

# **EFFECT OF CUSTOMER RETENTION ON ORGANIZATIONAL PERFORMANCE**

**(A STUDY OF G.T.B PLC ILORIN KWARA POLY BRANCH, ILORIN.)**

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## **CERTIFICATION**

This is to certify that this project has been completed, read through and approved as meeting part of the requirements of the Department of Business Administration and Management, Institute of Finance and Management Studies, Kwara State Polytechnic for the Award of Higher National Diploma in Finance Management Studies.

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## **DEDICATION**

I dedicated this project to Almighty Allah, the creator of the heaven and the earth, who gave me knowledge and wisdom. Also, to my parent Mr. and Mrs. Adeniran who is behind my every success and achievement.

## **ACKNOWLEDGEMENT**

All glory, honour, praise and thanks giving be unto Almighty Allah for His unspeakable joy, grace, wisdom knowledge and understanding giving unto me to successfully complete this project.

I am grateful to my family whose wisdom, prayers, love and support has pushed me through this journey. To my mother, Mrs Hamid Rukayat ayodeji who was a great influence in me starting this path of technology, I say a big thank you and I hope this project stands as a testament to your work. To my Father Mr Hamid and my siblings Hamid Rashidat Omowumi, Hamid Muhammad Olaruwaju and Hamid Sulieman who never left my side I am eternally grateful

I would like to say a big thanks to the lectures, and staff and my course mate and the one who have really support me, to my male friend Victor Amoo iremide thanks for all you do

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To the community friends who have been with me and grounded me properly, I say a big thanks to you all , I extend my heartfelt gratitude to my own friend like a blood Kareem Taofeekat omolara thank you for your love, guidance, word of encouragements may she reach the Pinnacle of her career, may Allah reward you Abundantly I will not be here without your support and wisdom

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## **CHAPTER ONE**

### **INTRODUCTION**

#### **1.1 Background to the Study**

Entrepreneurship is considered a major contributing factor to sustainable economic development and poverty alleviation in developing Countries, including Nigeria.

Entrepreneurs clip is the creation of extraction of economic value. it is viewed as change, generally entailing risk beyond what is normally encountered In Starting a business. Entrepreneurship is the ability to transform the world by solving big Problems like bringing about social change or creating an Innovative produce that challenges the status quo of how, we live our lives on a daily basis.

Entrepreneurship development contributes to poverty reduction when it creates employment through the start Up of new entrepreneurship or the expansion of existing ones and they increases social wealth by creating new markets, new industries, new technology, new Institutional forms, new jobs and net Increases in real productivity. Increase Income which culminates in higher standards of living for the population, then it is logically to state that if the number of entrepreneurs of any given Country Increase, the poverty indicators will decreases.

Record's showed that many scholars have written on entrepreneurship development and its potency to generate employment in many nations of the world. Adesumo (2002) said that entrepreneurship activities have been found to be capable of making positive Impacts on the economy of a nation and the quality of life of the people.

Entrepreneurship constitutes the cycle of activities from the Conception of Investment opportunity to successfully transform the activities. Into the viable business reality. The various activities that encompass the concept of entrepreneurship are:

- i. Innovation for the product/services idea or look for the opportunity for the new product by scanning the environment
- ii. Product feasibility analysis
- iii. Planning and organizing for the setting for the manufacturing unit
- iv. Arrangements for finance, technical know how locating raw materials etc.
- v. Successful implantation of the project
- vi. Efficiency managing the unit.

Poverty means the lack of income or shortage of assets; the lack of competence, confidence, dismantle is also common to speak of an poor understanding or

culture, or spirit. Poverty may arise from low productivity of the households and they face financial constraints and lack of other incentives of entrepreneurship

Alan E. singer in 2006 said that the best cure for poverty alleviation in any region of the world lies in encouraging more on business activity and startup the new ventures through entrepreneurship development.

Entrepreneurship provide a basis for economic change through new knowledge creation and application

Poverty in the face of abundance is now world greatest challenge and major developmental objective is the achievement of equality in the distribution of income and reduction of poverty.

