

ST.MARY'S UNIVERSITY

BUSINESS FACULTY

DEPARTMENT OF MANAGEMENT

AN ASSESSMENT OF STORE MANAGEMENT  
PRACTICE IN THE CASE OF AMERICA WORLD  
ADOPTION

BY

ADDISALEM DABA

JUNE, 2014

SMU

A.A

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AN ASSESSMENT OF STORE MANAGEMENT  
PRACTICE IN THE CASE OF AMERICA WORLD  
ADOPTION

A SENIOR ESSAY SUBMITTED TO THE DEPARTMENT  
OF MANAGEMENT BUSINESS OF FACULTY

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS  
FOR THE DEGREE OF BACHELOR OF ARTS IN  
MANAGEMENT

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CASE OF AMERICA WORLD ADOPTION**

**BY**

**ADDISALEM DABA**

**FACULTY BUSINESS**

**DEPARTMENT OF MANAGEMENT**

**APPROVED BY THE COMMITTEE OF EXAMINERS**

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Department Head

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Signature

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Advisor

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Signature

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Internal Examiner

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Signature

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External examiner

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Signature

## **DECLARATION**

I, the undersigned, declare that this senior essay /project are my original work, prepared under the guidance of Mussie Minday. All sources of materials used for the manuscript have been duly acknowledged.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Place of submission: \_\_\_\_\_

Date of submission: \_\_\_\_\_

This paper has been submitted for examination with my approval as the university advisor.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

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# CHAPTER ONE

## INTRODUCTION

### 1.1BACK GROUND OF THE STUDY

Storage system can be viewed broadly from three, classified systems approaches, the receipt system, physical up keeping and, maintenance system and issue system. In an organization bustling with materials needs, the systems design should not only permit matching of present requirements with the existing supplies, but also take care of the future growth potential and demand. The very nature of the storage system to act as a buffer between procurement and various other consuming departments, stresses the need for a strategy to gear up the timely receipts, storage, up keeping, handling, accounting and disposals. (Datta 2003:112)

The store function should be organized as follows: to receive raw material, components and equipments etc, to meet the demand of users department by issuing the same, account the transactions correctly, minimize obsolescence, surplus and scrap by proper identification, and ensure good housekeeping compromising receipts, issues handling and storage. (gopalakrishnan 1990:72).

Especially for those organizations like America World Adoption whose main operating activities depend on store management they should have sound management and control system of store management. This research study conducted on America World Adoption try to address some of problems related to the store management practice.

### **Background of the organization**

America World Adoption as a nonprofit international NGO that was registered under Ethiopian law. America World was founded by Brian Luwis and his wife Renee, after returning home from adopting their first daughter, Fei, from China in 1994. Currently, America World has

international programs in: Ethiopia, China, Rwanda, El Salvador, Honduras, Brazil, Russia, Ukraine, Kazakhstan, India, and Uganda, It is currently developing domestic adoption and foster care programs.

The organization also assess each family's situation, including current family makeup, living environment, parenting philosophies and other aspects of the family's framework to provide as much help in the areas of need as possible. The organization believes that children should only be placed into families that abide by biblically mandated relationships (heterosexual marriage, or single non homosexual parenthood). The organization also facilitate or donate different materials to different regional area of schools and children and also its build different service giving offices like school , hospitals and so on .

Any material of the organization is take place by in the material management department. In average the organization yearly purchase or consumption of different material was estimated above two million birr purchase from local, foreign and also there is donation material.

Under the America World Adoption there are 190 workers out of these 133 are supportive staff and the remaining 57 are administration staffs. (Organization profile volume 2, 2009)

## **1.2 Statement of the problem**

The research topic is an assessment of store management practice in the case of America World Adoption, Store management has different functions this are: to receive raw material, components and equipments etc, to meet the demand of users department by issuing the same, account the transactions correctly, minimize obsolescence, surplus and scrap by proper identification, and ensure good housekeeping compromising receipts, issues handling and storage. (gopalakrishnan 1990:72).

Store management is critical for organizational development and success. A proper store management has a great impact for the nonprofit organization because under a nonprofit organization there are a number of beneficiaries and the main purpose of the organization are donate different type of materials for different peoples Therefore, the companies effectively control each store management system.

In America World Adoption there are different type of materials this are construction materials, stationary materials , cleaning supplies , educational materials , food items, medical equipment and other donation items (cloth, Milks, Dippers, etc). the student researcher encounters different problems in store management .The following can be mentioned as the gap; delay on the delivery of the requested material to different users at the right time, There are high amount of obsolete and damage materials inside the store area, also there is lack of clarity on the procedure of issuing and receiving of materials. As student researcher, it is important to assess the store management practice in the America World Adoption to show the possible solution for the prescribed gap, because the above mentioned problems have a great impact on the organization, if the problem not solved the beneficiaries from the organization dose not meet their demands, the store activates dose not easily handle by the responsible body, there may be lack of budget and the organization cannot fulfill their objective.

### **1.3 Research question**

The study tried to find the gap of the organization in store management and the research question raised up on this research titles are listed as follows;

1. What does the current store management practice of America world Adoption look like?
2. What are the major factors that influence of store management practice of America World Adoption?
3. How the current material requesting and issuing procedure is done?
4. What are the major factors of delay in delivering material?
5. What are the major causes of damage and obsolete material in the organization?

## **1.4 Objective Of The Study**

The study contains General and Specific objective.

### **1.4.1 General objective**

The general objective of the study is to assess the existing practice of store management in the case of America world adoption because to show the possible solution for problems.

### **1.4.2 Specific objective**

The specific objectives of study are:

- To assess the current store management practice of America world adoption
- To identify the factor that influences the organization store management practice.
- To assess the current material requesting and issuing procedure done.
- To look over the major factor of delay in delivering material in the organization.
- To identify the major causes of damage and obsolete material in the organization.

## **1.5 Delimitation of the study**

The aim of the study is to assess the existing practice of store management because to show the possible solutions for problems, so mainly the research study is conducted in the 2011 - 2013 data, because the problems are occurred on the selected years. The study addresses departments which have a relationship with store management. namely:-finance and administration department, Adoption department, Janitors and nannies department, and General service department.

## **1.6 Significance of the study**

Since much study has not been made in this area and the research is important for the following reasons:

- It creates a general picture for material management student researcher regarding store management.

- It encourages the concerned researchers to understand the store management practice in American world adoption.
- It enables the organization to know the gaps and improve the problem store management practice.
- The paper is serving as bases for other who would like to make further research works.

## 1.7. Research design and methodology

### 1.7.1 Research design

The study used descriptive research method because store management easily expressed and analysis by using descriptive research method like tabulation, percentage and graphs.

### 1.7.2 Population sampling size and sample techniques

In the organization there are 190 employees out of these 133 are supportive staff and the remaining are administration and adoption staff. As a result out of 190 population frames the research is compromise 30 %( 57) of employees as sample size and random sampling technique is carry out. The strata arranged in the following manner:

No.	Department	Population	30%	Sample
1.	Finance and administration department	32	30%	10
2.	Adoption department	25	30%	7
3.	Janitors and nannies department	109	30%	33
4	Supportive department	24	30%	7
<b>Total</b>		<b>190</b>		<b>57</b>

### **1.7.3 Type of data used**

In the study the student researcher used both primary and secondary data. Primary data are collected directly from the employees and the secondary data are gathered from different publications like books, magazine, annual reports, websites etc.

