

Assessment of Effects of Port Tariffs on Dar Es Salaam Port Cargo Traffic

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A Dissertation Submitted in Partial Fulfilment of the Requirement for the
Award of the Degree of Master in Shipping Economics and logistics

CERTIFICATION

I, the undersigned certify that I actually have study and hereby endorse for reputation by the Dar es Salaam Maritime Institute (DMI), the Dissertation entitled **Assessment of Effect of Port Tariffs on Dar es Salaam Port Cargo Traffic** in fulfilment of the requirement for the degree of Masters of Shipping Economics and logistics offered by the Dar es Salaam Maritime Institute (DMI).

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DECLARATION AND COPYRIGHT

I, Japhet Maliyatabu Mushumbusi, declare that, this study is my own original work and it has not been offered to some other organization of better gaining knowledge of for the same or another academic award.

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ABSTRACT

The main objective of this study was to assess the effect of port tariffs on Dar es Salaam cargo traffic. Specifically, the study aimed to assess the current situation for cargo traffic at Dar es Salaam port, to assess the effect of port tariffs to importers and exporters of cargo, and to find out possible measure to mitigate the port tariffs challenges facing Dar es Salaam port. This study used descriptive layout to study, describe and record aspects of scenario as they arise in a given populace. The study was conducted in Dar es Salaam port, Shipping Company and Clearing and Forwarding agents of Dar es Salaam. The study employed the following respondents like Port officer, Importer, Exporter, Ship agents, clearing and Forwarding agents. Primary data were collected by using questionnaires, interviews and observations. Secondary data were also collected from various documentary sources, such as Annual Reports of TPA for five year back from 2016- 2020 but the primary data use to support secondary data.

The research finding show that in assess the current situation for cargo traffic at Dar es Salaam port there is fluctuation of amount of cargo import and transshipment but cargo export increase for every year, in assess the effect of port tariffs to importers and exporter the number of ships call to Dar es Salaam port fluctuate. Also the possible measure to mitigate the port tariffs challenges facing Dar es Salaam port, the customer need port tariffs to be reviewed. Dar es Salaam port is the starting and ending point for maritime transport which links six surrounding land-locked countries. These countries depend on the port of Dar es Salaam for facilitating the passage of their exports and the importation of goods.

The study recommends reviewing the port tariffs for at least for every two years for purposes of getting more customers which lead to increase government revenue and make Dar es Salaam port to be strong in competition of shipping business with other neighboring port.

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LIST OF ABBREVIATIONS

TPA- Tanzania Port Authority.

TICT- Tanzania International Container Terminal Services.

KOJ- Kurasini Oil Jet.

SPM - Single Point Mooring.

THA- Tanzania Harbour Authority.

EAC- East Africa Community.

ESCAP- Economic and Social Commission for Asia and the Pacific.

UNDP – United Nation Development Programme.

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CHAPTER ONE INTRODUCTION

A. Background of the Research Problem

The Port of Dar es Salaam is situated in Tanzania and is set up by the Tanzania Ports Authorities Act of 2004. It is the principle Port of the United Republic of Tanzania, taking care of freight from landlocked nations and lake areas, including Zambia, Malawi, Burundi, Democratic Republic of Congo and Rwanda (TPA, 2017).

Ports are crucial links in the importation and exportation of cargo, they play a key position in developing international trade and trade, on the grounds that greater than ninety% of global alternate is shifting via ports. Dar es Salaam port is the principal port this is controlled with the aid of the Tanzania Port Authority (TPA, 2017). TPA is a public company hooked up by using the Act of Parliament No. 17 of 2004. The establishment of the Authority got here because of the implementation of the Government policy of trade liberalization and privatization of the Maritime and Port industry in Tanzania. Before the introduction of TPA, ports in Tanzania were managed by means of the Tanzania Harbours Authority (THA) which turned into mounted by using the Act (Tanzania Harbours Authority Act No.12 of 1977) following the disintegrate of the East African Community (EAC) in the equal 12 months. In order to enhance the economy of Tanzania as a maritime country, the Government set up the Tanzania Ports Authority to assume the Landlord cum operator characteristic.

Port tariff is mechanism of making port charges but tariff involve charge imposed on the import or export of goods. The function of tariff is to serve a source of revenue, to protect domestic industries and to avoid trade distortion (Gawande & Cui, 2011).

Customer satisfactions involve two components, namely, pre-event expectations and post-event evaluation. The outcome between these two items reflects if customers are satisfied with the service they pay (Phan & Vu, 2020).

There is links between customer satisfaction and service quality (Santouridis & Trivellas, 2010). According to Liao, (2012) depict that there is a positive relationship between the better the quality of services, the more satisfied the customers.

Rearrangements of port duties: It is a typical wonder for ports to be confronted with persistent disarray on port charges and, along these lines, a continually expanding interest for an improvement of the levy structure. Ways to deal with accomplish rearrangements incorporate decreasing the quantity of charges as well as lessening the quantity of factors in the reason for each charge. Essential methodologies in building up port tax structure (Desai, 2014).

Among the significant number of components that ought to be thought about, a survey of genuine practices and master Clarification of the connection between port offices and clients: Although distinguishing the clients of port offices isn't typically simple, the vast majority of the payers can be recognized under the current tax framework. Any port tax construction ought to build up a reasonable system for the connection between the charges and the "who pays" factor and ought to give reasonableness and adaptability; Prevention of twofold installment: To help with understanding the connection between port offices and significant charges, the duty design ought to give a balanced connection among offices and port duties; Price instruments to forestall blockage: Facilities in which there is no expense contribution at all in the port regions ought to be absolved from charges. In any case, clog brought about by 'for nothing' in the port may happen when traffic increments so much that the degree of traffic stream at last becomes immersed. In that circumstance, blockage could be forestalled by presenting clog avoidance charges (Ha & Yang, 2017)

The effect of port obligation can be positive or negative, so demands are the factor which can make hindrance trade; the World trade organization familiarize course of action with Member countries with have demand diminishes (Lee, 2013).

Non-industrial international locations, income turn out to be giant obligation work. The different tremendous of Tariffs is to ensure homegrown ventures all collectively the close by object turns into contend so that cutthroat imports are set in a hard spot. In mark of fact, a brief assessment of the tax costs used by diverse international locations seems to illustrate that they mirror, to a full-size degree, the seriousness of homegrown corporations. Tax portions are done to low or no duties for imports positive extent (crucial responsibilities) and higher quotes (non-obligatory duties) to any imports that surpass that stage (Ernst, 2011).

Reformatory duties use in alternate mutilations, the moves use by way of particular nations. Model, the Antidumping Agreement lets in international locations to utilize "antidumping-obligations" to make sure the times of unfavorable unloading: Normally the Subsidies Agreement force balancing obligations to the sending out country which its producers with endowments, to forestall the community groups (Blonigen & Prusa, 2016).

Requirements of a good Port assessment structure It is an incredible system for a port to develop or change its port duty structure, and too unremitting changes may be a wellspring of disorder for port customers. The assessing development of a port, thus, should be planned to continue going for quite a while achieving present esteeming objectives just as future ones; but the level of each port charge may be changed as conditions change(Mchizwa, 2014).

