

Reviews And Impact Of Virtual Single Window Customs Of Khuzestan Province In Facilitating Trade

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ABSTRACT

This study which entitled as " Reviews and impact of virtual single window customs of Khuzestan province in facilitating trade" were done, to identify how to facilitate foreign trade through the establishment of virtual single window customs and practices is a case study. The study examined seven key assumptions and includes: increased speed of business services, performance services, increased ease of business services, security services, increasing the accuracy of commercial services, prevention and reduction of corruption and reduce non-tariff costs. Research population has 383 members and for data gathering questionnaire by 36 questions was used and finally data of 240 patients were evaluated.

As a result, five hypotheses in order of priority, including increasing the speed of business services, reduce non-tariff costs, increase accuracy, and increase the ease and efficiency of commercial services trade, the greatest impact on trade facilitation by establishing a virtual single window customs are in Khuzestan province.

Keywords: window business, foreign trade, e-commerce, UN / CEFACT.

Background

Industrial societies move towards the information society begun many years and it found the increasing speed in such a way that the speed of this movement in the least developed countries such as Iran sense very good till where it appears that it is one of the tools that by there cruitment and correct, accurate and rapiduse of that can be competitive into daywon.

Today, information networks that have grown as a result of the development of information technology, has the most important influence in the world of industry and services. Among the many technologies of our time, with no doubt technological advances has had a large influence on the changes of the global economy.

The level of access and influence of global networks among people has spread in different communities so makes it to be used as a tool to meet the needs of everyday life. So the public and private institutions are trying to give their services electronically and more quickly and costless to supply its customers. Creating the development of e-government is count as a first step towards the development of technology and it is public. With regard to fact that the export has its own, is in

competition with countries and companies that are successful through the use of information technology, especially e-commerce, efficiency, dynamism and speed of its exports to significantly improve and by minimizing the cost of the work it quickly in the meanwhile. Trade window as one of the tools of e-government in cross-border trade and evaluate its impact on e-commerce and its role in improving global business environment. Today, in competition with countries and companies that are successful through the use of information technology, especially e-commerce, efficiency, dynamism and speed of its exports to significantly improve and do it fast to minimize the cost of their crafts. Trade window as one of the tools of e-government in cross-border trade and evaluate its impact one-commerce and its role in improving global business environment (Esmaeelpour, 1388).

Government's single window system provides to multi-channel access to government services for businesses and citizens to provide integration. Single window business, window manifestation of the government's foreign trade as a strategic area of the new economy era of globalization, windows business unit as a bridge between the business and

also works the other business units related institutions. (Shamseddin Hosseini, et al., 1383) From a practical stand point trade window is a business facilitator the activities involved in the trade and transportation sector with the establishment of standardized information through a single point facilitate if electronic information is entered only once and the same information will be used here in after. (Haji Ali Akbari and Paryab, 1386)

Statement of Problem:

One of the most important factors in economic development is growth of foreign trade and international economics. In other words, having wide trade is a major cause of economic growth. At the present time the world trade share of GDP is projected to be nearly 30 percent share in 2020 to 50 percent. Governments and international organizations in the past decade made great efforts to export by reducing tariffs and liberalizing international trade expand. One of the factors that cause a substantial increase in the volume of business had done fast and low-cost commercial transactions (Rahimi, Boroujerdi, 1375). In many countries, companies and individuals active in international trade procedures to fit the needs and logistics of exports and imports of goods and services they have a great deal of information and documents regularly" and for each business activity, the government and state that it takes time and cost is very high. (Haji Ali Akbari and Paryab, 1386) Because of import and export processes often involve the exchange of information and documents between several different agencies, each of them in turn, work practices and specific forms, in the absence of lubricant and facilitating mechanisms, can be used as a hedge the development of trade, especially on the international scene and emit many opportunities out of the available business opportunities abroad. The information and documents required by the agencies (agencies), the special system (manual or automatic) and be submitted in writing. This broad needs with relevant legal fees for government and business communities, and hinders the development of international trade responsibilities are done. (Rose and Beige, 1388) One way to solve this problem is to create a single window through which information and documents to be provided commercially only one entry point. This could have promoted accessibility and information processing, and information flow between business and government to catalyze and facilitate. And can also be more coordination and sharing of data in government systems lead.

