

**FACTORS AFFECTING PASSENGER CLEARANCE AT MOI  
INTERNATIONAL AIRPORT MOMBASA**

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TECHNOLOGY**

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## **DECLARATION**

This research study is my original work and has not been presented for a Post Graduate Diploma in any other academic or non- academic institution.

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**HDB335-C016-0381/2018**

This research study has been submitted for examination with my approval as the supervisor

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## **DEDICATION**

I dedicate this project my family, friends and classmates who have always been there for me in the entire time of my study in KESRA Mombasa.

## **AKNOWLEDGEMENT**

I would like to thank my family members and my supervisor Mr. Aaron Mukhongo for encouraging and supporting me throughout the entire period of research. The interest they show motivates me to do my best and achieve what I might not be able to do on my own.

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May God bless you all abundantly.

## TABLE OF CONTENTS

<b>DECLARATION</b> .....	ii
<b>DEDICATION</b> .....	iii
<b>ACKNOWLEDGEMENT</b> .....	iv
<b>LIST OF APPENDICES</b> .....	viii
<b>LIST OF TABLES</b> .....	ix
<b>LIST OF FIGURES</b> .....	x
<b>LIST OF ACRONYMS/ ABBREVIATIONS</b> .....	xi
<b>DEFINITION OF TERMS</b> .....	xii
<b>ABSTRACT</b> .....	xiii
<b>CHAPTER ONE</b> .....	1
<b>INTRODUCTION</b> .....	1
1. 1 Background of the Study .....	1
1.2 Statement of the Problem.....	4
1.3 Objectives of the Study.....	5
1.3.1 General Objective .....	5
1.3.2 Specific Objective .....	5
1.4 Research Questions .....	5
1.5 Significance of the study.....	6
1.6 Scope of the Study .....	6
1.7 Limitations .....	6
<b>CHAPTER TWO</b> .....	7
<b>LITERATURE REVIEW</b> .....	7
2.1 Introduction.....	7
2.2.1 Theory of Customer Satisfaction .....	7
2.2.2 Resource based theory .....	8
2.2.3 Queuing Theory .....	9
2.3 Conceptual Framework.....	10
2.4 Review of the variables.....	10
2.4.1 Risk Management .....	10
2.4.2 Enforcement tools .....	11

2.4.3 Staffing.....	12
2.4.4 Passenger Clearance.....	13
2.5 Empirical Review.....	14
2.6 Critique of the existing literature .....	14
2.7 Research Gaps.....	15
2.8 Summary .....	15
<b>CHAPTER THREE .....</b>	<b>16</b>
<b>RESEARCH METHODOLOGY .....</b>	<b>16</b>
3.1 Introduction.....	16
3.2 Research design .....	16
3.3 Population .....	16
3.4 Sampling frame.....	17
3.5 Sample and Sampling Technique.....	18
3.6 Data Collection Instruments .....	19
3.7 Data collection procedure .....	20
3.8 Pilot study .....	20
3.8.1 Validity .....	20
3.8.2 Reliability.....	20
3.9 Data Analysis .....	21
<b>CHAPTER FOUR.....</b>	<b>22</b>
<b>RESEARCH FINDINGS.....</b>	<b>22</b>
4.1 Introduction.....	22
4.2 Response rate .....	22
4.3 Pilot results.....	22
4.4 Demographic Analysis.....	24
4.4.1 Level of Education.....	24
4.4.2 Cadre .....	24
4.4.3 Number of years worked in the position.....	25
4.5 Descriptive Analysis .....	26
4.5.1 Risk Management .....	27
4.5.2 Enforcement Tools.....	29

4.5.3 Staffing.....	30
4.6 Correlation Analysis .....	31
4.6.1 Karl Pearson’s Correlation.....	31
4.7 Regression Analysis.....	32
4.7.1 Coefficient of Determination ( $R^2$ ) .....	32
4.7.3 Regression Coefficient.....	34
<b>CHAPTER FIVE .....</b>	<b>36</b>
<b>SUMMARY, RECOMENDATIONS AND CONCLUSIONS .....</b>	<b>36</b>
5.1 Introduction.....	36
5.2 Summary and Findings .....	36
5.2.1 Risk management.....	36
5.2.2 Enforcement Tools.....	36
5.2.3 Staffing.....	37
5.3. Conclusion .....	37
5.4 Recommendation .....	38
5.4 .1 Areas of Further Study.....	39
REFERENCE.....	40

**LIST OF APPENDICES**

**APPENDIX I:** Letter of introduction.....45  
**APPENDIX II:** Questionnaire.....46

## LIST OF TABLES

<b>Table 3:1</b> Population .....	17
<b>Table 3:2</b> Sample size .....	19
<b>Table 4:1</b> Response rate .....	22
<b>Table 4:2</b> Reliability results .....	23
<b>Table 4:3</b> KMO and Bartlett's Test.....	24
<b>Table 4:4</b> Level of Education.....	24
<b>Table 4:5</b> Carder.....	25
<b>Table 4:6</b> Years worked in the position .....	25
<b>Table 4:7</b> Descriptive statistics Risk Management .....	27
<b>Table 4:8</b> Descriptive statistics Enforcement Tools .....	29
<b>Table 4:9</b> Descriptive statistics Staffing .....	30
<b>Table 4:10</b> Karl Pearson's Correlation.....	32
<b>Table 4:11</b> Coefficient of determination ( $R^2$ ) .....	33
<b>Table 4:12</b> ANOVA.....	33
<b>Table 4:13</b> Regression Coefficients .....	34

## LIST OF FIGURES

<b>Figure 2.1:</b> Conceptual Framework; .....	10
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## **LIST OF ACRONYMS/ ABBREVIATIONS**

<b>KPIs</b>	Key Performance Indicators
<b>LCCs</b>	Low-Cost Carriers
<b>UN</b>	United Nations
<b>GDP</b>	Gross Domestic Product
<b>KAA</b>	Kenya Airports Authority
<b>ATM</b>	Aircraft Traffic Movement
<b>JKIA</b>	Jomo Kenyatta International Airport
<b>MIA</b>	Moi International Airport
<b>USA</b>	United States of America
<b>GFT</b>	Green Field Terminal
<b>EACCMA</b>	East Africa Community Custom Management Act
<b>VOC</b>	Voice of Customer
<b>KRA</b>	Kenya Revenue Authority
<b>SPSS</b>	Statistical Package for Social Sciences

## DEFINITION OF TERMS

**Language Barrier:** Difficulty in communication experienced by people or groups speaking different Languages (Bireda, 2017).

**Enforcement Tools:** These are tools and equipment required for a specific task to be carried out effectively (Lannon, 2017).

**Staffing:** Is an organized way of hiring qualified candidates basing on the set criteria to a given firm, institution or organization to undertake specific function on behalf of the hiring body (Alan Stretton, 2015).

**Passenger Clearance:** This is where passengers must comply with customs declaration form and submit it customs officers' checks at the ports of entry or port of exit (Liu, et al, .2018).

## ABSTRACT

Airport is a unique infrastructural establishment, which is essential for variety of traffic operations. The main elements which serve as the important roles in airports and aviation activities are security protocol, passenger's service and air traffic control. Many countries have embraced such protocols, which is attributed to massive infrastructural developments across the African continent. MIA is the biggest and the only airport serving in Kenya's coastal region. This study aimed at investigating key factors that affects passenger clearance at MIA. It sought to achieve the three specific objectives i.e.: to examine the effect of risk management; to assess the effect of enforcement tools; and to ascertain the effect of staff capacity on passenger clearance at MIA. This study adopted Customer satisfaction theory; Resource based theory and Queuing theory to establish the correlation between the variables. Descriptive design was used in finding out the effect of the independent variables on the dependent variable. The anticipated population for this study was 156 respondents. The study adopted Slovins Formulae and cluster sampling technique to select respondents. Questionnaire was used as data collection tool. The study targeted and distributed questionnaires to 112 respondents out of which 88 were fully filled. Equally, the validity of the collection method employed in the study was examined using Bartlett and KMO tests. Karl Pearson indicated that staffing strongly with a positive correlation affects passenger clearance at MIA. Risk management was the second by influence and lastly, enforcement tools moderately correlate with clearance of passenger at MIA. Regression model findings statistically indicated that Risk management, Enforcement tools and staffing affected the dependent variable. The study concludes by opining that customs officers at MIA to greatly utilize the information shared to them pertaining various passenger and also utilizing the passengers profiling concept in clearance of passengers so as to mitigate any risk that may be incurred at the entry point as well as ensuring customs mandate at the airport is achieved. It recommended that the authority needs to invest more on enforcement tools to enhance the clearance procedures for goods and passengers, reduce the time taken to physically examine passengers and accurately curb smuggling and evasion of payment of duties and taxes by passengers. Lastly, Frequent and regular training including increasing the number of custom officers will improve on passenger clearance.

