

LEGAL PSYCHOLOGY AND MENTAL HEALTH ETHICS: A FRAMEWORK FOR CONFLICT RESOLUTION IN CUSTOMS CLEARANCE AND PROCEDURE WORKSPACES

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Abstract— When a group of people are working together there are chances for conflict and disputes among the people because all the people won't think in the same way and thoughts differ between peoples. Every level of the project involves a group of people who needs to be communicated and there should be proper interaction between people to have decision-making. Considering the partnering James Barlow(1998) insisted that knowledge can be improved and shared only through communication. He also stated that communication can solve the complexity and the conflicts involved in the project and commutation flow should be two-way speaker and the listener should involve themselves in the communication properly. When conflict arises people's decisions need to be analysed and the reason for the conflicts needs to be identified, which seem to be very vivid tasks. Most of the common reasons for the cause of conflicts are people. Hence people need to be understand analysed and should be properly handled to resolve the conflicts in the project. If a conflict arises, nowadays people are adopting processes negotiation, mediation, and arbitration to resolve the conflict but they forget about the people, who seem to be the important reason for conflicts. There are chances for the in a project which creates a negative impact on the people in the project. To resolve the conflict we need to study the people's minds and behaviour and we should also consider the reason for the causing of conflict and identify the methods to resolve them (Fenn, 2011). Humans are considered to be very complex individuals, the term complex varies from time to time based on their actions and behaviour towards the situations and circumstances. The psychology of the human is either based on the people he is interacting with, the family, and the working environments the process to enhance the role of psychology, human behaviour, conflicts, administration, laws and further to describe the role of in-house psycholawgist demand in every organization to overcome the stress faced by employees with in themselves during conflicts or after causing of conflicts. Thus, the aspect of being able to communicate the negative emotions to a mediator who could still provide a detailed support to mental trauma and stress faced in the organization which can provide a solution to many invisible emotions that are not answered due to lack in employee and higher authority relationships. The emotional quotient needs a slogan to find its reaction to conflicts that could only enhance the efficiency not destroy employee's positive aspects of emotions and confidence, to safe that aspect an in-house psycholawgist can be appointed.

Keywords— *Psychology SEETHA framework, Law, Mental health, legal compliance, human value, Legal psychology, medical ethics*

Introduction

Psychology is the term used to define the way the human mind reacts to the environment under various circumstances and situations(Wikipedia, 2018). The positive way of facing a situation of conflict by an individual considering the overall profit of the customs clearance of goods and procedures is defined as psychological capital (Fred, Carolyn and Bruce,2007). Conflicts in international customs clearance of goods and procedure projects are mainly caused due to cultural, political, economical, and social differences, which creates a gap between the workers. This gap needs to be addressed in order to break the dispute. (Ashwin, Raymond,2007). The reaction of the human mind is based upon the environment in which he or she is working. The environment plays a major role in the psychology of a human, which indirectly provokes the quality of work. The knowledge of the person needs to be exchanged with another person in inter-organisational networks in order to build a relationship between the people to exile in the project.(John, Raymond and Ashwin, 2006). The work pressure given to a person directly acts on his health conditions and indirectly affects his work

performance. The time strain of the particular person has been considered and simultaneously the performance of the work is noted, which in turn provides us with the result in conflict both in professional life and personal life(Phyllis, Erinand Jack,2013).

Understanding human nature is psychology, it is the process of explaining the nature of the human considering the nature of the behaviour of human-based in the environment he has been handling. Psychology basically concentrates on complexity, integrity, and sociality. (Copreal and Brewer,1991). Emotional psychology The concept of triggering one's emotion to reach and attain a goal is termed emotional psychology. Emotion psychology can be classified into two forms Reappraisal and suppression. Reappraisal of emotions: a re-evaluation of emotion acting stimuli to change its acting or behaviour based on their thoughts. More sharing of emotions and interpersonal effects on emotional behaviour and evaluation of emotions. Reappraisal of one's emotions can eventually increase the quality of work and can improve self-satisfaction towards his career in other terms job satisfaction. In other terms, suppression are the control of emotions or neutralising emotional behaviour in other terms less sharing of emotions. Regulations of expressive behaviour and interpersonal relationship, motivations of behaviour to express one state of intentions and providing incentives of others behaviour.

CULTURE IN TERMS OF PSYCHOLOGY TO RESOLVE CONFLICTS.

1 The need to study Indian culture to study the human mind. the relation between the both usually plays a huge role in understanding why psychology can be used as a tool to resolve conflicts in people in customs clearance of goods and procedures. Culture is the method we follow to define the identity of the human whereas psychology is the term used to denote the soul and mind to perform certain tasks with the basic knowledge of culture, the psychology of a person can resolve conflicts by the means of emotions. The psychology of a person is defined through the genes, and the culture of the person is identified through genes from their ancestors. In simple psychological method is adopted for human emotions, it is deprived of the human soul, mind and feelings which draws one person to move towards situations to attain his or her needs, or to question a certain issue to clear his doubts. In customs clearance of goods and procedure services, as there are more roles for people and minds, it is necessary to resolve conflicts psychologically at the time of conflicts. Jai and Rajesh(2004) stated that The psychology of the person can be driven to a conclusion by the culture where he has been raised from Childhood. India is considered to be the second-largest country in the world, which possesses a history of culture to admire. To reach a person, it is important to know the culture which he brought up with. The process of determining the psychology of the person can be done in three ways namely: λ the cultural personality approach λ Reductionist positivist approach λ Inferences from text and scriptures λ Human relations-oriented approach λ Stress-free and detached approach

THE CULTURE PERSONALITY APPROACH

: Psychodynamic: It is the methodology to determine the roots in childhood experiences of a person to determine his basic personality, modal personality or national character. According to this approach, the term culture is defined as the basic assumptions beliefs and values. Traditional world views are transmitted from generation to generation, adaptive and changing based on the environment. Indian culture is said to be a very complex culture which is 5000 years old. 2 The basic personality, modal personality or national character of people and culture is mainly determined by child-rearing practices. This can be carried out by Thematic appreciation tests(TAT): it is based on child-rearing practices, the shape, of the personality structure of its people is determined and it will be projected in the form of thoughts and feelings. 25 25 The personality of a human is defined as the replica of culture, field observations of caste, community or tribe. Indians are termed to be an inner sense of instability and insecurity, have a weak superego, possess a self-centred attitude, the utter

collapse of self-control during strong emotions.

The culture inferred from scriptures and texts stated that Indians are supernaturally centred in other terms they are free, boundless, extravagant, and often go to the extreme, Chinese are situation cantered whereas Americans are Individual centred. They are explained with three major themes, namely cosmic collectivism, hierarchical collectivism, and spiritual orientation. Cosmic collectivism Has explained the culture in the form of animate and inanimate elements. They both are connected with the term Brahmins. (Words, plants, trees, rivers, insects, birds, animals and humans and together we term cosmic collectivism. In this context animate is always superior to the inanimate. Humans are superior to all living and non-non-livings. Secondly, the hierarchical order is based on caste, age and gender. The body is considered to be the slave of the human soul in other words atman. (Shiv and Nikhil,2010). Finally, to say about spirituality, the Indian psyche is based on the healthy living way, in other way it is termed as Swastha-Stability for a person that is to maintain a balance in terms of the state of mind and environment. 2 2 Upanishads are the method of teaching the world how to attain a state of peace of mind and environment. It states that partitioning the world in opposites, put them together into a whole, again partitioning them, logic and concepts deal with problems differently. λ

REDUCTION POSITIVIST APPROACH .

2 Culture personality of the person is mainly determined by humans' precision', accuracy and reliability. In this approach, a human is allowed to have new experiences, have control over one environment, have high aspirations, respect personal dignity, be very rational in decision-making, and have low respect for the elderly. India is a continent consisting of over 1 billion in population, 16 recognized and over other languages, thousands of castes and tribes, possess all other religions still Hinduism dominates. λ HUMAN RELATIONS ORIENTED APPROACH All humans are equal and internally directed and growth-oriented. All have the freedom and opportunity to determine their potential. Most of the final decisions are based mainly on three methods namely, Surveys: cross-cultural comparisons not culturally specific, based on the context of values and managerial practices. Interviews: yield information through interviews both in quantitative and qualitative methods. Raised the issues and allowed respondents to express themselves in the way they want to. λ

STRESS-FREE AND DETACHED APPROACH:

It is the spiritual way of living as a human, in simple humanity is being respected by following exercises and meditation. The gunas of a person are identified as is nishkaramkaram, namely stava Guna raja's, tamas, and negative raja's. The people here are highly classified based on their work ethics, personal effectiveness and organisation effectiveness. 22 According to this India has a very complex culture, distinguishing ideas of the people and things. Indians are collectivists who will protect edited secrets of self that contain individualistic thoughts, feelings and fantasies and serve their self-interests by achieving self-individual distinctions. Very independent and interpret self-based on Desh that is placed, Kamal is time and paatra that is people. In this context relatives and family members are trusted and favoured, while strangers are distanced, mistrusted and discriminated against. (Jai and Rajesh, 2004) According to Shiv and Nikhil, culture is defined as the shared patterns of beliefs, feelings and behaviour and the basic values that members of the group carry in their 17 mind as the guide for the conduct. The mental health of Indian cultures was detailed in his research, they stated that Indian mental health resembles Vedic culture that includes the description of the man mind its function in consciousness and dynamics of human behaviour. Psychopathology: method influenced due to cultural factors to cure mental illness, in other terms the culture-bound syndromes is the process of treating mental health illness considering the behavior of humans is termed as psychopathology. It deals with mental illness through healing, meditation and yoga. This method has its way of healing through the process of meditation and yogic practices. The ancient text should be re-explored for models of conflict

resolution, understanding psychotherapy and attainment of self-realizations. The cultural factors influence : 7. understandings 8. Presentations 9. Diagnosis 10. Management 11. Outcome of mental illness.

