

ABSTRACT

Research Title :Study of Import-Export (Shipping) Personnel's Capacities: a Case Study on International Trading Companies in silom area of Thailand

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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 (54% female, 46 % male), 56 % of the respondents are in between 21-30 of age, 56 % have lower and bachelor degree educational levels, and 65% are working as operation officers or messengers. Furthermore, most of the respondents indicated that obtaining customs broker licence is the first indicator (4.72%) for capacity and capability. The second important indicator is resourcefulness and intelligence (4.62%), 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 (4.76%), 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 4.72). For shipping practices, most of the respondents admitted to have abilities for negotiation (4.76%), experiences related to import-export (4.72 %), the third is proficient on reading and preparing documents for dispatching (4.68 %), and the least is versatility on work related (4.56%).

Keyword : Import-Export (Shipping), Personal's Capacities, Customs Brokers, Shipping laours