

"BALANCING LEGAL PSYCHOLOGY AND MENTAL HEALTH ETHICS: A HUMAN-CENTRED FRAMEWORK FOR CONFLICT RESOLUTION IN CUSTOMS CLEARANCE WORKSPACES"

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ABSTRACTS

In the current scenario customs clearance of goods and procedure services have to undertake both large- scale projects as well as small-scale projects simultaneously. Projects always need to be planned, scheduled, and estimated and finally, those plans need to be executed and the building needs to be constructed at each stage. Customs clearance of goods and procedure projects involves a group of people interacting and being involved in it. When a group of people are working together there are chances for conflict and disputes among the people because all the people won't think in the same way and thoughts differ between peoples. Every level of the customs clearance of goods and procedure project involves a group of people who needs to be communicated and there should be proper interaction between people to have decision-making. Considering the partnering James Barlow (1998) insisted that knowledge can be improved and shared only through communication. He also stated that communication can solve the complexity and the conflicts involved in the project and communication flow should be two-way speaker and the listener should involve themselves in the communication properly. When conflict arises when people's decisions need to be analysed and the reason for the conflicts needs to be identified, which seem to be very vivid tasks. Most of the common reasons for the cause of conflicts are people. Hence people need to be understand analysed and should be properly handled to resolve the conflicts in the project. If a conflict arises, nowadays people are adopting processes negotiation, mediation, and arbitration to resolve the conflict but they forget about the people, who seem to be the important reason for conflicts.

There are chances for the in a project which creates a negative impact on the people in the project. To resolve the conflict we need to study the people's minds and behaviour and we should also consider the reason for the causing of conflict and identify the methods to resolve them (Fenn, 2011). Humans are considered to be very complex individuals, the term complex varies from time to time based on their actions and behaviour towards the situations and circumstances. The psychology of the human is either based on the people he is interacting with, the family, and the working 1 | Page environments. Customs clearance of goods and procedures in India possesses group of networks both nationally and internationally, in which the human decision making plays a major role in each stage of the project, conflicts between the people is one of sense which create a huge impact in time, profit of the large project The Indian economy is a vast economy where the culture places major role apart from talents, the working environment always possess a group of mixed culture, where there comes

situations of cause conflicts and disputes Psychology of human is being defined from the situations and circumstances he or she is facing from childhood. To be successful in tenvironment, self-realisation of mistakes and his psychology of mind need to be analysed. Psychological methods to resolve conflicts and disputes in customs clearance of goods and procedures need to be implemented. Cross-culture in the working environment can play a vital role in resolving the dispute which can be attained only through the psychology of the person to see the conflict only as conflicts related to projects rather than concentrating on culture, caste, status, and racism in decision-making to analyse the situations through others point of view. Allow People to involve with a wide range of cultures with different authenticity, cultural backgrounds, ethics and social status can dramatically interpret the way of thinking in analysing the situations and there is where the psychology comes into play to implement the right over the justice to resolve the conflicts. Psychology in concentrating on human talents, emotions and ways of handling situations plays a major role. Direct communication between people related to projects and solving problems in the early stage of misunderstanding can save time The study of people's minds and behaviour is termed psychology (Fenn, 2011). Conflicts in the customs clearance of goods and procedure services are always caused between the people and by the people. Hence psychology plays a better role in resolving disputes and conflicts between people in the customs clearance of goods and procedures. As for now the current scenario in the customs clearance of goods and procedure is that they adopt a step-by-step process to resolve a conflict in the customs clearance of goods and procedure phase. There is only less research done in the field of psychology, on how it helps in conflict resolution and there are no proper investigations given in the field of psychology. The current trend believes and adopts the very long process of resolving the conflict they believe in the process and methods but they don't consider people and their thoughts. Most of the costs can be easily broken down or resolved if the people talk or communicate with each other. The current process includes a third party to judge the situation and resolve the current conflicts. And it was found that the time is taken to resolve 2 | Page of conflicts is more than the duration of the actual project of estimated time. This is waste of time, money and people's energy. The final step of resolving conflict is legislation which is judgement under the court of law. Which gain cannot be obtained from the people involved in the conflict, and it may lead to unsatisfactory judgement which should only be obeyed and cannot be denied. Some of the common processes adopted to resolve conflict in customs clearance of goods and procedure services at present are cooperation, coordination, partnering, mediation, arbitration, adjudication, mediation and, negotiation.

AN OUTLOOK ON LAWS OF THE INDIAN CONSTITUTION

METHODS ADOPTED IN RESOLUTION OF CONFLICT IN CUSTOMS CLEARANCE OF GOODS AND PROCEDURE SERVICES

At present, there are many methods and processes adopted by the customs clearance of goods and procedures in order to resolve the conflicts. The common way services adopt to solve conflicts are through step by step process. Those processes include negotiation, mediation, customs clearance of goods and procedure adjudication, arbitration, cooperation and collaboration. To explain in a short way

Sales of goods act

The origin of sales of goods act is from Arthashastras, the great Chanakyas, Nambudhiri has been the founder of this Sales and goods act in the 4th century B.C

- Summary
- Sales of goods act 1930
- This act explains about buying and selling of goods, the buyer needs to get the concerned goods concerning price, which has been fixed by the superintendent of customs
- The buyer and seller have to be with an agreement to sell and buy goods concerning terms and conditions under the Sales of goods act 1930.
- It is the contract done between two parties concerning the sales of property, where the buyer and seller agree concerning the statement of agreement or contract.
- Goods are defined as movable property except for money, and things attached to land that includes crops grass etc
- According to the Transfer of property act, immovable property timber will not be considered to be under Sales of goods act unless and until it has been cut and has been stated that only the cut timber comes under the Sales of goods act, the standing timber will be under transfer of property act 1882
- Agreed to be under the contract of sale that is seen to be attached in the land for the use of business, so that the concerned b under a contract of sale for the specified duration of use of machine or property.
- Any machine or property that is in turn seems to be permanently attached to land then that comes under the sales of goods act. Under section 2(7)
- Actionable claims and money- these terms are used when the property has been under claim, as in section 2(7) is not considered to be goods, hence they won't fall under the act of sale of goods act.
- For example buying a lottery ticket seem to be under the transferable property act in terms of transfer of actionable claim by assignment.
- The transfer of actionable claim has been dealt with in the Transfer of property act in Chapter VIII
- Sale is distinguished from an agreement to sell- when the contract has been made at the time of selling the property then that comes under sale whereas the passing of property is postponed in future the as per the agreement to sell he is to become an owner in future time

FORCE MAJEURE EVENT AND ACT OF GOD

- It is defined as the scenario in which things happen out of human control such as natural calamities, disasters, disease outbreaks, the war that disrupts the general functioning of any economic system. That event is considered to be out of human control.
- Whereas the act of God is defined as all the elementary events that disrupt humans either directly or indirectly
- For example the outbreak of covid19 has led most countries to stop performing their function in a normal way that could cause a major disruption in general business activities. Thus this natural outbreak of covid 19 duly falls under the FORCE MAJEURE EVENT. Any natural event that is said

to be stopping the concerned parties to perform their duties that have been specified in the agreement or contract then that event of calamity can make the case fall under force majeure

CLASSIFICATION OF LAW

- The law has its importance, being a person with prerequisite knowledge inbuilt concerning the rights to lead a life is stated to be an impaired reconnection with knowledge upheld with honourable respect and pride ourselves. To state a human go lead a peaceful life, it is better to know the basic principles of the constitution where he or she resides in. To solemnly acquire the freedom that is prevailed in an institution or country needs to be acknowledged by every human in the world based on their actions and contamination on why he or she should adhere to the ethics of the institution's morals and values to uphold the prestigious note of I am the citizen of concerned country and I abide all rules and regulations of my country with a heart to freedom of right to speech, education, liberty, citizenship, law, freedom. Of religion, right against exploitation, and right to constitutional remedies(The constitutional act of India, 2003)

The Supreme Court shall have the power to issues direction and right to provide a direction towards the law and case based on the context with nature of Habeas Corpus, Mandamus, prohibition, quo warrantu and certiorari, any of these nature of defined methods can be implemented based on the need of flexible law enforcement for the concerned situation and Supreme Court has all. Power to create the modified actions to entitle the justice in the case of determining the justice and to avoid the verdict on injustice created over the victim.

CLASSIFICATION OF COURTS UNDER THE JUDICIARY OF THE INDIAN INSTITUTION

- The below flow charts explains the hierarchy of courts and their classifications. The top of all courts is the supreme court, the functionality of the supreme court is stated to be the final decision taken by the legislative process by the magistrate, under the Supreme Court act 1970, admits to explain the court verses that expand the court in junior-level needs to determine the role of the high court, a case will be addressed by the high court magistrate concerning the case that has not been resolved or being predicted for the sentence of the crime to death or more than 7 years of imprisonment subjected to the victim by a court of law accounted by the victim affirmed by the session judge under section 374(2) C.R.p.c. Any illegal violations that need or sentenced to less than 7 years of imprisonment that will;e the legislative judgement right provided to the first class magistrate under section 374(3)(a) Cr.p.c or otherwise called as a chief metropolitan magistrate. Any decision that has been termed to the verdict of the victim.to penalise more than 7 years or judgement that needs to be sentenced to death will be taken to proceed with high or Supreme Court based on law judiciary act 1970

- Before heading to the state policy or is important to have a general. Outlook of legislative nomenclature

of the parliament judiciary and legislative statements in the concerned Constitution.

- State policies are formed by the governing party in the state. They do have all rights to implement laws and regulations formed by the parliament within the state. State administration under

judicial legislation

hereby is responsible for executing all the files and regulations and has enacted by the parliament of the country.

FUNDAMENTAL RIGHTS- CONSTITUTION OF INDIA

Fundamental rights always play a controversial role concerning freedom. Fundamental rights are not as same as legal rights. There are six fundamental rights namely

1. Right to speech
2. Right to education and cultural rights
3. Right to freedom of religion
4. Right to freedom
5. Right to freedom of exploitation
6. Right to constitutional remedies

RIGHT TO PRIVACY:

The right to privacy is stated to be the fundamental right for every citizen to uphold their dignity as their priority. There can be a severe violation led by the government of India if there is going to be any state of human FACING THREAT TO HER PRIVACY IN ANY FORM EITHER VERBAL, HARASSMENT, CONFLICT, OR IN

ANY TERMS. It's the right of every citizen to claim justice if they have faced any kind of privacy threat. Privacy is always involved concerning the dignity of human beings, privacy can be broadly classified" Into two types namely professional privacy and personal privacy. Professional privacy includes the statement of a person

who do not share any confidentiality The second privacy is defined as personal privacy where the person should be having his or her own privacy towards her well being, or with family etc., it is stated to be illegal if a person feel insecure in preserving her own space

ORIGIN OF MANUSMRITI AND LAW

The origin of Manu-smriti is attributed to Brahma, the creator, who passes it on to the first human, Manu, who passes it on to the first teacher, Bhrigu, who passes it on to other sages. Since its composition, Manu-smriti was seen as the foremost dharma-shastra, overshadowing all other law books. (from Wikipedia)

STRANDED

The above diagram was sourced from blogs spot which depicts our current reservation system and their classifications with an explanation of the origin of manu-smriti. The origin of the caste system in the present era in India is been derived from Shastras and Puranas were now called forwarding caste and backward caste. This caste system first originated in the 2nd century B.C.

Cultural knots and systems. It is always considered that marriages are registered only if they are said to be married under a court of law. The ritual procedures are based upon personal family wishes and welfare and procedures, but the marriage is said to be under validity only if registered under a court of law.'

INCOME TAX ACT

In India income tax is stated to be one of the responsibilities of every citizen to pay to the government to have proper functioning of the constitution of India. We as Indians. Should be aware of the taxation policies and rules that need to be addressed in society to proceed with their business. Or other job activities.

COOPERATION AND COLLABORATION

One of the best ways to settle down the dispute is to cooperate and collaborate. Customs clearance of goods and procedures is not an individual work it's a group work where every person's job is to work in accordance to achieve the success of the project. The main objective for the entire project is to complete the job within the estimated budget, with good quality and at a fair cost according to the wish of the clients. In order to achieve the optimum standards the safety, quality, industrial relations, Environment, and community relations need to be considered this can be achieved only through proper cooperation and collaboration of people in the project. There must be a fundamental relationship contracting with the people involved in the project. The contract mainly comprises of alignment of goals, risk allocation, clearly defined project scope, form of contract, integrated project team, gain share/pain share, open honest communication, public sector issues, facilitators, legal advisers, and third party advisers. This relationship contract is mainly laid between the parties in order to cooperate and collaborate and work together with the same goal and attitude. They should have committed to the job that they do, trust their fellow members, respect the work and people around them, innovate their own ideas, and should be true to their job. These methods of resolution are not expensive or time-consuming but they are the best way to resolve the dispute and conflicts between both the parties in customs clearance of goods and procedure projects. (Fenn, 2011) The psychology of a person plays a vital role in resolving conflicts as well as helping in determining the causes of conflicts. Handling a large project by a customs clearance of goods and procedure company requires managerial skills to produce successful outcomes based on clients' requirements under a given time frame. But achieving that within a given time frame is not an easy task. Peter stated that "the complexity in large international projects are, the more the growth in large projects which requires more manpower which in turn requires high management skills. The more people there arise more differences in culture, economic and social differences cause conflicts, which need more soft skill management people, where they implement psychological skill methods to resolve the conflicts. (Peter Vincent, 2007).

The emotional intelligence concept is another tool used to determine the emotional level of people during conflicts. In other terms, it is the skill used to determine the solution to conflicts considering the human sensitives towards the conflict. Determining the righteous solution based on the emotions of the person and also considering the emotional state of mind of the entire project team during the conflicts in a project is termed as emotional intelligence. This emotional intelligence is directly related to the psychological methods, which are implemented in order to resolve conflicts of people in customs clearance of goods and procedures. The concept of emotional intelligence can provide a positive atmosphere among the people working under great pressure in order to finish within the time frame. Time management is another major

task considering the completion of major project.

SMALL OUTLOOK ON ETHICS IN CUSTOM CLEARANCE AND PROCEDURE VALUE ETHICS FOR MANAGERIAL TRANSFORMATION

Nature of the action should be judged not its outcome

The role of actions are defined with a set of behavioural aspects of human beings, the state of being able to handle the value of the company and its employees, the company always has its ethics and culture as a priority rather than the profit-seeking company. Today the ethics and values of the company always revolve around four terms value, skills and holistic competence in general the company morals is directly or indirectly. The process of company values and beliefs need to be assimilated with skills and competence along with the integrity of good behaviour of humans. To explain the context

ETHICS CAN TAKE A BEGGAR TO A BILLIONAIRE AND A BILLIONAIRE TO BEGGAR IN FRACTION OF TIME

Values weak skill strong	Values strong skill weak
Values strong skills strong	Values weak skills weak

Concerning The above matrix, every ideal human being will starve for being strong with both skill and values while implementing this concept of holistic competencies in Satyam Ramalinga Raju's case we could judge that he has been able to bring the company in top ten in the IT sector, suddenly the value set with finance made a reverse role in his actions so that it leads him to face the dharma sankat situations he was in the first quadrant of value skill matrix due to forgery he made with financial terms he was immediately dragged into the fourth quadrant matrix namely values weak skills weak.

In general, we could state that

VALUES ARE THE DEEP FOUNDATION (CONSTITUTIONAL) AND ETHICS ARE THE FUNCTIONAL AND VISIBLE SUPERSTRUCTURE.

To briefly explain the context of the psychology of a person who seems to commit suicide due to his self- destruction thoughts and actions. To explain the case of a person who had been addicted to drinking alcohol and has exploited his self-respect in his professional teaching work due to his self-ego and envy he has with his co- workers. At this stage, the dean of the college had faced a lot of issues with him as he has been so different in recent years in his profession. One fine day he got the news that he has committed suicide and there was a feeling that he has done a blunder mistake in his decision as he was unable to face his depression and hadn't fought to overcome his battles to face success. Concerning the context of ethics, we could infer that life isn't fair for everyone, for every action, some people are suffering around due to the selfishness inferred in oneself to attain his deed alone. There was no psychological support given to the professor to overcome his mental state of repulsiveness towards himself as well as the environment And it would have been another note of positive motivation that could have developed within him as he was not treated with medicine to overcome his addiction towards alcohol Thus the professor; lacked with emotional handling and enrichment of support and reason to overcome this situation of a hurdle, that unfortunately made him commit suicide.

