

## **A STUDY ON PROBLEMS OF EMPLOYEES DURING EXPORT SHIPMENT IN SRI KIRTHIKA PIPES PVT. LTD., SALEM**

**Priya S<sup>1</sup>, P. Divya<sup>2</sup>**

<sup>1</sup>*II Year MBA Student, Gnanamani College of Technology (Autonomous), Namakkal.  
Email ID: priyavijipriya16@gmail.com*

<sup>2</sup>*Assistant Professor, Department of Management Studies, Gnanamani College of Technology (Autonomous),  
Namakkal.*

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**Abstract**—The export shipment process plays a crucial role in the operational efficiency and global competitiveness of manufacturing firms. This study explores the challenges faced by employees during export shipment operations at Sri Kirthika Pipes Pvt. Ltd., Salem. By identifying key issues related to documentation, coordination, logistics, communication, and time management, the research aims to understand the root causes of employee difficulties in the shipment process. Data was collected through structured questionnaires and interviews with relevant staff across departments involved in exports. The findings reveal that inadequate training, frequent procedural delays, and limited interdepartmental coordination are primary concerns affecting employee performance and overall shipment efficiency. The study offers recommendations to improve internal workflows, enhance employee support systems, and streamline export procedures, contributing to more effective international trade practices at the company. Furthermore, the research highlights the importance of employee engagement and feedback in resolving process-related bottlenecks. Emphasis is placed on adopting digital solutions to reduce manual errors and improve real-time tracking. The study also underscores the need for continuous process evaluation and staff development programs. Addressing these challenges can lead to improved morale, reduced shipment errors, and enhanced customer satisfaction. Ultimately, the research aims to support management in creating a more resilient and responsive export system.

**Keywords:** Export Shipment, Operational Efficiency, Global Competitiveness, Employee Engagement, International Trade.

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### **INTRODUCTION**

Human resource management (HRM) is the practice of recruiting, hiring, deploying and managing an organization's employees. HRM is often referred to simply as human resources. A company or organization's HR department is usually responsible for creating, putting into effect and overseeing policies governing workers and the relationship of the organization with its employees.

### **STATEMENT OF THE PROBLEM**

The export shipment process at **Sri Kirthika Pipes Pvt. Ltd.** is a critical component of its global trade operations, ensuring that products reach international customers efficiently. However, employees involved in this process face several challenges that affect their productivity, job satisfaction, and overall efficiency. Frequent delays in shipment processing due to logistical inefficiencies, transportation issues, and customs clearance procedures create operational bottlenecks. Errors in documentation, including mistakes in export paperwork, invoices, and compliance records, lead to shipment rejections, penalties, and increased workload. Additionally, employees experience high levels of stress due to excessive workload pressures, tight deadlines, and last-minute changes in shipment schedules. Furthermore, issues such as mismanagement of stock levels, improper handling of export goods, and frequent disruptions in the supply chain negatively impact both employee performance and company profitability. The absence of proper incentives, motivation, and career development opportunities also contributes to job dissatisfaction, reducing employee morale and increasing attrition rates.

Given these challenges, this study aims to identify the key problems faced by employees during export shipments, analyze their impact on operational efficiency, and propose effective strategies to streamline processes and improve the working environment for employees at Sri Kirthika Pipes Pvt. Ltd.

### **OBJECTIVES OF THE STUDY**

- To identify the key challenges faced by employees during the export shipment process, including documentation issues, logistical delays, communication gaps, and workload pressure.
- To assess the impact of these challenges on employee productivity, job satisfaction, and overall operational efficiency.
- To analyze the effectiveness of existing strategies implemented by Sri Kirthika Pipes Pvt. Ltd. to address employee concerns during export shipments.
- To explore industry best practices and technological advancements that can help in overcoming shipment-related employee issues.
- To recommend practical solutions to improve working conditions, streamline export processes, and enhance employee performance.

### **SCOPE OF THE STUDY**

This study focuses on analyzing the problems faced by employees during the export shipment process at Sri Kirthika Pipes Pvt. Ltd. and identifying effective solutions to improve efficiency and employee well-being. Geographically, the study is limited to the company's operations related to export shipments, providing a localized understanding of employee challenges. The study examines key challenges such as delays in shipment processing, errors in documentation, communication gaps, workload pressure, compliance issues, and coordination difficulties with freight forwarders and customs authorities. It also assesses the impact of these problems on employee productivity, job satisfaction, and overall operational performance. Additionally, the research explores the effectiveness of existing strategies used by Sri Kirthika Pipes Pvt. Ltd. to manage these issues and evaluates possible improvements. Furthermore, the study considers industry's best practices and technological advancements that can help optimize the export shipment process. While the primary focus is on internal operational challenges, external factors such as government regulations, supply chain disruptions, and global trade policies may also be briefly examined to understand their indirect effects on employees.

