



# International Journal of Research Publication and Reviews

Journal homepage: [www.ijrpr.com](http://www.ijrpr.com) ISSN 2582-7421

## A Study on Sea Export and Import Operations with Reference to My Global Express Pvt Ltd, Tuticorn

**\*Dr V Rajalakshmi, \* \*Thangamuthu**

*\*Head, Department of Management (PG), Rathinam CAS, Coimbatore-641021 [Rajalakshmimanickam11@gmail.com](mailto:Rajalakshmimanickam11@gmail.com)*

*\*\*Department of Management (PG), Rathinam CAS, Coimbatore- 641021*

*Corresponding author: Assistant Professor; management. Email: [Johnmanoharan.mba@rathinam.in](mailto:Johnmanoharan.mba@rathinam.in)*

### ABSTRACT:

A shipping and logistics offers participants an essential opportunity to gain hands-on experience in the dynamic fields of transportation, logistics, and supply chain management. Designed to bridge the gap between academic learning and real-world application, this structured program immerses interns in a variety of tasks critical to the industry.

Interns typically engage in activities such as shipment tracking, inventory management, logistics planning, and documentation. These tasks enable them to develop vital skills in transportation management, freight forwarding, warehouse operations, and supply chain optimization. By applying theoretical knowledge in practical scenarios, interns gain valuable insights into industry best practices and the complexities of global supply chains.

From the organization's perspective, internships are a strategic investment in talent development. They help companies identify and nurture promising individuals who may evolve into future leaders in logistics management. Collaborations with educational institutions ensure that these programs align with academic curricula, providing structured learning outcomes and tailored professional development opportunities.

### 1. INTRODUCTION

My Global Express Private Limited is an unlisted private company incorporated on 06 July, 2005. It is classified as a private limited company and is located in Cochin, Kerala. It's authorized share capital is INR 1.00 cr and the total paid-up capital is INR 50.00 lakhs. The current status of My Global Express Private Limited is - Active.

My Global Express Private Limited has two directors - Alan Jose Kadungamparambil and Priya Alan. The Corporate Identification Number (CIN) of My Global Express Private Limited is U63090KL2005PTC018386. The registered office of My Global Express Private Limited is at 37/1396, Near Panorama Residency,, Kumaranasan Road, Elamkulam,, Cochin, Kerala.

### 2. REVIEW OF LITERATURE

1. Waters, D. (2011) Waters discusses the critical role of forwarding agencies in supply chain risk management. He argues that these agencies offer flexibility and responsiveness, which are essential for navigating uncertainties and disruptions in logistics operations.
2. Lai, K. H., & Wong, C. W. Y. (2012) This study explores the essential functions of freight forwarders as intermediaries in international logistics. It highlights how these agencies facilitate trade by managing documentation, customs clearance, and the overall coordination of shipments, ultimately streamlining the logistics process.
3. Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2013) This foundational text discusses the strategic importance of logistics providers, including forwarding agencies, in optimizing supply chains. The authors present a comprehensive overview of how these agencies contribute to improving customer service and reducing operational costs.
4. Marin, A., & Roussat, C. (2013) This paper investigates how freight forwarders facilitate supply chain processes by coordinating logistics functions and enhancing stakeholder communication. The authors argue that efficient forwarding is crucial for optimizing overall supply chain performance.
5. Kumar, S., & Singh, R. K. (2017) Kumar and Singh explore emerging trends in the freight forwarding industry, such as digitalization and sustainability. They discuss the challenges and opportunities these trends present for forwarding agencies and their impact on logistics operations.

### 3. RESEARCH QUESTION

Is there a direct link between Sea import and export customer service and documentation process (b) Bill of lading and Sea import and export customer service (c) Insurance coverage and documentation process (d) Incoterms and payment terms and documentation process (e) Customs clearance procedures and documentation process.

### 4. OBJECTIVES OF THE STUDY

- Observe the role of technology in logistics, including tracking systems, inventory management, and documentation software.
- To Analyze risk management strategies used in sea logistics, particularly to mitigate delays, equipment failure, or port congestion.
- To Identify cost-saving methods, such as optimizing shipment routes and load consolidation to increase efficiency and reduce costs.
- To Enhance communication skills by interacting with internal teams and external partners like customs officers and clients.
- To Understand the environmental regulations impacting sea freight operations, and how companies are adapting to sustainable logistics practices.

### 5. RESEARCH METHODOLOGY

The study utilized convenience sampling to select respondents from Tuticorin based on accessibility. A sample respondent was chosen for the study. Data collection involved both primary and secondary sources. Primary data was gathered directly from respondents, while secondary data was obtained from existing sources. The analysis focused on the area of Tuticorin and employed Simple Percentage Analysis as the primary tool for examining the collected data.

### 6. ANALYSIS AND INTERPRETATION

**TABLE 1 INFLUENCE OF DEMOGRAPHIC FACTORS ON LOGISTICS OPERATIONS**

S.NO	DEMOGRAPHIC CHARACTERISTICS		FREQUENCY	PERCENTAGE
1	Age	Below 25	39	75%
		30-40	13	25%
2	Gender	Male	43	82.7%
		Female	9	17.3%
3	Monthly income	Below 20000	23	44.2%
		20000-40000	28	53.8%
		40000-50000	1	1.9%
4	Education	Diploma holder	14	26.9%
		Iti	7	13.6%
		graduate	24	46.2%
		Postgraduate	7	13.6%
5	Work experience	0-2 years	28	54.9%
		2-4 years	17	33.3%
		4-6 years	06	11.8%

