THE IMPACT OF EFFICIENT STOCK KEEPING AND CONTROL IN AN ORGANIZATION
(A CASE STUDY OF ROKANA INDUSTRY, OWERRI)

By

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**BEING A RESEARCH PROJECT SUBMITTED TO THE,
DEPARTMENT OF PROCUREMENT AND SUPPLY CHAIN MANAGEMENT,
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CERTIFICATION

This is to certify that this project title **"The Impact of Efficient Stock Keeping and Control in an Organization" A Case Study of Rokana Industry, Owerri**" was carried out by **Abdulsalam Abibat Adetoke**, with Matriculation Number: **ND/23/PSM/FT/0109** a student of Procurement and Supply Chain Management, Institute of Finance and Management Studies (IFMS), Kwara State Polytechnic, Ilorin. The project has been read and approved as meeting part of the requirements for the Award of National Diploma (ND) in Procurement and Supply Chain Management.

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DEDICATION

I dedicate this project to Almighty Allah for His guidance, protection and endless blessings throughout this academic journey. I also dedicate it to my loving Parents and supportive Siblings for their encouragement, prayers and sacrifices. You are the reason I kept going. Thank you all.

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ABSTRACT

Efficient stock keeping and control are critical components of successful business management. However, many organizations struggle with these issues, leading to reduced profitability, productivity and efficiency. This research aims to investigate the impact of efficient stock keeping and control on organizational performance by examining Rokana Industry Owerri as a case study. By understanding the challenges faced by Rokana and the effects of efficient stock keeping and control on their performance, this research will provide valuable insights for improving organizational efficiency and profitability. Past research has underlined the importance of efficient stock keeping and control on organizational performance, for instance a study by Smith and Jones (2020) found that companies with well-organized inventory systems had lower rates. However, there are gaps in the existing literature, particularly in terms of the specific challenges faced by organizations in different industries and regions. This research will adopt a qualitative approach using interviews for group discussions and observation as data collection methods. Interviews will be conducted with a sample of employees at Rokana Industry experts.

CHAPTER ONE

1.0   Introduction

For an organization to be successful, it depends on the efficient control of stock in that organization. Therefore, for the study of Purchasing and Supply management to be complete, there must be efficient control of stock. Stock management is very closely linked with product and distribution and is a much neglected area of business study. Yet stock control is a vital part of all industrial organization, and must be designed to suit the particular needs of the organization. Stock control is set up in any organization to assist in the production of goods and services, and no substantial size can be efficiently managed without it. The basic aim of every efficient manager is to reduce the time and labour involved in each operation to the absolute minimum consistent with maintaining the required quality. (Bin (1952: Page)).

According to (Bin 1952), stock control represents the clerical control of the movement of materials into and out of the stores and of the level of stocks in the stores at all times with due regard to the economy in storage as well as on ordering costs, purchase price agreed, and the level of organizations using capital.

The Stock Control Process focuses attention on factors related to time utility location quality and quality of materials used by the operations of the organization.

1.1   Background of the Study

Rokana Industry Owerri

Rokana Industry Owerri was established in the year 1948 by the former manufacturing Association of Nigeria (MAN) President, Engr. Charles Oguh. The company is into manufacturing and production of goods and services. Its corporate headquarters is situated at Victoria Island Lagos with manufacturing units situated at different parts of the country which includes Owerri, P.H, Enugu and recently Onugu. They produce good quality beverages and confectionaries.

For daily Consumption, they Produce Quality Post-Soards, Posters etc. Also they are into Plastic (Polymer Production). The number of Rokana Products sent to the

market, in no doubt has made tremendous impact on the Production of the micro economic variables Problems in this Country through generating to our economy creation of Jobs opportunities etc. Efficient stock keeping has significantly improved Profitability and productivity of Rokana Industry

1.2   Statement of the Problem

The efficient of Stock control in an organization is so vital in both large and small firm upon the agreement of Stock control. The researcher in carrying some problem that under the progress of smooth control of stock in an organization. Some of these Problems are identified below:

i.   The method of Sources of information used in the organization in terms of checking the control of Stock is not encourage able in the sense that was done without considering if the individual has the capacity.

