

EVALUATION OF THE ROLE OF SINGLE WINDOW IN FACILITATING THE PROCESS OF GOODS IMPORT IN CUSTOMS OF QAZVIN PROVINCE

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Abstract

This study evaluates the impact of single window in facilitating the process of goods import in customs. Since in recent years, international organizations, consistently have emphasized reducing tariff barriers and trade facilitation (including tariff and non-tariff) and given that the establishment of a single window is effective solution to facilitate business interactions and an important step in the development of e-commerce, this hypothesis was formed that applying of single window will facilitate clearance process in customs of Qazvin province (Iran). To examine this relationship were used CEFACT¹ organization model to assess the benefits of implementing a single window. In this study, single window elements including hardware, software, database, network, documentation, and human resource. Dimensions of dependent variable means facilitates of the import process derived from research of CEFACT organization. The research method used is descriptive that was carried out as survey. According to this study have two populations (Commissioners and Customs staff). Therefore, a separate questionnaire was designed for each statistical population. Sampling method and sample size has been done by Morgan table. According to surveys conducted, single window taken into consideration an important factor in facilitating clearance process in Qazvin.

Keywords: Custom, Single Window, Import, Trade Facilitation

1. Introduction

Since processes of exportation and importation often involve the exchange of information and documents between several different institutions that each of them in turn, have work procedures and special forms. In this context, the lack of facilitative mechanisms can act as an obstacle in the path of development trade, particularly in the international scene and countless opportunities make out available to country commercial sector. In the meantime, the establishment of a single window is one of best possible approaches to solve this problem. Considering the fact that a single window collects all representatives of adjacent organizations under one roof; as a result, the possibility of obtaining the necessary permits to clearance of goods becomes easier and also prevents the import of non-standard goods, however, this study sought to examine this issue that the use of single window in addition to unified communications and online in the customs and adjacent organizations, will reduce the cost and waste of time of goods owners.

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2. Statement of Problem

Constantly border controls to prevent smuggling and customs fraud and protection for consumers by preventing the entry of dangerous goods, fraud, environmental pollutants that security protection of the community against organized crime has been at the cornerstone of mission and the customs duty:

In short it can say that customs are faced with important problem of double sided," trade facilitation and control".

Establishment of trade single window is an effective strategy to facilitate commercial transactions and a significant step in the development of e-commerce business (Kazemi Kohbani, 2009:8).

Trade single window is one of the most important customs projects in the field of realization of electronic customs. This project has two major advantages; first, by creating a network all representatives of adjacent organization gathered under one roof and the possibility of obtaining the necessary permits to clearance of goods becomes easier and this is in line with the protection of domestic goods and second, it can be prevented the import of non-standard products (Zargari,2010).

Thus Iran Customs with aim to solve problems in the import and export of goods and increase to facilitate and expedite clearance of goods at these procedures, using trade single windows, in collaboration with the United Nations Conference on Trade and Development (UNCTAD) attempting to establish a plan of trade single window.

Given that trade single window to offer facilities to businessmen and investors and companies involved in the import and export, transportation and transit, allowing that necessary information in standardized formats provide a unit, and all licenses and legal issues associated with their activities receive in the same place and since the goal of creating a single window in Iran is: reduce the number of days required for customs clearance process, Qazvin customs in October 2009 with the aim of reform customs system (Fifth Development Plan), to facilitate and expedite clearance of goods has established a single window. Given that nowadays trade single window is one of the most important topics in the field of e-commerce development and to facilitate business process, thus this network provides standard environment, dynamic and integrated for implementing of e-commerce in the entire supply chain and result to reduce economic corruption, prevent duplicate information and data, streamline trade and expedite the shipping of goods and services and ultimately increase the speed, accuracy and cost reduction. Therefore, the role of trade single window in facilitating import of goods in customs of Qazvin province is new issue that its result can appear positive and weak points of the plan.

Therefore, the purpose of current study is to evaluate the role of single window in customs of Qazvin province and how the present plane is caused to facilitate and expedite the clearance of goods at the customs.

