

**STUDY THE EMPLOYEES'S SATISFACTION WORKING IN
WAREHOUSE AT VENTURE ELECTRONIC SDN. BHD., PENANG**

10DLS14F2004	KARTHIK RAJA A/L GANAPATHY
10DLS14F2032	HEMA PREEYA A/P SIVAN
10DLS14F2044	DARWINI A/P SEVABALAN
10DLS14F2070	KANNA A/L SEGARAN
10DLS14F2108	MAHKENVARMA A/L ASOKUMARAN

**LAPORAN INI DIKEMUKAKAN UNTUK MEMENUHI
SEBAHAGIAN DARIPADA SYARAT MEMPEROLEH
DIPLOMA LOGISTIK DAN RANGKAIAN BEKALAN**

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POLITEKNIK SEBERANG PERAI

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VALIDATION OF PROJECT REPORT

Project report title "TO STUDY THE EMPLOYEES'S SATISFACTION WORKING IN WAREHOUSE AT VENTURE ELECTRONIC, PENANG" this was submitted, reviewed and approved as fulfill conditions and requirement writing project as required.

Checked by:

Supervisor name : PN. NIK NOR AZILA BT NIK ZAID

Supervisor signature :

Date :

Verified by:

Course lecturer name : PN. NOR HASNI BT HARON

Course lecturer signature :

Date :

ABSTRAK

Tujuan kajian ini dilakukan adalah untuk mengkaji kepuasan pekerja-pekerja dalam Gudang di "Venture Electronic" Pulau Pinang. Kajian ini dibuat untuk mendapatkan maklumbalas daripada pekerja-perja yang berkerja di Gudang "Venture Electronic" Pulau Pinang terhadap aspek pemasaran yang dilakukan iaitu dari segi perkhidmatan yang ditawarkan , oleh syarikat "Venture Electronic". Seramai 100 orang responden terpilih secara rawak yang terdiri daripada pekerja-pekerja yang berkerja metadologi dari sumber primer dan sekunder. Bagi memenuhi objektif kajian, borang soal selidik telah diedarkan epada responden untuk memperoleh maklumat kajian. Harapan kajian ini adalah supaya pihak syarikat "Venture Electronic" mengekalkan perkhidmatan Gudang di masa akan datang terutamanya dari aspek perkhidmatan, yang dijalankan. Ia bertujuan bagi memastikan pekerja-pekerja dapat menerima maklumat yang berkaitan dengan betul dan mudah diterima umum.

ABSTRACT

The aim of this study was to the satisfaction of employees working in warehouse at Venture Electronic Pulau Pinang. This study was made to obtain feedback from employees who working in the warehouse at Venture electronic in Penang on aspects of marketing which is done in terms of service in warehouse at venture Electronic. A total of 100 randomly selected respondents who are the employees who working in warehouse Pulau Pinang. This study uses the methodology of primary and secondary sources. To meet the objectives of the study, questionnaires were distributed to the respondents to obtain information studies. From the findings, it shows the response of employees working in warehouse service is high although there are some complains and problems arising from different perception derived from the employees. Expectations of this study is that satisfaction of employee's services in the future, especially in terms of service and promotional activities. It aims to ensure that employees can receive information related to the correct and acceptable public.

DECLARATION

I admit this research is my own work except excerpts and summaries each of which I have explained the source.

1. Signature :
Name : KARTHIK RAJA A/L GANAPATHY
Matrix number : 10JLS14F2004
Date :

2. Signature : HEMA PREEYA A/P SIVAN
Name : 10DLS14F2032
Matrix number :
Date :

3. Signature :
Name : DARWINI A/P SEVABALAN
Matrix number : 10DLS14F2044
Date :

4. Signature :
Name : KANNA A/L SEGARAN
Matrix number : 10DLS14F2070
Date :

5. Signature :
Name : MAHKENVARMA A/L ASOKUMARAN
Matrix number : 10DLS14F2108
Date :

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CHAPTER 1

INTRODUCTION

1.0 RESEARCH BACKGROUND

Safety precaution is one of the best ways for a manager to train their employees in workplace. Safety is to create a warehouse safety checklist featuring a series of tasks, activities and educational material. A manager can ensure this checklist whether is a fluid understanding of safety in the warehouse environment. A safety precaution that is taken in order to ensure that something is safe and not dangerous. So safety precaution is also an important aspect for all the employees working at warehouse. So, there is some problem in Venture Electronics Sdn.Bhd. about clear clutter, prevent falling objects and also injuries to the employees. This problem can cause employees dissatisfaction.

