

Impact of Proper Cargo-Handling on the Growth of the Douala Sea Port

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Abstract

This report entitled “THE IMPACT OF PROPER CARGO HANDLING ON THE GROWTH OF DOUALA SEAPORT” is set out to investigate cargo handling delays in Douala Seaport. Specifically, Douala Seaport and to proposed solutions to these difficulties. Data was collected using questionnaires, interview guide and observation and observation guide. Data was analysed using tables, frequency distribution data, percentage, valid percentage and cumulative percentages. To come up with the following findings that causes delay which include customs procedures, transport around the Unban area, loading and unloading of cargo at the port. The solutions as per these challenges are hastening customs procedures, reduction in customs procedures. The weight of cargo carried by trucks should be regulated in order to reduce traffic in and around the port. Also, reduction in customs procedures would enable proper cargo handling. The delay faced by most Douala Seaport is as a result of language barriers between customers and workers also less implementation of JIT by the firm. Also reducing the weight and number of trucks in and around the port at the same time will reduce traffic and also and also hastening the arrival of cargo at customer’s warehouse which fulfils the purpose of transportation as part of cargo handling.

Keywords: Cargo, handling and transport

1. General Introduction

This scientific work was set to examine the issues around the cargo handling and to find out the impact of cargo handling on growth of Douala Seaport: the study began by taking us back into the history of how cargo was handled in the past centuries all over the world and around the port of Douala to its present-day situation and the challenges that the port faces in the domain of cargo handling. Since 1960s, the

cargo handling industry has experienced drastic changes with the aim of providing more efficient cargo handling techniques. For instance, moving from cranes that were being manipulated by man and beast of burden (donkey) to the just of steam engines and to hydraulic engines. During the 1970s was containerization which led to changes in workers activities, cost and productivity level.

Time is of the essence in the business world

today, so many logistics companies will always want to adapt policies that will lead to maximization of time like the just in time principle. This principle cannot be attained without the factors which enables it to being put in place. Hence the principle is a dependent one; it depends on the efficiency of proper cargo handling process. Efficiency will depend on availability of factors such as equipment used for loading and unloading, efficiency in the custom clearing procedures and a good transport network which includes good and sufficient roads and railways to convey goods to their final destination within the country or from the shippers warehouse to the port for export. If the factors to this principle depend or are not put in place, it makes it very difficult to carry out JIT principle and maximized profit levels which retard the growth of these Douala Seaport. This was the main problem affecting Douala Seaport.

However, in order to resolve this problem the researcher was guided by the following objectives to determine how proper cargo handling can affect growth of Douala Seaport, to determine how effective cargo handling influence customer demand.

2. Literature Review

Here the researcher will be reviewing the theoretical, conceptual and review by objectives.

2.1 Theoretical Review

2.1.1 Toyota Fuji Cho 1950s Just in Time Theory

The specific time with the elimination of waste and improving product quality to maximize returns on profits. The JIT principle involves the delivery of goods at the right place and at the right time, taking into consideration. This is the just in time principle of Toyota which states that goods are to reach the final consumer at the case of a Douala Seaport they hardly implement the JIT principle before of too much congestion at the inter urban transport which slows down of growth of these firms there is usually a lot of congestion at the Douala seaport during import and export of cargo due to lack of efficient handling equipment at the port and due to high trafficking and out of the port.

There are usually delays getting the containers out of the port. A 2012 working paper produced by the National Bureau of Economic Research, titled time as a trade barrier, concluded that longer transport times dramatically reduce trade

and when trade is being reduced it slows down the growth of these Douala Seaports. Trade in Douala Seaport is worth 0.6% to 2% of the value of goods being cleared by these Douala Seaport.

Shanatanayan Devarajan, the world's bank chief economist for the Africa region, says long dwell times are the interest of certain players in the system. Delays happens because of lack of apparent berths in African ports.

2.1.2 Salim Refas and Cantes Thomas Cargo Handling Theory 2011

This was a study conducted and its main factors here explaining long container dwell times in African ports, Douala seaport as case study; using the original and extensive data on container imports in the port of Douala, it seeks to provide a basic understanding on why containers stay on average of more than two weeks in gateway ports in Africa while dwell times are widely recognized as a critical hindrance to economic development; it also demonstrates the interrelationship that exist between logistics performance of consignees, operational performance of port operators and efficiency of custom clearance operations; shipment level analysis is used to identify the main determinants of long grog dwell times and impact of shipment characteristics such as fiscal regimes, density of value, bulking and packaging type land port of call? In addition, region of origin or commodity group on cargo dwell time on ports is tested. External factors such as performance of clearing and forwarding agents; shippers and shipping line strategies, also play an important role in the determination of long dwell times. Cargo dwell time distribution has many specificities.