Thus, to my knowledge, the value of a person should be inbuilt from birth or should be acquired from his environment and these ethics are directly or indirectly related to attitude, emotions, gunas, needs, expectancy from his job. Each term related to laying the value foundation of the human has been explained below

The managerial transition process needs the relations with the terms of values and ethics of a person which

could rather state the person is either a person of value or person who; lacks in values and emotional foundations that define his gunas and personality in his environment and surroundings to recognise him with the positive context of a human being. When a person is capable of controlling his emotions and desire towards his actions he will be surely attaining the fruit of moksha and success on his life journey path

DEFINING ATTITUDE

Attitude is the way you evaluate a person's thoughts, behaviour, and situations in terms of your context of understanding. It is subjective to the nature of action and it relatively depends upon how one individual contextualizes other human nature of the action. The inner feeling towards other people understanding of actions and emotions of another human in terms of his own relative need with another human can be related with professional confront or personal confront.

The values and ethics differ from one person to another, they usually have thought of difference when it comes to taking a decision, that's where the attitude of a person is generated while expressing his thought or behaviour towards a course of action either verbally or through action. Depends on the person's level of understanding of another person. The version of expressing your views of another person's course of action and decisions in terms of your need related to that person

Attitudinal decisions = self-actualization of human and his decisions in the organization based on evaluating other human thoughts and behaviour. Attitude can be mean and negative if a human hates another human due to his or her actions and reactions needs an attitudinal caution of knowledge if there is a negative scenario in situations that caution of knowledge can lead to attitudinal fear of not commencing mistakes. The attitude of a person is related to the ethics and culture of humans in that organization negative attitude towards another person can destroy thyself.

TYPES OF ATTITUDE

Cognitive-Being cognitive is otherwise termed as being flexible and acceptable, an acceptable attitude with peers is always a positive context in organizations. Together we stand and achieve note of reference, a belief towards environment enrichment and welfare of people in the organization

Effective -The emotional aspect of humans towards a course of action, the feeling of respecting peer emotion and a notation of valuing opinion and rejection of the opinion of other human

Behavioural- Every action has an equal and opposite reaction, a behaviour is the result of thoughts, what you think is what you react and thus what you sow is what you reap. Good intentions and thoughts lead you to good people and places. A bad intention and thoughts lead to bad people and places and circumstances

Positive attitude- Every person has been trying to be positive to his situations and circumstances, a positive person generates positive vibes within himself and spreads to peers and the working

environment. A positive attitude can teach us to overcome problems with a positive solution.

Negative attitude- Everything negative leads to a negative course of actions into negativity. The negative ideas portray the negative thoughts towards you and another person. Negativity is what we say as black magic which destroys you and other

Job-related attitude- Job satisfaction-, Job satisfaction can lead to personal satisfaction which leads towards next learning with positive expectation and driving force to make oneself understand that he is worth to live job involvement to commit oneself to give the most, the level of interaction a person has with his job and need and psychological empowerment- to empower the mind and soul with peace. The need for self upliftment towards goals and dreams. The trust a person keeps in thyself.

The attitude in job is either positive or negative mostly, other three cognitive, Effective and behavioural are just utilized in terms of human emotions,

The need for attitude measuring tool can define the understanding of the human level of knowledge towards situations and understanding perception can be fake if the attitude of a person is bad towards other person and vice-versa, hating a person can lead to not accepting any decisions taken by the other person and vice-verse, a positive attitude is always tireless, whereas a negative attitude is always hopeless, the positive attitude is directly related to improving the ingredients of job satisfaction, job commitment, the failure leads to a negative attitude towards the job, the dissatisfaction can in-turn destroy human attitude towards success.

ORGANISATION CITIZENSHIP BEHAVIOUR

Altruism, Conscientiousness (staying late to finish a project), Civic Virtue (volunteering for a community

program to represent the firm), Sportsmanship (accepting failure and work again taking members of the team into confidence by seeking their advice)

Courtesy (being understanding and empathetic even when provoked).

Altruism-All the selfless action is termed to be altruism, the term of actions that have so intention to satisfy personal needs and its way of satisfying the needs of humans without any personal intentions are termed as altruism.

Conscientiousness- his dedication towards his work is termed as his interest towards work, the concept of being very dedicated towards his work, that action or behaviour to even work for extra hours are termed as his selfless attitude towards work and environment.

Civic Virtue: the service provided by the employee to represent his company.the attachment of a person towards the company

Sportsmanship: how much even we fail, try one more time and never give up. Each time you try each time you succeed that's the nature of human interest towards self-motivating attitude.

Courtesy: always understanding peer opinion and their thoughts as a priority can enhance the working environment. Even provoked or misunderstood the courtesy to work with acceptance and future upliftment of deeds. The OCB can help in providing a reward system to a person who is working for the company welfare with commitment and dedication over a prolonged period. The guidelines to make the job more interesting has be explained in the guideline of job commitment, the

need for people to withhold the rules and regulation in organizational surroundings, the organizational citizenship behaviour can help in enhancing the job commitment, to make the job fun and interesting can surely make the person stick to the job, the personality perception and attitude together need to be implemented in an organization that will enhance the job commitment of the person.

The job enrichment can be obtained if we withheld the guidelines portrayed in job commitment. The factors related to OCB has been explained which can enhance the work dedication of individual contribution towards the organization the role of individual contribution towards work is termed as job commitment.

Guna dynamics and introduction to perception

It's an Indian model that has been represented with Deepam and explained the Gunas and its dynamics to define the personality of humans. And those have been derived from three Gunas namely Saatva, Rajas, Tamas. Which all the three Gunas present in different proportions at varying degrees. Where Saatva guna goes with Character Vibeshana in Mahabharata, Rajas goes with Raavana, Tamas goes with Kumbha Karna. The colour of Saatva is white, and it denotes peace, Transparent, patience, calm, pureness and it's full of positivity. It is a lighting agent and said to be good and bright. Where Rajas goes with passionate dynamism, greed, jealousy, anger, impatience, revengeful and it is indicated by the colour red and finally Tamas it includes characteristics like ignorance inertia forgetfulness negligence laziness etc. And indicated by the colour black. Eating veg food and its influence over Gunas compared to non-veg. Perception is defining the difference of real-world to that of imagination, and that difference is termed as organizational behaviour

Perception of someone is a self-defined way of assuming things without knowing the reality Predefined knowledge of something that leads to judgment.

Perception means defining thinking of humans towards judging good and wrong

Is 7th sense is included in this Gunast Gained understanding about personality and perception. The personality defines a human and perception defines human thinking towards situations and people Will of human drives And provokes the Gunas of personality and creates the perception that is thinking of human to respond to situations and circumstances, where the immediate response has been upheld with a combination of predefined personality and present perception towards situations and other human beings. Maybe personality and perception can be defined as the behaviour of humans is what I guess and define. Perception and personality together create the 7th sense in humans

MOTIVATION AND KEY ELEMENTS IN MOTIVATION

The concept of not giving up in any circumstances towards anything you desire may be a dream, goal, job or buying property or things. Motivation is a concept of constant persistence and trying towards achieving things. The concept of not giving to get up to every-time we fall the key elements involved in motivation are

Persistence- his efforts towards achieving the activity with more dedication and hard work. How long does he withstand and put the effort to get the job done successfullyt

Direction- does the hard work which he implements in his work which is tied up with organizational goals Intensity- the efforts he lays in his work and his hard work towards the work describe the

intentional motivation of the person.

When there is a psychological or physiological deficiency then we need motivation, the concept of achieving THINGS WHICH WE LACK IN OR ONCE IT WAS A FAILURE, TRYING AGAIN TO ATTAIN SUCCESS.

Motivation is termed to be the catalyst that can re-initiate the process to be successful which once was a failure, the approach through which a person's spirit needs to be uplifted from negative thoughts so that he can get hope in trying one more time to achieve his goals and dreams. The hard work, efforts and constant trying can always provide him with the fruit of success if, with the proper motivation, the rule for being successful is always to get self-motivated. If you feel you have been alone in failure then you will learn that you are the only one who should save yourself that can be achieved only through motivation, the motivated people never get scared of failure and loss, if the feeling of being defeated can kill you, then the living of yourself has no meaning within your spirit that can enhance the living of other people through motivation

The theory of motivation, the need- Maslow hierarchy needs the drive- the Herzberg motivation theory the incentive- Vroom's expectancy theory peter Lawer motivational theory

- The theory of motivation has been explained in three basic factors that are through needs which have been explained with Maslow's Hierarchy of Needs, here the need of humans has been addressed with a pyramid- shaped structure where the basic need, the emotional need, the self-esteem need, the self-actualization and social needs have been identified. A general human being has the basic need that is to earn that can surely motivate him that he or she can live with his legs and support then the social needs of having the life medical insurance, security needs the medical needs, the need to secure to job and property which can make himself stable with the environment, the comes the emotional need, his need for social recognition, the title, jobs and the need for social acceptance finally the need for self-actualization, where he can sit down and find his true potential towards his way of living and self attainment in the needs of money, and social security and well being such as good health, being successful and rich.

- The Herzberg motivational theory- includes factors that drive the person to enhance his working interest towards jobs, some of the Henzberg factors that were addressed are the administration and policies with motivational factors of achievement, the supervision and technology included the recognition of a person in his workplace, the salary of person when increased can increase his work efficiency, with good relations and interpersonal capability can enhance the responsibility of an individual and finally the working conditions need to be always updated.

It is always important to enrich with positive emotions with people we interfere with that could make us progress towards the managerial transmission process

- Every individual contributes her time and effort with some expectations to receive back for her hard work towards his or her job, this has been addressed with vrooms expectancy theory. Here the theory states that every action of work when addressed with incentive and reward, an individual will surely feel valued within herself. The output of work will be increased when the expectation of the individual has been met. The relationship of an individual effort with individual performance

with that of individual rewards and finally that leads to individual goal has been mentioned in vroom expectancy theory

- Porters lawyer motivational model- this model exhibits the individual effort which has been related with his traits and perceptions that has to be assigned with a value of rewards and reward probability towards that individual in performing the task which is related with external and internal factors and when with rewarded for the amount of work done that leads to job satisfaction. Gained knowledge in the theories and

model adopted in motivation but has got an idea how incentive and reward system can enhance the motivational aspect of human and they can perform the job well with confidence and effort. The universal law of motivation is to address the failure and how to make a person successful in his or her life. To overcome obstacles in professional life and how to improve the ability to work hard towards his goals and attain success. Motivation is the road that can lead a person to attain success. The attitude perception failure and the factors related to failure has been addressed and that can be faced with motivation

The Hackman-Oldham job characteristics Model of Work Motivation

This model includes the description of characteristics of the core job, the psychological factors related to the job and its outcome.the core job characteristics include the job verities and skills a person can acquire during his job time then includes the autonomy of the job and finally the feedback the psychological aspects includes the meaningfulness a person acquires while performing the job, the knowing the nature of responsibility of job he is going through, what is the knowledge he gains from those activities that can enhance the personal interest towards the job, high internal work motivation and lower turnover and absent.

Gained the idea of guidelines that have to be followed in the organization, such as core job characteristics which include the variety in skills, task significance, autonomy, feedback and the psychological aspects of the job which includes the meaning fullness and responsibility in the job, and knowledge of results from work and finally the personal and work outcomes high internal work and quality performance high satisfaction with work

THE ART OF WORK AND SCIENCE

WORK is defined as a sacrifice, it is the selfless act towards the welfare of the environment.

The CONCEPT OF WHY WORKING includes two aspects is lokasamgraha and chittasundi, we need to work with Nishkama karma concept which is to work with selfless action, no desire to attain any goal for money or fame, instead to work for social welfare

Some of the common qualities of Nishkama karma is, the psychological energy conservation, perfection is the aim, inner autonomy and purity in mind, excellence through work as worship, following ethics in the workplace, to attain mind enlargement and enrichment. Nakama karma is full of consuming psychological energy, success is the aim it includes external factors such as praise and appreciation, reward commitment and concentrates only on job enlargement and enrichment, being selfless is more paying only people have no time to practice it, that is the motivational theory of giving nishkama karma states about how selfless mind can lead ones life to peace and attain

fulfilment and contentment in life, whereas Yakama karma includes how one's actions lead to being successful in life, that's just for social recognition and attaining social need of thyself.

This selfless deed towards humans is termed to called Nishkama karma, an action towards humanity, charity and responsible behaviour in serving humankind, in general, this silent charity is termed to be rin-karma where the humanity plays as a major role, we are always debt to different types of resources. In Vedas, it is termed as deva rin, that is we have a debt to water, air, fire and earth, that can be nullified by serving God through prayers. The next is rishi rin, which is serving abayas and in other terms called wisdom, the third is price rin, which includes serving parents matha and pitha, another term dept to social identity which can be nullified through Seva, the NRI-rin silent charity, I am made by contributions what I did to other and finally, bhuta rin, that is making living possible that can be done through caring with gratitude.it is good to be duty consciousness rather than right conscious, that is being duty consciousness leads everything right.

The idea of nishkama karma is to help the need and charity is the way to help people in need, being content, duty conscious, debtor and people who give are said to be the inspires, where are people who are in terms with greed, creditor, right conscious, and grab things from others are the characteristics that depict motivators.

Yakama karma is used when we need something, nishkama-karma is used when we are contemplated with what we have, a state of giving and letting things be the way it is

Case summary these guys never thought to help those as they are not interested in charity but this old man carried the sheep in his shoulder till he finished climbing the hill. These guys were thinking why does this old man do this, he won't get anything in return but what it means is that it is always good to help people without any selfless expectation. That's is termed as an act of being kind and that was one we call nishkama karma. Do good but don't expect anything in return, a difference of people with humanity and people without humanity, the art of helping is termed to where the god lives in hands of doing charity, the peace is within us we cannot look for it with others, the art of giving with joy and that joy is the reward, never expect any reward in giving that we call it as charity. The pre-process of perception includes steps like external environment, self-confrontation, registration, interpretation, feedback, behaviour, consequence. Gained understanding of the relation of personality and perception. The personality defines a human and perception defines human thinking towards situations and people Will of human drives And provokes the gunas of personality and creates the perception that is thinking of human to respond to situations and circumstances, where the immediate response has been upheld with a combination of predefined personality and present perception towards situations and other human beings. Maybe personality and perception can be defined as the behaviour of humans is what I guess and define.

Individual decision-making theory, intuitive theory, rational theory, characteristics of perceiving, the halo and, horns effect, bounded rationality

Knowing how once thought can perceive others. The general thought of what you believe in yourself justifies what to perceive in others, the judging of others comes from one's perception the need to acknowledge oneself to see through others the process of accepting who you are, the way to see others' ability rather than negativity, understanding oneself is termed as perception, the status and role are two factors that influence perception, the halo and horns effect is opposite to each other

In halo effect the perception includes human interpretation of reality and illusion, it is the co-relation of situations and his pre-defined values to create a perception towards people and consequences. The negativity of those situations has to be avoided

Horns effect is nothing but not seeing a person's ability rather than judging him bad because of his or her one negative thoughts and action or some lacking in skills. Rational decision making helps in determining how the problem or situation has to be handled to produce a maximum outcome . The process has been based on defining the problem, identifying decision criteria, then considering the related and needed criteria towards the problem. Develop alternative and find an acceptable solution The bounded rationality is a simple method of constructing a model through which the proper extraction of needed complexities needed to be addressed. The minimum requirement to those situations can be provided based on concentrating towards the certain important information, otherwise called as satisfice intuitive decision making, it is the decision making done from one's intuition, they never have proof rather than self intuitive trust on oneself having towards pursuing that decision towards the problem. It engages emotions. Reception and personality together create the 7th sense in humans, the characteristics of perception the need for stimuli for the formation of perception has been understood, how the halo and horns effect has been defined in terms of perception, the decision making process is entirely based on human perception, personality and its situations based behaviour which can play a huge role in determining the need for a decision to find a model to resolve the situations, each has its consequences and justification, the solution can be obtained from adopting the preferred model. Self intuitive has less involvement in the decision-making process as compared to, bounded rationality and individual decision-making process

Reality is not important; perception is!" Would you agree?