### **LIMITATIONS OF THE STUDY**

- Geographical Limitation: The study is restricted to Sri Kirthika Pipes Pvt. Ltd.'s export shipment operations, limiting its applicability to other companies or industries.
- Limited Employee Participation: The findings depend on the willingness of employees to share their challenges, which may lead to incomplete or biased data.
- Time Constraints: The study is conducted within a specific timeframe, restricting the ability to assess long-term trends or evolving challenges in export shipment operations.
- Focus on Internal Factors: The research primarily analyses internal employee challenges, while external factors such as global trade policies, economic conditions, and supplier-related delays are considered only briefly.
- Variability in Export Regulations: Frequent changes in export laws and compliance requirements may impact the relevance of some findings over time.

### **RESEARCH METHODOLOGY**

Research methodology is a term that basically means the science of how research is done scientifically. It is a way to systematically and logically solve a problem, help us understand the process, not just the product of research, and analyze methods in addition to the information obtained by them.

This chapter will focus on research methodology. The methodology includes research design, target population and sampling, data collection, measuring instruments, methods of data collection, pilot study and data analysis.

## **RESEARCH DESIGN**

The Research Design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. Here the types of Research Design are **DESCRIPTIVE** in nature.

### **DESCRIPTIVE RESEARCH**

Descriptive research aims to accurately and systematically describe a population, situation or phenomenon. It can answer what, where, when and how questions, but not why questions.

A descriptive research design can use a wide variety of research methods to investigate one or more variables. Unlike in experimental research, the researcher does not control or manipulate any of the variables but only observes and measures them.

### **DESCRIPTIVE RESEARCH METHODS**

Descriptive research is usually defined as a type of quantitative research, though qualitative research can also be used for descriptive purposes. The research design should be carefully developed to ensure that the results are valid and reliable.

### **POPULATION OF THE STUDY**

A research population is also known as a well-defined collection of individuals or objects known to have similar characteristics. All individuals or objects within a certain non-population usually have a common, binding characteristic or traits.

This research is conducted by Employees of Sri Kirthika pipes pvt. ltd., Salem and there are 132 Employees of Sri Kirthika pipes pvt. ltd., Salem.

### **SAMPLING**

Sampling definition, Sampling is a technique of selecting individual members or a subset of the non-population to make statistical inferences from them and estimate characteristics of the whole population. Different sampling methods are widely used by researchers in market research so that they do not need to research the entire population to collect actionable insights. It is also a time convenient and a cost-effective method and hence forms the basis of any research design. Sampling techniques can be used in research survey software for optimum derivation.

### **SAMPLING IN THIS STUDY**

Since my total number of respondents are selected from Employees of Sri Kirthika pipes pvt. ltd., Salem. It is a well-known population so using Probability Sampling Techniques for respondents of this study.

### **SAMPLING SIZE AND TECHNIQUES**

Proportion **Census Method** is adopted for this study. The questionnaire was distributed to 132 respondents. The remaining was unfilled. Here the sample size calculator Creative Research Systems (<https://www.surveysystem.com/sscale.htm>) is used to analyses the size of the sample from the population.

### **DATA COLLECTION METHOD USED IN THIS STUDY**

Surveys, interviews and focus groups are primary instruments for collecting information. Today, with help from Web and analytics tools, organizations are also able to collect data from mobile devices, website traffic, server activity and other relevant sources, depending on the project.

### **PRIMARY DATA AND SECONDARY DATA PRIMARY DATA**

Primary data is data that is collected by a researcher from first-hand sources, using methods like

- Creative works
- Diaries
- Experiments performed by you, the researcher

- Letters
- Surveys and censuses
- Interviews.

A primary source is collected directly from the original source. It is not clouded with someone else's views or judgments.

### Secondary Data

The term is used in contrast with the term secondary data. Secondary data is data gathered from studies, surveys, or experiments that have been run by other people or for another research. Examples of secondary data include

- Encyclopedias
- Essays
- Newspaper opinion pieces
- Reviews
- Textbooks.

Typically, a researcher will begin a project by working with secondary data. This allows time to formulate questions and gain an understanding of the issues being dealt with before the more costly and time-consuming operation of collecting primary data.