Equipment is mechanical equipment used for the movement, storage, control and protection of materials, goods and products throughout the process of manufacturing, distribution, consumption and disposal. Equipment is an important asset in a warehouse. So, the provision of equipment must be equipped to handle the cargo. The equipment that was use is a forklift, pallet jack, single-deep pallet racks, and four-way pallet and so on. Meanwhile, the forklift is a vital equipment to move cargo. Problem here is, that the equipment provided is not enough sometimes and not in good condition. It creates problems for the employees to do the work.

Infrastructure is the underlying foundation or basic framework of a system or organization. Meanwhile, infrastructure is the basic physical and organizational structures and facilities needed for the operation of a company or enterprise. A facility of infrastructure is one of the important to achieve employee's satisfaction. Therefore, the problem here is lack of security and lack of capacity. These cause problems to the employees working warehouse in Venture Electronics Sdn.Bhd. and it can cause employees dissatisfaction.

1.1. PROBLEM STATEMENT

This study in managing is to study employees working satisfaction levels on working at warehouse management Venture Electronics Sdn.Bhd. This study includes safety precautions, facilities of equipment and facilities of infrastructure.

Firstly, safety precaution that is taken in order to ensure that something is safe and not dangerous. So safety precaution is also an important aspect for all the employees working at warehouse. Safety procedures are frequently disregarded in a variety of workplaces due to insufficient time, inadequate resources or an opportunity to cut corners in an attempt to save money. So, there are some problems in Venture Electronics Sdn.Bhd about clear clutter, prevent falling objects and also injuries to the employees. This problem can cause employees dissatisfaction.

Equipment used for the movement, storage, control and protection of materials, goods and products throughout the process of manufacturing, distribution, consumption and disposal. Specifically in warehouse facilities, sophisticated equipment needed for high power saving time in the production process so that the production of a product or service that is done can be done smoothly and quality. So, equipment in warehouse also influence activity carried out in warehouse. Example, change cargo from one place to another place. The problem here, do equipment that in prepare sufficient or not and also equipment provided is not enough sometimes and not in good condition.

After that, infrastructure is the basic physical and organizational structures and facilities needed for the operation of a company or enterprise. If specialization found in poorly maintained warehouses such as having poor facilities of infrastructure, will affect the employees in particular. Meanwhile, facilities of infrastructure on the other hand, are one of the important to achieve employee satisfaction. Therefore, the problem here is lack of security and lack of capacity. These cause problems to the employees working warehouse.

1.2. OBJECTIVES

- a) Whether the safety precaution provided in warehouse will influence the employee's satisfaction.
- b) Whether the equipment arrangement in warehouse will influence the employee's satisfaction.
- c) Whether the facilities provided in warehouse will increase the employee's satisfaction.

1.3. QUESTION RESEARCH

- a) Do the safety precautions in warehouse are really secured and safe for the employees?
- b) Do the facilities of equipment use in warehouse influence employee's satisfaction?
- c) Do the facilities of infrastructure in warehouse reactive and proactive for the employees?

1.4 SIGNIFICANCE OF RESEARCH

The significance research more focused employees in Venture Electronics Sdn.Bhd. that was selected as the study because they have been carried out warehouse activities in their company. Moreover, the purpose of this study is to identify the level of employee's satisfaction working at warehouse is an important asset for the Venture Electronic to improve the quality of the work. So, this study should be carried out to solve the problem in Venture Electronic Sdn.Bhd.