The importance of entrepreneurship in enhancing human capital development in terms of poverty alleviation, employment generation, job creation, wealth creation and economic vitality has given entrepreneurship worldwide recognition. Thus, social entrepreneurship has proven to provide impactful innovation for poverty alleviation

## **1.2 Statement of the Problem**

Unemployment is rampant in Nigeria like other development nations because of mismatch between the need of employers and supply of job – specific human capital produced by tertiary institutions(Simkovic, 2012). According to auditable data at the Nigeria Bureau of Statistics, as at the last quarter of 2015, out of



aneconomic active population (15-65 yrs) of 104-3millions, the laborforces was 75.9millions, Youth population was 36:38million [48% of the total work force?. About 20-7 million (49.63 of work forces) were either unemployed or under employed. These Indices accentuate the need for efficient entrepreneurial development in Nigeria which is crucial for Socio-economic growth, poverty reduction and sustainable development. The current economic recession in Nigeria today tells the whole story: Nigeria to faced white lets it challenges ranging from high rate of poverty youth and graduate unemployment, cover dependent on foreign goods and technology, Insecurity loweconomic growth and development. Poor infrastructural developmentamongothers (Ekwesike, 2012).

The Country has increasing the rate of poverty both of the regions and at the national level, high Unemployment rate, highincome Inequality, low quality human capital,high percentage of population on welfare and high out migration in the face of high economic of statisticsNBS, 2006: 2012). Hence, entrepreneurship is considered as the only way of achieving Industrialization and therefore making conscious efforts for developing Indigenous entrepreneurs as an alternative measure for employment reduction. Despite the fact entrepreneurial development has brought for reaching transformation on the economy, it is skill neglected and therefore constrained to fully develop to its full potential. A small body of knowledge is available from efforts on the impact of entrepreneurship

development on poverty reduction; hence this study, Is an attempt to fill the knowledge gap using Tuyil Pharmaceutical Industry limited Ilorin.

### **1.3 Research Questions**

- i. To what extent can innovation affectwealth creation?
- ii. To what extent can risk taking affect the self-reliance?
- iii. To what extent can pro activeness affect poverty eradication?

### **1.4 Research Objectives**

The main objective of this study is to examine the effect of entrepreneurship development on employment generation. The specific objectives are to:

- i. To examine the effect of innovation onwealth creation
- ii. To determine the effect of risk taking onself-reliance
- iii. To evaluate the effect of pro-activeness on povertyeradication

### **1.5 Research Hypotheses**

Ho1 Innovation has no significant effect on wealth creation

Ho2 Risk taking has no significant effect on the self-reliance

Ho3 Pro-activeness has no significant effect on poverty eradication.

## **1.6 Significance of the Study**

The results of the study would no doubt enable developing countries of the world to improve on the development) needed to be competent and self reliance. The finding of the study would also help to promote quality entrepreneurship and also helps in the formulation of policies that will improve entrepreneurial development in Nigeria.

Also the study will benefit researcher in the field of management and study is alike

## **1.7 Scope of the Study**

The research will focus on entrepreneurship and poverty reduction with reference to Tuyilpharmaceutical industry limited Ilorin.

The intention is to examine the role of Tuyil pharmaceutical industry limited Ilorin in the reduction of poverty and employment development in Ilorin

## **1.8 Definition of Related Terms**

**Entrepreneur:** is the process of an individual who rather than working as an employee, runs a small business and assumes all the risk and reward of a governor Business ventures, idea or goods or services offered for sale. The entrepreneur is commonly seen as the innovator of new ideas and Business processes.

**Entrepreneurship:** is the capacity and willingness to develop organize and manage a business venture along with any of the risks in order to achieve it's

goals. Entrepreneurial spirit is characterized by innovation, risk taking and pro-activeness and is an essential part of nation ability to succeed in an ever changing and increasing competitive global market place.

**Entrepreneurship Development:** is the process of enhancing entrepreneurial skills and knowledge through structured training and institution building programs. it aims to enlarge the base of entrepreneurs to speed up the pace at which new ventures are created. Entrepreneurs to take risks, create solutions and innovate business ideas.