As for all those who are engaged in international trade, to bring significant benefits. The use of such a facility could lead to the desired effect, and increase the efficiency of administrative controls. As well as the efficient use of resources, reduce the cost of government and business. The single window concept to practical application of trade facilitation to reduce trade barriers and to all members of the business community can bring direct benefits. (Haji Ali Akbari and Paryab, 1386) Experts and scholars, economic experts that the news and observe the behavior of their customs, believes and opinion despite consider able effort in order to take advantage customs communication technology and electronic systems to reduce customs clearance time now because of the country windows virtual business unit despite the physical models continue to be an important factor the increase in overhead costs on cargo owners and wasting so much time in customs clearance of goods from the country.

Since the Khuzestan province of Iran is the second largest commercial gateway in this article we are going to lack of single window business customs investigation in Khuzestan province and the positive and negative effects of it on trade facilitation and customs clearance speed study. The importance of the need investigation:

As already noted, in many countries, companies must prepare international trade in large volumes of data and to complete the process of import and export documents, international transport of their goods to the authorities and public organizations. (Akbari and Paryab, 1386) provide such information and to comply with such requirements, with regard to the cost of each, as well a lot of pressure on the public sector as well as commercial enterprises into serious obstacles to the development of international trade creates. In the meantime, the best approach may be to solve such a problem, the establishment of a virtual single window in which traders can trade related information or documents required only once through a single port.

The system can manage access to information and improve the flow of information between the commercial and public sectors, and mental speed and leads to further integration and sharing of relevant data between different systems of government is easy. Virtual single window can improve the efficiency and effectiveness of the implementation of business processes of government to provide public and private sectors and costs reduced due to better use of resources.

The virtual single window trade facilitation tools that reduce non-tariff barriers, trade creates significant benefits for participants. So it is obvious to everyone who understands the need for research

on the reasons that have been mentioned is critically important. (Cream damask, 1388)

Literature:

The most important research facility SINGLE WINDOW or window business and e-commerce business unit of recommendation No. 33 of the United Nations or UN / CEFACT is in New York and Geneva in 2005. The UN organizations and facilitate business processes and business center for electronics Key activities of the organization to achieve the goals and mission of the organization is summarized in three points facilitate trade and remove trade restrictions as well as mental and interactions between institutions and processes within the firm using methods of communication technology

the creation of an open and accessible space for dialogue and consultation and cooperation of all countries collective recommendations

3)the development of capabilities for the exchange of products and services more effectively, regardless of the different countries Recommendation No.33 commercial and business center United Nations or UN/CEFACT is known as a single window, Emphasized that patients be provided at the national level enterprises to provide integrated information base and its duplicate. business of entrepreneurs and entrepreneurs and the government. The objective of a single window system (33) on the recommendation of the productivity and efficiency of data transactions between merchants, businesses, and government. (Statement No. 33 of the United Nations Centre for Trade Facilitation and Electronic Commerce, 2005) The same field(Salimifard et al.,1386) research as "the window prerequisite for e-commerce business unit" mentioned in the introduction also have the role of single window integration of supply chain information sharing and facilitating trade Subscribe to the trade through various document suggest. Haji Akbariand Paryab (1386) in another called" single window business, a step in the institutional electronic stability" it is a very effective solution to facilitate trade and an important step in the development of e-commerce transactions have followed. Behdarvandan and Memarnezhad (1388) in a study which titled "Using a single window

electronic portal to provide government services firms dairy business(G2B, C ("single window portal to evaluate the development of the international supply chain model UN / CEFACT on the application window. In order to eliminate unnecessary process of transformation and modernization in the process of exchange of information and commercial transactions is emphasized.

This means that e-commerce facilities, there is a service portal ONE-STOP) which called as an entity of Portal window. The portal allows all members participating in the transaction, the international chain to enter your information, then the information and documents to customs, ports and other public officials delivered, the potential of other portals to facilitate single window payment method costs taxes and duties, customs processing trade, which results in 24 hours and 65 three days a year with pre-stamped return. In this regard, the single window system, such as a bridge between businesses and entities associated with business operations and enables governments to integrate their access to government services to provide businesses and citizens. (Behdarvand and Memarnezhad, 1388) and cream damask rose (1388) research paper titled "single window, the need to enter the gates of the WTO," one of the best possible approaches to solving the problem of large volumes of information and documents held by businesses You should be prepared to complete the process of export, import and international transport their goods to the authorities and public organizations provide the establishment of a single window is known, within which traders can trade related information or documents required, only once through a single port offer.

