

UNIVERSITY OF GHANA

CENTRE FOR MIGRATION STUDIES

**THE ROLE OF “DOOR-TO-DOOR” SHIPPING OPERATORS IN GHANAIAN
INTERNATIONAL MIGRATION**

BY

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DECLARATION

I, Maame Aboagyewaa Peterson, hereby declare that except for references to other people's work which have been duly acknowledged, this thesis is the result of my independent research conducted at the Centre for Migration Studies, University of Ghana, Legon under the supervision of Dr. Leander Kandilige. I also declare that as far as I know, this thesis has neither in part or in whole been published nor presented to any other institution for an academic award.

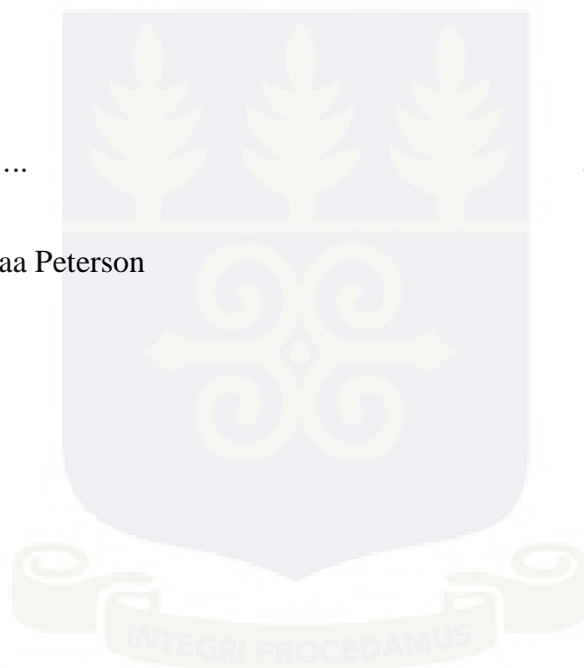
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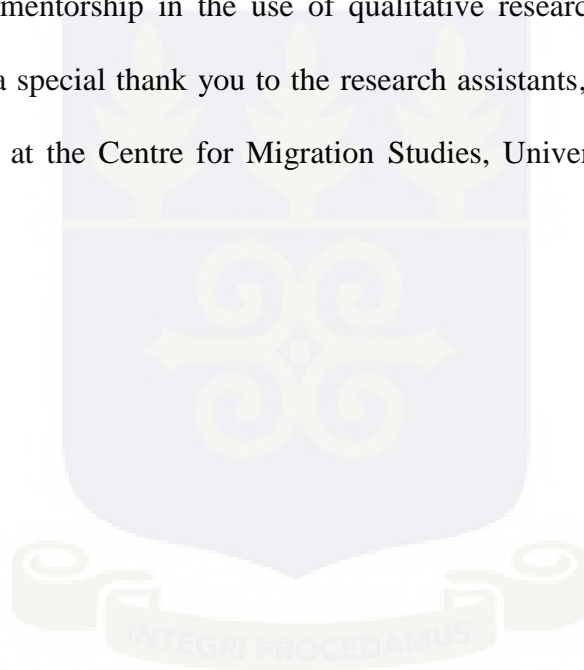
DEDICATION

This work is dedicated to God, my family and my academic mentors.



ACKNOWLEDGEMENT

I extend my sincere appreciation to God and to my supervisor Dr Leander Kandilige for his contributions and advice. I would like to acknowledge the fact that this thesis is a collaborative project done in conjunction with my supervisor. It is part of a larger project, which is being conducted both in Ghana and the United Kingdom. This project is being funded by the Office of Research, Innovation and Development (ORID) at the University of Ghana. I am very grateful to my supervisor for giving me this opportunity. I would also like to thank my sister Dr. Naa Dodua Doodoo for her immense contributions and mentorship in the use of qualitative research techniques. Finally I would like to say a special thank you to the research assistants, graduate assistants and teaching assistants at the Centre for Migration Studies, University of Ghana for their diverse support.



ABSTRACT

Freight has contributed to the economy of Ghana in diverse ways. The “Door-to-door” shipping model as part of the migration industry facilitates international migration of Ghanaians by helping emigrants to remain in contact with Ghana. This study was undertaken to examine the role of “Door-to-door” operations in Ghanaian international migration.

The study employed a qualitative approach to data collection: the use of in-depth interviews and focus group discussion. Thirty-two participants who consisted of: five port officials from Ghana Revenue Authority (Customs Division), three port officials from the Ghana Ports and Harbours Authority, five clearing agents and three local staff and business partners of “Door-to-door” operators in Ghana. Sixteen recipients of goods through “Door-to-door” shipping were also interviewed. Lastly, a focus group discussion was held with eight already interviewed recipients of goods through “Door-to-door” shipping.

In examining the contributions of this model of shipping to the Ghanaian economy, the study found out that the “Door-to-door” shipping model has positive effects not only on the economy but on the lives of individuals. Some of these contributions are: the improvements in living standards of individuals and families, direct impacts on the economy: direct employment contribution, direct contribution to the GDP and direct tax contribution. There were also indirect or multiplier impacts on the economy. The study also identified that this shipping model has some negative impacts on the economy of Ghana as it has led to a decline in local industries and environmental pollution due to the influx of foreign goods and used goods.

The study described this model of shipping and further highlighted challenges associated with it. The challenges involved are mainly in the process of shipping and handling of goods especially fragile goods. Some of these challenges include: poor systems of examination of goods (self-declaration of goods by clearing agents; false declaration of the value of goods) leading to loss of revenue for the state, damage of goods due to poor handling strategies both at the port and in transit and delays due to cumbersome systems at the ports. The study also addresses issues on how operations of “Door-to-door” shipping could be formalized by using systematic methods of delivery and clearing of goods in order to increase its benefits to both the state and to individuals. This study recommends that self-valuation of goods at the ports be discontinued in order to reduce losses of tax revenue. It also recommends that “Door-to-door” operators introduce compulsory insurance on fragile goods to help reduce losses for recipients in case their goods are damaged during the process of shipping. Finally recommendations were made on how to solve the issue of a decline in the patronage of local goods through the use of government policies to ban the importation of certain consumer goods.

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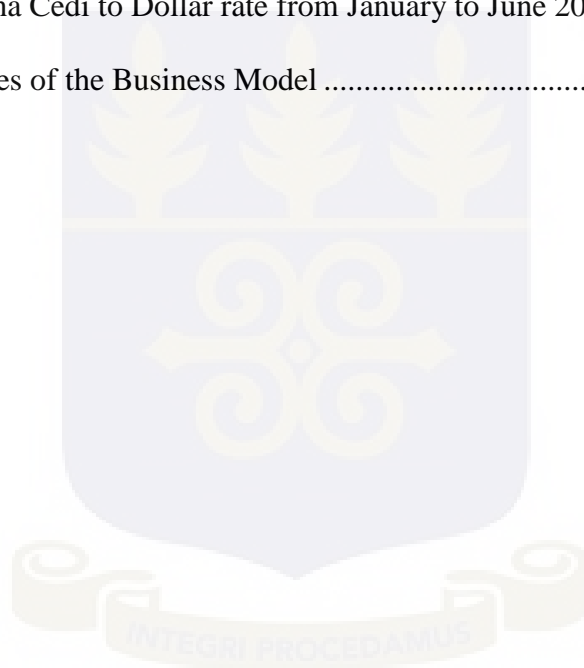
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CHAPTER 1

INTRODUCTION AND BACKGROUND TO THE STUDY

Globalization in recent times has made freight an integral part of commerce and daily economic life (Panayides and Wiedmer, 2011). The freight industry is an important contributor to the Ghanaian economy. Ghana is known as the gateway to West Africa due to the role of Ghanaian ports as transits for large quantities of shipments to other West African countries, especially the landlocked countries such as Mali and Burkina Faso.

International migration has increased in recent times and continued to be a livelihood strategy for many households and individuals (Castles and Miller, 2013). International migrants as a way of living within transnational spaces try to find a balance between “living here and there”. Migrants engage in transnational practices as a form of insurance/back up (Guarnizo, 2003; Itzigsohn and Saucedo, 2002; Levitt and Jaworsky, 2007). Remittances have been an important aspect of international migration and an integral part of transnational networks (Smith, 2007).

Intermediaries in the migration industry are portrayed in academic and policy research as illegitimate, illegal or criminal entities whose preoccupation is the exploitation of the migrant. This lopsided view constrains critical analysis of the potential positive facilitation role of these actors. ‘Door-to-door’ shipping are businesses that collect and ship goods from specific addresses in the Europe and North America to specific addresses in Ghana. They constitute a vital link between Ghanaian migrants and migrant households in Ghana, businesses, voluntary sector agencies and even government institutions. ‘Door-to-door’ operators play an important role in the migration experience of migrants. Among other things, they accelerate the realization of migrants’ dreams by serving as part of a bridge that helps migrants and their relatives undertake some

projects, especially in the origin country. Some of the projects include the building of businesses or houses, for example. This is because these ‘Door-to-door’ operators ease the movement of goods between migrants and their relatives. In spite of the important role of these operators as key intermediaries in the migration industry, very little is known about the nature of this transnational business model, the extent to which it facilitates migration processes and the implications of their operations on the development prospects of Ghana. This study seeks to address a critical gap in knowledge about the operations of a major transnational business which has a direct bearing on the livelihood strategies adopted by Ghanaian migrants in their attempt to participate in socio-economic development in their country of origin. The study also contributes to the literature on the importance of remittances to the economy by highlighting the impacts of in-kind remittances on households and businesses in Ghana. It also recommends some policies to the government of Ghana on how to improve the ‘Door-to-door’ shipping industry, and how to facilitate the receipt of in-kind remittances through this business model.

1.1 Statement of the problem

Existing research identifies a wide range of actors in the migration industry, varying in their degree of organisation and formalization (Sørensen, 2012; Agunias, 2013). While some authors categorise them into private, government and/or specialised actors, others (Sørensen, 2012) have grouped them into transnational and multinational companies, agencies and companies facilitating access to legal and illegal migration, smaller migrant enterprises and clandestine actors (Hernández-León, 2013; Spener, 2009). What is clearly missing from this discourse is the role of those actors who are not necessarily facilitating migration but rather enabling the transfer of in-kind remittances.

Secondly, very little is known about the challenges that are involved in their operations. Investigation into their operations is therefore necessary to understand these challenges and dynamics. Many scholars have written on the contributions of remittances to the home countries of migrants and their networks in the country of origin (Smith, 2007; McKenzie, 2006). These academic and policy researches have mostly focused on the impacts of cash and social remittances such as epistemic transfers (Smith, 2007; McKenzie, 2006). However, anecdotal evidence suggests that in-kind remittances are equally important to the economies of migrant sending countries. This empirical study which focuses on the freight industry seeks to fill the dearth in literature with regards to the impacts of in-kind remittances on migrant sending countries.

In recent times there have been studies on ethnic formation, ethnic businesses and transnational entrepreneurship as forms of coping mechanisms of immigrants (Portes et al., 2002; Castles et al. 2014). However very few empirical studies have focused on African migrants who practise transnational entrepreneurship as an economic adaptation strategy in their host country.

1.2 Objectives

The underlying assumption of the study is that if the operations of ‘Door-to-door’ operators are formalised, they constitute the best model for transferring in-kind remittances to Ghana. This assumption was examined by addressing the following specific aims:

Specific aim 1: To describe the nature of the “Door-to-door” business model

Specific aim 2: To examine how operations of “Door-to-door” operators could be formalised

Specific aim 3: To examine how “Door-to-door” shipping as part of the migration industry is impacting on the Ghanaian economy.

1.3 Definition of concepts

The definitions of transnational migration and other closely related concepts such as international migration sometimes overlap. It is therefore necessary to use operational definitions for the purpose of this study. This ensures clarity and allows readers to better understand this empirical study.

International migration: it is a spatial and temporal phenomenon that involves the movement of people across national boundaries for at least six months (Gould, 2009 cited in Castles and Miller, 2009).

Transnational migration: this is whereby international migrants maintain economic, social, religious and political ties (on a regular or day- to- day basis) with their home country; it explains cross-border activities of migrants (Glick Schiller et al., 1995).

Transmigrants: these are international migrants who engage in transnational activities (Glick Schiller et al., 1995).

1.4 Significance of the study

This is an empirical research investigating the mode of operation of ‘Door-to-door’ shipping companies, their contributory role to the Ghanaian economy and their role in providing transnational linkages between Ghanaian migrants and their home country. The study provides an analysis of the relationship between ‘Door-to-door’ shipping as a type of transnational business within the migration industry and the actors (migrants and their network members) who engage them (Portes et al. 2002; Salt and Stein, 1997; Castles and Miller, 2003; Hernández-León, 2008).

This qualitative study allows for a deeper understanding of issues concerning the importance of in-kind remittances to the Ghanaian economy. It also adds to the literature on transnational entrepreneurship as a form of economic adaptation (or coping mechanism) for minority migrants in their destination countries (Portes et al.2002; Zhou and Liu, 2015)

1.5 Organization of the study

In exploring the role of ‘Door-to-door’ shipping operators in Ghanaian international migration; the impacts of this business model on the economy of Ghana and migrant-households and how this business model could be formalized, the study is organized into five chapters:

Chapter One introduces the work, detailing the background of the study, statement of the problem, research objectives, significance and the organization of the study.

Chapter Two is a review of the literature on the contributions of remittances to development, transnational migration, the migration industry and the importance of freight to the economy.

Chapter Three presents the methodology for the research while Chapter Four presents the results and discusses them. The study ends with Chapter Five which consists of a summary, conclusion and recommendations.

CHAPTER 2

LITERATURE REVIEW

This chapter reviews literature on the impacts of remittances on the economy, the migration industry, the importance of freight to the economy and finally highlights the theory of transnational entrepreneurship which underpins this study on the role of ‘‘Door-to-door’’ shipping operators in Ghanaian international migration.

2.1 Remittances and development: micro- and macro developments

Remittances are the most perceptible means of connection between migrants and their networks (family, friends, colleagues) in their country of origin (Vertovec, 2004). These remittances are important in the everyday life of local actors; enabling them to secure better healthcare, education and establishing various businesses (Smith, 2007; Mckenzie, 2006).

Some scholars (Yang, 2011) see a positive relationship between educational attainment and enrolment on one hand and the receipt of remittances. They are of the view that remittance-receiving households are usually able to afford higher education. Remittances generally have the ability to improve the standards of living of recipients (Adams, 2003), and this implies that remittances do not only contribute to economic development but also contribute to human development. Human development, which basically implies the wellbeing of a person is an important aspect of national development (Sen, 1999). In a study on the effects of remittances on standards of living of migrant households versus non-migrant households, it was revealed that the standards of living of migrant families was 2.5 % higher than that of non-migrant families (de Haas, 2006c). Remittances can have indirect positive effects on non-migrant households (Taylor et al., 1996a ; de Haas, 2006).