Therefore, employee's satisfaction is important of warehousing services. Moreover, there are a few largest companies that rent their warehousing as to store the goods. Such as Key Sight Sdn. Bhd. That undertaking export and import activities of automobile parts and electric and electronic devices. So, Venture Electronic must ensure that their employees are satisfied with the environment. Therefore, the study should be performed to determine the level of employee's satisfaction. Besides, the Venture Electronic was received from an outside research to study anything about the company's activities to improve service and quality of the work.

1.4.1 EMPLOYEES ORGANIZATION

Importance of research to employee's organization can review what causes dissatisfied employees. In terms of employee's organization, whether the safety precautions in warehouse are really secure for the employees. Apart from that employees organization image as a warehouse that is developed.

1.4.2 FUTURE RESEARCHER

Research and development can be a powerful systematic level for change in education. This literature review clearly suggests that there is an urgent need to build both capability and capacity in the educational in research sector. If system change is to be inform by a generated through, evidence of effective practice.

CHAPTER 2

LITERATURE REVIEW

2.0 INTRODUCTION

This chapter will discuss on the literature and research related to the topic of the study.

Discussion will be discussed based on three types such as:

- i. Safety precautions
- ii. The equipment arrangement in warehouse
- iii. The facilities provided in warehouse

2.1 SAFETY PRECAUTIONS

When it comes to warehouse safety there are many benefits that are often overlooked. Warehouses are big structures and they have the potential to employ many people. The potential of accidents is equally huge, with such scale and such size. The main purpose of warehouse safety precautions is to reduce and overcome accidents and facilities in warehouse. Safety procedures are frequently disregarded in a variety of workplaces due to insufficient time, inadequate resources or an opportunity to cut corners in an attempt to save money. However, when safety procedures are soundly implemented there are major benefits such as higher employee satisfaction as well as increased productivity. By minimizing the risk of injury, fewer workplace disruptions take place and absenteeism associated with injury is also reduced. Equipment downtime is another factor which can be avoided through the appropriate use of safety procedures.

“Don’t overlook the obvious: keep an eye on warehouse equipment and space always Observing equipment and warehouse space”, Dr. P. K. Mishra Principal, D.S.College (2013). Make sure to regularly check scaffolding and ladders to guarantee they’re built correctly and can hold adequate weight. Inspect all tools and equipment, including ladders, lifts, and scaffolding. Have a “see it, grab it” policy, so that whenever an employee sees obstructions on the floor, he or she grabs it, which will keep floors and pathways as clear as possible of impediments. Everyone should receive proper training for working around any machine with an auger or press.

A warehouse safety checklist is one of the most effective ways a warehouse manager can keep their dedicated or multi-client warehousing operations safe for their employees. Rapid fluctuation in volume and workload add to the potential safety hazards in a warehouse operation. If not properly managed, an unsafe warehouse operation can lead to safety violations and fines from the Occupational Safety & Health Administration (OSHA), and to fully preventable workplace injuries and accidents.

In addition to serving as the oversight authority, OSHA also offers resources to keep your workplace safe. These resources, along with numerous other best practices, can help a manager customize a warehouse safety checklist to ensure safety is kept a priority in the warehouse operations. A strong commitment by management is critical to the overall success of an ergonomic process.

According to the OSHA weekly fatality catastrophe report, two workers are crushed to death every month on the job. Provide sufficient training for any machine with augers or press machines. Avoid moving machines and trucks in the loading dock. Also, be wary of heavy materials that could fall on your employees. Exposure to Harmful Substances – Harsh chemicals such as asbestos is a serious workplace hazard. Any employee that feels that their working conditions are not adequate can flag your warehouse for inspection. Always ensure that your employees are being taken care of. Ergonomics – Every warehouse employee must take care of their bodies. Constant mistreatment will lead to pain and injury. There are several ergonomic solutions to common warehouse problems such as back and foot pain. Also, always make sure your employees understand the importance of proper lifting techniques.

