

Abstract

In the Logistics field in Sri Lanka, especially in the western province, there is Resistance from the relevant warehouse manager or procurement manager, or IT manager, and especially the owners of small Logistics companies that a warehouse management system is required or not. To identify their mindsets towards the improved warehouse management system, the necessary objectives are organized to see the constraint and how such constraints are influential on a proper warehouse management system. As a literature review, a cost-related constraint, human-related constraint, organizational related constraint, environment-related constraint, Technology related constraint are used as independent variables of this study. As the dependent variable of the study, the warehouse management system is used. As the sample for in the quantitative study, 242 warehouse managers and IT managers were selected using the convenience sampling method, while for the qualitative study eight numbers of them were selected using the judgmental sampling method, as the industry experts. As the data collection method, the primary semi-structured questionnaire method is used for the quantitative study while for the qualitative study it uses the Interview method and focused group studies. Quantitative assessment was conducted by using a linear regression model with the help of SPSS 21 while the thematic approaches were used in the qualitative study. At the end of the study, it found normal all the tests were up to the standard, sample adequacy was in a required range, reliability was up to the required level, validity was measured by using convergent and discriminatory and they are up to the standard, the goodness of fitness was estimated and it's secured the required level and finally, the model fit states that 'real set of independent variables are selected to observe the changes of the dependent variable. Finally, other than human-related factors the constraints such as costs-related constraints or economic-related constraints, organization-related constraints, technological-related constrained, became significant factors to influence the warehouse management system. However as the concluding remarks due to certain economic factors such as carrying cost, investment, and high capital cost, and fear of information leak into the competitors and basically, in organizational controllable factors, the resistance is there from the manager.

Keywords: cost-related constraint, human-related constraint, organizational related constraint, environment-related constraint, technology related constraints