ii.   Professionals were not engaged in the Purchasing department and this makes the Strategies involved in the efficient control of Stock not to the work or job were not well trained.

iii. The efficient stock control records are not Properly Kept and this makes the stores manager/keeper to be very active.

iv.   Another Problem which hinders the Progress of Stock Control in an organization is the type of materials Purchased by the Procurement manager. This implies that the material ought to be in a bad Shape thereby Stops the smoothly running of the organization.

v.   Finally, the Stock head in Stock for so Long can also cause a Problem in controlling the stock in an organization. This means the Stocks are not supposed to be keeping in the store for so long before that are dispatched to be they are needed.

1.3   Objective of the Study

Obviously, every organization, according to Easter (1982: 3) has its own needs and requirements which have to be met by the stock control systems however if we look at the Stock control in terms of average medium size production and distribution organization we will obtain a complete in selecting and operating stock control of the organization is seeking to achieve the following fundamental objectives:

  i.   To Stress on the importance of stocks control in an organization thereby motivating the management to develop interest on the stocks control function.

 ii.   To highlight on the need of employing young and energetic employees for the purchase of stocks control operations.

iii.   To lay emphasis on the importance of employing a worker of technical know-how to the current advancement of technology example computer.

 iv.   Employing People with business experience knowledge for the purpose of transacting effectively with suppliers and other department in another objective.

  v.   To ensure there is efficient and effective Stock Control in the organization.

 vi.   To control the inflow and outflows of the materials held in the organization.

1.4   Significance of the Study

The relevance of the stress control in an organization to know the various ways of controlling the Stocks held in there firm organization.

Stock control is an important aspect of business management art and must not be neglected by management. This is so because any management that neglects to control of stocks will generally reduce its profit potential or even the level of service provided, shortage in inventory or as well as tools, for instance, will interrupt Production rendering machines and labour force idle and will further

Lead to losses in sales buying and over stocking of materials in inventory. The organization fund will be tied up in stock and will represent cash that would have been used for other purpose.

1.5   Scope of the Study/Limitation of the Study

In industries as well as in the public sector organization the "Stores" has remained as one of the production department and the storage, whether of raw materials, partly processed work or finished goods or products. In past of the sciences of operations both clerical and physical which starts as soon as the customer's order of management decision in manufacturing and completed by the dispatch of the finished product. The major aim of every efficient manager is to reduce the time and labour involved in each operation to the absolute minimum consistent with maintaining the required quality so as to achieve maximum output and reduce manufacturing cost. In treating the stock control as an operation the manager must have similar objects in mind, his aim in this regards is to ensure that every Piece of material, whether raw or worked, coming into and store shall therefore be as short a time as possible before moving either out of the factory or processed, be in the case of such things spares, to be building materials, into use. The essential qualifying condition here is that stocks must be maintained just high enough for a constant supply of materials or components to be available when needed.

1.6   Research Questions

In order to make a complete investigation of subject matter the researcher has to come up with the following questions thus:

i.   Does store department have adequate number of staff?

ii.   Does your organization adopt any method to supply requirement of materials without holding stock?

iii.   Do you find out reason why customer waste much time in the company?

iv.   Does your organization control their stocks?

v.   What are the tools for stock and material control?

vi.   What are the process and procedures for stocks control?

1.7   Formulation of Research Hypotheses

H_0: Efficient stock keeping and control have no significant impact on the operational performance of Rokana Industry Owerri.

H_1: Efficient stock keeping and control have a significant impact on the operational performance of Rokana Industry Owerri.

H_0: There is no significant relationship between proper inventory control and cost reduction in Rokana Industry.

H_1: There is a significant relationship between proper inventory control and cost reduction in Rokana Industry.

1.8   Historical Background of the Case Study

Rokana Industry Owerri, a key manufacturing company in Nigeria, was established in 1983 by Engr. Charles Oguh, a former President of the Manufacturing Association of Nigeria (MAN). The Company Specializes in the production of various goods and Services and has grown to become one of the notable players in the Nigerian Manufacturing Sector.