2.2 Conceptual Review

2.2.1 Cargo

These good be goods conveyed in a ship, airplane or vehicle. Cargo usually refers to the goods themselves, independently if they are moved by road, sea or air. *Salim, R and Thomas, C (2011).*

2.2.2 Handling

The act of touching, feeling or moving something. The way something is being manipulated. The act or process of packing and shipping something to someone such as a customer.

2.2.3 Growth

It is the gradual development in maturity, age, size, weight or height. It is a progressive acquisition of skills.

2.2.4 SEAPORT

It is the act or fact of passing across or through a passage from one place to another.

It is the transit and people from one place to another. (Giddo, D.U., 2015).

2.2.5 Cargo Handling

Cargo service means loading or unloading cargo and includes cargo-handling services provided for freight in special containers or for non-containerized freight services provided by a container freight terminal for all modes of transport and cargo handling services incidental to freight but does not include handling of export cargo or passenger's baggage or mere transportation of goods. (Salim, R & Thomas, C 2011).

The activity of moving cargo and off ships, planes or trucks. (Longman Business Dictionary)

The form of cargo-handling equipment employed is determined by the nature of the actual cargo and the type of packing used. The subject of handling facilities raises the important questions of mechanization.

3. Reviewed by Objectives

To know how proper cargo handling can affect growth of Douala Seaport without profits firms cannot grow and without good customer relationship firms cannot make profits that would enable them grow. So good cargo handling will impact the growth of firms in that when goods are handled properly at the Douala seaport by the port officials supervised why the clearing agent DOUALA SEAPORT, they would ensue that the use of handling equipment like the cranes and the forklift are used in the movement of these cargo from on stag of clearance to another with use of these handling equipment. It reduces congestion at the port and there by delivering the customers cargo on time and in good shape there by respecting he JIT principle and this would lead to customer satisfaction and thereby improving the growth of the Douala Seaport.

3.1 Can Proper Cargo Handling Affect Growth of Douala Seaport?

Cargo handling is the main activity of Douala Seaport, without proper handling and transportation of customer's cargo by DOUALA

SEAPORT it will greatly affect the growth of these firms because it will make them lose customers.

Most Douala Seaport take it as a top priority to effectively handle their cargo to satisfy their customers to motivate them to come back for their services.

DOUALA SEAPORT has to clear the container within the estimated time period to avoid the customer paying demurrage; the company too has to make sure the cargo is being handled properly that the use of the required handling equipment should be used on that container like the forklifts cranes and the rest to ensure that the container gets to the consignee's warehouse in perfect shape.

By so doing, it increases customer satisfaction because they would like to use the services again and there affecting growth of the firm.

As seen from the numerous analyses brought by different authors above; the following points can be linked to the current study which the researcher carried out:

The current study reveals those issues surrounding cargo handling delays around the port and as per DOUALA SEAPORT as a TRANSPORT firm is cumbersome custom procedures and also difficulty of some customers to understand the most used language at the port which is French.

4. Method of Data Analysis

The technique used for data analysis was both qualitative which includes content analysis and quantitative approach which included descriptive statistics or direct delivery techniques.

The results will be presented with the use of tables and charts.

Table 1. Partition of sample according to Gender

Respondents	Frequency	Percent
Male	25	75.0
Female	15	25.0
Total	40	100.0

Source: Field work April 2022

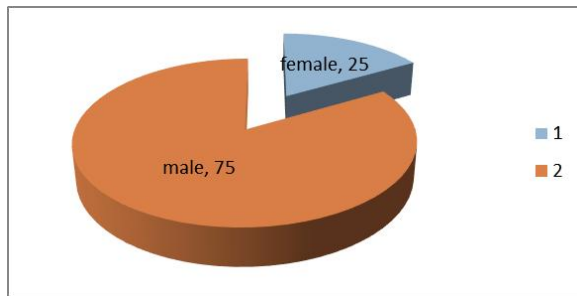


Figure 1. Distribution of sample according to gender

From table one it can be seen that, 75% of the respondents are men and 25% are women. Therefore, a majority are men. This is because work that is been carried out in the warehouse is mostly by men and it entitles carrying of heavy items and if more men are employed in the warehouse will be performant. This particularly in case where it is a manual warehouse.

