



A Study on Operational Productivity of a Team Leader and its Impact on Overall Output at Professional Courier at Bengaluru

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Abstract: *This study presents the impact of Problems faced by customers through the courier services in Bangalore. The courier Service Delivery Management System is useful for small- and large-scale courier services for improving their services and increasing sales and services by using web-based portal. Users can book courier, know about arrival of packages, closing and opening timings, customer support and feedback system for completing work in less time. At present most of the large-scale courier services in developed countries use this technology. Hence, the aim of this work is to design and implement a National Courier Management System capable of enhancing customer deliveries with features such as speed, security, tracking etc. from specific towns or cities to regional and national services. The Courier Service Delivery Management System will be divided into two users that are the 'Administrators' and 'Customers'. In India, Courier Industry has evolved itself over the years. Starting from the mid-1980's to now in the 21st century – the customer now has more faith on a Courier Company than on India Post. A Courier Company has a critical role to play in the Supply Chain Management of any organization which is involved in distribution of products, raw material, semi-finished, finished goods across the globe or with in India.*

Keywords: *Courier services, Logistics, Delivery Network, Tracking system, Package handling, Time-sensitive delivery, Customer satisfaction, Supply chine, Parcel delivery.*

1. INTRODUCTION

Operations management is an area of management concerned with designing and controlling the process of production and redesigning business operations in the production of goods or services. It involves the responsibility of ensuring that business operations are efficient in terms of using as few resources as needed and effective in meeting customer requirements. It is concerned with managing an entire production or service system which is the process that converts inputs (in the forms of raw materials, labor, consumers, and energy) into outputs (in the form of goods and/or services for consumers). Operations produce products, manage quality and create services. Operation management covers sectors like banking systems, hospitals, companies, working with suppliers, customers, and using technology. Operations are one of the major functions in an organization along with supply chains, marketing, finance and human resources. The operations function requires management of both the strategic and day-to-day production of goods and services.

2. OBJECTIVE OF STUDY

Analyze the overall productivity of the delivery system.
To determine the flow of the logistical aspect and Information.
To study the barriers in routing and scheduling.
To study operational efficiency and overall performance.
To analyze the current system performance and optimize delivery time.
To suggest the best ways & measures for the improvement of operational productivity in the operational field of Professional Couriers.

3. SCOPE OF THE STUDY

The scope of a study on operational manager productivity can encompass various aspects related to the effectiveness and efficiency of operational managers in achieving organizational goals. Here are some potential areas to consider within the scope of such a study.

4. LITERATURE REVIEW

Jones, et.al(1997) in the paper focused on proposing the dilemma facing managers trying to implement new business practices and then proposed an alternative way of rethinking the logic of value creation, before illustrating how this works in a complete logistics system. The study referred to the production system logic pioneered by Toyota beyond the factory gate and into industries other than automobiles. Such an understanding is required so that radical or incremental improvements could then be made in the development of a lean logistics system. The study concluded with the presentation of a framework to do “value stream mapping” and sets out an alternative approach to designing and managing a logistics system, which is called lean logistics.

Huscroft, Joseph R, et.al(2013) in the paper explored the use of complementary information technologies to support reverse logistics processes which can lead to enhanced process performance. Information technology is a key enabler of logistics performance but unfortunately, most logistics information systems are implemented with forward logistics processes in mind, with little consideration for the reverse channel.

5. RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify, select, process, and analyze information about a topic. In a research paper, the methodology section allows the reader to critically evaluate a study's overall validity and reliability.

6. DATA & ANALYSIS

TABLE 1. Team leader's interaction in establishment of the company

ATTRIBUTES	FREQUENCY	PERCENTAGE
YES	94	94.0
NO	6	6.0
TOTAL	100	100

From the above table we can analyze that 94% of respondents felt that there is a need for team leader interaction in the establishment of the company and rest of 6% say that there is no need of interaction of team leader in establishment of the company.

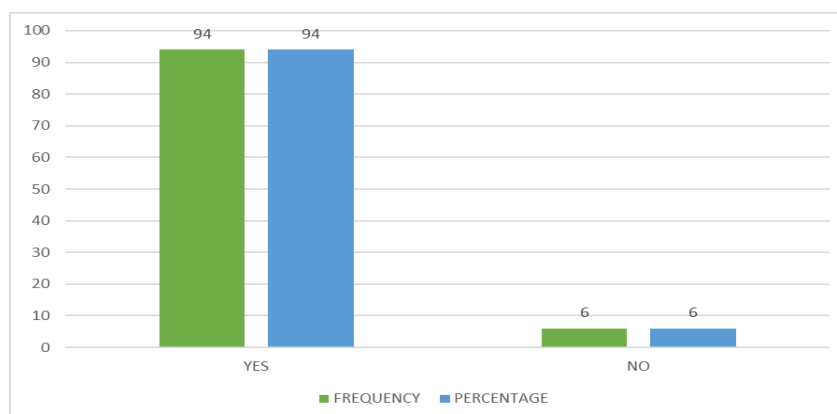


FIGURE 1

TABLE 2. Chi-Square Tests

	Value	df	Asymp. Sig. (2- sided)	Exact Sig. (2- sided)	Exact Sig. (1- sided)
Pearson Chi-Square	1.535 ^a	1	.215		
Continuity Correction ^b	.522	1	.470		
Likelihood Ratio	2.720	1	.099		
Fisher's Exact Test				.602	.259
Linear-by-Linear Association	1.519	1	.218		
N of Valid Cases	100				

Cells (25.0%) have expected count less than 5. The minimum expected count is 1.20.

7. FINDINGS

1. Majority of the respondents belongs to the age group of 20-30 years.
2. Majority of the respondents are male.
3. Majority of the respondents are married.
4. No. of experienced people are less in the company
5. The purpose of the team leader in the management is to give a better understanding to the employees about their roles and plan their job.
6. All the employees in the company are aware of the concept of team leader in management

8. SUGGESTION

The management should carry out the assessment process frequently. The management should take initiatives to enhance the effectiveness of feedback system. The management should take initiatives to introduce new management development programmes to develop managerial people. The management can implement new methods to share the knowledge throughout the organization. Most of the respondents feel that the important role of a team leader is only to improve the ergonomics of the employees but the company should make them understand that a team leader has several other roles to play. By which the importance of team leader will be highlighted only then they can think about increasing the productivity of the employees

9. CONCLUSION

A conscious effort has to be made by the management to define the responsibility and steps have to be taken to help to improve the better service and achieve these objectives with optimum efficiency. The organization is to be designed with the intention of enhancing knowledge, skills and ability of the organization's employees to achieve both Operational productivity and individual objectives. The organization is to be more of a operational oriented in terms of the specific operative aspect and to handle the communication lag that to be taken care by the organization to determine the operational productivity.

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