Fundamental methodologies in setting up port tax structure among the significant number of components that ought to be thought about, recommends that ports should observe the accompanying basic viewpoints: Clarification of the connection between port offices and clients, Any port duty construction ought to set up a reasonable system for the connection between the charges and the "who pays" factor and ought to give reasonableness and adaptability, Prevention of twofold installment by help with understanding the connection between port offices and important charges, Price instruments to forestall clog however blockage brought about by 'for nothing' in the port may happen when traffic increments so much that the degree of traffic stream in the long run becomes immersed in that circumstance, blockage could be forestalled by presenting clog avoidance charges. The investigation included arrangement of administration gatherings (counting items); foundation of the classification of port charges on shore and adrift; cost components; and connection between port charges and port offices in recuperating the expenses(Gumede, 2012).

Port Tariff Structure: the model expense structure was made to give a run of the mill framework to the presentation of port expenses. In any case, the task of truly choosing costs inside the development was given to the decision of individual ports (Blonigen & Prusa, 2016).

Additionally, Tariff Structure comprises of the accompanying four help gatherings: Navigation: The route bunch includes all administrations and offices needed for a vessel to move from the vast ocean (or from one area in a port) until it is fixed and secure in the port region. Turn around heading developments and exercises are likewise included;

Berth: The billet bunch envelops all administrations and offices accessible to a vessel inferable from its area at that compartment (or jetty). This would incorporate administrations which are fixed, that is accessible all the while at numerous areas in a port (for instance, power), however not a help or office which can successfully be used by another billet (for instance, a crane on rail tracks serving a few contiguous compartments rather than a fixed crane); Cargo activity: The freight activity bunch includes offices and administrations used in the treatment of payload through the port. It incorporates stevedores and wharf taking care of, other business: The other business bunch envelops any remaining port offices and administrations which are not covered previously. It is perceived that ports are associated with an exceptionally wide variety of organizations and that there will be countless passages in this gathering. Specifically, it would cover property matters not straightforwardly identified with a billet along with authorizing, the executives' benefits and counseling (Farris, 2016).

B. Statement of Problem

There is problem of tariff placing consistent with environment of port enterprise which including costing techniques, the effect of change quotes, capacity to modify quotes, the impact of privately operated ports and the rate setting approach of ports and governments which cause the effect in activity of port to grow to be poor, as a consequence hinders the growth of economics of Tanzania.

Also there is problem of when adjustment of port tariff will be needed, the review process, depend on port price because when port price become high the port user will find another port and when port price become low, the port users will use the port compare to another port, this problem of when and at what time port authority decide to do adjustment of port tariff in order to meet the needs of port user for purposes of attract more port user in Dar es salaam port which leads to get more port customer and make rise of economic of Tanzania. Good adjustment of port tariff creates a gap between prices in the importing and exporting countries which leads to causes supplies (production) to rise in the importing country, while a demand (consumption) fall, that why there's essence of the "industrial safety" function of price lists, however in every other ways a tariff generates sales for the authorities of the uploading country (sales function).So whilst tariff come to be friendly in port person, tariff make benefit the government and manufacturers of the uploading country in the form of tax revenues at the cost of its purchasers in the form of better fees.

C. Research Objective

➤ *General Objective*

The main objective of the research was to assess the effect of port tariffs on Dar es Salaam cargo traffic.

➤ *Specific Objectives*

- To assess the current situation for cargo traffic at Dar es Salaam port.
- To assess the effect of port tariffs to importers and exporters of cargo.
- To find out possible measure to mitigate the port tariffs challenges facing Dar es Salaam port.

D. Research Questions

This study had guided by the following research question:

- What are the current situations for cargo traffic at Dar es Salaam port?
- What are the effect of port tariffs to importers and exporters of cargo?
- What measure can be taken to mitigate the port tariffs challenges facing Dar es Salaam port?

E. Significance of the Study

This study has advised good ways of setting port tariffs and at what time is better to revise the port tariffs in order to continuous to get more income for revenue of importing and exporting of cargo.

CHAPTER TWO LITERATURE REVIEW

A. Overview

Chapter two deals with conceptual definitions of different terms, reviewing of supporting process or theoretical analysis, empirical studies and conceptual framework. However, it provides details of effect of port tariffs, and also shows significance context of the existing approaches. Furthermore, the study is based on reviewed books, reports, journals, and scientific papers. To accomplish the above aim, this chapter will provide a general overview of effect of port tariffs.

B. Conceptual Definitions

➤ *The Port Authority*

The meaning of port authority is utilizing the term port administration, which has been separated into two degrees of administration of the port and administration of the port position, the port authority is the substance, which include combination with different exercises, its target under public law or guideline, the organization and the executives of the port. Foundations, and the coordination and control of the exercises of the various administrators present in the port (Tongzon, 2011).

➤ *Port Charges on the Cargo*

The port charge is the charge forced on payload taking care of however some time charge become most noteworthy in light of including duty load taking care of, yet the port charges are not the equivalent to all port this is a direct result of various of rivalry between ports. At the point when contrast one port with another port the examination is troublesome, on the grounds that the administrations covered are not the equivalent and estimation techniques vary. At some point inside a similar port, the load taking care of duty shifts, at times significantly, starting with one item then onto the next (Karmel, 2017).

➤ *Port Pricing Determination*

Port duties is system of making port cost all together for the port power to make changes to the port charges the port authority should present its proposition for changes to the ports controller for endorsement, the port position utilizes the necessary income technique to persuade its application for the duty changes (Hirschman & Bittner, 2017).

➤ *Tariffs and Port Pricing*

At the point when port evaluating becomes most elevated, is the one of the elements which reasons for payload to become delay on port and at that circumstance the port cost become port duties, so the dew season of load increment. The six part of value cost which influence conduct and monetary state of shipper, exporter and delivery offices including; various sorts of port levies related with explicit administrations—vessel administrations, payload taking care of, and capacity measure of cash to be paid to the banks to oversee obligation, Charges of capacity administrations both inside and outside a port, and different issues is monetary results, for example, customs barter. Port evaluating include in blend of valuing for reasons for mirror the interest for port administrations, the opposition among ports, and the expense of offering the types of assistance. Request based evaluating bargains when there is little rivalry, for example, proportion of interest as per the port client's capacity to pay and the advantages got from utilizing the port's assets. Costs dependent on rivalry consider a rate correlation between charges in contending ports e.g. an examination of client costs dependent on the nature of administration and summed up costs including distance, time, and stock expenses (Chasomeris, 2011).

➤ *Wharfage*

Wharfage charges ordinarily will be charged on all payload including void holders ignoring the quays, wharves, breakwaters, floats and different establishments inside as far as possible with the exception of Transshipment load (Kombo, 2015).

➤ *Dockage, Buoyage and Anchorage*

Dockage duty is the charge which include all vessels which need the help of barges and bunkering in circumstance of whether berthed or twofold banked per meter each hour or part (Alderton & Saieva, 2013).