Table 2. Sharing of respondents according to age

Respondents	Frequency	Percent
20-30	8	10.0
30-40	20	50.0
40-50	8	20.0
50 above	4	20.0
Total	40	100.0

Source: Field work JUNE 2022

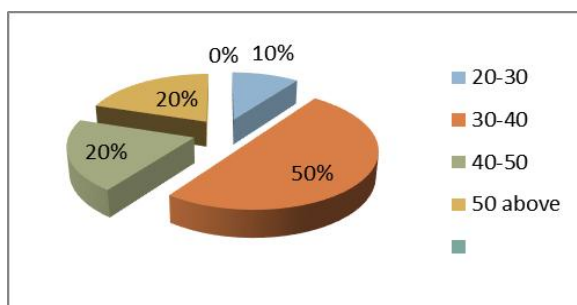


Figure 2. Sharing of respondents according to age

From the table above it shows that the highest workers 50% falls between the age group of 30-40 years and 20% between age groups of 40-50 and 50 and above while only 10% are from 20-30years. A majority of the workers are within the age group of 30-40. This may be as a result of organizational policy according to the respondents or laws put in place by the state in

relation to working in the warehouse. This is why a majority of the respondents were within the age of 30-40 years according to organizational policy.

Table 3. Distribution of sample according to marital status

Respondents	Frequency	Percent
Single	22	40.0
Married	18	60.0
Total	40	100.0

Source: Field work JUNE 2022

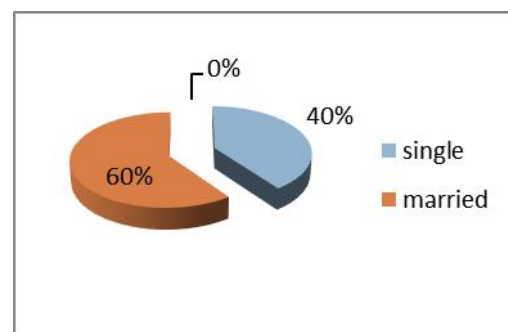


Figure 3. Sharing of sample according to marital status

From the table above 60% are married while 40% are not. The study shows that there are more people who are married as compared to those who are unmarried. There is a relationship between performance and marital status according to those who are married. This is because marriage comes with a lot of engagement and a stable life. Stability is a key factor to performance.

Table 4. Sharing of sample according to level of education

Respondents	Frequency	Percent
FSLC	8	10.0
Ordinary Level	4	10.0
Advanced level	6	15.0
Undergraduate	16	40.0
Post graduate	6	25.0
Total	40	100.0

Source: Field work JUNE 2022

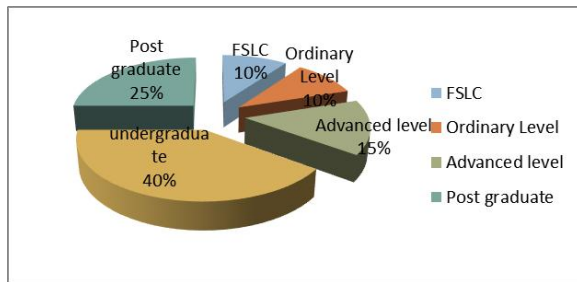


Figure 4. Sharing of sample according to level of education

From the table above 40% are undergraduates, 25% are post graduate, 15% are Advance level holders while Ordinary level and FSLC are 10% each. From the statistics, 40% are graduates. The reason for the majority being graduates is because most warehouses need people with technical knowledge on coding, referencing and even storage. The least percentage comes from those who have FSLC and Ordinary level who form 10%. Their importance cannot be underestimated in warehousing activities

because they act as dockers and do not require high knowledge to carry out this task.

Table 5. Sharing of sample according to professional experience

Respondents	Frequency	Percent
1-2yrs	14	20.0
2-5yrs	15	25.0
5yrs and above	21	55.0
Total	40	100.0

Source: Field work JULY 2022

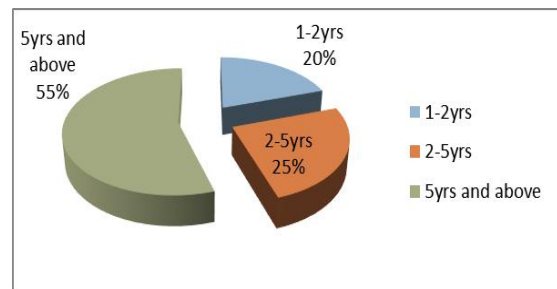


Figure 5.

