
THE IMPACT OF MATERIAL HANDLING IN A MANUFACTURING ORGANISATION

CHAPTER FOUR

PRESENTATION OF FINDINGS

4.1 Introduction

This chapter presents analysis and discussion on the study findings obtained from the sample used and studied case using different tools, namely; questionnaires, interviews, documentary reviews and observations. The prime purpose of data analysis was to ultimately provide evidence in form of responses to the research questions in respect to the stated objectives formulated to assist in analysing the overall objective of this study. This study aimed to assess the Impact of Material Handling in a Manufacturing Organization, with Nestle Ghana, Kumasi Warehouse as the case study. This chapter analyses and discusses the gathered information based on specific objectives.

4.2 General Characteristics of the Sample

The sampled population had 25 persons where all responded. The sample comprised of staff of Nestle or the purpose of making this report more objective. For the purpose of ensuring that the study was objective and data collected were valid and reliable, questionnaires were given to the respective groups of respondents, and thus 25 responses were used as the base for this study.

- How the principle of material handling is applied by Nestle GH Ltd at the Kumasi Warehouse.
- Factors hindering efficiency of materials handling at the Warehouse.
- The weaknesses if any, in the current system of material handling at the Warehouse.

The mine employees had education ranging between Primary education to Masters Degree level, From Table 4.3 above, the data indicates that 12% (3) of males had primary level of education, 16% (4) secondary level, 24 (6) college level, and 12% (3) had Bachelor Degree and 4% (1) had Masters degree. However, 4% (1) of females had primary level of education, 8% (2) secondary, 16% (4) college level, and 4 % (1) Bachelor Degree.

4.2.1. To Identify the Principle Used By Nestle Ghana Ltd to Ensure the

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Effectiveness Material Handling

a) The findings revealed that, Nestle Ghana Ltd does not have the constant principle on doing its activities especially on issuing, or receiving goods. Whenever the goods are finished or the time agreed with the supplier to distribute the goods arrived, the goods are received and inspected immediately.

b) By the end of six month or at the end of financial year, it's when the stores officers do the stocktaking. Due that time of doing stock tacking goods received are inspected and recorded according to the procedures available. Other that that every now and then when the goods are received from the supplier upon the agreement.

That confirms that there is no constant principle on when or how to receive or issue goods and when to do the maintenance of equipment. All that done as per required or happens. As equipment do have problem to be solved it will be solved immediately or goods need to be issued they will do that according to the PPA 2005 says, that is to call for tender board team and fall all the procedure needed for those which need tender board team approval. And other will be issued as per organization principles.

Table 4.4: Respondents Responses on To identify the principle used by Nestle Ghana Ltd to ensure the effectiveness of material handling

Number of Respondents Responses

High Moderate Low

25 20 3 2

Source: research findings 2018

Figure 4.1: Respondents Responses on To identify the principle used by Nestle Ghana Ltd to ensure the effectiveness of material handling

Source; research findings 2018

From the data collected on the table1 above shows that; the respondents of 'what is the principle used to by Nestle Ghana Ltd to ensure the effectiveness of material handling?' 80 % says high, 12% says moderate and 8%b says low.

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5.2 To Identify the Objective of Effectiveness of Material Handling

The study revealed that the considered part being the most important for the purchasing department, the major objective is to have everything needed by each department at appropriate time as required. For stance from accounts department since NESTLE GHANA LTD, KUMASI WAREHOUSEL deals with the gold mining and a lot of development to the society all over the country, also Human Resource department, investment department or Information Technology department and other departments.

Table 5.1 Respondent's Responses on to identify the objective of effectiveness of material handling

Responses

Number of Respondents The org is effectiveness on providing everything needed by its staffs?

25 Yes No

22 3

Source; research findings 2018

Figure 5.1: Respondent's Responses on to identify the objective of effectiveness of material handling

yes no

Source; research findings 2018

The respondents on 'what is the objective of effectiveness of material handling?' 'From the table 2 above the responses shows that 88% says yes and 12% says no.

The evaluation from the answers of the respondents shows that the organization is able and capable to provide requirement of its staffs so that to maintain the effectiveness of material handling in organization over 50%.

5.3 To Identify Factors that Make the Organization Fail to Adopt the

Effectiveness of Material Handling

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The study reveals that, as the organization policy wants; there must not be any ineffectiveness of material handling but there some factors may make the organization fails to adopt effectiveness of material handling, those are;

Failure of the suppliers

This one is supplier's fault not to be able to deliver in time or sometimes not to be able to deliver at all or delivery at different place against the agreement.

The organization might already close the deals on that matter and the supplier fails to do its part of the deal.

Fail to comply with the LPO

In LPO there is description of the required goods to be supplied, the supplier should follow the description before supplying the goods. When the supplier goes opposite as the description says, the consignment must be returned and the process must start again which cause the policy of being effective falls apart.