THE RELATIONSHIP BETWEEN CULTURAL VALUE AND EMOTIONAL REGULATIONS.

Social complexity, while considering the organisation there exists always the social complexity in the organisation. The people involved in a project require social interactions In order to pursue their work. Need for social order Culture as meaning and information systems Value related to emotions Value related to interpersonal relationship Norms regarding emotional regulation. Emotion regulation contributes to inter-structural adjustment Reappraisal mainly requires group work organisation, management, and social group work, relating to the people working in the industry. Suppression relates to power distance, long-term orientation, conflicts and uncertainty. Cultural values are nothing but the combination of reappraisal and suppression and the relationship between them.

CULTURE DEFINITION OF CULTURE

Shiv and Nikhil stated that “culture is an abstraction, where the methodology and values of the human have been taught and followed from their ancestors. The culture depicts the identity of a human being, who has been defined by his own qualities which he acquired from his ancestors. In other words, the shared patterns of beliefs, feelings and behaviour and the basic values that members of the group carry in their minds as the guide for the conduct.(Shiv and Nikhil,2010). Culture is mainly followed by our ancestors and it was them, who till today we follow this Vedic culture, 5000 years old, even before the era of British rulers, still India has a great recognition for culture. (D.R.Bhandarker,1989). It is not a mere concept of following by seeing and learning, it is in the blood which we follow, and it reaches into actions from the within. Genes have their culture and we follow it. David, Seung and Sane(2013) stated that culture lays the foundation for determining the basic emotional foundation between people in order to maintain personal emotions with consideration.

HISTORY OF INDIAN CULTURE

Indian culture is a very vast culture which, originally originated from our own ancestors. It is one of the prestigious heritage which we follow for 5000 years and more. The Indian culture doesn't need recognition, it speaks for itself. When the Europeans came to India to rule, it was the period where they tried to spread their culture in India, instead, we Indians fed our culture to them. Ancient Indian culture is prestigious Indian culture to acquire and it has its own value. The culture has been followed and transferred to our generation in the form of VEDAS, by Aryans. We are Aryans. Vedas is one of the oldest forms of methodology to follow in Indian culture. The Vedic culture is considered to be the basic foundation of cultures in India. The people in Vedic culture have been classified into three types namely ARYA, DASA and SUDRAS. People have been classified based on their physical, spiritual, way of living and colour. One of the popular epics all over the world where Indian cultures have been portrayed is Ramayana, Mahabharata, and Panchatantra. 19 19 The greater part of the social and intellectual structure of the nation is perhaps the most potent agent in historical life, the tradition is a very prestigious heritage says D.R.Bhandarker. The Vedas are broadly classified into three names, the rig Veda, Sama Veda, and Yajur Vedas. In short, they are termed ashtrays. The people who follow the Vedic culture are termed Brahmins. Brahmins are treated with Vedas in school and education. The Vedas are compulsory education for all Brahmins in India.

The Brahmins are classified into these three Vedas as mentioned before based on their family backgrounds. the four Varna's of Indian cultures are 3) Brahmins 4) Kshatriyas 5) Vaishyas 6) Sudras Varna in Vedic culture is taught and sent to ashramas based on their identified

culture. Four types of ashramas are 1)Gruhahastas 2)Brahmacharin 3)vanaprastha 4) Parivrajaka The Brahmins are ruled by their “MOUTH” in other terms through teachings, saying good spiritual lessons to people in the mode of Upanishads, and teaching and sharing good deeds and knowledge through the verbal form to people. They have loud minds. All the Brahmins were taught in an ashrama named Brahmachari. The Brahmins are taught to dedicate their life in the process of learning through the exposure they have got in their lifetime to attain adulthood. Brahmachari is the ashrama in Veda culture where a Brahmin mind has been trained to attain the concept of learning Vedas through his teaching from his guru. Rajanya, the name itself depicts they are strong defenders and work for world protection, in other terms, they are defined by their “ARMS”. They always possess the strength to follow the methodology to save the Aryans. In any contemporary situation, the Kshatriyas and Vaishyas always strive to excel in their strength In order to protect our Vedic community. they have taught lessons in ashrams named as Vanaprastha. Ashramas. Gruhahastas ashrama is the ashrama for women in the home, in Vedic culture women are taught to maintain the home and they are made to learn how to keep the home furnished with happiness. Finally, the Shudras, are not considered to be Aryans in the first place, they accept food in the form of begging without discrimination from all four castes. they are classified into Parivrajaka ashram With Aryan rulers, Varna and Ashrama are stabilised and protected by trayi, and the world progresses and never perishes. All this happened in the 4th century B.C. and it has been evidenced that protection was maintained in Dharma shastras. The four ashramas come under one roof that is termed a school of studies namely Niruktas. and the niruktas originated from the historians namely termed Aitihāsikas. Those are the history Procter in dharma shastras which we follow and transfer to our generations by sending them to schools namely called Narikutas.

ACCULTURATION AND ENCULTURATION

This form of conflict mainly arise in international projects, in this people from various cultural background and lifestyles come forward to work with people of different cultures and lifestyles, where there exists a misunderstanding always between them. In general, acculturation is the form of stress faced by a human when exposed to domain culture and adapting to it prior to his or her host Culture. They are very well exposed to domain culture, as they prefer which is suitable for their present scenarios. Whereas enculturation is the way human persists in their host culture and tries to follow the same culture even when exposed to a dominant culture which possesses a different atmosphere and situations, which creates stress in their mind to adapt to the people around them with different cultural backgrounds. Comparatively e, enculturation creates more mental stress than acculturation. The behaviour of the people depends on the environment in which he is made to adapt to exile in terms of living and competing with the people of their culture. says Asha and Jeffrey(2010). Cultural exposure brings beliefs in acculturation, it is the term used to denote the individual adaption to the dominant culture, concerning the host culture. This was the survey detailed by the Asian Indians, the 3 largest Asian population group in the united states(16.2%), these Asian Indians possess unique traits and have the strongest Ethnicity and identity having both individual traits and collective traits.

THE INDIAN CONSTITUTION OF LAW RELATED DIFFICULTIES TO OVERLOOK WITH CONCERN ABOUT THE ORGANISATION OF CUSTOMS CLEARANCE

Some of the major drawbacks faced by Indian customs and procedures are mainly due to their improper management system adopted to withstand its corruption rate and delays caused in clearance for international goods and services, so the factors related to this difficulty are basically sorted down with humans and their actions towards the profit making criteria to shareholders. One of the major aspects of difficulties faced by the customs clearance department is their people and organizational structure to handle the various consignment to

proceed with trade and follow laws to ensure a smooth clearance of goods from government authority and commissioner of customs. AS in general customs clearance faces huge drawback in the clearing of goods with the complicated law procedure implemented in the court if the goods have not been approved by the concerned authority in customs and clearance where the exporter tend to face a huge loss in terms of money and time when following the methodology through arbitration, mediation, adjudication. One of the major aims is to resolve the problems faced by the people to resolve them through internal in-house people in terms of mediation 38 law the traders and CHA have a huge set of responsibilities to consider to resolve the issue in a very earlier stage and to have a great standard aspect to enforce the tool in terms of communication between traders and clients to sort out the problem during the process for clearance of goods and procedure. With the help of the literature review and gathering the ideology to concentrate on • People • Emotions • Organization and administration • The ethics • The law • The financial constraints • Time management The research methodology to implement in this phase of data analysis includes the implementation of a questionnaire survey to all the people involved in the process of customs clearance and procedures. The hypothesis obtained with regards to cha while clearance with support to literature review includes the concepts based on • The people relationship between higher officers and lower officers • The communication gap felt between the officers related to resolving the clearance of goods methodologies • The role of mediation and the aspects of how they delay the clearance and earn money in order to make the work done • The role of organizational structure in the companies and their management system • To address the hard phase of exporters to make their products reach abroad and their loss faced in terms of cost and time due to delays in customs procedures following the laws • The people's emotional context related to the delay in clearance of the procedure personally and professionally • The aspect to overcome the hard phase by implementing the in-house system to reclaim the correctness in each stage to avoid and not to commit any mistakes before filing for clearance of goods and customs portal • The variance between the people's efficiency in working with that procedure insignificantly knowing which aspect to proceed with if there is a delay in clearance • The role of the in-house mediator who knows the customs clearance procedure well as per the customs act 1962 • The motivational aspects to the demographic profile of officers and their concerns towards how to overcome the conflicts between people to make the work done. • To restructure the people's role in administration to overcome the conflicts faced during the clearance of goods and services. So some of the hypothesis determined based on the aspect of factors related to conflict-resolving strategies includes how to handle the emotions of people through various stages in customs clearance procedures. • The aspect of people psychology to understand by the inhouse mediator to guide them and support them through hurdles faced on clearance • Some of the concentrated basic problems was depending on variables like o Communication gap o Trust o Relationships o Poor management o Power misuseage o Illegal activities 42 o The lack of skills of employees o The client's misunderstandings o The non-transparency of regulations o Law procedures being very tough o Carelessness o Poor time management o Culture conflict o Differences in opinions and decisions

The concerned hypotheses that have been derived to determine the significant solutions are

- Hypothesis 1- the cha procedures involving delays of clearance are due to organisational factors or emotional factors
- Hypothesis 2: the cost and time for clearance of goods are directly related to poor management or poor mediation of law.
- Hypothesis 3 does the relationship between people involved in various stages of clearance has a huge impact on completing the consignment of clearance on time without out time delay and cost
- Hypothesis 4: methodologies to resolve conflicts and delays of work prefferd by

people related to cha

- Hypothesis 5: to support in-house personal mediator or clearing goods through mediation under a court of law, which one has a greater positive impact research analysis