Research hypotheses:

The hypothesis of this study include: the establishment of virtual single window customs: the increasing speed of business services, business service performance, increase ease of business services, trade security services, increase the accuracy of commercial services in the prevention and reduction of corruption and non-tariff costs direct influence of business services.

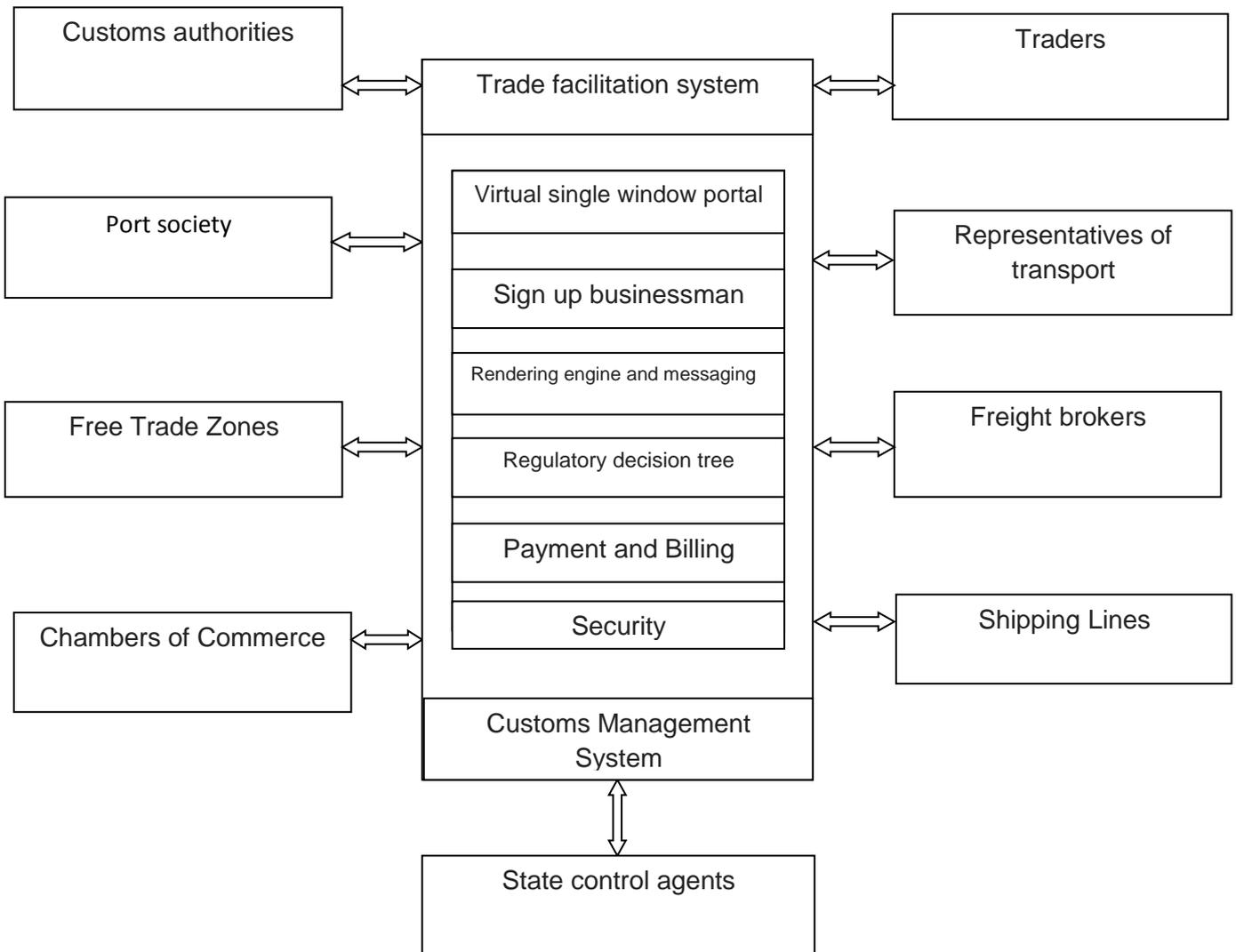


Figure 1-conceptual model of virtual single window

Source: (a research center of trade and commerce of the United Nations in Asia and the Pacific, 2011)

Method of conducting the survey:

The aim of this study was to examine the role and impact of the application because the virtual single window customs in facilitating trade deals with Khuzestan province. On the other hand, this study in terms of the nature and descriptive- survey research would cross what is described.

