

Table 7. Percentage of damaged quantity

Percentage of damage quantity	Frequency	Percent
0-25%	35	70%
26-50%	3	6%
51-75%	3	6%
76-100%	9	18%
Total	50	100%

For the value of the whole shipment in Table 8, most of them were one million to ten million baht (52%), followed by over a hundred thousand baht to one million baht (32%), over ten millions baht (14%). Only 2% of them were less than 10,000 baht. Meanwhile, the amounts lost was mostly in the range of 10,001–100,000 baht at 42%, followed by 100,001-1,000,000 baht (30%), 0-10,000 baht (20%), 1,000,001-10,000,000 baht (8%) However, none of the amount lost were over 10 million baht.

Table 8. Value of whole shipment & loss amount of damaged cargo

Description	Value of shipment	Loss Amount
0-10,000 Baht	0 (0%)	10 (20%)
10,001-100,000 Baht	1 (2%)	21 (42%)
100,001 – 1,000,000 Baht	16 (32%)	15 (30%)
1,000,001-10,000,000 Baht	26 (54%)	4 (8%)
More than 10 million Baht	7 (14%)	0 (0%)
Total	50 (100%)	50 (100%)

For the party that caused damage to the recent shipment, the respondents found that inland carriers mostly caused the damage at 28%, followed by ports at 26%, unknown parties at 22%, shipping lines at 14%. But the respondents found that the damage was caused by themselves at only 4%.

Table 9. Party that caused damage to this shipment

Party	Frequency	Percent
Shipper	3	6%
Shipping line	7	14%
Port	13	26%
Inland carrier	14	28%
Consignee	2	4%
Unknown	11	22%
Total	50	100%

4.3 Attitude towards relevant parties

In this part, the respondents gave their opinions regarding the quality of equipment, manpower and responsibility of each party. Raw data was given the score ranging from 1 to 5 according to the opinion of the respondents from strongly disagree to strongly agree respectively. The cumulative score from all opinions is shown in the total.

Table 10. Score to the equipment, labour and responsibility of each party

	Description	Strongly Agree (5)	Agree (4)	Depends (3)	Disagree (2)	Strongly Disagree (1)	Mean	SD*
1	**Shipper & packing company**							
1	Packing manner and other transportation equipment selected by the shipper are appropriate.	14	23	7	6	0	3.90	0.95
	Percentage	*28*	*46*	*14*	*12*	*0*		
2	The shipper uses utmost care to prevent damage to the cargo before marine transportation.	10	25	10	5	0	3.80	0.88
	Percentage	*20*	*50*	*20*	*10*	*0*		
3	The shipper is responsible for damage caused by them and agrees to have the cargo returned for re-inspection.	5	30	11	3	1	3.70	0.81
	Percentage	*10*	*60*	*22*	*6*	*2*		
2	**Shipping line / the carrier**							
1	The vessel's structure, hatch cover, container and handling equipment of the shipping line are appropriate.	10	19	18	3	0	3.72	0.86
	Percentage	*20*	*38*	*36*	*6*	*0*		
2	Stevedores use utmost care to prevent damage to the cargo during loading and unloading.	8	7	27	7	1	3.28	0.97
	Percentage	*16*	*14*	*54*	*14*	*2*		
3	The shipping line is responsible for the damage and provides all documentary evidence (Sea Protest, etc) to support the consignee's claim.	12	16	14	7	1	3.62	1.07
	Percentage	*24*	*32*	*28*	*14*	*2*		
3	**Port**							
1	Handling equipment of port (crane, forklift truck, etc) are appropriate.	8	21	18	3	0	3.68	0.82
	Percentage	*16*	*42*	*36*	*6*	*0*		
2	Port workers use utmost care to prevent damage to the cargo during unloading.	5	12	24	7	2	3.22	0.95
	Percentage	*10*	*24*	*48*	*14*	*4*		
3	Port is responsible for damage and provides all claim supporting documents (Survey Note, Accident Report) when requested	7	15	19	8	1	3.38	0.99
	Percentage	*14*	*30*	*38*	*16*	*2*		

Table 10. (continued)

4	**Inland Carrier**							
1	Truck and lighter are appropriate and tightly covered by canvas.	10	23	15	2	0	3.82	0.80
	Percentage	*20*	*46*	*30*	*4*	*0*		
2	Driver and all workers use utmost care to prevent damage to the cargo during inland transportation.	8	17	18	6	1	3.50	0.97
	Percentage	*16*	*34*	*36*	*12*	*2*		
3	Inland forwarder is responsible for damage and agreed to have a remark on Delivery Order	10	27	12	0	1	3.90	0.79
	Percentage	*20*	*54*	*24*	*0*	*2*		
5	**Consignee**							
1	As a consignee, you have appropriate equipment for receiving the cargo	20	26	3	1	0	4.30	0.68
	Percentage	*40*	*52*	*6*	*2*	*0*		
2	The receiving staff have knowledge and understand how to receive the cargo efficiently in order to prevent damage	17	25	6	2	0	4.14	0.78
	Percentage	*34*	*50*	*12*	*4*	*0*		
3	The receiving staff is responsible for damage caused by him/her.	15	19	14	2	0	3.94	0.87
	Percentage	*30*	*38*	*28*	*4*	*0*		

*SD = Standard Deviation.

From Table 10, it shows that the shipper has acceptable equipment, staff and responsibility. All of the mean scores are around 3.7-3.9. For the shipping line, the performance of workers is quite low (3.28) when compared with its mean scores of equipment (3.72) and responsibility (3.62). Meanwhile, the equipment, performance and responsibility of part are the worst from all parties (3.68, 3.22 and 3.38). For inland carriers, the equipment and responsibility are appropriate (3.82 and 3.90). For its performance, it is a bit lower (3.50) Lastly, the respondents found that they had the most satisfactory equipment, performance and responsibility (4.30, 4.14 and 3.94).

4.4 Suggestions

There were 9 respondents who gave comments regarding the improvement for marine transportation as follows:

No.	Suggestions
1.	Some parties did not know whom to contact to. Cooperation between each party should be improved.
2.	Counter measures against damage should be applied together with documentary evidence at each stage.
3.	Packaging should be improved to minimize loss.
4.	Counter measures against damage should be applied while shifting the cargo at each stage.
5.	Port workers should improve their skill in using the loading and unloading equipment.
6.	Packaging should be improved to avoid any breakage.
7.	The cargo should be stowed in the container without any space to avoid collapse of stowage.
8.	One kind of packing may not suit all kinds of cargo. The shippers had to choose which manner is the most appropriate for each cargo.
9.	Rough-and-ready operation that tends to cause damage or accident should be avoided.

The findings of the study will be summarized and discussed in the next chapter.