Table 6. How often do you use the services of DOUALA SEAPORT?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Monthly	8	20.0	20.0	20.0
	Quarterly	15	37.5	37.5	57.5
	Semi annaully	9	22.5	22.5	80.0
	Annually	8	20.0	20.0	100.0
	Total	40	100.0	100.0	

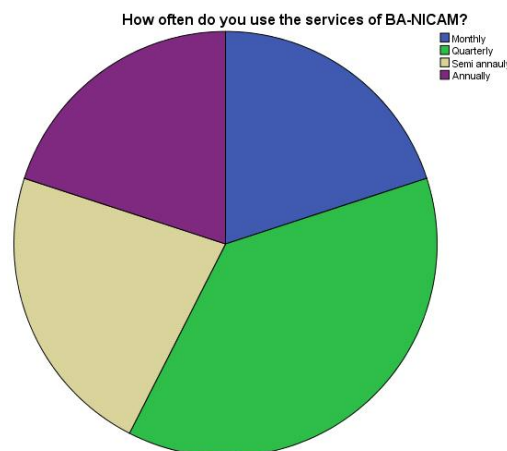


Figure 6.

Source: Field work 2022

From the table above it shows that people frequently use the services of DOUALA SEAPORT 20% use the services of DOUALA SEAPORT monthly. 37.5 use the services

quarterly. 22.5% use the services semiannually. While 20% use their services annually.

Table 7. Loading and unloading are the only aspects of cargo handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	40.0	40.0	40.0
	Disagree	12	30.0	30.0	70.0
	Agree	4	10.0	10.0	80.0
	Strongly Agree	8	20.0	20.0	100.0
	Total	40	100.0	100.0	

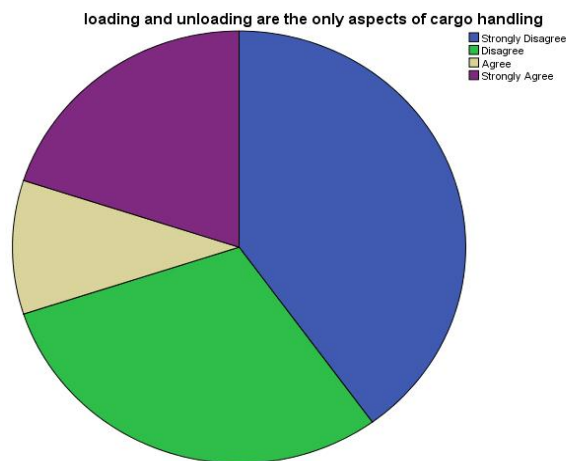


Figure 7.

Source: Field work 2022

From the above table 40% of the respondents strongly disagreed that loading and unloading are the only aspects of cargo handling, 30% also disagreed to the fact that loading and unloading are the only aspects of cargo loading while 10% agreed that that loading and unloading are the only aspects of cargo handling, 8% also strongly agreed.

Table 8. Loading, unloading transportation and custom clearing of good are the only aspects cargo handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	10.0	10.0	10.0
	Disagree	8	20.0	20.0	30.0

	Agree	12	30.0	30.0	60.0
	Strongly Agree	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

Loading, unloading transportation and custom clearing of good are the only aspects cargo handling

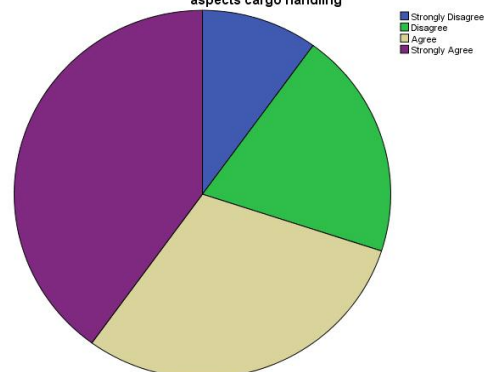


Figure 8.

Source: Field work 2022

From the above table 10% strongly agreed that loading, unloading and customs clearance are the only parts of cargo handling also 20% disagreed too, while 30% strongly agreed that loading, unloading and customs clearance are the only parts of cargo handling also 40% also agreed that loading, unloading and customs clearance are the only aspects of cargo handling.