Some studies have revealed that remittances can lead to changes in attitudes and even sociocultural practices. A study on some rural communities in Morocco revealed that families that received remittances underwent some changes in their sociocultural practices especially the gendered dimensions of these practices. Females who were usually left out of higher education were now being allowed to pursue higher education; this is because families could now afford to hire external female help thus freeing some of these young women to pursue higher education (de Haas and Van Rooij, 2010).

Though financial remittances are primarily private funds that go to families and friends of migrants, their importance to national development in general cannot be ignored. Remittances are one of the benefits of migration. Some countries have acknowledged the importance of engaging their diaspora in national affairs; these migrants are considered as important actors in the migration-development nexus. In Ghana for example, certain provisions and Acts have been established in order to formalize the engagement of the Ghanaian diaspora in nation building (Bump, 2006; Smith, 2007). In addition a national migration policy was launched on April 5, 2016.

Migrants transfer both financial and social remittances which can have a major positive impact on economic development of origin countries. Remittances are the largest source of external financing in many developing countries (World Bank, 2007). Remittances are higher than foreign direct investments and are twice as high as overseas development aid to developing countries (Castles and Miller, 2009).

In 2001, Morocco received remittances that were six times higher than official development aid and five times higher than foreign direct investment. The value of the remittances that year was also more than revenues from their tourism and the export sectors; agricultural produce and phosphates exports (de Haas, 2006c). As a percentage

of the GDP of Ghana, remittances increased from about 2 per cent in 1990 to about 13 per cent in 2003 and also increased from 22 per cent to almost 40 per cent as a percentage of total exports earnings (Addison, 2005). Collective remittances by hometown associations in many countries for example, Mexico are invested in the educational and health sectors of these receiving countries (Solimano, 2003). After having discussed some of the benefits of remittances to the home country it must be noted that there are some demerits that accompany the inflow of remittances, for example it leads to inequalities between migrant and non-migrant households; this may result in feelings of relative deprivation (de Haas, 2010). Feelings of relative deprivation may increase migration aspirations and intentions of non-migrants and this could eventually lead to the creation of a migration culture (de Haas, 2010). It is therefore useful to explore and analyze these negative effects of remittances on migrant sending countries. Another demerit of the receipt of remittances to the home country of migrants is that the influx of some used electronics and over-aged vehicles may contribute to environmental pollution. For example, according to the Energy Commission of Ghana, used fridges consume more energy and also emit certain greenhouse gases (chlorofluorocarbons), which are harmful to the environment (Economic Tribune, 2012).

2.2 The Migration industry

In recent times migration has become commercialized in terms of control and facilitation: technological advancement in means of transportation, the existence of multinational businesses, governmental policies to manage migration and criminal networks facilitating migration. Migration is now a profitable business, which involves small entrepreneurs who are using their previous migration experience to assist new migrants and large multinational firms who are in the business of helping governments manage migration. It is almost impossible to speak of human mobility without

mentioning the migration industry. Scholars have acknowledged the existence of the migration industry which is fuelled by migrant networks and transnational connections. Many major players in the migration industry involve in illegal activities which are mostly related to irregular migration. Actors within the migration industry include labour recruiters, agents, visa –contractors, transportation providers, travel agents, human traffickers, human smugglers, immigration lawyers, courier service enterprises, among others. (Gammeltoft-Hansen and Sorensen, 2013).

In most cases, actors within the migration industry are seen as criminals who only engage in illegal activities as a way of facilitating irregular migration. However there are some players within the industry who involve in legitimate businesses as a way of either promoting or managing migration, an example is the courier service companies. Salt and Stein (1997) distinguish between legitimate and illegitimate migration businesses. The legitimate migration businesses involves the use of correct documentation, following legal procedures, and the respect of the rights of clients, they are usually managed by states or multinational companies or institutions (Stein and Salt, 1997; 2002). The illegitimate migration business involves the use of illegal documents, mostly to do with human trafficking and smuggling. Kyle (2000) uses the term “*migration merchants*”, to refer to migration service providers and their activities, particularly in reference to worldwide trafficking in humans and human smuggling. According to Favell (2008) migration merchants also include those who rely on migrants for their livelihoods through their ethnic enclave businesses. The migration industry, just like any other business, involves losses and profits being incurred either legitimately or illegitimately. Though the legitimate aspect of the industry is beneficial to all parties involved and the world in general, most of the literature has tended to focus more on the illegal migration business (Mahmud, 2013).

Robin Cohen (1995), defines the term ' *migration industry* ', as an industry which involves private lawyers, travel agents, recruiters, and fixers and brokers who are transnational ;sustaining links with the origin ,destination and sometimes a third or transit country (Sørensen and Gammeltoft-Hansen, 2013,p. 5; Cohen, 1995). The “Door-to-door” business is one of such transnational businesses which ensures that links between the origin and the destination are sustained. Although this business model also involves transnational networks, unlike other transnational businesses within the migration industry like human and drug trafficking, this shipping model offers some positive contributions to the migration industry. Castles and Miller (2003) conceptualized the migration industry within the framework of migration systems theory, with several service providers at either end of the migration process who facilitate migration and integration. In this regard, every migratory movement can be viewed as the result of interacting micro- and macro structures in a system. The migration industry was seen as having micro-, meso- and macro structures within it (Castles, de Haas and Miller, 2014; Castles and Miller, 2009). The micro-structures being at the bottom of the scale consisting of: networks, practices, and beliefs of the migrants themselves (Castles and Miller, 2003; 2009 and Castles, de Haas and Miller, 2014).

At the meso level there are other non-state actors within this industry who, unlike other non-state actors aim at profit-making. Some NGO's, social movements, religious organizations and migrant networks have been focusing on educating people on the dangers of irregular migration. Some of these non-state organizations are also involved in rescue and rehabilitation of human trafficking victims (Gammeltoft-Hansen and Sorensen, 2013).

Both formal and informal actors within the migration industry have the ability to alter immigration policies; they are sometimes seen as actors disrupting organized migration management systems. Migrants are regarded as clients who need services that are increasingly being facilitated by many actors and brokers (Harris, 1995).

The migration industry is constantly shaping and reshaping migratory patterns and government policies (Gammeltoft-Hansen and Sorensen, 2013). According to Salt and Stein (1997) migration can be perceived as a global business. The migration process is a business because majority of the services which accompany migration are similar to that of a corporate structure. In their view 'migration business' is not physical but a spatial and mobile one, involving a chain of services provided by several actors or agents. The "*migration business*" is a business involving a lot of financial resources ,risks and a large labour force, managed by a set of individuals or institutions who have profit-making interests (Salt and Stein 1997).It is a trans-border business that can be either tangible or intangible.

In order to understand the migration industry one must appreciate the legal and political structures that manage migration: visa regulations, quota schemes, taxation of remittances among others. Therefore a cursory look at institutions handling these legal and political structures that manage migration is important.

2.3 Theoretical background: Transnational Entrepreneurship

Theory according to Corbin (1994 Cited in Silverman, 2006), implies a plausible relationship among concepts and groups of concepts. According to Corbin (1994) theory provides a framework for critical and in-depth understanding of phenomena and also serves as a basis for considering how what is unknown might be organized. A study on remittances will be incomplete without an examination of what transnational migration

means and the role of transnational networks in this type of migration. Vertovec (1999), conceptualized transnational migration as an avenue of capital. People engage in transnational practices as a form of insurance/back up (Guarnizo, 2003; Itzigsohn and Saucedo, 2002; Levitt and Jaworsky, 2007).

Transnationalism, unlike other theories of migration which consider migration as being stepwise and migrants as actors who only partake in the economy of their destination or transit countries, posits that migration involves an interflow of people, goods, money, ideas and cultures across geographical frontiers (Smith, 2007). Scholars of transnationalism believe that migrants are simultaneously involved in their country of destination, origin and sometimes a third country (Levitt and Sørensen, 2004; Madsen and Van Naerssen, 2003; Mazzucato et al, 2004).

Mazzucato et al (2004) recognize two main streams of transnationalism: the first stream deals with the identity of actors' vis-à-vis the nation-state, the focus is on how transmigrants seek an identity to define their position abroad. This can lead to the establishment of diaspora organizations and transnational businesses through which these transmigrants connect with one another and with their home country. Some however rather seek cultural identities which surpass a national identity, for example through religious groups. The second stream deals with the inter-exchange of goods, people, financial resources, cultures and ideologies across national borders. These inter-exchanges have some repercussions on the socio-economic and political environments of origin, destination and transit countries (Smith, 2007). Transnational activities have been grouped into political, social, cultural and economic (Guarnizo et al., 1999). Various transnational activities fall within the domain of economic transnationalism; one of such economic transnationalism is transnational entrepreneurship.

Migrants are able to overcome certain constraints that may affect their economic activities through their connection with other actors based abroad. These migrants may also use this interaction with their networks in their home or transit countries to overcome socio-economic constraints in the destination country. “Transnational ties with actors abroad also provide local actors with access to resources they can otherwise not get in the local or regional/ national economy” (Smith, 2007:25). For such transnational interactions to be beneficial, both parties (local actors and foreign-based actors) must have mutual interests in their relationship. This means that there must be an inter-connection between social, economic and cultural interests of both actors (Smith, 2007:25). This implies that transnational enterprises require the linkages of actors in both the home country and the destination:

Recent literature on immigrant transnationalism point to an alternative form of economic adaptation of foreign minorities in advanced societies, based on the mobilization of their cross-country social networks (Portes et al., 2002:2).

Economic transnationalism or transnational entrepreneurship has been said to be an adaptation strategy of minority immigrants as a way of forestalling their downward socio-economic mobility in the country of destination. These migrants establish businesses with the help of their networks in both their countries of origin and destination; such transnational businesses are sometimes established due to the inability of migrants to find jobs at their destinations. These self-employment strategies have a potential of increasing the socio-economic statuses of migrants and also contributes to the development of their origin countries. Transnational entrepreneurship depend largely on migrant networks and migrants relationship with their networks back home (Landolt et al. 1999; Zhou and Min 2015; Portes et al., 2002). Transnationalism according to Vertovec (1999: 447) also refers to multiple ties and interactions linking people or

institutions across the borders of nation-states .The existence of modern means of communication has made transnational interactions faster and easier (Mazzucato et al., 2004). Every transnational business requires multiple interactions between actors in more than one geographical location. In recent times technology allows such interactions to take place in real time. The “Door-to-door” shipping business is one of such transnational businesses that connects people: agents, migrants, families and friends of migrants among others, across borders through the sending and receiving of in-kind remittances. Following Vertovec’s (1999) conceptualization of transnational lifestyles as an avenue for capital formation, transnational entrepreneurship is a good example of how transmigrants use their multiple ties to create economic capital through the use of their networks .There are different forms of capital and these various forms of capital complement one another. People who possess one form of capital can transfer it into another form (Bauder, 2008). Transmigrants are able to convert one form of capital (social capital) into economic capital. Transnational entrepreneurship is therefore a form of economic transnationalism (Guarnizo et al. 1999) which allows migrants to achieve their economic targets without having to give up ties with their origin or to fully assimilate the culture of the destination (Warner and Sole, 1945; Jasso and Rozenzweig, 1990 cited in Portes et al., 2002).

2.4 Importance of freight to the economy.

The freight industry entails sectors whose main purposes are to provide goods movement services and/or supporting services. These sectors do not manufacture goods as part of their business operations and they include: truck, rail, air, water, pipeline, warehousing and storage, couriers and messengers (Maryland Department of Transportation Report, 2015)

In many countries such as the UK and USA, freight contributes considerably to their economies. It was indicated that the highest contribution from the freight industry to their economies came from the water and ports sector (shipping).

In the state of Maryland in the USA, the ripple effects of the water and port sector were much higher than other sectors. While air freight accounted for only 3% of the total freight industry employment in 2010, nearly 17% of the total job impacts and 16% of the total GDP, were attributed to water and port services (Maryland Department of Transportation Report, 2015, p.1).

According to the Maritime UK Report (2015), the shipping sector as part of the freight industry has both direct and indirect impacts on economies: on employment, GDP of countries, tax, multiplier impacts among others. In 2013, the UK shipping industry employed 114,200 people. The shipping industry contributed £3.0 billion (0.2%) to the GDP of the UK. In 2013, the UK shipping industry is estimated to have directly contributed £285 million to the Exchequer in income tax, National Insurance Contributions, VAT and other indirect taxes.

The shipping industry also stimulates the rest of the economy through two other types of expenditure. Its purchases of inputs of goods and services generate economic activity in its supply chain. Its payment of wages to its staff supports consumer spending. Such effects are typically referred to as the 'indirect' and 'induced' impacts, respectively. It is estimated that the shipping industry supports over 5000 jobs in Ghana; these workers pay taxes which contributes revenue to the economy (Interviews: Ghana Ports and Harbors Authority, 2016). Between 2006 and 2015 the Tarkoradi port in Ghana received 256,094 metric tonnes of cargo and contributed tax revenue to the government of Ghana (Ghana Ports and Harbours Authority Annual report, 2015).

The idea of shipping as the catalyst of economic development is not new. Adam Smith, often regarded as the father of modern economics, saw shipping as one of the stepping

stones to economic growth. Adam Smith saw shipping as the source of cheap transport which can open up wider markets to specialization, by offering transport for even the most everyday products at prices far below those that can be achieved by any other means (Stopford, 1997, p.3).

Over the last five decades the shipping industry has undergone many stages of evolution and has changed the dimensions of the world economy. Through the double revolutions of mechanized bulk transport and containerization, it has been amazingly successful in reducing costs and opening up the global market (Stopford, 1997).

From the above discussion on the contributions of freight to the economy, it can be seen that generally countries benefit a lot from this industry. According to the Ghana Ports and Harbours Authority in Ghana, the impact of this industry on the economy is very substantial.