Based on the above-derived problem statement, the survey of a set of 40 questions has been sent online to people working in CHA for clearance of goods and services 1 The role of how inhouse people mediation can help in resolving the conflicts in each stage of occurrence of problems can help us in save time and money unless it needs the law and arbitration to resolve it where there is no 100% assurance for win-win situations to people The survey has been distributed to people and has obtained response from 184 people along with personal interview carried out between six people, based on the criteria demonstrated between

• People • law • administration • and traders entrapping the aspect of determined concept after implementing the data to get analysed using spss software, some of the basic analysis carried out with the response obtained where

• reliability analysis • anova • regression • univariate analysis These are the basic methodologies that have been utilized to analyse the data obtained through the survey. The result inferred for each hypothesis will be detailed below from the result obtained from SPSS software The basic aspect of the Clearance of goods includes cost and time management. it is all about how we make the work proceed with proper time without 1 any loss of money in each stage of clearance of goods the people play a major role in making the clearance done with proper procedure following and implementation Some of the factors related to delays of clearance of goods and services are • People

- Misunderstandings • Conflict • Culture • Anger • Misjudgement
- Improper decision •
- Poor management
- Time delays
- Communication gap

CONFLICT RESOLUTION METHODOLOGY

Complete analysis has been carried out using regression logit tool software The total number of participants N=183 A defined details of output obtained has been specified in the excel folder and appendix, to analyze the causes of conflicts where the value with reference to vif,pseudo r square value, exponential coefficient has been considered in order to determine the factors that are dependable and independent and has been computed in the regression formula $y=mx+c$ and the related recommendations has been made with respect to survey that has been taken with n=184 the below table depicts the detailed regression analysis to determine the solution to conflicts that has been caused by people in customs tariff clearance and procedures

The dependent variable, i.e. administration system that has to be ideally depend upon Variable system, japanization open method etc. It is recommended for shreyas in customs and excise to develop an administration model where both the methods like open system, bureaucratic administration can be adopted. For example, from training data and testing data, the specificity rate that is the total negative rate of adopted administration is not acceptable, and it is advised to adopt a new administration methods in customs clearance The accuracy rate. The model depicts that the PSEUDO R square value fit in to the criteria of lesser than 0.198. Hence, it is stated to be advised to adopt any of the administration method to pursue in the customs clearance which would be a COMBINATION OF BOTH SYSTEM AND BUREAUCRATIC APPROACH. A new COMBINATION

METHOD OF BOTH of administration should be adopted. The coefficient and negelkerke value have been accepted which could either fit in to the criteria of regression, but the other parameters are in consideration

Instruments of procedure

Each hypothesis describes the aspect of how well the person emotions can influence the causes of disputes and how well the same emotions can be used to resolve the conflicts more efficiently in terms of cost and time when compared to law and arbitration procedures. The hypothesis has been derived based upon the role of emotions of human's enhancement in generating a conflict resolution tool based on human psychology with regards to predefined laws and procedures adopted in the company that is related to admin rules and regulation in a very formal manner. Ideally in this methodology both cause and solution has been determined simultaneously, thus the effectiveness rating scale differs from 2-point Likert scale to 7-point scales. The scale was concentrated based upon the human behaviour which seem to be more concerned with emotions and psychology rather than reaching the aspect of standards legal aspects and rules, the basic human aspects of emotions that has been related with conflicts includes their social aspect of collectivistic and individualistic in nature

The employees collectivistic and individualistic, emotional intelligence, cultural behavior and negative and positive emotions can influence in conflict creation as well as resolution strategies

The role of human aspect towards being collectivistic and individualistic in general includes the aspect of human collaborative emotions in determining the willingness with collectivistic in nature and individualistic in nature. The aspect of defining the human decision making in to consideration at times of conflicts can either be based on group opinions or individual opinions. Thus in order to determine the aspect of it we could always implement to obtain a relation between the nature of human behaviour through their aspect of being collectivistic or individualistic.

THE term to determine the emotional intelligence and human general aspects of being in the emotional state during conflict occurrence the different criteria with which a human seem to create a conflict in the working scenarios could generally be stated upon the rate at which the conflicts can be resolved, in order to determine the emotional intelligence human relations with respect to peer during the working time was analyzed and how well they do aspire to achieve their need during the process of handling conflicts has been idealized with the hypothesis created and we had also related those behavior with positive cognitive psychology and negative cognitive psychological aspects where the human negative and positive psychology will be demonstrated with aspects to conflicts resolution . The ideology in determine why the negative aspect of emotions of human has to been analyzed deeply in the process while the other consideration towards the causes and resolution of conflicts has been derived with respect to people in groups and to determine the emotions of people individually hence the concluding remarks in deriving the factors that are related to causes and resolution of conflicts was deeply identified only through emotional context of human being alone and in relation with organizational financial and operational aspects of the people in customs clearance and procedures, based on the context specified above we could ideally determine the various external and internal indicators of conflict causes and resolution strategy implementation aspects.

FIGURE 4 TABLE OF DATA RELIABILITY

ANALYSIS		RELIABILITY	ANOVA	REGRESSION
HYPOTHESES 1	0.792	.000 highly significant	R square value obtained is .817	
	CRITERIA=DECENT			
	DATA Analyzed ARE HIGHLY RELIABLE			
HYPOTHESES 2	0.939	.000 highly significant	R square value obtained is .949	
	CRITERIA=			
	outstanding			
	DATA Analyzed ARE HIGHLY RELIABLE			
HYPOTHESES 3	0.836	.000 highly significant	R square value obtained is .896	
	CRITERIA=			
	outstanding			
	DATA Analyzed ARE HIGHLY RELIABLE			
HYPOTHESES 4	0.906	.000 highly significant	R square value obtained is .985	
	CRITERIA=			
	outstanding			
	DATA Analyzed ARE HIGHLY RELIABLE			

The rational aspect of human behaviour of avoiding is directly related to conflicts outbreak is purely individualistic in nature that is related to waste of time and cost where as human behaviour of corporation is directly related to conflicts resolution is purely collectivistic in nature, where the former indulge in causes of conflicts and the later indulge in resolution of conflicts the hypothesis was based on the aspect of people and administrative aspects such as poor management, cultural conflicts and time management are related to collectivistic human aspect where as the mistakes,, error done by humans can be individualistic in nature

The hypothesis testing has been done where cha procedures involving delays of clearance are due to organizational factors or emotional factors with obtained reliability value $\alpha=0.792$ lies under criteria=decent where data analyzed are highly reliable, the anova value of significance is .000 which is highly significant some of the factors that were seem to be significant in terms of factors related to delays in clearance are time delay, poor management conflicts and argument which are purely individualistic in nature and r R square value obtained is .817 which comes under survey category the calculation of the beta value is -

.123+.736+.497 \pm .310 \pm .070+.019+.104+.136+-
 .072=1 higher the value the higher the relation between dependent and independent variable where the coefficients have analyzed the reason for delays of clearance are conflicts, poor management, time delay and wrong judgement along with arguments the criteria with which the correlation has been depicted are based on the factors related with causes of clearance delays in customs the relation with poor management, time delay, conflicts, due to culture as they are highly non correlated and i could recommend that a **tool need to be designed in such a manner that the cultural conflict, time management and administration restriction along with emotional aspects of employees are to improve, The correlation of need of psychologist in the organization has greater significance in regard to resolve conflicts.** where the former indulge in causes of conflicts and the later indulge in resolution of conflicts the hypothesis was based on the aspect of people and administrative aspects such as poor management, cultural conflicts and time management are related to collectivistic human aspect where as the mistakes,, error done by humans can be individualistic in nature

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Does party autonomy foreign related civil law and affairs aspects includes flexible conflict resolution: Do foreign related law are tedious procedure fails to resolve conflicts in more effective way to support in-house personal mediator or clearing goods through mediation under a court of law, which one has a greater positive impact, The reliability value is 0.906 criteria of data is stated to be outstanding we could infer that data analyzed are highly reliable, the anova analysis determines the data to be .000 highly significant some of the

factors that were seem to be significant in terms of **factors related to add upon in-house psychologists are meeting, prefer law, get together, ignore, personal talk, opinion of seniors, refer old data, management guidance. and seem people need all these methods to avoid conflicts and delays in clearance**, r square value obtained is .985 which comes under the survey category the calculation of the beta value is $-.7.623 \pm 0.224 \pm .234 \pm .236 \pm .400 \pm 0.059 \pm .398 \pm .044 \pm .417 = 1$ higher the value the higher the relation between the dependent and independent variable where the coefficients have determined its significance **by adopting a psychologist in-house in organization to resolve conflicts and problems by are meeting, prefer law, personal talk, refer old data, management guidance. a special tool that need to be designed so that it can relate it with the negative consequences in customs tariffs clearance organization which can reduce time save money from loss**

The cost and time for clearance of goods are directly related to poor management or poor mediation of law, the value of alpha is 0.939 which are highly reliable and come under criteria=outstanding data analyzed are, 000 highly significant Some of the factors that were seem to be significant in terms of factors related to cost and time due to conflicts in clearance seem to be very costly, and it takes long time to get resolved, R square value obtained is .949 which comes under the survey category The calculation of the Beta value is $-.003 \pm .163 \pm .025 \pm .777 = 1$ higher the value the higher the relation between dependent and independent variable Where the coefficients have analyzed, the consequences caused due to conflicts included huge cost loss and time delay, The cost and time are directly related to conflicts and delays in work, hence it has been **understood from spss output that the more the delay in PROJECTS the more time it takes to resolve and more costly it is and Proper time management schedule with cost budgeting methods need to be adopted in order to overcome the bad consequences faced during clearance.**