Table 9. Loading, unloading, transportation, custom clearing and warehousing are the only aspects of cargo handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	6	15.0	15.0	15.0
	Agree	12	30.0	30.0	45.0
	Strongly Agree	22	55.0	55.0	100.0
	Total	40	100.0	100.0	

Loading unloading transportation custom clearing and warehousing are the only aspects of cargo handling

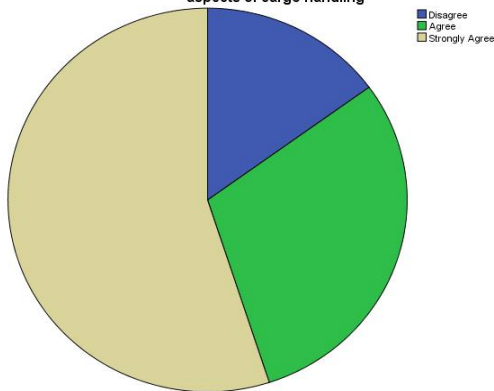


Figure 9.

Source: Field work 2022

From the above table 15% disagreed that loading, unloading, transportation, customs clearance and warehousing are the only aspects of cargo handling of cargo handling while 30% agreed and 55.5% strongly agreed that loading, unloading, transportation, customs clearance and warehousing are the only aspects of cargo handling.

Table 10. All activities that facilitates making

goods reach the final consumer in the most presentable form of cargo handling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	7.5	7.5	7.5
	Disagree	7	17.5	17.5	25.0
	Agree	18	45.0	45.0	70.0
	Strongly Agree	12	30.0	30.0	100.0
	Total	40	100.0	100.0	

All activities that facilitates making good reach the final consumer in the most presentable form of cargo handling.

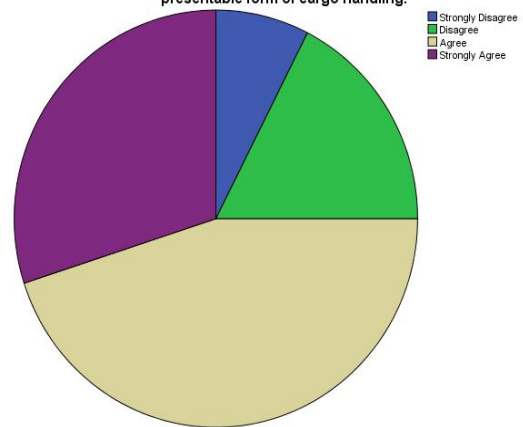


Figure 10.

Source: Field work 2022

From the table above 7.5% strongly disagreed that all activities that facilitates in making goods reach the final consumer in the most presentable form of the cargo and 17.5% disagreed while 54% agreed and 30% strongly agreed that all activities that facilitates in making goods reach the final consumer in the most presentable form are the aspects of cargo handling.

Table 11. Cargo is transported using only containers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	40.0	40.0	40.0
	Disagree	12	30.0	30.0	70.0
	Agree	8	20.0	20.0	90.0
	Strongly	4	10.0	10.0	100.0

	Agree				
	Total	40	100.0	100.0	

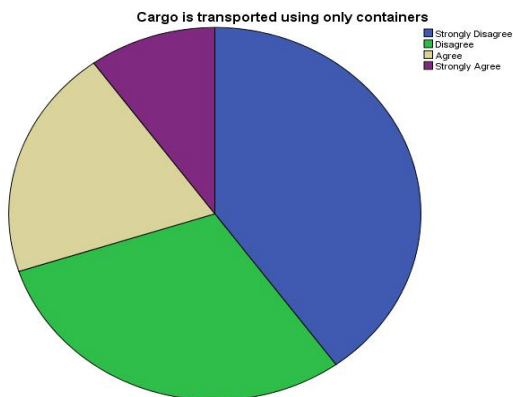


Figure 11. (Source: Field work 2022)

From the table above 30% strongly disagree that cargo is not transported only through containers and 30% also disagreed while 10% strongly agreed that cargo mis transported only through containers.

Table 12. Cargo is also transported free on board without the use of containers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	17.5	17.5	17.5
	Disagree	5	12.5	12.5	30.0
	Strongly Agree	18	45.0	45.0	75.0
	Agree	10	25.0	25.0	100.0
	Total	40	100.0	100.0	

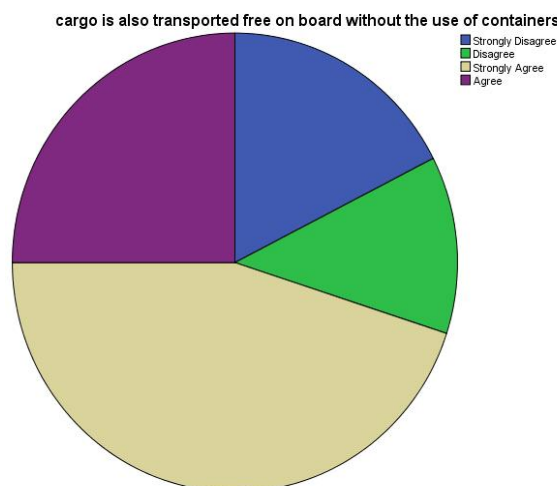


Figure 12.