Data:

In this study, the questionnaire used for data collection. The questionnaire consisted of 36 questions on a Likert scale is also aimed at developing understanding of the population of a

number of questions to identify demographic variables (age, gender, etc.) were designed. Questions raised include:

8 questions about demographic variables (age, education, etc.), 7 questions about the effect of virtual single window customs on accelerating the deployment of services, 5 questions about the effect of the increased efficiency of customs virtual single window services, 6 questions about the effect of the virtual single window customs increased ease of business services, 5 questions about the effect of the virtual single window customs in increasing the security of business services, 4 questions about the effect of the virtual single window customs services to increase accuracy 5 questions about the effect of the virtual single window customs in

preventing and reducing corruption and business services at the end of the fourth question about the effect of the cost reduction of non-tariff customs virtual single window services.

More sampling and sampling example:

In order to assess the overall subject population of the study consisted of two groups. The population of the first: the activists in Khuzestan province's foreign trade in the first quarter of 1392 will include the number of people equal to 383 people have been reported. The population of second sampling: experts is familiar with virtual single window in custom of Khuzestan province which their number is 40 person. The zone and time of this research is Khozestan and 3 first months of 2013.

Research sampling expression (sampling simple classification):

to use this sampling method and sampling is performed for each group independently. In this way, community size L N first sub-divided society volumes. The following are overlapping communities and socially equal society, where every call is a class society. When classes were identified and a sample is selected from each category. Options on each floor can be independent of other class Gyrnd.agr of each floor, a sample taken randomly; stratified random sampling

method of sampling is called. The formula to estimate sample size (Cochran formula) is:

$$\hat{n} = \frac{z^2 pq / d^2}{1 + \frac{1}{n} (z^2 \frac{pq}{d^2} - 1)}$$

The relationship between mathematics1

In the above formula:

N:sample size, n: the sample size required, P: probability of success(5.), Q:the possibility offailure(5.), D:the estimated error rate: normal the variable correspond to the level needed to ensure the confidence interval(95%)respectively. The study estimated the sample size is calculated by the following formula and Cochran:

$$P=.5, q=.5 \quad \alpha = .05 \quad z_{1-\alpha/2} = 1.96 \quad d = .05$$

$$\hat{n} = \frac{z_{\alpha/2}^2 pq / d^2}{1 + \frac{1}{N} (z_{\alpha/2}^2 \frac{pq}{d^2} - 1)} = 192$$

Relation (2)

In this study, 192 samples respectively. In order to overcome the problems of lack of accountability or missing questionnaire was distributed to a sample of 210 people of which 200 questionnaires were studied. (Ignoring the 10 questionnaires completed due to incomplete)

Table 1-Table cross responsive type of activity

	Frequency	Percent	% Of net	% Of total
Manufacturer/exporter(product)	48	24.0	24.0	24.0
Exporter /importer (real and rights)	144	72.0	72.0	96.0
Other factors	8	4.0	4.0	100.0
total	200	100.0	100.0	

Assess the reliability of measurement tools:

One of the methods was to evaluate the reliability and accuracy of the test and questionnaire Validity or reliability of the questionnaire has two different meanings, a sense of reliability, stability and reliability of test scores over time. This means that if a test is run multiple times on the subject, his score is the same in all cases. The second meaning refers to internal consistency reliability and means that the test questions to what extent a mutual relationship. If the test is low internal reliability of the test means that the questions do not measure the same variable. The test maybe flaws in the assessment and measurement. To evaluate the reliability (reliability) used different techniques which Cronbach's alpha is one of these techniques

that is formed based on the measurement of internal consistency.