### **1.7.4 Method of data collection**

Method of data collection of the study is distribution of questionnaires for the selected sample employees filling out their responses, which consists both close and open ended questions and interview with top managers of the three departments which are finance and administration head, Adoption head and country director.

### **1.7.5 Data analysis method**

The data or information was collected from the above source and grouped, tabulated, finally the analysis carried out using count and percentage method and results are presented.

### **1.8 Limitation of the study**

There were some factors that affected the study not are carried out as expected which are Not returning of questionnaires from respondent ,Difficulty to distribute the questionnaires for management members and Less corporative from manager for the interview

### **1.9. Organizing of the study**

The research is organized to have logical and consistent flow of ideas, and there by the paper have four chapters. The chapters has the introduction part that incorporates the back ground of the study, statement of the problem, objectives of the study, significance of the study, scope and delimitations of the study, and methodology of the study. Then in chapter two, literature review will offer all theoretical and conceptual frameworks regarding store management practice in the organization. The third chapter deals with the analysis of the findings of the study. Finally, chapter four wind up by presenting the summary conclusion and recommendation.

## **CHAPTER TWO**

### **2. Literature Review**

#### **2.1. Theoretical Review**

##### **2.1.1. Definition**

Store management has acquired greater importance today's business organization. The present concept of store keeping has been given stature because of changing tastes, technical complications, attitudes of buyers, increasing specialization in industries. store keeping refers to the safe custody of all materials stocked in stores for which the store keeper acts as the trustee ,is simply means that the materials are stored in such a manner that there is least possibility of theft, fire , damage and they may be easily located and issued whenever require foe use ,(Ahuja:1993:378) .

##### **2.1.2. Storage system**

Storage system can be viewed broadly from three, classified systems approaches. The receipt system, physical up keeping and maintenance system and the issue system. In an organization bustling with materials needs, the system design should not only permit matching of present requirements with the existing supplies. It is important that the system should be flexible enough to change with the changing environment and production demands, (DATTA: 2003: 245).

##### **2.1.3. Objectives of store**

In industry the materials have to be stocked to meet the consumption requirements during lead time or delays in lead time or unexpected increase in rate of consumption. Wear housing not the simple act to storing items, but rather a package of services that enables the smooth running of the wheels of industry. The stores must be in constant touch with the user departments, in order



to provide uninterrupted service to the manufacturing decisions. Since working capital locked up in the warehouse, store is often equated directly with money.

The store function should be organized as follows:

1. To receive raw materials, consumptions, equipments etc.
2. To meet the demands of user department by issuing the same
3. Account the transitions correctly.
4. Minimize obsolescence, surplus and scrap by proper identification and using correct preservation methods.
5. Ensure good housekeeping ,comprising receipts ,issues ,handling and storage

The problem arises from the materials that are held in stock in expenditure in the form of capital cost, storage losses, pilferage, obsolescence, insurance, and handling,(Gopalakrishnan1990:114).

#### **2.1.4. Stores system and procedures**

Two basic systems can be used in physically controlling stores materials

1. a closed store system s
2. an open stores system

The application of each depends on the nature and requirements of a specific production operation. As a general rule, most firms use one system for certain material and the second system for others.

##### **1. closed system**

As its name indicates, a closed store system is one in which all materials are physically stored in a closed or controlled area, where ever possible, the general practice is to maintain physical control by locking the storage area. As a rule, no one other than stores personnel is permitted in the stores area. Material enters and leaves the area only with the accompaniment of an authorizing document. This system is designed to afford maximum physical security and to ensure tight accounting control of inventory material, (Donland 1996:553).

## **I. Records**

In years past, each storekeeper was responsible for maintaining an inventory record for each of the items under his or her control. All receipts and withdrawals were posted on a bin tag which eventually became the firm's permanent record of activity for a given material.

Today, virtually all firms maintain centralized perpetual inventory records independent of storeroom stock cards. In most firms these records are computerized. Receipts are posted to the perpetual record from suppliers invoice or from the firms receiving reports. Withdrawals from stores are normally authorized and posted from one of three resources. the most common sources is the store requisition , which is made out by the user and signed by an authorized supervisor ,thus the central record provides a running balance for each major inventory items . Second commonly used source in continuous and intermittent manufacturing operations is a periodic release (usually weekly) of production requirements. The production scheduling group analyzes and aggregates production schedules for the coming period and forwards a list of the aggregated material requirements to purchasing and stores. This document then authorizes the release of the specified materials from the closed stores operation.

The third source of withdrawal authorization used in some job shop type operations is the engineering bill of materials. These lists of materials are developed along with the design drawings. After the design engineering work for a job has been completed, production control schedules the job and arranges for the release of the required materials o the shop. instated of preparing a set of stores requisitions for these materials, production control may simply reproduced the engineering bill of materials and send a copy to stores as the document authorizing release of materials . For effective use this system requires clear and complete identification of all materials on the engineering bill of materials. For the material involved, a single company wide inventory numbering system is necessity when this system is used,(Gopalakrishnan1990:122) .

When the materials required for a job are to be withdrawn from stores over a period of time, using bill of materials as withdrawal authorization presents a problem. Unless a daily report of withdrawals for job id prepared, it is difficult for the central inventory record section to keep its records current, because the stores department must retain its copy of bill of materials until all withdrawals are made.

The problem can be circumvented, however, by using a material apportioning system. Under this system, the bill of material goes first to the inventory record section, where the total requirement for each material needed on a job is deducted from the current inventory balance. The required amount is set aside, or apportioned (on the perpetual record), so it will not be allocated for use on another job before the current requirement materializes in the shop. When the apportioned material is actually used, the apportioned quantity on the inventory record is charged off to the job. The apportion system, of course; can be used to assure material availability for specific jobs regardless of the method used to authorize store withdrawals. The system is widely used among firms with job shop type operation.

Every firm uses many low value inventory items. To maintain a perpetual inventory record for all low value items may cost more than the control provided by such a record is worth. To obtain a record of approximate usage, it is much cheaper to have the store clerk record all receipts on a bin tag. To indicate when an item should be recorded, a bin level mark or some form of the two bin control system can be used. For small items many firms simply place the lead time usage quantity (plus safety stock) in a plastic bag when the clerk has to use stock from the bag he or she knows it is time to record. This method is frequently for nuts, bolts, and other low value hardware. If the accounting charge can be determined at the time an order is issued, the accounting department can pick up the proper distribution code from the purchase order. If not the accounting department usually develops a method, by which the expenditure can be allocated equitably among the users, (Donland W.1996:554).

## **II. Physical inventory**

No matter how diligently a storekeeper performs the custodial job or how carefully an inventory control clerk maintains records some discrepancy between the actual and the book balance of inventories is bound to occur. The system is operated by people and people occasionally make mistakes. For this reason every inventory item should be counted physically and checked against its book balance at least once a year. The books subsequently are adjusted to match the actual account. Most companies create an inventory short and over account to absorb such discrepancies this account is eventually closed into the manufacturing over head account,( DATTA: 2003: 248).