With that explanation about how perception and behaviour are directly related to each other, that is where the foundation of Values of human beings has been made concerning ethics of the community in the organization he is going to work with. These behaviours and values are going to make humans work with proper conduct and good morals. After laying the foundation of values it is now we need to define those values with the way we do our actions and behaviour to our society as well as the environment where we are personally or professionally connected. To support our context lets have a brief explanation for the case study titled

One of the positive connotations the company has is their employees where their skills can be valued concerning diamonds.

The below value behaviour matrix could put us to go through the deep thinking of how values, personal values beliefs behaviour could directly or indirectly influence the corporate behaviours, values and beliefs. Both are highly related to each other In this Surat-based company

The case has to deal with stating the statement of explanation in approaching it concerning both perceptions,

from the perception of the owner of the company and the perception of the employees. All are related to personal values, skills, beliefs concerning the impact it has on the corporate environment and company success

ORGANISATIONAL ARCHITECTURE-

when considering the management system of the manufacturing company, in general, we could see that they have a good architecture in terms of incentive ethics and employee relationships.

- The decision-making aspects
- The individual rewarding system
- Business ethics - incentive ethics is one of the major components in business ethics and it has been classified broadly as stated in the picture.
- Incentive ethics-bonus
- The types of bonus - source from Wikipedia

To explain the context concerning the conflicts in cha process considering the bonus ethics, the owner seems to respect his employees well as he always provides an incentive to his workers concerning profit earned by the company.

The founder of the diamond company has been identified from the case to be high with ethics and values, he has incorporated with moral incentive scheme as part of employee benefits, he Had also implemented competitive ethics as a reward system - only 200 valuable employees will be provided with incentives among 2000 employees that can create a healthy environment of competition among peers

Diamond rated with values

Adopting culture as the main system can enhance the values and behavioural ethics of employees that can create care ethics that influence the employees to stay loyal and dedicative to the company and rewarding incentive ethics can be implemented

Positive note

- Ethical culture
- Considered ng employees as family Values
- Incentive to employees

Negative note

- Partiality in incentives Partial rewarding system
- Against the law of wages as no proper remuneration schemes adopted
- Demotivation factors Psychological aspects of employee Care ethics is negative Behavioural ethics lacking

REDESIGN OF COMPANY ETHICAL FRAMEWORK

Concerning organisational policies and structure, we could infer the model that has been invented by Svensson and wood.

In his citings, he had clearly stated that the organisational values norm beliefs the backbone of every organisation to attain a goal of success. What society expects is directly related to the company's culture like internal and external competencies, in general, the values and norms are related to parameters like government legislation, increased education, power of media, competitions, associations, business integrity internally socially responsible managers institutional responsibilities etc. Thus lead to formations of norms and values of Walmart women company, there the norms need the recheck concerning specified parameters in the model those values and norms leads to

perceptions that include leadership relationships, staff relationships, shareholder relationships, external stakeholder supplier relationships customer relationships and competitor relationships that leads to the outcome of the evaluations of the norms like economic outcomes, lawful behaviour, products acceptable and finally the society evaluated and this process are the cycles that produce the desired outcomes for Walmart women case.

Some of the other aspects Walmarts need to concentrate on are all the organizational actions of ethics programs. That includes code of conduct, training storytelling, reward systems information systems, communication channels, employee selection and organizational strategy. This leads to conditions on the organizational level which includes organizational norms procedures of decision making and distribution of resources which also directly or indirectly related to political context, some of the conditions that need to be advised concerning the individual level includes necessary skills and personal intentions. This directly relates to the possibility for morally responsible behaviour of decision-makers inside a company.

The model that depicts the strategic integration of meso ethics includes, three stages namely

- Micro level- the micro-level of integration includes leadership authority and ethics which relates to individual and organisational ethical congruence where it deals with the individual concern of ethics, then comes the meso level
- Meso level- in the context of meso level we could infer that the company includes the corporate level of ethics involved that may include corporate code of conduct, ethics training program and employee demand for corporate ethics then finally depicts the macro level of strategic governance
- Macro level- in this level where the law and ethics take place concerning corporate and executive response to ethics policy and corporate social responsibility.
- When the micro-level and meso level context organisational problems have not been resolved Sex discrimination has been carried out in a prolonged manner where the women and men face an issue of discomfort in the working environment and it is typically the statement of reflex action that women should be able to train themselves to face those adverse situations in the political climate of the company

The meso level of integration needs to be implemented in Walmart company as that includes revision of corporate code of conduct and ethical training program and employee demand for corporate ethics, thus Walmart need transparency with their wages act and labour rights that need to be evidenced concerning reducing wage inequality and code of conduct in their working environment

ATTITUDE BEHAVIOUR GAP

- Marketing ethics is all about clustering people based on their demographic, socio-political environment, psychological context concerning their economical status values and morals of traditions (Andreas,2016)
- The gap between conscious and unconscious guilt needs to be addressed to provide a solution to the case study indicating the commercials advertising
- Marketing should not disobey HUMANS' moral and self-conscious emotions concerning interdisciplinary consciousness developed from childhood including caste, gender, social values, traditions, culture and social law and mitigation

- The Quality

AN EYE FOR AN EYE AND A TOOTH FOR A TOOTH

Some of the psychotic analytic models could help in determining the conscious state of the human mind while facing the issue of race discrimination there innovates the unconscious guilt within themselves where they are nowhere stated to be under victim as they were born black or white, it nature action towards birth, and this sentence of white women may get good husband and job is where it gives depressive guilt in them in other terms the statement of frustration. That needs reparation both in physical level as well as personal mental health disturbance they will be pushed to the state that they are nowhere reason for them to feel all this pressure within them as they are born black. Colour or skin race is something where each individual should be proud enough to have their original texture in the place where they live in.

Ideology of Consciousness

Rather than stating fair and lovely, it's advised to state the need in women in terms of values that long laster that they want in women's skin discrimination

Psychoanalysis and consumer ethics can be in terms with providing a solution to the issues faced by Hindustan Unilever company Consumer morality and the ethical nature of human consciousness need to be a priority rather than skin complexion discrimination

Thus HUL needs to implement an ethical decision-making strategy to determine the solution faced by the marketing sector, thus the below marketing ethical model for decision making can support in determining the solution to the current problems faced by the promotions sector

THE FOUR PURUSHARTHAS

The four below depicted purusharthas depicts the human's needs in the society in different age levels, that is

- Dharma- the human who follows dharma at all times will always reach the fruit of success in terms of respect and self-recognition. He should be aware of following the righteousness in every task he is doing
- Artha- once the humans are well equipped with actions of dharma, ethics, and values he will surely be directed to attain the need for earning money as per his need.
- Kama- to fulfil all his desires as a human he will be composed of desires which can be fulfilled by following dharma and artha which are related to each other
- Moksha- finally after enjoying all aspects of the above-stated terms he may insist to reach moksha that is his journey towards moksha, the statement of liberation.

Kantian Deontological approach Invented by Immanuel Kant

- Is the morality of an action depends on the nature of the action (Jarna, Dinoop, subash;2016) Whereas in the Utilitarian approach the decisions are based upon greater benefit to society in all aspects

- Usually guided by calculated benefits, each action proceeded by the benefit they acquire in large numbers Where are in deontological ethics there can be certain actions taken with violating the

guidelines and law because of medical negligence that was opted by Beacon Dickinson which created the conflict with retractable technology Inc where the third party intervention was needed to settle conflicts

Utilitarian ethics

- 1) Follows Guidelines
- 2) Welfare for Larger
- 3) Calculated benefits and consequences for a good outcome
- 4) Two types Act utilitarian and rule Utilitarian
- 5) Act utilitarian -actions based on a balance between harm and benefit
- 6) Rule Utilitarian -the actions guided by predefined rules and regulations by law or higher authority concerning. Fundamental ethics and principles

DEONTOLOGICAL ETHICS

- The harm is accepted concerning
- Consequences The decision has been made especially for the benefit of oneself rather than consideration with
- Large numbers They are self-centred in nature Self benefits is the priority

It is also advisable for the company to adopt the terms of the ethics

- Caveat vendor

It is always the vendors who play a major role in making the consumer buy products that are safe to them rather than selling products for profit-making concerns alone. As a vendor, he or she should be able to implement the regulations and safety of the consumers of the product first. Beware vendors about the illegal violations of rules and laws that may even take you to jail if the consumer suffers from negative terms in utilizing the products.

- Caveat emptor-

Where this word in ethics states that user should be aware of what products should be used, humans must know the conditions and regulations of the methodology through which the product need to be used. The misuse of the product can lead to severe side effects as the bitcoin Dickinson health people faced during the improper usage of safety syringe as well as the skin whiteners that has been used by people with the hope that they can become skin white, but unfortunately, they miss reading the conditions apply and caption statements.

Ethics of care

- Human psychology-It Includes Emotions Like Care Family Love, Relationship Secure Need Happiness Integrity Community
 - Our Mission- Care And Favouritism
 - Ethics of care - the story of mils where 1000 of employees do work
 - The occurrence of Fire at the workplace created Job loss to thousands of people who are working in the company, they have no alternative source of wages
- 1) Trust relationship integrity care are four terms related to sustainability and leading foundation to ethics in the working environment
 - 2) Integrity- promise has been made that salary will be credited to all employees
 - 3) Trust- employees trust over management has doubled

- 4) Relationship- helping in the worst scenario builds a relationship
- 5) Care- supporting throughout the hurdles

The below diagram explains clearly the context of ethics of justice and ethics of care, wherein this mills case study the owner had his right side brain which controls emotions dominated more than the left side brain that has to do with analytical skills and proper decision making, as he was so much emotionally attached with company and employees he somehow took a wrong decision in building the same mill in the same place, that was not advised to do so, the best way was to recreate the new mill in some other place which would have earned him a good standard.

The code of ethics in corporate governance from a stakeholder perspective

The reason behind creating a code of conduct in ethics has to be stated to create a positive impact on employees to behave in a very ethical way along with responsibility in organisations and to create a reputation in stakeholder trust. The code of conduct has been stated to be with the instrument used to guide the ethical behaviour of employees that can be started by the instrument used to guide the ethical behaviour of employees can be stated as the rules and regulations duties business conduct towards the stakeholders to determine the set of norms and to enrich the decisions making process and guide its behaviour

CODE OF CONDUCT ETHICS

ETHICAL AND MORAL VALUES IS defined to be the foundation for behavioural ethics in organisations. The proper conduct moral values and ethics of employees will directly reflect upon the employees in the organisations.

If there are negative notions in the code of conduct with ethics morals and value systems in organisations that could directly or indirectly make the organisations face corruption and failure. It is always important to get concerned with the negative impact of ethical issues in the organisation always faces pressure competitions, financial instability, pressure corruption and market failure

Which has been due to lack ion unethical pressure or roles in the organisations, which has been caused due to no proper code of conduct, ethicality in the organisation, lack of moral values and integrity.

Corporate governance always provides the basic foundation for the creation of a code of ethics in an organisation concerning whether the organisation is public or private. This code of ethics includes the rules and regulations transparency and sustainability in the organisations. The governance along with the code of conduct and ethics includes the organisations to implement the strategy in terms of finance or remuneration in an organization.

SHORT NOTES ON ETHICS

- Accepted principles of right and wrong
- The underlying principle every human being tries to follow and stick with the course of actions and behaviour based on those principles ethics, values and morals of particular organisations to attain success in her life
- ETHICS= ETHICAL PRINCIPAL+ETHICAL CULTURE OF THE ORGANISATION
- To be ethical the organisation needs an ethical leader, integrative ethical principle, organisational culture and good leadership
- Employee confidence is related with self actions towards improving the independent

behaviour for the fulfilment of the promotion of self-development in terms of code of conduct and social groups to proceed towards organisational goal with proper guidance of relations within the employees with inactiveness of leadership skills provoking the motivational content and confident terms of the employees and vice- versa.

- Corporate governance provides a clear picture of the code of conduct in ethics law named as “CODE OF CONDUCT AND ETHICS” WAS AMENDMENT IN ENACTMENT OF LAW 12,846/13, that deals with the clean company and condemns the acts of corruptio

- CSR-CORPORATE SOCIAL RESPONSIBILITY

- o The interlinking of employee green behaviour which has the perspective over the sustainability of the organisations concerning organisational trust and identification

- o The stakeholder of a corporation generally includes members like

- Stakeholder
- Competitor
- Local community
- Environment
- Employees
- Suppliers
- Government

- o CSR equated with the local community it is the ethical way of conducting business wherein the interests of all stakeholders are fairly balanced and accommodated for long term sustainability

- o Socially responsible provides high-quality products at affordable price

- o Better financial performance
- o Better productivity and quality
- o Better brand image and reputation
- o Better sales and consumer loyalty
- o Improve ability to retain employees

- o SOME OF THE BASIC RULES TO IMPLEMENT ETHICAL BEHAVIOR IN AN ORGANISATION INCLUDES

- CONSTANT reinforcements
- Sensitization
- Rewarding in terms of money
- Recognition

- Trust seems to be the deep foundation that employees should have over the company this can be enacted with a positive note on CSR playing as an instrument to create such a trustable environment between the employees

- It creates the positive self initiated discretionary behaviour that includes organisational citizenship behavior

In an organizational context, power refers to the ability of an individual to employ his will and

accomplish the goal in a certain affiliation (Singh et al., 2018).

POWER AND ITS SIGNIFICANCE

Power is defined to be the state of sensation where the dominance for procrastinating the other individual to commit an act based on their interest and other human needs which could satisfy both the parties' desires directly or indirectly, whereas the power of an individual could help in creating a vivid situation where the other person tends to influence the people needed to perform team act to implement an action for a good change or cause concerning provide welfare in the society.(Okpala,2021).The cycle of positive relational dynamics in power

There are classified to be two types of power namely Power positivity and power negativity. Okpala in his research stated that power dynamics in health care institutions should be defined concerning the power balance between the people working in the institution and the team governance involved in that scenarios. (Okpala,2021) Some of the factors that influence the power imbalance in healthcare institutions include human involvement in the job, such as skills, recognition of confidence, the lack of following their duties, etc. It also includes the trust between people in terms of communication where the tone, the

Responsiveness and the proper conveyance play a major role in terms of trust-building in. Communication between the people in the institution. The third part which is related to power dynamics includes the individual factors namely, trust self-consciousness the relativity of being sincere concerning work and upliftment of skills. The fourth factor includes the governance where the leadership plays a major role which could enhance the flow of relations between the individual needs as well as the goal of the institution.(Okpala,2021). In other terms, the Power dynamics can also create a negative impact on the institution directly or indirectly.(Rehman, Hemdan,and Hasnan ,2021). We could state that the negative connotations of power can be inscribed concerning the money in the institution, in the journal researched by Hemda, Rehman and Hasnan they stated that the CEO of the firm directly or indirectly negatively affect the firm reported earning quality, in which the CEO of the company is influenced by Political connections, tenure, ownership connections. Let's have a quick look on what are the powers acquired by the CEO of the company, which include the influence he has in terms of domination, leadership skills, decision making authority, financial power as well as governance to inculcate the action of employees working under him. Whereas in recent scenarios

While considering the external factors including the state like political influence, the term company strategy and acquiring power in earnings management. Finally, in terms of negative impact in power, the CEO tends to utilize the executive power in the constraint where he or she could demonstrate it with their self-centred verdicts rather than in exposure to the overall wellness of the firm. There were more hypotheses created based on the power related to the CEO of the company, that inurn includes the versatile activity of negative impact towards funds sequence in the company. Hence defining the power can manipulate a sensation in one person if he or she utilized it in a well-versed manner or a desperate manner based on many factors such as tenure, relation with people in the company the self needs, the vengeance towards someone's personal, to make to withstand his position for the larger

period, and the poor shareholder protective law seekers in which they are inversely related to the company goal in all ways. (Rehman, Hemdan, and Hasnan,2021). From the literature, we could infer that the power dynamics include both internal as well as external factors that are determined by the regression equation and from the interpretations we could infer that the negative power dynamics in the company are influenced by the factors like the political interventions and the boards over the CEO role over the institution which would create an impact of power negatively handled by CEO. So when we determine the role of power within the people involved in the project relates to factors like respect openness connectedness which influence the positive relational dynamics, thus to define it in terms of power we could infer that the unbalance between the terms in positive relational dynamics includes connectedness openness and respect could be, managed with the power of space and interaction scripts,(lee, Mazmanian, Perlow,2021) The role of interaction scripts includes the role of how a person in a team can very well interact with people in the team based on the space interaction scripts the influence of positive notations in the relations could enhance the workability mode of the employees from the manager and other workers. The researcher has compared the role of the manager of an Indian company with an

American company. The organizational structure of both the countries differ and they are directly or indirectly

related to power influence in the interrelationship between employees that could enhance the power of openness, respect and connectedness. (lee, Mazmanian, Perlow,2021). The script in other terms is defined as a communication tool followed by the employees in the company and also legitimate the behaviour of employees in the company. Thus the below model could represent how positive relational dynamics could enhance the flow of power positively in the organization The basic foundation that can lead to the influence of openness, connectedness and respect is based on the team interaction scripts, these scripts do have the norms and platform through which the professional information of the project has been shared. Thus they do tend to influence the sharing of information across the project team more with energy engagement and teamwork strategy that tend to improve the three indicators related to power dynamics thus the team could enhance positively and rationally to improve the project objective effectively. (lee, Mazmanian, Perlow,2021).