If the standard deviation, the method is based on the average correlation between questions and otherwise performs the comparison based on the average covariance among the questions to be decided. If you have questions, do not expect to have a positive correlation with the questionnaire was repeated on another sample of similar results obtained and the reliability decreases. If the variation between individuals is relatively close, alpha standard formula is recommended as follows:

$$\alpha = \frac{k}{k-1} \left(1 - \frac{\sum s_i^2}{s_{sum}^2} \right)$$

Where in it s_i^2 is variance of question and s_{sum}^2 is variance of Total questions, k is the number of questions and if it doesn't responses to the questions people and peoples responses are completely unrelated to each other, α goes to zero if all the items in question are reliable and the results show will be a factor. If the questions become standard so that the variance, the coefficient of α is simplified as follows:

$$\alpha = \frac{k\bar{r}}{1 + (k - 1)\bar{r}}$$

In which r is the average correlation coefficient between the questions and is equal to:

$$\bar{r} = \frac{2 \sum_i \sum_j r_{ij}}{k(k-1)}$$

The correlation coefficient is between the i and j . It depends on the number of questions and the correlation between the increase in the number of inquiries can be increased confidence. To determine the reliability and validity of the sample of 40 respondents were taken over And then either use the software to calculate Cronbach's alpha were measured 20spss The output from this program are presented in Table below:

Table 2. Reliability of the questionnaire

	Cronbach's alpha	The number of questions
Speed up business services	0.831	7
Performance business services	0.896	5
Convenience Business services	0.879	6
Security services	0.873	5
Increasing the accuracy of commercial services	0.844	4
Preventing and reducing corruption	0.851	5
Reduce non – tariff costs	0.832	4
Questionnaire	0.845	36

In this table, the Cronbach's alpha of the questionnaire given about 84% the questionnaire, Cronbach's alpha and Cronbach's alpha of each components is significantly closer to each other can be stated fairly good cross-correlation are questions. The existence of this relationship, it can be concluded that compared to the same questions evaluated. So reliability is confirmed by research.

The instrument validity study

The validity of a questionnaire, the accuracy of indicators and criteria that have been developed to measure the phenomenon. To what degree are they measure what they claim to measure it, is equally valid. The permissive test depends on the extent to which it is what it claims to measure, measures the level of compliance. permissive observations and research questions is the aim of the research.

Data is the true picture of the same subject or not. The problem occurs when the data appear to be the result of research conducted. In terms of concept, the purpose of the validity of a measure is that could actually measure the desired characteristics and other characteristics. Reliability is the most important instrument in different formats of the following types of narrative forms.

-permissive Content

How corresponded with the definitions and objectives of the test. Validity represents the way of describing the size and components of the concept.

-permissive Structures

The construct validity in that it tests a theory and other known facts accessing it. This study was performed to assess the validity of several high-level professionals and managers were asked in terms of education and experience the success of the assessment and measurement of the contents of the questionnaire and declare their opinions. The focus was on the use of university teachers on the richness of the content and implications of the question is added to the requirements to be fulfilled Validity of the questionnaire. The teachers using a questionnaire responses alignment and relationships governing the variables of key concepts and theories of management science theories was adapted and thus ensure the validity was achieved.

Data analysis:

In this study, based on descriptive analysis spss software observations were on the agenda in this regard depicting circular column, and calculating the mean, standard deviation and.....was on the agenda. In line with analytical, using one sample T-test and analysis of variance was used.

Descriptive study the impact of customs virtual window on assumptions: The measure all the variables in each 7hypothesis by investigating and Likert scale questionnaire and options (completely agree, agree, neutral, disagree or completely disagree) carried out, the average

impact of virtual window customs hypothesis comes every 7 have been identified in the table

below.

Table 3-Descriptive statistics on the impact of deploying Windows Virtual Customs Office

	Size Views	Average	SD	SE	95% confidence interval for the mean		Minimum	Maximum
					Lower bound	Upper bound		
Increasing the speed of business services	240	3.9726	.52266	.03374	3.9062	4.0391	2.57	5.00
The efficiency of trade	240	3.1242	.56841	.03669	3.0519	3.1964	1.80	4.60
Increased ease of business	240	3.2549	.44993	.02904	3.1976	3.3121	1.83	4.33
Security Services business	240	2.8208	.65971	.04258	2.7369	2.9047	1.20	4.80
Increase the accuracy of business services	240	3.2042	.47421	.03061	3.1439	3.2645	1.75	4.25
Preventing and reducing corruption	240	2.4908	.47875	.03090	2.4300	2.5517	1.40	3.60
Reduce non-tariff costs	240	3.5344	.59427	.03836	3.4588	3.6099	1.75	5.00
total	1680	3.2003	.69682	.01700	3.1669	3.2336	1.20	5.00

The analytical part of the subject:

Given that the effect of customs virtual window on all of the variables assumptions based on respondents' opinions on Likert scale has been made, so the advantages of this variable has quantitative between 1 and 5. So to test the hypothesis of equality of the mean value of 3 (the middle of the business assets) can shed light on aspects of the theory. Statistical analysis of the statistical theory with the set H0 and H1 assumes the following ways:

Customs virtual window on the hypothesis of a smaller mean effect than the number three (the center) is:

H0
The average effect of customs virtual window on the hypothesis is greater than the number three: H1
Thus, assessment based on both the views of Activists foreign trade and experts mean the effect of changing customs virtual window on the assumption of interest from the target population can be assessed. If this measure larger than 3 (the middle range of possible values can be derived variables) turns estimated direct effect of customs virtual window on the assumption of a significant level 0.05. Confirmed (acceptance assuming H0) and if this measure less than 3 (the middle range of possible values can be derived variables) is estimated, namely the direct effect of customs virtual window

on the assumption of a significant level 0.05. Not confirmed (refusal to accept hypothesis H0). The above table provides information on the number of cases, mean, standard deviation; standard error of the mean, 95% confidence interval, and the maximum and minimum dimensions for each custom virtual window is presented.

The average rating changes effect of customs virtual window on assumptions about such cases in the target population were assessed: Assumptions increase the speed of business services, non-tariff costs, increase accuracy and ease of trade and business efficiency verification services and security services to prevent and reduce corruption two hypotheses are not confirmed.

The conclusions and findings of the lateral extent of the impact prioritize the establishment of virtual single window customs:
1. The intensity of the effect of increasing the speed of business in the first place and from the perspective of the audience (it is significantly older than the other dimensions)

(2) non-tariff costs in second place in terms of the severity of the impact and the views of the audience (the significant aspects of performance, increase convenience, improve the accuracy is bigger)

3. Increase the accuracy and ease of business ranks third in terms of the severity of the effect (from the perspective of audience research) is located.

4. The performance of commercial services of customs virtual window is in fifth place. (The significance of these smaller components is 4)

Proposals based on the findings and conclusions of the research:

1. speed of Business services

1.1 is a comprehensive strategy, systematic and explicit agreement on the implementation of virtual single window adjacent to the customs clearance formalities organizations in charge of issuing licenses and legal regulations are responsible, according to a regular procedure at all stages of implementation, including agreements on the grounds that the intelligence must be one of the groups and with what conditions and traded several times, done.

Especially since the issue of accelerating the deployment of services with a single window business portal the interests of some of these organizations for many reasons, including the rate of shipments Storage port terminals or crying in human resources out sourcing, serious conflicts can be seen.

In other words, the barriers identified in coordination with various government departments to accelerate the commercial development to be eliminated.

2-1 is suggested to increase the speed and quality of business services portal business unit window in customs Khuzestan province, infrastructure such as broadband Internet and virtual communication space and improved stability and a high level of support is proper.

3-1 is recommended to major importers and customers large and continuous shipments to customs Khuzestan province, for the immediate release of their cargo, the first said electronic portal and virtual single window for customs shipments to the province after customs assessment operations, instead of receiving a cash payment of customs declarations and licenses, overall bank guarantee facility for a maximum of one month has been taken and receive immediate shipments to be cleared through customs.

2. increase the efficiency and ease of services:

1.2 In order to increase efficiency and ease of services will be offered according to accepted practices for the valuation of goods at the World Customs Organization, talk customs value goods such as electronic statements, as similar to that in a period close to the time the customs declaration has been virtual portal, electronic customs declarations with the same name and at the same time extended

to other precedents and circumstances at issue is the valuation of goods.

(3) Increasing the accuracy of commercial services 1-3 is suggested to increase the accuracy of virtual single window customs service portal access for businessmen to see updated value of goods and tariffs is expected. To express their value in accordance with accepted universal values and customs monitored.

4. reducing non-tariff costs

1-4 is suggested to realize that one of the objectives of non-tariff costs of virtual single window prior to the final implementation of the project by the Government of expert studies and detailed-oriented and rely on actions" commercial integrated costs" organization associated with customs clearance formalities done.

2-4 is suggested by the fact that in the new Customs Act 1390, Customs acts as the integrated management of the border is determined and the executive arm of government known as the most powerful portal virtual single window customs enforcement of export and import regulations to be considered.

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