Use of a bar coding receiving inventory system can markedly reduce the time required to take the physical inventory. If the inventory items or their storage locations have been previously bar coded.

From a scheduling point of view, the physical inventory can be conducted in one of three ways:

1. Fixed annual inventory. Many companies take physical inventory annually at the close of the fiscal year. This necessitates shutting down the production operation and organizing a specific crew for inventory job.
2. Cycle count or continuous inventory at the begging of each year some firms divide their inventory into fifty two equal groups and assign one of the fifty two groups to be physically counted each week. Thus the physical inventory operation goes on continuously without interrupting the production operation or upsetting storeroom activities.
3. Low point inventory some companies take physical inventory irregularly whenever the stock level of an item reaches its lowest point.

All three methods are widely used the selection of the most appropriate one depends largely on conditions in each individual business. The fixed annual inventory can be troublesome because it is a major task which must be accomplished in short period of time , however its ideal for seasonal businesses or for businesses that completely closed down for an annual vacation or equipment maintenance check .

The cycle count inventory approach has two major advantages. It can be planned and worked in to scheduled activates without a shutdown .and it can be conducted in an orderly and relax manner which is conducive to accurate work. It has the additional advantage of early detection and elimination of basic causes of errors that might otherwise continue throughout the year. This approach also facilitates efficient utilization of stores personnel. In many storerooms, withdrawals are heavy early in the day and much lighter later on. Thus, when the stock clerk's normal work slacks off they always have a back log of inventory work to do,( Donland W.1996:556).

### **III. Storeroom location**

In laying out a manufacturing operation a layout engineer attempts to develop an efficient work flow that minimizes the transportation and handling of materials. This means that materials should be stored as close to their point of use as is feasible. Hence, the use of decentralized storage facilities frequency reduces manufacturing costs.

On the other hand the centralization of storage facilitates also yields significant benefits. From a managerial point of view, the major advantage of centralization is that it facilitates control of the total stores operation manpower, materials, space utilization and equipment .whenever an activity is divided and conducted as a number of separate subs activate supervision and coordination of the total operation become difficult. Up to a point, the large the storage area, the more efficiency space and equipment can be used. Similarly a large operation facilitates the balancing of individual workloads and permits more efficient utilization of personnel, (Gopalakrishnan1990:114).

#### **2. Open system**

The open systems represent the second major type of stores system. Its widest use is in highly repetitive, mass production type of operations that exhibit a continuous and a predictable demand for the same materials.

In plants using the open store system, no storeroom as such exists each material is stored as close to its point of use as is physically possible. Materials are stored in bins, on shelves, in racks, on pallet, in tote boxes and so on, much as they would be stored in storeroom, (Donland W.1996:556).

The open system also places less emphasis on the accounting control of materials. Materials are usually put in to production without the use of a requisition or a control document. No perpetual inventory records are kept in an open system. To determine the actual usage of material during a given period, it is necessary to take a physical count of the material at the end of the period and compare this figure with the similar beginning period figure adjusted for material receipt during the period.

To conclude the open system is most applicable in situation where a repetitive production operation produces standardize products. Materials handled in an open system should not be subjected to pilferage, nor should they be easily damaged (Donland W.1996:557).

### **2.1.5. Responsibilities of receiving and stores**

Receiving and stores operations provide both service and control functions. First, they generally organize and control the flow of materials into the production operation. Second the stores organization acts as a custodial and controlling agency. It is the safety and physical control of a substantial portion of a firm's current asset. And, finally for many items the existence of a store operation permits quantity buying and the attendant savings in price, paperwork, and handling, (Donland W.1996:545).

#### **i. Specific responsibilities**

A receiving department is responsible for the receipt, identification, and general inspection of most incoming materials. It also notifies the interested individuals of the arrival and condition of material. Subsequently, the store department is responsible for appropriate physical storage of all production materials, some in-process inventory, and most MRO items. In some firms, stores also handle finished goods storage

The store's manager must develop a system for classifying, marking, and locating all materials so they are readily accessible and, at the same time, protect them against pilferage, unauthorized usage, and unnecessary damage or deterioration. In a closed system, the department must also control physical issuance of material and provide effective service for the operation, (Donland W.1996:545).

#### **ii. Receiving of materials**

Receiving is essentially a clerical operation. Because many clerical activities are regarded as routine, however, the importance of receiving functions often is underrated. Only at the receiving desk do the purchasing control documents meet the physical materials themselves. Most problems or errors in purchasing transaction should come to light during the receiving operation. If the problem (quantity shortage, damage, materials, incorrect items shipped and so on) is not

detected and corrected during the receiving operation, the cost to correct the mistake later is always higher.

The receiving report, completed up on receipt of a shipment, is the only document a firm has that details the material it actually received. It also contains important supplier information delivery timing, shipment damage, reject percentage, split shipments, and so on. This document is used as the basis for invoice payment, for continued purchasing negotiation, and for closing the order. Accuracy is therefore essential. Clearly, poor receiving performance can produce costly consequence. For this reason, receiving should be supervised by a person who is reasonably familiar with the physical characteristics of the materials and who is capable of exercising sound judgment in situations where a voice of alternatives must be made, ( Donland W.1996:546).

### **iii. Receiving Procedure**

A typical receiving procedure consists of four steps:

1. Unloading and checking the shipment. The number of containers unloaded from the carrier's vehicle is checked against the carriers manifest (fright bill) to make certain the full consignment has been delivered. All containers are also inspected for external damage, any damage found is inspected by the carriers respective and noted on the receipt which the receiving clerk signs. Failures to follow this procedure before accepting a shipment can relieve the carrier of all liability, except liability for concealed damage not evident until the container is unpacked.

2. Unpacking and inspecting the material

A receiving clerk is held responsible for three verifications. First, he or she checks the material received order to verify that the correct items have been shipped. Second, the quantity of shipment is verified in the same manner. Finally, the clerk inspects the general condition of the material to determine we there any external damage was incurred during shipment.

3. Completion of the receiving report. The paper work system used varies significantly from firm to firm. In some companies a multipart receiving report form is produced as a byproduct when the purchase order is generated. When the receiving clerk has finished the inspection, he or she completes this form by recording the quantities of the items received, indicating those that are still open, and noting any other useful information of the form.
4. Delivery of the material: for non stock materials, the receiving department is usually responsible for delivery directly or via an internal delivery service. In the case of inventory materials, the practice varies. In some firms the receiving department is responsible for internal deliveries. In some firms the receiving department is responsible for internal delivery, while in others this function is performed by an internal transportation service.

Up on delivery of the materials, the recipient customarily signs the receiving report or delivery receipt, relieving the receiving clerk of further responsibility for the material ( Donland W.1996:547) .

#### **iv. Cost Implication**

Receiving and stores activities indirectly influence product costs in several ways. Inventory carrying costs stemming from deterioration, damage and pilferage of materials, as well as related indirect labor costs are controllable to a great extent by these managers. Additionally, an alert stores organization can help reduce costs of obsolescence by developing systems to detect slow – moving and inactive materials. Efficient use of scarce storage space can also reduce costs.