IMPORTANCE OF COMMUNICATION

To manage people in the company, it is very important to communicate effectively. A team of people cannot perform well unless there is effective communication between them. One of the main reasons why the communication should be carried out effectively is mainly due to

- Achieving coordinated results
- Managing change
- Motivating employees
- Understanding the need of the workforce.

It is important to understand the human aspects of communication in the company. This is because, the company works as an organisation where it includes culture, leadership, structure and rewards.

Even though there is a massive investment in the tools and new technologies like BIM and ICT in the company, it is not possible to divorce the communication between people for the customs

clearance of goods and procedure process. It was able to find out from the history that, conflicts arise mainly between project managers and the workers in a project. An effective leader should know to convey his vision to the workers with the help of a communication tool. Finally, if there is proper communication between people, then this leads to conflicts between people.

Communication is one of the main barriers to customs clearance of goods and procedures. It causes conflicts because; communication is present in every aspect of the company. The main reason for conflicts in customs clearance of goods and procedures is improper communication. Things that happen in the company are mainly through contact with people. Communication plays a major part in the customs clearance of goods and procedure

STUDY OF THEORIES OF PEOPLE IN AN ORGANISATIONAL STRUCTURE AND GOVERNANCE- POWER RELATION WITH PEOPLE IN ORGANISATIONAL STRUCTURE- SIMULATION -GENERAL OVERVIEW-CHANGE MANAGEMENT

PSYCHOLOGY

Psychology is the term used to define the way the human mind reacts to the environment under various circumstances and situations (Wikipedia, 2018). The positive way of facing a situation of conflict by an individual considering the overall profit of the customs clearance of goods and procedures is defined as psychological capital (Fred, Carolyn and Bruce, 2007). Conflicts in international customs clearance of goods and procedure projects are mainly caused due to cultural, political, economical, and social differences, which creates a gap between the workers. This gap needs to be addressed in order to break the dispute. (Ashwin, Raymond, 2007). The reaction of the human mind is based upon the environment in which he or she is working. The environment plays a major role in the psychology of a human, which indirectly provokes the quality of work. The knowledge of the person needs to be exchanged with another person in inter-organisational networks in order to build a relationship between the people to exist in the project. (John, Raymond and Ashwin, 2006). The work pressure given to a person directly acts on his health conditions and indirectly affects his work performance. The time strain of the particular person has been considered and simultaneously the performance of the work is noted, which in turn provides us with the result in conflict both in professional life and personal life (Phyllis, Erin and Jack, 2013).

It is defined as the mental characteristics or attitude of a person or group. Another definition is the scientific study of the human mind and its functions, especially those affecting behaviour in a given context. Psychology has the immediate goal of understanding individuals and groups by both establishing general principles and researching specific cases, and it ultimately aims to benefit society. Psychology is the science of the mind

Behaviour; it seeks to understand the mental process and behaviour of people. The most commonly adopted method is the study of body language and the prediction of lying. (Peter, 2011)

The study of body language is all about non-verbal communication. The psychologist says that the behaviour and gesture of the body, eye contact, the action of hands while talking, and facial expressions can be predicted what the person is all about. Whether he is comfortable or irritated and finally from this a proper decision can be laid in order to resolve the dispute and conflict. (Peter, 2011)

Prediction of lying is a simple method which can be predicted by the way they talk and their eye contact. They exhibit a very different body language from which it can be easily drawn that they lie. The way they talk and the way they react to the questions asked will clearly show up whether they are telling the truth or not. A psychologist can easily identify the difference between a truth and a lie. (Peter,2011)

Understanding human nature is psychology, it is the process of explaining the nature of the human considering the nature of the behaviour of human-based in the environment he has been handling. Psychology basically concentrates on complexity, integrity, and sociality. (Copreal and Brewer,1991).

Emotional psychology

The concept of triggering one's emotion to reach and attain a goal is termed emotional psychology. Emotion psychology can be classified into two forms Reappraisal and suppression. Reappraisal of emotions: a re-evaluation of emotion acting stimuli to change its acting or behaviour based on their thoughts. More sharing of emotions and interpersonal effects on emotional behaviour and evaluation of emotions. Reappraisal of one's emotions can eventually increase the quality of work and can improve self-satisfaction towards his career in other terms job satisfaction.

In other terms, suppression are the control of emotions or neutralising emotional behaviour in other terms less sharing of emotions. Regulations of expressive behaviour and interpersonal relationship, motivations of behaviour to express one state of intentions and providing incentives of others behaviour.

THE RELATIONSHIP BETWEEN CULTURAL VALUE AND EMOTIONAL REGULATIONS.

Social complexity, while considering the organisation there exists always the social complexity in the organisation. The people involved in a project require social interactions In order to pursue their work.

Need for social order

Culture as meaning and information systems Value related to emotions

Value related to interpersonal relationship Norms regarding emotional regulation.

Emotion regulation contributes to inter-structural adjustment

Reappraisal mainly requires group work organisation, management, and social group work, relating to the people working in the industry.

Suppression relates to power distance, long-term orientation, conflicts and uncertainty. Cultural values are nothing but the combination of reappraisal and suppression and their relationship between them.

CULTURE DEFINITION OF CULTURE

Shiv and Nikhil stated that "culture is an abstraction, where the methodology and values of the human have been taught and followed from their ancestors. The culture depicts the identity of a human

being, who has been defined by his own qualities which he acquired from his ancestors.

In other words, the shared patterns of beliefs, feelings and behaviour and the basic values that members of the group carry in their minds as the guide for the conduct.(Shiv and Nikhil,2010).

Culture is mainly followed by our ancestors and it was them, who till today we follow this Vedic culture, 5000 years old, even before the era of British rulers, still India has a great recognition for culture. (D.R.Bhandarker,1989). It is not a mere concept of following by

Seeing and learning, it is in the blood which we follow, and it reaches into actions from the within. Genes have their culture and we follow it.

David, Seung and Sane(2013) stated that culture lays the foundation for determining the basic emotional foundation between people in order to maintain personal emotions with consideration.

HISTORY OF INDIAN CULTURE

Indian culture is a very vast culture which, originally originated from our own ancestors. It is one of the prestigious heritage which we follow for 5000 years and more. The Indian culture doesn't need recognition, it speaks for itself. When the Europeans came to India to rule, it was the period where they tried to spread their culture in India, instead, we Indians fed our culture to them. Ancient Indian culture is prestigious Indian culture to acquire and it has its own value.

The culture has been followed and transferred to our generation in the form of VEDAS, by Aryans. We are Aryans. Vedas is one of the oldest forms of methodology to follow in Indian culture. The Vedic culture is considered to be the basic foundation of cultures in India. The people in Vedic culture have been classified into three types namely ARYA, DASA and SUDRAS. People have been classified based on their physical, spiritual, way of living and colour. One of the popular epics all over the world where Indian cultures have been portrayed is Ramayana, Mahabharata, and Panchatantra.

The greater part of the social and intellectual structure of the nation is perhaps the most potent agent in historical life, the tradition is a very prestigious heritage says D.R.Bhandarker.

The Vedas are broadly classified into three names, the Rig Veda, Sama Veda, and Yajur Vedas.

In short, they are termed ashtrays. The people who follow the Vedic culture are termed Brahmins. Brahmins are treated with Vedas in school and education. The Vedas are compulsory education for all Brahmins in India. The Brahmins are classified into these three Vedas as mentioned before based on their family backgrounds. The four Varna's of Indian cultures are

- 3) Brahmins
- 4) Kshatriyas
- 5) Vaishyas
- 6) Sudras

Varna in Vedic culture is taught and sent to ashramas based on their identified culture. Four types of ashramas are

- 1) Grihahasthas
- 2) Brahmacharin
- 3) Vanaprastha
- 4) Parivrajaka

The Brahmins are ruled by their "MOUTH" in other terms through teachings, saying good spiritual lessons to people in the mode of Upanishads, and teaching and sharing good deeds and knowledge

through the verbal form to people. They have loud minds. All the Brahmins were taught in an ashrama named Brahmachari. The Brahmins are taught to dedicate their life in the process of learning through the exposure they have got in their lifetime to attain adulthood. Brahmachari is the ashrama in Veda culture where a Brahmin mind has been trained to attain the concept of learning Vedas through his teaching from his guru.

Rajanya, the name itself depicts they are strong defenders and work for world protection, in other terms, they are defined by their "ARMS". They always possess the strength to follow the methodology to save the Aryans. In any contemporary situation, the Kshatriyas and Vaishyas always strive to excel in their strength in order to protect our Vedic community. They have taught lessons in ashrams named as Vanaprastha.

Ashramas.

Gruhastha ashrama is the ashrama for women in the home, in Vedic culture women are taught to maintain the home and they are made to learn how to keep the home furnished with happiness.

Finally, the Shudras, are not considered to be Aryans in the first place, they accept food in the form of begging without discrimination from all four castes. They are classified into Parivrajaka ashram. With Aryan rulers, Varna and Ashrama are stabilised and protected by trayi, and the world progresses and never perishes. All this happened in the 4th century B.C. and it has been evidenced that protection was maintained in Dharmashastras.

The four ashramas come under one roof that is termed a school of studies namely Niruktas. And the niruktas originated from the historians namely termed Aitihāsikas. Those are the history Procter in dharmashastras which we follow and transfer to our generations by sending them to schools namely called Narikutas.

ACCULTURATION AND ENCULTURATION

This form of conflict mainly arises in international projects, in this people from various cultural background and lifestyles come forward to work with people of different cultures and lifestyles, where there exists a misunderstanding always between them. In general, acculturation is the form of stress faced by a human when exposed to domain culture and adapting to it prior to his or her host Culture. They are very well exposed to domain culture, as they prefer which is suitable for their present scenarios.

Whereas enculturation is the way human persists in their host culture and tries to follow the same culture even when exposed to a dominant culture which possesses a different atmosphere and situations, which creates stress in their mind to adapt to the people around them with different cultural backgrounds. Comparatively, enculturation creates more mental stress than acculturation.

The behaviour of the people depends on the environment in which he is made to adapt to exile in terms of living and competing with the people of their culture. Says Asha and Jeffrey (2010).

Cultural exposure brings beliefs in acculturation, it is the term used to denote the individual adaptation to the dominant culture, concerning the host culture.

This was the survey detailed by the Asian Indians, the 3 largest Asian population group in the United States (16.2%), these Asian Indians possess unique traits and have the strongest Ethnicity and identity having both individual traits and collective traits.

ULTURE IN TERMS OF PSYCHOLOGY TO RESOLVE CONFLICTS.

The need to study Indian culture to study the human mind. The relation between the both usually plays a huge role in understanding why psychology can be used as a tool to resolve conflicts in people in customs clearance of goods and procedures. Culture is the method we follow to define the identity of the human whereas psychology is the term used to denote the soul and mind to perform certain tasks with the basic knowledge of culture, the psychology of a person can resolve conflicts by the means of emotions. The psychology of a person is defined through the genes, and the culture of the person is identified through genes from their ancestors. In simple psychological method is adopted for human emotions, it is deprived of the human soul, mind and feelings which draws one person to move towards situations to attain his or her needs, or to question a certain issue to clear his doubts. In customs clearance of goods and procedure services, as there are more roles for people and minds, it is necessary to resolve conflicts psychologically at the time of conflicts.

Jai and Rajesh(2004) stated that The psychology of the person can be driven to a conclusion by the culture where he has been raised from Childhood. India is considered to be the second-largest country in the world, which possesses a history of culture to admire. To reach a person, it is important to know the culture which he brought up with.

The process of determining the psychology of the person can be done in three ways namely:

- The cultural personality approach
- Reductionist positivist approach
- Inferences from text and scriptures
- Human relations-oriented approach
- Stress-free and detached approach

THE CULTURE PERSONALITY APPROACH:

Psychodynamic: It is the methodology to determine the roots in childhood experiences of a person to determine his basic personality, modal personality or national character.

According to this approach, the term culture is defined as the basic assumptions beliefs and values. Traditional world views are transmitted from generation to generation, adaptive and changing based on the environment. Indian culture is said to be a very complex culture which is 5000 years old.

The basic personality, modal personality or national character of people and culture is mainly determined by child-rearing practices.

This can be carried out by Thematic appreciation tests(TAT): it is based on child-rearing practices, the shape, of the personality structure of its people is determined and it will be projected in the form of thoughts and feelings.

The personality of a human is defined as the replica of culture, field observations of caste, community or tribe.

Indians are termed to be a n inner sense of instability and insecurity, have a weak superego, Possess a self-centred attitude, the utter collapse of self-control during strong emotions

- **INFERENCES FROM TEXTS AND SCRIPTURES:**

The culture inferred from scriptures and texts stated that Indians are supernaturally centred in other terms they are free, boundless, extravagant, and often go to the extreme, Chinese are situation cantered whereas Americans are Individual centred.

They are explained with three major themes, namely cosmic collectivism, hierarchical collectivism, and spiritual orientation. Cosmic collectivism Has explained the culture in the form of animate and inanimate elements. They both are connected with the term Brahmins. (Words, plants, trees, rivers, insects, birds, animals and humans and together we term cosmic collectivism. In this context animate is always superior to the inanimate. Humans are superior to all living and non-non-livings. Secondly, the hierarchical order is based on caste, age and gender. The body is considered to be the slave of the human soul in other words atman. (Shiv and Nikhil,2010).

Finally, to say about spirituality, the Indian psyche is based on the healthy living way, in other way it is termed as Swastha-Stability for a person that is to maintain a balance in terms of the state of mind and environment.

Upanishads are the method of teaching the world how to attain a state of peace of mind and environment. It states that partitioning the world in opposites, put them together into a whole, again partitioning them, logic and concepts deal with problems differently.

- **REDUCTION POSITIVIST APP**

ulture personality of the person is mainly determined by humans' precision', accuracy and reliability. In this approach, a human is allowed to have new experiences, have control over one environment, have high aspirations, respect personal dignity, be very rational in decision-making, and have low respect for the elderly.