2.5 ‘Transnational entrepreneurs’: emerging actors within the migration industry

According to Gammeltoft-Hansen and Sorensen, (2013) the migration industry is fuelled by migrant networks and transnational connections. Migrant networks play an important role in the “Door-to-door” shipping business. These migrant networks constitute the customer-base of such transnational businesses. Scholars have focused mainly on the migration industry as an industry that consists of illegal activities, such as human trafficking and smuggling (Gammeltoft-Hansen and Sorensen, 2013), this biased view constrains critical analysis of the potential positive aspects of this industry. There are transnational businesses such as the “Door-to-door” shipping companies that contribute positively to the migration industry. These “Door-to-door” shipping companies are businesses that collect and ship goods from specific addresses in the UK to specific addresses in Ghana. They facilitate transnational lifestyles of Ghanaian migrants, they

enable these migrants and their relatives in their country of origin to undertake some projects for example to establish a business. This is because these “Door-to-door” shipping operators ease the movement of goods between migrants and their relatives. For example the study revealed that Ghanaian migrants in the UK send building materials for their building projects in Ghana through “door-to-door” shipping.

Both migrants and their non-migrant networks (family, friends and colleagues in the origin) are actors within the migration industry. Some scholars (Castles and Miller, 2009; Taylor, 1999) have portrayed migrants as victims within the migratory process. These actors are usually presented in the literature as pawns controlled by micro and macro forces within the migration industry. However according to Hew (2003) and Mahmud (2013) actors within the migration industry are not just mere pawns but have agency and are able to negotiate within this industry to benefit themselves; evidence from this study supports this view. Both recipients and senders of “door-to-door” goods benefit from this transnational business, these in-kind remittances allow migrants to help their networks back home. The migrants are also able to draw some social capital from their networks back home to engage in commercial activities in Ghana while in the UK.

2.6 “Door-to-door” shipping as a transnational business

A study on Latin American immigrants in the US discovered a thriving entrepreneurial community which depended on social networks. This study identified four types of transnational enterprises: circuit firms which involved the transport of goods across national boundaries through informal couriers, Cultural enterprises which involved the importation of local goods from the home country to the destination, ethnic enterprises which are small retail businesses catering to the immigrant community dependent on a steady supply of imported goods, such as foodstuffs and clothing from the home country and lastly, return migrant microenterprises which are businesses established by returnees

who rely on their contacts in the destination country for their merchandise (Landolt et al. 1999 cited in Portes et al. 2002). The “Door-to-door” shipping is a type of transnational business that falls under the category of ‘circuit firms’ as conceptualized by Landolt et al. (1999). This is because “door-to-door” shipping businesses are informal courier services that facilitate the transfer of goods across national borders.

These transnational enterprises were established by the immigrants as an alternative form of livelihood in order to integrate economically into the host community (Landolt et al., 1999). Migrants have been noted to form part of the minority population in their host nations; their minority statuses sometimes constrain their access to socio-economic opportunities (Sniderman et al. 2004). According to (Portes and Zhou, 1999) migrants create their own economic opportunities by being self-employed; such immigrant entrepreneurs have been said to be more economically stable than their co-migrants who work for others. Some of the business partners of the “Door-to-door” shipping companies interviewed reported that most of their staff worked with them as part time workers but as the company expanded many of them joined on a full time basis. Also some of these workers even went on to open their own “Door-to-door” shipping companies. For example the manager of Agya Koo “Door-to-door” company started as a staff of Jobyco Company limited, he later left Jobyco to start his own company with the help of the owner of Jobyco. These two companies work together sometimes and even help transport each other’s excess consignments from the UK to Ghana. “Door-to-door” shipping operators are transnational entrepreneurs; emerging literature on transnational entrepreneurs (Portes et al. 2002; Zhou and Liu, 2015) has revealed the contributions of such transnational actors on their home countries’ development prospects. This shipping model is a type of transnational enterprise within the Ghana-UK migration industry which allows Ghanaian migrants to contribute to the

development of Ghana while abroad. Transnational enterprises have positive impacts on both the origin and destination countries as it creates jobs and tax revenue for the host country and also serves as an economic niche that provides ready jobs for subsequent migrants from the origin. The study found that these “Door-to-door” shipping companies employ a lot of Ghanaian migrants. According to one business partner their branch in the UK only employs Ghanaian immigrants, this supports the view of Portes and Zhou (1996) that a transnational business is a form of ethnic business which help migrants and their networks abroad to improve their economic statuses. There are ongoing debates about the impacts of transnational lifestyles on migrants’ integration in their host countries. Some scholars claim that living ‘here and there’ does not allow a migrant to fully integrate into their host nations however following the views of Zhou and Liu(2015) this study corroborates the idea that transnationalism allows migrants to integrate in their host communities without having to lose their identities. The “Door-to-door” shipping business is a transnational business which helps migrants to connect with their home country. Owners of such transnational businesses use their self-employment to be able to integrate economically in their host countries, while helping their co-migrants to connect with their origin through the sending of in-kind remittances. Migrants are able to use such transnational businesses to create some form of back up or insurance in their home country. The “Door-to-door” shipping business allows many migrants to engage in economic activities in the origin as a form of security and insurance in case there are any market failures in either their home country or destination country. For example this shipping model helps Ghanaian migrants in the UK to send home building materials for their building projects in Ghana or to send home goods for commercial purposes. These investments in Ghana serve as a form of insurance should they have any economic challenges in the UK. This supports reasons

why migrants engage in transnational activities as espoused by scholars such as (Guarnizo, 2003; Itzigsohn and Saucedo, 2002; Levitt and Jaworsky, 2007). This form of transnational lifestyle also supports migration theories such as the New Economics of Labour Migration Theory (Stark and Bloom 1985).



CHAPTER 3

METHODOLOGY

3.1. Research Design

The qualitative research approach allows a deeper understanding of a phenomenon (Minichiello et al., 1995). This study therefore employed a qualitative research approach in order to unearth a detailed understanding of the operations of ‘door-to-door’ shipping businesses and the implications for migrants and their relatives who utilise their services. This approach was also very efficient in studying the impact of in-kind remittances on the lives of individuals and the Ghanaian economy.

3.2 Population and Study area

This study focuses on “door-to-door” shipping companies that ship goods from a specific address in the UK to a specific address in Ghana. The study was part of a larger project which will involve some of the data collection being done in the UK, however my dissertation` is focused on the part of the study conducted in Ghana. The target population for this study were port officials (Ghana Ports and Harbours Authority officials, Ghana Revenue Authority-Customs Division), recipients of goods through “door-to-door” shipping, clearing agents and business partners of “Door-to-door” shipping companies in Ghana. The study was conducted at Tema Harbour; Golden Jubilee Terminal and the offices of the port officials at Tema. Other interviews took place in Accra at the Kotoka International Airport’s Cargo Section with some clearing agents, offices and ware houses of some “Door-to-door” shipping companies in Accra. In addition, one clearing agent at the Takoradi port was interviewed by means of Skype video call. Lastly recipients of goods through these transnational businesses were interviewed in their shops, homes and offices.

3.3 Identifying Participants and Sampling Method

In-depth interviews were conducted with eight, purposively sampled Port Officials from the Ghana Revenue Authority and the Ghana Ports and Harbours Authority. The basis for their selection was on their unique role in supervising the clearing of goods and their responsibility in ensuring that appropriate taxes are paid on imported goods respectively. Five clearing agents were also interviewed. Another three key-informant in-depth interviews were conducted among local staff and business partners of “Door-to-door” shipping operators. In addition, sixteen in-depth interviews were conducted among recipients of in-kind remittances through “Door-to-door” shipping operators. Apart from the in-depth interviews, focus group discussions were held with the recipients of goods through the “Door-to-door” shipping business. Participants for the focus group were the recipients who had already been interviewed individually. This was a homogenous group in which all of the participants had encountered certain challenges with this mode of shipping. The aim of selecting a homogenous group was to sample their collective views on some common challenges that they faced as users of “Door-to-door” shipping. The aim of this approach was to place participants in a group context, where conversations could flourish in what can be considered as a more common place or social situation (Bedford and Burgess, 2001).

3.3.1 Socio-demographic characteristics of participants.

The largest percentage of the participants (38%) were aged between 35 and 44 years where as 28% of the participants were between the ages of 25 to 34 years. Also, a vast majority of the participants were male, they represented 78% while the female participants were 22 % of the total sample. A large proportion (63%) of the sample showed that most recipients of goods through “Door-to-door” shipping were return migrants. Although the nature of the sample would not allow for generalization many of

such ‘Door-to-door’ shipping users have ever lived abroad; these returnees continue to maintain ties with their destination countries through the receipt of goods from their networks in the UK. These findings corroborate the theory of transnationalism as conceptualized by scholars such as (Vertovec, 1999; Glick Schiller et al., 1995).

Most of the recipients received the goods from their family and friends in the UK. However there were a few who ordered their goods directly from Ghana (using online purchases) to be sent to them; these people were mostly return migrants.

The Ports officials interviewed included both high ranking officials and low ranking officials. Participants from the Ghana Revenue Authority (Customs division) gave information and insights on the process of valuation of goods and taxation. Officials from the Ghana Ports and Harbours Authority gave information concerning handling and examination of containers at the port. Clearing agents and business partners gave insights on the nature of the shipping process; “door-to-door” shipping and the process of delivery to recipients. Lastly, the recipients of goods through the “door-to-door” shipping were mostly individuals who either used the goods personally or for business purposes. These recipients included traders and professional such as teachers and bankers.

Table 1: Socio-Demographic Characteristics of the Participants

Source: Fieldwork, 2016

Recipient Pseudonym	Sex	Recipients' Employment	Address	Relationship with sender
Alice	F	Trader	Kasoa	Friend
Grace	F	Nurse	Adenta	Friend
Amina	F	Caterer	Lapaz	Self-ordered
Akua	F	Trader	Accra Central	Family
Emily	F	Teacher	Tema	Family
Elaine	F	Trader	Sowutuom	Family
Akyaama	F	Trader	Accra Central	Family
Mensa	M	Trader	Kasoa	Family
Emmanuel	M	Accountant	Oyarifa	Self-ordered
kwakye	M	Port official	Tema	Not applicable
Kwamena	M	Port official	Tema	Not applicable
Kojo	M	Port official	Tema	Not applicable
Yaw	M	Port official	Tema	Not applicable
Ali	M	Port official	Tema	Not applicable
Horlali	M	Port official	Tema	Not applicable
Akoto	M	Port official	Tema	Not applicable
Ankomah	M	Port official	Lashibi	Not applicable
Fred	M	Clearing agent	Tema	Not applicable
Patrick	M	Clearing agent	Takoradi	Not applicable
Kwasi	M	Clearing agent	Achimota	Not applicable
Odartey	M	Clearing agent	Ofankor	Not applicable
Seth	M	Clearing agent	Nsawam	Not applicable
Komla	M	Business partner	Cantonments	Not applicable
Seshie	M	Business partner	East Legon	Not applicable
Nii Laryea	M	Business partner	Kwashiman	Not applicable
Asiedu	M	Doctor	Adenta	Friend
Mumuni	M	Student	Legon Campus	Friend
Asante	M	Student	Legon Campus	Friend
Samuel	M	Banker	Spintex	Family
Ahorsu	M	Banker	Shiashie	Self-ordered
Abugabe	M	Court clerk	Achimota	Family
Anthony	M	Army officer	Burma Camp	Family

3.4 Data Analysis

In this study, transcripts of audio-recorded interviews were referenced with pseudonyms to ensure anonymity of participants. Since the English language was used for all

interviews, transcription was done with very little difficulty. The data were then coded by grouping them into smaller units to make interpretation easy. Codes were developed into themes based on the objectives of the study. Each theme was then analyzed for each interview. Discussions were done based on sub-headings of the literature review and were also linked to the objectives. Comments and views of participants were quoted in the discussions to buttress some points.

Data obtained through a desk study were added to complement the qualitative data collected. Data were analysed using Nvivo Version 11. This software was used to help explain the patterns generated by qualitative data. Manual coding was also done to help group codes into themes. The thematic network analysis model was then used to structure and facilitate the interpretation of these themes (Attride Sterling, 2001; Silverman, 2006).

3.5 Ethical Considerations

The purpose of the study and its main features were clearly explained to participants before the interview. Interviews were recorded with the permission of participants. Also anonymity was assured to each participant. Pseudonyms were employed to ensure that the identities of the participants were kept confidential. Ethical approval was obtained from the University of Ghana Ethics Committee for Humanities before the commencement of the project.

3.6 Limitations of the study

There were resource constraints as there was limited time to complete this study. Secondly expanding the project to other regions in Ghana was not possible due to resource and time constraints. More data from these locations could have been added to

this study. To help solve this problem, I employed the use of technology; using Skype video call I interviewed one clearing agent at the Tarkoradi port (Western Region).



CHAPTER 4

ANALYSIS AND DISCUSSION

4.1 Introduction

The study aimed at describing the “Door-to-door” model of shipping and to examine how the operations of this model of shipping could be formalized or streamlined. The study also sought to examine the role of the “Door-to-door” transnational business as a positive contributor to the migration industry. These “Door-to-door” shipping companies facilitate the receipt of remittances specifically in-kind remittances, which have positive impacts on the economy, on households and on their livelihood strategies. As discussed in chapter three, data were collected on some recipients of in-kind remittances through the “Door-to-door” mode of shipping. Data were also collected on port officials, business partners of “Door-to-door” shipping companies in Ghana and some clearing agents.

4.2 Description of the “Door-to-door” shipping business model

The Ghana Ports and Harbours Authorities categorizes this form of shipping into: Full Container Load and “Door-to-door” also known as ‘house-to-house’. The Full Container Load is whereby the consignee or the importer sends either homogenous or heterogeneous goods, the goods are examined before they are loaded on to trucks provided by the recipient or clearing agent. They leave the container at the port and the shipping company recovers their container. The “Door-to-door” on the other hand involves an examination of half of the goods at the port before the whole container is lifted onto an articulated truck and taken away from the port. This can be to a warehouse or the recipient’s home address. It is then the responsibility of the recipient to return the container after unstowing their goods. The “Door-to-door” shipping company may also buy the container which they can keep. For the purpose of this study, the term “door-to-

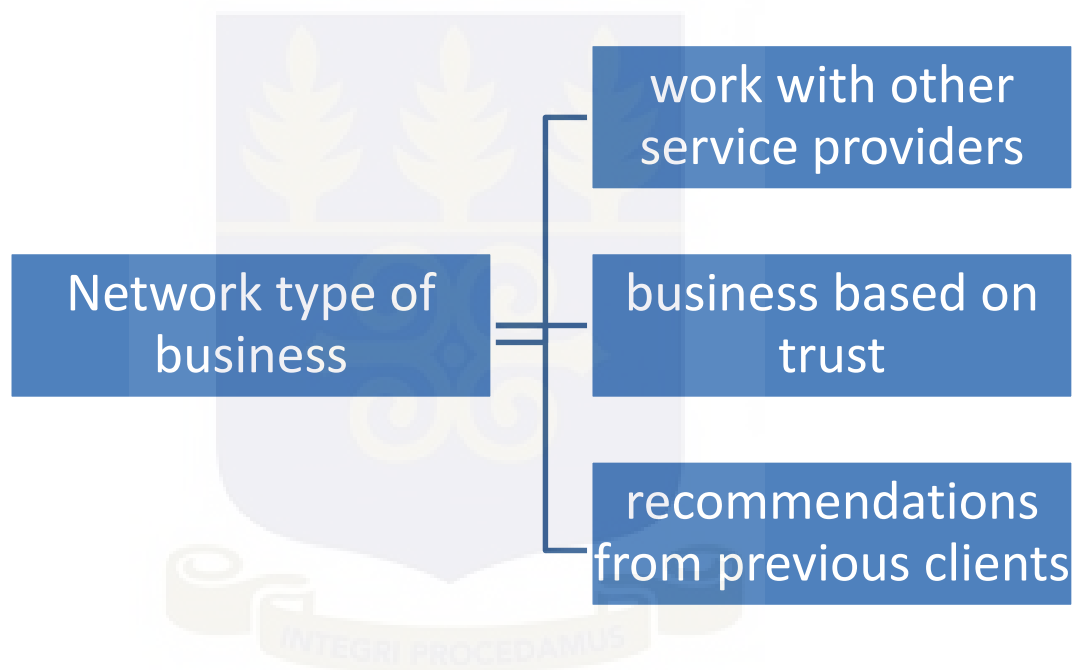
door” shipping will be used in reference to transporting goods from a specific address in the UK to a specific address in Ghana.

