



A STUDY ON SATISFACTION LEVELS OF CUSTOMER IN USING WAREHOUSING AND SHIPPING FACILITIES OF LOGISTICS COMPANY

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Abstract: Warehouses are intended to meet exact requirements in the stock taking care of mechanism. Then, there are some operations which are common amongst them. We're uniquely positioned to help shipping line and land side customers grow their business and achieve better supply chain efficiently, flexibility and dependability. The main reason for the study is to identify the customer satisfaction levels on using the shipping & warehouse facilities of Logistics Company. Convenient sampling method is used in this study for data collection. Primary data was collected with the help of a questionnaire. Secondary data was collected by external sources like books, newspapers and journals; new age sources like the internet. The study used tools such frequency analysis and percentage analysis. From the study the level of satisfaction of customers from using the warehouse facilities have been identified.

Index Terms - Inventory, Shipping, Data of Delivery, ERP

I. INTRODUCTION

Warehouses are intended to meet exact, requirements in the stock taking care of mechanism. Meanwhile there are some operations which are common amongst them. The Inventory handling method can be categorized as inventories, in or receiving. This involves the physical activity of unloading and incoming transports, checking deliveries against purchase orders and recording. Depending on the agreement of both the parties, future checks may include quality control. Some or all of the delivered inventories are either rejected or accepted at this stage. The Rejected inventories are sent back to the supplier. Pre receipt, ideas that the stockroom director ought to be engaged with determining and conceding to the bundling, things per container just as a particular marking needed, notwithstanding the methods for transport, in order to guarantee that the conveyed items are viable with the storage space. Set aside into the capacity region. Depending on the state of inventories in the above stage, accepted inventories are taken into storage. The capacity space of the distribution centre is regularly the biggest space, with the spaces isolated for distinction sorts of inventories that come all together determination and picking or pressing. Inventories are put away in the stockroom to be utilized later when required. The needs for inventories are made ready for transportation to the point of need. Inventories outward or dispatch are put together at the dispatch area and loaded onto the outbound vehicles, or picked up for use according to their size and place of need. The key aspect to be considered in the activities is the conflicting priority of maximizing the use of the space allocated to each, while minimizing to undertake the activity.

II. LITERATURE REVIEW

Sainathuni, Bhanuteja & Parikh, Pratik & Zhang, Xinhui & Kong, Nan. (2014)[1] Warehouses play a vital role in mitigating variations in supply and demand, and in providing value-added services in a supply chain. However, our observation of supply chain practice reveals that warehousing decisions are not included when developing a distribution plan for the supply chain. Clifford Seretemilimu, 2015[2], The objective of the study was to assess the factors affecting containerized materials clearance in the Kenya port with focus on specific objectives, to establish the effects of documentation process on container clearance at KPA, to determine the effects of handling equipment on containerized materials clearance at KPA, to find out the effects of transport infrastructure on containerized materials clearance at KPA and to assess the effects of space capacity on containerized materials clearance at KPA. A. P. Bahale, Dr.S.S.Deshmukh, 2014[3], in the last several years cargo handling has become a new, complex, and rapidly evolving science. Cargo handling cannot be avoided in logistics, but can certainly be reduced to minimum levels. Cargo handling system (MHS) design has a direct influence on the logistics cost. Chia-Hung Huang (2009)[4], Radio Frequency Identification (RFID) has been around for nearly 50 years. RFID was first used during World War II in Friend-or-Foe identification system. Ever since then, RFID has caught the attention of many scientists, academics, and enterprises around the world. Nicholas Ewieneaddy-Tayie (2012)[5], this Thesis work was done to analyse the current operations involving the finished-goods and fertilizer warehouse managements, as well as the fertilizer inventory management of Ghana Rubber Estates Limited (GREL).

III. OBJECTIVE OF THE STUDY

PRIMARY OBJECTIVE: To contemplate the ideal space usage in distribution centres concerning brief warehouse and shipping facilities of Logistics Company.

SECONDARY OBJECTIVE: To find out the level of satisfaction with the present warehouse management system adopted in India's warehouse. To study the functions of wireless technology in effective space optimization. To know the challenges of inventory tracking in the warehouses of logistics company. To analyze the usefulness of modern technology in space optimization in warehouses.