India is a continent consisting of over 1 billion in population, 16 recognized and over 1600 Other languages, thousands of castes and tribes, possess all other religions still Hinduism dominates.

- **HUMAN RELATIONS ORIENTED APPROACH**

All humans are equal and internally directed and growth-oriented. All have the freedom and opportunity to determine their potential. Most of the final decisions are based mainly on three methods namely, Surveys: cross-cultural comparisons not culturally specific, based on the context of values and Managerial practices.

Interviews: yield information through interviews both in quantitative and qualitative methods. Raised the issues and allowed respondents to express themselves in the way they want to.

- **STRESS-FREE AND DETACHED APPROACH:**

It is the spiritual way of living as a human, in simple humanity is being respected by following exercises and meditation.

The gunas of a person are identified as is nishkaramkaram, namely stava Guna raja's, tamas, and negative raja's. The people here are highly classified based on their work ethics, personal effectiveness and organisation effectiveness.

According to this India has a very complex culture, distinguishing ideas of the people and

Things. Indians are collectivists who will protect edited secrets of self that contain individualistic thoughts, feelings and fantasies and serve their self-interests by achieving self-individual distinctions. Very independent and interpret self-based on Desh that is placed, Kamal is time and paaatra that is people. In this context relatives and family members are trusted and favoured, while

strangers are distanced, mistrusted and discriminated against. (Jai and Rajesh, 2004)

According to Shiv and Nikhil, culture is defined as the shared patterns of beliefs, feelings and behaviour and the basic values that members of the group carry in their Mind as the guide for the conduct. The mental health of Indian cultures was detailed in his research, they stated that Indian mental health resembles Vedic culture that includes the description of the man mind its function in consciousness and dynamics of human behaviour.

Psychopathology: method influenced due to cultural factors to cure mental illness, in other

Terms the culture-bound syndromes is the process of treating mental health illness considering the behavior of humans is termed as psychopathology. It deals with mental illness through healing, meditation and yoga. This method has its way of healing through the process of meditation and yogic practices. The ancient text should be re-explored for models of conflict resolution, understanding psychotherapy and attainment of self- realizations. The cultural factors influence :

7. Understandings
8. Presentations
9. Diagnosis
10. Management
11. Outcome of mental illness.

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

Some of the major drawbacks faced by Indian customs and procedures are mainly due to their improper management system adopted to withstand its corruption rate and delays caused in clearance for international goods and services, so the factors related to this difficulty are basically sorted down with humans and their actions towards the profit making criteria to shareholders. One of the major aspects of difficulties faced by the customs clearance department is their people and organizational structure to handle the various consignment to proceed with trade and follow laws to ensure a smooth clearance of goods from government authority and commissioner of customs. AS in general customs clearance faces huge drawback in the clearing of goods with the complicated law procedure implemented in the court if the goods have not been approved by the concerned authority in customs and clearance where the exporter tend to face a huge loss in terms of money and time when following the methodology through arbitration, mediation, adjudication. One of the major aims is to resolve the problems faced by the people to resolve them through internal in-house people in terms of mediation

Law the traders and CHA have a huge set of responsibilities to consider to resolve the issue in a very earlier stage and to have a great standard aspect to enforce the tool in terms of communication between traders and clients to sort out the problem during the process for clearance of goods and procedure.

With the help of the literature review and gathering the ideology to concentrate on

- People
- Emotions

- Organization and administration
- The ethics
- The law
- The financial constraints
- Time management

The research methodology

implementation in this phase of data analysis includes the implementation of a questionnaire survey to all the people involved in the process of customs clearance and procedures. The hypothesis obtained with regards to chaotic clearance with support to literature review includes the concepts based on

- The people relationship between higher officers and lower officers
- The communication gap felt between the officers related to resolving the clearance of goods methodologies
- The role of mediation and the aspects of how they delay the clearance and earn money in order to make the work done
- The role of organizational structure in the companies and their management system
- To address the hard phase of exporters to make their products reach abroad and their loss faced in terms of cost and time due to delays in customs procedures following the laws
- The people's emotional context related to the delay in clearance of the procedure personally and professionally
- The aspect to overcome the hard phase by implementing the in-house system to reclaim the correctness in each stage to avoid and not to commit any mistakes before filing for clearance of goods and customs portal
- The variance between the people's efficiency in working with that procedure insignificantly knowing which aspect to proceed with if there is a delay in clearance
- The role of the in-house mediator who knows the customs clearance procedure well as per the customs act 1962
- The motivational aspects to the demographic profile of officers and their concerns towards how to overcome the conflicts between people to make the work done.
- To restructure the people's role in administration to overcome the conflicts faced during the clearance of goods and services. So some of the hypothesis determined based on the aspect of factors related to conflict-resolving strategies includes how to handle the emotions of people through various stages in customs clearance procedures.
- The aspect of people psychology to understand by the inhouse mediator to guide them and support them through hurdles faced on clearance
- Some of the concentrated basic problems was depending on variables like
 - o Communication gap
 - o Trust
 - o Relationships
 - o Poor management

- o Power misuse
- o Illegal activities
- o The lack of skills of employees
- o The client's misunderstandings
- o The non-transparency of regulations
- o Law procedures being very tough
- o Carelessness
- o Poor time management

- o Culture conflict
- o Differences in opinions and decisions

The concerned hypotheses that have been derived to determine the significant solutions are
HYPOTHESIS 1- THE CHA PROCEDURES INVOLVING DELAYS OF CLEARANCE ARE DUE TO ORGANISATIONAL FACTORS OR EMOTIONAL FACTORS

HYPOTHESIS 2: THE COST AND TIME FOR CLEARANCE OF GOODS ARE DIRECTLY RELATED TO POOR MANAGEMENT OR POOR MEDIATION OF LAW.

HYPOTHESIS 3 DOES THE RELATIONSHIP BETWEEN PEOPLE INVOLVED IN VARIOUS STAGES OF CLEARANCE HAS A HUGE IMPACT ON COMPLETING THE CONSIGNMENT OF CLEARANCE ON TIME WITHOUT OUT TIME DELAY AND COST

HYPOTHESIS 4: METHODOLOGIES TO RESOLVE CONFLICTS AND DELAYS OF WORK PREFERRED BY PEOPLE RELATED TO CHA

HYPOTHESIS 5: TO SUPPORT IN-HOUSE PERSONAL MEDIATOR OR CLEARING GOODS THROUGH MEDIATION UNDER A COURT OF LAW, WHICH ONE HAS A GREATER POSITIVE IMPACT

RESEARCH ANALYSIS

Based on the above-derived problem statement, the survey of a set of 40 questions has been sent online to people working in CHA for clearance of goods and services

The role of how inhouse people mediation can help in resolving the conflicts in each stage of occurrence of problems can help us in save time and money unless it needs the law and arbitration to resolve it where there is no 100% assurance for win-win situations to people

The survey has been distributed to people and has obtained response from 184 people along with personal interview carried out between six people, based on the criteria demonstrated between

- PEOPLE
- LAW
- ADMINISTRATION
- AND TRADERS

Entrapping the aspect of determined concept after implementing the data to get analysed using spss software, some of the basic analysis carried out with the response obtained where

- RELIABILITY ANALYSIS
- ANOVA
- REGRESSION

- UNIVARIATE ANALYSIS

These are the basic methodologies that have been utilized to analyse the data obtained through the survey. The result inferred for each hypothesis will be detailed below from the result obtained from SPSS software HYPOTHESIS 1- THE CHA PROCEDURES INVOLVING DELAYS OF CLEARANCE ARE DUE TO ORGANISATIONAL FACTORS OR EMOTIONAL FACTORS

The basic aspect of the Clearance of goods includes cost and time management. It is all about how we make the work proceed with proper time without any loss of money in each stage of clearance of goods the people play a major role in making the clearance done with proper procedure following and implementation

Some of the factors related to delays of clearance of goods and services are

- People
- Misunderstandings
- Conflict
- Culture
- Anger
- Misjudgement
- Improper decision
- Poor management
- Time delays

- Communication gap

Hence after analysing the data implemented through software in reliability analysis and knowing From the methodologies adopted in spss software includes the basic criteria to fit in is

0.6 : THRESHOLD (BELOW 0.6 JUNK DATA)

0.7 = DECENT

0.8 = GOOD

>= 0.85= OUTSTANDING

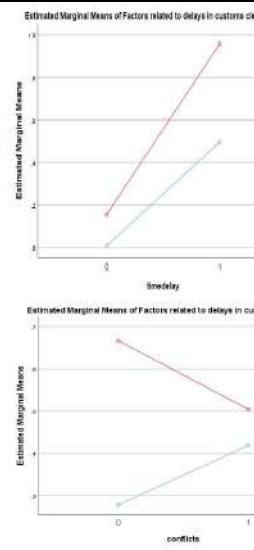
CORNBACH ALPHA: IT IS LOW IF THE INTER CORELATION IS LOW

- Questions are not measured in the same construct and data are not reliable
 - Using spss software
 - Steps
 - Open given Oslo 3 data in spss software and question
 - Determine the negative questions and implement reverse coding formula
 - The 1 and 7 questions are negative
 - The reverse code is : Maximum value of scale(5)+ minimum value of scale(1)- data value
- type of scale is 5 polikertkert scale.

■ =5+1-2

■

OUTPUT OBTAINED FROM SPSS SOFTWARE

SPSS ANALYSIS	DESCRIPTION	RELIABILITY	ANOVA	REGRESSION	CORRELATION	COMMENTS	CONCLUSION				
HYPOTHESIS 1	The cha procedures involvi ng delays of clearan ce are due to organis ational frs or emotio nal factors	0.792 CRITERI A=DECE NT DATA ANALYS ED ARE HIGHLY RELIAB LE	.000 highly significant Some of the factors that where seem to be significant in terms of factors related to delays in clearance are time delay, poor managem ent	R square value obtained is .817 which comes under survey category The calculation of the Beta value is -.123+.736+.497+-.310+-.070+.019+.104+.136+-.072=1 higher the value the higher the relation between dependent		The criteria with which the correlation has been depicted are based on the factors related with causes of clearance delays in customs the relation with poor managem ent, time delay,con flicts,cult ure need to concentra ted more as they are highly corelated	A tool need to be design ed in such a manne r that the cultur al conflic t, time manag ement and admin istrati on restru ction along with emoti onal aspect s of emplo yees are to impro ved				
								ent	and	independ	with
								conflicts	and	variable	emoti
								and		Where the	onal
								argument		coefficients	aspect
										has analysed	s
										the reason	of
										for delays of	emplo
										clearance	yees
										are	are to
										conflicts,	impro
										poor	ved
										managemen t, time delay	
		and wrong									
		judgement									
		along with									
		arguments									
HYPOTHESIS 2	THE COST AND TIME	0.939 CRITERI A=outsta	.000 highly significant	R square value obtained is .949 which		The cost and time are directly	Proper time manag ement				

	FOR	inding	Some of	comes under	related to	sched
	CLEA	DATA	the	the survey	conflicts	ule
	RANC	ANALYS	factors	category	and	with
	E OF	ED ARE	that	The	delays in	cost
	GOOD	HIGHLY	where	calculation	work	budge
	S ARE	RELIAB	seem to	of the Beta	hence it	ting
	DIREC	LE	be	value is -	been	metho
	TLY		significan	.003+.163+.	understoo	ds
	RELA		t in terms	025+-	d from	need
	TED		of factors	.777=1	spss	to
	TO		related to	higher the		be
	POOR		cost and	value the	output	adopte
	MANA		time due	higher the	that the	d i
	GEME		to	relation		n
	NT OR		conflicts	between	the more	order
	POOR		in	dependent	the delay	to
	MEDI		clearance	and	in	overc
	ATIO		seem to	independent	clearance	ome
	N OF		be	variable	nthe	the
	LAW		costly	Where the	more	bad
			and it	coefficients	time it	conse
			take long	has analysed	takes to	quenc
			time to	the	resolve	es
			get	consequense	and more	faced
			resolved	s caused due	costly it	during
				to conflicts	is	cleara
				included huge		nce
				cost		
				loss and		
				time delay		
	HYPOTHESES 3	0793 CRITERIA=outstanding	.000 highly significant	R square value obtained is	The	To
				726 which	correlatio	develo
				comes under	n	p
				the survey		a
				category	between	tool to
				The	the	have
				calculation	people	relatio
				of the Beta	involved	nship
				value is -	with cha	with
				.059+.670+-	depends	trust,
				.012+0.25+.	on the	comm
					main	unicat
					process	ion
					involved	flexibi

	ATOR	LE	seem to	of the Beta	greater	can
	OR		be	value is -	significan	relate
	CLEA		significan	.7.623+-	ce with	it with
	RING		t in terms	0.224+-	regards to	the
	GOOD		of factors	.234+-	Meeting	negati
	S		related to	.236+.400+-	Prefer law	ve
	THRO		Add upon	0.059+-	Get togeth	conse
	UGH		in-house	.398+-	Ignore	quenc
	MEDI		psycholo	.044+.417=	Personal t	es
	ATIO		gists are	1 higher the	Opinion o	happei
	N		Meeting	value the		ng
	UNDE		Prefer law	higher the		n
	R A		Get togeth	relation		custo
	COUR		Ignore	between the	Managem	ms
	T OF		Personal t	dependent	guidance	cleara
	LAW,		Opinion o	and		nce
	WHIC		Refer old	independent		organi
	H ONE			variable		sation
	HAS A		Managem	Where the		which
	GREA		guidance	coefficients		can
	TER			have		reduce
	POSIT		And	determined		time
	IVE		seem	its		save
	IMPA		people	significance		mone
	CT		need all	by adopting		y from
			these	a		loss
			methods	psychologist		
			to	inhouse		
			id	in		
			conflicts	organization		
			and delays	to		
			im	resolv		
			clearance	e conflicts		
				and problems		

RESEARCH ANALYSIS AND INSIGHTS

TO DEVELOP AN SYSTEMATIC TOOL TO DETERMINE A PRACTICAL APPROACH NTO ADDRESS THE CONFLICTS CREATED IN THE OGANISATION

TO DETERMINE THE DIFFERENCE BETWEEN WHY THIS TOOL IS MORE USEFUL THAN FOLLOWIN THE PROCEDURE WITH INTERNATIONAL ARBITRATION

THE TOOL DESIGN AND ARCHITECTURE BY CORELATING THE HYPOTHESIS ANALYSIS BASED OUTPUT

The theoretical consideration with the output obtain through analysis includes a vast consideration of human emotional factors nas well as organizational eth