No enough place to store

The process of ordering goods always takes time and the place is not enough to put a large number of material or goods so it cause the organization to order goods as per place available. For high-speed moving goods for instance photocopy paper or toner or any kind of stationary it's happen sometimes that they're not available since the place was not enough for large number of consignment. Therefore the ineffectiveness happens.

Table 5.2: Respondent's Responses on to identify factors that make the organization fail to adopt the effectiveness of material handling

Number of Respondents Responses

High Moderate Low

25 18 6 1

Source; research findings 2018

Figure 5.2: Respondent's Responses on to identify factors that make the

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From the responses on 'what are the factors that make the organization fail to adopt the effectiveness of material handling 72% says there is high rate, 24% says moderate and 4% low rate.

That explains that there is high rate that support the above factors that cause ineffectiveness of material handling in their organization.

5.4. Interpretation

In relation to the proposed methods of data collection, in this case the researcher was able to collect relevant data by using research questionnaires from 25 respondents for the whole study as population.

The following are the responses of the questionnaires

1. Which system is used by the organization in material handling?

i. Manual material handling ii. Mechanical material handling () iii. Both (a) and (b). iv. None

Table 5.3: Respondent's Responses on 'which system is used by the organization in material handling?

Explanations Responses

A Manual material handling 2

B Mechanical material handling 3

C Both 20

D None 0

Total 25

Source; research findings 2018

Figure 5.3: Respondent's Responses on 'which system is used by the organization in material handling?

Manual material

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Mechanical mat handling

Both

None handling

Source; research findings 2018

Among the 25 respondents 2 says manual material handling is used by Nestle Ghana Ltd, 3 says mechanical, 20 say both used methods used and no one says none of the methods is used.

2. Which department is responsible for keeping accounting records of material handling or services already procured?

- 1) Purchasing department.
- 2) Store department. ()
- 3) Accounting department/ Finance department.

Table 5.4: Respondent's Responses on department responsible for keeping accounts records

Explanations Responses

- a Purchase department 5
- b Store department 20
- c Accounting department/ finance department 0

Total 25

Source; research findings 2018

Figure 5.4: Respondent's Responses on department responsible for keeping accounts records

Purchase Dept

Stores Dept.

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Accounts/Finance Dept.

Source; research findings 2018

From the respondent's responses shows that none support that accounting department keeps the records of procured goods, 5 says purchase department and 20 says stores department.

3. Does the organization keep a list of previous approved effectiveness of material handling?

YES () NO ()

Table 5.5: Respondent's Responses on availability of previous approved effectiveness of material handling

Explanation Responses

A Yes 22

B No 3

Total 25

Source; research findings 2018

Figure 5.6: Respondent's Responses on availability of previous approved effectiveness of material handling

Yes

No

Source; research findings 2018

From the respondent's responses shows that 22 respondents say YES and 3 says NO to the question " Does the organization keep a list of previous approved effectiveness of material handling?"

Inspection is done whenever the goods received are inspected by inspection team of those particular items. for instance if the received item is computer consumables then they inspection

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team will inspect before receiving so that to be sure if the goods received is according to the description put by the user department. They do receive and record what is inspected, if the report is clean is stored and even if is not also they do keep for future use.

Any record of receiving, issuing, purchasing or disposing is kept since there is file for all departments and each activity done by the every department. Also records are starting to kept in computerized form.

4. Which other department except purchase department do receive a copy of purchase order and material handling receive note? Mention them

- a. Other departments are:
- b. Accounts department
- c. Stores department

The answer above is from the respondents of the question on 'which other department except purchase department do receive a copy of purchase order and material handling receive note? Mention them'.

The accounts department t does receive the copy of LPO since they are the one who initiate the payments for the goods, in their LPO is checked and given number for considered in writing cheque for that goods.

Store department does receive the LPO so that to prepare themselves for inspection and where to put the goods arrived. By receiving LPO, the store department will be able to know what they receive and how to handle them

5. Is there a follow up when material handling works or services is delayed?

YES () NO ()

Table 5.6: Respondent's Responses on follow up when material handling works or services is delayed

Explanation Responses

a YES 20

b NO 5

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Total 15

Source; research findings 2018

Figure 5.6: Respondent's Responses on follow up when material handling works or services is delayed

YES

NO

Source; research findings 2018

Responses on the question of "Is there a follow up when material handling works or services is delayed?"

Out of 15 respondents 20 responses says YES and 5 says NO to the question of follow up when material handling works or services is delayed.

From the answers of store officer, he assured that there is no delay. And if there is any the department of stores and procurement do the follow up on what cause the consignment to delay, many of the goods may delay due to the transport or lack of communication. But mostly is caused by the supplier's negligence and, the organization will be at fault though the one and only to be blamed is the supplier.

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