The emotional intelligence and coping strategy could relate of resolving conflicts in organization and positive power dynamics with in organizations. The unfair dominant strategy and ei could induce a negative resolution of conflicts with negative power dynamics in organizations

does the relationship between people involved in various stages of clearance has a huge impact on completing the consignment of clearance on time without time delay and cost, the alpha value is 0.793 criteria=outstanding data analyzed are highly reliable, the anova value obtained is 000 highly significant some of the factors that were seem to be significant in terms of relationship of cha are the exporters and freight forwarders, they both constitute the major part of involvement in customs tariff clearance , r square value obtained is .726 which comes under the survey category the calculation of the beta value is $-.059 \pm .670 \pm .012 \pm 0.25 \pm .124 \pm 0.18 \pm 0.27 = 1$ higher the value the higher the relation between dependent and independent variable where the coefficients have analyzed, the relationship dependencies between cha and other exporters and freight forwarders plays a major role The correlation between the people involved with cha depends on the **main process involved in clearance of goods, with the output obtained we could determine the exporters and freight forwards are related so much with PROJECTS hence the relation to them should be strong and maintained well, To implement a set of regulations in organizations to follow a procedure to avoid conflicts and disputes between clients and to concentrate the higher end consignment conflicts through arbitration only need to resolve it through law Methodology to resolve conflicts and delays of work proffered by people related to PROJECTS**

The positive cognitive psychology(PCP) and emotional intelligence are positively elated to conflict resolution tools, the negative cognitive psychology is negative related with conflict resolution tool and emotions(NCP), 0.836 Data fits under CRITERIA=outstanding

DATA Analyzed ARE HIGHLY RELIABLE,

.000 highly significant, Some of the factors that were seem to be significant in terms of factors related to methods preferred by employees where do not prefer law, arbitration, and adjudication, R square value obtained is .896 which comes under the survey category

The calculation of the Beta value is $-.002 \pm 0.022 + .283 \pm .293 + .475 = 1$ higher the value the higher the relation between dependent and independent variable Where the coefficients have determined its significance by adopting either not to resolve conflicts through law, or through arbitration and adjudication, The relation between the methods to determine the way the employees of customs prefer to resolve conflicts are not through law and support arbitration to certain level, this diagram depicts the correlation between conflicts and methods adopted to resolve it and the combinations of adjudication, arbitration, and negotiation seem to be a task in regard to side of conflicts related with cost and time To implement a set of regulations in organizations to follow a procedure to avoid conflicts and disputes between clients and to concentrate the higher end consignment conflicts through arbitration only need to resolve it through law.

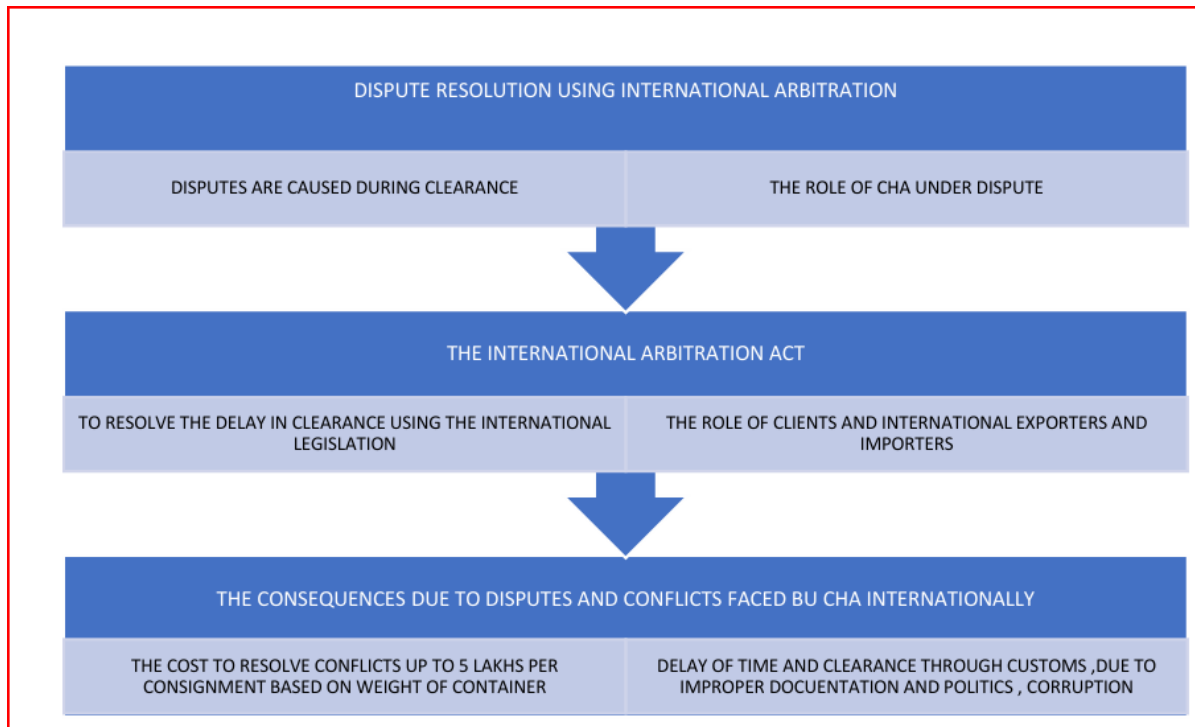
The theoretical consideration with the output obtained through analysis includes a vast consideration of human emotional factors as well as organizational ethics along with financial indicators.

Discussion

Based on the above analysis we could infer that the resolution of conflicts can be determined based on

1. Situations
2. Emotional state of employee
3. The strategy of the company
4. Ethics
5. Communication
6. Meetings
7. Peer

motivation 8. Cost management 9. Project management 10. Stress coping methodologies 11. The law expert 12. The inhouse mediator and psychologist The difference in utilizing the conflict resolution tool is that they could create a answer to all communication blockages that are happening in the hierarchy of organization structure of Shreyas, they could bring out some transparency between datas and barriers of opinions and thoughts so that the conflicts can be further view with more in depth details earlier and can be resolved in very early stage Main drawback in not using in house mediation is



1. They cause delays 2. Time taken to resolve it may even exceed 5 years 3. Cost – huge loss to cha 4. The role of peer argument never ends 5. No flexible communication present between higher authority and lower authority 6. The exporter and importer relationship is under problems 7. Trust is lost’ 8. There are no way getting back the money invested in the resolution of conflicts 9. They demand a long procedure when following form solution through laws which may even take years to complete 10. The illegal actions between authorities and exporters will increase where the ethics has been lost with bribe negotiations 11. People feel stressed for not doing any mistakes 12. The entire process of resolution of conflicts will delay the customs clearance and procedures 13. The laws are not immediate solution to conflicts and delays in clearance

When the concerned conflict resolution tool is been utilized , there we can gain

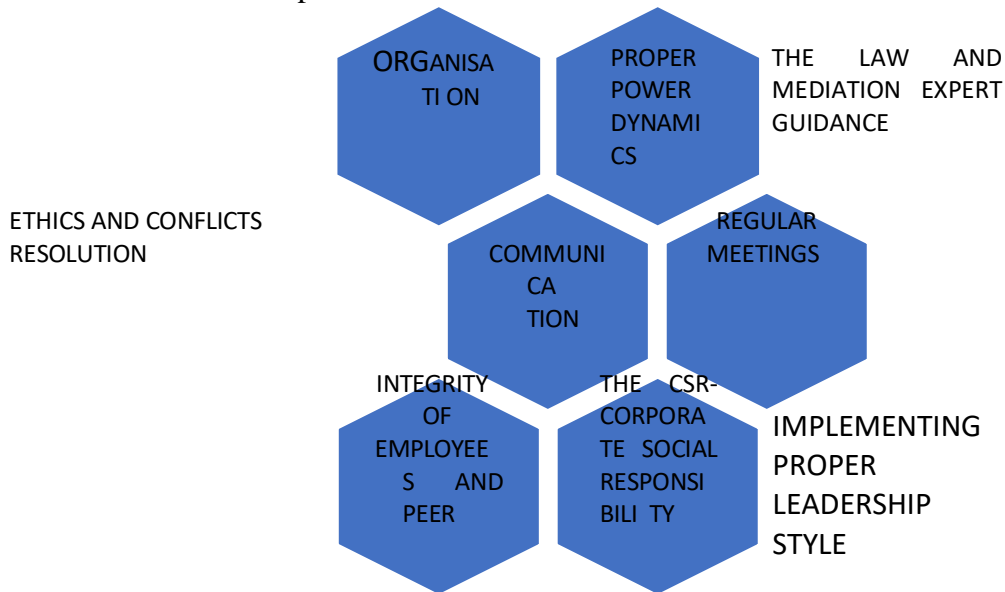
1. Greater insight to laws implementation with expert guide and support 2. The role or inhouse mediator to resolve conflicts and determine the way the resolution has been carried with the concerned expert at each stage 3. The role of inhouse mediatyion can help in enhancing peer relationship and determines the concept of how the conflicts has been caused and it can involve people to lose trust 4. The role of psychologist can handle the emotional imbalance of the employee and can create the positive attitude of the employee and behavior 5. The general aspects of motivation, the following of ethics , rules and regulations based on customs act 1962 the role of how active communication could resolve the conflicts early can all be implemented when indulging a mediator in between the process of conflicts 6. The stress related political illegal activities can be eradicated if the process of customs clearance procedure been done at very early stage of conflicts identification 7. The way we delay documentation and proper process to do the more conflicts that arises between people involved in this process which could be avoided if we are always mediated with inhouse expert then and there and the resolution of those problems can be done in earlier stage. 8. Thus in order to resolve conflicts there can be classified in to emotional factors cost factors and organisaional factors

An in-house mediator should have the following qualifications as

- Expert in handling clearance
- Well-versed with the Customs Act 1962
- The expert in communication skills

- Well-versed with port instructions
- Power in terms of dealing with large clients directly or indirectly
- Should have knowledge of legal aspects
- A good psychologist
- A wide international he or she can handle different culture with different backgrounds
- A great learner and scholar could go extra help in this field as this mediator need lot of patience and understanding different kinds of people.