To overcome misunderstanding	To determine the causes of conflicts	Cultural differences between peers	The management needs change often based on demands for work and progress towards work	The emotional balance of employees needs to be addressed	The major reasons of cause of delays has to be analysed with respect to cost and procedures towards customs clearance	Environment and people emotional balance plays a major role in handling the working environment
Need an understanding of the problem and people related to the problem first that need problem analysis skill	The conflicts can be either caused due to personal drawbacks and not ready to accept it or due to not proper communication between people	The role of caste discrimination is so much common in India that to in the organization, which need to be addressed in a healthy way	The power positivity flow should be there throughout the entire management system The role of people in the company is important	Opinion differs between people AND IS THE SAME WITH NEED, the need of each employees has to be determined with respect to Maslow hierarchy of needs	The carelessness of the employee in entering the data not properly in the portal could make them pay penalty to services for late filing	The role of stress plays a major role in efficiency of work that needs to be done for clearance of goods and services, the stress related issues need to be under consideration while implying the need for better efficiency towards work from employees
To determine the causes of conflict such as where, when why, who what there needs some time to analyse	To have a clear statement of why conflict has arisen from normal being, identifying the reason stated to be the first stage in understanding the conflict	The professional ethics should have a huge sound here, as family religion caste tradition has a impact on the behavior of human, better to	The management hierarchy is need to be under consideration while managing the organization hence the appropriate candidate	The judgement towards the behavior of employees should also been considered, a employee behaviour pattern has to be trained towards work that is	The technical issues caused in the website and some major breakdown happens during carrying of loads and damage to cargos can also be stated under delay in clearance of	The stress related factors includes the health concerns of the employees and their related work are directly related with

		have a	has to be	related to	goods and	efficiency
		personal	determined	the vision	services	with which
		space for	for	and mission		they work,
		every	appropriate	of thee		hence
		individual	work based	company		providing
		working	on their			them with
		under	The cycle			proper health
		internationa	of positive			related
		l e exposur	relational			concerns like
		and	dynamics			vacation,
		environmen	in power			medical
		t'				insursnce etc
						are important
To ask for	Have a break	To develop	The ROLE	Providing a	The legal hs	The
expert support	if conflict	the aspects	OF	satisfied	code based on	dependencies
if not able to	arises but	within each	,MANAGE	feeling of	customs act	variable
sort out the	immediately	employee to	R plays a	the	need to	related with
misunderstandi	address it if	respect	crucial role	employee	followed, if	stress are the
ng	you are	other person	in	based on	those are not	work load,
	against the	personal	developme	their wish	followed	the peer
	statement of	space even	nt of	towards	properly a legal	pressure, the
	the	in working	relationshi	handling the	failure can	working
	application	environmen	p between	work, to	occur which	politics , and
	of conflicts if	t rather than	higher and	ensure to	leads to delays	skills
	you have	showing	other level	give them	of customs	The greater
	contradicting	hate and	employees	the working	clearance	the bond
	thoughts	hatred	the strength	freedom to		between each
			lies with in	enhance the		higher the
			the	productivity		stress related
			relationshi	of work by		issues will
			p between	doing it in		occur.
			people	their way		If the
				with atmost		relations are
				collaboratio		been taken
				n between		care then and
				peers		there the related stress can be abolished
Write it down –	Repect the	The work	THE goal	Giving them	The need of	The need for
revise through	opinion of	and talents	of every	the time to	management	implementin
stages of that	your fellow	should be	organizatio	concentrate	inhouse person	the methods
scenarios and	mate, give a	equally	n is to	on work and	to take care og	of work time
identify where	statement of	appreciated	fulfill the	factors that	laws,	and me time
it went wrong	how this	beyond	vision and	creates a	technical,the	versions
	conflict can	determining	mission	positive	documentation,	where both
	affect the	the	statement	attitude	the accounts	should have

	entire	difference	of the	towards	and logistics	proper work
	process of	in culture,	company,	their	mediator is	and personal
	misleading	caste and	the vision	mission and	need to be	life balance
	loss to the	religion	needs to	work to	implemented in	with in the
	company		made	ensure them	order to clear	employees.
			understood	with	goods and	
			to	regulations	services	
			employees	and rules	through	
			and they	related with	customs	
			should be	work	clearance	
			aware of			
			why they			
			do work			
			here and			
			make them			
			understand			
			how their			
			contribution			
			are			
			enhancing			
			the			
			productivity			
			of the			
			company			
			and their			
			stakeholder			
			s			
The reach of	The role of	Culture	The cause	The	The each stage	The relation
the concern	self-	conflict has	of poor	customs	mediator and	of people and
person related	understandin	to be	managemen	clearance	expert guidance	their work
to the	g to	avoided by	nt are due	work deals	roles regarding	related
misunderstand	determine	knowing the	to partiality	with legal	regulations can	authorities
and ing have a	the need to	professional	,	laws and	clear goods	regulations
talk with him	resolve	importance	considerin	amendment	through	has to be
	conflict then	to work	g the	s which has	customs on	under
	and there	with	midlevel	to be	time but due to	consideratio
	rather than to	cosmopolita	and low	followed	unsure methods	n by the
	delay	n exposure	level	and	and skills	mediator in
			employees,	implemente	lacking of	order to
			we should	d in each	employee leads	avoid
			make sure	stage of	to system	unnecessary
			people	customs	failure for	conflicts
			have given	clearance	clearance	between the
			equal	hence the		employees
			importance	work ethics		hence the

			and their	has to be		role of
			talents	trained with		mediator
			have been	employees		could make
			recognized	as no further		sure that he
				mistakes		should be
				and false		able to adopt
				behavior		the method
				happen		of custom
						s
						laws to
						resolve
						conflicts
						in
						the earlier
						stage in
						terms of
						employees
						disputes and
						conflicts
Listening skills development	The aspect of being open if	A professional	Providing the support	The attituded	The teamwork has its own	The friendliness
sessions can be conducted such as carefully understanding as the perspective on the other side	conflict arise and determining the root solution t0 the conflict through writing down both the perspective of humans, where the difference in opinion arise	get together and dinner could make them friends professional ly and knowing one limit in implementi ng their religion to their peers is misbehavin g so that type of culture conflict should be addressed immediatel y once occurs	towards their NEED and self doubts within their capabilities towards their work and need a inhouse mediator presence while handling the consignme nt to deal with customs act 1962 and e filing through customs portal with regard to	towards work has to be studied with each employees in the process The attitude differs from one employee to other the attitude can be negative or positive one based on their emotional factors and human character. Henc the relaisation of employees	significance the collaborater has the potential to overlook the faults created by the teams and rectify the need towards the perfect productive output hence the role of team communicator plays a major aspects in work efficiencyof team, where the employee skill lagging can be determined and trained so that it meets the requirement to aqchieve the target of	and direct communicati on factors can also create a positive environment between the people who could commit mistakes without their consciounes s and should be able to deal with proper coordination and support with employees motivational aspects

					the
			internation	attitude	work
			al legal law	during work	The cost of
			entitlement	has to be	each
			for exports	analysed	consignment
			and	with	has to be
			imports	concept of	determined and
				whether the	the related
				employee	actions to
				are really	reduce the cost
				interested	has to be
				towards	identified
				wor, or	
				working for	
				name sake	
				or to just	
				earn money.	
				Or ready to	
				get involved	
				with	
				learning	
				process.	
				Based on	
				their	
				attitude the	
				recognized	
				guidance	
				need to be	
				provided to	
				make the	
				employee	
				work	
				towards the	
				goal of the	
				company	
Finally sort	Respecting	Making	Deseperate	Good	The mediator,
down the	both the	them feel	need for	employee	collaborator
conclusion	opinions and	their being	expert	works with	and worker has
made and	sorting it	respected	support to	determinati	to have that
express it with	down and	and treated	utilize the	on, bad	tendency to
people who you	adopting the	as equal	various	employee	initiate the need
have	best solution	with what	regulations	works with	and legisl
understanding	for both the	skills they	present in	just need to	regulations to
with	people could	are good	act	work	follow during
	create win	with and		attitude ,	clearance of
	win solution	makehem		one the in	goods and
		feel wanted		house	services
				psychologis	

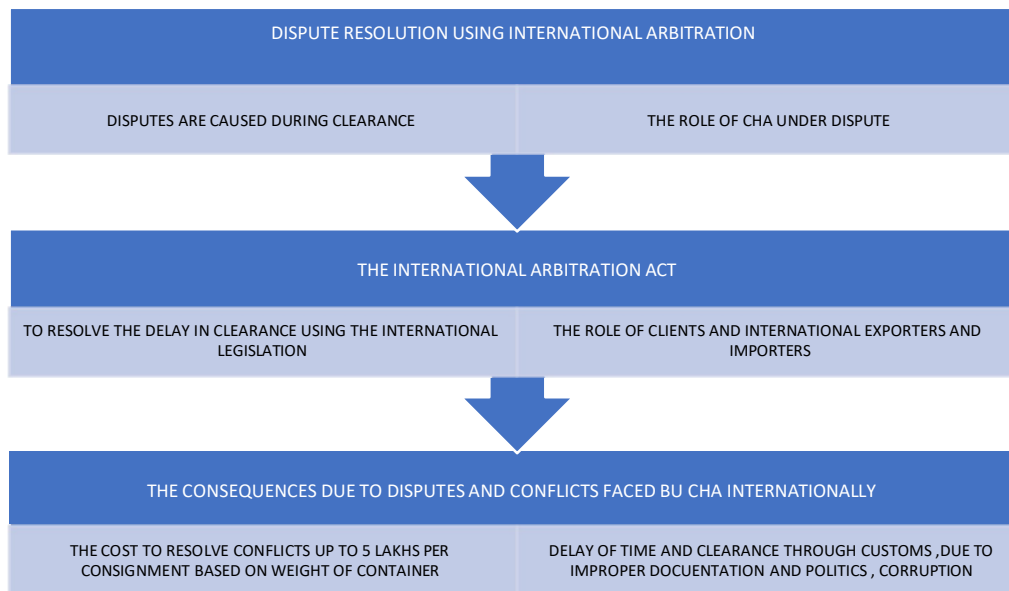
				t	has to		
				make	the		
				bad			
				employee			
				work			
				towards the productivity of the company			

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

1. Situations
2. Emotional state of employee
3. The strategy of the company
4. Ethics
5. Communication
6. Meetings
7. Peer motivation
8. Cost management
9. Project management
10. Stress coping methodologies
11. The law expert
12. The inhouse mediator and psychologist

The difference in utilizing the conflict resolution tool is that they could create a answer to all communication blockages that are happening in the hierarchy of organization structure of Shreyas, they could bring out some transparency between datas and barriers of opinions and thoughts so that the conflicts can be further view with more in depth details earlier and can be resolved in very early stage

Main drawback in not using in house mediation is



1. They cause delays
2. Time taken to resolve it may even exceed 5 years
3. Cost – huge loss to cha
4. The role of peer argument never ends
5. No flexible communication present between higher authority and lower authority
6. The exporter and importer relationship is under problems
7. Trust is lost'

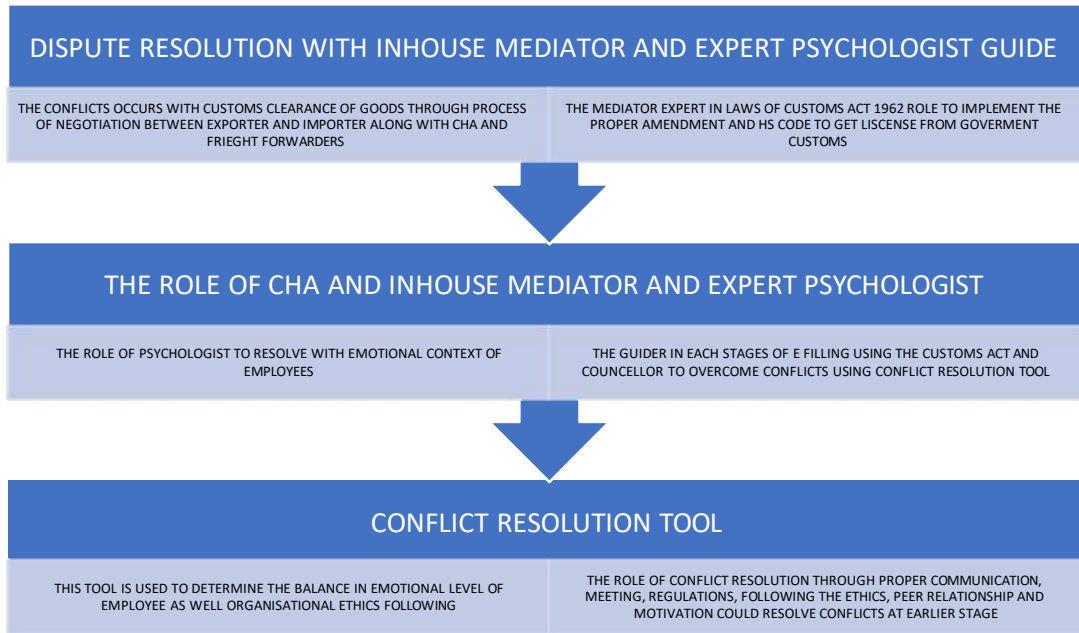
8. There are no way getting back the money invested in the resolution of conflicts
9. They demand a long procedure when following form solution through laws which may even take years to complete
10. The illegal actions between authorities and exporters will increase where the ethics has been lost with bribe negotiations
11. People feel stressed for not doing any mistakes
12. The entire process of resolution of conflicts will delay the customs clearance and procedures
13. The laws are not immediate solution to conflicts and delays in clearance When the concerned conflict resolution tool is been utilized , there we can gain
 1. Greater insight to laws implementation with expert guide and support
 2. The role or inhouse mediator to resolve conflicts and determine the way the resolution has been carried with the concerned expert at each stage
 3. The role of inhouse mediatyion can help in enhancing peer relationship and determines the concept of how the conflicts has been caused and it can involve people to lose trust
 4. The role of psychologist can handle the emotional imbalance of the employee and can create the positive attitude of the employee and behavior
 5. The general aspects of motivation, the following of ethics , rules and regulations based on customs act 1962 the role of how active communication could resolve the conflicts early can all be

implemented when indulging a mediator in between the process of conflicts

6. The stress related political illegal activities can be eradicated if the process of customs clearance procedure been done at very early stage of conflicts identification

7. The way we delay documentation and proper process to do the more conflicts that arises between people involved in this process which could be avoided if we are always mediated with inhouse expert then and there and the resolution of those problems can be done in earlir stage.

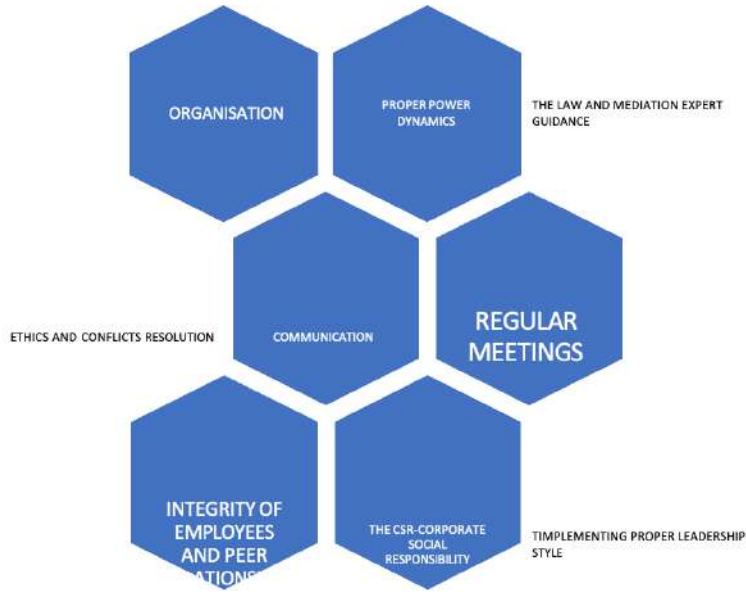
8. Thus in order to resolve conflicts there can be classified in to emotional factors cost factors and organisaional factors