# CHAPTER ONE

## INTRODUCTION

### **1. 1 Background of the Study**

Airports have been tasked to satisfy varied tasks of different forms owed to its complex infrastructure it possesses and thus becoming one of the world reliable transport system. Viewed from a passenger's angle airport buildings is seen as the building that is basically designed to handle travel processes which are either arrival or departure processing. From the passengers' point of view, the building is primarily designed for providing handling processes for departure and arrival. Civil aviation system transportation has become one of the most significant means of conveyance in the global market and it has become one of the basic necessities of trade to thrive (Bouarfa *et al*, .2013). The commercial division of civil aviation, containing more than 900 airlines and 22.000 aircraft, had become the choice of transportation to more than 2 billion passengers and carried 85 million tons of cargo on more than 74 million flights to more than 1700 airports in more than 180 countries worldwide, in 2008 alone (Alves, 2019). Furthermore, charter, corporate and private general aviation in the million were carried out all around the world on thousands of airports, both general and commercial type.

According to Tang et al., (2020), the increasing demand for air transportation in the contemporary environment has presented numerous challenges in airport management. Given the nature of the airport establishment, it is difficult for the management to supervise and coordinate key functions to ensure that the services offered to the clients are efficient and reliable. More so, it is imperative to establish the key aspects that stimulates the best performance, that can be utilized as the Key Performance Indicators (KIPs), and benchmarking standards that guides management to maintain the best performances that are essential for future success of the institution (Cameron, 2019). Furthermore, the emergence and growth of low-cost carriers (LLC), coupled with the rising investment in the budget terminals, have influenced the airports management to reconsider reaping profits on airport tax or passenger-based revenue, instead of airport-based profits. Notwithstanding, the passengers are the major stakeholders and the clients who determines the revenue generated by an airport. Scientific analysts and airports operators contend that

the traditional operation procedures of handling clients and transit goods are no longer effective in the contemporary airports environment (Zidarova & Zografos, 2011).

Main elements which serve as the important roles in airports and aviation activities are security protocol, passengers' service and air traffic control. Singapore Changi airport is the best voted airport in the World. Though through clearance of passengers it uses the common declaration channels used by passengers it has largely invested on various resources to facilitate on this. There is a large cooperation with other agencies working in this international airport. It connects 200 destinations worldwide with 500 arrivals and departures a week by week international air lines (Pak, 2017). It is followed by Tokyo International Airport Haneda which plays a major role in furthering Japan's development as a tourism-oriented country.

Africa was home for top10 words growing economies as per trade statistic of the year 2015. Estimates according to UN, it was expected that the region would have seen its economies grown by an upscale percentage of 30 approximately. The projection was that in 35 years to come, the continent will have witnessed an increase of population by a half owing to its capability which is very significant to this. African economies however are still opening up their potentialities. African traffic regimes are still very restrictive which is the main challenge that prevents the whole continent from benefiting from the immense economic benefits linked to air transportation. African continent is continuing to open up its potentials. Despite this African air travels is facing restrictive regimes on air transportation which hinders most economies in the continent to thrive (Asif, 2016). Aviation industry in Africa provides the biggest employment opportunities to many with an estimation of 6 to 9 million people being employed with a significantly huge GDP US\$ 80 million and it still possess the ability to expand. African governments have largely invested on aviation infrastructure and they have made it one of their priorities in order to catalyze the facilitation of development for their continents at large and respective countries. Investment is underway across a number of African airports, as the region works to provide the necessary infrastructure to support the continent's growth ambitions. South Africa is home to most of the airports handling 1+ million passengers in Southern Africa.

According to international data 4 out of 8 of those airports are within South African Territory (Njoya, 2016).

Jomo Kenyatta International Airport (JKIA) is the largest aviation establishment in East and Central Africa. It serves as a major business hub and major gateway to the outside world. The airport was established in 1978 to primarily serve more than 2.5 clients. However, due to the increasing number of passengers, which includes domestic and foreign clients, the airport has expanded its infrastructure and operations to accommodate nearly 7 million passengers annually. Such developments witnessed over the years have positioned the Kenyan airport as the seventh busiest in the African continent. Currently, the airport hosts more than 40 commercial planes responsible for domestic and global operations (Wanyama, 2013).

Today, Kenya Airports Authority (KAA) has embarked on its infrastructural operations intended to refurbish its terminals building (Terminal 1) and runway to facilitate air traffic movement (ATM). As such, the airport facilitates the movement of 72,700 aircrafts annually, and targets to reach 195,000 aircrafts yearly in the near future. The expansion of the existing infrastructure is expected to improve the airports capacity and potential of accommodating more than 18 million passengers year by 2030. The proposed infrastructural changes at JKIA is consistent with management quest to improve efficiency of airport operations, and supports the institution expansion agenda, which include improving the capacity of Green Field Terminal (GFT), primarily phase one of the project. More so, the proposed expansion commences with the construction of four level terminals to host various businesses, which include hotels, retail outlets, and central administration area. Equally, areas targeted by the proposed project include construction of a new runway to accommodate the increasing number of flights, which has increased by 45% last 7 years. Moi International Airport Mombasa, which is situated at the county Mombasa, is the biggest and the only airport that serves the coastal region and surrounding communities. It serves both international and local flights. The airport has two major terminals; Terminal 2 serves the local passengers and accommodates domestic flights, while terminal 1 is reserved for international flights. Aside, there is one freight terminal at Moi International Airport, where customs clearance takes place. Passenger clearance is done at exit or entry

points where customs officers examine them before they are allowed to enter or leave the country (Walala & Mutinda, 2013). This is done by use of body scanners, sniffer dogs and passenger profiling. These are some of the requirements that an international airport should meet as laid down by EACCMA (2004). Key custom procedures are undertaken within the vicinity of Moi airport

## **1.2 Statement of the Problem**

General aviation transportation services serves as a major means of transportation and moreover the only way to reach the outside world in many remote regions around the world. The influence of commercial aviation industry is immense and, remarkable considering that provide millions of job opportunities and generates trillions of dollars (approximately \$2.6 trillion) to many countries and stakeholders. More so, airport operation is responsible for 8% of the world gross domestic product. According to Sanchez et al., (2018) civil aviation is accountable for USD 900 billion of income generated into an economy, and is a key sector that provides 11 million jobs in the United States alone. Most of the revenues that are generated by the airports come from other dependent business, such as service and retail operations. As such strives to establish adequate infrastructure and enhance its product supply to remain highly competitive environment in the dynamic industry environment. In order to attain its desired goals and objectives, the airliner aims harmonize some conflicting requirements of the authority and customers, airport operators have to balance all the demands. Lack of concern and management in various main and supporting elements of airports has proven to be fatal and sometimes disastrous. Incapable security system applied in airports leads to criminal activities by individuals and high-profile criminal organizations. Organized modus operandi used by criminals' exploits security drawbacks as a loophole for smuggling activities and even terrorism. While security protocol provides safety from illegal activities, technical issue protects flight activity from the danger of aircraft accident which is fatal most of the time (Gendron, 2017).

Debrincat et al (2013) argued that unqualified human resources for technical purposes of an aircraft as well as deficiency in technical procedures, management and equipment required are the main source of catastrophe in aviation. Also lack of sufficient resources

to facilitate in inspection and clearance of passengers at the airport pose challenge in clearing of passengers at the airport. It's the desire of every passenger to experience a faster release by customs at the airport when they travel. Customs officer in the airport despite being facilitated with most of the necessary resources to ensure efficient clearance of passengers, a times the passenger may conceal goods with aim of evading payment of duties (Smart, 2015). There are reported cases of passengers carrying and even concealing drugs in their bodies and involve themselves in other activities contrary to the regulations that govern air passengers which at times may necessitate customs to do in depth investigation to passengers and at times may require customs to hold passengers for long in the baggage hall. This might also be as result of other pertinent issues like inter agency cooperation in clearance of passengers at the airport. This study therefore sought to examine key factors that affect passenger clearance at Mombasa Moi International Airport.

### **1.3 Objectives of the Study**

#### **1.3.1 General Objective**

The main objective of this research was to examine the factors affecting passenger clearance at Moi International Airport Mombasa.