**Poverty Eradication:** it aims to improve the quality of life for those people currently living in poverty. Another term that is often used is poverty reduction. It is accompanied by a number of positive social impacts.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

#### **2.0 Introduction**

Entrepreneurship is a process undertaken by the government to reduce the level of poverty in the economy. It is also encompass creating innovation. Promoting new set of attitudes and culture for the attainment of future challenges (Arogundade, 2011 cited in Ibitoye, Atoyebi&Sufian(2015). Innovation drives Business and productivity. Compensation refers to monetary payment given to an individual in exchange for their services. Innovation on the other hand is the ability to apply new ideas that enable one to approach activities differently in order to achieve better result, it is all about improving on the existing way of doing things through personal initiatives imagination and insight. However a compensation model that encourages innovation should strike a balance between the risks and rewards associated with the work.

Entrepreneurship is not for everyone, in the world a business,there is a great amount of risk and uncertainty that leads many people away from starting a new business venture. The few who do try their hand at a business do so without guarantee of success and often fail many times before finding success. One way entrepreneurs fails and learn is through taking risks. Risk taking is an important practice done by both new business owners and business owners who have made

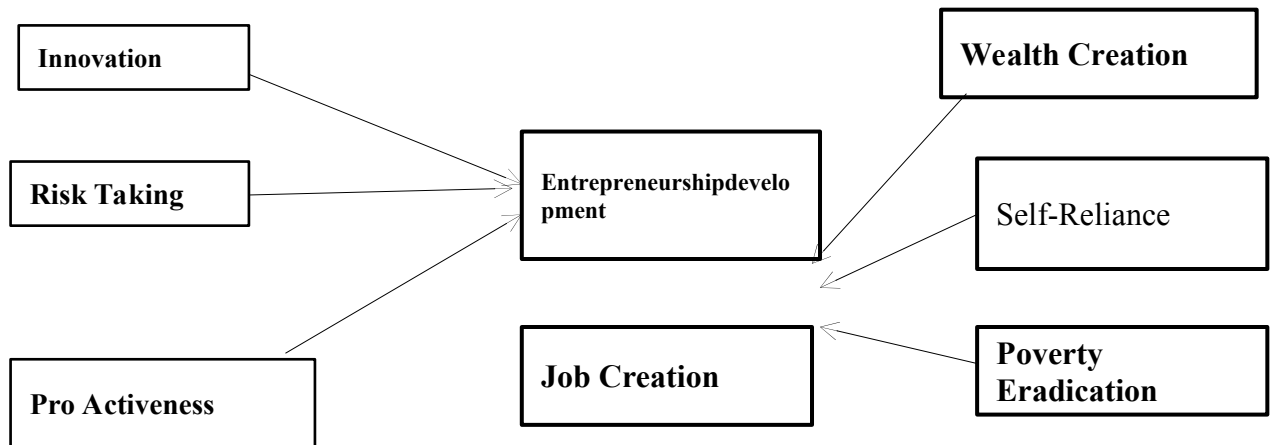
it successfully for years, sometimes even decades. It often leads to success in the long term, and is considered one of the most necessary business practices and even reduces the rate of poverty in a country. Company goals typically represent a company larger purpose and work to establish and end goal for employees to work toward. This, company goals do not have to be specific or have clearly defined actions. Instead, company goals are broad outcomes that the company wishes to achieve.

A proactive worker is employee who thinks ahead .When a problem arises, proactive people look for solutions right away instead of waiting for directions. They always strive for the best possible outcome and put extra thought and effort into each task they complete. proactive behavior involves planning and preparing for upcoming tasks or noticing when others might need help. Team work on the other hand is a key pillar of the industrial revolution, a foundation of modern civilization, loss the division of labor. It helps to develop specialized skills, so that the best person for each task can do it better and faster, so team work make work more efficient which can lead to better productivity, reduces costs, greater profitability and many other benefits

## **2.1 Conceptual Framework**

Based on literature survey, following conceptual framework was developed. This conceptual framework established link between entrepreneurship development and Job creation.