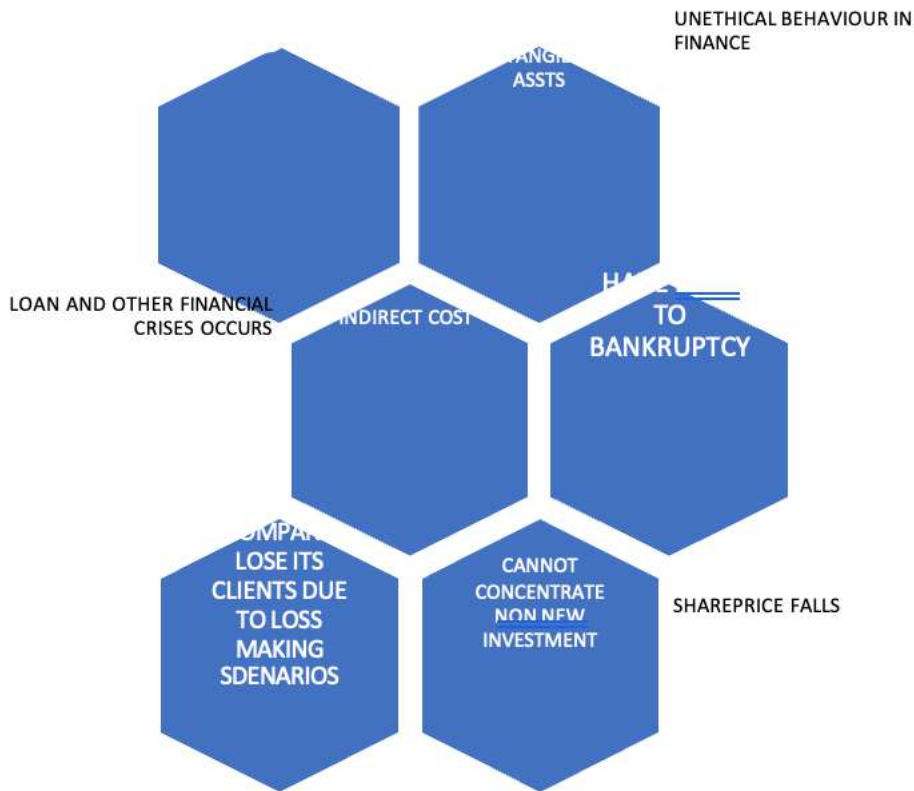
THE EMOTIONAL FACTORS



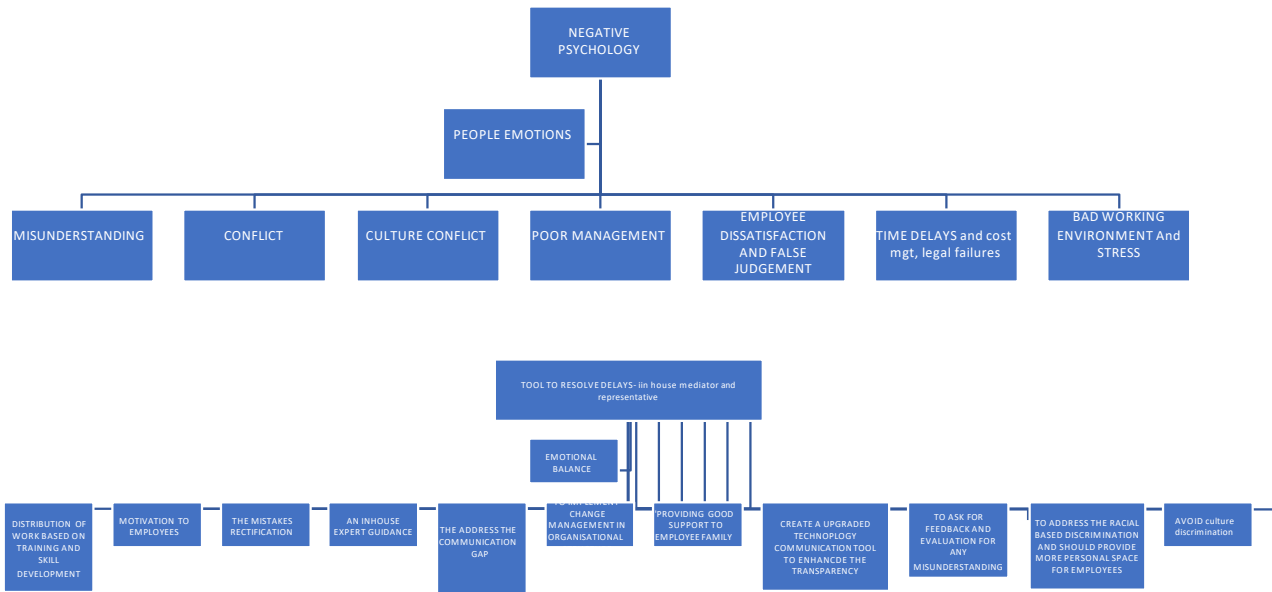
THE ORGANISATIONALFACTORS IN CONFLICT RESOLUTION TOOL



THE FINANCIAL CONSTRAINTS THAT LEADS TO DESIGN OF CONFLICT RESOLUTION TOOL



THE COPNFLICT RESOLUTION TOOL IS DESIGNED BELOW IN COMPARISON WITH NEGATIVE PSYCHOLOGY



Some of the major limitations of this design of conflict resolution tool is

- They are not organisational specific- as they can be customised based on the need and type of organisation
- They are not culture oriented specific, as in most developing countries they still do follow culture as a major aspect in designng the company
- They are people oriented and needs some flexibilitybased on the emotional factor of inhouse mediator of the particular company
- They do lag with time, we cannot specifically say how much time or usage of tool can be made to resolve conflicts
- The mediator are experts in law and customs act along with knowing psychology, but it is not sure they can be always 100% right

With respect to discussions

The confliction resolution tool entirely based on how a inhouse mediator could help in resolving conflicts and disputes in order to overcome delays in customs learance and cost

The basic aspect is to manage the people involved in the process of conflict resolution and to drive the possible maximum result and output from the problems

To avoid unnecessary delays and cost usage to resolve the problems caused between clearance of goods and services

Does a person implementing this tool should possess the extreme knowledge about the various process involved in customs clearance procedure hence he should be a person with more experienced in this line may be more tha 15 years

The role of psychological balance and organizational aspects need some matured handling of conflicts

The theories as explained can been implied but at normal scenarios only a general actions can be

decided to overcome the conflicts that includes

1. Meetings
2. Personal guide communication with clients
3. The feedback
4. The expert suggestion
5. The psychologists and mediation expert
6. The inbetween third inhouse person to address the emotional imbalance of employees
7. To bridge the communication with immediate assistance and support from mediator
8. The role of handling power dynamics between people involved in organizational hierarchy
9. The conflict resolving through proper communication with ethical framework that motivates the employees to provide higher efficiency in work
10. Basic steps that njeed to control emotions and mind towards adverse situation

Author Contributions

Mrs.. Surya S. contributed to the conception and design of the study, data analysis, drafting of the manuscript, and final approval of the version to be published. Dr. Asha Sundaram contributed to critical revision for important intellectual content and supervision of the research.

Dr. Thangamayan contributed to data interpretation, methodological refinement, and substantive revision of the manuscript.

All authors have read and approved the final manuscript and agree to be accountable for all aspects of the work in accordance with ICMJE guidelines.

Disclosure of interest

The authors report no conflict of interest. The authors alone are responsible for the content and writing of this article.

The authors declare no competing interests.

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Ethical Approval Statement

Ethical approval was obtained from the institutional review board prior to data collection. Participation was voluntary and anonymized..

Data availability statement

The data supporting the findings of this study are available in the Loan data] at

Patient Consent Statement

Informed consent was obtained from all participants prior to participation in the study.

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APPENDIX A

Conflict in Custom clearance and procedures (freeonlinesurveys.com) FINAL QUESTIONNAIRE FOR RESEARCH

Conflict in Custom clearance and procedures

Hello all,

Hope you are having a great week, before heading to the contents, I would like to request 5min of your time to fill this survey, you may have these words running in your head why should I? But this 5 min of your valuable time on this survey could help me in understanding what conflicts mean in Custom clearance procedures and documentation and how it has been handled and resolved in the process by CHA, TRANSPORTERS, LINERS, FREIGHT FORWARDER & CBIC. I am surya seetharaman,

working as a customs house agent(CHA) in Shreyas clearing and forwarding PVT limited under CBIC, Chennai customs. In general most of the disputes and conflicts in CUSTOMS CLEARANCE ARE dealt with, with regard to Chapter XV of the Customs Act

Incorporates the provisions regarding appeals and revision. Under Section 128 an appeal lies to the Commissioner of Customs (Appeals) against any decision or order passed under that Act by an Officer

of

Customs lower in rank than a Commissioner of Customs. Exercise of the powers conferred by subsection (1) of section 156 of the Customs Act, 1962 (52 of 1962), the Central Government hereby makes the following

Rules, namely: 1. Short title and commencement.- (1) These rules may be called the Customs (Appeals) Rules, 1982. My argument is all about, can those disputes during the process can be resolved prior to take it to the supreme court in terms of appeals under the customs act, if so how can the psychology of people can enhance the way to resolve conflicts in a very early stage rather than getting into terms with arbitration which could cause more waste of time and money and delay of delivering goods. The below questionnaire is based on how efficiency can be reached in terms of time and cost by utilizing conflict management and the psychology of people as a tool in conflict scenarios and how it can be resolved by utilizing those tools

1 Tell me about yourself



2

~~your~~ age

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

More than 55

3 WHAT IS YOUR DESIGNATION

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

4 YOUR YEARS OF EXPERIENCE

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

5 Kindly do tell what the term CONFLICT mean to you

<input type="checkbox"/> MISUNDERSTANDING	<input type="checkbox"/> SHOWING ANGER
<input type="checkbox"/> MISJUDGEMENT	<input type="checkbox"/> TELLING LIES
<input type="checkbox"/> WRONG DECISION MAKING	<input type="checkbox"/> AN ARGUMENT

MISTAKE COMMITTED POSTPONING WORKS
 LACK OF SKILLS communication gap
 culture aspects
 Other (Please Specify)

YES NO
 IF YES (Please Specify)

7 It would be informative if I could know what type of goods you export and import

8 Do you carry out export and import activities

international national
 domestic
 Other (Please Specify)

9 Kindly do specify your E-sanchit ~~experience~~ experience during your time of filing export and import documents online through ice gate. Is it user-friendly or difficult to use in a technical way.



Web page content
Easy to use and upload documents



Technical experience



TIME DELAY

COST

(Please Specify THE REASON)

11 Have you ever been stressed in doing certain tasks due to higher power commands of doing things which you need to do even after you know that is illegal?

yes

no

if yes when? (Please Specify)

12 Does your firm export and import goods following all the rules in the customs act 1962? Do rate in the scale of 1-10



0 1 2 3 4 5 6 7 8 9 10
Extremely Poor Good Extremely

13 What is your opinion about bribes in Customs? Are they corrupted.

AGREE

PARTIALLY AGREE

DISAGREE

PARTIAL DISAGREEMENT

14 Have you ever been cheated or faced any fraudulent behavior by your client during the export and import of goods?

yes

no

If yes (Please Specif



yes no

If no what is your other option (Please Specify)

16 If there are delays in clearance of goods what is your opinion for causing of it? Do state your thought

17 What are the method you adopt in order to resolve the conflict in your company

Arbitration

Negotiation

Adjudication

18 : Do you think stress is related to all the aspects of the occurrence of conflicts?

19 What type of management system has been adopted in your ~~organisation~~ organisation.

bureaucratic

system approach

japanization

Other (Please Specify)

5-10

11-20

more than 20

Other (Please Specify)

21 Kindly do prioritize the reason for the cause of conflicts between people



Sensitivity

Culture bias

Communication barrier

Stress

Corporation and collaboration

Leadership style

Emotions

Self interest

Arguments and misunderstanding

22 Is conflict caused by personal interest that turns out to be the professional problem in working environment

yes

no

Other (Please Specify)

23 Does interference of third party helps in resolving conflicts

agree

disagree

Neither agree nor disagree

W of talking

The way you see

His body language

His tone of voi

His eyes

His thinking

His sitting posture

Hand and leg movements

His speed of verbal usage

25 Are there any conflict resolution committee in your organization to resolve the misunderstanding in the project of customs clearance,

YES NO

IF YES (Please Specify)

26 Have you ever felt a psychological imbalance in your working environment

yes no

If yes when and why(Please Specify)

27 Has the company provided your support to overcome the problems facing in your institution

Yes no

33 How many hours do you work in a

YOUR PEERS

Other (Please Specify)

34 Do you feel stressed at your workplace? If yes how you manage your stress

yes

no

If yes(Please Specify)

35 Stress are caused due to

more working hours

work load imbalance

unskilled employees

peer workload

No ethics in ~~organisation~~

~~lazyness~~

36 Have you ever been provided with punishment for the mistakes which you haven't done

yes

no

If yes how you managed(Please Specify)

37 Have your company filed an appeal in supreme court to avail statement of justice for your consignment

yes

no

If yes when (Please Specify)

no proper management

improper planning

Other (Please Specify)

33 How many hours do you work in a

39 Do conflicts caused in consignment causes loss both in terms of money and time

yes

no

If yes why (Please Specify)

40 Which mode do you prefer in choosing to resolve conflicts

Custom appeal

conflict resolution tool

41 Have you ever experienced the managerial skills of women handling risky projects, what are their skills kindly prioritize from below options

Multi taskers

Good communication skill

Patience

Tolerant

Decision making skills

Ethical

Hardworking

Skillfull

Management and leadership style

FACTORS FOR CONFLICTS	DESCRIPTION	REASONS	RECOMMENDATIONS	SUGGESTIONS
His thinking	Unrelated towards goal	Distractions, lacking in ethics	Control to emotions-not aware to differentiate want and need	Me time, me health time, Maslow hierarchy of needs
Angry	Angry due to mistake done by himself or peer	Reasons for getting angry can be mainly due to self realization drawbacks or not proper communications	Angry management tool- meditation, reading, sattvic food	The statement of with whom, liking and not liking behaviour of person, the self realizing way to determine where the humans went wrong rather than seeing who is correct, need a communication aspect with the fellow being
Sad	An unexpected happening with related human, cant put effort to work, distracted	Some incidents that need a revision between them, need to express the reason for being sad	A talk with the person, a revise towards the work which need an extra concentration, being able to sort of the texture of sadness and people related to it or the work anything	To determine the people, actions, situations, work, and reasons
DEPRESSED	An unsatisfactory self thinking	Over thinking, unrelated gossips, Peer pressure,self negligence	Actions towards goal, avoid gossips and self under estimation, being towards depending on yourself, self acceptance.	TO sort down your swot analysis, VRIO framework
IGNORED	Being repulsive towards situations and people. Over demanding or being more smart than others.	Peer jealousy, chances to deploy your self-confidence by others	Avoid people who are not as qualified as you, peers of your status and knowledge	TO upgrade your skill to identify who are eligible to be part of your life as per your status and qualities
HATED	TO hate yourself , showing it to others	Peer tend to make you a victim for the mistakes which you have not committed, using you for their need without your consent	AVOID,IGNORE,STAY CONFIDENT AND CONCENTRATED, BEING YOURSELF	Need to know your self dignity and act for what you have faith and trust in, get to talk with seniors and management
EXHAUSTED	Too much work , being getting the feeling that you did more for a day	Demands, no proper time management, forget to complete everyday task, not spending time for upskilling	TO do a day today task list, checklist, work schedule	Better to be planned than not to be, getting aware of the task that has your need to get done with based on priority aspects