Source: Primary

**TABLE 2 LEVEL OF OPINION ABOUT THE LOGISTIC PROCESS**

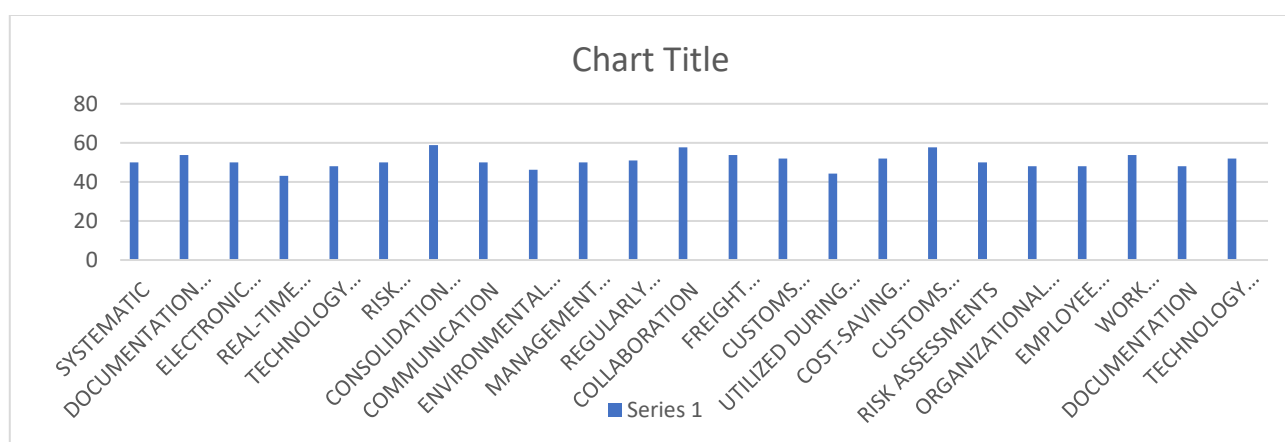
PARTICULARS	SUBJECT	NO OF RESPONDENT	PERCENTAGE
SYSTEMATIC	Agree	26	50%
DOCUMENTATION PROCESS	Agree	28	53.8%
ELECTRONIC METHODS	Agree	26	50%
REAL-TIME TRACKING SYSTEMS	Agree	22	43.1%
TECHNOLOGY IMPROVMENT	Agree	25	48.1%
RISK MANAGEMENT STRATEGIES	Strongly Agree	26	50%

CONSOLIDATION LOAD	Agree	30	58.8%
COMMUNICATION	Agree	26	50%
ENVIRONMENTAL REGULATIONS	Agree	24	46.2%
MANAGEMENT SUPPORTS	Agree	25	50%
REGULARLY IMPLEMENTED	Agree	26	51%
COLLABORATION	Agree	30	57.7%
FREIGHT FORWARDERS EFFECTIVELY	Agree	28	53.8%
CUSTOMS COMPLIANCE TRAINING	Agree	27	51.9%
UTILIZED DURING SHIPMENTS	Frequently	23	44.2%
COST-SAVING STRATEGIES	Frequently	26	52%
CUSTOMS REGULATION	Frequently	30	57.7%
RISK ASSESSMENTS	Frequently	26	50%
ORGANIZATIONAL CULTURE	Somewhat supportive	25	48.1%
EMPLOYEE PERFORMANCE	Quarterly	25	48.1%
WORK ARRANGEMENTS	Somewhat flexible	28	53.8%
DOCUMENTATION	Often	25	48.1%
TECHNOLOGY INVESTMENT	Probably yes	27	51.9%

Source; Primary

## INTERPRETATION

The survey data reveals a generally positive sentiment among respondents, with the majority expressing agreement or strong agreement with the given statements. Agreement levels typically ranged between 43% and 59%, and strong agreement between 13% and 37%, while neutral responses were moderate and disagreement remained minimal or absent in most cases. Regarding service usage and engagement, most respondents reported frequent or consistent involvement, with a significant number using the service regularly, either always, frequently, or on a quarterly or monthly basis. Rare or no usage was minimal. In terms of support and perceived flexibility, a large proportion of respondents showed supportive attitudes and considered the subject flexible, with very few expressing inflexibility or opposition. Overall, the data indicates a favorable outlook, with most participants engaged and satisfied, and only a small minority showing neutrality or disagreement.



## 7. CONCLUSION

My internship at provided me with a valuable and comprehensive insight into the logistics and forwarding industry, particularly in the areas of sea export and import. Through hands-on involvement in documentation, operational processes, and compliance with international shipping regulations, I was able to develop practical skills that are essential in this field. The experience helped me better understand the complexities of coordinating shipments on a global scale, managing the flow of goods, and overcoming logistical challenges. I also enhanced my ability to work under pressure, ensuring accuracy

and efficiency in a fast-paced environment. Overall, this internship not only deepened my knowledge of the logistics sector but also strengthened my problem-solving abilities, making it a crucial stepping stone in my professional development. I am confident that the skills and experience gained during this period will serve as a strong foundation for my future career in the global supply chain industry.

---

**REERENCES:**

---

1. Waters, D. (2011) Waters discusses the critical role of forwarding agencies in supply chain risk management.
2. Lai, K. H., & Wong, C. W. Y. (2012) The explores the essential functions of freight forwarders.
3. Bowersox, D. J., Closs, D. J., & Cooper, M. B. (2013) This foundational text discusses the strategic importance of logistics providers.
4. Marin, A., & Roussat, C. (2013) This paper investigates how freight forwarders facilitate supply chain processes.
5. Kumar, S., & Singh, R. K. (2017) Kumar and Singh explore emerging trends in the freight forwarding industry, such as digitalization and sustainability.