#### **1.3.2 Specific Objective**

The specific objectives of the study are:

- i. To examine the effect of risk management on passenger clearance at Moi International Airport Mombasa.
- ii. To assess the effect of enforcement tools on passenger clearance at Moi International Airport Mombasa.
- iii. To ascertain the effect of staff capacity on passenger clearance at Moi International Airport.

### **1.4 Research Questions**

- i. How does risk management affect passenger clearance at Moi International Airport Mombasa?

- ii. How do enforcement tools affect passenger clearance at Moi International Airport Mombasa?
- iii. How does staffing affect passenger clearance at Moi International Airport Mombasa?

### **1.5 Significance of the study**

This study focused on establishing the factors that present challenges when it comes to clearance of passengers at Moi International Airport Mombasa. The findings of this study is essential in aiding the airport entities to establishing existing loopholes in clearance of passengers and later on after the research, the researcher came up with recommendation to be implemented to address those issues. It also served as source of information resourceful to be used by other stake holders, customers and other scholars as the source of information relating to the airport in subject of research.

### **1.6 Scope of the Study**

The study confined itself to the factors affecting passenger clearance at Moi International Airport. The Moi International Airport presented a perfect choice in studying of passenger clearance because it is the second largest Airport in Kenya receiving passengers outside the country with most of them being international tourists. Also, based on the fact that this airport was within the reach of the researcher, it was chosen because of its accessibility and ease of access.

### **1.7 Limitations**

The researcher faced some obstacles that had some effect to both time and cost of doing the project. Among the shortcomings encountered in the undertaking of the research includes lack of previous studies in the area of research area making it difficult to find relevant materials for the study. Accessing respondents was a challenge because of the strict security and control measures put in place as a requirement of accessing the custom officers from whom data was to be collected. Despite the mentioned challenges, the researcher managed to gather accurate, reliable, and verifiable data using well-structured questionnaires.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.1 Introduction**

This chapter examines relevant theories that best explain factors that present management implications when it comes to passenger clearance at Moi International Airport Mombasa. The empirical section explores peer-reviewed studies on passenger clearance issues at the airport. The summary part offers a detailed analysis of the findings of research findings to establish the existing research gap on key issues affecting the customs rapid response team.

#### **2.2.1 Theory of Customer Satisfaction**

Customers are considered as the major and important stakeholders to any institution. Thus, it is imperative for organizations to guarantee that the requirements of stakeholders are met for competitive advantage purposes. To ensure that an organization attains a competitive advantage, it is important to handle client complaints in a professional manner, as a strategy to enhance customer loyalty and satisfaction. Studies reveal that highly satisfied customers usually maintain loyalty to an organization by accessing its services regularly (Baumgartner & Rauter, 2017). According to Baumgartner & Rauter (2017), the performance indicator, customer satisfaction, appraises the psychological state of the clients, and their expectations.

The concept of customer value was conceived by Kaye and Dyson in 1999, as an essential concept that examines critical factors that determine the success of an organization in a competitive environment. The concept considers customer value as an integral component that informs organizational strategy, responsible for ensuring that optimum performances are attained, while competitive product or service value is maintained. Morris (1994) best explains the benefits of customer value prioritization and its contributions to industry performance. Thus, it is important for an organization to attract and retain customers because it is cost-effective.

According to Wiredja et al., (2019), financial excellence of an institution is not a sufficient indicator that suggests its overall performance. There are other non-financial indicators like innovation, market share, productivity, and customer satisfaction that are considered

in performance analysis. Wiredja (2010) contends that non-monetary indicators reflect an organizational growth in terms of operations.

According to Katz, G. (2004), the performance of an organization can further be examined using the concept of “Voice of Customer (VOC).” The approach examines whether the products or services provided by an institution meets the needs of the clients. Similarly, the concept helps the management to enhance the value of products or services. According to Temkin (2007), VOC is a systematic process that focuses on the needs of clients and strategies that are essential in enhancing customer experiences. A study by Gaskin and Klein (2010) contends that there are key aspects of the VOC, which includes customer perception, needs, priorities, and the hierarchical structure of an organization.

This theory was applicable in explaining the implications of risk management on clearance of passengers at the airport. It will be able to look at all forms languages in achieving the authorities’ requirements at the same time look at whether the applicable languages are useful in meetings the desires of the customers who are using the airport which is basically faster clearance by customs.

### **2.2.2 Resource based theory**

Resource based theory is an important theory used in explanation of strategic management and it alludes that the performance of a company greatly depends on the resources it possesses and capabilities it has which becomes a basis of competitive advantage to them. Several scholars have related the dynamic capabilities of this theory and explained it as a key predicament that managers use routinely in their organizations in planning the course of resources in order to be able to generate strategies that adds value to their (Martinez-Costa, 2013).

According to Garcia et al, (2014), the criteria and the buildings blocks of strategy that are used to determine what it can do and what it wants are resources.. An organization can establish strategic mechanisms that could leverage on its resources for building on competitive edge. Terziovski & Guerrero (2010) noted that organizational strategies contribute in a significant way in establishing how organizational resources are utilized and distributed when it comes to the facilitation of organizational business operations. According to Ray et al, (2013), an organization as a business entity has a likelihood of

achieving operational success through ensuring optimization of organizational resources by effective application and use.

Drnevich & Kriauciunas (2011) noted that all organizational resources play a vital role towards the overall effectiveness and efficiency of an organization. This theory is important role in this study because it will help in assessing the human resource and enforcement tools used by customs in the Airport in clearance of passengers and how resourceful they are in facilitation of faster and secure clearance of passengers. It would help in telling if these two resources are well utilized in delivering the desired goals of the authority.

### **2.2.3 Queuing Theory**

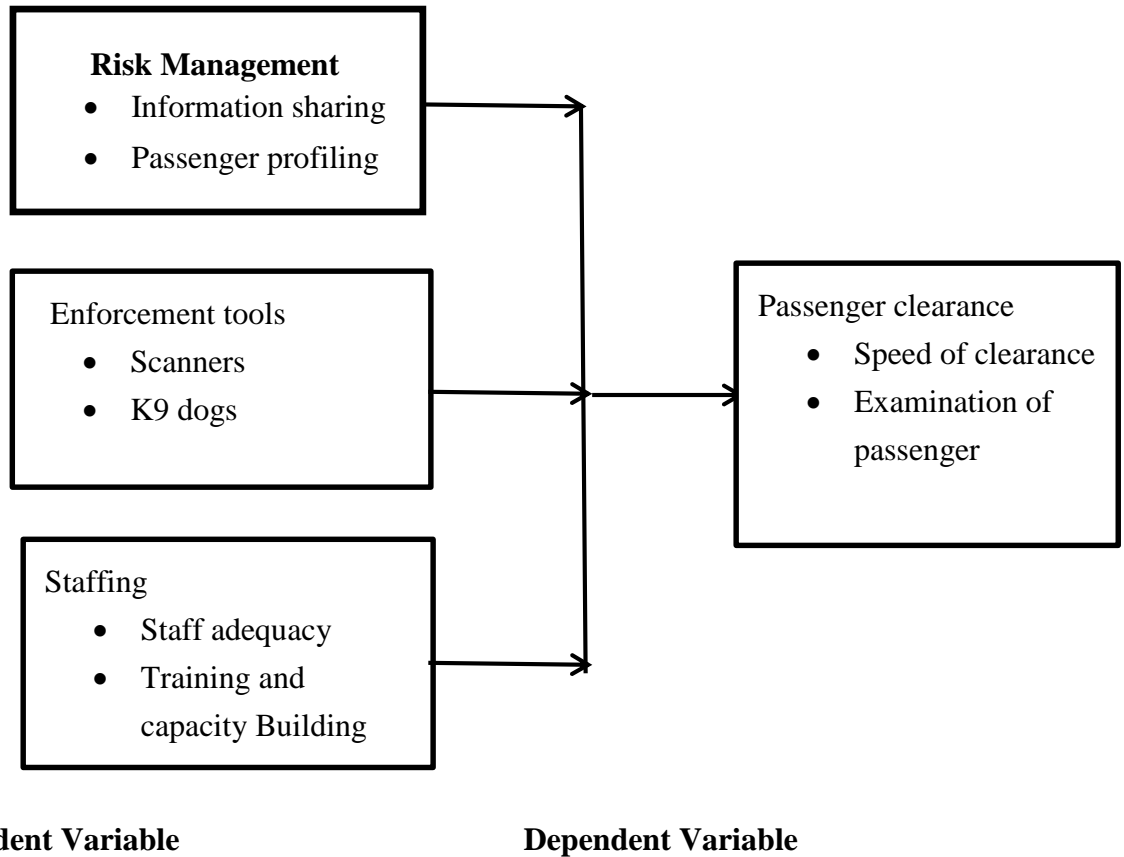
Queuing theory is a mathematical study of predicting waiting lines developed by Agner Krarup Erlang as a way of determining telephone exchange. Queuing theory is useful in the Airport especially in determination of the clearance of passengers. The queuing systems in Airports takes into consideration the queue length in the baggage hall and the waiting times while taking into account the previous results whether long term averages.