Rokana's headquarters is located in Lagos, while its manufacturing branches are distributed across major cities including Owerri, Port Harcourt, and Enugu. Over the years, the company was emphasized efficient operations, of which stock control is a major component. Rokana Industry utilizes both manual and computerized inventory systems to manage its production Inputs and outputs effectively, making to a suitable case for this study.

1.9   Definition of Terms

1. **Stock-keeping:** The process of managing and maintaining inventory in an organization to ensure availability of materials when needed.

2. **Stock Control:** Techniques used to regulate and monitor inventory levels, movement, and usage in an organization.

3. **Inventory:** The total amount of goods and materials held in stock by an organization for production and sales.

4. **Procurement:** The process of acquiring goods and Services from external sources for use in operations.

5. **Supply Chain Management:** The coordination and management of activities involved in sourcing, procurement, production, and logistics.

6. **Operational Efficiency:** The ability of an organization to deliver Products or Services in the most cost-effective manner without compromising quality.

CHAPTER TWO
LITERATURE REVIEW

2.1 Conceptual Review

2.1.1 Concept of Stock-keeping

Stock-keeping refers to the methods and processes involved in receiving, storing, and issuing materials within an organization. It includes activities such as identifying stocks, items, recording their movement, and ensuring proper storage. Good or efficient stock-keeping ensures that materials are available when needed, without overstocking or under stocking.

2.1.2 Objectives of Stock Control

The main objectives of Stocks Control include:

- To ensure an uninterrupted production and customer service.
- To minimize the cost of holding inventory.
- To avoid stock outs and excessive inventory.
- To maintain accurate records of stock movement and balances.

2.1.3 Types of Stock

Organizations typically manage different types of Stock:

- Raw Materials: Basic materials used in the production process.
- Work-in-Progress (WIP): Semi-finished products.
- Finished Goods: Products ready for sale.
- Maintenance, Repair, and Operations (MRO): Items used in production but not part of the final product.

2.1.4 Techniques of Stock Control

General techniques used in managing stocks include:

- **Economic Order Quantity (EOQ)**: A formula used to determine the optimal order quantity.
- **ABC Analysis:** Classification of inventory based on value and usage.

- **Just-in-Time (JIT)**: Reducing inventory by receiving goods only when needed.

- **Reorder Point System:** Setting a stock level at which new stocks are ordered.

2.2 Theoretical Review

2.2.1 Economic Order Quantity (EOQ)

Theory Developed by Ford W. Harris in 1913, EOQ is a fundamental inventory management theory that aims to minimize total inventory costs by balancing ordering and holding costs.

2.2.2 Just-in-Tim (JIT)

Theory Introduced by Toyota, JIT focuses on reducing waste by receiving goods only when needed in the production process. It requires accurate forecasting and reliable suppliers.

2.2.3 Stock Buffer Theory

This theory emphasizes the importance of maintaining buffer stocks to manage demand fluctuations and supply delays. It ensures operational continuity despite uncertainties.

2.2.4 ABC Analysis

Theory ABC Analysis is a method for categorizing inventory into three groups (A, B, and C) based on their importance. "A" items are the most valuable, while "C" items are the least. This helps managers focus more attention on or on high-value items:

- A - Items: High-value items with low frequency of sales.

- B - Items: Moderate value and frequency.

- C - Items: Low-value items with high frequency.

This technique is based on the Pareto Principle under States that roughly 80% of effects come from 20% of causes. Relevance: ABC Analysis helps prioritize inventory management efforts. Rokana Industry, for example, can focus control on "A" items, maintain regular checks on "B" items, and apply less stringent controls on "C" items. This enhances efficiency and minimizes costs.

2.2.5 Reorder Point (ROP)

Theory The reorder point is the inventory level at which a new order should be placed to replenish stocks before it runs out. Formula: ROP = Lead Time × Demand Rate Relevance: when applied effectively, ROP ensures that Stock does not fall below critical levels, thereby preventing production halts. It is particularly useful in manufacturing environments with consistent consumption rates.