➤ *Pilotage Fees*

The pilotage expenses is the charge include for the vessel which need administration of entering or leaving on the port. The Harbor Master will coordinate on the utilization of a pilot in light of a legitimate concern for port wellbeing in which case the suitable levy charges will apply (Lim, 2018).

➤ *Conservancy and Port dues*

In port there is another charge which empowers to give great offices and administration to reasons for guarantee the protected route of vessel inside the space under the port's locale. It incorporate digging, arrangement of jetties, preparing dividers, navigational guides and harbor observation offices, yet rejects the expenses of giving pilot and tow administrations which are charged by independent duties (Karamanski, 2020).

Additionally, there is another port charge which force to the boat before enter to the port and when the vessel way to deal with the port through passing to the port channel, so the port duty incorporate the administrations or use of offices inside the port, including channels, vessel traffic administration, crisis fire administrations, barriers, contamination control and marine security (Branch, 2012).

➤ *Transit Storage*

This is the charge to recover the fees of the storage of products in transit sheds or regions. The short storage rates are commonly set to lower cargo live time and maximize throughput. The charging unit is the amount of storage occupied extended via the duration of storage measured in days. The storage may be differentiated based totally at the live time with a view to charge better costs for a prolonged duration of storage. Separate charge lists also can be used to differentiate between open and closed storage and among notable forms of cargoes (Karmel, 2017).

C. *Theoretical Literature Review*

➤ *Port Performance*

Execution is the ordinary method to deal with inner and outside pressures, by checking and benchmarking an organization's creation. Usefulness and effectiveness are the two significant ideas in such manner and are often used to gauge execution. Shockingly, in the course of recent ten years or thereabouts, these two comparatives yet various ideas have been utilized reciprocally by different analysts (Coelli et al, 1998). Execution estimation assumes a significant part in the advancement of an organization (or firm).

Equilibrium scorecard is hypothesis of execution estimations. It was created by Robert S. Kaplan and David P. Norton in 1995. The hypothesis is helpful on examining or clarifying the marvel whose focal centers is esteem creation, for example, freight taking care of to port execution. Therefore in strategic and production network the executives. The hypothesis features the estimation for driving execution enhancements. As contended by a noticeable British researcher, Lord Kelvin that "On the off chance that you can't gauge it, you can't further develop it".

➤ *An Economic Model of a Port*

Another hypothetical clarification to port execution and the issue identified with load taking care of in a financial model of a port. A port's financial creation work addresses the connection between the port's greatest throughput and given levels of its useful assets, that is: $\text{Maximum Port Throughput} = f(\text{port Productive Resources})$ where throughput might be the quantity of compartments (estimated in 20-foot identical units or TEUs) or huge loads of payload dealt with and Port useful assets incorporate work, fixed capital (for example compartments and structures), versatile capital (for example cranes and 14 vehicles), fuel and ways (for example port streets and rail lines). On the off chance that the port accomplishes the most extreme throughput for given levels of its assets, then, at that point it is actually effective; else it is in fact wasteful (Mchizwa, 2014).

Port specialists have examined the issue of port abide time by taking a gander at four primary subject matters: port activities and, mainly, the method for upgrading port performance; alternate seriousness, which considers the impact of load harp time on alternate; port rivalry, which has as of late been the difficulty of developing attention almost about coordinate contest among port terminals at the territorial and worldwide degrees; and production network execution (Alli, 2015).

D. *Empirical Literature Review*

According to Guillen, (2010) it is difficult to examine port price lists among ports as it should be due to range in their systems and guidelines, the lifestyles of pricing by way of lengthy-statu agreements and the have an effect on of the trade price. Furthermore, in a few instances port charges, tariff degrees and information are personal and hard to gain.

In the current have a look at traditional structures of port tariff systems and styles of expenses had been surveyed via touring ports within the ESCAP area and reviewing applicable literature. Port charges are defined as the ones used in the individual ports. Charging gadgets and recipient and payer of port costs are also in evaluation. The port tariff shape used for evaluation is the ESCAP/UNDP Model Port Tariff Structure with mild changes to allow for an extra appropriate base for evaluation. Nomenclatures for the identical sort of port fees are unified for the motive of comparing port tariffs. The use of a version makes an assessment achievable as any contrast in opposition to different processes can be now not viable to file due to the model in strategies. The characteristics of the port tariff systems of person ports or international locations had been analyzed.

Alternative techniques to the simplification, standardization and unification had been moreover recognized. As defined in the previous chapter, the ESCAP/UNDP Model Port Tariff Structure includes four carrier corporations: navigation, berth, shipment operations and special employer. However, after reviewing the records, slight adjustments for the cause of comparison have been made to the model via manner of including a 'lease group'. This includes devoted costs and condominium prices so one can replicate the modern-day inclinations within the operation of global field terminals that make massive use of leasing charges. In addition, inside the navigation service enterprise, conservancy is consolidated into port dues and minor costs are grouped beneath ancillary offerings (Guillen, 2010).

Tongzon (2011) directed an investigation on the determinants of port execution and effectiveness in port performance on Nigeria as a contextual analysis. The discoveries of the investigation showed that size of ports, area, and the degree of financial movement were the determinants of port execution.

Tongzon (2011) was a study which included an example of 30 chose load terminals at ports all through the world. The discoveries, in view of a review of 23 ports, has shown observationally that size of the port, area of the port and the degree of financial action of the nation where the port is found straightforwardly affected the volume of load traveled through the port.

Tongzon (2011) in the investigation on port decision determinants in a cutthroat climate, the discoveries showed that one of the determinants is port productivity ports can draw in transporters because of their undeniable degrees of proficiency. In speedy ventures where items should be moved to the business sectors on schedule, terminal administrators as indispensable hubs in the strategic chain should be in a situation to ensure transporters a truly solid and fast assistance.

Necessities of a decent valuing structure need complex system for a port to build up or change its estimating structure, and too continuous changes might be a wellspring of disarray for port clients. The estimating construction of a port, in this manner, ought to be intended to keep going for a long time accomplishing present valuing destinations as well as future ones; albeit the level of each port charge might be adjusted as conditions change (Ng & Liu, 2014).

As indicated by Meersman et al (2015), the fundamental methodology of buildup port tax should think about the accompanying elements:

- Clarification of the connection between port offices and clients: Although recognizing the clients of port offices isn't generally simple, the vast majority of the payers can be distinguished under the current levy framework. Any port tax construction ought to set up an unmistakable system for the connection between the charges and the "who pays" factor and ought to give decency and adaptability.
- Prevention of twofold installment: To help with understanding the connection between port offices and important charges, the levy design ought to give a balanced connection among offices and port levies.
- Price instruments to forestall clog: Facilities in which there is no expense contribution at all in the port regions ought to be excluded from charges. However, blockage brought about by 'for nothing' in the port may happen when traffic increments so much that the degree of traffic stream at last becomes soaked. In that circumstance, clog could be forestalled by presenting blockage avoidance charges.
- Simplification of port duties: It is a typical marvel for ports to be confronted with ceaseless disarray on port charges and, consequently, a continually expanding interest for an improvement of the duty structure. Ways to deal with accomplish improvement incorporate lessening the quantity of charges and additionally decreasing the quantity of factors.

