16th Picard conference WCO IRICA

LESSONS LEARNT FROM COVID-19 PANDEMIC BY ISLAMIC REPUBLIC OF IRAN CUSTOMS ADMINISTRATION December-2021



RESEARCH TEAM



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The Impact of COVID-19 on Customs Administration Performance and Structure



Transferring of Goods

Decrease

• Difficulties



Production and distribution of Goods

- Medical and pharmaceutical equipments
- Transport and shipping companies



Other departments related to Customs' procedures

- Health organization, Standard organization, Economic Security Police,...
- Task overlap and inconsistency



<u>Cost</u>

• Increasing cost of Goods





• How has the COOVID-19 pandemic affected customs performance in recent months?

• What components are effective in increasing productivity, accelerating, and facilitating services in Iran's Customs Organization?



METHODOLOGY

Study Design

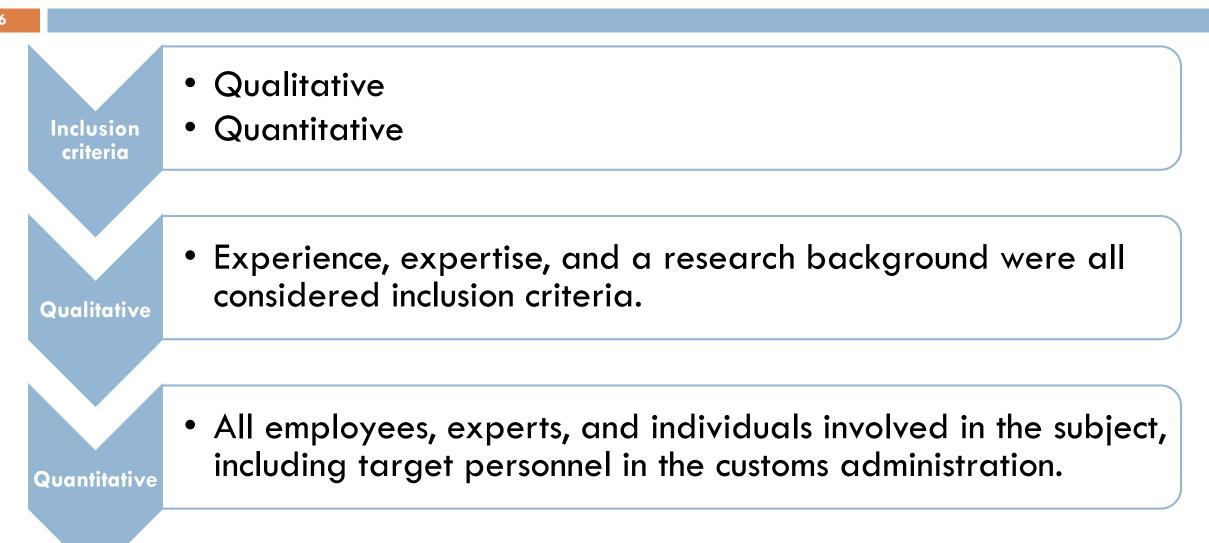
- An exploratory mixed method was used to conduct the research.
- This design seeks to learn more about the unknown situation.

Analysis

- thematic analysis was used to identify factors influencing the conditions, performance, and productivity of IRICA.
- The magnitude of the relationships was then assessed using structural equation modeling (SEM).

