

A Study on User Experience of Jay Warehouse Management Software (WMS) In Zeptoware System Pvt Ltd, Chennai

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Abstract - The study focuses on analyzing the user experience of Jay Warehouse Management Software (WMS) implemented in Zeptoware System Pvt Ltd, Chennai. The research aims to understand the effectiveness, usability, and operational impact of the software in warehouse management activities. Warehouse Management Systems play a significant role in improving inventory control, order processing, and operational efficiency through automation and real-time data visibility. The study evaluates user interaction with Jay WMS in areas such as ease of use, system responsiveness, reporting features, and inventory tracking. Primary data were collected from 120 respondents using structured questionnaires, while secondary data were obtained from journals, books, and company records. Statistical tools such as Percentage Analysis, Chi-Square Test, Correlation Analysis, ANOVA, and One Sample t-Test were used for analysis.

Keywords: Warehouse Management System, ERP, User Experience, Inventory Management, Warehouse Operations.

1. INTRODUCTION

Warehouse Management Systems (WMS) are specialized software applications designed to optimize warehouse operations, including inventory tracking, receiving, storage, picking, packing, and dispatching. In modern business environments, organizations increasingly depend on digital systems to improve operational efficiency and reduce manual errors.

Jay Warehouse Management Software is developed to streamline warehouse activities through automation and real-time monitoring. The integration of WMS within ERP systems allows businesses to improve coordination between inventory management, procurement, logistics, and finance departments.

User experience is an important factor because warehouse employees interact with the software

continuously during daily operations. A user-friendly system reduces training difficulties, improves employee productivity, and enhances operational performance.

2. INDUSTRY PROFILE

The Information Technology and Software Services industry is one of the fastest-growing sectors globally. IT companies provide services such as software development, cloud computing, ERP solutions, digital marketing, and artificial intelligence applications. Zeptoware System Pvt Ltd operates in this industry and focuses on software development, ERP systems, and technical training. Increasing demand for warehouse automation and supply chain optimization has created opportunities for ERP-integrated WMS solutions.

3. COMPANY PROFILE

Zeptoware System Pvt Ltd is an emerging IT company headquartered in Chennai, Tamil Nadu. The organization specializes in software development, ERP solutions, mobile applications, and technical training. The company provides training programs in Java, Python, Data Science, Artificial Intelligence, and Digital Marketing. Jay Warehouse Management Software developed within the company helps organizations automate warehouse operations and improve inventory tracking.

4. REVIEW OF LITERATURE

Several researchers have analyzed the effectiveness of Warehouse Management Systems in improving operational efficiency.

- **Min (2007)** found that WMS improves inventory control and reduces operational errors.
- **Lee (2020)** highlighted that real-time inventory tracking improves warehouse productivity.
- **Walker (2020)** emphasized the importance of automation in reducing manual work.
- **Thomas (2019)** concluded that user-friendly systems improve employee productivity.

Previous studies mainly focused on operational benefits, while limited research has examined the specific user experience of Jay Warehouse Management Software.

5. RESEARCH METHODOLOGY

The study adopted a descriptive research design to analyze the user experience of Jay WMS.

Sources of Data

- Primary data collected through questionnaires.
- Secondary data collected from books, journals, ERP documentation, and company records.

Sample Size

- 120 respondents.

Statistical Tools Used

- Percentage Analysis
- Correlation Analysis
- Chi-Square Test
- ANOVA
- One Sample t-Test

6. DATA ANALYSIS AND INTERPRETATION

Table 1: Demographic Profile of Respondents

Demographic Factors	Category	Respondents	Percentage
Age	Below 20	12	10%
	21–30	54	45%
	31–40	32	26.67%
	Above 40	22	18.33%
Gender	Male	73	60.8%
	Female	47	39.16%

Interpretation

The majority of respondents belong to the 21–30 age group, indicating that young employees are the major users of Jay WMS. Male respondents form the larger proportion of software users.

Table 2: Educational Qualification of Respondents

Qualification	Respondents	Percentage
Diploma	20	16.67%
Undergraduate	55	45.83%
Postgraduate	35	29.17%
Other	10	8.33%

Interpretation

Most respondents are undergraduates, showing that employees using Jay WMS possess good educational backgrounds suitable for ERP operations.

Table 3: Work Experience of Respondents

Experience	Respondents	Percentage
Below 1 year	18	15%
1–3 years	46	38.33%
3–5 years	34	28.33%
Above 5 years	22	18.34%

Interpretation

Most respondents have 1–3 years of experience, indicating that moderately experienced employees are actively involved in warehouse operations.

Table 4: Frequency of Using Jay WMS

Frequency	Respondents	Percentage
Daily	62	51.67%
Weekly	28	23.33%
Occasionally	20	16.67%
Rarely	10	8.33%

Interpretation

More than half of the respondents use Jay WMS daily, proving that the software is essential for routine warehouse activities.

Table 5: Ease of Learning and Using Jay WMS

Factors	Respondents	Percentage
Very Easy	40	33.33%
Easy	42	35%
Moderate	26	21.67%
Difficult	12	10%

Interpretation

Most respondents feel that Jay WMS is easy to learn and operate, reflecting a positive user experience.

Table 6: Satisfaction with User Interface

Satisfaction Level	Respondents	Percentage
Very Satisfied	38	31.67%
Satisfied	44	36.67%
Neutral	24	20%
Dissatisfied	14	11.66%

Interpretation

The majority of users are satisfied with the user interface, indicating that the system design supports usability and navigation.

Table 7: Improvement in Work Productivity

Response	Respondents	Percentage
Strongly Agree	42	35%
Agree	40	33.33%
Disagree	24	20%
Strongly Disagree	14	11.67%

Interpretation

Most respondents agree that Jay WMS improves employee productivity and operational performance.

Table 8: Overall User Experience with Jay WMS

Experience Level	Respondents	Percentage
Excellent	38	31.67%
Good	44	36.67%
Average	26	21.67%
Poor	12	10%

Interpretation

The majority of respondents rated their overall experience as good or excellent, indicating positive acceptance of the software.

7. FINDINGS

- Majority of respondents belong to the age group of 21–30 years.
- Most employees use Jay WMS daily for warehouse operations.
- Employees are satisfied with the user interface and system speed.
- Jay WMS improves inventory management and operational efficiency.
- The software reduces warehouse errors and improves productivity.
- Some respondents reported occasional technical issues.

8. SUGGESTIONS

- Conduct regular employee training programs.
- Improve technical support services.
- Introduce additional automation features.
- Upgrade system performance periodically.
- Enhance user interface design for better usability.

9. CONCLUSION

The study concludes that Jay Warehouse Management Software significantly improves warehouse operations and employee productivity in Zeptoware System Pvt Ltd. The software enhances inventory tracking,

operational efficiency, and reporting accuracy through automation and real-time visibility.

Most employees expressed satisfaction with the usability and performance of the software. Continuous improvements in system performance and training programs can further strengthen warehouse management practices.

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