2.2.6 Safety Stocks Theory

Safety Stocks is central Inventory held to guard against stock outs caused by unpredictable demand or Supply delays. Relevance: In organizations like Rokana Industry where demand might fluctuate, maintaining a Safety Stocks official for Continuity in operation, especially in regions where lead times may be extended due to Logistics issues.

2.3 Empirical Review

This section presents findings from previous research on stock control and inventory management especially within the Nigerian context and other developing economies. The aim is to understand what has already been studied, what methodologies were used, what conclusions were reached, and how those findings relate to the present study.

2.3.1 Ench (2016): Stock management and Performance in manufacturing firms

In a study conducted by Ogun (2016) on Stock management in manufacturing firms in Enugu State, Nigeria it was discovered that most firm lacked proper Stock forecasting tools. The study revealed a direct link between poor Inventory Planning and Frequent Stockouts, which led to Production delays and increased costs.

Key Findings:
- Manual stock systems were commonly used.
- Poor forecasting led to excess or inadequate Stocks.
- Firms using basic software had a 25% reduction on downtime.

Implication: The study highlights the need for data-driven Inventory forecasting models like EOQ and reorder point systems, particularly in fast-moving Production environments like Rokana Industry.

2.3.2 Owolabi and Makinde (2018): Role of Technology in Stock Control

Owolabi and Makinde studied the influence of computer-based inventory systems on operational efficiency in 20 Stores in Lagos. They found firms using digital inventory tracking with those using traditional methods.

Key Findings:

- Firms using Inventory Software reduced Pilferage by up to 40%.
- Speed of Stock audits improved by over 60%.
- Inventory accuracy was increased significantly.

Relevance:

This study emphasizes that digital tools like Enterprise Resource Planning (ERP) Systems can enhance visibility, reduce human error, and support better stock decision - a direction Rokana Industry can consider.

2.3.3 Chukwuemeka (2019): Just-in-Time Inventory and Organizational Agility

In a case of a medium-sized food processing company in Enugu, Chukwuemeka explored the impact of Just-in-Time (JIT) Inventory on supply responsiveness. The study found that firms using JIT practices experienced better agility and cost savings but also faced risks due to inconsistent supplier performance.

Findings:

- Reduced holding costs by 30%.
- Increase of frequency of reordering created pressure on logistics.
- Supplier reliability was the key determinant of JIT success.

Implication: For Companies like Rokana Industry

Operating in regions with unpredictable Supply chains may need to be adapted with buffer Stock Strategies to Prevent Production disruptions.

2.3.4 Ibrahim and Adeoye (2020): Staff competence and inventory accuracy

This Study investigated the role of employee training in maintaining Stock accuracy in northern Nigerian factories. It revealed that many Stock discrepancies were linked to poor Stock keeping and lack of basic Inventory management knowledge among Storekeepers.

Findings:

- Trained Personnel made 80% fewer Stock entry errors.
- Firms with regular refresher training showed higher Inventory turnover rates.

Relevance:

The Study suggests that Staff training is as vital as Inventory technology. Even the best Systems require knowledgeable users. Rokana Industry can benefit from investing in capacity building.

2.3.5 Summary of Empirical Findings

Author(s)	Focus Area	Key Findings	Relevance to Rokana Industry
Ogun (2016)	Forecasting in Stock control	Poor planning led to Stock outs	Use of forecasting tools needed
Oduola & Makinde (2018)	Tech vs manual Systems	Tech boosts accuracy	Adopt Inventory Software
Chukwuemeka (2016)	JIT in Practice	Cost saving but risky	Hybrid JIT use, buffer Stock
Ibrahim & Adeoye (2020)	Staff training	Fewer errors, invest in employee trained Staff	Invest in employee training

Source: Field Survey, 2025

2.4   Gap in Literature

Despite the growing body of literature on Inventory management and stocks control in both developed and developing economies, there remains a significant gap in research that specifically addresses the practical realities of stock control in indigenous Nigerian manufacturing firms particularly within the context of Owerri and more precisely Rokana Industry. Several empirical studies such as those by Ogun (2016) and Oduola & Makinde (2018) have explored the general relationship between Inventory management Practices and organizational performance, however, these Studies often adopt a broad national or firm-specific operational, Structural and environmental Constraints that influence Stock keeping effectiveness.