3. Research Hypotheses

3.1. Main Hypothesis

Implementing the single window in customs will facilitate clearance process in customs of Qazvin province.

3.2. Sub-hypotheses:

1. The single window, by creating and increasing of security and trust in business climate will facilitate goods import process.
2. The single window, by creating and increasing transparency and integrity of business processes will facilitate goods import process.

3. The single window by improving compatibility in traders with laws and regulations of import and export will facilitate goods import process.
4. Single window by using complex techniques of risk management to enhance control and monitoring purposes will facilitate goods import process.

4. The Definition of Research Variables

4.1. Single Window

Single window concept refers to facilities that help to parties participating in businesses exchange because standardized documents and information exchange through the of a single entry point and through it complete all legal requirements relating to the export, import and transit rules.

From a practical perspective, single window provide a physical input or electronic for providing and maintaining all data. This input is managed by a unit that then this information transmits to all relevant units (Golmohammadi & Karami , 2009:34).

4.2. Customs Formalities

It is consists of all of operations must be done by someone interested be implemented the provisions of law and regulations relating to people control in customs border and clearance of fabrics, materials and equipment in a timely importation, exportation and transit that customs is responsible for its implementation (Aram,2004:157).

4.3. Importation

Importation is processing or providing of any goods brought into the customs territory (Aram, 2004:424).

4.4. Trade Facilitation

Trade facilitation includes all actions that are done for smooth trade. Based on the definition of the United Nations Conference on Trade and Development (UNCTAD) Trade facilitation is considered as a rational flow of procedures, and information and setting the documents.

4.5. Hardware

Hardware is collection of components and circuits and electronic boards. In other words, palpable and physical components of computer called hardware (Saadat, 1997:55).

4.6. Software

Software is programs for the deployment of the hardware (Saadat, 1997:173).

4.7. Network

Network is communication among different computer systems that is the independence (Sarafizadeh, 2009:286).

4.8. Data Base

It is Set of related files that have been classified according to a logic of organizing and grouping (Sarafizadeh, 2009:230).

4.9. Documentation

It includes all guidelines and documents related to system design (Sarafizadeh, 2009:101).

4.10. Human Resources

The purpose of HR 1) users: included all of consumer from the systems that are such as customer in different organizational categories and people outside the organization.

2) Personnel of support and service system: they are Experts of information, systems analysts, database administrators, network experts, technical programmers, operators (Sarafizadeh, 2009:101).

5. Research Methodology

Current study in term of method is descriptive and in term of implementation is survey and in terms of objective is applied. Statistical population in this study is a traders / commissioners / and customs staff in Islamic Republic of Iran. In this study to determine sample size based on survey done in Qazvin customs from 56 customs staff in this province that is related to single window, 40 staff is selected by Morgan table and a questionnaire was given to customs employees. With reference to the custom authentication unit of Qazvin province was determined that average daily for 20-30 trader for matters related to import and export of goods go to this center. So the questionnaire was given to traders who visit the center daily and this did six consecutive days in order to increase sample size and study credibility and as well as due to the repetitive nature of some samples (traders). The number of traders, who completed questionnaires, was 65 traders that according to Morgan table were selected 56 traders to examine the study hypotheses. In this study to collect data and for the analysis has been used the questionnaire. At this study, Cronbach's alpha coefficient was used to assess the reliability of the questionnaire that its value is obtained 0.75. Thus its reliability is confirmed. At this study after the frequency tables, calculate the percentage, the central indicators at line with preliminary descriptive of data, Kolmogorov Smirnov test have been carried out to assess the distribution of variables and then were used T-test to evaluate the research hypotheses, Friedman test to prioritize research questions in terms of importance of using and independent t-tests.

6. Research Findings

In order to get distribution of parameters studied in the current project is used Kolmogorov Smirnov test.

Table1: Kolmogorov test

	Security and trust Index	Transparency and integrity of business processes	Improving compatibility of traders with laws and regulations Of import and export	Using complex risk management techniques
Sample observed	96	96	96	40
Kolmogorov test	1.019	1.297	1.422	0.746
sig	0.250	0.069	0.035	0.633

According to the output results from the above table and 1% error level it can be concluded that by 99% confidence distribution of indicators studied are parametric and normal.