### DATA COLLECTION TOOL

The data collection tool used here is **QUESTIONNAIRE. QUESTIONNAIRE**

The questions using in the study area are “**Open Ended Questions and Closed Ended Questions**”

### DATA ANALYSIS AND INTERPRETATION

#### GARRETT RANKING TESTS

##### PERCENTAGE POSITIONS AND THEIR CORRESPONDING GARRETTS TABLE VALUE

Rank	Percentage position	Garrett's Table Value
1	$100(1-0.5)/4=12.5$	73
2	$100(2-0.5)/4=37.5$	56
3	$100(3-0.5)/4=62.5$	44
4	$100(4-0.5)/4=87.5$	27

The above table percentage positions for the ranks 1,2,3 and 4 and their corresponding Garrett's table values. For rank 1 the calculated percentage positions value is 12.5 and the table value is 73, this value is given in the Garrett ranking table for the percentage 12.04 which is near 12.5. As for all the calculated positions, the table values are referred from Garrett ranking table.

#### LEVEL OF COMMON PROBLEMS

The below table shows the number of respondents ranking the factors as 1,2,3 and 4 for the Preference of the factors responsible for level of common problems, which show the total score and mean score.

Factors	I (73)	II (56)	III (44)	IV (27)	Total	Total score	Mean score	Rank
Excessive workload	45	39	23	25	132	7156	54.21	1
	3285	2184	1012	675				
Extended mental stress	28	30	55	19	132	6657	50.43	3
	2044	1680	2420	513				

Physical stress	33	43	34	22	132	6907	2.32	2
	2409	2408	1496	594				
Arising of errors	26	20	20	66	132	5680	43.03	4
	1898	1120	880	1782				

**Source:** Primary data

The mean score is calculated by dividing the total score by total number of respondents.

## INTERPRETATION

It is known from the above table that according to Garrett's ranking the factor which induces the respondents to show the factors responsible for which level of common problem are in this order namely **Excessive workload (Rank 1), Extended mental stress (Rank 3), Physical stress (Rank 2), Arising of errors (Rank 4).**

## INFERENCE

From the analysis it's clear that respondents give much importance to Excessive workload and Physical stress when compared with other Problem.

## GARRETT RANKING TESTS

### PERCENTAGE POSITIONS AND THEIR CORRESPONDING GARRETT'S TABLE VALUE

Rank	Percentage position	Garrett's Table Value
1	$100(1-0.5)/5 = 10$	75
2	$100(2-0.5)/5 = 30$	60
3	$100(3-0.5)/5 = 50$	50
4	$100(4-0.5)/5 = 70$	40
5	$100(5-0.5)/5 = 90$	25

The above table percentage positions for the ranks 1,2,3,4 and 5 and their corresponding Garrett's table values. For rank 1 the calculated percentage positions value is 10 and the table value is 75, this value is given in the Garrett ranking table for the percentage

10.06 which is near 10. As for all the calculated positions, the table values are referred to from Garrett ranking table.

## LEVEL OF PHYSICAL DISCOMFORT

The table below shows the number of respondents ranking the factors as 1,2,3,4 and 5 for the Preference of the factors responsible for level of Physical discomfort, which show the total score and mean score.

Factors	I (75)	II (60)	III (50)	IV (40)	V (25)	Total	Total score	Mean score	Rank
Headaches	50	26	20	22	14	132	7540	57.12	1
	3750	1560	1000	880	350				
Backpain	20	20	35	32	25	132	6355	48.14	3
	1500	1200	1750	1280	625				
Eye Strain	16	44	35	21	16	132	6830	51.74	2
	1200	2640	0750	840	400				
Fatigue	22	21	23	41	25	132	6325	47.91	4
	1650	1260	1150	1640	625				
Digestive issues	22	16	14	28	52	132	5730	43.40	5
	1650	960	700	1120	1300				

**Source:** Primary data

The mean score is calculated by dividing the total score by total number of respondents.

### INTERPRETATION

It is known from the above table that according to Garrett's ranking the factors which induce the respondents to show the factors responsible for which fabric material prefer more are in this order namely **Headaches (Rank 1), Backpain (Rank 3), Eye Strain (Rank 2), Fatigue (Rank 4), Digestive issues (Rank 5).**

### INFERENCE

From the analysis it's clear that respondents give much concern to the physical problems like Headaches and Eye Strain when compared with other health Problems.

### GARRETT RANKING TESTS

#### PERCENTAGE POSITIONS AND THEIR CORRESPONDING GARRETT'S TABLE VALUE

Rank	Percentage position	Garrett's Table Value
1	$100(1-0.5)/5 = 10$	75
2	$100(2-0.5)/5 = 30$	60
3	$100(3-0.5)/5 = 50$	50
4	$100(4-0.5)/5 = 70$	40
5	$100(5-0.5)/5 = 90$	25

The above table percentage positions for the ranks 1,2,3,4 and 5 and their corresponding Garrett's table values. For rank 1 the calculated percentage positions value is 10 and the table value is 75, this value is given in the Garrett ranking table for the percentage 10.06 which is near 10. As for all the calculated positions, the table values are referred from Garrett ranking table.