Source: Field work 2022

From the table above 17.5% disagreed that cargo cannot be transported free on board without the use of containers, 12.5% also agreed while 40.5% strongly agreed that cargo can be transported free on board without the use of containers also 25% agreed.

Table 13. Cargo is being transported too inside cars when they are transported in piggyback system

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	12.5	12.5	12.5

Disagree	5	12.5	12.5	25.0
Strongly Agree	15	37.5	37.5	62.5
Agree	15	37.5	37.5	100.0
Total	40	100.0	100.0	

Cargo is being transported too inside cars when they are transported free on board.

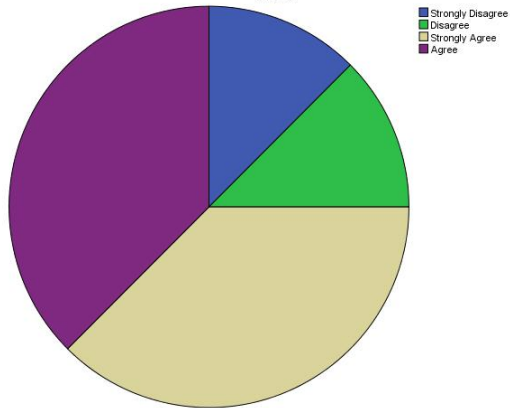


Figure 13.

Source: Field work 2022

From the table above 12.5% strongly disagreed that cargo cannot be transported in cars that are being transported using piggyback system 12.5% also agreed while 37.5% strongly agreed that cars are being transported in others cars using piggyback system also 37.5% agreed.

Table 14. DOUALA SEAPORT always see to the tracking of goods from the time that they are being shipped until they reach the port of destination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	7.5	7.5	7.5
	Disagree	3	7.5	7.5	15.0
	Strongly Agree	19	47.5	47.5	62.5
	Agree	15	37.5	37.5	100.0
	Total	40	100.0	100.0	

Ba-nicam always see to the tracking of goods from the time that they are being shipped until they reach the port of destination.

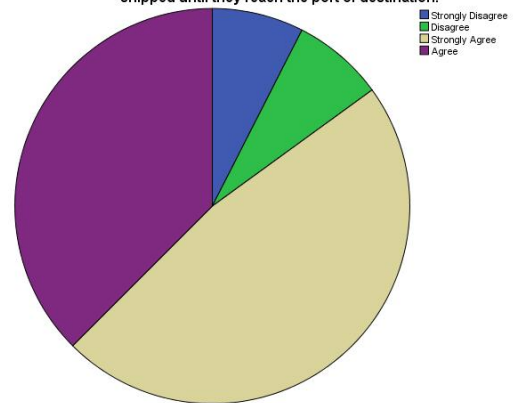


Figure 14.

Source: Field work 2022

From the table above 7.5% strongly disagreed that DOUALA SEAPORT does not see to through tracking of cargo from the time it is shipped till it reaches Cameroon also 7.5% disagreed while 47.5 strongly agrees also 37.5% agrees that DOUALA SEAPORT sees to the tracking of cargo from the time it is shipped till it reaches Cameroon.

Table 15. Customs producer a cause of cargo delays

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	10.0	10.0	10.0
	Disagree	7	17.5	17.5	27.5
	Strongly Agree	13	32.5	32.5	60.0
	Agree	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

Customs producer a cause of cargo delays

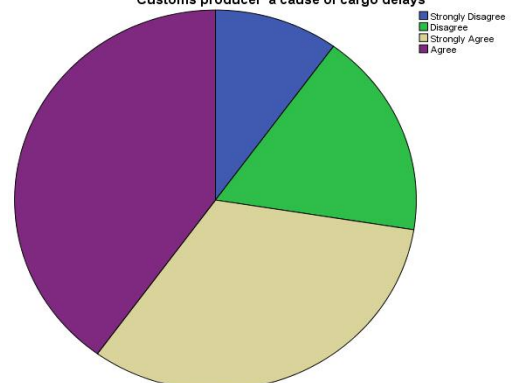


Figure 15. (Source: Field work 2022)

From the table above it shows that 10% of the respondents strongly disagreed that customs procedures do not cause a delay in clearance, also 17.5% of the respondents disagreed while

32.5% strongly agreed and 40% agreed that customs procedures are a major cause to delays in clearance.