Independent t-test used to test hypotheses that are discussed in the following.

Main hypothesis: Implementing the single window in customs will facilitate clearance process in customs of Qazvin province.

Table 2: t-test

		t-test	df	sig	Mean Differences	95% confidence interval of the difference	
						lower	upper
Main hypothesis	Single window	8.381	95	0.000	10.62	8.103	13.13
First hypothesis	Security	3.580	95	0.001	0.885	0.39	38.1
Second hypothesis	Transparency of the process	7.608	95	0.000	2.198	1.62	2.77
Third hypothesis	Compatibility	3.139	95	0.002	0.646	0.24	1.05
Fourth hypothesis	Using the technique	3.190	39	0.003	1.250	0.46	2.04

In above table significance level calculated for main hypothesis (0.000) indicates acceptance of these hypotheses. According to result obtained and being positive can be stated by 95% confidence that implementing the single window in customs will facilitate clearance process in customs of Qazvin province.

First hypothesis: The single window, by creating and increasing of security and trust in business climate will facilitate goods import process.

The analysis shows that T value obtained from the sample group (3.580) is greater than the critical value (1.96) and according to the level of errors observed (0.001) and it is smaller than the error 0.05 can be accepted that with 95% confidence, the single window, by creating and increasing of security and trust in business climate will facilitate the goods import process

Table3: Friedman Test

number	96
Chi-square test	100.641
df	5
sig	0.000

Given that to evaluate the effect of a single window on the security and trust in business climate has been use five indicators. Above table according to high chi-square value indicates that there are differences between the five indicators.

Table4: mean rank of first hypothesis indicators

	Mean rank
Increasing accuracy in the licensing	2.76
The ability to create accuracy in customs formalities	2.54
The ability to Prevent violations of the customs	3.58
Ability to prevent forging documents	4.44
Ability to prevent smuggling of goods	3.39

In differences observed between the indicators mentioned in the table can be expressed that in first from the standpoint of traders and customs employees, existence single window due to having ability to prevent forging documents has most important in facilitating the goods import. Ability to prevent customs violations in the second degree is important in facilitating imports and so on.

Second hypothesis: The single window, by creating and increasing transparency and integrity of business processes will facilitate goods import process.

The analysis shows that T value obtained from the sample group (7.608) is greater than the critical value (1.96) and also being small of significance level calculated compared to the error level of 0/05, thus with 95% confidence can say that the single window, by creating and increasing transparency and integrity of business processes will facilitate goods import process.

Table5: Friedman Test

number	96
Chi-square test	203.036
df	6
sig	0.000

In this table made to verify existence of a difference between the desired indicators to facilitate or not facilitate goods import is observed that due to high value of chi-square and significance level of 0.000, there is a difference between the indicators studied.

Table6 : mean rank of second hypothesis indicators

	Mean rank
Ability to increase the speed in licensing	5.20
Ability to quickly create fulfilling customs formalities	3.96
Ability to build relationships with neighborhood organizations.	4.68
Ability to reduce the time required to carry out the process	4.54
increase the speed by reducing transportation	4.77
Ability transparency of licensing procedures	1.91
Reducing clearance process time	2.94

Among the indicators examined to test second hypothesis, ability to increase the speed in licensing compared to other indicators has more important in facilitating the import of goods with regard to a single window by creating and increasing the transparency and integrity of business processes. Increasing the speed by reducing transportation has secondary importance in facilitating the importation of goods, and so on.

Third hypothesis: The single window by improving compatibility in traders with laws and regulations of import and export will facilitate the goods import process. The analysis shows that T value obtained from the sample group (3.139) is greater than the critical value (1.96) and according to the level of errors observed (0.002) and it is smaller than the error 0.05 can be accepted that with 95% confidence, the single window by improving compatibility in traders with laws and regulations of import and export will facilitate the goods import process.