At the same time, a stores operation typically impacts a firms direct labor costs. Strategically located storage facilities that provide prompt service for operating personnel help reduce the unproductive time of these people. Individuals and machines waiting for the delivery of material add nothing to the productive effort of the organization,( Donland W.1996:545) .

#### **2.1.6. Issue Control**

From the stores, issues are made to consuming departments, as well as to outside ancillary units for processing. Based on production programmers, the bill of materials and work orders are



printed, listing for each material, quantity to be issued, against each component requiring that material. This automatically controls consumption, as the work order gives details on quantity of materials to be issued and the stores personnel are not usually authorized to issue beyond the work order quantity. The issues must be made on the basis of a valid authorization in the form of a material requisition voucher. This voucher usually indicates the quantity required, work center, material code, consumption center, budgeted quantity and the signature of authorized person. The store keeper will have checked the availability of materials, authentically of indenter, correlate with control limits and then issue the materials. Care should be taken that important jobs are not held up for want of materials, ( Gopalakrishnan1990:119).

A detailed register must be kept for one time issues, like bath tubs, air conditions, equipment, etc. Items deposited in the store for safe custody must be treated separately. Issues to subcontractors will be authorized by the subcontracting section and gate passes have to be provided. The primary factor that will have to be considered when physically issuing out materials, is the unit and measurement of the quantity to be issued. In the case of bulk material like coal, fuel oil, pig iron etc. Receipt and issue formalities must be completed as soon as delivery is made, when is formal and adequate enough to take care of payments and claims.

To minimize the discrepancies and for better reconciliation of physical stock with book balance, the weights and measures must be standardized and measuring instruments should be periodically checked for accuracy and regularly calibrated. It is noted that in most organizations, the common place of delivery is the stores window for small regularly consumable items. In practice, there may be occasions when some material like machinery spare, will be needed on an urgent basis and provision must be made or the issue and accounting of the desired part ( Gopalakrishnan1990:119).

### **2.1.7. Storing Of Materials**

Few things irritate a production supervisor more than an efficient, poorly organized warehouse. A good warehouse. A good layout and good storage methods yield the following benefit:

1. Ready accessibility of major materials , permitting efficient service to users
2. Efficient space utilization and flexibility

3. A reduced need for materials handling equipment
4. Minimization of materials deterioration and pilferage, (Donland W.1996:558).

### **a) Methods and equipment**

Today most firms emphasize the need to minimize inventories and non value added support activities. Attainment of these objectives often calls for smaller warehouse and more efficient layout and stores operation. Consequently stores management is being pressed for continuing improvements in the warehousing and physical supply operation.

### **b) Planning**

Regardless of size, planning is the key to consistent and efficient store operation. What types and combinations of storage equipment should be used? How should the warehouse be laid out? These are key planning questions that must be answered.

The initial step in answering the first question is to compile a list of information about the materials to be stored. Using a current inventory catalog, the following data should be listed for each item carried:

1. How much space (and what configuration) is required to store the items properly?
2. How many units are normally withdrawn at once? Should the items be stored singly, in pairs, in dozens?
3. What is the maximum number of units to be stored at one time?
4. What type of storage facility best suits the items (considering such things as weight, shape and handling)?
5. What handling equipment is necessary to transport the item?
6. How often is the item withdrawn from stores?
7. Where is the item most frequently used in the production operation?

The numbers and types of storage facilities currently required can be determined fairly definitely if these seven questions are answered for all materials. At the same time, estimates of future needs should be made. By comparing future requirements with current requirements, a solution to the current problem can often be designed to include enough

flexibility to permit relatively easy adaptation of the facilities to future needs that time arrives, ( Donland W.1996:558) .

### **c) Equipment**

Eight general types of equipment are commonly used in storing material:

1. Pallet and skids
2. Open and closed shelving
3. Cabinets (with or without counters )
4. Bins
5. Stacking boxes
6. Special storage racks
7. Gravity storage racks

Outdoor platforms and racks, ( Donland W.1996:560).

## **2.2. Empirical Review**

The researcher tried to for research papers focusing on store management system from them the study has chosen two research papers written by two students. Their study as follows:

According to the British institution the research on 1999 material handling, store management is a broad term covering a wide range of activities but in general terms it can be sub divided in to two separated but closely interlinked disciplines. Function of store management are materials forecasting, budgeting, planning and programming, scheduling purchase and procurement, receiving and receiving inspection on as to quantity and quality, inventory control storage and warehousing, dispatch, shipping and disposal. ([http://www CONEXY.CO.UK](http://www.CONEXY.CO.UK). Gamest Doses Company purchasing).

According to the research paper done by Dawit shemelse in Mekele University of 2012 the research is done by using stratified sampling system. store management system is very critical issue and it's have its own procedure and principle that must be followed but according to his research the problem is lack of follow the correct procedure of the store management and the

employee because of this the operation and the production of the organization is corrupted so he recommended that there should be use a correct procedure and principle of store management system. (Dawit: 2012). In this research paper there is a related idea around the area of the procedure of the store management but in my research paper there is a new ideas like delay of delivery the materials, about obsolete and damage materials.

## CHAPTER THREE

### Data presentation, Analysis and Interpretation

#### 3.1. General Characteristic of the Respondent

##### Data analysis and presentation

This section deal with data presentation analysis and interpretation of gathered data through question and interview are interpreted separately.

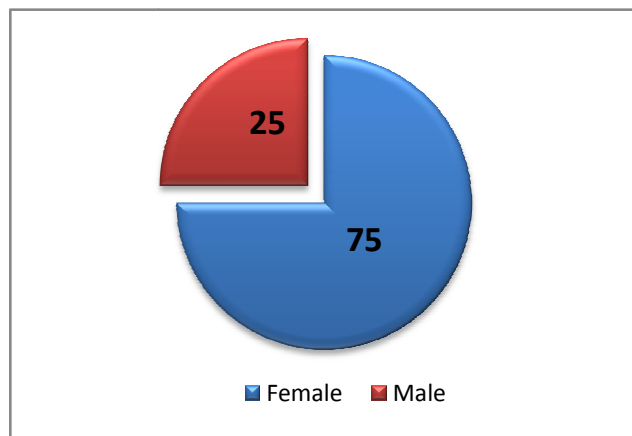
The major data collection tools: questionnaire and interview were used in this study. The questions were design to specifically obtain relevant information on general store management practice and other issue.

The questioners is administered to 57(30%) of the total population drawn from four different department of the organization. (I.e. finance and administration, adoption department, janitors and nannies and supportive department) while out of 57 sample size only 51 of them have filled in the form and submitted to the student researcher. The interview had been conducted with three managers of finance and administration, adoption head and county director in order to assess the overall store management practice of the company. Thus, the main points obtain from the interview are separately interpreted and analyzed.