### Conceptual Model



**Source: Researcher's Conceptual 2025**

Entrepreneurship development: this is defined as a process of enhancing the skillets and knowledge of entrepreneurs regarding the development, management and organization of a business venture which keeping in mind the risks associated with it. This is carried out through training program and session which are aimed at accentuating entrepreneurial acumen

### Sub-Variables of Entrepreneurship Development

- Innovation
- Risk taking
- Pro-activeness

**Innovation:** This is the ability to conceive, develop, deliver and scale new products, services, processes and business models for customer. It is also the act

of creating new ideas or methods i.e during something different. Innovation is a word that often is used in the business world and for companies this usually mean something risky, costly and time consuming. Innovation play a key role in introducing novelty to existing product lines or processes leading to increased market share, revenue, and customer satisfaction

**Risk taking:** This is the act of doing something that involves danger or risk in order to achieve a goal. Also it is the process of identifying, evaluating, mitigating, and trying out potential opportunities and strategies that may help you build or grow your business but could also lead to personal or professional loss . Risk taking enables and encourages innovation, which can be an important product/services differentiator. Failed risks aren't always negative, sometimes they provide the most valuable business lessons an entrepreneur can learn.

**Pro-activeness:** This is the act, characteristics or habit of thinking and acting so as to prepare for intervene in, or control expected events, especially negative or challenging ones it consist of high level of opportunity seeking, ideally ahead of competitors and combined with anticipation of future customer demands.

### **Concept of Employment Generation**

It is the process of providing new jobs, especially for people who were previously unemployed or inactive. It is also the process by which the number of jobs in an area by organization is increased.

### **Sub-Variables of Employment Generation**



- i. Wealth creation
- ii. Self-reliance
- iii. Poverty eradication

**Wealth Creation:** this refers to building wealth through a variety (legitimate) of means using the proceeds from one's own business. Of course, once an individual is gainfully employed and the job is the type that is well paid, he/she is bound to engage in saving part of the income for personal growth and development.

Mastering the four parts of wealth i.e acquire, protect, grow and nurture. This is vital for creating a solid financial/business foundations and leaving an enduring legacy

**Self-reliance:** this refers to the art of depending on one's own power and resources rather than those of others. An employed graduate and non-graduate alike tend to be self-sustaining as long as he/she is committed and focused on being his/her own boss.

**Poverty Eradication:** also refers to as poverty alleviation or poverty relief is a set of measures, both economic and humanitarian, that are intended to permanently lift people out of poverty.

Poverty eradication programs of the federal government of Nigeria include the following:

- i. Operation feed the nation
- ii. Green revolution
- iii. Better life for rural women
- iv. Family economic advancement program

## 2.2 Theoretical Framework

Five (5) theories that were word include Capitalist entrepreneurial theory, powertheory, modern theory, Natural circumstance theory and corruption theory. These theories explained how entrepreneurial activities tend to reduce poverty in the society Circumstances that causespoverty in the Society.

**Capitalist Entrepreneurial theory:** This so the first theory that links entrepreneurship and poverty reduction. This theory focused on basic exploitation of the poor by means of low wages and poor condition of Services which allows for possible rise savings among the entrepreneurial class. This theory extracted from MaxWeber's sociological theory; the entrepreneur becomes a role performer in conformity with the role of expectations base on religious beliefs, taboos, and Customs. Capitalism thrivesunder the protestant work ethic that haves on these harps on these values. This is the class struggle between the owners of the means

of production and the workers (Bourgeoisie's and prolaterate). The resultant inequality could lead to vast poverty among the peasant Majority.

**Power theory:** This theory recognizes the structure of Political in the society as the sole determinant of the extent and distribution of potent among the population.

**Modern theory:** This theory focused on Income das parity as the main causes of most Poverty in the society. Poverty may arise as of result of change in average income and change in the distribution of income. Assuming a relationship exist between poverty line (L) and average income of the population (Y) the poverty index will either decrease or Increases. And if the higher average income is above the poverty line, there will be less poverty But with one having a wider spread of incomedistribution of poverty will tend to be higher.

**Natural circumstantial theory:** This theory Identifies factors such as geographical taxation and natural endowments of a person find himself and other factors that include unemployment, old age, physical disabilities etc. as culprit of poverty (Akeredolu, 1975).

**Corruption theory:**Tella (1997) cited in Adeboye and Nasser(2014) believed that poverty is embedded in corruption. He posited that the real motiveof politician, especially the third world countries, especially Nigeria, is to acquire

political power to enrich themselves and their relations. This will results in massive looting of public funds; the consequence that will ultimately deny the society of the needed social Infrastructure for economic development. The more turns Set of politician remain power, Or Corridors of power, the more they loot the wealth of the Country into their private pocket. This scenarios is rampant in Nigeriapolitical system where corrupt politician continue to dominant political scenery of the country. Corruption in this context therefore seen as the study has also adopted tocapitalize entrepreneurial theory. The justification for this is that it links entrepreneurship with poverty reduction.