Other writing clarify different issues in port estimating practices, give guide on port tax plan and recognized the key variables persuasive to port levies, the port taxes can be planned in a few phase include interior assessment of verifiable expense, credited expenses and affectability, the subsequent stage is outside assessment, the third stage is to look for endorsement for new duties, and the last stage is to choose the genuine taxes which can be unique in relation to those supported by the power in the reason for each charge (Taneja & Walker, 2012).

Additionally, the trouble in examine port expense particularly peripheral expense related with explicit port activities is among the difficulties in port evaluating (Jansen & Afrianto, 2018).

E. Research Gap

In this world there are some studies concerning about the effects of port tariffs to cargo traffic like the following researchers show their studies.

As indicated by Bandara and Chen, (2016) depict that competition among ports all throughout the world has expanded because of different demand of port customer, for example, preceded with containerization and advancement of multi-purpose transport. Situation against neighboring ports. The business reality in globalization is that clients require equilibrium of cost and administration. Nonetheless, relativity in port charges appears to be fundamental in guaranteeing that a port is cutthroat in all spaces, including cost. Consequently, an expense correlation can give an important viewpoint.

According to Havenga and Goethals, (2017) show that the Tariff book set out the different port charges to keep up with and foster the port framework. The current way to deal with the setting of levy’s needs, including the arrangement of future framework, trailed by an assurance of how the absolute income gets allotted to the individual taxes for explicit administrations and offices. The Tariff Strategy is adjusted to government goals concerning financial development and work creation and plans to make a reasonable, straightforward and cost-intelligent port evaluating structure. The goal is to lessen the expense of working together in South Africa, to make business, to support exchange, and to give the right venture signals. Tanzania is the country which provides freight service to landlocked countries but Dar es Salaam port has competition from neighboring countries such as Kenya, Mozambique. So in order to have good competition with neighboring ports, it must do research on effect of port tariffs by involving the views of port customers for the purposes of gaining more customers to use Dar es salaam port but several studies in Dar es salaam port deal with Port price, Port congestion, Port performance, Port structure but no one do the study about effect of port tariffs to port users satisfaction in Dar es Salaam port.

F. Conceptual Framework

The figure 1 shows the relation between Dependent variable and Independent variable.

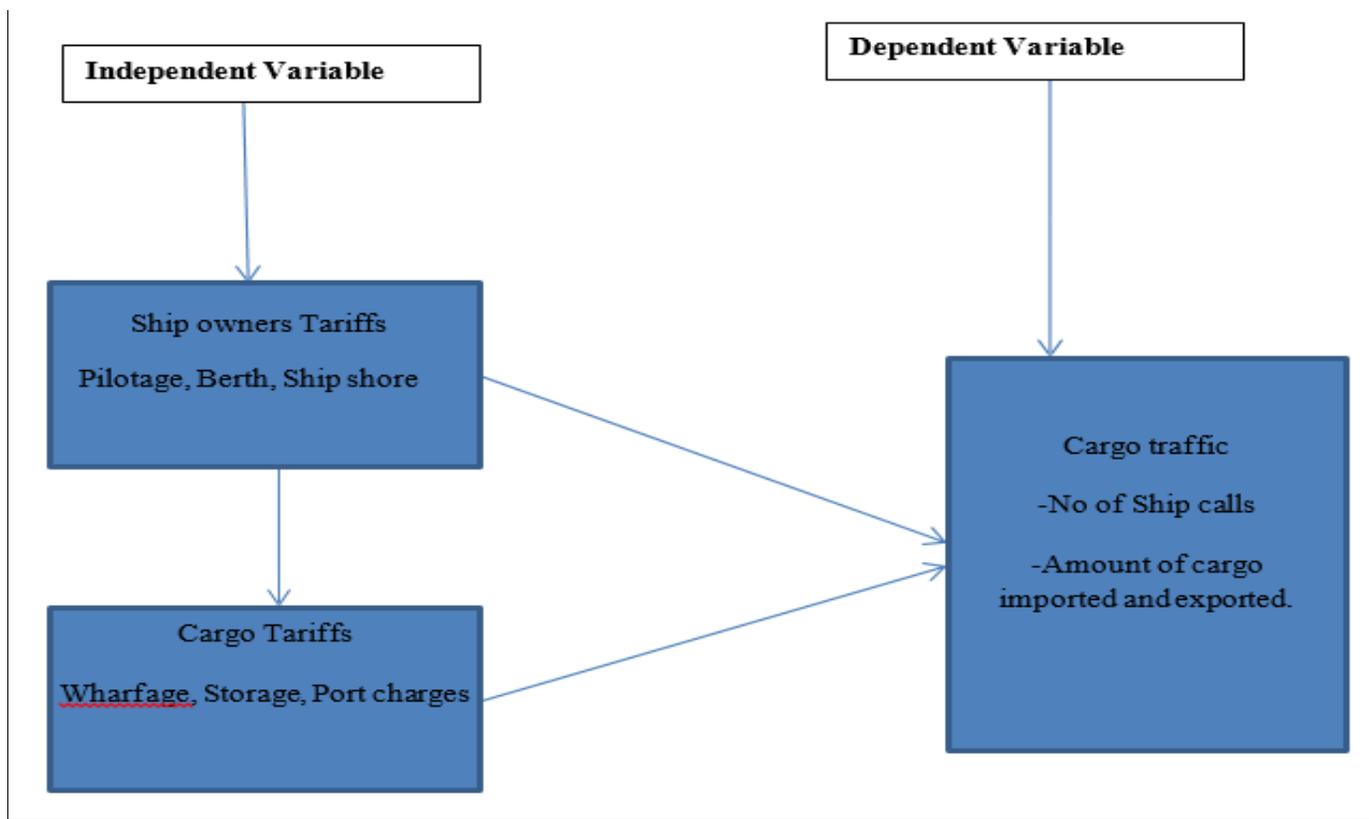


Fig 1: Conceptual Framework
Source: Researcher (2021)

According to figure 1 of conceptual framework, independent variable of ship-owners tariffs when become high, these situation make effect in number of Ship calls in Dar es Salaam which bring Cargo on Dar es Salaam port, normally port customers pay Pilotage, Berth and Ship shore services, so the ship can either increase to come in Dar es Salaam port or decrease.

Also Cargo tariffs can make effect in import of cargo or export of cargo, the cost of cargo tariffs when become high customer can decide to use another port, normally port customers pay different charges like storage, wharfage and port charges.

CHAPTER THREE RESEARCH METHODOLOGY

A. *Research Design*

This study used a descriptive research design because it is very accurate and systematic in describing population and situation, the purpose of descriptive design is to observe, describe, and document aspects of situations as they occur in a given population.

B. *Study Area*

This research conducted at the Dar es salaam Port, Shipping Company and Clearing and forwarding agents of Dar es Salaam. The study included the various gatherings of individuals as per Age, Gender, and kind of work and experience of work.