#### 3.1. General profile of the respondent (personal information )

##### 3.1.1 Sex

Figure 1 sex of respondent

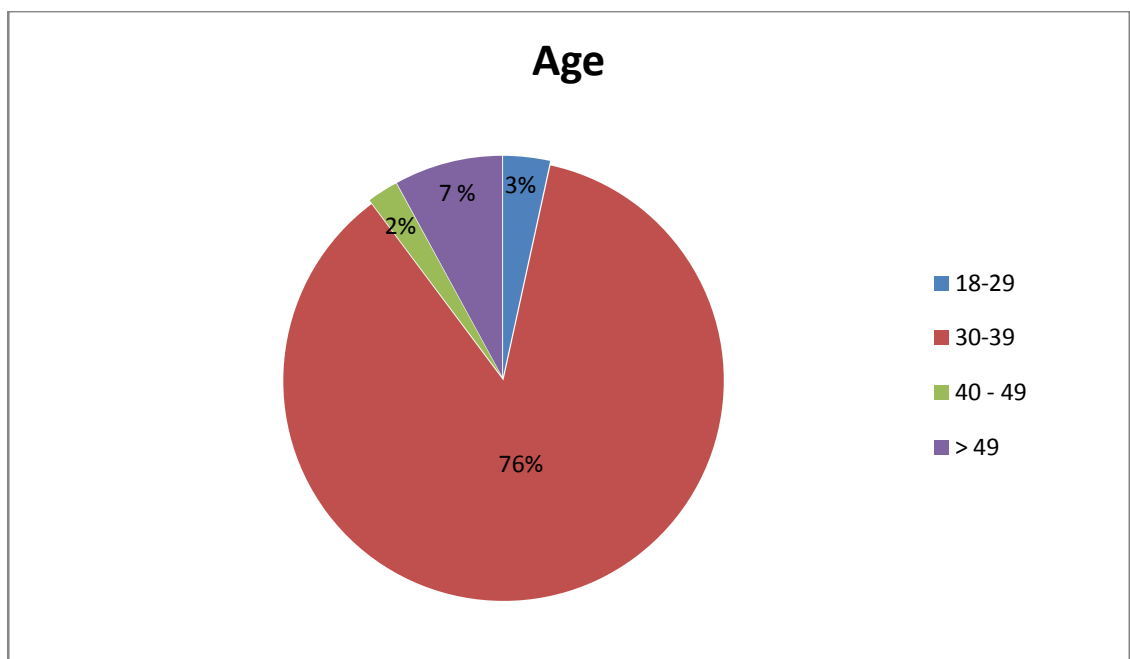


Source: research questionnaire

Based on the response of the questionnaire 75% of the respondents are Females and the remaining 25% of the respondents are Male. Therefore, we can say sample of the population most of the employee in American World Adoption are females, this indicate that the company nature of the work is done by female.

### 3.1 .2 Age

**Figure 2 Age of the respondent**



Source: research questionnaire

As per the response of the questionnaire 3 % of the respondents' age range from 18 to 29 year, 76% of the respondents' age relies between 30-39 years, 7 % of the respondents' age relies on above 49 years and the remaining 2% are 40-49. This shows the majority of the respondents are young and at the age of productivity, it increase the performance of work force as well the productivity of the organization.

### 3.1.3 Education back ground

**Table 1. Education back ground**

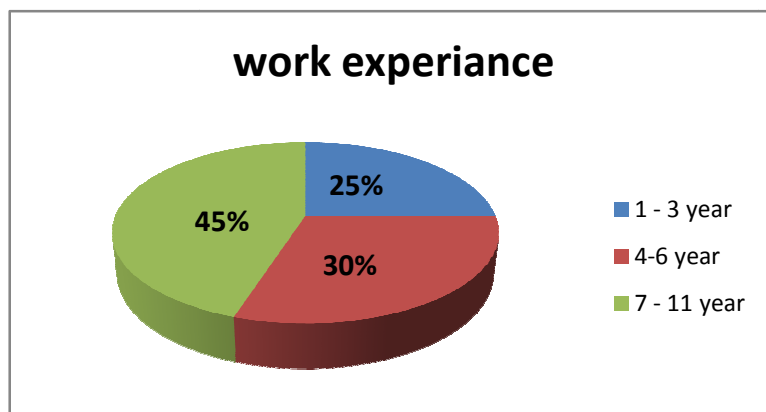
Item	Alternative	Frequency	Percent %
Education back ground	High school complete	5	9
	Certificate	19	40
	Diploma	13	25
	Bachelor degree	6	11
	MA/MSC	8	15
<b>Total</b>		<b>51</b>	<b>100</b>

Source: research questionnaire

From the data 9% are high school complete, 40% have certificate, 25% are diploma, 11% of the respondent are graduated in bachelor degree and remaining 15 % are graduated in MA/MSC. The findings indicate that the company have not well educated or qualified employee. This indicates the presences of gap in educational background may be the reason for lack of coordination and communication that affects store management practice negatively.

### 3.1.4. Work experience

**Figure 3. Work experience of respondent**



Source: research questionnaire

Regarding the work experience of the employees in America World Adoption 25% of the response worked between 1-3 years 30% of workers have a work experience between 4-6 years the remaining are 45% of workers have a work experience between 7-11 years. This indicates that most of the respondents have complete information about the organization and store.

<b>description</b>	<b>Item</b>	<b>Frequency</b>	<b>Percentage</b>
What is your responsibility in the organization?	Finance and administration	7	14
	Adoption	7	14
	Janitors and nannies department	23	45
	Supportive department	14	27
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

According to the above table 14% of the respondents are from finance and administration 14% of respondent are from adoption 45% of the respondent are from janitors and nannies department and the remaining 27 % are supportive staff. From this easily understood as majority of the America World Adoption employee are janitors and nannies.

### **3.1. Analysis of the major finding**

#### **Table 3.2.1. Responsibility in the origination**

#### **Table 3.2.2 kind of item in the organization**

<b>Description</b>	<b>Item</b>	<b>Frequency</b>	<b>Percentage</b>
What kind of item does your organization holds?	Raw material	-	
	Stationary item	-	-
	Donation items	-	-
	Food and supplies item	-	-
	All	51	100%
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire



According to the respondent 51 (100%), the type of item that the company holds is raw material, stationary item, donation item, food and supplies item. This shows that all types of items are used in the company and there is a different source of supply, so the company needs to manage the source of supply at the right time and place to minimize the liability of delivery.

**Table 3.2.3. Objective of store management system**

Description	Item	Frequency	Percentage
What is the objective of store management system?	Maintain the required item	4	8
	To meet the demand of the user department	3	6
	Ensure good housekeeping, consumption, equipment	7	13
	To receive raw materials, consumption, equipment	12	24
	All	25	49
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

As Gopalakrishnan (1990: 114) states, a store management system provides to meet the demand of the user department, ensure good housekeeping, consumption, equipment, and receive raw materials, consumption, equipment. The above table shows 25 (49%) of the respondents answered all of the questions, so the company's store management objectives according to the literature and it also indicates that it meets the objective of the organization's store activities and goals.

### **3.2.4. The organization's proper procedure and manual of store management system:**

	Means of verification	Frequency	Percentage
Does the organization use proper procedure of store management system?	Yes	9	18
	No	41	80
	Left blank	1	2
	All	51	100%
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

In America world adoptions have no its own standard procedure manual to perform its day today activates. According to the respondent's the store management section also have no their own standard operating procedure manual as 41(80%) of the respondent confirmed its by selecting No option. From the respondents only 9(18%) of them have argued that yes there is standard procedure and only one person left blank. The study shows the influence of lack of using standard procedure or manual on the effectiveness of service delivery in store management.