### **2.3 Empirical Review**

Entrepreneurship is an important element In the dynamics of all economics and it is regarded as the driving force in economic growth and Job creation (Sunter, 2005 and Ogbode, 2009).

Narasman et al (2012) believe that one of the approaches in developing human capital through education and entrepreneurship training. In hrs. Contribution,

Kareem (2015), in a study on the Impact of Entrepreneurship on poverty Alleviation, he found out that there is a positive significant. relationship between entrepreneurship and poverty alleviation.

Ibitojé&Atoyebi (2015) in their study, Entrepreneurship and poverty Reduction in Nigeria: Empirical Analysis of Lagos State, found out that there exist positive and significant relationship between entrepreneurship and poverty.

## **CHAPTER THREE**

### **METHODOLOGY**

#### **3.0 Introduction**

The research methodology is the pattern through which the research work are carried out. The research methodology is used to explain the types of data that are used for this project work and the process of getting these data. This is seen as the method of data collection.

Since all the various entrepreneurs in the country cannot be visited to bring out information require for this work, the sample chosen that is "Tuyil Pharmaceutical Industries" is believed to have all the Information require of a Success in this Project work.

How data are sourced from the case study is also put into discussion in this chapter of the project work on how data are sourced and used for this project work; these methods as seen as the primary and Secondary method of data collection. All of those methods are employed for this project work.

Though, most of the data used are from primary source and there is access to the management of the organization and the beneficiary of the product from this organization named as the name implies, this organization is pharmaceutical company and almost everyone to living within the community and Ilorinmetropolis benefit from the product of the company and even the county as a whole.

Therefore, the whole consumer of the product from this organization Cannot be consulted but, those within IlorinWhich can he access are interviewed after completing the necessary interviewed with the management and Staff (bothjunior and senior) of Tuyil pharmaceutical industries.

### **3.1 Research Design**

A research design to a blue print or scheme that is used by the researcher for specific and strategic investigation of the relationship that exist among variables of the study so as to enable him or her collect data which are used for the study.

Apart from determining the relationship that exist among the variable, research design is needed for writing the proposal and report for reference purpose. This is important for this study. Since the methods are unique to the study alone, and as such, the data generated are referred to as Primary data.

These are three main types of research design these are survey design experimental design and exposit factor design.

For this with, the survey design employed. This design is alas sub- divided into two cross sectional and longitude in the Cross section which are employed and observation are made at one a more point In time the observation made are recorded fordescription purpose.

The longitudinal observation are made at different point in time. Thisenables one to study, motivation of workers, productivity of employees or profitability level.

### **3.2 Population of the Study**

The targeted population of the study were about one hundred but to make this research more reliable and valid, the population chosenwas discovered to be ninety (90).

### **3.3 Sampling Techniques and Sample Size**

The sampling techniques used was random Sampling techniques through question and thesample Size of the study was ninety (90) respondent.

### **3.4 Method of Data Collection**

The data needed for this research work were obtained from both primary & Secondary Sources. Questionnaire were used to get primary data while the secondary data were collected from Management Journals, Library etc.

### **3.5 Method of Data Analysis**

All the data collected through the questionnaire would be presented in tables and analyzed with the help of a calculator for easy interpretation and Understanding.

### **3.6 Instrument of Data Collection**

The Instrument used for the collection of the data for this study was making useful by the researcher In finding Entrepreneurs development: a tool for Job creation and poverty alleviation In Tuyil Pharmaceutical Industries limited Ilorin.

The questionnaire was used because the researcher believed that it large number of people which could facilitate analysis.

### **3.7 Profile of Tuyil Pharmaceutical Industries Limited Ilorin.**

Tuyil pharmaceutical industries Limited is located at no. 22 Stadium Road Ilorin, kwara state. The Industry was established by Senior Apostle OluwokeAwotuyi, the sole proprietorship of FioluPharmaceutical store 1997. It has Staff strength of forty four [44] at the elementary stage of operation including the Management staff.