C. *Targeted Study Population*

The study used the population of 150 and these populations involved Ship agents, Importers, Exporter, Port officers and clearing agent officers.

D. *Sample and Sample Techniques*

➤ *Sampling Techniques*

Sampling refers to the technique or procedures that the researcher would adopt in selecting items for the sample (Kothari, 2004). It is defined plan for obtaining a sample from a given population. Types of sampling methods include probability sampling method and non-probability sampling method.

Probability sampling is the only which use the randomly sampling method which contain without considering the characteristics in phrases of information, job role and revel in that offers each member of the population equal chances of being included within the study (Kothari, 2004).

Non probability sampling the researcher used purposive sampling technique which depends on characteristics in term of knowledge, job position and experience of job (Kothari, 2004).

In this study researcher used non probability sampling technique known as purposive sampling technique. According to Kothari (2004), purposive sampling is a non- probability sampling method in which the researcher targeted a group of people who have different characteristics in terms of knowledge, job position and experience.

➤ *Sample Size*

The sample size of this study was 60 participants. These participants were derived from 150 populations; the sample size was calculated as indicated in equation 3.1

$$n = \frac{N}{1+(e)^2} \quad \dots\dots\dots (3.1)$$

Where by:

n=Sample size

N= Targeted population

(e)= Error is 10%

N = 150

(e)= 0.1

Sample size = $150 \div (1 + (0.1)^2)$

Sample size= 60

The following table 1 shows the distribution of sample size according to nature of activities in port.

Table 1: Distribution of Sample Size According to Nature of Activities in Port

S/N	STUDY UNIT	SIZE OF THE SAMPLE
1	Ship agents	10
2	Importers	15
3	Exporters	15
4	Port officers	5
5	Clearing and forwarding agents	15
	Total Sample Size	60

E. Data Collection

Agreeing in Kothari (2004), assortment of information is isolated into two sections which are Primary information and optional information. In this study both strategies will be used in assortment of information, Primary information includes information from interview, questioners. Additionally, the Secondary information include examines books, magazine, Articles and other report of port activities.

➤ Questionnaires

Questionnaires used to get essential information from individuals who work in field of transportation businesses in port, ships and clearing specialist office by think about age and sex of individuals. The questionnaires have been circulating to get an appropriate knowledge of the importance and the thinking for doing the examination to decrease mistake and bogus answer but questionnaires used in 10 Ship agents, 15 Importers, 15 Exporters and 15 clearing and forwarding agents because they are large in number.

➤ Interviews

This method of face by face in order to find the solution of the research questions however, meetings lead to get information from expected people, so in order to get information the interview will be conducted to 5 Port officers because they are small in number.

➤ Documentary Review

The narrative survey included the auxiliary information from understanding books, articles, reference from web and archive worried about transportation monetary. So this study will audit the impact of port tariffs in five years back to get the unmistakable image of impact of port levy in port client.

F. Data Analysis

➤ In Assess the Current Situation for Cargo Traffic at Dar es Salaam Port

This study used primary data and secondary data for collect information in order to assess the current situation in Dar es salaam port by either doing interview or give them questioners. So after collecting data, excel was used to analyze the data.

➤ In Assess the Effect of Port Tariffs to Importers and Exporters of Cargo

This study used primary data and secondary data from Importer, Exporter, Ship agents, clearing and forwarding agents and then process in Excel in order to get the clear answers on this study.

➤ In Find out Possible Measure to Mitigate the Port Tariffs Challenges Facing Dar es Salaam Port

In analysis of data used primary data by consider the answers from interview and questioner from Importer, exporter, ship-agents, port officers, and clearing and forwarding agent.

G. Reliability and Validity of Data

➤ Reliability of Data

The logical utilized polls and meeting for information gathering as expressed before. A gadget is painstakingly chosen by meeting on the idea of the space to be thought of and financial and time limit.

➤ *Validity of Data*

To accomplish the legitimacy the Researcher guarantee the measurement instrument convey satisfactory inclusion of the point by appreciating sufficient definite example of universe. Similarly basis related legitimacy considered anticipating some result or estimation presence of some current state.

The researcher utilized transparently word questions as apparatus of estimating answer of offended parties regarding research issue, research question and the specialist stayed away from of blunder by setting genuine model, setting questions which are basic and straight.

CHAPTER FOUR

DATA ANALYSIS AND PRESENTATION OF FINDINGS

A. Introduction

This chapter presents analyses and discusses the findings. The first part of the chapter provides background characteristics of the respondents in terms of age, gender and level of education. The chapter shows the effect of port tariffs on Dar es Salaam port cargo traffic. It further shows amount of cargo import and export in five year back, number of ships call in Dar es Salaam port. Lastly, it determines how the effect of port tariffs on Dar es Salaam port cargo traffic.

B. Background Characteristics of the Respondents

The respondents were categorized in terms of demographic and social characteristics. Demographic characteristics were based on age and social characteristics of respondents were based on level of education. The study involved 60 respondents who were representing five categories; ten (10) respondents were from the Ship agents, fifteen (15) were from Importers and 15 were from exporters and 15 clearing and forwarding agents, 5 port officers.

➤ Age of the Respondents

The age distribution was considered in order to establish the age composition of the respondents, for instance, which age groups are aware of the knowledge and skill of shipping industry. Also, the age group helped a researcher to examine the effect of port tariffs on Dar es salaam port Cargo traffic as shown in table 2 like as 21-24 age involve Clearing and Forwarding agents, 25-34age Importer, 35-44 age Exporter, 45age Ships agent, 45-60 age Port officers. The age pattern show that 21-24age cover 16.7% and 45-60 age cover 8.3% then the other age of 25-34age, 35-44age cover 25% and lastly 45age cover 25% of the respondents. The following table shows the distribution of respondent's age in percentage.

Table 2: The Distribution of Respondents Age

Age Group	Frequency	Percentages (%)
21-24	10	16.7
25-34	15	25
35-44	15	25
45	15	25
45-60	5	8.3
Total	60	100

Source: Field Data (2021)

➤ Education of Respondents

It is believed that the level of education contributed a lot in making people aware of their profession, work environment, rules and policies that guides them. Education was crucial for improving performance for purposes of increase work efficiency in any business.