**Table 3.2.5. The main source of the item**

Description	Item	Frequency	Percentage
What are the main source that the organization get its product			
	Imported goods	25	49
	Locally available	10	20
	Donation item	16	31
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

The source of supplies play a great role to achieve the organization store management system or it may have problem for delivery of the material on the required time.

As the respondent 25(49%) said the source of the item are imported,10(20%) are said locally available and the reaming 16(31%) are donation item, the company seems to be in trouble while the foreign currency rate of exchange is increasing and the lead time of the delivery of the items so this can proof the statement of the problem that there is delay on delivery of the requested material.

**Table 3.2.6. The factors that influence the store management system**

Description	Item	Frequency	Percentage
What are the factors that influence the organization store management system?	Supplier	2	4
	User(employees )	1	2
	Purchasing department	2	4
	Finance department	3	6
	Store keeper	4	9
	Work style of the organization	2	4
	All	37	71
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

According to the above data 2(4%) of the respondent the influence of store management is supplier, 1(2%) are user 2(4%) purchasing department 3(6%) are finance department 4(9%) are store keeper 2(4%) are 2(4%) are work style of the organization and the other 37 (71%) clearly indicated that the company store management influenced by all of this factor described in the table. This implies that the companies need improvement in the store management system

**Table 3.2.7. Procedure of issuing and receiving of the item in the store**

	Means of verification	Frequency	Percentage
Does the organization use proper procedure of store management system	Yes	17	33
	No	34	66
	Left blank	-	-
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

From the above table 17(33%) said yes and reaming 34(66%) are NO from this the majority of the respondent believe that there is no proper procedure in. From the above data in America world adoption the receiving and issuing procedure is not standard related to the literature stated on the book of (doblaer 1996:546).

**Table 3.2.8. Skilled human power in the organization to use the store management tools and procedure**

	Means of verification	Frequency	Percentage
Is there skilled human power in the organization to use the store management tools and procedure?	Yes	31	65
	No	17	33
	Left blank	3	5
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

In America world adoption there are high amount of stock item in the store and its need skilled human power but from the above table the respondent said 17(33%) No and 31(65%) are said Yes and reaming 3(5%) are left blank. Hence the study can conclude that in America World the human power in the store management is skilled. This implies the company man power proof to be skilled they couldn't be able to use the store management procedure.

**Table 3.2.9. Awareness of the staff members of other department for store management**

	Means of verification	Frequency	Percentage
Does the staff member of other department have awareness of store management?	Yes	18	35
	No	30	59
	Left blank	3	6
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

In America World Adoption there are 189, most of the employee have a link with store for their daily activates so the employee should know about the store management system, based on the data from the above table 18 (35%) yes 30(59%) are said No and the remaining 3(6%) are left blank based on this data the employee of America world adoption are not have an awareness of store management system , this is one of the reason which affect to use the proper procedure of issuing and receiving of the store item and all the activities of the store management . It indicates the presence of lack of awareness of the staff on store management system affects proper service delivery.

**Table 3.2.10. Control system of obsolescence material in the organization**

	Means of verification	Frequency	Percentage
Is there control system of obsolescence material in the organization?	Yes	11	21
	No	40	79
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

From the above table 11(31%) said yes and remaining 40(79%) are NO from this the majority of the respondent believe that there is no control system of obsolescence material. From the above data in America world adoption there no control system of obsolescence as opposes to the related literature review “one of the objectives of store management system is to control or manage obsolescence of the material”, (goplakoshan 1990:114).

**Table 3.2.11. Dose the company has enough store places to keep the material?**

	Means of verification	Frequency	Percentage
Does the company have enough store places to keep the material?	Yes	7	14
	No	44	86
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

Items need enough store place to keep without any damage and to easily facilitate the activates. from the respondent 7(14%) says yes and the remaining 44(86%) are No, from this data in America world adoption there is no enough store place to keep the material. However, the literature review (Dobler Donland W. 199:558) says there should be appropriate store layout and enough storage place to prevent the items from obsolete and damage.

**Table 3.2.12. The cause of delay material for requisitions**

<b>Description</b>	<b>Item</b>	<b>Frequency</b>	<b>Percentage</b>
What is the cause of delay material for requisitions?	Supplier	4	9
	Purchasing department	7	14
	Finance department	5	10
	Store keeper	7	14
	All	28	53
<b>Total</b>		<b>51</b>	<b>100%</b>

Source: research questionnaire

From the above table there is delay of material requisition in the organization the cause of the delay from the respondent says (9%) supplier 5(10%) purchasing department and also finance department 7(14%) store keeper and the remaining 28(53%) are said all are the cause for delay so in the company all of the activities which related to store are cause for delay so its need improvement.

## **Analysis of the interview**

According to adoption head the company store managing system is not adequate. This is due to the fact that the request items are not delivered at a required time. The store management systems also have no proper procedure and the company employees are not an awareness to follow the procedure. So to precede the adoption process of the organization it's difficult to get the required items.

When com to the country director, the company store management system is done without procedure of store management system. The finance head said the reason of this is the employee's awareness of the store management practice and the delay of the material. there is also many amount of obsolesce material in the organization the reason for this is there is no enough store place in the organization so it's difficult to manage and control the items in the store .

The finance and administration of the company answer on the interview said all the above problems are in the organization the main reason for all the problem is working condition of the organization means the nature of the work of the organization is difficult to use the proper procedure the nature of the work is not business its nonprofit organization and also there should be a system to handle (avoid) obsoleses and damage material.

When come to the country director of the company the store management system of the organization is not as it should have been improve the system she said offering training on how the system is done and manage and make an improvement on suppler and type of item used to avoid dalliance of delivery of the material.

To sum up, the finding obtain on the interview clearly indicated that the company store management practice need to be improvement on the use of proper procedure and an awareness of employees through giving training for employees . The obsolescence item must minimize through facilitate additional storage place.

## Chapter four

### Summary, Conclusion and Recommendation

#### Introduction

This section deal with the summary of findings obtained from analysis and interpretations of data Conclusion and recommendation of the study. More over the researcher is intended to forward possible solutions based on the findings.

#### 4.1. Summary of the major finding

The finding obtain from the analysis are summarized here below.

- Regarding sex respondents 75% of them were female and 25% of them were male.
- Regarding age of respondent 3% fall within the range of 18 to 29, 76 % between 30-39 years, 2% constitute between 40-49, and remaining 7% above 49 years old.
- Education back ground of the research participants are 9% are high school complete, 11% are do have diploma, 25 % have certificate, and last 15% holds MA/MSc.
- Over half of the respondent 45% have 7-11 years of work experience in the field while 30% are between 4-6 years and the remaining 25 % are between 1-3 years work experience.
- The kinds of item in the company are very recommendable as 100% of the respondents claimed all type of item that hold by the company.
- The store management system takes place (carried out) by Purchasing and supply management department as the majority indicated.
- As far as the objective of store management system the company is concerned 25% (49) of the respondent said the company objective to Maintain the required , To meet the demand of the user department ,Ensure god housekeeping, To receive raw materials ,consumption, equipment .
- 41 (80%) the respondents said that the company does not use proper procedure of store management system.
- The source of item the organization gate is from imported and donation.