A lot of scenarios in the world require a queuing simulation before being adopted, for instance in the service industry, banks uses the queuing models in determining the customer services and time and infrastructural planning to achieve their goals and objectives (Obafunwa et al., (2015). When the capacity budgeted for a service or queue fall short, congestion problem is experienced. Through the application of queuing theory on port traffic Sanish (2017) argues that the theory is crucial being an analytical technique that should be considered while developing the infrastructural development to address the problem of congestion.

This theory is useful in predicting the waiting time at the baggage all as well as staff efficiency being factored in this theory on matters related to the service delivery since they are clients being served and the number of personnel serving them will determine their waiting time to be served during the clearing of both domestic and international passengers. Recommendations from the study are adopting principles of justice to improve customer satisfaction during clearance of passengers at Moi International Airport.

## 2.3 Conceptual Framework

A conceptual framework assists the researcher to establish connections between the existing literatures with the research objectives (Haralambos, & Holborn, 2007). The study will be factors affecting passenger clearance and the dependent variable will be passenger clearance. The relationship is shown in the figure that follows;



**Fig 2.1 Conceptual framework**

## 2.4 Review of the variables

### 2.4.1 Risk Management

Risk management is the act of forecasting of possible risks that might arise in the unforeseen future, being able to carefully analyze them and come up with precautionary measures to mitigate the risk. Sharing of information involves sharing of information between two or more parties of a given situation. Use of international standards, regulations and policies as stipulated by WCO data guidelines ensures that there is

harmony between state agencies reporting requirements of information as a resource to be shared among relevant government bodies, customs being among them will result in greater facilitation of trade and in this case, faster clearance of passengers in the airport. Speed of passenger clearance in the airport is affected by available information since it mostly relies on declaration made by passengers by word of mouth and in written form. In many instances customs personnel largely rely on information shared to them from the port of departure and from international informers. Though the authority through its able personnel is able to discharge its services through its personnel who through a long-term encounter and interactions with all types of passengers which in turn they have gained extraordinary skills to facilitate faster clearance of passengers, there is need of them to largely maximize information available about a given set of passengers which might be as a result of customer profiling in order to manage any risk (Wubshet, 2017).

Profiling of passengers coming from different nations or gender based on past experience on their possibility to carry with them prohibited or restricted goods or fail to comply with the rules of regulations of customs while in the airport is a way or method or system has proved to be effective in clearance of passengers. Cases like the current pandemic corona virus which most countries are trying to keep the disease out of its' borders. Kenya for example enforced a prevention measure which included cancellation of planes from all countries with reported cases of Covid-19 and further recommended mandatory quarantine measure for all passengers with a travel history to those countries. Thus, therefore profiling of air passengers as a means of risk management serves air transportation well and helps in safely and faster clearance.

#### **2.4.2 Enforcement tools**

The Customs Enforcement Tools involves the tools that are adopted in the clearance of goods at the Mombasa Moi international airport which include Intrusive and Non-Intrusive Tools, the Presence of Laboratory Facilities for handling, testing baggage goods such as Chemicals and medicines passengers always carry with them. Under the non-intrusive methods of inspecting of passenger's baggage, we have the canine sniffer dogs or K9 unit, scanners which are used to detect dangerous goods (Limp & Williamson, 2017).

There are varieties of enforcement tools that are used by the customs service Department during the clearance of passenger's baggage since passengers may conceal goods with aim of evading payment of duties. There are is reported cases of passengers carrying and even concealing drugs in their bodies which a times may necessitate customs to do in depth investigation to passengers at times it may require customs to hold passengers for long in the baggage hall (Kleemans et al., 2013). It is prudent to note that each Class of goods requires a specified and sophisticated enforcement tools during their clearance to ensure safety and protection of the society. Despite this being enforced passengers should be handled in a way they are not discouraged made to develop a bad attitude towards customs. Use of the different channels and the various measures put in place by all the agencies working hand in hand with each other at the airport helps a lot in this (Sorenson & Drummond, 2014).

### **2.4.3 Staffing**

Customs Officers Competency, education and skills in the clearance of passengers in the airport plays an important role. The Knowledge of the legislation, Customs clearance procedures that are required to be followed during the Clearance of passengers, among other activities that determines the efficiency and speed of the clearance of passengers who flock the baggage hall in large numbers during peak season when the airport experiences large traffic of passengers who disembark from planes at Mombasa Moi international airport (Ancharaz & Authority, 2018). The competency and skills required for this activity should therefore be quite explicit to enable the Customs officers perform their duties efficiently. Therefore, it is duty of the management to ensure that trained adequate staffs are availed to perform the required tasks. This notwithstanding, the advancement in technology which means that continuous staff development programs have to be in place to ensure that the staff are well equipped with modern techniques and equipment to facilitate their work (DeNisi & Smith, 2014).

A speedy clearance by customs is always facilitated by a proper. Customs officers should be well versed with customs laws majorly relying on EACCMA, 2004, Section 21 to 46 and the laws of the country which forms the basis of service delivery at any airport in Kenya. The legislation also extends to clarification of goods and who is responsibilities of

the master. When you are conversant with the procedure and a problem arises, you will always refer to it to help you uphold the rights of the participants and manage it effectively. Most of the formal procedures have a basis in law and should ensure that all participants should have access to the rules governing procedures so that they are aware of their obligations and rights (Kwikiriza, 2016).

In such circumstances, the duration taken in declaration is determined by the time the declaration is submitted, the level of correctness of the documents declared or by word of mouth by the passenger which are both of high importance in determination of the speediness of processing and opportune discharge from Customs control. The role of KRA being the employing entity makes sure that their staffs are eligible and competent enough and that there is the required number of staffs to be able to handle its tasks.

#### **2.4.4 Passenger Clearance**

A passenger through the airport might be a permanent resident returning to the country or an anon-resident temporarily coming to the country. A passenger after disembarking from a flight the first encounter persons in the airport is the customs officers working with customs. On arrival the passenger chooses from two channels to declare the goods (red /blue) channel (Liu, et al, .2018). When the passenger chooses the green channel, it shall mean that the passenger has no taxable, prohibited or restricted goods. When the passenger opts to use the red channel, it is to imply that the passenger has declared that he/she is in possession of taxable goods. However, the passenger owns the right to decide on the form of declaration to the customs officers. The passenger will therefore be required to make a declaration by word of mouth or through writing. Also being a bona fide owner of the baggage, he/she is required to answer any questions asked by custom officers immediately and correctly and should in the process give out information as require. The customs officer will in turn check the declared goods and other documents and incase of taxable goods they will be handled according to customs laws. While applying the taxes or duties passenger allowance exemption is considered (Pasat et al, .2013).

It's the desire of every passenger to experience a faster release by customs at the airport when they travel. This will only be achieved if the passenger is able to cooperate and do

anything it is required from him/her. The passenger on any occasion has the right to query a customs officer while seeking for explanation if there is anything he/she is not conversant with. To facilitate faster clearance of passengers both the passenger and the customs has an input to it.

## **2.5 Empirical Review**

Irandu (2015) who sought to analyze the domestic and international air lines networks using questionnaires and observation o method of data collection and an exploratory research design conclude that air transportation is an undoubtedly an important factor of a country economy growth.

Muchiri (2014) conducted a research on IT risk management in cargo clearance process using a stratified sampling technique using questionnaires to collect data found out that IT risk management was very important in customs cargo clearance at the airport as it served as a seal to all revenue leakages that are observed during cargo clearance.

Anyango (2014) carried out a study on service quality and customer satisfaction at Kenya Airways (KQ) that was only conducted at Jomo Kenyatta International Airport (JKIA). The research study only focused on cargo clearance agents thus, leaving out other users of KQ that is other users who do not involve clearing agents in handling of cargo.