In 2005, Tuyil pharmaceutical Industries Limited decided to expand its operation and changed its location to no. 21 New Yidi Road, Ilorin. It has department sections which are as follows:

1. Tableting section: This section is responsible for production of tablet
2. Dry Syrup section: This section is responsible for antibiotics powder production.
3. Syrup section: This Section is responsible for Production of syrup Suspension either in solution or suspension
4. Capsule: This section is responsible for capsule drug production.
5. Veterinary section: It is responsible for production of animal drugs.
6. Powder filling section: This is responsible for drug in sachet form. Tuyil Pharmaceutical Industries Limited produces both human and animal drugs in syrup and tablet in various types, which are as follows:

## **CHAPTER FOUR**

### **PRESENTATION AND ANALYSIS OF DATA**

#### **4.1 Presentation and Data Analysis**

The present study is designed to establish why Indigenous technical innovation are often not, translated into feasible business venture. Despite that Nigeria has the technological, capital and the need several related issue were of interest what are the factors that are critical in the commercialization and diffusion of an innovation?

What is it about Nigeria society that make it produce creative but not entrepreneur people? How can be the Positive factor be harnesser and the negative are being neutralized.

Despite the growing awareness among economist and Policy maker that entrepreneurship is critically scarce resources in many part of the world, particularly in developing country and that is not economic opportunity alone that calls it forth, little attention has been given to the social and cultural that influence it.

The entrepreneur has been described as the one who start an enterprise. The one who puts now form of Industry on their fact, the one who shoulder the risks and uncertainly of using economic resources the new way and ability to build something by his or her own effort. Managerial ability is an essential ingredient.

The foregoing suggests that the whole of discussion of the entrepreneur and his or her function is invariability on examination of economic and business phenomenon. In most cases, the first stage of analysis is the survey of economic institution, largely in economics terms. Indeed the recognition of Important of the entrepreneur has been include In economic terms and perhaps has come to understand as mainly 'economic phenomenon. One of the indictments of the approaches that of the psychologist point out is inspirational and their behavior is not handled well by the peculiarly maximization models of neoclassical economist, who see the entrepreneurs as having a purely instrument orientation.

In the literature consulted, it has been established that the development of technical innovation and the Capacity to translate such innovation into entrepreneur venture to a positive step in the direction of society economy development. There is under development when this step to missing the institution, the socio Cultural opportunities and constraints and the orientation of individual actors in social structures.

## **4.2 Data Presentation, Analysis and Interpretation**

These questions analyzed are drawn from the questionnaires which are induced at the appendix of this work. The questions analyzed are those relevant and more related to the purpose of the research study.

A total number of one hundred and questionnaire was distributed to the population sample size and ninety were duly completed and returned upon the Completion of the exercise.

## **Section A**

**Table 1: Sex**

Respondents	Response	Percentages
Male	49	54.0
Female	41	46.0
Total	90	100

***Source: Field survey 2025***

From the table above, 49 representing 54.0 percentages of the respondents were male and 41 representing. 46.0 Percentages of the respondents were female. The larger proportion of the mode to male. Work force in this Organization is a replica of what to happening in manufacturing Company where greater percentage of their duty and energy consuming.

**Table 2: Age**

Variable	Response	Percentages
21-30	15	17.0
31-40	22	24.4
41-50	42	46.6
51 and above	11	12.2
Total	90	100

***Source: Field survey 2025***

The table above shows that 15 representing 17.4 percentage of the respondents between the age 21-30, 22 represent 24.4 percentage of the respondents between the age 31-40, 42 represent 46.6 percentage of the respondents between 41-50, while 11 represent 12.2 percentage of the respondent 51 and above.

**Table 3: Marital Status**

Variable	Response	Percentages
Single	35	39.0
Married	55	61.1
Total	90	100

***Source: Field survey 2025***

The table above shows that 35 of the respondents representing 39.0 singles while 55 of the respondents representing 61.1 married.

**Table 4: Educational Qualification**

Variable	Response	Percentages
Primary	5	6.0
WAEC	14	15.5
NCE	7	8.0
OND	10	11.1
HND/BSC	44	49.0
MBA/other degree	10	11.1
Total	90	100

***Source: Field Survey 2025***

The table above 5 represent 6.0 of the respondedand they are Primary certificate holder, 14 represent 15.5 of the respondent and they are Secondary Certificate holder, 7 represent 8.0 of the respondent they are NCE holder, 10 represent 11.1 respondents, which are ND holder, 44 represent 49.0 respondents and they are HND and BSC holder while 10 represent 11.1 respondents and they are master degree and other.