Table 16. Poor cargo handling affects the growth of Douala Seaports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	17.5	17.5	17.5
	Disagree	7	17.5	17.5	35.0
	Strongly Agree	10	25.0	25.0	60.0
	Agree	16	40.0	40.0	100.0
	Total	40	100.0	100.0	

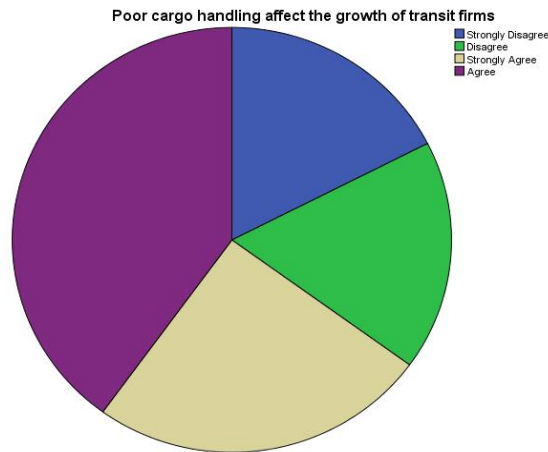


Figure 16.

Source: Field work 2022

From the table above 17.5% of the respondents strongly disagreed that poor cargo handling does not affect growth of Douala Seaports also 17.5% of the respondents disagreed. While 25%

agreed that poor cargo handling affects growth of Douala Seaports while 40% of the respondents strongly agreed that poor cargo handling affects growth of Douala Seaports.

Table 17. Proper cargo handling affects customer satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	5	12.5	12.5	12.5
	Disagree	4	10.0	10.0	22.5
	Agree	10	25.0	25.0	47.5
	Strongly Agree	21	52.5	52.5	100.0
	Total	40	100.0	100.0	

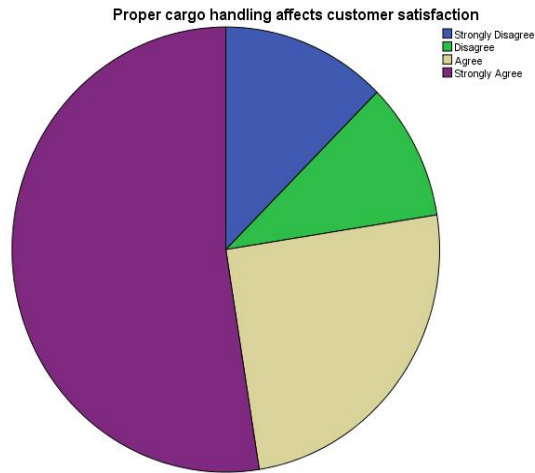


Figure 17.

Source: Field work 2022

From the above table it shows that 12.5% of the respondents strongly disagreed that proper cargo handling does not affect customer satisfaction also 10% disagreed while 25% of the

respondents agreed and also 52.5% of the respondents strongly agreed that proper cargo handling affects customer's demand.

Table 18. Cargo handling is the only activity of Douala Seaports

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	22.5	22.5	22.5
	Disagree	6	15.0	15.0	37.5
	Agree	15	37.5	37.5	75.0
	Strongly Agree	10	25.0	25.0	100.0
	Total	40	100.0	100.0	

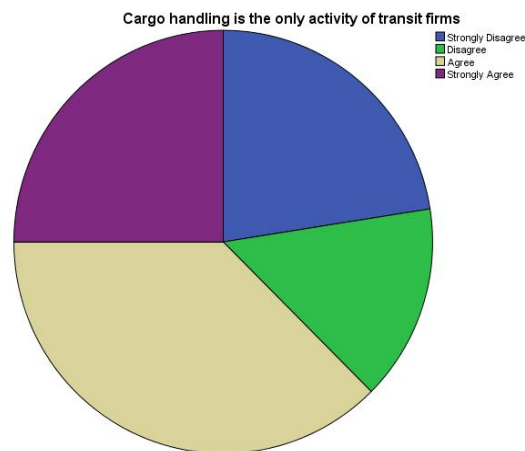


Figure 18.

Source: Field work 2022

From the above table 22% strongly disagreed that cargo handling is the only activity of Douala Seaports also 15% of the respondents disagreed. While 37.5% strongly agreed that

cargo handling is the only activity of Douala Seaports also 25% agreed.