## **2.6 Critique of the existing literature**

Popovic (2010) gave an argument that the activities of passengers are all interdependent because they have to engage in an interactive process with the system, services, personnel, technology and end up gaining different experiences in their travels. Livingstone (2012) also investigated passenger discretionary activities in the airport terminal, and this investigation has provided a new perspective on the passenger experience. According to Kirk (2012) description of airport passenger experience into two broad activities which are mainly the interactions and activities that passengers have to undergo i.e. discretionary (or non-processing) activities and processing activities. Checking-in, customs check-in, security screening and boarding are the procedure code after arriving at the departure hall after arriving at the airport. While, at the arrival hall before leaving the airport, the

processing domains entails disembarkation, immigration, baggage claim, customs and lastly quarantining.

The Inter-American Bank research paper on risk management for cargo and passengers did not have a clear population under the study. It had as well several other areas of cargo risk management concern apart from the airports such as railway, sea and road transport as a means of cargo freight. Therefore, one cannot tell exactly if the cargo risk management was only attributed to the air freight or the other modes of transport that the study also conducted on

## **2.7 Research Gaps**

Based on theoretical and empirical literature reviews in this chapter, the researchers have been trying to look at various studies regarding to both cargo and passenger clearance in the airport. Researchers have been trying to investigate the clearance procedures by customs while in the airport. Others have looked at the mechanism put in place by the authority that helps in facilitation in clearance by customs at the airport.

There has been a great emphasis on cargo clearance both at the port and at the airport. This study attempts to answer questions that this literature has left out by focusing on the factors affecting passenger clearance at Moi international Airport Mombasa based on some selected variables by the researcher.

## **2.8 Summary**

Customs has to focus on clearance procedures at the airport to realize faster clearance of passengers at the airport. Throughout this chapter the researcher has been trying to look at the various theories that relates to the area of study and relating them to the variables looked at. Review of variables has extensively looked at the practices by the customs officers working at the airport and the required conduct of the passengers while they are in the airport. The main aim of empirical review and critique of existing literature in this chapter is to try gain knowledge in the area of study and answer the question, what are the factors affecting passenger clearance at Mombasa International Airport?

## **CHAPTER THREE**

### **RESEARCH METHODOLOGY**

#### **3.1 Introduction**

This chapter introduces detailed arrangement of how the exploration methodology was led. It likewise gives an expansive perspective on research plan, area, factors, target population, sampling procedures, sampling size, methods of information, techniques for information gathering and instruments, information analysis, information introduction and interpretation of discoveries.

#### **3.2 Research design**

Kothari (2008) stated that research design is a precise arrangement used to think about a logical issue. It is a made system that looks to answers explore questions. Distinct research configuration was utilized this was to give further knowledge into the exploration issue by depicting the variable of enthusiasm being examined. Descriptive design was used in finding out the effect of the independent variables (Risk management, enforcement tools, staffing) and their contribution on overall passenger clearance, it was additionally suitable in getting data that concerns present status of the marvel and portraying what the current situation is with respect to the variable above and hence a clear structure was the best strategy.

#### **3.3 Population**

The total collection of elements for which research data is utilized to come up with deduction is described as population (Kothari, 2014). The populations of the study include those who have observable characteristics which are being studied and relevant to the study (Neuman, 2014). The anticipated population for this study was 156 respondents drawn from KRA Customs and border control department employees working at Moi International Airport of Mombasa. These are Managers, Assistant managers, Supervisors, Officers and support staffs who were systematically drawn randomly from the target population for this research. These chosen respondents were representative enough of the population of interest and they actually the ones who are directly involved in clearance of passengers at Moi International Airport of Mombasa.

**Table 3:1 Population**

<b>Category</b>	<b>Sample Size</b>
<b>Managers</b>	1
<b>Assistant Manager</b>	2
<b>Supervisors</b>	8
<b>Officers</b>	81
<b>Support staff</b>	64
<b>Total</b>	<b>156</b>

Source: Moi international airport

### **3.4 Sampling frame**

The rundown of cases in a population from which the example of the populace is drawn is the inspecting frame (Neuman, 2014). The sampling frame for this study was drawn from employees working at Moi International Airport Mombasa and KRA human resource records for customs and border control department Southern Region. This comprises of managers, assistant managers, supervisors officers and support staff.

### **3.5 Sample and Sampling Technique**

A selected sub-group that has been obtained from available population is referred to as a sample (Mugenda and Mugenda, 2008). Mugenda and Mugenda (2009) suggest that, a sample population of 10-30% of a target population is an adequate representation of a population. Therefore, a sample size of 112 respondents which is 72% of the population was selected using systematic random sampling so as to have a representation of respondents from each group of the strata and also so that the result will really represent the actual information on ground. Population was grouped into strata as shown in Table 3.1, its measurements becomes manageable and cheaper (Neuman, 2014). This study utilized Slovin's formula to determine the sample size from the target population.

$$n = N / (1 + N (e^2))$$

Where;

**n** = sample size

**N** = the population size

**e**= the level of precision.

95% level of confidence will be used which gives p+0.05 chance of deviation.

$$n = 156 / (1 + 156(0.05)^2)$$

$$n = 112$$

**Table 3:2 Sample size**

<b>Category</b>	<b>Sample Size</b>	<b>Percentage (%)</b>
<b>Managers</b>	0	0.00%
<b>Assistant Manager</b>	1	0.89%
<b>Supervisors</b>	6	5.36%
<b>Officers</b>	57	50.89%
<b>Support staff</b>	48	42.86%
<b>Total</b>	<b>112</b>	<b>100%</b>

### **3.6 Data Collection Instruments**

The data accumulation instruments that the specialist utilized for this study was finished semi-structured questions. A questionnaire is a lot of pre-planned inquiries in a foreordained arrangement, utilized in evoking the convictions, emotions, encounters, disposition and impression of the respondents (Sreejesh, Mohapatra and Anusree, 2014). This method was adopted for the entire sample sectors. The study used primary source of data majorly to arrive into findings. These structured questionnaires were dropped and picked by researcher at a later date giving the respondents of this study time to fill them. Follow up qualitative interviews were administered for the purpose of clarification.

### **3.7 Data collection procedure**

A questionnaire was used in collection of data with the aim of explaining the questionnaire. The questionnaire was structured from which the respondents were to select an answer that best suits their position. This study adopted a 5 point Likert scale which yields equal interval data therefore enabling further inferential analysis (Kothari, 2004).

### **3.8 Pilot study**

The purpose is to ensure that everyone in the sample not only understands the questionnaire, but also the objectives of the study. The questionnaires were constructed on the principle of precision, clarity, and completeness; to enable acquisition of valid and reliable information, therefore, the researcher conducted advanced questionnaires pre-test. According to Mugenda & Mugenda (2008), 10% of the population is acceptable for piloting. The researcher therefore conducted pilot testing to determine the responsiveness in the questionnaire to assist in adequate data collection. The examination instruments were like wisely cautiously organized to guarantee their legitimacy and unwavering quality in the fulfillment of the investigation targets.

#### **3.8.1 Validity**

Validity is determined when a data collection instrument accurately represents what it is supposed to measure (Kothari, 2004). Data collection instrument validity was considered during the piloting so as to ensure the data collection instrument actually measured what it was intended to measure. During questionnaire construction, validity of the questionnaire was determined by verifying the content of the questionnaire through study supervisor.

#### **3.8.2 Reliability**

According to Amugune (2014) reliability is the degree to which an instrument yields the same results each time it is used. Cronbach Alpha was used to test the reliability. A reliability coefficient below 0.7 is regarded as poor and unacceptable while a value of between 0.7 and above will be accepted as reliable

### 3.9 Data Analysis

It is that act of systematically reasoning to understand the data that has been gathered (Ridley, 2009). It is also known as data purification, changing and modeling data with an aim of discovering useful information, giving suggestion and thereby give support to decision making, the raw data obtained through the use of the questionnaires was analyzed using Statistical Package for Social Science (SPSS) version 26. SPSS was used to generate frequencies, descriptive analysis, reliability and validity of test, correlation and at the end run regression. The results of some of the analysis were to be exported to Microsoft Excel for visual presentation and reporting.

The linear regression model:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

Y - Clearance of passengers

$\beta_0$  - Y intercept indicating clearance of passengers without other variables of the study.

$\beta_1, \beta_2, \beta_3$  - coefficients explaining the effects of independent variable  $X_1, X_2$ , and  $X_3$  to dependent variable Y

$X_1$  - Risk Management

$X_2$  - Enforcement Tools

$X_3$  - Staffing

$\varepsilon$  - The error term, other factors influencing Clearance of passengers which are not included in the study.