**Table5: Working Experience**

Variable	Response	Percentages
1-5years	25	28
6-10years	40	44.4
11 years and above	25	28
Total	90	100

**Source: Field Survey 2025**

From the table above 25 representing 28 percentage of the respondent are 1 to 5 years, 40 represent 44.4 of the respondent and they are 6-10 years, while 25 represent 28 percentage of the respondents are 11 and above, it make the Information to gather and more reliable about their working experience.

## **Section B**

Question 1 There is a high rate of innovation in Tuyil Pharmaceutical Industry!

Responses	Frequency	Percentages%
Strongly Agree	40	44.4
Agree	35	39.0
Indifference	10	11.1
Disagree	5	6
Strongly disagree	-	-
Total	90	100

**Source: Research Survey 2025**

From the table above 40 respondents representing. 44.4% strongly agree that there is a high rate of Innovation in Tuyil pharmaceutical Industry, 35 respondent representing 39% Agree, 10 respondent representing 11.1% Indifference, 5 respondents representing 6% Disagree while none of the respondent strongly disagreed with the statement.

This shows that majority of respondents perceive there is a high rate of innovation in Tuyil pharmaceutical Industry, which is a positive indication of high rate of innovation in the Industry.

Question 2: Consistent innovation in Tuyil Pharmaceutical Industry infrastructure contribute to the development of the Industry!

Responses	Frequency	Percentages%
Strongly Agree	50	56
Agree	28	31
Indifference	10	11.1
Disagree	2	2.2
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

The table above so respondents representing 50% strongly agree that consistent innovation in Tuyil Pharmaceutical Industry infrastructure Contribute to the



development of the Industry, 28 respondent representing 31% Agree, 10 respondents representing 11% Indifference, 2 respondents representing 2.2% disagree, While none of the respondent strongly disagree with the statement.

Question 3: Innovation in Tuyil Pharmaceutical Industry drives economic growth and creates new Job opportunities

Responses	Frequency	Percentages%
Strongly Agree	55	61
Agree	25	28
Indifference	9	10
Disagree	1	1
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 55 respondents representing. 61% strongly agree that innovation in Tuyil Pharmaceutical Industry drives economic growth and creates newjob opportunities, 25 respondent representing 28% Agreed, 9 respondent representing 10% Indifference, 1 respondent representing 1% disagree, while none of the respondent 34 strongly disagree with the statement.

Question 4: Taking Risks in Tuyil Pharmaceutical leads to greater rewards and opportunities:

Responses	Frequency	Percentages%
Strongly Agree	35	39
Agree	25	28
Indifference	15	17
Disagree	10	1.11
Strongly disagree	5	5.5
Total	90	100

Source: Research Survey 2025.

From the table above 35 respondents representing 39% Strongly agrees that taking risks in tuyil pharmaceutical leads to greater rewards and opportunities, 25 respondent representing 28% agree, 15 respondent representing 17% Indifference, 10 respondents representing 11% disagree while 5 respondents representing 5.5% Strongly disagree.

Question 5: The goal of Tuyil pharmaceutical Industry is a factor that determines the profit of the company:

Responses	Frequency	Percentages%
Strongly Agree	40	44.4
Agree	30	33.3
Indifference	15	17
Disagree	5	5.5
Strongly disagree	-	-
Total	90	100

Source: Research survey 2025

From the table above 40 respondents representing 44.4% strongly agreed that the goal of tuyil pharmaceutical industry is a factor that determines the profit of the company, 30 respondents representing 33.3% agreed, 15 respondents representing 17% Indifference, 5 respondents representing 5.5% disagree, while none of the respondent strongly disagree with the statement.

Question 6: Risk taking put the finances of workers In Tuyil pharmaceutical industry in pre-eminent danger!