Always pay attention to warning labels. Machines with moving parts are a common workplace hazard. When used improperly, a machine can cause severe permanent injury and death. Falling Objects – A common material handling practice is stacking objects on high platforms and shelves. Always keep heavy loads stacked neatly to avoid a shifting load or cylindrical objects from rolling off of shelves. Lack of Safety Education – Without proper education, a warehouse will not perform at its full potential. Many warehouses choose to skip thorough training to save money. This practice is unwise and will result in workers compensation lawsuits or OSHA fines. A safe warehouse is an efficient warehouse. Avoiding proper training is the number one cause of workplace injury. Implementing systems like 5S is the best way to instill a safe environment for your employees. This basic guide to the 5S system outlines the importance of eliminating waste and workplace hazards to improve working conditions.

Using safety checklists can simplify the task of measuring the safety conditions in the warehouse. Each checklist is a great starting point for addressing existing safety hazards, as well as identifying potential workplace hazards in the warehouse. These warehouse checklists also can help employers identify areas where employees and supervisors need more training in workplace safety.

2.2 THE EQUIPMENT ARRANGEMENT IN WAREHOUSE MANAGEMENT

Although specializing in warehouse plays an important role of equipment maintenance in fact it also plays a key role in the process of maintenance performed where it effects the product and services available in the warehouse, for example, in term of the use of forklifts. If the forklift is not maintained, then it will affect the work to be done. There is different type of storage system and manual handling equipment used in warehouse today. Although warehouses should all be about throughput, the transfer of manufacturing offshore by many countries has necessitated an increase in storage requirements. Counterbalance forklift trucks have been around for over 90 years and we are now seeing significant technological advances with laser-guided trucks, articulated trucks, hybrid trucks and high-lift, very narrow aisle (VNA) trucks. So, these types of equipment facilities will help the employees to do their job effectively nowadays.

“Warehouse system with infeed and distributing conveyors serving stacker cranes in a common aisle background of the invention”, Weir Stanley M (1971). This equipment helps to loading, unloading and moving shipments from one freight container to another. The importance of the time taken by an organization is very important to achieve the target set, which all effect the distribution of goods. In addition, the time taken by a forklift to distribute goods is an important factor to guarantee the quality of the company and the customers’ view of the company. Companies that pay attention to how they use and maintain their fleets can lift economy and efficiency in work progress in a warehouse. In warehouse facilities, it is basic to use forklifts to move and distribute the products. Usage of racking equipment, high speed conveyors, and warehouse management systems efficiently will also make the employees to do well their part in a warehouse.

"pallets are used to mount a load and enable a forklift truck to engage under the load to lift the load.", Royston L. Shepherd (1990). For example types of pallet that we can consider is pallet housekeeping that can keep lift trucks running longer. Furthermore, composite pallets don't break up like wood ones do. Pallet jacks often chip of shards of wood and if these get into equipment such as lift trucks, they can contribute to maintenance issues. If a company invests in more expensive pallets, it may consider cost savings attributed to less vehicle abuse. As with the warehouse equipment, properly maintaining lift trucks and training employees to use them are important in reducing the total operational costs. Maintenance of the equipment is very important.

Besides the importance of selection of forklift and pallet the things to consider is in terms of operation and management of the forklift should be emphasized that the factor category of employee. *"a forklift function mostly are constructed as motor-driven trucks to be accompanied and are guided and operated by means of a shaft"*, Michael Niebuhr (2000). Companies have to let operators know the ramifications of abuse especially because contractual agreements and warranties will not cover misuse such as battery destruction. For warehouses that utilize electric lift trucks, maintenance is especially critical when it comes to managing details such as battery care. Given the fact that 95 percent of forklifts used today are electric, companies have to look at where to locate battery charging and swapping stations. At the very least, improperly charged batteries can reduce a truck's lifespan; at worst, they can destroy equipment.