## CHAPTER FOUR

### RESEARCH FINDINGS

#### 4.1 Introduction

This chapter plots the discoveries that were acquired from the study. The chapter begins by showing the response rate and pilot testing results. The chapter then captures the demographic results illustrating the respondent's level of education, cadre and experience. The chapter also shows findings from variable analysis, correlation analysis and regression analysis.

#### 4.2 Response rate

The researcher issued 112 questionnaires and out of the 112 issued questionnaires, 88 filled questionnaires were collected making the response rate be 78.6%. Therefore, a response rate of was adequate to act as representative of the targeted population. The researcher sought to establish the response rate of the respondents. The results are indicated in table 4.2.

**Table 4:1 Response rate**

	Response rate	Percentage %
<b>Respondents</b>	88	78.6%
<b>Non-respondents</b>	24	21.4%
<b>Total</b>	112	100.0%

#### 4.3 Pilot results

Pilot testing was done to find out the rationality and dependability of the instruments. SPSS Cronbach's Alpha was used in determining the consistency of the data collecting instruments. According to Neuman (2014), a cronbach's alpha of 0.7 upwards shows that the data collection instrument is acceptable.

### 4.3.1 Reliability Analysis

**Table 4:2 Reliability results**

<b>Scale</b>	<b>Cronbach's Alpha</b>	<b>Items Tested</b>	<b>Comments</b>
Risk Management	0.754	4	Accepted
Enforcement Tools	0.808	4	Accepted
Staffing	0.793	4	Accepted
Passenger Clearance	0.768	4	Accepted

Risk Management had a Cronbach alpha of 0.754, followed by Enforcement tools 0.808, Staffing followed with an index of 0.793 while Passenger Clearance had an index of 0.768. The results demonstrated that the questionnaire was highly reliable as it met the prescribed threshold of 0.7 as per Mugenda & Mugenda (2012)

### 4.3.2 Validity Analysis

The study used KMO and Bartlett's test to check for the validity of the collection instrument. From the analysis, the KMO sampling adequacy was 0.771 according to Neuman (2014, a higher value which are closer to 1.0 indicates that a factor analysis may be useful with your data. This meant that the data was useful in factor analysis. For the Bartlett's Test of sphericity, the significance was 0.000 which was less than  $p < 0.05$  indicating that factor analysis was useful with the available data.

**Table 4.3 KMO and Bartlett's Test**

<b>KMO and Bartlett's Test</b>		
Kaiser-Meyer- Olkin measure of Sampling Adequacy.		.771
Bartlett's Test of Sphericity	Approx. Chi-Square	200.147
	Df	6
Sig.	0.000	

#### **4.4 Demographic Analysis**

The researcher sought to determine how demographic features as level of education, carder and number of years one has worked in a position affects passenger clearance at the airport.

##### **4.4.1 Level of Education**

The level of education the researcher sought to determine from Secondary Certificate, Degree and Postgraduate education was to aid in evaluating the competence level of the respondents.

**Table 4:4 Level of Education**

<b>Educational Level</b>	<b>Frequency</b>	<b>Percent</b>
Secondary Certificate	8	9.1%
Diploma	18	20.4%
Bachelor's degree	49	55.7%
Post Graduate	13	14.8%
Total	88	100.0%

##### **4.4.2 Cadre**

This study investigated on the respondents' cadre. This was important to the researcher in understanding the cadre and the impact of the respondents' decision on the institution.

**Table 4.5 Cadre**

<b>Cadre</b>	<b>Frequency</b>	<b>Percentage %</b>
Manager	0	0.0%
Assistant manager	1	1.14%
Supervisor	4	4.55%
Officer	42	47.72%
Support staff	41	46.59%
<b>Total</b>	<b>88</b>	<b>100.0%</b>

From the respondents, as shown in table 4.4 above, 0% were managers, 1.14% were assistant managers, 4.55% were supervisors, 47.72% were officers and 46.59% were support staffs. Majority of the respondents were officers followed by supervisors while managers were the lowest.

#### **4.4.3 Number of years worked in the position**

Employees experience is an important feature in decision making in an organization. The researcher sought to understand the respondents' level of experience in order to determine the effect of the decision made by the respondents.

**Table 4.6 Years worked in the position**

<b>Number of years worked in the position</b>	<b>Frequency</b>	<b>Percentage %</b>
Less than 4 years	18	20.5%
4-8 years	22	25.0%
9-13 years	29	33.0%
above 14 years	19	21.5 %
<b>Total</b>	<b>88</b>	<b>100.0%</b>

Table 4.5 above indicate that, 33.0% of the respondents had operated in airport customs environment for 9-13 years, 25.0% for 4-8 years, 21.5% for over 14 years and 20.5% had worked for less than 4 years. This demonstrates that most of the respondents is familiar and have involvement of the field.

#### **4.5 Descriptive Analysis**

Respondents were closely engaged to give their opinions on factors that affect the clearance of passengers at Mombasa Moi International Airport. They were issued with a questionnaire with (1-5) likert scale and later the results were summarized using SPSS IBM Version 26 to give the extent which respondents agree with the questionnaire's statements.

#### 4.5.1 Risk Management

**Table 4.7 Descriptive Analysis on Risk Management**

	N	Mean	Std. Deviation
Custom officers working at Mombasa Moi International Airport find clearance of passengers easy due to good sharing of information between airport authorities of different countries	88	4.14	0.628
Speed of clearance of passengers at Mombasa Moi International Airport customs officers largely depends on the level of correctness of the declaration made by the passengers to customs	88	4.26	0.467
Profiling of customers based on the country of origin and past experience has largely helped in risk management.	88	4.27	0.519
Customs officers at Mombasa Moi International Airport knowledge of the characters associated with passengers from different countries has helped in management of risk and at the long run aided in faster clearance of passengers	88	4.27	0.497
Valid N (list wise)	88		

From the analysis, results showed that majority of the respondents were in agreement with the statement that Custom officers working at Mombasa Moi International Airport find clearance of passengers easy due to good sharing of information between airport authorities of different countries with a mean of 4.14 and a standard deviation of 0.628. They also agreed that speed of clearance of passengers at Mombasa Moi International Airport customs officers largely depends on the level of correctness of the declaration

made by the passengers to customs having a mean of 4.26 and a standard deviation of 0.467. Use of authority vehicles by the Rapid Response Team who are strategically positioned, provide real time intervention to facilitate seamless flow of transit trade Profiling of customers based on the country of origin and past experience has largely helped in risk management had a mean of 4.27 with a standard deviation of 0.519. On the statement that Customs officers at Mombasa Moi International Airport knowledge of the character associated with passengers from different countries has helped in management of risk and at the long run aided in faster clearance of passengers posted a mean of 4.27 and a standard deviation of 0.497. These findings are supported by Baumgartner & Rauter (2017) who argued that organizational strategies contribute in a significant way in establishing how organizational resources are utilized and distributed when it comes to the facilitation of organizational business operations. Risk management in an organization for it to be achieved requires an organization to allocate resources and clearly come up with strategies and measures to aid in achieving this.

#### 4.5.2 Enforcement Tools

**Table 4.8 Descriptive Analysis on Enforcement Tools**

	N	Mean	Std. Deviation
Use of non-intrusive inspection tools like scanners, has facilitated faster inspection and release of customer luggage Mombasa Moi International Airport.	88	4.38	0.487
Through the help of K9 dogs on clearance has enhance faster and safer method of inspecting passengers luggage at Mombasa Moi International Airport.	88	4.14	0.628
Faster examination of passengers at Mombasa Moi International Airport is attributed to enforcement tools used by Customs	88	4.23	0.497
Generally, enforcement used at Mombasa Moi International Airport has helped in addressing most of security issues to all airport user	88	4.27	0.519
Valid N (listwise)	88		

Analysis on enforcement tools used by customs at Mombasa Moi International Airport, the respondents were in agreement with the statement that use of non-intrusive inspection tools like scanners, has facilitated faster inspection and release of customer luggage Mombasa Moi International Airport having a mean of 4.38 and a standard deviation of 0.487. Through the help of K9 dogs on clearance has enhance faster and safer method of inspecting passengers luggage at Mombasa Moi International Airport had a mean of 4.14 and a standard deviation of 0.628. Faster examination of passengers at Mombasa Moi International Airport is attributed to enforcement tools used by Customs had a mean of

4.27 and a standard deviation of 0.497. They also agreed that generally, enforcement used at Mombasa Moi International Airport has helped in addressing most of security issues to all airport users with a mean of 4.27 and a standard deviation of 0.519.