IV. Research Methodology

The present study is quantitative in nature. To better understand this style of research we need to break down its major views. The research study used both primary and secondary data. The sample size of the research study is 120. The research study adopted a convenience sampling method and data collection was done through questionnaire method. The close-end questions are asked to the respondents.

V. DATA ANALYSIS

The data analysis consist of percentage analysis, chi square test and ANOVA test

4.1 Percentage Analysis

Table 1. Demographic representation corresponding to the respondents

S. No.	Particulars	No. of Respondents	Percentage
1	Gender		
	Male	95	79.2
	Female	25	20.8
	Total	120	100.0
2	Age		
	25-30 Years	16	13.3
	30-40 Years	7	5.8
	40-50 Years	81	67.5
	50-60 Years	13	10.8
	Above 60 Years	3	2.5
	Total	120	100.0
3	Graduation		
	Undergraduate	110	91.7
	Post Graduate	3	2.5
	10 th	2	1.7
	12 th	3	2.5
	Uneducated	2	1.7
	Total	120	100.0

4.2 Chi-Square Test

Null Hypothesis (H0): There is no significant relationship between age of the respondents and their opinion on customer handling made easy by inventory tracking system

Alternate Hypothesis (H1): There is a significant relationship between age of the respondents and their opinion on customer handling made easy by inventory tracking system

Table-2. Showing the relationship between the age of the respondents and their opinion on customer handling made easy by inventory tracking system

CHI SQUARE TEST	VALUE	DF	ASYMP. SIG. (2-SIDED)
Pearson Chi-Square	32.786 ^a	16	.008
Likelihood Ratio	32.960	16	.007
N of Valid Cases	2.467	1	.116
a. 21 cells (84.0%) have expected count less than 5. The minimum expected count is .08.			

There is a significant relationship between age of the respondents and their opinion on customer handling made easy by inventory tracking system

4.3 One Way ANOVA

Null hypothesis (H₀): There is no statistically significant relationship between educational qualification of the respondents and their opinion on efficient EDI /Barcode /RFID as a very useful part of modern technology

Alternate hypothesis (H₁): There is a statistically significant relationship between educational qualification of the respondents and their opinion on efficient EDI /Barcode /RFID as a very useful part of modern technology

Table-3. Showing the relationship between the educational qualification of the respondents and their opinion on efficient EDI/Barcode/RFID as a very useful part of modern technology

ANOVA			
	SUM OF SQUARES	DF	Asymptotic significance
Between Groups	8.812	4	.022
Within Groups	85.188	115	
Total	94.000	119	

There is a statistically significant relationship between educational qualification of the respondents and their opinion on efficient EDI /Barcode /RFID as a very useful part of modern technology

IV. RESULTS

79.2% of respondents are male and 20% are female. 67.5% of the respondents are between the age group of 40-50 years and 91.7% respondents are Undergraduate here. There is a significant relationship between age of the respondents and their opinion on customer handling made easy by inventory tracking system. There is a statistically significant relationship between educational qualification of the respondents and their opinion on efficient EDI/Barcode/RFID as a very useful part of modern technology.

V. CONCLUSION

The system is helping employees to carry out their duties more effective and efficiently. There are a number of reasons for this, such as the readily available information, the reduced time that the fork-lift trucks runs without load and the error preventing features available in the application. At a management level, the system provides accurate information on many areas of the business. This helps management in the decision-making process, both regarding operational and strategic decisions. In order to achieve the advantages presented above, certain pitfalls have to be avoided. The ones we have identified as most important are user attitudes and hardware issues. It is not enough that the system itself is good in every way. If the users do not accept the system, they will not use it in a correct way and they might even work against it. The organization is very vulnerable of hardware failure; one simple faulty hardware device can close down a big part of the warehouse, or even the entire warehouse. As the final conclusion, we argue that the advantages that a wireless system brings to the organization outweigh the disadvantages that are related to such a system. Because of this, we can conclude that a space optimization generates value to the organization

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