The data in Table 3 reveals that most respondents in this study conducted at Dar es Salaam port were educated in which 15 respondents (25%) had secondary education, 30 (50%) of respondents were diploma holders, 10 (16.7%) had bachelor degree or advanced diploma and 5 (8.3%) of respondents had either postgraduate diploma or Master's degree. This suggests that most employees of Dar es Salaam Port and people of other Shipping company are educated, thus; they were aware of contribution in assessing of effects of port tariffs on Dar es Salaam port cargo traffic. The following table 3 shows the education level of respondent's in percentage,

Table 3: Education level of the Respondents

Education Category	Frequency	Percentage (%)
Primary education	-	-
Secondary education	15	25
Diploma education	30	50
Advance Diploma/ Degree	10	16.7
Master's-Degree/Post Graduate Diploma	5	8.3
PHD	-	-
Total	60	100

Source: Field Data (2021)

C. In Assessing Current Situation of Dar Es Salaam Port

In this objective the situation of Dar es salaam port is not bad but there is some review needed in Ship owners tariffs for the ship which bring the cargo to Dar es salaam port and the ship which export cargo from Dar es salaam port, so in order to continue to receive more ship which lead to increase revenue of our government, the Ship owner tariffs include Pilotage, Berth, Ship shore connection and others. The Dar es Salaam port provide service of import and export of cargo, port service on Ship are divided into different group such as

- Container ships (TICTS)
- Container ship (TPA)
- Dry Bulk, General Cargo
- RORO Car carriers
- RORO Container,
- Bulk liquid- KOJ
- Bulk liquid –SPM
- Bulk liquid –Coastal
- General Cargo Coastal
- Passenger/Cargo- coastal

Table 4 shows the number of ships calls in Dar es salaam port according to type of ship enter in Dar es salaam for five year back from 2016-2020.

Table 4: Types of Ships Call per Year

YEAR	2016	2017	2018	2019	2020
Deep	No Calls				
Container (TICTS)	357	367	403	270	244
Container (TPA)	104	105	70	60	51
Dry Bulk	73	82	80	71	92
General cargo	91	100	111	107	93
RORO Car Carriers	175	158	159	164	143
RORO Container	37	37	33	33	31
Bulk liquid - KOJ	129	120	106	102	75
Bulk liquid- SPM	30	33	35	37	33
Cruise, Research	49	40	27	13	5
Total	1045	1042	1024	857	767
Coastal	-	-	506	495	-
Bulk liquid -Coastal	58	33	54	61	74
General Cargo Coastal	372	393	438	520	532
Passenger/ Cargo- Coastal	258	317	228	101	71
Tugs/Barges/ Others	1	170	-	-	-
Total	689	743	720	682	677
Total	1734	1785	1744	1539	1444

Source: Field Data (2021)

According to table 4, there is fluctuation of Ships calls at Dar es Salaam port, when the port tariffs become high the Ships decide to choose another port which have friendly port tariffs (Svaetichin & Inkinen, 2017).

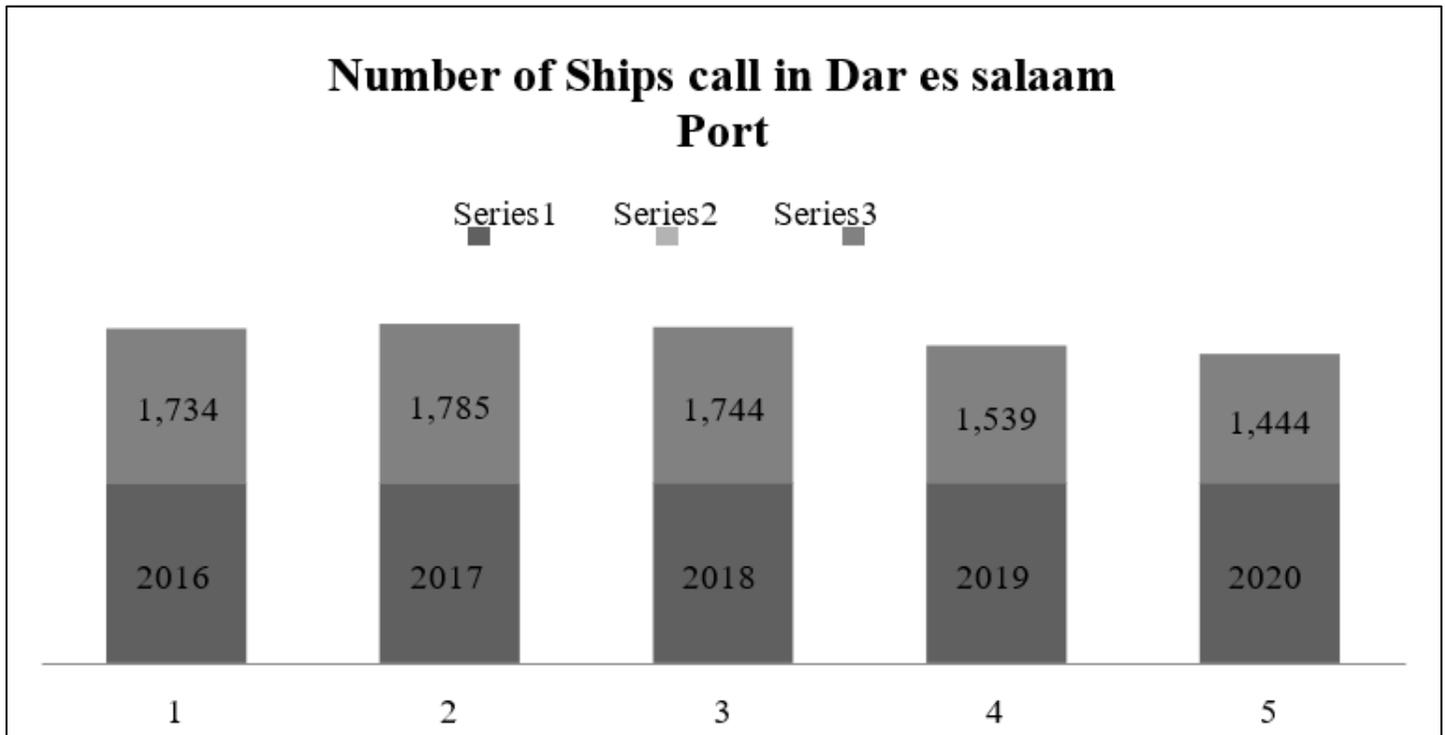


Fig 2: Chart Shows the Fluctuations of Ships Call in Dar es Salaam Port Source: Field Data (2021)

➤ *The Fluctuation of Ship which Provide Service of Cargo at Dar es Salaam Port Look Like as Follows:*

- Container ticts- The ships call to Dar es Salaam port to bring cargo in the five year back are 2016- 357 ships, 2017-367 ships, 2018-403 ships, 2019-270 ships, 2020-244 ships, so according to this data there is increase of ships call which bring cargo dar es salaam port at the year 2016-2018 and there is decrease of ship call on the year 2019 to 2020.
- Container tpa- The ship call to Dar es Salaam port to bring cargo are 2016- 104 ships, 2017-105 ships, 2018-70 ships, 2019-60 ships, 2020-51 ships. So according to this data there is increase of ships call for only two year from 2016- 2017 but ship call decrease from 2018 to 2020.
- Dry Bulk-Only 73 ships call Dar es salaam port in year 2016, 2017-82 ships, 2017-80 ships, 2019- 71 ships, 2020- 92 ships. So there is high number of ship call on the year 2017 and 2020 but low number of ships call on 2016, 2019, and 2018.
- General cargo- The general cargo ships increase to come Dar es Salaam port from 2016- 2017 to bring cargo. Example 2016-91 ships, 2017-100 ships, 2018-
- 111 ships, 2019-107, but decrease on 2020 -93 ships.
- RORO Car Carriers- The ships call on Dar es Salaam port be high on 2016-175 ships, 2019-164 ships, but become low on 2017-158 ships, 2018-159 ships, 2020-143 ships.
- RORO Container-These type of ships come on Dar es salaam port at the same number on 2016- 37 ships, 2017-37 ships, and 2018-33, 2019-33 then at the year 2020 decrease up to 31 ships.
- Bulk liquid-KOJ- These ships bring different kind of fuel to Dar es salaam port, on the year 2016 the ships which call Dar es salaam port are 129 ships, 2017-120 ships, 2018-106 ships, 2019-102 ships, 2020- 75 ships.
- Bulk liquid- SPM- The number of ships which bring fuel Dar es Salaam port increase in the year 2016-30 ships, 2017-33 ships, 2018-35 ships, 2019-37 ships, and decrease on the year 2020-33 ships.