The “Door-to-door” shipping is a network type of business which involves the collaboration of various actors: “Door-to-door” shippers, transport companies and clearing agents. Although some “Door-to-door” shipping companies have their in-house clearing agents and own delivery trucks, quite a number of these service providers are hired from other agencies and companies to help facilitate the shipping and delivery processes.

This business is also one that is based on trust; trust between the “Door-to-door” shipping operators in the UK and their business partners in Ghana, trust between the customers and the “Door-to-door” shipping company they have hired to transport their goods, trust between the “Door-to-door” shipping companies and other services providers (clearing agents, labourers, truck drivers among others.). Unlike other shipping business models, the “Door-to-door” shipping offers customers home delivery service and also act as the middlemen or brokers between the customers and clearing agents. Customers need not employ clearing agents themselves to handle clearing procedures. Secondly, they do not need to employ the services of a haulage company or hire a truck in order to transport their goods from the port to their addresses; all these processes and activities are done by the “door-to-door” shipping companies. Another interesting feature of this business is the way they get customers. Majority of the “Door-to-door” shipping operators interviewed intimated that they usually get their customers through recommendations from their previous customers, thus customer satisfaction was a priority for all the business managers interviewed.

This shipping model is a business that is highly based on networks between business operators and their customers on one hand, and the business operators and other service providers they sometimes employ. Figure 1 is a thematic framework that describes the nature of the “Door-to-door” shipping business mode; it illustrates how this shipping model depends highly on social networks.

Figure 1: Thematic Framework of the Nature of the Business Model



Source: Author's depiction, 2016

4.3 Decision to remit and choice of “Door-to-door” shipping company

Livelihood strategies in local economies are increasingly being influenced by migration (Kwankye and Ahiadeke, 2005; Hanson, 2005; Owuor, 2004; Roberts, 1997; Tacoli, 2002). Various theories such as the push –pull theory (Lee, 1966; Ravenstein, 1885),

livelihood strategy theories and economic theories (Todaro, 1969) have been propounded to explain why people migrate. One of these livelihood theories of migration is the New Economics of Labour Migration theory (Stark, 1991) which explains the cause of migration as a survival strategy done by households to improve their living standards. This theory highlights the roles of networks and remittances as key in this type of survival strategy. In order to understand how livelihoods in local economies are influenced by migration, one must first consider the importance of both cash and in-kind remittances in transnational and international migration in general.

The “Door-to-door” shipping business facilitates transnational businesses and the receipt of in-kind remittances. Some of these in-kind remittances are goods meant for commercial purposes. Revenue from the sale of these goods is a form of support from migrants to their networks back home. Migrants also benefit from non-migrants in such transnational business relationships, these migrants are able to own businesses locally (in their place of origin) through the help of their social networks. The study found that there are some businesses in Ghana that are owned by migrants abroad, these businesses were being managed by their kin. Goods for the business are sent from the UK to Ghana through “Door-to-door” shipping. To many migrants, establishing a business at home offers some social security (Smith, 2007).

The decision of migrants to remit was based on perceived impacts of the remittances on their own transnational businesses and on the welfare of their kin and friends back in Ghana. According to Smith (2007), local actors are involved in transnational businesses not only for immediate benefits but to increase their social capital with migrants in order to gain long-term benefits that are not in the area of commerce, for example to improve their ability to realize their migration intentions. The choice of “Door-to-door” shipping company to use in sending goods was based on some key factors such as the

cost, quality of service delivered previously or upon recommendation from other users. A vast majority, representing 90%, of the participants made their decisions based on the quality of service delivered by the company. Akua, one of the participants, captures her experience as:

I advised my husband to send my goods through this company because they had previously delivered my friend's goods and though her goods were fragile (breakable) goods, they were delivered in excellent condition without any damages.

For some other participants, their choices were based on previous experiences. Some of them had decided to change the companies due to some bad experiences they had encountered. Mensa articulated the experience of such recipients as:

They brought my flat screen television set which my brother purchased. The screen was cracked when it was delivered, I reported this to my brother who then reported it to the "Door-to-door" shipping company's UK manager who admitted that the screen was not cracked as at the time it was being shipped to Ghana yet the company refused to compensate me claiming it may have happened during clearing. This was their fault and they refused to pay so I stopped using that company and tried another one which is much better. I have not encountered any problems with the new company yet.

4.4. The shipping process: "the journey of "Door-to-door" goods from the port of London to the recipients in Ghana."

Introduction

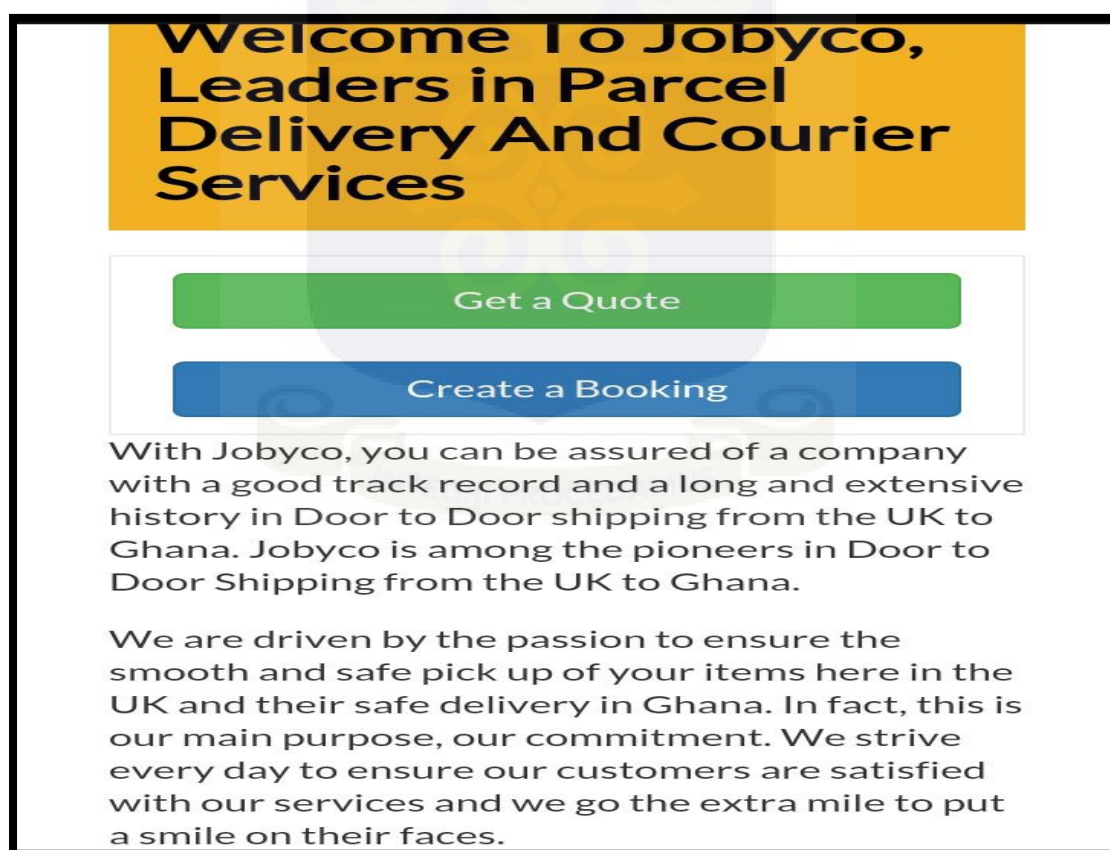
This section will describe the process "Door-to-door" goods go through from the point of arrival at the port to the point of delivery to the recipients in Ghana. It will also discuss the challenges associated with this process and how operations could be formalized.

4.4.1 The shipping process

The sender of the goods contacts the "Door-to-door" shipping company via phone or email and provides the "Door-to-door" shipping company with the location of the

goods and the time to pick them up. These Ghanaian migrants get to know about these “Door-to-door” shipping companies via adverts in Ghanaian newspapers in the UK, adverts on the internet (see appendix C) or through family and friends who have used their services before. Some of these companies have a very comprehensive contact system whereby a client can buy goods from a shop and request that these goods are shipped directly from the shop to Ghana. Such clients make payments for the shipping and delivery online to the “Door-to-door” shipping company. This system also allows non-migrant and return migrant clients to purchase goods online directly from Ghana and have them shipped to them in Ghana.

Figure 2: An example of the online booking system for “Door-to-door” shipping.



Source: Jobyco Ghana Limited website

According to the business partners interviewed, when the goods are picked up from the senders they are sent to the warehouse of the “Door-to-door” shipping company where

they are re-packaged with Styrofoam wrap to serve as a protective cover and they are also labelled with the recipients' contact details. The goods are then loaded on trucks and vans to be sent to the Port of London to be shipped to Ghana.

The Port of London handles the most non-fuel cargo of any port in the UK (UK Department for Transport, 2012). Most “Door-to-door” goods are shipped from the UK through the Port of London to Ghana although a few of the goods arrive by air from the UK to the Kotoka International Airport in Ghana. Air cargo is however more expensive than sea freight and thus most “Door-to-door” shipping operators utilize the seaports as the preferred mode of transporting goods. Goods sent via air cargo are charged mostly based on the weight while goods sent via the seaport are charged based on the size of the container. A pre-shipment inspection is done before goods are shipped to Ghana; some companies have been contracted to do this inspection. After inspection they send a report called the *Clean Report of Findings* which consists of the description of the goods in terms of the quality, quantity and date of expiration. The Ghana Customs use this report during their evaluation for comparison purposes in order to ensure that the correct amount of taxes are paid by the clearing agents. The pre-shipment inspection is done for goods above USD3, 000.00

Before a vessel arrives at the port, the captain of the ship presents the manifest through an electronic system called the “GC Net”, the manifest is then presented to the agent. The “GC Net” is the electronic platform that enables the passing of declarations. This software also randomly selects the Customs officer who will examine the goods during the inspection and examination stages. Customs deal with goods: goods going out and into the country. When goods are brought in, Ghana Customs demand from the agents the reasons for their importation or exportation, these reasons are called “regimes” within Customs. There are nine main “regimes” and they inform the taxation

procedures. The first one is direct export which refers to export goods from Ghana that will be consumed abroad, the second is temporary export which are goods that are meant to be exported outside the country for a limited amount of time and will be brought back. For example raw cocoa beans which are exported abroad to be manufactured into finished products such as chocolate; the chocolates are then shipped back to Ghana. The third one which is re-export, refers to goods that were imported and are now being exported. The fourth is direct import: for example cars to be used in Ghana, the fifth is temporary import: for example equipment for foreign construction companies that will be sent back to the country of origin when the company completes its work in Ghana. The sixth “regime” which is re-import refers to goods that were imported into Ghana, were sent out of the country and are being brought back into Ghana. The seventh one is ware-housing which means that the goods are going to a warehouse because the importer is not yet ready to pay the duty or there are regulatory requirements that have not been met; these goods can only be cleared after the requirements are met. There is also the transit or trans-shipment goods, which is used by landlocked countries like Niger and Mali for routing their goods. Lastly there is the free zones which basically assumes that goods produced under the free zones are being produced in a “foreign land in Ghana” (for Customs purposes). They are exempted from rigorous regulations that are normally related to other transactions. The goods brought in by “Door-to-door” shipping falls under the direct import goods.

Another stage of the shipping process involves the Ghana Ports and Harbours Authority. This is the *handling* stage; it involves the process whereby the Ghana Ports and Harbours Authority checks for accuracy in all shipping and clearing documentations. These documents include payment receipts and manifest records. The manifest record is given to the importer by the shipping line. During the initial shipping process abroad,

the importer or consignee pays a shipping line for cargo space on their vessel. After these payments are made, the shipping line gives the importer a container base on the vessel on which the container is to be loaded. Before goods arrive the sender or importer must provide the Ghana Ports and Harbours Authority with the documentation of the consignment; these documents called the bill of lading are provided to the sender by a representative of the shipping line. The importer or sender of the goods must present the bill of lading to the Ghana Ports and Harbours Authority for examination during the “*handling*” stage.

4.4.2 The clearing process

According to the Customs each container of goods is marked by a “*rotation number*” which is made up of the year the vessel arrived and a five digit serial number of the container. For example, any container that arrives in the year 2016 will have its number starting with 16 followed by the five digit serial number. This is integrated electronically into the “GC Net” system. When the Agents are given the manifest they are required to submit a declaration of the number of items and their values. The agent represents the consignee since the goods belong to different sets of people. The duty is the import tax to be paid based on the value of the goods, these taxes are paid directly into a Ghana Customs bank account that is linked to the “GC Net”. The next step involves a Customs clearance check called the “*compliance seat*” where by the documentary aspect of the transactions are checked to ensure the accuracy of the declaration. If the compliance officer notices any irregularity he sends a remark to the examination officer who will be examining the consignment. The compliance officer ensures that the information stated on the form for the ‘purpose of importation’ presented by the agent is in conformity with the reasons for its importation since that is what determines the “regime” the goods belong to. The goods are examined by the Customs examination

officer, one official each from the Ministry of Agriculture, the Narcotics Control Board and National Security. From there, the goods are released to Ghana Ports and Harbours Authority who do the final checks before they are released out of the port. Some goods are checked outside the port at the warehouse of the importer, in such a case Customs puts a tracking device on the container to make sure it gets to the warehouse.