Table 19. Effective cargo handling influence customers demand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	17.5	17.5	17.5
	Disagree	5	12.5	12.5	30.0
	Agree	10	25.0	25.0	55.0
	Strongly Agree	18	45.0	45.0	100.0
	Total	40	100.0	100.0	

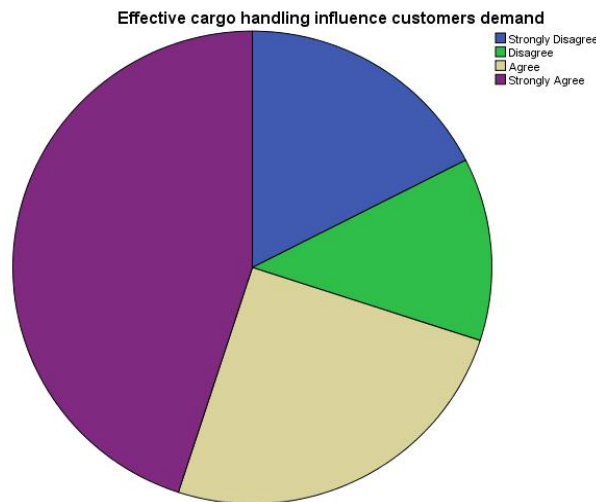


Figure 19.

Source: Field work 2022

From the table 17.5% strongly disagreed that effective cargo handling influences customer demand also 12.5% disagreed while 25% agreed that effective cargo handling influences customers demand also 45% of the respondents agreed too.

5. Discussion, Conclusion and Recommendation

This part is based on discussion, conclusion and recommendation and suggestion as well as problems encountered as deduced from the interpretation and analysis as carried both on questionnaires and interviews, the study shows that the poor cargo handling services of Douala seaport is as a result of too many congested customs procedures.

5.1 Discussion

The aim of this research was to examine the impact of cargo handling on the growth of Douala Seaports. Our discussion shall be based on findings ways on how to improve the handling services of Douala seaport. The general objective of this study was to find put proposed solution to curb cargo handling delays and improve growth the reason is that cargo handling is the main and only activity of Douala Seaports so delay in this activity would retard growth of Douala Seaports and we know the aim of every organization is to growth and this was answered on table 15.

The second objective was stated as how will effective cargo handling influence customer demand because without customer demand there cannot be any transactions, because customers will keep coming back depending on

the services that were rendered to them so effective cargo handling will keep customers coming which will greatly affect the growth of Douala Seaports which is the main priority of Douala Seaport. This has answered in table 18.

The third objective was too effective of cargo handling on customer satisfaction. Customers go to where their needs are met adequately so proper cargo handling will increase customers satisfaction which. In most Douala Seaport's customers are usually not satisfied because there are always a lot of delays in clearing their cargo, so Douala Seaport as to ensure fast and efficient cargo clearance so as to keep satisfying customers and keep them coming back. This answered in this is answered in table 17.

5.2 Conclusion

This research objective was to find out the impact of cargo handling on the growth of Douala Seaports. This is the case of Douala Seaport from the hypothesis stated in chapter one and objectives, the researcher used questionnaires to analyze the principal research problem is; what is the impact of proper cargo handling on growth of Douala Seaports? After investigation and with conclusion gotten from the respondents according to the table analysis proper cargo handling has an impact on growth of Douala Seaport.

5.3 Recommendation

The goal of any business organization is to increase output in order to maximize profits. For this reason, the researcher will recommend the following measures to the company starting with the use of;

- Implementation of JIT

The firm should apply the principle of JIT so as to meet up with customers' demands. Making customers happy is supposed to be an objective for every firm because without customers there is no firm, and serving your customer on time would increase their satisfaction and thus increase in growth.

- Use of personnel's

The firm should avoid using unauthorized agents at the first to compel documents of their customers and check visit of the cargo and how it is handled. If customs documents are not well identified or assembled the right way with the required number of photocopies different documents, the file will be rejected at the point when the container is about to be cleared.

- Put files of customers in order

The secretary of the firm keeps customers files haphazardly making it difficult to locate a customer's document. With a Douala Seaport as big as Douala Seaport, they have so many customers a day, a customer may have been scheduled for a visit but on that day his documents cannot be found because they were not carefully placed, his visit will be postponed which will delay.

- Compress customs procedures to be lesser in doing so it would enable proper and timely clearing of cargo.

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