### 4.5.3 Staffing

**Table 4.9 Descriptive Analysis on Staffing**

	N	Mean	Std. Deviation
The number of customs officers working at Mombasa Moi International Airport is adequate.	88	4.31	0.464
Custom officers working at Mombasa Moi International Airport find clearance of passengers easier.	88	4.23	0.497
Custom officers working at Mombasa Moi International Airport have a regular job-based training to keep them informed on the changing trends in customer malpractices and other pertinent issues so as to enhance enforcement services.	88	4.27	0.519
All custom officers working at Mombasa Moi International Airport are well trained.	88	4.14	0.529
Valid N (listwise)	88		

The findings on an intent to examine the effect of staffing on passenger clearance at Moi International Airport Mombasa, the study sought views from the respondents on the extent they were in agreement with various aspects of staffing and the results were as follows. For the statement that the number of customs officers working at Mombasa Moi International Airport is adequate the respondents were in agreement with it and it had a mean of 4.31 with a 0.464 standard deviation. The respondents had an agreement on the

statement that custom officers working at Mombasa Moi International Airport find clearance of passengers easier having 4.23 as the mean and 0.497 standard deviation. The findings on custom officers working at Mombasa Moi International Airport have a regular job-based training to keep them informed on the changing trends in customer malpractices and other pertinent issues so as to enhance enforcement services resulted with a mean of 4.27 and a standard deviation of 0.519. The respondents were in 4.14 mean 0.439 agreements with the fact that all customs officers working at Mombasa Moi International Airport are well trained. (Behson et.al. 2018) support these findings that human resource practices provide a source of sustainable competitive advantage which influences the competitive advantage of a firm.

#### **4.6 Correlation Analysis**

Correlation analysis was done to give a relationship that exists between the dependent and independent variables of the study which included use of using Karl Pearson's correlation.

##### **4.6.1 Karl Pearson's Correlation**

The study utilized Pearson Correlation to show the connection of the dependent and independent variables. The results indicated that risk management strongly correlates to passenger clearance at Mombasa Moi International Airport with a positive correlation coefficient of  $r= 0.611$  at a significance of  $p= 0.000$ . Enforcement tools moderately correlates with Passenger clearance at Mombasa Moi International Airport supported by a coefficient of  $r=0.582$  staffing indicates that it has a strong positive influence on passenger clearance at a coefficient of  $r=0.739$  at  $p=0.000$ . Significance

Thus, from the findings of this model it statistically provides grounds on which significant predictions on the factors affecting clearance of Passengers at Mombasa Moi International Airport can be drawn.

**Table 4.10 Karl Pearson’s Correlation**

		Correlations			
		Risk Management	Enforcement Tools	Staffing	Passenger Clearance
Risk Management	Pearson Correlation	1			
	Sig. (2-tailed)				
	N	88			
Enforcement Tools	Pearson Correlation	.710**	1		
	Sig. (2-tailed)	.000			
	N	88	88		
Staffing	Pearson Correlation	.335**	.450**	1	
	Sig. (2-tailed)	.001	.000		
	N	88	88	88	
Passenger Clearance	Pearson Correlation	.611**	.582**	.739**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	88	88	88	88

\*\* Correlation is significant at the 0.01 level (2-tailed).

#### 4.7 Regression Analysis

To further explain the existing relationship between the autonomous variable and the needy variable, the variables were regressed using a multiple regression analysis so as to test the factors affecting clearance of passengers at Mombasa Moi International Airport.

##### 4.7.1 Coefficient of Determination (R<sup>2</sup>)

The coefficient of determination (r square) gives an attribution of variation of independent variable to the extent of interaction with the dependent variable. Therefore, from the R<sup>2</sup>

results, passenger clearance is affected by the studied variables; Risk Management, Enforcement Tools and Staffing by 56.8% as indicated by the table below. The obtained model explained 56.8% variation of passenger clearance at Mombasa Moi International Airport being attributed to the variables of the study which are risk management, enforcement tools and staffing. The remaining variation of 43.2% is explained by other variables not included in this study. The adjusted R square gives information on the suitability of the model to the studied population in general. The adjusted R square of this model is 55.2% indicating a high predictability of dependent variable. R indicates a high correlation of the study where the value of 75.4% is believed to be the highest correlation.

**Table 4.11 Model Summary**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.754 <sup>a</sup>	.568	.552	1.06363

a. Predictors: (Constant), Risk Management, Enforcement tools, staffing

#### 4.7.2 Analysis of Variance (ANOVA)

**Table 4.12 ANOVA**

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	124.868	3	41.623	36.792	.000 <sup>b</sup>
	Residual	95.030	84	1.131		
	Total	219.898	87			

a. Dependent Variable: Passenger\_Clearance

b. Predictors: (Constant), Risk\_Management, Enforcement\_tools, Staffing

To test means variations, so as to ascertain the significance of the generated regression model, ANOVA was adopted. The model gave a 0.000 significance level; this indicates that the resulting models of the study were statistically fit to predict the factors affecting passenger clearance at Moi International Airport Mombasa. The model was significant at

F=36.792 with a p<.05. A confidence level of 95% is to indicate that there is a high reliability on the study analysis results.

### 4.7.3 Regression Coefficient

**Table 4.13 Multiple Regression**

		Coefficients <sup>a</sup>				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	T	Sig.
1	(Constant)	3.452	2.132		3.724	.000
	Risk Management	.491	.141	.389	3.474	.000
	Enforcement tools	.225	.145	.182	1.545	.000
	Staffing	.364	.177	.275	3.114	.000

a. Dependent Variable: Passenger Clearance

Multiple regression analysis Table 4.14 above indicates Passenger Clearance results as the reliant variable and Risk management, Enforcement Tools and Staffing being independent variables.

The adopted linear regression mode by the study was:

$$Y = \beta_0 + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

Where; Y =Passenger Clearance

$\beta_0$  = Constant and is the level of Y which  $\beta_{1S}$  are 0

$\beta_1$ = Coefficient of Risk Management

$\beta_2$  = Coefficient of Enforcement tools

$\beta_3$  = Coefficient of Staffing.

$\beta_1$ ,  $\beta_2$  and  $\beta_3$  are the changes in Y due to the unit change in  $X_1$ ,  $X_2$  and  $X_3$  respectively where

$X_1$ =risk management,  $X_2$ =enforcement tools,  $X_3$ = staffing

$\epsilon$  represents error term of other factors affecting passenger clearance not included in the study.

$$Y = 3.452 + 0.491X_1 + 0.225X_2 + 0.364X_3 + \epsilon$$

The resulting multiple Regression above indicates Y-intercept as 3.452, this is to imply that when all factors are zero, passenger clearance stands at 3.452. This is to imply that even without the variables under the study there is still passenger clearance at Moi International Airport Mombasa.

From the model, risk management had 0.491; this indicates that a unit increase in risk management influence passenger clearance at Moi International Airport Mombasa by 0.491

Enforcement tools had 0.225; this is to demonstrate that an increase by a unit of enforcement tools when all factors are held constant will lead to 0.225 improvement on passenger clearance at Moi International Airport Mombasa.

From the coefficient table, Staffing had 0.364; this is to therefore mean a unit increase in staffing will result in an increase of 0.364 improvement on clearance of passengers at Moi International Airport.

## **CHAPTER FIVE**

### **SUMMARY, RECOMENDATIONS AND CONCLUSIONS**

#### **5.1 Introduction**

This chapter presents summary and conclusions drawn from the study findings and recommends areas for further studies.

#### **5.2 Summary and Findings**

This study sought to examine the factors affecting passenger clearance at Moi international Airport Mombasa. The researcher concentrated on studying risk management, enforcement tools and staffing as the factors affecting passenger clearance at Moi International Airport Mombasa to achieve this. Evident from all the obtained models of the study were all statistically significant to predict the relationship that exist between the dependent and the independent variables.

##### **5.2.1 Risk management**

How does risk management affect passenger clearance at Moi International Airport Mombasa?

Risk management proved to be strongly affecting passenger clearance at Moi International Airport Mombasa. The researcher using Karl Pearson correlation analysis found out that risk management to a great extent affects Passenger clearance as indicated by a strong positive correlation of 0.611 between passenger clearance and risk management.

Using the linear regression obtained from the model, risk management has 0.193; this indicates that a unit increase risk management leads to a faster clearance of passenger at Moi International Airport Mombasa by 0.491. This therefore implies that risk management influences passenger clearance by 49% at a significance level of 0.000. This is to indicate a strong relationship between risk management and passenger clearance.

##### **5.2.2 Enforcement Tools**

How do enforcement tools affect passenger clearance at Moi International Airport Mombasa?