The container is scanned by the Ghana Ports and Harbours Authority to check if the goods in it are homogenous (one type of goods) or heterogeneous (different types of goods). The scanner gives a red signal if the container has even one different item in it, in the case of homogenous goods for example. If a container with furniture has just one pair of shoes in it, the scanner will detect it and give a red signal. Before the container is scanned it goes to the control room where it is inspected and a report is written on the description of the container. This report is called the “*interchange*” which indicates the exact condition of the container (dents, cuts and so forth.); this is to ensure that any new damage to the container caused by the Ghana Ports and Harbours Authority will be duly compensated.

Personnel from the Ghana Ports and Harbours Authority “*unstuff*” (off load) the items from the container, this process is referred to as “*devanning*”. They have personnel for un-stuffing the container called the gangs. The foreman (gang leader) opens the container in the presence of the Customs officer assigned to the container, the shipping line representative and the importer or agent. If they are homogeneous goods only one section is examined then a pass is given for it to be loaded on a truck, the section that is inspected is randomly selected. However if they are heterogeneous goods the whole container is emptied and the goods are inspected. These checks are to ensure that goods in the container tally with what is on the manifest. In case of any irregularities the agents

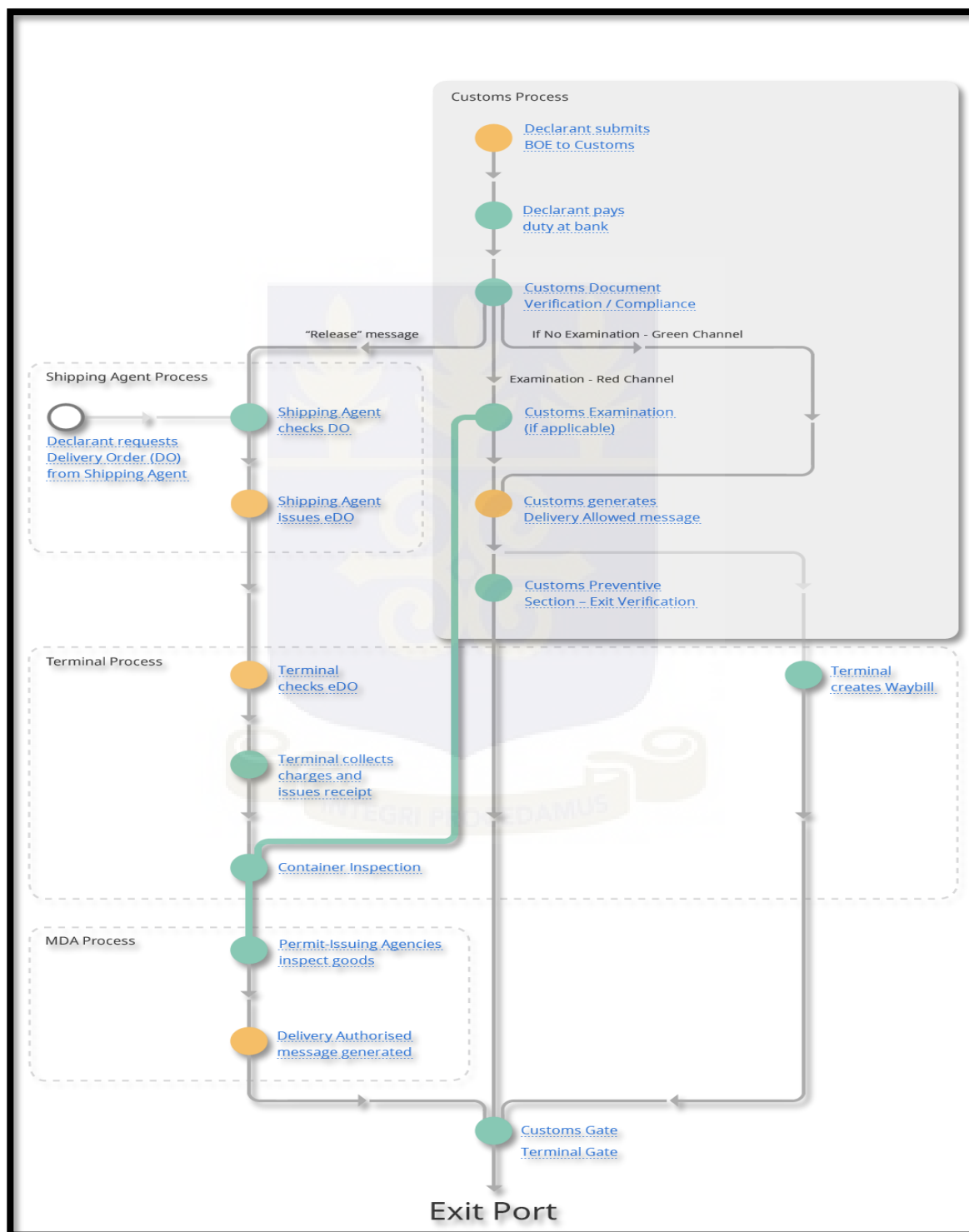
are compelled to do the necessary amendments. The Ghana Ports and Harbours Authority charges for handling and this is also paid by the agent.

4.4.3. Goods sent via air cargo

Goods meant for quick delivery especially perishable goods like food are normally sent via air freight. Goods are loaded and sent to the airport where they are examined by the UK Customs before they are “airlifted” to Ghana. The goods are inspected by the UK Customs, UK narcotic officers, the UK national security among others before they are sent to Ghana. The importer or sender would have already paid for the freight cost in UK. The clearing agent pays the local handling charges to the airline that brought the goods to Ghana. After all the payments have been made, the agent is given a search note to go and search for his goods at the Kotoka International airport cargo section (Aviance). The next stage involves goods inspection; the Ministry of Agriculture, the Ghana National Security and the Ghana Narcotics Control Board (with their Security dogs) scan and examine the goods in the presence of the agent before they are released to be sent to a warehouse at Aviance. The agent must take all the necessary documentation he received from the sender or importer of the goods to the Customs officers for the necessary valuations. These documents must include the rotation number (year of arrival of the airplane and the serial number of the cargo plane), which will give him access to the goods. All duty charges must be paid by the agent before the goods are released from the warehouse.

The diagram below is an illustration of the Customs clearing procedures discussed in this section.

Figure 3: The Customs Process



Source: <http://www.ghanasinglewindow.com/explore-trade-processes/import-procedure-for-sea/cargo-terminal-process/ghana> Single Window Cargo /

4.4.4. Delivery to the recipients

As already mentioned in the introduction, “Door-to-door” shipping involves the transportation of goods from an address abroad to another address in another country in this case Ghana. The delivery process of “Door-to-door goods” makes this type of shipping different from other shipping models. Unlike other shipping models when “Door-to-door goods” arrive in Ghana it is the responsibility of the “Door-to-door” shipping company to deliver them to their respective recipients. The goods are delivered at the preferred destination of the recipient and at his or her own convenience. The delivery procedure involves a comprehensive process of sorting and labelling. Goods are labelled with the names, contact details and addresses of the recipients before they are shipped to Ghana. When the goods arrive they are taken to the warehouse of the “Door-to-door” shipping company where they are sorted according to the location of the recipients, they are grouped according to the destinations. For example, goods to be sent to Cape Coast in the Central Region will be delivered with goods going to surrounding areas like Biriwa and Elmina. The recipients are informed about the arrival of their goods in Ghana and arrangements are made concerning the date and time of delivery. The study found that most of the recipients of goods through this shipping process are in the southern part of Ghana, with Greater Accra Region having the highest number followed by Ashanti Region, Brong Ahafo Region, Western Region, Eastern Region, Central Region and Volta Region. The Northern, Upper West and Upper East Regions had the fewest numbers. Upper East and Upper West Regions had almost equal numbers. The recipients are informed through phone calls to notify them about the arrival of their goods; meetings are then arranged for the delivery.

One interesting finding was that Jobyco, one of the leading “Door-to-door” shipping companies had a very comprehensive mode of delivery which can be emulated by other companies to enhance efficiency. This company sorts their goods in the UK and packs them according to the destination in Ghana; goods are sorted according to their particular destination in Ghana. This company has divided the country into two: Southern Ghana (Greater Accra, Central, Eastern, Western and Volta regions) and Northern Ghana (Ashanti, Brong Ahafo, Northern, Upper East and Upper West regions). Goods going to Southern Ghana are packed into a separate container and sent to the Accra warehouse for sorting and delivery whereas goods meant for Northern Ghana are sent straight from the port to their warehouse in Kumasi, Ashanti region for sorting and delivery. This system makes them deliver the goods faster and more accurately. During delivery some companies have their own trucks they use whereas others hire trucks. According to some business partners they prefer to hire particular truck drivers due to the nature of the business since goods are expensive and thus changing drivers without knowing them well could lead to highway robberies during the delivery journey.



Figure 4: Transportation of goods between warehouses and recipients' homes



Source: Courtesy of Jobyco Ghana Limited

4.4.5 Types of goods delivered through “Door-to-door” shipping companies.

There are various in-kind remittances that migrants send to their networks in Ghana. For the purposes of customs taxation processes these goods will be grouped into personal effects, commercial goods and goods for philanthropic purposes. It must however be noted that these distinctions overlap; goods found in one category may be found in another. These distinctions are made based on the purpose of remitting. Also, this is not an exhaustive list as there may be other types of goods that may fall under these categories. Previously, commercial in-kind remittances were predominantly used goods but in recent times due to the influx of cheaper goods from the Middle East and Asia in Ghana it has been increasingly expensive to remit used goods since Ghanaians prefer to buy these cheaper Asian goods. Secondly, there is a ban on used electronic goods such as fridges and over-aged cars, this is partly to do with environmental protection and the mitigation against the effects of climate change. Recipients of such goods are fined by the government of Ghana, thus making duty charges exorbitant. For the purpose of this dissertation there is the need to operationally define certain terms used to refer to various categories of “door-to-door goods”. Personal effects will be defined as goods for household consumption and uses such as food items, household appliances, furniture, clothing and cars. The term commercial goods will be used to refer to appliances, cars, foods items among others meant to be sold on the Ghanaian market. Lastly, philanthropic goods will be used in reference to goods such as hospital equipment, clothing, food items and other items sent by churches, non-governmental organizations, hometown associations, old school associations and so forth. These goods are donated or sent as charity to deprived communities, orphanages, schools and hospitals in Ghana.

Figure 5: “Door-to-door” goods at the Tema Port.



Source: Fieldwork at the Golden Jubilee Terminal Tema Harbour

Figure 6: Commercial goods sent via “Door-to-door” shipping to Ghana.



Source: Fieldwork at the Golden Jubilee Terminal Tema Harbour

BOX 1- The story of Akyaama Enterprise

This business deals in used clothing, bags and shoes from the UK. According to the manager, she started the business in 2009 when she was in the UK. She said that this business was part of her plan to relocate to Ghana. As an irregular migrant she never felt at home in the UK and thus always longed to return. This supports Van Dijk's (2002) view of migrants maintaining ties with their home countries due to problems of integration at the destination and as a way of forging global identities. Her desire to return led to the establishment of Akyaama Enterprise in Ghana as her source of employment and livelihood when she eventually returns. This business was also her form of insurance in case she lost her source of livelihood in the UK or was deported to Ghana. She sent goods via "Door-to-door" shipping and rented a store in Accra Central, with the help of her younger sister in Ghana. Her sister managed the shop for her until she relocated to Ghana in 2014. She has since opened another shop in Tema where she sells electronic goods in addition to the used clothing. Currently Akyaama Enterprise employs eight workers: five in Accra Central and three in Tema. Such businesses, help migrants to return and contribute to their home countries.

Studies on return migration (Cerase, 1974; IOM, 2005) have focused largely on the contributions of skilled professional returnees however a few scholars (Black, 2001; Mazzucato, 2007) have written about the contributions of unskilled return migrants. This study revealed that many migrant businesses have been set up by these unskilled returnees in Ghana. The study also revealed that many migrant businesses or transnational businesses have been contributing directly and indirectly to the Ghanaian economy through taxes and the creation of jobs as exemplified by the story of Akyaama enterprise.

Impacts of the migration industry in general do not only affect individuals at the micro level but it also affects the state, macro level effects. Human smuggling and trafficking though affect victims negatively it also affects the name of the states involved. When these countries are named and shamed for their inability to enforce treaties they have ratified concerning human smuggling such as the Palermo Protocol adopted by the United Nations in 2000, it is a form of public disgrace at the international level. It may also affect some diplomatic relations they have with other states. Secondly, when irregular migrants are deported their home country government sometimes bears the costs involved. The government also spends on reintegration programmes for these deportees.

In a similar fashion the “Door-to-door” shipping business does not only offer micro level impacts. The “Door-to-door” shipping industry offers micro level impacts to individuals and also contributes on the macro level to the economies of countries. There are both direct and indirect contributions of freight to the economy in terms of taxes, employment among others. (Interviews: Ghana Ports and Harbors Authority, 2016; Maritime UK reports; Ghana Ports and Harbours Authority Annual Maritime reports, 2015). According to the Ghana Ports and Harbours Authority as many as 160 containers of “Door-to-door” goods’ are cleared each day at the Tema Port. Duties and handling charges are paid on all of these goods which contribute revenue to the government of Ghana. Estimates from duties paid by some “Door-to-door” shipping companies interviewed show that the government receives an average of Six thousand Ghana Cedis as duty taxes per week from each “Door-to-door” shipping company (see appendix D). This implies that revenue from excise duty is very substantial. In addition to these import taxes, the shipping companies also pay handling charges and other levies such as the National Health Insurance Levy and the Ghana Shippers Council Levy. This

business also provides employment for many people such as clearing agents, Port officials, labourers, truck drivers, and management level staff of “Door-to-door” shipping companies, among others. For example, the manager of Jobyco limited, one of the “Door-to-door” shipping companies, reported that they employ seventy permanent employees in Ghana. Another company also reported that they employ about twenty permanent staff and ten contract labourers. This study thus presents evidence of the positive contributions of the migration industry at both micro and macro levels.