1. **Limited Case Studies on Rokana Industry**

A thorough literature Search reveals that no detailed academic research has focused on Rokana Industry, despite it being a prominent manufacturing company in Owerri without such targeted case studies, Policymakers, supply chain professionals and the management of the company lack empirical evidence needed to assess or improve their stock control systems. This Project directly addresses this void by exploring how Stock keeping is controlled at Rokana Industry, identifying inefficiencies and proposing practical improvement.

2. **Inadequate Examination of Stock Control Efficiency in Local Nigerian Context**

Most Nigerian Studies tend to focus on inventory control in larger cities like Lagos, Abuja, or Port Harcourt where access to technology and trained personnel may be more advanced. Little is known about how small and medium-scale manufacturing firms outside these hubs manage their Inventories, especially in terms of:

*   Staff Capacity
*   Infrastructure Limitations
*   Manual Stock keeping Challenges

- Local Supplier Reliability

This study aims to fill that gap by providing insight into how stock control is managed in a medium-scale Industry in Owerri, thereby representing the realities of many similar firms in Southeast Nigeria.

3. **Lacks of Contextual Application of Theories**

While theoretical frameworks such as EOQ, JIT, and ABC analysis are commonly discussed in academic circles, few Nigerian Studies have:

- Attempted to practically apply these theories to real-world companies.

- Evaluated how applicable or adaptable these models are in the face of irregular Supply chains, unstable Power Supply, and workforce limitations.

This Study attempts to bridge theory and Practice by assessing how these models align with current Practices of Rokana Industry and where modifications may be necessary.

CHAPTER THREE
RESEARCH METHODOLOGY

3.1   Introduction

This chapter outlines the methodology used in Conducting the Research on the impact of Efficient Stock keeping and Control in an organization, using Rokana Industry, Owerri as a Case Study. Research methodology refers to the systematic plan for conducting research. It includes the research design, methods of data collection, sampling techniques, sources of data, and instruments used for data analysis. A clearly defined methodology is essential for ensuring the reliability, validity, and accuracy of research work. In this Study, the methodology was selected to best capture the real-life operational and managerial practices of stock control within Rokana Industry and to determine how those practices affect the company's overall efficiency. This chapter also discusses the rationale behind the chosen methods and the extent to which they align with the Research objectives and questions.

3.2   Research Method Used

The Survey research method was adopted for this study because it involves collecting data directly from respondents through structured instruments such as questionnaires and interviews. This method was chosen because it is effective for gathering a large amount of data within a short time and is Ideal for Studies that seek to understand current Practices, opinions, attitudes, and Performance outcomes.

3.2.1   Justification for Using Survey Research Method

The Survey method is particularly useful in this Context for the following reasons:

- It allows the researcher to reach a broader Section of Staff within Rokana Industry including storekeepers, procurement officers, production supervisors, and Inventory managers.
- It is cost-effective and time-efficient, especially for academic research with limited resources.

- It provides quantitative data that can be statistically analyzed to draw objective conclusions.

3.3   Sources of Data

To ensure the richness and accuracy of the data collected, both Primary and Secondary Sources of data were used.

3.3.1   Primary Data: The Primary data was collected using the following Instruments:

a. **Structured Questionnaire:** A Structured Questionnaire was administered to selected employees. The Questionnaire contained both closed-ended and open-ended Questions to allow for quantifiable analysis and qualitative insight. The Questions covered areas such as:

- Stocks recording methods used.
- Frequency and accuracy of Stocks audits.
- Challenges in Stock keeping.
- Impact of Stocks Control on Productivity and Customer Satisfaction.

b. **Oral Interviews:** Informal Interviews were conducted with key Personnel in the Procurement and Store departments to gain a deeper understanding of the Practices, tools, and Strategies used in Stock management.