- The company store management system is affected by Supplier, User (employees), Purchasing department, Finance department, Store keeper, Work style of the organization.
- 34 (66%) of the respondent said that there is no proper issuing and receiving procedure in the store.
- 30 (59%) of the respondent said that the reason for improper issuing and receiving store is lack of awareness of the staff member of other department on store management system.
- Regarding skilled man power, it seems to be sufficient in the company as 31(65%) of the respondents said there exists enough skilled man power while the remaining are to comment on that disagree with the presences of skilled man power.
- The company does not handle obsolete materials as 79 (40%) of the respondent indicate.
- The company has not enough stores to keep the items.
- 27(53%) of the respondent said that Supplier , Purchasing department, Finance department, Work style of the organization ,Store keeper all of the above are the causes of delaines of the material requested .
- As per the interview question held with three employees all of them advised that the company need to improve the awareness of the other department of employees on the store management system and the working style of the organization because it's one of the effect of the store management system. They also advise to have the system of handling (avoid) damage and obsolete materials.

## 4.2. Conclusion

- In spite of its venerable operation, the store management system of the company appears to be complex for the findings to do not show clear pick of the system.
- The type of item required for the company are different types. This could have negative impact both of delivery of the requested item and the store management system.
- The source of item in the organization is imported it found to be a very challenging factor for the system of store management system.
- As the obsolesce and damaged of the material create problem in the store management system ,the company makes attempts to avoid them as much as possible
- Thought most of the employees are experienced in the filed their education background seems to be insufficient to conduct the store management system.
- The procedure of the issuing and receiving of the material in the store seems to be incorrect , thus it does affect the store management system
- Concerning company's objective in store management system almost all professionally recommended objectives are set but it's not applicable.
- The employees of the company which found in different departments have not an awareness of store management system it's also affect the store management system.
- Finally, the student researcher has found out that America world adoption is making attempt to effectively and efficiently perform the store management system when it is viewed from different perspectives.

### **4.3. Recommendations**

In observation of the findings obtained and the conclusion made in this study it seems appropriate to suggest the following recommendation:

- Conducting of a proper procedure of store management system in the organization have a great impact on accomplishment of the required objective there for, the company should force every employee to be obeyed by the standard store management procedure on their daily activates.
- A skilled man power is the most essential component of such organization so the company should give training for all employees to have awareness about the store management procedures and the receiving and issuing procedure.
- The company needs to set up a clear system to avoid obsolesce and damage materials to facilitate the store operation and to maintain the fixed assets record of the organization.
- The availability of all the required items are very critical for the overall company's activities, thus the company should avoid the dalliance by seating the system on selecting of the supplier and by making a standard program of delivery of different material from different supplier, and should pave way to obtain the required materials wholly or partiality from the country in order to avoid dalliance.
- Items need enough store place to keep without any damage and to easily facilitate the activates, so the company should build and facilitate appropriate storage place.
- There should be transparent and clear receiving and issuing procedure of items in the store and the employee of the company should accept the procedure.



APPENDIX- 1

በቅድስታ ማርያም ዩኒቨርሲቲ

ቢዝነስ ፋክሊቲ የሥራ አመራር ትምህርት ክፍል

በአሜሪካ ወርልድ አድፕሽን ስራተኞች የሚሟላ ቃለ መጠይቅ

ይህ መጠይቅ የተዘጋጀው በቅድስተማርያም ዩኒቨርሲቲ ኮሌጅ የሜጅሮች ዓመት ተማሪ ለመሥሪታ ጥናት መረጃ ለማስባሰብ ነው የጥናቱ ዋና አላሳ የዕቃ ግምገማት አስተዳደር ምን ማለክ እንዳለው እና የተለዩት ችግሮች መሰረት በሚደረግ የመፍትሄ አቅጣጫ ለመጠቀም መረጃ ለማስባሰብ ነው፡፡

እርሶ የሚሰጡት መረጃ በጣም አስፈላጊና ለጥናቱ ጠቃሚ ነው በመሆኑም ትክክለኛ መረጃ በመስጠት እንዲተባበሩኝ በትህትና በመጠየቅ የሚሰጡት መረጃ ለሌላ ጉዳይ እንደማይወል ለማሳወቅ እወዳለሁ አመሰግናለሁ፡፡

ማሳሰቢያ

ስም መጻፍ አያስፈልግም

አሜሪካ ለተሰጠባቸው ጥያቄዎች መልስዎን ( $\sqrt{\quad}$ ) በመሸቀመጥ ያመልክቱ እንዲሁም ማሰራሪያ ለመጠይቁ ጥያቄዎች ማሰራሪያዎን ይግለጹ፡፡

ጠቅላላ መረጃ

- 1. ፆታ ሀ. ወንድ  ለ. ሴት
- 2. ዕድሜ ሀ. ከ 20 ዓመት በታች  ሐ. ከ 30-39  ሠ.  49  
በላይ ለ. ከ 21-29  ም. ከ  49
- 3. የትምህርት ደረጃ  
ሀ. 12 ኛ ክፍል ከዛ በታች   
ለ. ስርተፍኬት   
ሐ. ዲፕሎማ   
መ. የመጀመሪያ ዲግሪ
- ሠ. ማስተር ዲግሪ
- 4. በድርጅቱ ወስጥ ስንት አመት አገልግሎት  
ሀ. ከአንድ አመት በታች

- ለ. ከ 1-3 ዓመት
- ሐ. ከ 4-6 ዓመት
- መ. ከ 7-9 ዓመት በላይ

5. አሁን ያሉት የስራ ድርሻ

- ሀ. አስተዳደርና ሂሳብ ክፍል
- ለ. ጉዳይ አስፈጻሚ ክፍል
- ሐ. ፅዳትና ሞገዚት ክፍል
- መ. ረዳት ክፍል

6. በድርጅቱ ወስጥ ያሉት የዕቃዎች ዓይነት

- ሀ. ጥሬ ዕቃዎች
- ለ. የፅዳት ዕቃዎች
- ሐ. የምግብ ዕቃዎች
- መ. የፅህፈት ዕቃዎች
- ሠ. የእርዳታ ዕቃዎች
- ረ. ሁሉም

7. የመሰሪያ ቤቱ የዕቃ ግምጃ ቤት አስተዳደር በየትኛው የስራ ክፍል ይካሄዳል

- ሀ. በግዥ ክፍል
  - ለ. በዕቃ ግምጃ ቤት
  - ሐ. በሂሳብና በእቅድ ክፍል
- በሌላ ክፍል ከሆነ ይግለጹ -----  
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8. የዕቃ ግምጃ ቤት አስተዳደር ዓላማው ምንድን ነው

- ሀ. ብዙ የዕቃዎች ክምችት እንዲኖር ማድረግ
  - ለ. የተፈለገ የዕቃ ብዛት እንዲኖር ማስቻል
  - ሐ. የዕቃዎቹ ብዛት መቀነስ
  - መ. መጠነኛ ዕቃዎች እንዲኖር ማስቻል
- ሌላ ካለ -----  
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9. በድርጅቱ ወስጥ ትክክለኛ የዕቃ ግምጃ ቤት አስተዳደር አለ ብለው ያምናሉ