According to Mazzucato et al. (2004), transnationalism consists of two main streams. One of the streams deals with the interexchange of goods, people, financial resources, cultures and ideologies across national border. These inter-exchanges have some repercussions on the socio-economic and political environments of origin, destination and transit countries (Smith, 2007). The “Door-to-door” shipping is an example of such inter-exchanges and also serves as an avenue for socio-economic capital formation and development. Transnational practices have been defined as an avenue of capital formation (Vertovec, 1999). Evidence from the study supports these views; many migrant-owned businesses were set up by these migrants as a source of back up revenue and also to support their networks left behind at the origin. As already mentioned a large proportion of the participants were return migrants who use the “Door-to-door” shipping to transport goods from abroad for their businesses in Ghana. According to some participants, it is cheaper to send goods via this shipping model compared with through other means. Daniel one of the recipients expressed his view concerning this issue saying: “I use the “door-to-door” shipping because it is cheaper than other forms of shipping’.

Another respondent who was a business partner also confirmed this claim saying that a lot of his customers used the “door-to-door” shipping because the cost of a whole

container is very expensive thus many recipients cannot afford it. He expressed his view as:

Before this type of shipping business began, many Ghanaians could not send goods to their loved ones back home because they could not pay for a full container and so they relied on people coming for return visits and holidays to remit which was sometimes difficult and inconvenient. People remit a lot now through this “door-to-door” shipping business.

Participants also firmly reported that this model allowed them to receive goods they may never have been able to ship since they cannot afford the shipping cost of a full container individually.

4.5 Remittances and development

The “Door-to-door” shipping facilitates the sending and receipt of remittances, specifically in-kind remittances from abroad. Many migrants are able to support their networks in their countries of origin through remittances (Vertovec, 2004). In recent times, states have acknowledged the importance of engaging their diaspora in nation building (Bump, 2006; Smith, 2007). Hometown associations are one of the means by which migrants maintain links with their home countries (Akabzaa et al 2010). In Ghana these home town associations have been sending remittances to their home societies. Most of these remittances are in-kind remittances in the form of durable goods such as hospital equipment, building materials for school building projects among others. For example the Okyeman and Apam Hometown Associations have been noted for their philanthropic contributions to the development of their communities (see appendix B). These migrant collectives (hometown associations) therefore contribute to the concerted development agenda by sending countries. (Akabzaa et al., 2010).

The “door-to-door” shipping model allows individual migrants to send in-kind remittances to their networks back home. The study found that over 70% these goods are

food items such as milk and rice. According to one of the participants who receives food items from her daughter every month, said that these food items help her to survive and have also improved her health status due to an improvement in her diet. According to her, “the “Door-to-door” shipping model is helping migrants to contribute to the economy of Ghana in-kind”. Human development has become an important indicator of national development in recent times (Sen, 1999). An important component of human development is wellbeing. Ghana is currently ranked among the medium human developed countries in the world (UNDP, 2016). An improvement in nutrition and health status can contribute to an increase in the productivity level of people hence an increase in economic development.

Migrants are able to support their families and are able to remain in contact with their networks in Ghana through remittances. According to one respondent who receives goods for her shop in Makola market in Accra from her husband in the UK, the “Door-to-door” shipping business has helped her to grow her business because of the ease with which she receives her goods. Hitherto she had to employ a clearing agent to do all the clearing procedures for her which resulted in extra costs and a lot of hustle travelling to the Tema Port to supervise the transportation of her goods to Accra. According to her, this business is her husband’s form of support to his family in Ghana since the revenue from the business is used to pay their children’s school fees. These “Door-to-door” shipping operators do all these processes which makes the receipt of goods convenient for their customers.

Cash remittances have been reported to be used in funding the education of members of migrant families. An increase in human capital through education is a form of human development. Secondly, an increase in human capital raises one’s productivity level which has positive repercussions on economic development of a country. It is therefore

safe to conclude that the door-to-door business model, though facilitating the receipt of in-kind remittances has the ability to raise human capital levels. This study found that some of the goods received via “Door-to-door” shipping are used for business purposes and the revenue from these businesses is used in funding the education of migrant household members.

Although in-kind remittances contribute to both economic and human development of Ghana they could also be said to be contributing to the decline in the patronage of local goods. This supports pessimistic views of migration and development and also supports the myth that migration leads to underdevelopment (de Haas, 2008). One interesting finding of this study was that the cost of sending food items to Ghana from the UK was cheaper than the cost of these products in Ghana. As a result, some respondents reported that they preferred receiving in-kind remittances directly from their relatives abroad to receiving cash remittances which is then used to buy such goods in Ghana. For example a tin of Ideal milk which is produced in Ghana costs 6 Ghana Cedis for 0.41 litres whereas 2 litres of milk cost 1 British Pounds which is 5.4 Ghana Cedis. Elaine, one of the participants from the focus group discussion said that the government must put in measures that will help local industries to produce at cheaper costs in order to help reduce the market prices of their goods, if not people will continue to patronize cheaper foreign goods. According to her “the government boasts about the positive contributions of remittances to the Ghanaian economy and since food items are another form of remittances, they should not cry when in-kind remittances are causing a decline in local industries”.

The freight industry in general has both positive effects and negative effects on the economy of Ghana. In order to reduce these negative impacts, some policies and measures must be put in place by all stakeholders.

4.6 Challenges associated with the “Door-to-door” shipping model

There are various challenges involved at each stage of the business from shipping, clearing, handling to delivery. Some of these challenges are:

4.6.1 Challenges at the Port

Self-declaration of goods leads to goods being under declared sometimes by the clearing agents. Self-declaration is whereby the importer or consignee himself presents documents to show the value of his goods. Taxes or duties to be paid are calculated by the Ghana Customs based on these values. Under valuation of goods due to self-declaration of goods leads to loss of revenue for the government. One Customs official said:

Because of our facility issues, we sometimes don't check everything before allowing a pass. So some agents take the advantage and do not to declare all of the goods. When they get intercepted and a penalty is slapped on them, then they in turn pass it on to the customer without their knowledge. They also claim the processes are too long and some people who don't have to be there are all there; the BNI, National Security (sic).

Another challenge during clearing involves the valuation of used goods where by the Customs use their discretion to value second-hand goods. This could result in goods being undervalued or overvalued. When goods are undervalued the state loses revenue but when they are overvalued it is a disadvantage for the importer.

Clearing agents play a critical role in this shipping model; they are the link between the “Door-to-door” shipping business operators and the harbour officials. They must know all procedures and regulations regarding the clearing of goods however these agents are sometimes ignorant of these regulations and this sometimes leads to fines and penalties. These penalties constitute losses for the “door-to-door” business owners.

According to the Customs some agents do not comply with regulations due to their lack of knowledge. Although training programmes are usually held for clearing agents their attendance is low. One of the Customs officers expressed this saying:

As for the agents, we train them so they know the regulatory requirements. But still (sic) as to whether they even attend the trainings themselves is another thing. So you realize that their level of knowledge is still very low.

The clearing agents were also accused of deliberately doing the wrong things for example presenting fake invoices for the purchase of goods in order to reduce the duties they ought to pay. Some importers have also been reported to cheat the system by reselling goods they bought from one company to a company they own at a cheaper price in order to cut down on the value of the goods presented on their invoice for the purchase of the goods. For example an importer will buy a generator from company A for £100 and resell it to company B owned by his relative or himself for £50. He will then present the invoice for the value of the generator as £50. This results in a loss of revenue to the state.

Some “Door-to-door” shipping operators have been accused of bringing stolen goods such as cars from Europe and America into Ghana. These “Door-to-door” shipping operators have also been noted for using all kinds of dubious means to evade excise duty and other taxes they are obliged to pay at the ports in Ghana. Recently the Customs Division of the Ghana Revenue Authority intercepted several consignments of goods that were brought into the country by a “Door-to-door” shipping company. The company had fraudulently used the name of the British High Commission to clear their goods in order to avoid paying taxes; import goods for diplomatic missions in Ghana are exempted from taxes (The Ghanaian Chronicle Newspaper, 2016).

All procedures by Customs are regulated by the Customs Act 891, which is the Custom House Agent Licensing Regulation of 2015, which governs the operation of the clearing agents and the requirements to be certified as an agent. This law also obligates all importers to engage the services of licensed Customs House Agents for the clearance of cargo at any freight station in Ghana. Agents have to apply to go through the Customs examination. Before that, investigations are done to ensure that they do not have a criminal record and they are then trained to become agents. There are three associations for clearing agents in Ghana they are: Ghana Institute of Freight Forwarders, Customs Brokers Association of Ghana and the Freight Forwarders Association of Ghana.

Another problem involves inadequate number of personnel at the ports. According to some port officials they need more personnel to handle operations at the port however the government has placed an embargo on recruitment. Their poor staff strength affects their efficiency and productivity levels thereby constituting a loss to the freight industry in Ghana. The study also found out that corruption was an issue at the port; both agents and port officials claimed this was an issue inhibiting clearing procedures. On the part of the agents, they claimed that some port officials intentionally delay some procedures in order to compel them to pay penalties. On the other hand the Customs claimed that agents refused to follow standard protocol and when caught they tended to find dubious ways out. It was alleged that some port officials received bribes from importers and agents. The ports officials also claimed that though various corruption allegations have been levelled against them, there are some bureaucratic and political obstacles that also affect their operations and their credibility. One port official expressed this saying:

And the influence of the politicians is another thing. Once he comes and says “this is my boy”, you have to overlook things. But if you want to stand your grounds as a principled man, they will take you elsewhere to be principled over there.

These issues of bribery and corruption are affecting the economy of Ghana due to tax evasion. Collaboration among various port institutions was also an issue; both Ghana Ports and Harbours Authority and the Customs seemed to have problems with each other concerning how goods are examined. The Ghana Ports and Harbours Authority as earlier mentioned regulates all procedures regarding freight handling, forwarding and shipping. The Ghana Customs on the other hand deals with revenue and taxation of imports and exports. Lack of collaboration between these institutions leads to poor efficiency and productivity in the Ghanaian shipping industry. One port official said:

What I see is that the collaboration that is supposed to exist between institutions isn't there. We rather tend to flex our muscles (sic) against each other and work as independent institutions.

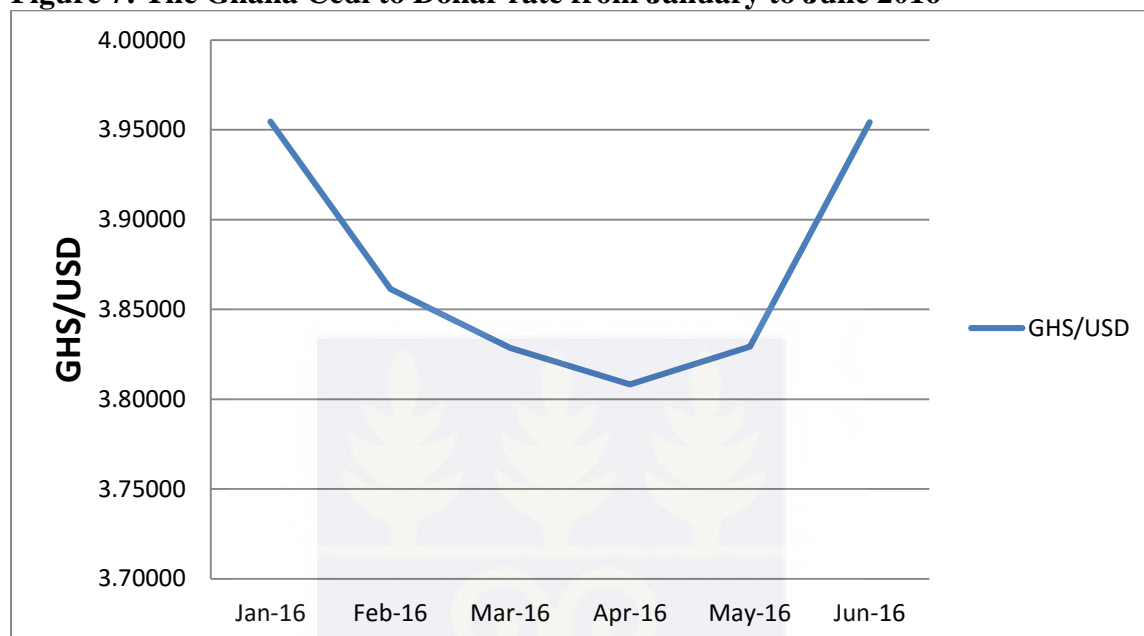
4.6.2 Challenges facing business partners

According to two out of three of the business partners, the main problem faced by “Door-to-door” shipping operators in Ghana is the ever-increasing cost of duty due to the unstable currency. Since the duty charges are calculated per the Ghana Cedi to the United States Dollar rate, whenever the value of the Cedi depreciates it results in an increase in the excise duty rates. For example the exchange rate of one United States dollar to Ghana Cedi has been changing from 3.79 to 3.83 Ghana Cedis within the month of May in the year 2016 (Bank of Ghana). The manager of one of the “Door-to-door” shipping companies interviewed expressed himself concerning this issue saying:

It is a huge challenge for us. Especially with the unstable currency rate. If the Cedi continues depreciating to the dollar, it affects us a lot. You will then have to gather more money to pay for the duty. If the Cedi appreciates, definitely it will be to our benefit. But if the Cedi should be stable, it will enable us to plan ahead with the cost involved. You are still expected to deliver anyway because you have already promised the client to deliver the goods. You cannot add the additional charges you may have incurred.

Figure 7 below gives a graphical description of the unstable nature of the Ghana Cedi to the American Dollar rate. The fluctuation of this exchange rate was noted as one of the challenges affecting the growth of the “door-to-door” shipping business.

Figure 7: The Ghana Cedi to Dollar rate from January to June 2016



Source: Bank of Ghana, 2016

Another challenge these business partners have is related to insurance; when goods are damaged at the ports by the ports officials, it is the responsibility of the insurance company of the port officials to pay for the damages. However this process takes very long and this causes a lot of inconvenience for these “Door-to-door” shipping operators and their clients.