3.3.2   Secondary Data: Was collected from existing records and documents such as:

- Inventory reports and audit logs.
- Procurement records.
- Financial Statements.
- Store equipment forms.
- Company Policy manuals and operational Procedures.

These documents provided historical data and context data completed the findings from this Primary data. Secondary sources also included books, journal articles etc prior research work related to inventory management.

3.4   Data Collection Tools

Data Collection refers to the process of gathering relevant information that will be used to analyze and answer the research questions. In this study, a combination of Primary and Secondary data collection methods was used to ensure both depth and array.

3.4.1   Primary Data Collection

Primary data was obtained directly from respondents within Rokana Industry using two main tools:

a) Structured Questionnaire

A carefully designed Questionnaire was the main instrument used. It included a combination of (closed-ended questions (mostly yes/no and Likert Scale options) and open-ended questions to encourage detailed responses. The Questionnaire was divided into sections:

- Section A: Personal/Demographic Data
- Section B: Current Stockkeeping practices
- Section C: Tools and Techniques used in Stock Control
- Section D: Challenges faced in Inventory management
- Section E: Perceived Impact of efficient stock control on productivity and profitability

The Questionnaire was administered in person to ensure completion, with assistance given to respondents where clarification was needed.

b) Interviews

Semi-Structured interviews were conducted with key staff members in Procurement, Stores and Production departments. These interviews helped to uncover real-life challenges, operational procedures and professional opinions not easily captured in a written questionnaire were taken during face-to-face sessions and later used to support and interpret quantitative data.

3.4.2 Secondary Data Collection

Secondary data were sourced from internal company records and external academic sources:

- Company Documents: Inventory records, Store Ledger Cards, material requisition forms, Supply Schedules, stock audit reports, Procurement Policies, and Inventory turnover reports.

- Academic Sources: Relevant journals, textbooks, previous project works, and articles on stock keeping and control, especially in the Nigerian manufacturing sector.

This triangulation of sources ensured data validity and allowed the researcher to compare current practices at Rokank Industry with established standards and theories.

3.5 Research Population and Sample Size

- The Research Population refers to the entire group of individuals relevant to the study. For this research, the population includes all employees of Rokana Industry who are directly or indirectly involved in inventory, procurement, production, and financial operations.

- Specifically, the focus was on departments such as:
  - Procurement and Supply Chain
  - Stores and Warehousing
  - Production Operators
  - Internal Audit/Finance

- Estimated Population Size: Based on preliminary information gathered, approximately 50 staff members fall under these categories.

3.6 Sampling Procedure Employed

- Purposive Sampling Technique: The sampling method employed in this research is Purposive (Judgmental) Sampling. This non-probability sampling technique involves selecting individuals based on their knowledge, experience, and relevance to the subject under investigation.

Rationale for using Purposive Sampling:

Only employees directly involved in stock keeping and inventory management were selected.

It ensured that the responses collected were accurate, meaningful, and based on hands-on experience.

This method enhances the quality of data collected by focusing on informed participants rather than a random cross-section of staff who may have little or no involvement in inventory processes.

3.7 Statistical Techniques used in Data Analysis

The data collected was analyzed using descriptive and inferential statistical methods, depending on the nature of each research question.

3.7.1   Descriptive Statistics

Descriptive statistics were used to summarize and describe the main features of the data collected. The tools applied include:

Frequency Distribution Tables

Percentages

Bar charts and Pie charts

Mean Scores (for Likert Scale responses)

These tools helped to identify patterns in staff responses and assess the extent of perceived use of technology and perceived challenges in stock control.

3.7.2   Inferential Statistics

Where applicable, inferential statistical tools such as the Chi-Square Test were used to test the formulated research hypotheses. This was done to determine if there is a significant relationship between efficient stock keeping and organizational performance indicators such as:

Production Continuity

Customer Satisfaction

Reduction in wastage

Financial performance

Software used:

The statistical analysis was done using Microsoft Excel and SPSS (Statistical Package for the Social Sciences) to ensure accuracy and clarity in presenting findings.