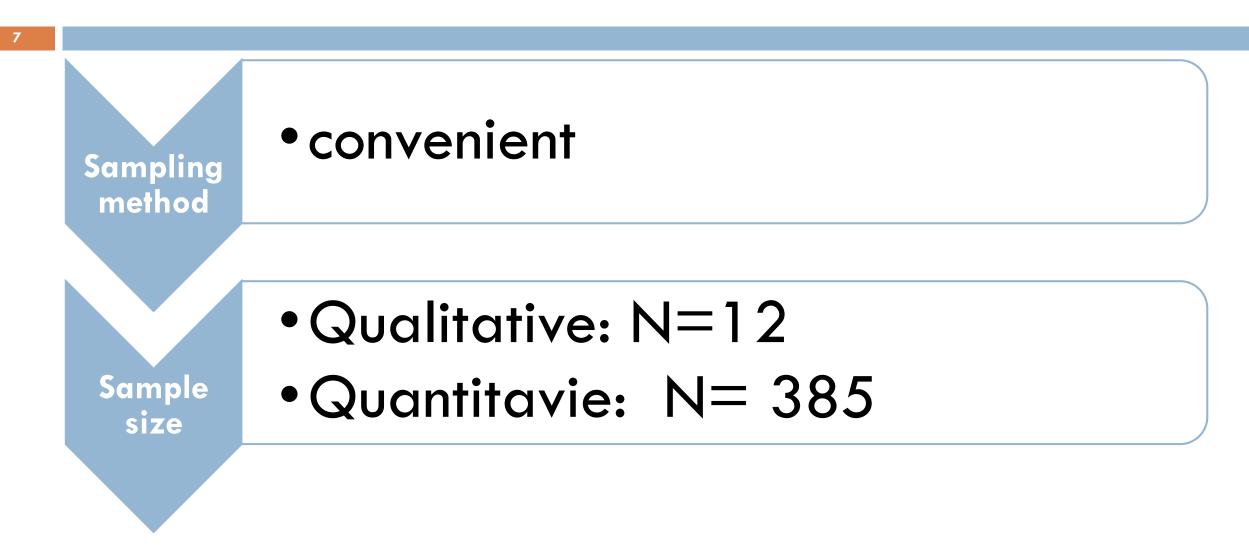


STUDY POPULATION





STUDY POPULATION





QUALITATIVE FINDINGS



- **Open Codes derived from** interviews 00
- Operational delays
- Return of goods
- Dissatisfaction
- Overwork for personnel
- Decreased productivity
- Changes in goods imports and exports
- Increased stress
- Rising import and export prices



and

productivity

customs

criteria influence

12

- Electronic customs performance
 - Human resources

 - Risk management
 - Extensive vaccination
 - The type of relationship between organizations involved in customs procedures
 - Delegation of authority to executives
 - Macromanagement
 - Technology and innovation
 - Reduction of bureaucracy
 - Human resource motivational factors
 - Welfare facilities
 - Transfer of experiences among WCO member countries



QUANTITATIVE FINDINGS

Independent variable	Dependent variable	Coefficient of Determinants	P-value
Electronic Customs	Productivity and Facilitation of Custom Cervices	0.49	7.86
Human Resources	Productivity and Facilitation of Custom Cervices	0.44	6.94
System Communication Infrastructure	Productivity and Facilitation of Custom Cervices	0.42	6.13
Risk Management	Productivity and Facilitation of Custom Cervices	0.38	4.39
Extensive Vaccination	Productivity and Facilitation of Custom Cervices	0.43	6.28
Communication between Neighboring Organization	Productivity and Facilitation of Custom Cervices	0.41	5.93
The Extensive Delegation Authority to the Executives	Productivity and Facilitation of Custom Cervices	0.37	4.17
Macro Management	Productivity and Facilitation of Custom Cervices	0.45	7.18
Technology and Innovation	Productivity and Facilitation of Custom Cervices	0.39	4.96
Reduction of Bureaucracy	Productivity and Facilitation of Custom Cervices	0.38	3.69
Motivational Factors and Welfare Facilities	Productivity and Facilitation of Custom Cervices	0.34	4.56
Transfer of Experiences	Productivity and Facilitation of Custom Cervices	0.31	3.37

QUANTITATIVE FINDINGS

	X2	AFGI	GFI	CFI	RMSEA
ICQ	482.89	0.96	0.94	0.94	0.009





CONCLUSION

12 criteria can work for solving problems in the face of the Coovd-19 pandemic crisis if:

1) We overcome communication structural and infrastructural weaknesses

2) We overcome the weakness in the telecommuting structure



CONCLUSION

By utilizing resources and infrastructure appropriate to the situations, conditions can be improved and customs managers' executive power can be increased



LAST WORD FOR FUTURE RESEARCHERS

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What customs administrations really need, in addition to all of the above criteria, is <u>strong managers</u> who can make sound decisions and implement appropriate policies in times of crisis. S T R O N G E R C U S T O M S



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Thank you