Moreover, if warehouse workers take care of their equipment, trucks have a longer life span. So, the employees need better and comfortable working surrounding in their warehouse. *"there has been a need for environment management of temperature, humidity, and the like in storage warehouses or storage facilities"*, Nobuyasu Inagaki (2015). Equipment also means that there are in the warehouse facility which led to facilities used in the production of product and processes which can speed the movement of a part of the job done. Specifically in warehouse facilities, sophisticated equipment needed for high power saving time in the production process so that the production of a product or service that is done can be done smoothly and quality. Forklifts are machines that are involved in the transfer of many materials for warehouse, construction, manufacturing, and handling purposes. Pallet or load platform can be placed in a forklift as long as the equipment

capabilities allow. It subcategorized into three types: manual drive, fork trucks and motor drive.

Furthermore, there are different purposes served by the equipment shed. One can use it for the purpose of lifting objects in the warehouse or carry goods from outside the building. There are also machines that can be used in unloading and loading purposes. Elevator dock on the other hand is kind of related work platform to lower or raise a particular set of materials, the work piece and the public to put them in their proper places. These items are very important in automotive and garage service, construction, telecommunications, inventory management and cable industry. Equipment facilities in a warehouse require continuous evaluation and planning to requisition and manage fleets efficiently and economically. Proper or improper utilization invariably carries over to materials handling and labor management functions. Positioning equipment is used to handle material at a single location. It can be used at a workplace to feed, orient, load/unload, or otherwise manipulate materials so that are in the correct position for subsequent handling, machining, transport, or storage.

As compared to manual handling, the use of positioning equipment can raise the productivity of each employee when the frequency of handling is high, improve product quality and limit damage to materials and equipment when the item handled is heavy or awkward to hold and damage is likely through human error or inattention, and can reduce fatigue and injuries when the environment is hazardous or inaccessible. In many cases, positioning equipment is required for and can be justified by the ergonomic requirements of a task. Examples of positioning equipment include lift/tilt/turn tables, hoists, balancers, manipulators, and industrial robots. Manipulators act as "muscle multipliers" by counterbalancing the weight of a load so that an operator lifts only a small portion (1%) of the load's weight, and they fill the gap between hoists and industrial robots; they can be used for a wider range of positioning tasks and are more flexible than industrial robots due to their use of manual control. They can be powered manually, electrically, or pneumatically, and a manipulator's end-effector can be equipped with mechanical grippers, vacuum grippers, electromechanical grippers, or other tooling.

The company should primarily ensure that the warehouse must be organized properly to ensure that there is no wastage of space to organize things. If storage and organization in the warehouse is done according to the amount and right size, it will affect the strong space in the warehouse. Creating a list of possible stuffs that needed in a warehouse and some of them are shelves, racks, boxes, guardrails and lockers. By taking proper inventory of the stock, the employees could be able to determine the right storage for each item and the stock must be properly organized so that it will be easier for employees to retrieve them. In a warehouse, equipment used for the movement, storage, control and protection of materials, goods and products throughout the process of manufacturing, distribution, consumption and disposal. The different types of material handling equipment can be classified into four major categories: transport equipment, positioning equipment, unit load formation equipment, and storage equipment.

“Pallet rack of the type including spaced-apart upright posts or pillars interconnected by horizontally disposed beams comprising the load supports of the pallet rack”, Gasner Leon J (1970). Pallet racks are economical storage devices if you keep heavy materials that can be exposed to the environment. This leads to, the type of load is required for loading goods on pallet which take in account in terms of types of pallet itself, whether it was the type of pallet wood or plastic because it plays an important role in the management space. From the survey conducted, most pallet used in warehouse management of the economy in terms of the use of that type of pallet wood which can accommodate many different types of items on a pallet, this is to be cost – efficient to buy a pallet. For pallet of plastic type can put lighter items and low capacity. Therefore, the use of the stress on the use of pallets in the warehouse for pallets items is the main equipment in the warehouse when compared with existing shelves, because the higher the level of resistance of pallet rack resistance levels.