The need to analyze the benefits of the employees and stakeholders in the process of customs tariffs clearance and procedures.



VALIDATING THE DATA

The behaviour that are related with humans are mainly the way you see, the tone of voice, the body language, hence the human behaviour are some of the basic emotions that need to be considered to determine the state of mind of employees in the company when there arise conflicts, hence a psychologist could help in analysing where the mistakes have been done and by whom with the determined factors of human behaviour, 'the true negative rate is 89.7 % for training data and 87.4% for testing data from which we could infer that the specificity rate and sensitivity rate are somewhat equal that is the total rate of adopted method to depict behaviour of human in causes of conflicts is highly acceptable by the above factors and are dependent with each other in more sensitivity manner hence it is advisable to adopt this behaviour as the way to determine the range and scale of conflicts in custom clearance .the accuracy rate obtained in the confusion matrix states that the value is around 88.4% correct in data 'the model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198 hence it is stated to be advised to adopt any of the human specified behaviour except sitting posture and verbal usage need extra attention before determining that his behaviour could influence the reason for conflicts e in the customs clearance which would be a accepted way to determine how human behaviour could influence conflicts hence the method to determine these ways of behaviour could help us in resolving conflicts the coefficient (GREATER THAN 1 IS ACCEPTED RATE) and negelkerke(MRE THAN 20%) value has been accepted which could either fit in to the criteria of regression, but the other parameters are a failure hence it is advised to shreyas for adopting a method of change in administration

some of the major factors that causes conflicts in the customs could be mainly due to culture differences, language barriers, poor management time delays, wrong judgement, hence these need an extra consideration in revising the adopted concept and a new methods and ways need to be adopted to reduce the causes of conflicts, "The true negative rate is 88.8 % for training data and 90.2% for testing data from which we could infer that the specificity rate AND SENSITIVITY RATE ARE NOT EQUAL that is the total rate of adopted METHOD TO DEPICT FACTORS CAUSING CONFLICTS HAVE MORE TRUE POSITIVE RATE HENCE THESE FACTORS ARE CONSIDERED TO BE THE MAJOR REASONS FOR CAUSES OF CONFLICTS. The

accuracy rate obtained in the confusion matrix states that the value is around 89.5% correct in data model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198. Hence, it is stated to be advised to adopt any of to admit human specified behaviour except mistakes and other factors are out of criteria as those are not the major factors to be considered that causes conflicts. Some of the major factors that are reasons for creation of conflicts includes culture differences, poor management, time delays, wrong judgement, and finally language barriers are some serious factors. The coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression, but the other parameters are a failure hence it is advised to shreyas for adopting a method of change in administration

On the basis of regression, it is clear that all people play a major role in the clearance of goods. Each person has to fulfil their responsibility to determine the success rate of clearance of goods and each are dependent with each other. It is also advised to have a committee where the stakeholders could voice out their thoughts and misunderstandings with monthly once business meetings, the true negative rate is 84.3 % for training data and 79.8% for testing data from which we could infer that the specificity rate and sensitivity rate are and depending on the situations and work the accuracy rate obtained in the confusion matrix states that the value is around 82.0% correct in data, 'the model depicts that the pseudo r square

value fit in to the criteria of lesser than 0.198 hence it is stated to be advised that the stakeholder relationship for cha are very important and all plays a major role in making the clearance happen for the goods, to precisely say clients, exporter, and customs officer plays a major role as they both seem to be part of the entire process along with cha to clear goods at port, the coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression, but the other parameters are a failure hence it is advised to shreyas for adopting a major factors that could enhance the stakeholder relationship

The role of customs acts 1962 is very crucial for every cha as it specifies the classification of goods under various hs code, hence if clearance agent is not versed with customs act it is advised to provide training to him or her so that mistakes in future can be avoided in delays for clearance, the true negative rate is 94.3 % for training data and 64.4% for testing data from which we could infer that the specificity rate and sensitivity rate are not equal that is the total rate of adopted method to depict the method to abide customs act at the scale of 2-4 and 5-7 seem to be less likely as they seem more specificity .the accuracy rate obtained in the confusion matrix states that the value is around 82.0% correct in data hence most of the cha follows the customs act, 'the model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198 hence it is stated to be a scale of 2 to 7 for not abiding rules in customs act seem to be less and hopefully cha is following those rules moderately good way to have a clearance happening in the smoother way but still some cha do make mistakes in following the act which could further read upon the people still not familiar with laws and act, the coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression, but the other parameters are a failure hence it is advised to shreyas for adopting a training session that can be conducted for people who still need to get versed with customs act for clearance

They are also advised for IT and service team to work with portals and web services where more number of people can use them. It and service team could use the facilities to upload documents in the ice gate at proper time without any delay as the delay in uploading is 10,000 rupees per consignment which again create a loss to cha service, the coefficient (greater than 1 is accepted rate) and negelkerke (more than 20 %) value has been accepted which could either fit in to the criteria of and 99.2% for testing data from which we could infer that the specificity rate and sensitivity rate are not equal that is the total rate of adopted method to depict the method for delays in uploading document are caused mainly due to technical difficulties and when issues in ice gate portal .the accuracy rate obtained in the confusion matrix states that the value is around 90.2% correct in data hence most of the cha follows the customs act, 'the model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198 hence it is stated to be that web and technical issues are the major reason in terms of documents uploading in ice gate portal and the queries raised has not been immediately responded with solution by the portal service, the coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression hence the factors for delays document uploading are technical and portal web issues

The tool that need to be designed based on psychology of people as the dependent variable includes the guidance from senior and management along with meetings, hence they could resolve conflicts in more efficient manner. It is 92.6 % for training data and 88.8% for testing data, from which we could infer that the total rate of adopted for resolving conflicts could ideally be management guidance, senior advice and methods and meetings. The values are high in true negative hence it is specificity. The accuracy rate obtained in the confusion matrix.

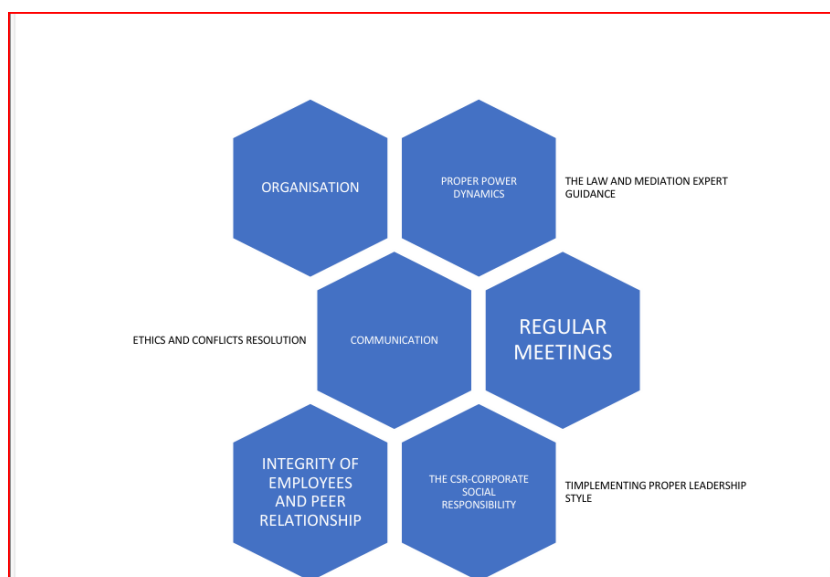
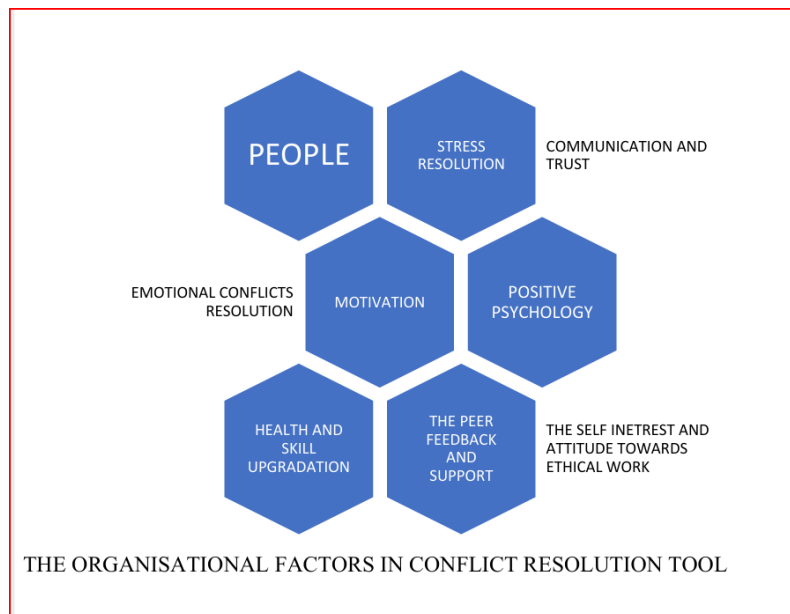
The communication between customs and cha plays a major role when it comes to clearance of goods under problem. Each consignment delays create a great penalty if not done

the clearance with specified time and process. Hence, there must be an application of new person in cha where he or she is expert in handling the customs procedure and customs act so that the conflicts can be resolved in very early stages in clearance process. The true negative rate is 71.4% for training data and 98.4% for testing data from which we could infer that the total rate of adopted for making customs to react a query raised by cha takes minimum a week, and they do respond but from the analysis it's been stated that it takes resolves as soon as possible at the maximum, The coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression

The role of power dynamics can be implemented in order to handle people and tasks to resolve issues and conflicts in the clearance procedure. Hence, a mediator with greater power could help in resolving the issues that have been caused for delay in clearance in conflicts. True negative rate is 97.2% for training data and 97.4% for testing data from which we could infer that the specificity rate and sensitivity rate are equal that is the total rate of adopted way as source of power authority to influence people to perform illegal as well as legal task are accepted as well as denied by employees in cha .the accuracy rate obtained in the confusion matrix states that the value is around 97.3% correct in data hence most of the cha follows the heat of power dynamics implied by the higher authority in customs to perform certain task in cha clearance as per their order in positive or negative manner, the model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198 hence it is stated to be that customs excise do provide power pressure to cha and employees under them wherever need for both legal and illegal actions in the process of clearance hence it is advised to take the proper administration as the count for procedure to clear goods through customs following the expert, personality, legitimate , reverent power to deal with legal and rightful action, coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression-power do play a major role in customs **time management tool and psychological aspects of clients** need to be analysed and the reasons for delays has to be idealised by direct meeting communications for resolving delays in clearance, 'the true negative rate is 96.5% for training data and 97.6% for testing data from which we could infer that the specificity rate and sensitivity rate are equal that is the total rate of adopted by the customs to reject the clearance done by cha are due to the clients delay in any one process towards clearance or the reason to time delays. The accuracy rate obtained in the confusion matrix states that the value is around 96.7% correct in data hence most of the cha feels the reason for clearance rejection by customs are due to no proper time management and clients and stakeholder delays and not corporation for clearance, 'the model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198 hence it is stated to be that time delays and stakeholder delays are the major reasons for clearance rejection, the coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression-clearance need to be done in proper time so that the vessel gets loaded at ship and the goods reaches the customer at proper time

The human resource management need to work with the choosing and implementing a person with 10–12 years work experience in cha as the person with good knowledge with clearance and customs act along with person who can handle people well in all stages with good educational background, the true negative rate is 87.6% for training data and 89.1% for testing data from which we could infer that the specificity rate and sensitivity rate are equal that is the experience with in which the mediator need to be adopted by the clearance need to be varied around 10–13 years of experience. The accuracy rate obtained in the confusion matrix states that the value is around 88.4% correct in data hence most of the cha feels the reason for adopting a mediator and psychologist in cha would help in reducing the conflicts happening in the process of clearance, 'the model depicts that the pseudo r square value fit in to the criteria of lesser than 0.198 hence the experience factor is considered to be a one of the

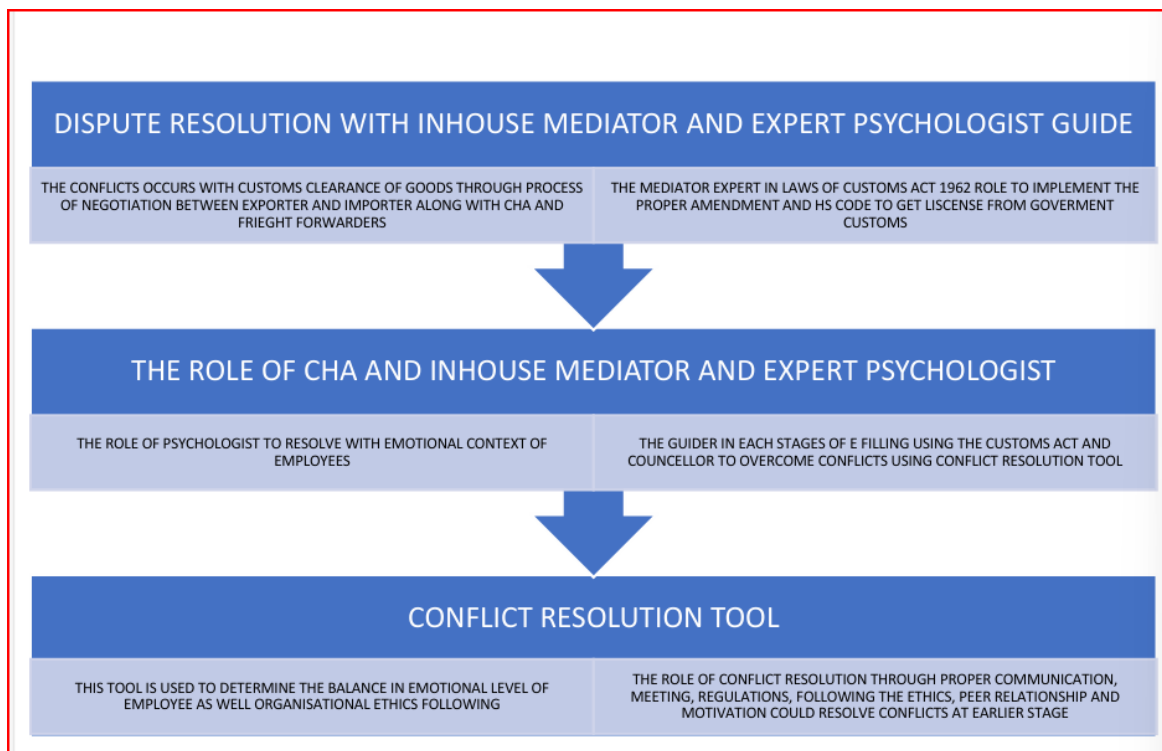
main criteria which can help us in deciding in appointing a mediator 10-13 years, the coefficient (greater than 1 is accepted rate) and negelkerke (more than 20%) value has been accepted which could either fit in to the criteria of regression-where experience person can help in resolving conflict.



the major limitations of this design of conflict resolution tool is to address the racial based discrimination and should provide more personal space for employees avoid culture discrimination • they are not organisational specific- as they can be customised based on the need and type of organisation • they are not culture oriented specific, as in most developing countries they still do follow culture as a major aspect in designing the company • they are people oriented and needs some flexibility based on the emotional factor of inhouse mediator of the particular company • they do lag with time, we cannot specifically say how much time or usage of tool can be made to resolve conflicts the mediator are experts in law and customs act along with knowing psychology, but it is not sure they can be always 100% right 1 1

With respect to discussions The conflict resolution tool entirely based on how a inhouse mediator could help in resolving conflicts and disputes in order to overcome delays in customs clearance and cost The basic aspect is to manage the people involved in the process of conflict resolution and to drive the possible maximum result and output from the problems To avoid unnecessary delays and cost usage to resolve the problems caused between clearance of goods and services Does a person implementing this tool should possess the extreme knowledge about the various process involved in customs clearance procedure hence he should be a person with more experienced in this line may be more than 15 years

The role of psychological balance and organizational aspects need some matured handling of conflicts The theories as explained can be implied but at normal scenarios only a general actions can be decided to overcome the conflicts that includes 1. Meetings 2. Personal guide communication with clients 3. The feedback 4. The expert suggestion 5. The psychologists



and mediation expert 6. The in-between third inhouse person to address the emotional imbalance of employees 7. To bridge the communication with immediate assistance and support from mediator 8. The role of handling power dynamics between people involved in organizational hierarchy 9. The conflict resolving through proper communication with ethical framework that motivates the employees to provide higher efficiency in work 10. Basic steps that need to control emotions and mind towards adverse situation Inhouse mediator

INHOUSE MEDIATOR QUALITIES

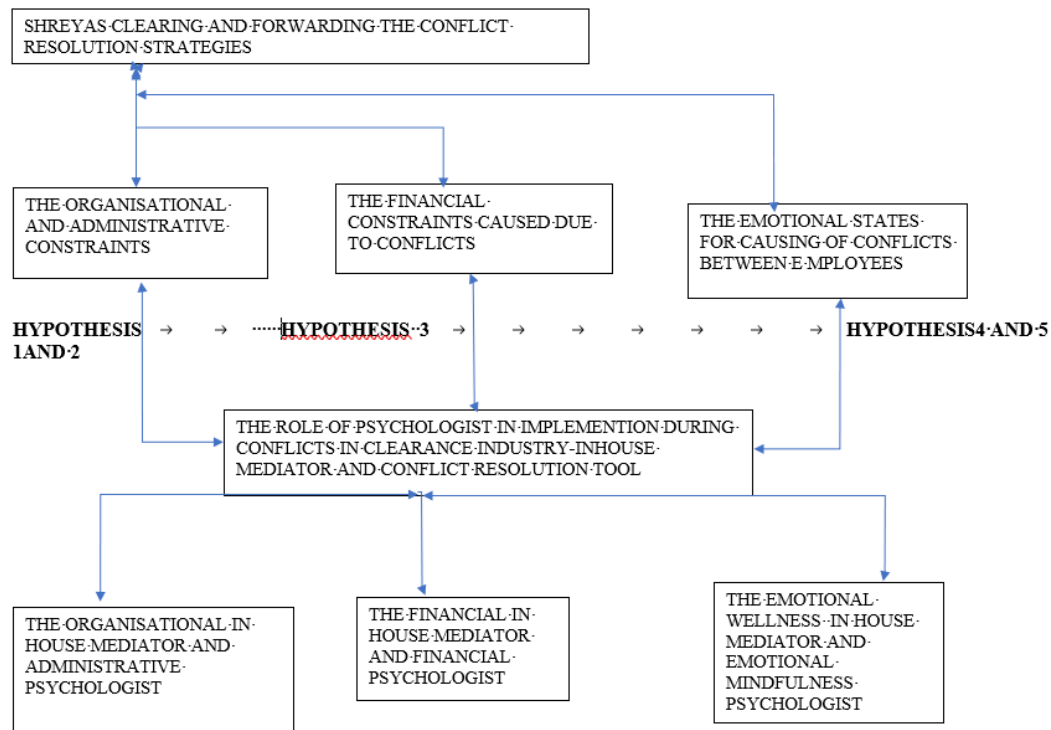
- Some concluding versions of human role in terms of inhouse mediator mainly need to be
 - Present in each and every stage of customs clearance
 - There can be mediators in all the concerned streams namely
 - Organizational mediator psychologist
 - Financial advisor- in house psychologist
 - The emotional personal individual psychologist
 - Need to be well versed with laws and regulations based on goods act and customs act 1962
 - Should ensure upon following the methods to interact with exporter and importer and with commissioners to resolve the misunderstanding as soon as possible in the earlier stages