### AREAS OF THE LIMBS OF BODY DISCOMFORT

The table below shows the number of respondents ranking the factors as 1,2,3,4 and 5 for the Preference of the factors responsible for Areas of your body discomfort, which show the total score and mean score.

Factors	I (75)	II (60)	III (50)	IV (40)	V (25)	Total	Total score	Mean score	Rank
Neck	48	20	15	23	26	132	7120	53.93	1
	3600	1200	750	920	650				
Shoulder	23	20	36	32	21	132	6530	49.46	3
	1725	1200	1800	1280	525				
Hands	17	47	25	25	18	132	6795	51.47	2
	1275	2820	1250	1000	450				
Legs	20	25	31	33	23	132	6445	48.82	4
	1500	1500	1550	1320	575				
Feet	25	21	19	23	44	132	6105	46.25	5
	1875	1260	950	920	1100				

**Source:** primary data

The mean score is calculated by dividing the total score by total number of respondents.

### INTERPRETATION

It is known from the above table that according to Garrett's ranking the factors which induces the respondents to show the factors responsible for which fabric material prefer more are in this order namely **Neck (Rank 1), Shoulder (Rank 3), Hands (Rank 2), Legs (Rank 4), Feet (Rank 5).**

## **INFERENCE**

The analysis clearly shows that Respondents give much importance to the Neck and hands compared to other concerns.

## **FINDINGS**

- The majority 62% of respondents are Female.
- The majority 48% of respondents are 20-30 years.
- The majority 43% (57) of respondents are Undergraduate
- The majority 83% (110) of respondents are Tamil Nadu.
- The majority 60% (79) of respondents are Rs.10,001- Rs.15,000.
- The majority 59% (78) of respondents are 1-3 Year.
- The majority 31% (41) of respondents are Stitching.
- The majority 48% (64) of respondents are Weekly.
- The majority 32% (42) of respondents are Agreed with the superior's support.
- The majority 45% (60) of respondents are working up to 13-15 Hours.
- The majority 35% (46) of respondents are Safe Delivery.
- The majority 36% (47) of respondents are Flexibility.
- The majority 39% (52) of respondents are Planning.
- The majority 33% (44) of respondents are Time constraints.
- The majority 48% (64) of respondents are Fear of making errors.
- The majority 46% (35) of respondents are Exercise.
- The majority 35% (47) of respondents are engaging with long focus.

## **FINDINGS OF GARRETT RANKING TESTS**

- The majority of the respondents have ranked the factor "Excessive workload". To meet the buyer's satisfaction, the employees work extended hours and make every effort to ensure the timely delivery of urgent shipments.
- The maximum number of the respondents have ranked the factor "Headaches".

Because it is found that there is constant sewing machine noises and continuous working hours.

- The Most of the respondents have ranked the factor "Neck". Because the employees consistently bend over for the process of stitching, ironing, checking etc., for extended periods of time during their working time.

## **SUGGESTION**

This study examines the problems faced by employees during export shipment activities at Sri Kirthika Pipes Pvt. Ltd., Salem. Export operations are critical for the company's growth, but they often involve complex procedures. Employees play a key role in ensuring timely and accurate shipment. However, they encounter several challenges in the process. These include issues with documentation, coordination with logistics providers, and meeting tight deadlines. Communication gaps and lack of proper training also contribute to the difficulties. The study aims to understand these challenges from the employees' perspective. It also explores the impact of these issues on overall shipment efficiency. Findings from the study will help suggest improvements in the current export process. Ultimately, the goal is to enhance both employee experience and operational effectiveness.

## **CONCLUSION**

The study focused on the problems faced by employees during export shipments at Sri Kirthika Pipes Pvt. Ltd., Salem. It identified key issues such as poor communication, lack of proper training, and frequent documentation delays. Employees also face challenges due to tight schedules and coordination difficulties. These problems negatively impact both employee morale and the overall efficiency of export operations. The findings suggest that introducing effective training programs can enhance employee performance. Improved interdepartmental coordination is essential for smoother workflows. Establishing clear communication channels can help reduce errors and misunderstandings. Addressing these issues will not only benefit the employees but also improve shipment timelines. The company can achieve better productivity through structured processes. Overall, resolving these challenges will contribute to a more efficient and employee-friendly export system.

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