In addition, there are other forms of warehouse equipment. One example is the dock equipment used in assisting loading and unloading activities. The machine started to get materials from trucks then deliver them to the building. There is also a pallet jack. This is a tool used to leave and transport pallets. It works by gradually lifting the pallet but not at levels as high as forklifts and dock lift can manage. The company that can provide equipment

in good time will make the employee's the run their work smoothly. Industrial Equipment Visit online trade show site (Arrive NEWS.com) to view online videos showing employees working at industrial equipment and tools from manufacturers and suppliers locally, nationally and internationally. Find cheap deals from supplier warehouse equipment and products and services on display at the International Industrial Trade Show (IIT) and a global network of related.

2.3 THE FACILITIES PROVIDED IN WAREHOUSE

In an organization important thing manufacturer needs to consider in a company is to achieve employee's satisfaction for the facilities of infrastructure. The facilities provided in a warehouse is essential to ensure the good surrounding and working environment for the employees, directly it can enhance the reputation of the company to expand their business and make more profit. *"Agers are focusing on improved human resources management as a means of restoring the competitive position of their companies"* Raymond E. Miles (1984). Human resources have to learn the language and techniques of strategic planning to the employees so they will proactive in promoting, operating, thinking and working in the human resources area. These Human Resources have to care the employee's facilities and safety of them so the employees can work responsible to the company.

If good facilities provided in warehouse can be known as, the job will be easier and harmonic. It can also facilitate and motivate the employees to done their job very well. Facilities of infrastructure in a warehouse are important to make the employees feel better in their working place, which is a warehouse. When the features offered do not meet the employees satisfaction, will occur indirectly inflation losses to the company. The company's revenue will also be affected and affect the employees of the company. Besides that, when the company experienced a problem where the employees complained that they were unable to feel comfortable with the facilities provided in warehouse, that can have adverse effect on the company especially to the warehouse. *"Beyond will be instrumental in scaling the interconnection within and between these ubiquitous warehouse scale computing*

infrastructures.” Vijay Vusirikala (2011). Calculation and storage continues to move from desktops to large internet services, computing platforms running such services are transforming into warehouse scale computers. The employees will be satisfied and can do their work with comfort.

If specialization found in poorly maintained warehouses such as having poor facilities, will affect the employees in particular. The company will have problems in producing the product is due to the lack of employee's satisfaction in the warehouse. This will also lead to the company's profit will decrease. *“Accurate access to the customer's telecommunications priced call detail data for priced call detail data report generation”* Andre R.Brandt (2004). Businesses that turn complaints into profit for building closer relationships with employees are the ones most likely to survive and success. This is one of the way in which the company is able to correct their decreasing through the complains from their employees.

All the complains received by the company, not only ignored but they need to take action on employees complaints. When employees complaint, they are giving their company an opportunity to fix what is wrong and dramatically improved the business. When the complains were ignored, and no action is taken the initiative taken by the company it will be a problem for the company because it will leave a bad impression for a long time employees of the opinion of the company. Facilities provided in warehouse efficiently designed and well-built, the infrastructure is segregated in various departments that facilitate the employees in working according to certain regulations, accountability and responsibility. *“Data transformation algorithm may be used for moving and transforming data from a staging data table into an analytic data store”*, Richard H. Goldstein (2007). The employees only can develop the company or produce new things with a best quality. Their service is the main and important to the activity.

These different departments like manufacturing department, R & D department, packaging and warehousing department work in tandem with each other to offer supreme quality products to satisfy all the requirements of their employees. Employees satisfaction in facilities that provided in warehouse is the extent to which the employee is satisfied with the

facilities prepared by the firm. Interested company to keep employee satisfy with the performance of the firm's facilities, because it will affect future employee's working decisions.

The decision support system automatically appropriate methods for each place and estimates associated costs, resulting in effective and practical facilities management from various perspectives, with corresponding levels of detail. Whether the facilities given for the employees can satisfy them or not. Facilities in a warehouse efficiently designed and well-equipped to store the goods and make the employees comfortable.