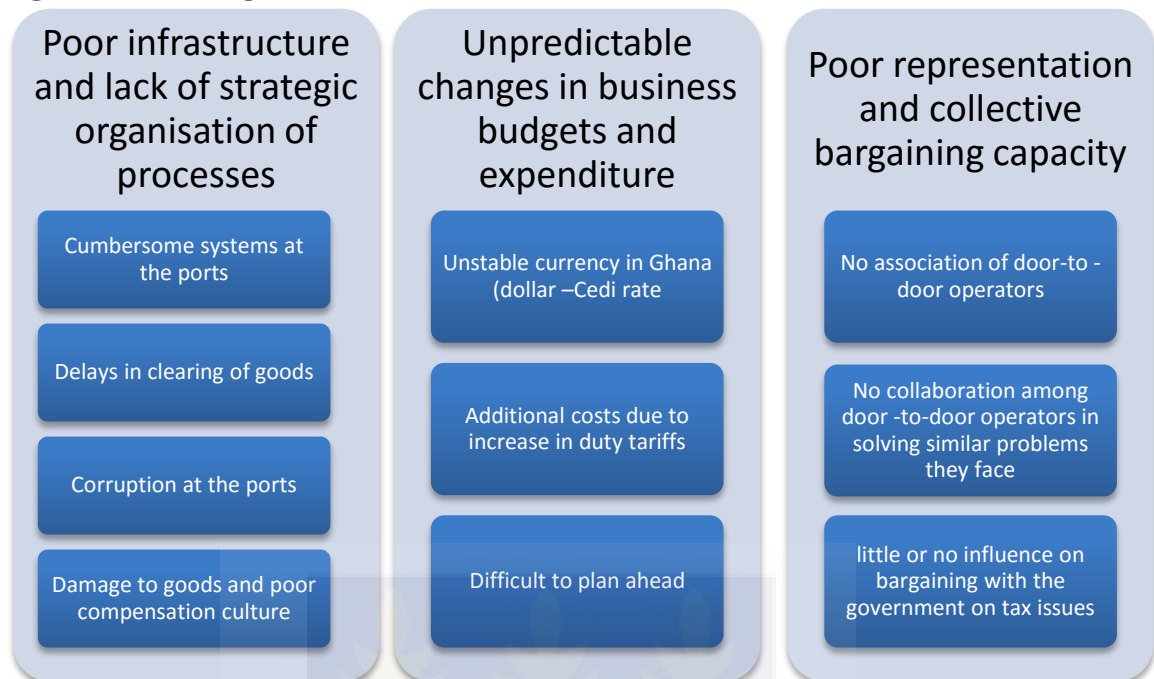
Some business partners and clearing agents also complained about the attitudes of some clients especially the recipients; giving them a lot of pressure until they have received their goods. According to the “Door-to-door” shipping operators these clients are sometimes impatient and demand their goods even when they have been notified about possible delays due to port clearing issues.

4.6.3 Challenges for recipients

On the other hand some clients also complained about delay of delivering goods, damage of goods among others. Some recipient of goods through “Door-to-door” shipping companies interviewed claimed that they had lost money due to the delay of goods they needed urgently for their business. For example Amina, a caterer, said that she had ordered some cake tins which she needed to use for a wedding cake of her customer, that particular shape of cake tin was not available in Ghana so she ordered one from the UK, however due to the delay in delivery, she had to try to convince her client to choose a different design which she refused and also decided to employ the services of another caterer. Some clients also mentioned that they sometimes received their goods in poor conditions for example the screen of some TV sets are sometimes cracked. They also complained about the schedule of delivery being inconvenient sometimes. For example one respondent Emily claimed that when the company calls that they are coming to deliver your goods they never give an exact time and make you wait for long hours at the arranged place of delivery thus distorting your plans for the day. Some recipients also complained about not being compensated for the damage of their goods. Two out of five of these aggrieved recipients indicated that the “door-to-door” operators in Ghana claimed that the damage was as a result of poor packaging by their business partners in the UK and so any compensation claims were to be made directly to the UK office; this indicates poor collaboration between “door-to-door” operators in Ghana and their business partners in the UK.

As already discussed in the sections above, it can be seen that this type of shipping model involves a lot of challenges; problems facing the port officials, the recipients of goods, clearing agents, business partners among others. The figure below is an illustration of some of the challenges that characterize this model of shipping.

Figure 8: Challenges of the Business Model



Source: Author's depiction, 2016

CHAPTER 5

5.1 SUMMARY OF FINDINGS

The study sought to find out the nature of the door-to door shipping model and its impact on the Ghanaian economy. Another objective of this study was to investigate how this business model could be formalized in order to increase the perceived and actual benefits of the business model to the economy.

The study found that the “Door-to-door” shipping model as part of the freight industry in Ghana contributes to the economy of Ghana in terms of direct and indirect tax revenue. Secondly, this shipping model provides employment for Ghanaians: port officials, clearing agents, employees of “Door-to-door” shipping business operators among others. Also the receipt of goods through “Door-to-door” shipping helps Ghanaians especially return migrants to establish businesses in Ghana. The “Door-to-door” shipping business is a form of transnational entrepreneurship used by Ghanaians especially Ghanaian migrants to forestall their downward socio-economic mobility.

Another contribution of this shipping model is that it helps migrants to support their relatives and friends back home in Ghana. This serves as evidence of transnational lifestyles of Ghanaian international migrants and also supports the theory of Transnationalism (Vertovec, 1999; Levitt, 2001). The study also revealed that, though the “Door-to-door” shipping business contributes immensely to the economy, it also poses a threat to the growth of local industries due an influx of foreign consumer goods. Also the influx of some of these used electrical goods and over-aged vehicles contribute to environmental degradation in Ghana. Although there are laws that prohibit the importation of such goods, these laws seem to be lax.

It also emerged from the interviews that some revenue from taxes are lost due to bureaucratic issues at the port. Also corruption and poor work ethics of clearing agents and port officials are issues thwarting the growth and contributions of the shipping industry to the Ghanaian economy. Lastly, the study revealed that the unstable currency in Ghana is challenge for “door- to-door” businesses in Ghana. This is because it makes it difficult for these business operators to plan ahead and it also leads to constant fluctuations in the rate of excise duties they pay.

5.2 Conclusion

The study highlights the substantial impacts of the “Door-to-door” shipping industry on the economy. However a lot of revenue is lost due to poor management of the ports, lack of standardization of clearing procedures, which sometimes leads to under declaration of the value of goods by clearing agents, and corruption among others. Although the sample size (thirty-two) is not large enough for generalization, the study has shown that this shipping model is an important contributor to the Ghanaian economy and livelihoods of Ghanaians. It is thus imperative that all the challenges in this industry identified through this study are solved; since they are critical to the success of this industry and its overall contributions to the economy. The study therefore concludes that if this niche business model is formalized, it has the potential to lead to short, medium and long-term productive externalities both within the Ghanaian economy and between the local economy and popular destination countries for Ghanaian transnationals.

5.3 Recommendations

Shipping contributes a lot directly and indirectly to the economy. In some developed countries such as the UK and USA it has contributed to their economies largely due to the standardization of shipping procedures. The “Door-to-door” shipping business as part of the shipping industry can contribute more to the economy of Ghana if managed

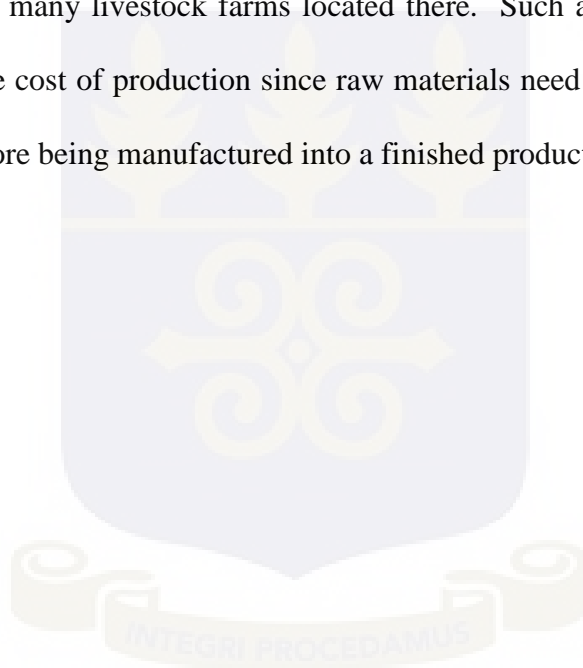
properly and if procedures concerning shipping, clearing, handling and delivery are streamlined. If these procedures are formalized to make it more efficient, delays will reduce and hence extra charges associated with delays will be reduced. Efficiency of processes and lower costs will encourage more people to patronize the model of shipping goods into Ghana and this will have a positive effect on the economy and on livelihoods of individuals. To help solve some of the challenges identified by this study the following are recommended:

In order to reduce the loss of revenue due to under valuing of goods by agents who try to manipulate and defraud the system, it is recommended that self-valuation of goods is discontinued and a more appropriate form of valuation such as the use of the current market value of the goods be used. This is a method that is used in countries like the UK and the USA, which has helped them to earn high revenue from their freight industries.

According to the Customs the tax rates are too high and this sometimes leads to importers smuggling goods into the country through unapproved channels. The aim of these high taxes is to discourage the consumption of certain foreign goods in order to encourage local production. However there are very few industries in Ghana that produce most of these goods. It is therefore recommended that the government firstly reduces the tax rates and also implement measures to encourage local production of goods. Due to issues concerning the damage of goods and problems it causes for both recipients and “Door-to-door” shipping operators, it is recommended that obligatory insurance costs be factored into the costs of shipping for perishable and fragile goods.

The study revealed that the “Door-to-door” shipping industry has both positive and negative impacts on the economy of Ghana; due to the influx of foreign goods there is a decline in the patronage of local goods. Secondly, the influx of some used foreign goods

poses a threat to the environment. It is therefore recommended that the government raises taxes on food imports, set a quota for the receipt of food items through “Door-to-door” shipping and ensure that existing laws on prohibited goods such as over-aged vehicles are adhered to. Secondly, local industries must be supported with incentives such as tax holidays and tax abatement on their properties. The government should help establish factories in each region in Ghana; the type of goods to be produced should be based on the availability of the raw materials in that particular region. For example a meat products factory can be established in a central location in the Northern part of Ghana since it has many livestock farms located there. Such a policy will create jobs and also reduce the cost of production since raw materials need not be transported to another region before being manufactured into a finished product.



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APPENDICES

APPENDIX A – INTERVIEW GUIDE

The purpose of this interview guide is to have an interaction that will make the participants feel comfortable, this will allow the conversation to flow naturally. My aim is to get people to express their views and share their experiences rather than give general statements, therefore I will probe participants for further details when necessary.

My name is Maame Aboagyewaa Peterson, a student at the University of Ghana. I am undertaking a research project as partial fulfilment for my MA in Migration Studies. The project aims to understand the nature of the “Door-to-door” shipping business, its role in Ghanaian international migration and also to explore the contributions of this business to the Ghanaian economy. I humbly request you to grant me an interview lasting about an hour. Your participation is very important for the success of this project. If at any point in the interview, you need clarifications, please inform me. This interview will be treated confidentially; the information will be used only for purposes of this research.

GHANA REVENUE AUTHORITY AND GHANA HABOURS AND PORTS AUTHORITY

Name of Organization:

Name and Position of Person Responding:

1. Please describe the work your organization undertakes in relation to shipping or importation of goods.
2. Do you know about “Door-to-door” operators? (Probe for those in the UK in particular)
3. Does your organization provide any services for these business entities?
4. Does your department/institution/agency work with “Door-to-door” operators? If yes, how? If no, why not?
5. How would you describe the role of “Door-to-door” operators? (Probe for their role in facilitating the sending of goods to Ghana, raising tax income for Ghana, encouraging investments etc.).

6. Please describe the main actors in this business model? (Probe for “Door-to-door” operators in the UK, business partners in Ghana, clearing agents, transport companies etc.)
7. Who patronises the services of “Door-to-door” operators? (probe for users whether they are individuals, businesses, charities etc.)
8. How much do such business pay on their shipment? (Probe for Customs duties and taxes; how are the duties and taxes calculated; per container, per box, per value, per weight).
9. In your opinion, what are the advantages and disadvantages of this type of business for (a) the Ghanaian migrant (b) the recipients of goods (c) the Ghanaian economy?
10. What are the commonly occurring problems associated with “Door-to-door” businesses? (Probe for delays, damage of goods etc.) How are these resolved?
11. Does your organisation play a role in resolving these problems? (Probe for specific examples of how these problems are resolved)
12. What specific laws are there to regulate the activities of companies that ship goods into Ghana? (Probe for mode of registration, frequency, possible registration fees levied, tax obligations and compliance rates.)
13. How does your institution regulate the activities of these “Door-to-door” businesses?
14. How does your institution ensure that laws governing the shipping of goods into Ghana are enforced? (Probe for monitoring mechanisms and any suggestions for additional measures.)
15. What challenges does your department/institution/agency face in the implementation of these specific legal regulations? (Probe for possible funding, logistical, personnel and training challenges)
16. What would you like to see changed in the existing laws? (Probe for tax laws; clearing policies and duty rates etc. and why they would like to see them changed).

17. What are the policy gaps in Ghana in relation to shipping of goods, which you would wish are addressed?

18. Is there anything else you would like to add?

2. INTERVIEW GUIDE FOR BUSINESS PARTNERS IN GHANA

Name of organization /Individual:

Position of person responding:

Age:

Sex:

Marital status:

Number of children:

Nationality:

Migration history (if any):

- 1 How long have you been in operation? (Probe for period of registration and licence to operate)
- 2 Why are you engaged in this type of work? (Probe for financial, altruistic, humanitarian or religious reasons, personal experiences etc.)
- 3 How did you start to work in this sector? (Probe for whether through social networks or contacts in the UK or Ghana, experience abroad, a branch of UK-based company etc.)
- 4 What categories of goods do you tend to receive from the UK? (Probe for personal effects, hardware/building materials, cars/vehicles, equipment, retail goods, electrical items etc.).
- 5 Why do you specialise in this particular type of business? (Probe for profit margins, niche business, social networks etc.)
- 6 How do you identify and establish links with companies in the UK? (Probe for whether companies contact them or they in search of companies)

- 7 How do you decide which companies to partner with? (probe for whether decision is based on popularity, size of partner companies, recommendations from people etc.)
- 8 Can you describe the entire process of goods being shipped from the moment the person makes contact with your partners in the UK to the point where the recipient in Ghana gets their goods? (Probe for how long the process takes, who is involved, clearing procedures, transportation arrangements, communication processes etc.).
- 9 What kind of expectations do recipients have when they contact you? (Probe for whether they expect on time deliveries, cheaper costs etc.)
- 10 What kind of expectations do your business partners in the UK have of you? Are they looking for certain qualities in local partners? If yes, please specify? Have these expectations changed over time? Has this affected your business in any way?
- 11 How do you manage the expectations of the business partners and the recipients of goods?
- 12 Whom do you mostly deliver goods to? (Probe for individuals, families and corporate entities; probe for proportions).
- 13 Do you charge for your services? (Probe for who pays the charges, how much is charged and how money is received from the one paying, how the charges are assessed: per box, weight or value?)
- 14 Is there any sharing of costs between yourselves and your business partners? (If there is, how is this done? If there is no cost sharing why?)
- 15 How are charges negotiated with partners in the UK? (Probe for whether fixed charges apply or there is flexibility).
- 16 Where do your recipients tend to come from in Ghana? (Probe for region, North-South, rural/urban areas).
- 17 Do you help your business partners in the UK identify specific migrants, groups or businesses that might want to send items to Ghana? (Probe for providing information, making contacts with migrant households in Ghana etc.).
- 18 Do you work with other businesses or agents in Ghana in order to execute your business duties? If yes, what is your relationship with them? What types of information do you share? What types of resources do you share?
- 19 Have you had any problems with other competitors? If yes, how are these resolved? If no, how do you avoid problems with other competitors?