Table7: Friedman Test

number	96
Chi-square test	26.259
df	3
sig	0.000

Table7: Friedman Test

number	96
Chi-square test	26.259
df	3
sig	0.000

In above table show the difference between the indices studied to test the third hypothesis. The high value of chi-square and significance level of 0.000 and being small from the error level of 1% is confirmation for this result.

Table 8 : mean rank of third hypothesis indexes

	Mean rank
Ability transparency of state business requirements	2.55
Transparency ability of implementing rules and regulations	2.89
Ability explain and interpret of the rules and regulations	2.06
Performance improvement of systems relating to export and import	2.50

In considering importance and the ranking indicators stated above were determined to test the third hypothesis that transparency ability of implementing rules and regulations compared to other indicators are important in facilitating the import of goods. Ability transparency of state business requirements and performance improvement of systems relating to export and import have second rank and so on.

Fourth hypothesis: Single window by using complex techniques of risk management to enhance control and monitoring purposes will facilitate the goods import process

T-test value equal to 3.190 that due to the critical value of 1.96 assume to facilitate process of goods import with a single window and using complex risk management techniques for control and monitoring purposes will be accepted. Being smaller the significance level of 0.003 compared to 0.05 is confirmation for accepting the fourth hypothesis and being positive this distance emphasize the importance of single window.

Table: Friedman Test

number	40
Chi-square test	108.054
df	6

sig	0.000
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Chi-square test performed in the above table with value of 108.054 indicates that there is significant difference between the indices studied to test fourth hypothesis. The following table shows the order of importance of each indicator in this hypothesis.

Table9 : mean rank of fourth hypothesis Indicators

	Mean rank
Monitoring capabilities in licensing	3.10
Ability to create monitoring and control	3.05
ability to provide statistics of licenses issued	5.21
Ability to increase the accuracy of providing statistics from licenses issued	3.86
Ability to increase the speed to provide statistics for licenses issued	5.43
To-date statistics and information relating to licenses issued	5.28
Ability to reduce the error in the licensing procedures	2.08

Indicator of ability to increase the speed to provide statistics for licenses issued and To-date statistics and information relating to licenses issued and the ability to provide statistics of licenses issued are respectively first, second and third importance to facility import with single window by using complex techniques of management and other indicators are important in later degree.

7. Conclusion and Recommendations

According to surveys conducted, single window taken into consideration an important factor in facilitating clearance process in Qazvin province.

So that at 95 percent of confidence levels for all statistical hypotheses was confirmed. The result of mean rank also showed that at first hypothesis in opinion of trade and customs staff, window units due to its ability to prevent forging documents has most important to facility imports of goods. Ability of increasing the speed of the license with mean rank of 5.20 is obtained more important than the other indexes to facilitate import of goods in the second hypothesis. At reviews importance and ranking indicators stated above to test the third hypothesis were determined that transparency of the rules and regulations with mean rank 2.89 compared to the other indicators have special importance in facilitating the import of goods and finally, at fourth hypothesis the ability of increasing the speed in providing statistics licenses issued with an mean rank 5.43 has primarily particular importance. At sum of the single window can consider important factor to facilitate process import of goods in Customs of Qazvin Province. According to results obtained, the following recommendations are offered:

1. To use the more efficient from customs system and thus meet the needs of merchants, it is recommended that Islamic Republic of Iran Customs do its activities coordinated with the various organs and institutions.

2. in order to optimal use of this system and or similar systems is essential that officials and stakeholders create appropriate culture field and provide conditions for better use of these systems.

3. Creating telecommunications networks and satellite between organizations related to trade (such as banks, transport, etc.) and standards required for the exchange of information.

4. Establishing high-speed Internet and a good security margin is one of the means that can increase capabilities of a virtual single window system such as obtaining the necessary permits from Long-distance.

5. Familiarizing staff with documents and business information in order to entry more data in form of accurate and rejection of incomplete draft and false.

6. Deployment experts at the field of risk management and risk assessment at executive customs and also administrative customs to familiarize staff and management with new systems and resolve possible problems of system.

Encourage public and private organizations to create data connections for information exchange between relevant organizations and moving data within the organization without the need to manually moving data that is caused to quick and safe in the work.

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