The warehouse in the firm keeps their products and goods range away from getting spoiled due to environmental elements like fire, moisture and insects. Customized packaging solutions are offered to our clients according to their vast and diverse preferences and requirements. Facilities provided in warehouse can determine employee's satisfaction whether employees are happy and contented and fulfilling their desires and needs at warehouse .Many measures purport that employee satisfaction in a warehouse is a factor in employee motivation, employee's goal achievement, and positive employee morale in the workplace

Employee satisfaction, while generally a positive in an organization, can also become a downer if employees stay because they are satisfied and happy with their work environment. The critical factor with employee satisfaction is that satisfied .Employees must do the job and make the contributions that the employer needs. If they don't, all that the employer does to provide an environment that satisfies of employee's .A discussion of the objectives of employee's satisfaction should always include the impact on future behavior. Although it is desirable that the employee has a good experience with the facilities provided in the warehouse, employees satisfaction really going back to give a good impact in the warehouse with successfully and to make the company to be a professional company.

CHAPTER 3

METHODOLOGY

3.0 INTRODUCTION

These chapters discuss method and this strategy study in managing in analysis data to get information and data that is relevant in achieving objective of the study. Matters elaborated including survey design, data gathering method, instrument study, study procedure, and way analysis data. Important methodology so that analysis that will be implemented achieve objective of the study

3.1 DESIGN STUDY

This study held by using research method. Survey method can be handled on a large scale and is data collection forms planned for purpose predict and make analysis relationship between variables in studies. Through survey method, researcher use questionnaire form method with submit a few kind of question to 100 person respondent, who are working in Venture Electronic Pinang's warehouse. Through questionnaire form also honest respondent more in answer any issue and problem which arose because they need not reply directly on the other hand the answer or their view in form.

3.2 DATA GATHERING METHOD

This study carried out by using survey method as the main method. Data collection again is achieved from survey reports that have been carried out before. Study carried out in Venture Electronic Sdn.Bhd., Bayan Lepas, Pulau Pinang, for purpose to collect information.

All information and data grouped analyzed with help computer software namely software package *SPSS (Statically Package for Social Science)*. Data collection for the study, made from produce two main sources that is primary data and secondary data.

3.2.1 PRIMARY DATA

Primary data was data grouped by researcher carried out in achieved through questionnaire form circulated to respondent. The researcher will distribute 100 questionnaire form set to 100 person respondent employees identified can help this study.

3.2.2 SECONDARY DATA

Other sources of secondary data are structured interviews, transcripts from focus groups, published texts, literature reviews and observation records. Records written and kept by individuals (such as diaries and journals) and accessed by other people are also regarded as secondary sources. In addition, databases that keep information about the public, such as electoral statistics, registers, social security and housing information are secondary sources.

3.3 POPULATION AND SAMPLE

3.3.1 STUDY POPULATION

In this study, researcher has chosen warehouse in Venture Electronic Pinang, as place to carry out study. Tenant that thing hiring at warehouse was selected in order to be respondent in obtaining research information on employees satisfaction of warehouse management at Venture Electronic Pinang. Total of our respondents consists of 100 persons.

3.3.2 RESEARCH SAMPLE

Total of our respondents consists of 100 persons that selected. Our respondents consist of 100 employees who working in warehouse at Venture Electronics Sdn.Bhd., Pulau Pinang.

3.3.3 QUOTA METHOD

This inside study, researchers has use non-probability sampling that is quota method to survey as many as 100 people that consists 100 employees who working in the warehouse.

3.4 STUDY PROCEDURE

Before making researcher's, study had solicited approval letter from programmed leader DLS namely En. Azli to ask parties permission Venture Electronics collaborating with researcher to be doing study. After, obtaining approval letter, researcher went to Venture Electronics to get truth from Mr. Narendren as logistics Executive in Venture Electronic Pinang. Researchers have involved questionnaire form to study employee's satisfaction working in warehouse at Venture Electronic Sdn.Bhd. Pinang.

3.4.0 DISCUSSION TOPIC

Discussion subject between supervisor and student



Make additional reading to get knowledge on Employee's satisfaction



Make Proposal



Pilot Test

Trafficking questionnaire form to 30 person of respondent



Questionnaire form distribution to 100 person of respondent



Make analysis on questionnaire form that collected from the respondent.