- Some of the basic qualities of those in house mediator should comprise
 - Good communication skills
 - Should be well versed with customs laws 1962
 - A good leadership style with great knowledge in laws and clearance
 - Should have earned MBA IN finance or there degrees related to customs and clearance
 - Should be a great psychologist
 - A good commentator with great ability to handle people from different background
 - Should have good exposure to people of different cultures
 - Should have a great interest in economics and should know how this trading process works
 - He or she should be highly knowledgeable with CHA clearance in terms of academics and follow to know the rules to follow from la books to clear goods in Chennai customs through sea, airport or through railways.
 - The role of mediator in such a manner that he should be versed with financial act, international trade affairs, tariff act, the company act, the labor act and finally the exports and imports procedure in order to carry out smooth clearance

CONCLUSION

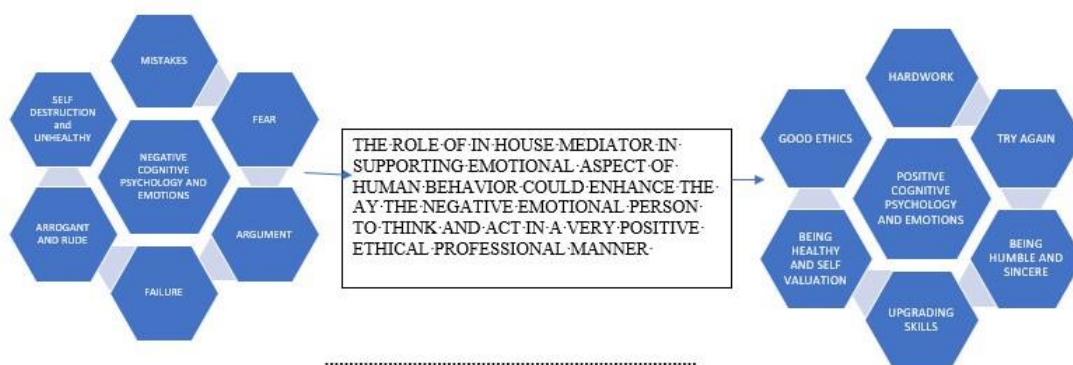
From the literature we could infer that there has been determined many strategies, alternative dispute resolution tool , the mediation development with in the company regulations, the theme to implement a set of methods to resolve the conflicts and disputes within the company, but not in the past there had been given sufficient interest to humans those who are going to implement those strategies, or neither the emotional, health, organizational collectivistic state of employees mind balance has been concentrated , even to implement a guidance to employees the literature has forgot that it is again an another human who is going to implement all these tools in terms of emotional and psychological strategies to the company under adverse situations, hence in order to concentrate on human role as psychological tool, a determined aspect of human soul take care has to be made in each aspect of misunderstanding or conflicts in the organizations, hence in the concluding terms it is advised to implement a inhouse strategic psychologist who could handle both people emotions and implement a regulated version of conflict resolution tools. With three different criteria has to be concentrated namely, the emotional and health in house advisor , the organizational in house mediator and financial advisor has to been implemented to resolve the conflicts in a very crucial and efficient manner

APPENDIX-1 MODEL DESIGNED TO RESOLVE CONFLICTS ADOPTING INHOUSE MEDIATOR AND PSYCHOLOGIST



EMOTIONAL HUMAN MODEL TO RESOLVE CONFLICTS UNDER HUMAN BEHAVIOR ASPECTS

APPENDIX-2 EMOTIONAL HUMAN MODEL TO RESOLVE CONFLICTS UNDER HUMAN BEHAVIOR ASPECTS



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SURVEY FOR PROJECT

The below questionnaire is based on how efficiency can be reached in terms of time and cost by utilizing conflict management and the psychology of people as a tool in conflict scenarios. It is also based on how it can be resolved by utilizing those tools.

Top of Form

Kindly fill in the survey below and thanks for your

time Question Title

* 1. What's your age

Under 18

18-24

25-34

35-44

45-54

55-64

65+

Question Title

* 2. Your years of experience

0-2yrs

3 – 6

yrs 7-

10yrs

11-15

yrs

more than 15 yrs

Question Title

* 3. Your

sex MALE

FEMALE

OTHERS

Question

Title

*** 4. KINDLY RATE YOUR EMOTIONS WHEN YOU ARE IN CONFLICT SITUATIONS**

Very
positive
Positive
Neutral
Negative
Very
negative
Question
Title

*** 5. DO YOU PREFER LAW TO RESOLVE CONFLICTS IN YOUR Organizations**

Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly
disagree
Question Title

*** 6. In your working place do you prefer to cooperate to work with your team or seem to be avoiding the participation**

collaborate
avoid
Question
Title

7. Are you collectivistic person or individualistic person by nature

individualis
tic
collectivisti
c neutral
Question
Title

*** 8. Will you support your Company to Use conflict resolution tool for Disputes in the Future rather than law and arbitration to resolve conflicts**

Always
Usually
Sometime
s Rarely
Never
Question Title

*** 9. Reasons Companies Used conflict resolution strategies Instead of Litigation**

Is required by
contract Is court
mandated
is desired by senior
management Saves time

Allows parties to resolve disputes themselves Provides a more satisfactory process

Has limited discovery Preserves

confidentiality

Avoids establishing legal precedents

Question Title

Conflict in Custom clearance and procedures

Hello all,

Hope you are having a great week, before heading to the contents, I would like to request 5min of your time to fill this survey, you may have these words running in your head why should I? but this 5 min of your valuable time on this survey could help me in understanding what conflicts mean in Custom clearance procedures and documentation and how it has been handled and resolved in the process by CHA, TRANSPORTERS, LINERS, FREIGHT FORWARDER & CBIC. I am surya seetharaman, working as a customs house agent(CHA) in Shreyas clearing and forwarding PVT limited under CBIC, Chennai customs. In general most of the disputes and conflicts in CUSTOMS CLEARANCE ARE dealt with, with regard to Chapter XV of the Customs Act incorporates the provisions regarding appeals and revision. Under Section 128 an appeal lies to the Commissioner of Customs (Appeals) against any decision or order passed under that Act by an Officer of Customs lower in rank than a Commissioner of Customs. exercise of the powers conferred by sub-section (1) of section 156 of the Customs Act, 1962 (52 of 1962), the Central Government hereby makes the following rules, namely: 1. Short title and commencement.- (1) These rules may be called the Customs (Appeals) Rules, 1982. My argument is all about, can those disputes during the process can be resolved prior to take it to the supreme court in terms of appeals under the customs act, if so how can the psychology of people can enhance the way to resolve conflicts in a very early stage rather than getting into terms with arbitration which could cause more waste of time and money and delay of delivering goods. The below questionnaire is based on how efficiency can be reached in terms of time and cost by utilizing conflict management and the psychology of people as a tool in conflict scenarios and how it can be resolved by utilizing those tools.

① Tell me about yourself

② your age

<input type="checkbox"/> 18-25	<input type="checkbox"/> 26-35
<input type="checkbox"/> 36-45	<input type="checkbox"/> 46-55
<input type="checkbox"/> more than 55	

③ WHAT IS YOUR DESIGNATION

<input type="checkbox"/> CHA(CUSTOM HOUSE AGENT)	<input type="checkbox"/> TRANSPORTERS
<input type="checkbox"/> SHIPPING LINERS	<input type="checkbox"/> FREIGHT FORWARDERS
<input type="checkbox"/> RISK ASSESSMENT COMMITTEE	<input type="checkbox"/> DELIVERY DEPARTMENT
<input type="checkbox"/> LOGISTICS	<input type="checkbox"/> EXPORTER
<input type="checkbox"/> IMPORTER	<input type="checkbox"/> EUTERPURNER
<input type="checkbox"/> PRIVATE CONSULTANT	<input type="checkbox"/> BANKER
<input type="checkbox"/> Other (Please Specify)	

④ YOUR YEARS OF EXPERIENCE

<input type="checkbox"/> 1-2 YEARS	<input type="checkbox"/> 3 TO 6 YEARS
<input type="checkbox"/> 7-9 YEARS	<input type="checkbox"/> 10-12 YEARS
<input type="checkbox"/> 13-16 YEARS	<input type="checkbox"/> MORE THAN 16 YEARS

⑤ Kindly do tell what the term CONFLICT mean to you

<input type="checkbox"/> MISUNDERSTANDING	<input type="checkbox"/> SHOWING ANGER
<input type="checkbox"/> MISJUDGEMENT	<input type="checkbox"/> TELLING LIES
<input type="checkbox"/> WRONG DECISION MAKING	<input type="checkbox"/> AN ARGUMENT
<input type="checkbox"/> MISTAKE COMMITTED	<input type="checkbox"/> POSTPONING WORKS
<input type="checkbox"/> LACK OF SKILLS	<input type="checkbox"/> communication gap
<input type="checkbox"/> culture aspects	
<input type="checkbox"/> Other (Please Specify)	