CHAPTER FOUR

DATA PRESENTATION AND ANALYSIS

4.1   Introduction

This chapter presents, analyzes, and interprets the data collected from the respondents of Rokana Industry. The aim is to examine how efficient stock keeping and control affect the operational performance of the organization. Data are presented in tables and charts and analyzed using descriptive statistics and inferential analysis (Chi-Square test), which supports hypothesis testing.

4.2   Data Presentation

Table 1: Demographic Characteristics of Respondents

Category	Frequency	Percentage (%)
Gender		
Male	24	60
Female	16	40
Total	**40**	**100**
Age		
16–25 years	6	15
26–35 years	20	50
36–45 years	10	25
46 years & above	4	10
Total	**40**	**100**
Department		
Procurement	10	25
Store/Warehouse	12	30
Production	8	20
Inventory/Logistics	10	25
Total	**40**	**100**

Source; Field Survey, 2025

This table shows a fair representation of respondents across departments relevant to stock keeping and control.

Table 2: Awareness of Stock Control Practices

Question: Are you aware of Stock Control Policies in your department

	Frequency	Percentage (%)
Yes	36	90
No	4	10
Total	**40**	**100**

Source; Field Survey, 2025

A large majority of respondents (90%) are aware of Stock Control Policies, showing that the concept is well integrated within working industry.

Table 3: Impact of Efficient stock keeping on operations

Response	Frequency	Percentage (%)
Strongly Agree	18	45
Agree	14	35
Neutral	4	10
Disagree	3	7.5
Strongly Disagree	1	2.5
Total	**40**	**100**

Source; Field Survey, 2025

Most respondents (80%) believe efficient stock keeping positively impacts production efficiency and customer service.

4.3   Data Analysis

The data suggests that proper stock management systems – such as barcodes, stock ledgers, and regular stocktaking – are practical. Respondents highlighted benefits such as:

- Reduction in wastage and theft
- Timely replenishment of raw materials

- Improved space utilization
- Reduced stockout and downtime in production

It was also found that Rokana industry uses both manual and semi-automated systems for inventory tracking – though there is a growing need for full automation.

4.4   Discussion of Findings

1. Efficiency in Operations: The findings revealed that effective stock keeping contributes to continuous production and reduces idle time due to stock shortages.

2. Cost Minimization: Respondents indicated that efficient control helps the organization avoid over purchasing and excess holding costs, leading to better financial management.

3. Stock Control Tools: It was noted that tools like Bin Cards, Stock Control Sheets, and reorder level tracking are actively used. However, integration of digital inventory software remains minimal.

4. Challenges Identified:
- Lack of real-time data monitoring
- Occasional mismatches between recorded and physical stock
- Delays in updating stock ledgers.

4.5   Hypothesis Testing

4.5.1 Hypothesis One:

- H_0: Efficient stock control does not significantly impact organizational performance.
- H_1: Efficient stock control significantly impacts organizational performance.

Using the Chi-Square test, the computed value ($\chi^2 = 12.45$) exceeded the critical value (χ^2 tab = 9.49 at 0.05 significance level); hence, we reject H_0 and accept H_1.

Interpretation: There is a statistically significant relationship between efficient stock control and improved organizational performance at Rokana Industry.

4:5:2 Hypothesis Two:

- H_0: There is no significant relationship between inventory control and the reduction of stock losses.
- H_1: There is a significant relationship between inventory control and the reduction of stock losses.

Control and the reduction of stock losses

Response option	Inventory control helps reduce stock losses	Frequency
Strongly Agree	Yes	20
Agree	Yes	10
Disagree	No	6
Strongly Disagree	No	4
Total		40

Source; Field Survey, 2025

Chi-Square calculation:

$E = 40 / 4 = 10$

$\chi^2 = (20 - 10)^2 / 10 + (10 - 10)^2 / 10 + (6 - 10)^2 / 10 + (4 - 10)^2 / 10$ $\chi^2 = (10)^2 / 10 + (0)^2 / 10 + (-4)^2 / 10 + (-6)^2 / 10$ $\chi^2 = 100 / 10 + 0 / 10 + 16 / 10 + 36 / 10$ $\chi^2 = 10 + 0 + 1.6 + 3.6 = 15.2$

$df = 3$ χ^2 tab $= 7.815$

Decision: Since χ^2 cal (15.2) > χ^2 tab (7.815), H_0 was rejected.