- 20 How has the “Door-to-door” business changed over the years? (Probe for costs of shipping goods, cost for transporting goods from the harbour to the delivery address, increased competition etc.).
- 21 How do you remain competitive? (Probe for protection of reputation, trust, lower charges)
- 22 Who oversees your operations? (Probe for government agencies, voluntary oversight groups like unions or even international standards applied due to certification or membership).
- 23 Do you have any contractual agreements with your business partners in the UK? (Probe for written or verbal contracts).
- 24 How are the terms and conditions of the contract enforced?
- 25 Have you ever had a dispute with your business partners in the UK or customers in Ghana? (Probe for whether dispute was between company in the UK and business partner in Ghana or between business partner in Ghana and recipient).
- 26 How did you handle or settle these disputes?
- 27 What happens if the business partner in the UK breaks the law or agreement governing the business transaction? (Probe for examples such as delayed or no payment, no payment of duties or taxes, poor packaging of goods).
- 28 What would you recommend to streamline the operations of “Door-to-door” businesses?
- 29 Do you need to take any laws or regulations into account while transacting your business? (Probe for both formal and informal regulations; knowledge of tax and Customs and excise duties etc.)
- 30 In your opinion, how does the existence of “Door-to-door” operators impact on migrant households, communities and the economy of Ghana? (Probe for financial, economic, social etc.)
- 31 Are you a member of any kind of association or union? If yes, what are the benefits of being part of this association?
- 32 How do you feel about the services you provide for your customers? (Probe for reasons why they feel as such).
- 33 What are some of the challenges you face in this type of business? (Probe for what they do incase their UK partners go out of business).

34 How much did it cost to start this business? (Probe for who paid; UK or Ghana partners).

35 Is there anything else you would like to add?

3.INTERVIEW GUIDE FOR RECIPIENTS OF GOODS (IN GHANA) THROUGH “DOOR-TO-DOOR” OPERATORS IN THE UK

Name of organization if applicable:

Name of person:

Age:

Sex:

Marital status:

Employment status and type:

Number of children:

Nationality:

Migration history:

Relationship with sender of goods:

1. Do you currently use the services of “Door-to-door” companies?
2. How long have you used their services
3. Why do you use the services of “Door-to-door” companies?
4. How many times in a year do you use their services? (Probe for reasons why).
5. Who decides whether to use the services of “Door-to-door” companies? (Probe for the role of migrants in the UK, returned migrants, heads of household).
6. What is your relationship with the owners or staff of the “Door-to-door” companies?

7. How did you begin to use the services of “Door-to-door” companies? (Probe for role of referrals from friends and family, adverts on the Internet, announcements at social gatherings, recommendation by other recipients in Ghana etc.).
8. What are your terms for using their services? (Probe for costs, issues of delivering goods to home address, issues of packaging, issues of delivery times etc.)
9. Where in Ghana do these “Door-to-door” operators in the UK tend to come from? (Probe for North or South)
10. How do you pay the “Door-to-door” operators? (Probe for how much, who they pay to, form of payment, where payment is made – UK or Ghana, has the amount changed over time etc.).
11. In case there is any dispute, how do you go about resolving it? (Probe for involvement of Ghana government agencies, community organisations, social networks in Ghana and the UK etc.).
12. What are the common problems that can occur with using “Door-to-door” operators? (Probe for delays, non-delivery of goods, damaged goods, loses in transit, charges etc.).
13. How do you go about resolving these problems? (Probe for whether they complain to the partners who deliver the items in Ghana or they contact the migrant to make a complaint or both)
14. Are you generally satisfied with how these issues are resolved?
15. In such cases, do you continue to use the same company? (If yes why, if no why not)
16. In your opinion, how does the existence of these “Door-to-door” companies affect your ability to receive goods or do business in Ghana? (Probe for support to family and friends, support to social/community groups such as churches, schools, hospitals, doing business in Ghana etc.)
17. Do you have any contractual agreements with the “Door-to-door” companies in UK or their partners in Ghana? (Probe for written or verbal contracts)
18. Do you have any contact with the companies’ partners in UK?
19. Do you know if the “Door-to-door” operators pay import duty or tax to Ghana government on the goods you receive through them?

20. Are there any laws that guide the operations of “Door-to-door” operators? In your opinion should there be a change in these law(s) and why?

21. Is there anything else you would like to add?



FOCUS GROUP DISCUSSION GUIDE FOR RECIPIENTS OF GOODS THROUGH “DOOR-TO-DOOR” SHIPPING IN GHANA

1. Why do you use the services of “Door-to-door” companies?
2. How did you begin to use the services of “Door-to-door” companies? (Probe for role of referrals from friends and family, adverts on the Internet, announcements at social gatherings, recommendation by other recipients in Ghana, Who decides whether to use the services of “Door-to-door” companies etc.).
3. What are your terms for using their services? (Probe for costs, issues of delivering goods to home address, issues of packaging, issues of delivery times ,how much, who they pay to, form of payment, where payment is made – UK or Ghana etc.).
4. What are the common problems that can occur with using “Door-to-door” operators? (Probe for delays, non-delivery of goods, damaged goods, loses in transit, charges etc.).
5. How do you go about resolving these problems? (Probe for whether they complain to the partners who deliver the items in Ghana or they contact the migrant to make a complaint or both, for involvement of Ghana government agencies, community organisations, social networks in Ghana and the UK etc.).
6. In your opinion, how does the existence of these “Door-to-door” companies affect your ability to receive goods or do business in Ghana? (Probe for support to family and friends, support to social/community groups such as churches, schools, hospitals, doing business in Ghana etc.)
7. What are some of the laws in Ghana that guide the work of these “Door-to-door” companies?
8. How do you think the existence of “Door-to-door” companies help with the development of Ghana?

APPENDIX B –PHILANTHROPIC REMITTANCES

FIGURE 9

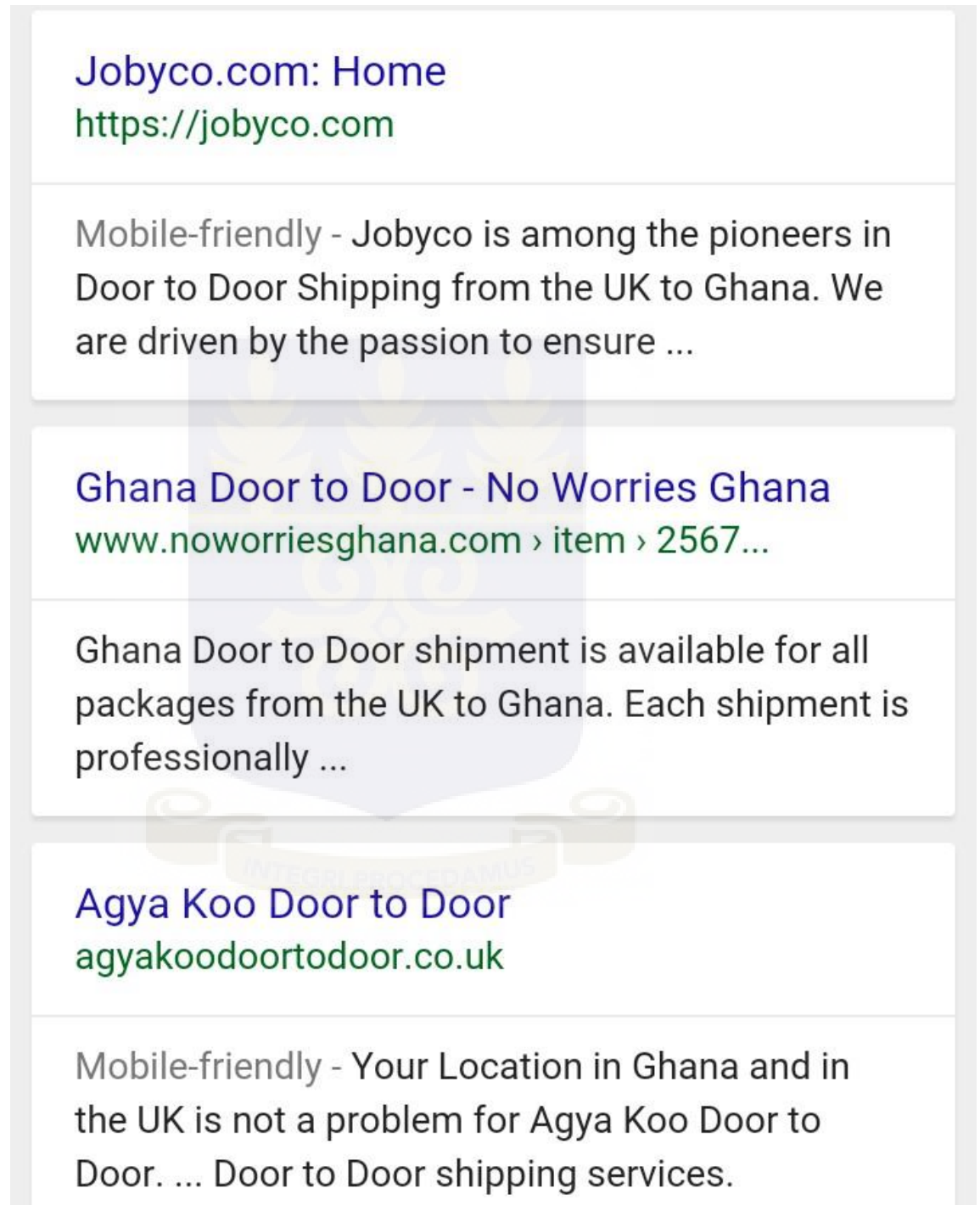


FIGURE 10



APPENDIX C— “DOOR-TO-DOOR” SHIPPING ADVERTISEMENTS

FIGURE 11



The figure displays three mobile-friendly shipping advertisements arranged vertically. Each advertisement consists of a header section with the company name and website, and a body section with a descriptive paragraph. A faint watermark of the University of Ghana crest is visible in the background.

Jobyco.com: Home
<https://jobyco.com>

Mobile-friendly - Jobyco is among the pioneers in Door to Door Shipping from the UK to Ghana. We are driven by the passion to ensure ...

Ghana Door to Door - No Worries Ghana
www.noworriesghana.com › item › 2567...

Ghana Door to Door shipment is available for all packages from the UK to Ghana. Each shipment is professionally ...


Agya Koo Door to Door
agyakoodoortodoor.co.uk

Mobile-friendly - Your Location in Ghana and in the UK is not a problem for Agya Koo Door to Door. ... Door to Door shipping services.



Agya Koo Door to Door

Door to Door Shipping Services
From the UK to Ghana



Contact Us

Address: 31 Waleys Close, Luton, Beds, LU3 3RZ
Office Telephone: 01582 512874
Mobile: 07903 009979, 07828133245
Accra Ghana Numbers:
-00233205533379

Shipping to Ghana from USA

oxfordshipping.com

Mobile-friendly - ship to ghana from usa,low 20 / 40 ft container rates to africa,door to door shipping from usa to ghana,door to door ...

USA TO GHANA DOOR TO DOOR -

Modernghana.com

m.modernghana.com › [show_classifieds](#)

Mobile-friendly - Mar 29, 2012 - We ship things to Ghana every month.we pick it up at your location and ship it to ghana for you.we also ...



APPENDIX D— SAMPLE CUSTOMS DUTY PAYMENT RECIEPT**FIGURE 12**

GRADE C 60BOXES X 10KGS

11 Other Costs Ney: 0.00
41 Licence No: 0.00
42 Customs Value Ney: 2742.34
43 Previous Declaration: 0.00
44 Div: 0.00
45 Ship U2: 600.00
46 Ship U2: 0.00
47 Ship U2: 23.79

Amount Exempted Amount Payable

ax base Amt	TBC	Rate	Amount Exempted	Amount Payable
2,742.34	24	20.000000	0.00	548.47
3,290.81	30	15.000000	0.00	493.62
3,290.81	30	0.000000	0.00	0.00
2,742.34	24	0.000000	0.00	0.00
2,742.34	24	0.000000	0.00	0.00
2,742.34	24	0.500000	0.00	13.71
2,742.34	24	0.500000	0.00	13.71
1,217.24	25	0.400000	0.00	4.87
4.87	33	15.000000	0.00	0.73
3,290.81	30	2.500000	0.00	82.27
4.87	33	2.500000	0.00	0.12
2,742.34	24	1.000000	0.00	27.42
2,742.34	24	5.000000	0.00	137.12
2,742.34	24	2.000000	0.00	54.85
Total			0.00	1,376.89

ASARE do hereby declare that:

culars hereon entered electronically are true and correct and have been obtained from the required for the purpose of this only.

culars of this document are for use by the Ghana Customs, Excise and Preventive Service

Box: 520 SAKUMONO

Day: JUNE, 2016

SHIPPER

IM.NHIL

NT.NHIL

IRSTD

IMPLEV

SIL(1%)

SIL(2%)

CUBAG

CCVR

Total

Taxes Code Amount Exempted Amount Payable

Taxes	Code	Amount Exempted	Amount Payable
Imp.Dut	01	0.00	3,091.11
Imp.VAT	02	0.00	2,264.31
Imp.Stx	03	0.00	0.00
Imp.Exc	04	0.00	0.00
Prc.Fee	05	0.00	3.52
Eco.Lev	06	0.00	102.40
EDv.Lev	07	0.00	102.40
VEH.EXA	31	0.00	0.00
NET.CHG	32	0.00	40.72
NET.VAT	33	0.00	6.10
SHIPPER	45	0.00	9.00
IM.NHIL	47	0.00	377.38
NT.NHIL	48	0.00	1.01
IRSTD	56	0.00	172.29
IMPLEV	73	0.00	148.11
SIL(1%)	77	0.00	107.69
SIL(2%)	78	0.00	194.22
CUBAG	92	0.00	5.00
CCVR	93	0.00	185.29
Total		0.00	6,810.55

Tax Code 90,91,92 payable by Agent

User Reference : EMEFA 452

No. Of print : 1

Page No : A - 1