D. *The Effect of Port Tariffs to Importers and Exporters of Cargo*

The effect of port tariffs can be either positive or negative, these data collected by using questioners, interview and secondary data collected from port authority, This study was involve data from Importer, Exporter, Ship agents, Port officers ,clearing and forwarding agents and secondary data processed by using Excel . 10 Importer and 10 Exporter, 5 Port officers and 15 clearing and forwarding agent were said that there is important of review port tariffs in order to meet customers satisfaction for purposes of getting more customers which leads to increase revenue and rise Tanzania economic.

The table 5 shows the overall cargo traffic through DSM port for five year back

Table 5: Overall Cargo Traffic through DSM Port for Five Year Back

YEAR	2016	2017	2018	2019	2020
Overall imports	11,260,549	11,460,983	12,682,586	13,138,769	12,983,540
Overall exports	2,039,244	2,044,935	2,451,375	2,797,795	2,854,493
Overall imports and exports	13,299,793	13,505,918	15,133,961	15,936,564	15,838,033
Transshipment	289,173	255,618	266,915	86,388	19,837
Grand Total	13,588,966	13,761, 536	15,400,876	16022, 952	15,857,870

Source: Field Data (2021)

- Overall imports- In Dar es salaam port for five years back data show that there is increase of cargo import in the year 2016-11,260,549 tonnes, 2017- 11,460, 983tonnes, 2018- 12,682,586 tonnes, 2019-13,138,769 tonnes, and cargo import decrease at the year of 2020-12,983,540 tonnes.
- Overall exports- Dar es salaam port cargo export increase for all five year back the data show 2016-2,039,244 tonnes, 2017-2,044,935 tonnes, 2018-2,451,375 tonnes, 2019-2,797,795 tonnes, 2020- 2,854,493 tonnes.
- Transshipment- Transshipment cargo decrease on the year 2019- 86,388 tonnes, and 2020- 19,837 tonnes but increase on 2016-289,173 tonnes, 2017 – 255,618 tonnes.

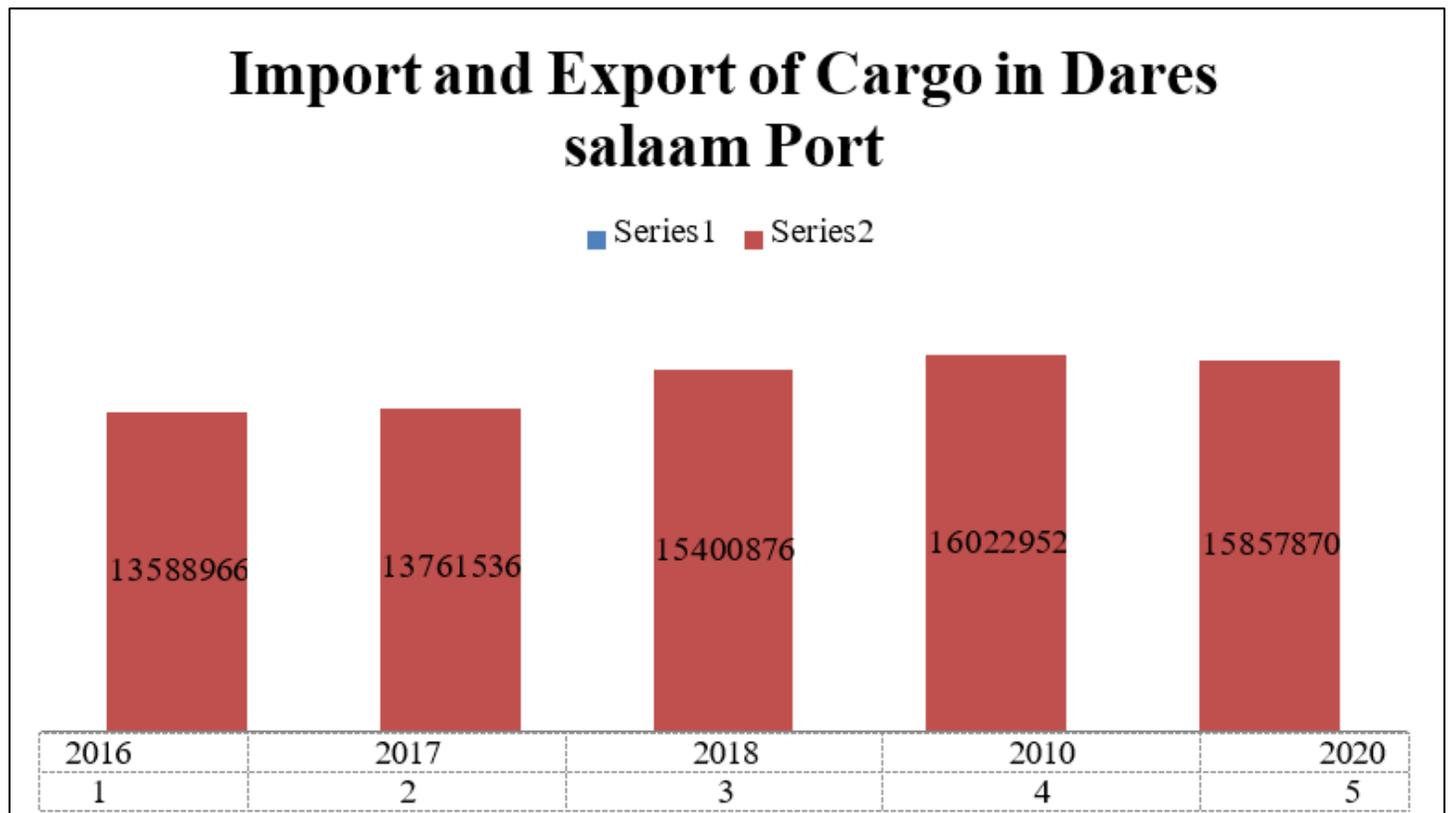


Fig 3: Shows the Cargo Imports and Exports in Dar es salaam Port Source: Field Data (2021)

As indicated in figure 3 show that there is fluctuation of Cargo Import, and transshipment but for the cargo Export increase for every year in five year back, in this situation it is better to review port tariffs in order to find solution of this situation. The port authority must share advice from customer at the period of review port tariffs in order to meet customer satisfaction which lead customers to use Dar es salaam port for import and export of cargo, so it is better to review port tariffs according to demand of port users (Achmadi, 2017).