To a significantly great extent enforcement tools was found to be affecting passenger clearance at Moi International airport Mombasa. Findings based on the correlation analysis indicated that enforcement tools has a strong influence on Passenger clearance being supported by a coefficient correlation of  $r= 0.582$ . Thus, the findings depict enforcement tools to be strongly affecting the speed of passenger clearance at Moi international Airport Mombasa. The researcher found out corresponding results from regression analysis results whereby enforcement tools had 0.225; this is to demonstrate that an increase by a unit of enforcement tools when all factors are held constant will lead to 0.225 improvement on passenger clearance at Moi International Airport Mombasa.

### **5.2.3 Staffing**

How does staffing affect passenger clearance at Moi International Airport Mombasa?

Staffing to a significant extent was found to be affecting passenger clearance at Moi International Airport Mombasa. Findings based on the correlation analysis indicated that staffing had a strong influence on passenger clearance supported by a coefficient correlation of  $r= 0.739$ . Thus, from the findings training of staffs and staff adequacy strongly affects clearance of passenger in relation to speed of clearance and time taken in examination of passengers at Moi international airport Mombasa. Same results from regression analysis results were found whereby staff training and adequacy were found to have an influence on passenger clearance by 36.4%. This indicates a moderate effect on the needy variable; thereby in the event staff training and adequacy is increased it would result in a faster clearance and physical examination of passengers at Moi international airport Mombasa.

### **5.3. Conclusion**

The research study has been a subject to guidance by a general objective to examine the factors affecting passenger clearance at Moi international airport Mombasa. To conduct this study, the researcher identified risk management, enforcement tools and staffing to be the factors affecting passenger clearance at Moi international airport Mombasa.

To examine the effect of risk management on passenger clearance at Moi International Airport Mombasa being the first specific objective, led to the study identifying it to have a strong significance to passenger clearance. Thus therefore, increased sharing of information between customs operating at various Airports and passenger profiling increases the speed of passenger clearance and examination at Moi international airport Mombasa.

The second objective of this study was; to assess the effect of enforcement tools on passenger clearance at Moi International Airport Mombasa. The study through various analysis established that enforcement tools had a positive influence on both speed of clearance and examination of passengers at Moi international airport Mombasa.

Finally, the third objective of the study was; to ascertain the effect of staff capacity on passenger clearance at Moi International Airport Mombasa. Staffing was established to have a significant influence on passenger clearance at Moi International Airport Mombasa

#### **5.4 Recommendation**

Guided by the research, the following are the recommendations;

- i. The study recommends that customs officers at Moi International Airport Mombasa to greatly utilize the information shared to them pertaining various passenger and also utilizing the passengers profiling concept in clearance of passengers so as to mitigate any risk that may be incurred at the entry point as well as ensuring customs mandate at the airport is achieved.
- ii. It also recommends that the authority needs to invest more on enforcement tools in order to increase on the speed of clearance passengers, reduce the time taken to physically examine passengers and accurately curb smuggling and evasion of payment of duties and taxes by passengers at Moi international Airport Mombasa.
- iii. Frequent and regular training including increasing the number of custom officers at Moi international airport Mombasa will improve on passenger clearance at Moi international Airport Mombasa.

#### **5.4 .1 Areas of Further Study**

With the study on factors affecting passenger clearance at Moi international Airport Mombasa coming to a successful completion, the regression analysis model obtained indicated that 56.8% variation of passenger clearance at Moi International Airport Mombasa was attributed to the selected variables of this study which includes Risk management, Enforcement tools and Staffing. The remaining variation of 43.2% is explained by other variables not included in this study. The researcher therefore, recommends on further research study on the topic so as to unveil the 43.2% variation of passenger clearance at Moi International Airport Mombasa and other related areas of the study.

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## APPENDICES

### APPENDIX I: LETTER OF INTRODUCTION

 Kenya School of Revenue Administration	 KENYA REVENUE AUTHORITY
ISO 9001:2015 CERTIFIED	
KRA/KESRA/MSA/106	<i>9<sup>th</sup> March 2020</i>
<i>TO WHOM IT MAY CONCERN</i>	
Dear Sir/Madam,	
<b>RE: <u>TABITHA NDERITU (ADM NO. HDB335-C016-0381/2018)</u></b>	
This is to confirm that the above named is a bona fide student of the Kenya School of Revenue Administration (KESRA), Mombasa Campus, pursuing a Post graduate diploma in Customs Administration.	
Ms. Tabitha is in her final year of study and is conducting a research project titled <b>"Factors Affecting Passenger Clearance at the Moi International Airport, Mombasa."</b> She is in the process of gathering data and thereafter, compile a report that will strictly be used for academic purposes only.	
The School would, therefore, like to seek your permission to allow her collect information that relates to her research from your organization.	
Thank you in advance for your support and cooperation.	
Yours sincerely, 	

## APPENDIX II: QUESTIONNAIRE

This questionnaire seeks your assistance as a respondent in giving data that would help in studying the Factors affecting clearance of passengers at the port of Mombasa. You are hereby requested to fill the questionnaire with the assurance that the collected data will only be used for academic purpose only and is to be treated confidential.

### SECTION A: DEMOGRAPHIC INFORMATION

a. The highest level of Education and training attained.

Certificate  Diploma  Bachelor's Degree  Postgraduate

b. Which of the following cadres do you belong to?

Manager  Assistant manager  Supervisor

Officer  Border Control Assistants

c. Number of years worked in the position

Less than 4 years  4-8 years  9-13 years  above 14 years

### SECTION B: The effect risk management on passenger clearance at Mombasa Moi International Airport.

State the extent to which you agree with the following statements using the Liker scale of 5-1 by ticking the number where; **5=strongly agree, 4= agree, 3= not sure, 2= disagree, 1=strongly disagree.**

Parameters	5	4	3	2	1
<p>Custom officers working at Mombasa Moi International Airport find clearance of passengers easy due to good sharing of information between airport authorities of different countries</p>					
<p>Speed of clearance of passengers at Mombasa Moi International Airport largely depends on the level of correctness of the declaration made by the passengers to customs.</p>					
<p>Profiling of customers based on the country of origin and past experience has largely helped in risk management.</p>					
<p>Customs officers at Mombasa Moi International Airport Knowledge of the characters associated with passengers from different countries has helped in management of risk and at the long run aided in faster clearance of passengers.</p>					

**SECTION C: The effect of enforcement tools on passenger clearance at Mombasa Moi International Airport.**

State the extent to which you agree with the following statements using the Likert scale of 5-1 by ticking the number where; **5=strongly agree, 4= agree, 3= not sure, 2= disagree, 1=strongly disagree.**

Parameters	5	4	3	2	1
Use of non-intrusive inspection tools like scanners, has facilitated faster inspection and release of customer luggage Mombasa Moi International Airport.					
Through the help of K9 dogs on clearance has enhance faster and safer method of inspecting passengers lug gages at Mombasa Moi International Airport.					
Faster examination of passengers at Mombasa Moi International Airport is attributed to enforcement tools used by Customs.					
Generally, enforcement used at Mombasa Moi International Airport has helped in addressing most of security issues to all airport user					

**SECTION D: The effect of staffing on passenger clearance at Mombasa Moi International Airport.**

State the extent to which you agree with the following statements using the Liker scale of 5-1 by ticking the number where; **5=strongly agree, 4= agree, 3= not sure, 2= disagree, 1=strongly disagree.**

Parameters	5	4	3	2	1
The number of customs officers working at Mombasa Moi International Airport are adequate					
Custom officers working at Mombasa Moi International Airport find clearance of passengers easier.					
Custom officers working at Mombasa Moi International Airport have a regular job-based training to keep them informed on the changing trends in customer malpractices and other pertinent issues so as to enhance enforcement services.					
All custom officers working at Mombasa Moi International Airport are well trained.					

**SECTION E: Passenger clearance at Mombasa Moi International Airport.**

State the extent to which you agree with the following using the Liker scale of 1-5 by ticking the number where; **5=strongly agree, 4= agree, 3= not sure, 2= disagree, 1=strongly disagree.**

Parameters	5	4	3	2	1
Speed of clearing passengers is key aspect to custom officers working at Moi International Airport.					
Together with speed of clearance, security and collection of revenue is the interest of customs					
All passengers whether domestic or international, must be inspected at Mombasa Moi International Airport.					
Custom officers on arrival of passengers to Mombasa Moi International Airport interact and inform them on all the goods they should declare pay taxes and duties supposing it is on their possession.					