<p>⑥ Has YOUR FIRM faced ANY CONFLICT DURING THE PROCESS OF EXPORT AND IMPORT if so what was the reason for it?</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> IF YES (Please Specify)</p> <p>_____</p> <p>_____</p> <p>⑦ It would be informative if I could know what type of goods you export and import</p> <p>_____</p> <p>_____</p> <p>⑧ Do you carry out export and import activities</p> <p><input type="checkbox"/> international <input type="checkbox"/> national</p> <p><input type="checkbox"/> domestic</p> <p><input type="checkbox"/> Other (Please Specify)</p> <p>_____</p> <p>_____</p> <p>⑨ Kindly do specify your E-sanchit experience during your time of filing export and import documents online through ice gate. is it user-friendly or difficult to use in a technical way.</p> <p>web page content</p> <p>☆☆☆☆☆</p> <p>easy to use and upload documents</p> <p>☆☆☆☆☆</p> <p>Technical experience</p> <p>☆☆☆☆☆</p>	<p>⑩ Have you ever faced issues like delays in time and cost loss while clearing goods, if yes in what context kindly do explain</p> <p><input type="checkbox"/> TIME DELAY <input type="checkbox"/> COST</p> <p><input type="checkbox"/> (Please Specify THE REASON)</p> <p>_____</p> <p>_____</p> <p>⑪ Have you ever been stressed in doing certain tasks due to higher power commands of doing things which you need to do even after you know that is illegal?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes when? (Please Specify)</p> <p>_____</p> <p>_____</p> <p>⑫ Does your firm export and import goods following all the rules in the customs act 1962? do rate in the scale of 1-10</p> <table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td colspan="5">Extremely Poor</td> <td colspan="6"></td> <td>Extremely Good</td> </tr> </table> <p>⑬ What is your opinion about bribes in Customs? are they corrupted.</p> <p><input type="checkbox"/> AGREE <input type="checkbox"/> PARTIALLY AGREE</p> <p><input type="checkbox"/> DISAGREE <input type="checkbox"/> PARTIAL DISAGREEMENT</p>	0	1	2	3	4	5	6	7	8	9	10	Extremely Poor											Extremely Good
0	1	2	3	4	5	6	7	8	9	10														
Extremely Poor											Extremely Good													
<p>⑭ Have you ever been cheated or faced any fraudulent behavior by your client during the export and import of goods?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes (Please Specify)</p> <p>_____</p> <p>_____</p> <p>⑮ Are your queries for clearance of goods under customs been resolved within 24 hrs. of time?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if no what is your other option (Please Specify)</p> <p>_____</p> <p>_____</p> <p>⑯ If there are delays in clearance of goods what is your opinion for causing of it? do state your thoughts</p> <p>_____</p> <p>_____</p> <p>⑰ What are the method you adopt in order to resolve the conflict in your company</p> <p><input type="checkbox"/> arbitration</p> <p><input type="checkbox"/> negotiation</p> <p><input type="checkbox"/> adjudication</p> <p>⑱ : Do you think stress is related to all the aspects of the occurrence of conflicts?</p> <p>_____</p> <p>_____</p>	<p>⑲ What type of management system has been adopted in your organisation</p> <p><input type="checkbox"/> bureaucratic <input type="checkbox"/> system approach</p> <p><input type="checkbox"/> japanization</p> <p><input type="checkbox"/> Other (Please Specify)</p> <p>_____</p> <p>_____</p> <p>⑳ How many female employees work in your organisation</p> <p><input type="checkbox"/> 5-10 <input type="checkbox"/> 11-20</p> <p><input type="checkbox"/> more than 20</p> <p><input type="checkbox"/> Other (Please Specify)</p> <p>_____</p> <p>_____</p> <p>㉑ Kindly do prioritize the reason for the cause of conflicts between people</p> <p><input type="checkbox"/> sensitivity</p> <p><input type="checkbox"/> culture bias</p> <p><input type="checkbox"/> communication barrier</p> <p><input type="checkbox"/> stress</p> <p><input type="checkbox"/> corporation and collaboration</p> <p><input type="checkbox"/> Leadership style</p> <p><input type="checkbox"/> emotions</p> <p><input type="checkbox"/> self interest</p> <p><input type="checkbox"/> arguments and misunderstanding</p>																							

<p>29 could you share your feel about the difference between working with women and men in work, Are women equally skilled for the job role that they are appointed in</p> <p></p>	<p>34 Do you feel stressed at your workplace? if yes how you manage your stress</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes(Please Specify)</p> <p></p>
<p>30 Do men take the conflicts personally or have a line for business and personal issues?</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>	<p>35 Stress are caused due to</p> <p><input type="checkbox"/> more working hours <input type="checkbox"/> work load imbalance</p> <p><input type="checkbox"/> unskilled employees <input type="checkbox"/> peer workload</p> <p><input type="checkbox"/> no ethics in organisation <input type="checkbox"/> lazyness</p>
<p>31 Have your emotions been taken for granted in your working environment during conflicts</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes (Please Specify)</p> <p></p>	<p>36 Have you ever been provided with punishment for the mistakes which you haven't done</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes how you managed(Please Specify)</p> <p></p>
<p>32 Are your work and talent been recognised by your institution? Do you feel motivated</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if no why(Please Specify)</p> <p></p>	<p>37 Have your company filed an appeal in supreme court to avail statement of justice for your consignment</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes when (Please Specify)</p> <p></p>
<p>33 How many hours do you work in a day</p> <p><input type="checkbox"/> 5-6 hrs <input type="checkbox"/> 7-9 hrs</p> <p><input type="checkbox"/> more than 9 hours</p> <p><input type="checkbox"/> Other (Please Specify)</p> <p></p>	

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<p>6 Has YOUR FIRM faced ANY CONFLICT DURING THE PROCESS OF EXPORT AND IMPORT if so what was the reason for it?</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> IF YES (Please Specify)</p> <p>7 It would be informative if I could know what type of goods you export and import</p> <p>8 Do you carry out export and import activities</p> <p><input type="checkbox"/> international <input type="checkbox"/> national</p> <p><input type="checkbox"/> domestic</p> <p><input type="checkbox"/> Other (Please Specify)</p> <p>9 Kindly do specify your E-sanchit experience during your time of filing export and import documents online through ice gate. is it user-friendly or difficult to use in a technical way.</p> <p>web page content</p> <p>easy to use and upload documents</p> <p>Technical experience</p>	<p>10 Have you ever faced issues like delays in time and cost loss while clearing goods, if yes in what context kindly do explain</p> <p><input type="checkbox"/> TIME DELAY <input type="checkbox"/> COST</p> <p><input type="checkbox"/> (Please Specify THE REASON)</p> <p>11 Have you ever been stressed in doing certain tasks due to higher power commands of doing things which you need to do even after you know that is illegal?</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes when? (Please Specify)</p> <p>12 Does your firm export and import goods following all the rules in the customs act 1962? do rate in the scale of 1-10</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td colspan="5">Extremely Poor</td> <td colspan="6"></td> <td>Extremely Good</td> </tr> </table> <p>13 What is your opinion about bribes in Customs? are they corrupted.</p> <p><input type="checkbox"/> AGREE <input type="checkbox"/> PARTIALLY AGREE</p> <p><input type="checkbox"/> DISAGREE <input type="checkbox"/> PARTIAL DISAGREEMENT</p>	0	1	2	3	4	5	6	7	8	9	10	Extremely Poor											Extremely Good
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Extremely Poor											Extremely Good													

<p>38 What's your opinion on causes for delay of consignment</p> <p><input type="checkbox"/> People carelessness <input type="checkbox"/> lack in skill</p> <p><input type="checkbox"/> no proper management <input type="checkbox"/> improper planning</p> <p><input type="checkbox"/> Other (Please Specify)</p> <p>39 Do conflicts caused in consignment causes loss both in terms of money and time</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if yes why (Please Specify)</p> <p>40 Which mode do you prefer in choosing to resolve conflicts</p> <p><input type="checkbox"/> custom appeal <input type="checkbox"/> conflict resolution tool</p>	<p>41 Have you ever experienced the managerial skills of women handling risky projects, what are their skills kindly prioritize from below options</p> <p><input type="checkbox"/> multi taskers</p> <p><input type="checkbox"/> good communication skill</p> <p><input type="checkbox"/> patience</p> <p><input type="checkbox"/> tolerant</p> <p><input type="checkbox"/> decision making skills</p> <p><input type="checkbox"/> ethical</p> <p><input type="checkbox"/> hardworking</p> <p><input type="checkbox"/> skillfull</p> <p><input type="checkbox"/> management and leadership style</p> <p>42 According to you which is time efficient methods to resolve conflicts in a any consignment</p> <p><input type="checkbox"/> arbitration <input type="checkbox"/> conflict management tool in your own firm</p> <p>43 If your firm gets the chance to opt for a conflict management committee would you recommend it, as it can help you in resolving conflicts in the very early stage</p> <p><input type="checkbox"/> yes <input type="checkbox"/> no</p> <p><input type="checkbox"/> if no why (Please Specify)</p> <p>44 What about your opinion in women handling conflicts better than men</p> <table border="1" style="width: 100%; text-align: center;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td> </tr> <tr> <td colspan="5">BAD</td> <td colspan="6"></td> <td>GOOD</td> </tr> </table>	0	1	2	3	4	5	6	7	8	9	10	BAD											GOOD
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