E. The Possible Measure to Mitigate the Port Tariffs Challenges Facing Dar es Salaam Port

The possible measure to mitigate the port tariffs challenges facing Dar es salaam port, the stake holder of port advised the port authority to sit together with customers and start to review the Dar es salaam port tariffs in order to make each group to get benefit in revenue which lead to rise the shipping business to Dar es salaam port and rise economic of Tanzania. In any Shipping business needs negotiation with customer for purposes of getting the feedback of business if the service is good or not (Stott et al, 2016).

Also the port officer advised the learning institution to do many research about port activities in order to know different problem in port activities and find solution of these issues for purposes of increase port revenue according to change of shipping business environment.

CHAPTER FIVE

SUMMARY, CONCLUSION AND RECOMMENDATIONS

This chapter represents summary, conclusion and pointers of the research observe. It Draws conclusion of the principal findings of the observer when it comes to the goals supplied in chapter one, research implication, knowledge implication, additionally discusses hints and pointers for further look at.

A. Summary

The study has addressed the research question, effect of port tariffs on Dar es Salaam port cargo traffic which involves shipping agents behalf of ship owners, Importer, Exporter, Clearing and Forwarding, Port officers in order to look the effect of port tariff either positive or negative for purposes of increase government revenue while there is satisfaction of port users.

B. Conclusion

The dependable and sustainable verbal exchange device among port offerings Provider and port customers is one of the first-class manner of preserving clients in this type of competitive shipping business. Substantial proof is now available that customers 'Perception of service excellent overall performance of precise acts are very predictive of their universal satisfactions and willingness to use the port services again, if needed.

The findings of this study highlight the amount of cargo export, import, transshipment and no of ship call in Dar es Salaam port. Dar es Salaam port is the starting and ending point for maritime transport which links six surrounding land-locked countries. These countries depend on this port for the passage of their exports and for the importation of goods.

The entire transport chain of these countries therefore starts and ends at Dar es Salaam port. Trade facilitation is the best way of achieving economies of scale when additional industrial, commercial and technical activities are required. The port also contributes to different areas of production such as availability of raw materials for manufacturing industries.

Dar es Salaam ports remains one of the most important transport mode interfacing with shippers, freight forwarders, ship owners, shipping agents, cargo distributors, cargo transformation companies, packing companies, land transport operators, customs offices, cargo inspectors, banks, insurance companies and other relevant organizations. Dar es Salaam port is thus an important centre for trade facilitation.

The study concludes that Dar es Salaam port in five year back from 2016 to 2021 there is increase of exportation of cargo for all five year back but there is fluctuation of cargo import and transshipment and number of ship call port of Dar es salaam fluctuate, also there is problem of port tariffs to become high compare with other neighboring port.

C. Research Implication

The effects have unique implications for exclusive events. Practitioners, researchers, and stakeholders need to use this observe for reviewing or assessing the overall performance of Dar es Salaam port, to modify the prevailing state of affairs, and to layout new ways for selling seaport performance. The understanding received also stimulate the effectiveness of the TPA control crew at the want of effectively utilization of the Dar es Salaam port, because take a look at relieved that Dar es Salaam port can generate extra profits once it emerge as aggressive, and the competitiveness can be acquired once all elements that contributing to port performance as explained on this look at may be effective. Also this research has direct implications on the need for training and schooling, TPA control thru this research must be stimulated to offer extra instructional education to their workforce in order that to powerful their competencies and overall performance so that it will also resulting to better port overall performance.

D. Research Knowledge

In the segment of knowledge implication, the knowledge obtained from the findings and method used inside the have a take a look at need to be used by one-of-a-kind researchers to layout research that in addition will slender gaps in the literature. This expertise have to additionally be used to design destiny quantitative research that are more valid and generalizable, or future qualitative studies which might be more obvious, coherent, and credible. Specifically, the expertise generated by means of manner of the research used to indicate destiny research subjects.

E. Recommendation

Some tariffs are extraordinarily complicated at the same time as others are quite easy. There is, but, a growing preference at the part of port users for extra Transparency inside the billing of port services. This highlights the want for extra easily comprehensible and comparable tariff systems. Ports are more and more required to study their aggressive position in opposition to neighboring ports. The business reality within the era of globalization is that clients require a balance of price and provider. However, relativity in port fees appears critical in making sure that a port is competitive in all areas, which include cost. Hence, a cost assessment can offer a treasured angle (Foroglou & Tsilidou, 2015).

Based on the research findings the subsequent suggestions are made:

- To review the port tariffs for at least for every two years for purposes of increase number of cargo import, cargo transshipment and number of ship call in Dar es Salaam port in order to increase government revenue and compete with other neighboring port.
- To make communication with customers in order to know the challenges which faces port users and find solution of problem for purposes of attracting importer and exporter to continue use Dar es salaam Port.

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APPENDICES I:

**Questionnaires for Ship Agents, Importer, Exporter and Clearing Agents Officers.
Introduction and Consent**

Dear respondent,

I, Japhet M Mushumbusi, is a student of Dar es salaam Maritime Institute pursuing Master’s degree of Shipping Economic and logistics. I am conducting a study as part of the degree programme. I would, therefore, be very grateful if you could spend some time to respond to a series of questions. You are assured that any information provided would be used for academic purpose only and your responses are strictly confidential.

1. Demographics:

Sex: a. Male b. Female

Age: a. 21 – 24

b. 25 - 34

c. 35 - 44

d. 45

e. 45 – 60

Level of education:

Pre-primary education (Year 1 and 2)

Primary education (Standard I-VII)

Secondary ordinary level education (Form 1-4)

Certificate

Secondary advanced level education (Form 5 and 6)

Diploma or Advanced Diploma

University education

Master or PhD

Other (Specify).....

2). Do you think that there is double payment of service in ship call Dar es Salaam port compare to another port?

a) Yes b) No c) I don't know Explain, please

3) Do you think that there is any port charge which causes congestion in port?

a) Yes b) No c) I don't know Explain, please

4) Do you think that there is important of making negotiation between port authority and user about revising port tariffs?

a) Yes b) No c) I don't know Explain, please

THANK YOU FOR YOUR KIND PARTICIPATION

APPENDIX II:
Interview Guide for Port officers

1. Demographic Information

Sex: Male / Female

Age: 21 – 24

25 - 34

35 - 44

45

45-60

Level of education:

Pre-primary education (Year 1 and 2)

Primary education (Standard I-VII)

Secondary ordinary level education (Form 1-4)

Certificate

Secondary advanced level education (Form 5 and 6)

Diploma or Advanced Diploma

University education

Master or PhD

Other

2). Do you think that there is double payment of service in ship call Dar es Salaam port compare to another port?

a) Yes b) No c) I don't know

3) Do you think that there is any port charge which causes congestion in port?

a) Yes b) No c) I don't know

4) Do you think that there is important of making negotiation between port authority and user about revising port tariffs?

a) Yes b) No c) I don't know