5 Impact and ease of adoption of advanced technologies

The survey seeks to assess respondents' expectations of the positive impacts that technology will have on customs operations in the future.

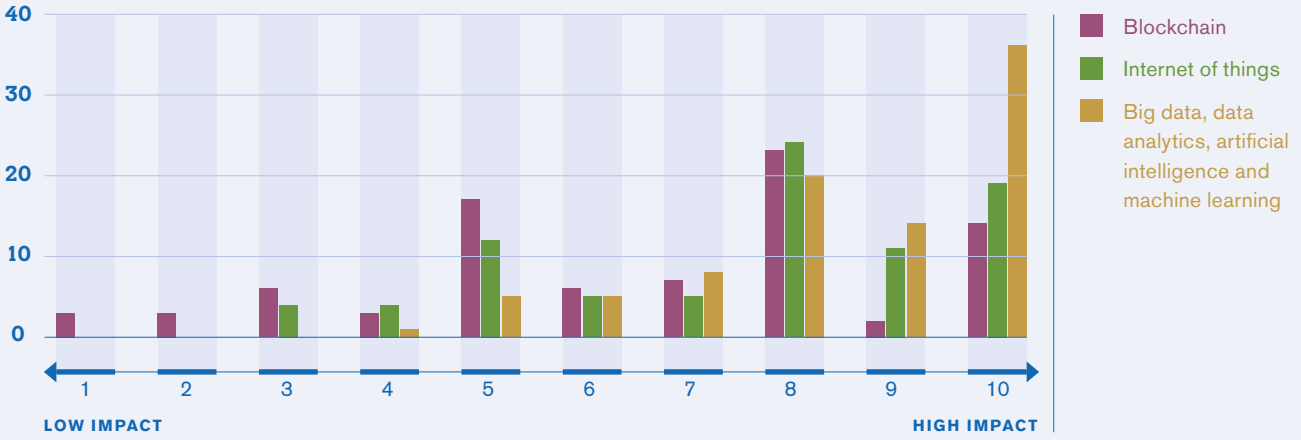
Big data, data analytics, AI and machine learning were considered to have the greatest future impact on customs operations. Out of 89 respondents, 36 gave it the highest mark of ten (see Figure 15).

Apart from one respondent, all others rated its impact at least a five. This shows a high level of confidence in a technology that has already been used for some time and the use of which is constantly increasing, in particular for improving the risk management capabilities of customs authorities.

Although blockchain has great potential, many challenges could hinder its use.

FIGURE 15

Impact of the three areas of advanced technology on customs operations



Although blockchain has great potential, respondents felt that many important challenges at the implementation level could hinder its use by customs administrations. The fact that such a large share of respondents gave it the lowest marking of five or less is a reflection of some hesitancy and lack of faith in its future use.

Respondents view IoT technologies similarly to blockchain. However, none gave the lowest marking, which indicates a higher level of confidence in the success of IoT projects.

Respondents appear more doubtful to the question of how easy it would be to adopt the technologies. Correspondingly, the scores are lower compared to the impact the technologies could have (see Figure 16).

Nevertheless, there seems to be more optimism for the ease of adoption of blockchain; whereas responses for both IoT and AI and machine learning were more evenly distributed.

FIGURE 16

Ease of adoption of these types of technology