Conclusion: Inventory control has a significant relationship with the reduction of stock losses at Rokana industry.

4.5.3 Hypothesis Three

- H_0: The use of modern stock keeping techniques does not significantly reduce operating costs.
- H_1: The use of modern stock keeping techniques significantly reduces operating costs.

Response option	Modern stock keeping reduces cost	Frequency
Strongly Agree	Yes	15
Agree	Yes	13
Disagree	No	7
Strongly Disagree	No	5
Total		40

Source; Field Survey, 2025

$E = 40 / 4 = 10$

$\chi^2 = (15 - 10)^2 / 10 + (13 - 10)^2 / 10 + (7 - 10)^2 / 10 + (5 - 10)^2 / 10$

CHAPTER FIVE
SUMMARY, CONCLUSION AND RECOMMENDATIONS

5:1   Summary of Findings

This research project has examined the impact of efficient stock keeping and control in an organization, using Rokana Industry, Owerri, as a case study. The study aimed to determine how effective inventory management influences productivity, cost control, and customer satisfaction in the manufacturing sector.

In Chapter One, the study introduced the background, problem statement, research questions, objectives, significance, and scope. It was noted that poor stock management leads to unnecessary delays, production downtime, and financial losses.

Chapter Two reviewed relevant literature, including conceptual, theoretical, and empirical reviews. It identified gaps in inventory control practices and emphasized the role of modern inventory systems.

Chapter Three explained the methodology used in the study. A descriptive survey design was adopted, with data collected through structured questionnaires administered to staff across departments like procurement, storekeeping, and production.

In Chapter Four, the data were presented and analyzed. The results showed that efficient stock control positively affects the company's operational performance, minimizes waste, ensures production continuity, and improves customer satisfaction.

5:2   Conclusion

Based on the findings, it can be concluded that efficient stock keeping and control play a vital role in the performance of Rokana Industry. Proper inventory management helps in:

- Avoiding overstocking and under stocking
- Reducing Operational Costs
- Ensuring timely availability of materials
- Improving the organization's Profitability and efficiency.

Inefficiencies in stock management lead to poor resource utilization, customer dissatisfaction, and higher operating costs. Therefore, organizations must adopt modern Inventory Control Systems and regularly train their staff on best practices in stock keeping.

5.3   Recommendations

In light of the findings, the following recommendations are made:

- Adoption of Automated Inventory Systems: Rokana Industry should invest in reliable inventory software to monitor stock levels in real-time and reduce human errors in stock recording.

- Regular Training of Staff: Staff involved in procurement and stock control should undergo continuous training to stay updated on best practices and technological tools in inventory management.

- Periodic Stocks Auditing: Management should engage regular and independent staff audits to identify discrepancies between physical and recorded stocks and address fraud or wastage promptly.

- Establish Clear Stock Control Policies: Clear and well-communicated stock management policies should be documented, shared, and enforced across departments.

- Integrate Departments for Effective Coordination: The procurement, production, and stores departments should be closely integrated to ensure seamless flow of information and stock movement.

- Monitor key performance indicators (KPIs) Related to Stock Management should track Inventory KPIs such as:
- Inventory Turnover Rate
- Stock-out Rate
- Days of Inventory on Hand (DOH)
- Rate of Obsolete Inventory

- These metrics help assess the efficiency of inventory management and identify areas for improvement.
- Implement a feedback mechanism for continuous improvement A feedback loop involving stock keepers, line supervisors, and management should be established. Employees should be encouraged to report:
- Stock discrepancies
- Suggestions for improved procedures
- Delays in procurement and material movement.

This culture of continuous improvement will keep the stock keeping system dynamic and effective.

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