LAZY	Being not interested in anything , staying not active, doing nothing productive	Reasons for being lazy, may be tired due to not proper food eating habits, being restless as being got the feeling not been recognized for the work	Make yourself being seen with your work with higher management or officials, be active with what you need to do and try to put some effort towards what's to be done to make yourself seen in crowd to gain self-confidence, reach out people who are more qualified than you	Being positive, being available to eyes where you need to make yourself attractive, keep smiling-a smiling therapy, a walk in park, eating happy junk food a month is acceptable, playing with your strengths
IRRESISTIBLE	Things that will drag you to lose your emotions and self-confidence and identity	No control towards the things that you can't control because you like it, but it is harmful for you if used more than a limit	Control your emotions, stay stoned for things which you can't resist, being patience is the key	Need to know the bad happenings and good for the things you can't resist and try to avoid it with knowing why you need to control your emotions
FIGHTING	The strongest way to show hate to people, work etc.	Small misunderstandings leading to dispute and fight, unfavorable situations that break relations and trust, a lie, hiding things, playing with emotions are the reasons	To determine the aspects of human respond to unfavorable situations, the reason for it and people behaviour towards your actions, the sort of the good mistakes and bad mistakes committed by either party, define the situations to blame because of human errors , staying not careful need some care, being not serious with impacts for mistakes committed with acceptance to mistakes	The consequent caused here is loss of cost, time, money people and self identity a disaster towards self-destruction and no solutions rather than loss , hence need to implement a person or ,meeting between the people in the process to determine a reasons, consequences, cost and time management aspects to overcome the mistakes in Future scenarios
Negative politics and power	The politics to knock down people and situations to make it favorable for unskillful people with no self mindfulness and talented	To make yourself powerful, a negative context to knock down others in terms of emotions, mind, make them feel they are not worth in a very negative way, it may include unethical aspects to destroy your competitor	The aspect of being not ethical and not ready to work with your own skill and need with where you are lacking rather than using others work as your own	State of being in need to learn from everyone with good sense of acceptability and need. Try to learn rather than to copy the good and making the creator of that good idea a victim. Power can either create or destroy a person, you better be the reason for positive politics and power rather than being a negative politics. There is huge difference between learning and copying both needs different human ethical concerns
MISUNDERSTANDS NG	The difference in opinions between people for same work that need consideration with human ego, respect and self identity, even if one's opinion not considered it will affect human's ego and other natural	Differing in thoughts and ideology, it includes everything including family, environment, friends, character, the family background, occupation, the culture and caste	The thoughts of people need to be respected ,may be needed some evaluations with different opinions and recommendations, a good mediator could determine the views and perceptions between both the parties along with their aspects and ideology for why this aspect of recommendations	The complete transparency in communications, spending time and meeting that person in person sort down the needed aspects towards deterring the solutions for problems

	emotional aspects.	and even the place you reside	implemented.	
SCARED	Mistakes committed and not accepting and having the feeling that you get caught	The mistakes, the need to self analyze why it went against ethics, a reason to perform this actions to earn money, may be poverty, health , the need for money etc or need to prove the truth	Sort down the need, write down the mistakes committed, sort down the ethical solutions, look in to errors, work to earn money , no shortcuts being self acceptable for mistakes done	Knowing which is wrong and which is right, do the right than doing hat is asked to do , staying away from fire is better than staying with it knowing it will burn you
RUDE	Being aggressive towards yourself and fellow beings for no reason or for a reason	To avoid a person for the bad things you have done, to determine self validation in terms of giving punishment to oneself for the mistakes done by himself or herself	Rather than being aggressive say the truth, if you say truth the way to resolve issues gets easier and manageable	To acknowledge the gap of what you think, what you say and what others think in a more peaceful way than being aggressive
Stress	A tendency to not able to cope up with situations or work	Being in a state to handle more responsibilities at a particular time and not being so productive	To decide the work based on priority and need	need and situations and demands. Show your importance for the things that needs you not for everything that are not important
No sleep	A sleepless night can create a many health concern	Doing things being awake does not lead you good output, rather than a sleep with minimum 5 hrs. could enhance the way you think towards the problems and handling situations with good decision-making	Sleep is a tonic for refreshing mind and soul with vitamins of handwork, effort and self-determinations	Follow a regular sleep routine pattern
Black mailing and data hacking and data leakage scenarios related emotions	A unwanted and unrealistic situations faced by a human for being good and talented in the professional scenarios provoke this kind of actions by his or her competitors – an evil move	A new way of making the talented person to leave his or her job for being so successful in her career , that makes her fellow workers to steal or misuse her privacy and data's to make her commit suicide or	Block all the unwanted videos and photos that are out of professional context, no personal things should entertain professional value of the concerned person, if that's the case sentence him to get caught and been judged by court of law the person who has done that without the other person	A good person need to be 100 times cautious than a bad person who is not in fear to do things or spread bad things about others for being to reach the high position in the company, a aspect of being clear with what that person need to face for the consequences created by unknown competitor for being stealing the data's of the achiever or successful person, being rude towards the person of those context should be in high priority law making aspect in CSR, and the concern negative person should be terminated with

		leave the power or position which she worked for so long	consent, a judgement to death could be in four of clearing the blackmailing	judgement to jail for his being socially aggressive and blackmailing. Need a support from IT ethical data specialist person to handle these situations to destroy the negativity caused by the bad person who is unethical by nature.
Ego	Everything should be done as per your concerns and way is ego	Why not to make things happen only in my way not considering other people emotions and need is ego, an act towards greed	To know the people around you is more important than people behind you, the aspect of being there and knowing people emotions are the types and ways you respond to their opinions towards the decision-making and work with ethics, being your decision won't happen unless you are founder or director of the company. Know your power, enjoy it if you have it, until you become the top you cannot ask people to do things your way. Become the market leader and all comes in the way you want, until then work hard, work smart	The people's opinions as a note along with your opinions and priority towards the goals and work with ethics can destroy ego, no to ego yes to smart go is the slogan for success
Self-doubts	Clearly stating doubts towards the actions you do and ask to work with decision-making aspects as you are not sure	Not so talented with that concern and skills you work with, maybe you are lacking with knowledge on that particular aspects	Not everyone knows everything, try it with upgrading in skills where you lack in, note to learn the detailed aspects of where you should need to put extra effort towards your self-doubt with	A checklist to learn with skills you need to upgrade in removes self-doubt, you are your self-motivator, bang on
Unfavorable situations	The aspects of you facing unfavorable situations, that are beyond your scope and growth	The external factors that comprehend your actions and work against it, and you need to be aware for this kind of situations	Need a complete self-mindfulness in learning to cope up with storm, you are capable for what you think you could handle and achieve against all odds and situations beyond your scope and control, be stubborn with what you need and want	An unfavorable situation are signs for you to learn a new aspect of situations, that is making yourself put you in situations that are out of comfort zone, a new version of you can be determined in those unfavorable situations
Health concerns	All the health-related issues need a guidance health is wealth	Not proper food eating habits, knowing the amount of calories intake for the amount of work you do	,a fitness regime could help to overcome health, the emotional aspects need to be in control	A good health expert and food intake could help

BODY-SHAMING	A person body is where his soul resides, does need a body to communicate soul's opinions, emotions and desires, body needs maintenance and caring , that is nothing to do with size and shape but should fit in BMI	Be aware that your health is important not the body shape and size, it may be related to gene factors also	The role of being comfortable with your own cloths and body is important to avoid other opinions, they do have been jealous with you, a good person should always be happy with their body as it is the medium through which your soul communicate to another human.	A good health, good environment and clean body with good care could help along with good state of mind, ignore body-shaming - utter waste of time to think about, be presentable, be charming to be you professionally
Negative competitions	Knowing your competitions are your strength, knowing your negative competitions are smartness	Negative competitors are no way going to help you to achieve your goals	Need a clear competitor analysis for differentiating good and bad competitors	The good competitor needs a good rivalry actions , whereas bad competitor is a junk throw it in trash can
Jealousy	Getting jealous with a great researcher, a great scientist is not bad, but getting jealous with peer of normal concerns is, so considered to be a waste of time that could lead to self-destruction	A narrow-minded aspect and not thinking anything regarded to your work or goals	An empty vessel make much noise as same as an empty mind invites devil to stay in	Thinking positive towards yourself will illuminate your fellow being to follow the good deeds you do only the good deeds and actions. A person who are not aware of your happenings in your life can no way judge you or comment on your actions, even if your relatives are in the list ignore, they Dunno what's happening in your life as they have been far away. Those mouth knows only to talk shits.
Upskill	Being skillful is a need, being unskilled is a sign of defeat in this competitor's game	Trying to know that you are not so well versed with new software, new models to work with, a new language to cope with environment etc	A day with knowing what to do to skill up with your need for to be competitive at your working place and environment, knowing to make a time to learn a new skill	Training, skills institute to follow upgrade yourself
Negative peer groups	Your peer groups should either make you feel valued else better be alone	A snake will bite , it knows only that it has done its work, the problem is why is the snake been with you all this time, so stay aware with people around you stay alert	Need a complete revision and cluttering towards the people you want to have in your life and do ask for what it takes them to be a part of your success story , be an active peer maker who is positive and supportive for your growth	A peer with value is better than a peer with native ideology, avoid those
Less confidence level	Being not so happy with the work you do even though you know it's the maximum you could put effort with	Being reliable at work and so dedicated but still lack in self-confidence is a bad feeling	Self-confidence boost up needs, a good presentation ve skills, a great communicator with elegant approach towards works and deeds	BE READY TO TAKE RESPONSIBILITY, SHOW UP THAT THE WORK IS DONE BY YOU AND BE READY TO SAY THAT THE OTHER PERSON WAS WRONG TOWARDS THE DECISION IF WRONG, BE SELF EXPOSING IF YOU ARE RIGHT, ACCEPT LEADERSHIP

Low self-esteem	If you fail once , you gain this emotion	But if you know the reason why you failed , there can be no one who could beat you after you learned and corrected it, failure is good sometimes	The reason to develop self-esteem is that you would be given a state where your failure in past would stop you to express the gratitude with same confidence level towards others to show up again, but the real ideology is that you need to show your aspects of work only in front of them to make them feel they were wrong, a great failure was not o try once again.	Implement a motivational strategy towards your failures and overcome it, don't be away from trying
Self-humiliation	Being self-humiliated could be the sign of feeling that you are not fit for anything	A negative psychology towards a self-decision that makes the human that he or she is not fit for anything	Look yourself in the mirror, think what made you self-humiliate and what made you try towards doing things, if you are wise you choose to try once again and learn to overcome your self negative thoughts	If you know to define your self-esteem towards anything the self humiliation is just a word with no sense which you will never use for yourself or towards others
Language barriers	Learning is the key and language is the lock	Language can be learned, but it should be in mind that people around you should understand your voice and emotions in what you convey.	Learning language for the need , for making people understand you, should be able to make your expression reach in proper way	TO learn language as per requirement to address the need in the professional scenario that is entirely based on self-interest
Lack in voice out	Voice out is a tool in emergency where your emotions are at stake and need some guts to	To voice out if someone treats you bad for no reason, being ready to call upon an assistance if you need with voicing out for self need	Go with voice out protocol where you need to go for immediate assistance from public to help you out in need and want	Voicing out your capabilities and demands when needed is a mere skill that could help you in knowing who will come forward for help and asking help is a strength not a weakness, be sure to whom you ask help for
Lack in socializing and self exposing	Socializing is for good cause is good, if that socializing is going to bare you fruit in a very ethical manner it's a good meeting , friends, meeting a good guider, a talk with well-wisher just knowing what's happening is a good sign to socializing and exposing.	Lacking in it may sometimes make you feel why is this not working out well, is me stressed up or not	Go for travel with your fellow mate or well-wisher, share your thoughts while you share your food, try to know to whom you have food with	Avoid people to be in your buddy circle who are no longer going to benefit your dreams and goals, try to so clear with you converse with, they should get your thoughts in right manner, being in fake crowd is not a great thing

Being dramatic	To do things that are not needed and wanted	Being realistic is a source , but being dramatic is a wanted learned action that will make you stand out for being acted	Remember you are not model or hero to be dramatic, being realistic need a fair action of being yourself with peers	Choose people of less drastic rather than being so attracted to fake things
Sexual harassment	An unethical behaviour of people in working scenarios	Due to other circumstances and need	A person behaving with you in an unethical way that creates an emotional abnormality is termed to be sexual harassment	To be aware of knowing your rights to voice out in the place when harassment has been made if a person behaves with you unethically not knowing their limits, the problem is not yours it is theirs, complain to higher management
Culture bias	The role of being discriminated in terms of culture and caste in working scenarios	Not able to recolonize the talented work due to culture bias is an emotional imbalance caused in the working scenarios	Remember the competitors can choose any of the negative aspects to knock you down emotionally in performing the task you wish to, just stay calm and do the work you want to do and note the people who would help you out to face the difficulties	Everyone is your competitors, culture is mere a tool to provoke down your talent, never give up. Culture has nothing to do with in terms of achievement, talent and skills. A good skilled employee will survive the storms, as Indian constitution has been designed in such a manner that all talented people are recognized
Race discrimination	Black, white, brown, yellow etc. Are just colors of your skin to be proud of yourself	Being degraded due to skin color is a type of emotional harassment	Stay intact being humble with knowing that you are beautiful for the things you think and do good to others, being human is important than being white or black	To be acted upon the way you behave, what good thing you do, how you handle others are the character that defines your beauty not what your skin color says, beauty lies in heart and soul not in color
Professional illegal relationships	Illegal relations are against rules, you will be having an affair with people you work	This kind of work is being treated as unethical, and reasons do vary because they are chosen by people who seem to spoil a life with negative intentions	Better make it legal, or try to sort this with legal consent and derive a solution to it as it is highly emotional, stay with norms, else leave the job or resolve the issue and come to an conclusion by taking your own time.	Jobs are professionally driven with ethics why to complicate making things illegal, do work towards knowing norms and act accordingly decide based on it, if you have issues of this concern a HR or legal advisor is the person who you should reach upon , it can be a professional lawyer or personal lawyer.
Financial pressure	A need for money, money shortage to afford to live	Difficulty in earning and saving and need a financial support for day today activities	Try to take up extra time job, do earn with wise work	Maybe you can save money financially, through bank follow-up schemes to save money such as RD, fixed deposit, post office schemes , mutual fund etc.
Alcoholic and drug addiction, smoking	Activities that make your nerves and emotions unstable, and you will not be in state to decide or handle anything properly	Due to stress, too much addiction to relaxation, to forget yourself and mistakes you have done, being repulsive towards yourself, not able to compete in the modern world, not ready to accept	Go for an attitudinal approach methods where making yourself accepting for the bad things you have done for others and giving your acceptance that I have done mistakes is the solution, or being so out of rules in the context of working environment and avoiding socializing in	Be true to yourself, being sad if you behave unethical, following rules and regulations, being true to yourself and others, being humble with people, showing gratitude, and trying to stay away from alcohol and try to go for rehabilitation center, you are responsible for your situations and actions, stay clear with what you do and unless you made a mistake don't surrender for false and fake things,

		your mistakes , to forget everything , to take revenge and express emotions you get addicted to this bad habits	terms of alcohol is the best therapy, just being stable in all situations are good to you.	
Not ethical, illegal and mistakes	Being submissive towards a small act that would make you feel that you don't know that, that action will tend to force you to tell lies, not accepting mistakes and do things against the rules are called illegal, not ethical and mistakes, anything that makes you feel down in front of others	The situations to realm yourself with the fact that all are smart, and you are in that all is the positive psychology, nothing goes against those lines. Remembering your self- worth is good but making other fall down is normative action of self dominant that will make you think all illegal activities	Try to accept mistakes, take a break, talk with people to overcome your burden and pressure and accept that if you can't do it you can't do it.	Talk To yourself, being sad if you behave unethical, following rules and regulations, being true to yourself and others, being humble with people, showing gratitude, and trying to stay away from alcohol and try to go for rehabilitation center, you are responsible for your situations and actions, stay clear with what you do and unless you made a mistake don't surrender for false and fake things,
Forgetting identity in groups	You should never leave your self identity in the action towards team work	Always do things in such a manner that your self identity never fades	Show up your work to your head , ask them about how you can improve yourself being competitive in the course of work, be hardworking and put efforts	Know your weakness and self-worth to act as you say to people you value, not with everyone.
Irresponsible	Being not ready to take responsibility in performing tasks	You should be facing such situations when your team members are not so in to work rather than being so egoistic, they never work	Chuck it, do show your active psychology to overcome those hard times, people of this sort are common, only people with extreme talent face these situations from less qualified people who are termed as leader who are irresponsible	If you are thrown up with these just stay away and know where you stand in the crowd, the best time to recolonize your talents and show things out even when you know that some people are irresponsible for their actions.
Limitations	Knowing your limitations with people around you could enhance your status of being a part of team	Start working with yourself in knowing where you stand in others life in professional scenarios, do work with your skills to cope up with the competitions	Just knowing to express your work and skills in regards with demand and need with limits could make you know the aspect of being highly professional	Remember only your behaviour will make others to keep you the measure with limitations , be the same to set up your standards and limitations with others too, excuse your family and relatives from the list
Desires	Having desires is a general human nature but, doing things unethically to attain this desire is wrong deed	Be as concerned with desires that are actionable with aspect with your demands and supply curves, everything is possible if you	Start to write down those desires, think whether you need it or not, just ignore the desire that are negative and unethical, work with good aspects of desire work for it and be ready to face the hurdles on the way	Be as concerned with desires that are actionable with aspect with your demands and supply curves, everything is possible if you think all in ethical way

		think all in ethical way, but desires seems bad if things go beyond control and unethical way		
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