- አዎ
- አይ የለም

10. መልስዎ አዎ ከሆነ እንዴት በዕቃ ግምጃ ቤት አስተዳዳሪው አካል እንደሚከናወን ቢገልጹልን

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11. ከተራ ቁጥር 9 መልስዎ አይ የለም ከሆነ የድርጅቱ የዕቃዎች (ተጠቃሚዎች) ክፍል ፍላጎት እንዴት እንደሚወሰን ቢገልጹ -----

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12. የድርጅቱ አስፈላጊ ዕቃዎች ምንጭ የትኛው ነው :

- የአገር ወስጥ የሚመረት
- ከወጭ የሚጣኑ ዕቃዎች
- አገር ወስጥ የሚመረቱና ከወጪ የሚጠጡ በእርዳታ የሚጠጡ
- ሁሉም አይነት

13. በድርጅቱ የዕቃ ግምጃ ቤት አስተዳደር ላይ ተፅዕኖ የሚደርጉ ንገሮች ምንድን ናቸው (ከአንድ በላይ መልስ መስጠት ይቻላል )

- ዕቃ አቅራቢዎች
- ተጠቃሚዎች
- የግዢ ሰራተኞች
- የሂሳብ ሰራተኞች
- የዕቃ ግምጃ ቤት ሰራተኞች
- የድርጅቱ የሰራ ሁኔታ
- ሁሉም መልስ ይሆናል

14. ድርጅቱ ትክክለኛ የዕቃ አቅራቢዎችን እንዴት ለይቶ ይመርጣል -----

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15. በድርጅቱ ወስጥ ትክክለኛ የሆነ የእቃ ግምጃ ቤት አስተዳደር መንገድ አለ

- አዎን
- አይ የለም

16. ለ 15ኛው ጥያቄ መልስዎ አዎ ከሆነ እንዴት እንደሚከናወን ቢገልጹ -----

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17. በድርጅቱ ውስጥ ለዕቃ ግምጃ ቤት አስተዳደር በቂ የተማረ የሰው ሀይል አለ

አዎ

አይ የለም

18. በድርጅቱ ውስጥ የሚገኙ የተለያዩ ስራተኞች ስለ ዕቃ ግምጃ ቤት አስተዳደር በቂ እውቀት አላቸው

አዎን

አይ የለም

19. ድርጅቱ ግዜ ያለፈባቸውንና የተበላሹ ዕቃዎች በተገቢው መንገድ ይቆጣጠራል

አዎን

አይ የለም

20. ለ19 ጥያቄ መልስዎ አይ ከሆነ የተበላሹና ግዜ ያለፈባቸውን ዕቃዎች እንዴት ያስወግዳል -----

21. በድርጅቱ ውስጥ በቂ የሆነ የዕቃ ግምጃ ቤት (ክፍል) አለ

አዎ አለ

አይ የለም

22. É'ï- "cØ }SddÃ SÖ" ÁL†" n- ÄÖkTK<

አዎ

አይ የለም

23. uÉ'ï- "cØ }SddÃ Ø^f ÁL†" n- ÄÖkTK<

አዎ

አይ የለም

24. በድርጅቱ ውስጥ ያለው የዕቃ ግምጃ ቤት አስተዳደር ስርዓት በስራዎ ላይ ተፅኖ አርጓል

አዎ

አይ የለም

25. ለጥያቄ 25 መልስዎ አዎ ከሆነ እንዴት ተፅዕኖ እንደደረገ ቢያብራሩ -----

26. በድርጅቱ ውስጥ የዕቃ ስርጭት ላይ መዛግት አለ

አዎ

አይ የለም

27. ለጥያቄ 26 መልሱ አዎ ከሆነ ለ መዛግቱ ምክንያቱን ቢገልፁ -----





## APPENDIX-2

### ST. Marry University

#### Department of management

##### Dear respondents

First of all, I would like to express my sincere appreciation in advance to taking a few minutes to fill the question.

The objective of the questionnaire is to study and write up a senior essay entitled “An assessment of store management practice for partial fulfillment academic requirement of bachelor of art (BA) degree in management. Please take a few minute to complete the questions below.

The paper will only for academic purpose.

Confidentiality: you are not required to write your name and contact address

Thank you in advance cooperate

##### General instruction

Please put tick ( ✓ ) mark for those closed ended questions there are followed by choice and write your answers clearly for those open ended and mixed questions which are followed by blank space (s) an important input to this study . Your frank response is greatly appreciated hence, we earnestly ask you in all regarding to fill the questionnaire carefully with relevant additional comments (S) or ideas (s) .please feel free to use blank sheet of paper for this purpose

1. Sex

Male

Female

2. Age < 20  30 - 39  40 - 49   
21- 29  > 49

3. Educational back ground

High school complete

Certificate and below

Diploma

Bachelor degree

MA/MS

Specific-----

4. How long have you work in this organization (Work Experience)?

Below 1

4 - 6

10 - 11

1 - 3

7 - 9

5. What is your responsibility in the organization?

Finance and Administration

Adoption department

Janitors' and nannies department

Supportive department

6. What kind of items does your organization holds ?(more one answer is possible )

Raw material

Stationary items

Donation items

Good and supplies item

All

7. Where do the organization store management systems take place in?

Purchasing and supply management

Operation department

Finance department

If any please specify -----

8. What is the objective of store management system? (more one answer is possible )

Maintain the required item

To meet the demand of the user department

Ensure good housekeeping, comprising receipts, issues

To receive raw materials, consumptions, equipments

All

If any please specify -----

9. Dose the organization has proper store management system in the organization?

Yes

No

10. If you say yes how the store management controlled by the responsible department?

-----  
-----  
-----

11.If you say no how the operation (user) department require?

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12.Where does the source of the item?

- Locally available
- Imported goods
- Locally available and imported
- Donation
- All

13.What are the factors that influence the organization store management?  
(more one answer is possible )

- Supplier
- Users
- Purchasing department
- Finance department
- Stores keeper
- Work style of the organization
- All

14.How the organizations select the right supplier?

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-----.

15. Dose the organization use proper procedure and tools of store management?

Yes                       No

16. If you say yes. How the procedure is done?

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-----.

17. Are there skilled human power in the organization to use the tools and procedure?

Yes                       No

18. Dose the staff members of other department have awareness of store management?

Yes                       No

19. Is there control system of obsolescence material in the organization?

Yes                       No

20. If say no how the avoid obsolescence materials?

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21. Dose the company has enough store places to keep the material?

Yes                       No

22. Dose the organization use similar quantity of materials?

Yes

No

23. Dose the organization use similar quality of material?

Yes

No

24. Is that the store management system influence your responsibility (work environment)?

Yes

No

25. If say yes how does it influence your responsibility?

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-----.

26. Is there delay of material for requisition?

Yes

No

27. If say yes what is the cause of delay?

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## **APPENDIX-3**

### **ST. Marry University**

#### **Department of management**

##### **Interview question in the case of store management system**

1. What are the major factors that influence of store management system?
2. What does the current store management practice of your organization?
3. How the material requesting and issuing procedure is effective?
4. Is there delay in delivering materials?
5. Is there control system of obsolete material in the organization and how they control?
6. Dose the company has enough storage places?
7. Dose the organization use proper procedure and tools of store management?
8. How the procedure is done?
9. What does the objective of store management system?
10. Did u think that the store management system is proper?