Responses	Frequency	Percentages%
Strongly Agree	30	33.3
Agree	20	22.2
Indifference	10	11.1
Disagree	20	22.2

Strongly disagree	10	11.1
Total	90	100

Source: Research Survey 2025

From the table above 30 respondents representing 33.3% strongly agree that risk taking put the finances of workers in tuiyil Pharmaceutical Industry in pre-eminent danger, 20 respondents representing 22.2% agreed, 10 respondents representing 11.1% indifference, 20 respondents representing 22.2% disagree while 10 respondents representing 11.1% strongly disagree with the statement.

Question 7: Risk taking adversely affect the rate of production in twyllpharmaceutical Industry!

Responses	Frequency	Percentages%
Strongly Agree	48	53
Agree	22	22.2
Indifference	14	15.5
Disagree	6	7
Strongly disagree	-	-
Total	90	100

Source: Research survey 2025.

From the table above 48 respondents representing 53% strongly agree that risk taking adversely affect the rate of production la Tuiyil Pharmaceutical industry, 22

respondents representing 22% agree, 14 respondents representing 15.5% indifference, 6 respondent representing 7% disagree while none of the respondents strongly disagree with the statements.

Question 8: The goal of Tuyil Pharmaceutical industry Is a propeller in progressing and developing the company:

Responses	Frequency	Percentages%
Strongly Agree	58	64.4
Agree	21	23.3
Indifference	9	10
Disagree	2	2.2
Strongly disagree	-	-
Total	90	100

Source:Research Survey 2025.

From the table above, 58 respondents representing. 64.4% strongly agree. that the goal of tuyilPharmaceutical is a propeller in progressing and developing the Company, 21 respondents representing 23.3% agree, 9 respondent representing 10% Indifference, 2 respondent representing 2.2% disagree while none of the respondent strongly disagree with the Statements.

Question 9: The goals of Tuyil pharmaceutical Industry are aligned with the needs and expectations of its Stakeholders:

Responses	Frequency	Percentages%
Strongly Agree	49	54.4
Agree	31	34.4
Indifference	3	3
Disagree	7	8
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025.

From the table above 49 respondents representing 54.4% strongly agree that the goals of Tugil pharmaceutical are aligned with the needs and expectations of Its Stakeholders, 31 respondent representing 34.47% agree, 3 respondents representing 3.3% Indifference, 7 respondent representing 8% disagree while none of the respondents strongly disagree with the statement.

Question 10: The effectual cooperation of the working team in the industry affect the growth and development of the company.

Responses	Frequency	Percentages%
Strongly Agree	60	66
Agree	22	22.2
Indifference	5	6
Disagree	3	3.3

Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 60 respondents representing 66.6% Strongly agree that the effectual cooperation of the working team in the industry affect the and development of the company, 22 respondents representing 22.2% agree, 5 respondents representing 6% indifference, 3 respondent representing 3.3% disagree while none of the respondents strongly disagree.

Question 11: The fervent cooperation of the working team in Tuyil pharmaceutical Industry is a factor that determines the production of the company:

Responses	Frequency	Percentages%
Strongly Agree	62	69
Agree	21	23.3

Indifference	5	6
Disagree	2	2.2
Strongly disagree	-	-
Total	90	100

Source: Research Surrey 2025

From the table above 62 respondents representing 69% strongly agree, that the fervent cooperation of the working team is a factor that determines the production of the company, 21 respondents representing 23-3% agree, 5 respondents representing 6% Indifference, 2 respondents representing 2-22 disagree while none of the respondents strongly disagree with the statement.

Question 12: The cooperation of the working team in the industry is a factor that determines if the goal of is achieved.

Responses	Frequency	Percentages%
Strongly Agree	59	65.5
Agree	28	31
Indifference	3	3.3
Disagree	-	-
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025



From the table above 59 respondents representing 65.5% strongly agree that the cooperation of the working team in the industry is a factor that determines if the goal of the company is achieved, 28 respondent representing 31% agreed, 3 respondent representing 3.3% while none of the respondent disagree none strongly disagree with the Statement.

Question 13: Pro-active action one reduce losses in the company.

Responses	Frequency	Percentages%
Strongly Agree	68	75.5
Agree	20	22
Indifference	8	8.8
Disagree	-	-
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 68 respondents representing 75.5% Strongly agree that we proactive action reduce losses in the company; 20 respondents representing 22% agree, 8 respondent representing 8.8 Indifference while none of the respondents disagree not strongly disagree with the statement.

Question 14: Proactive measure applied to the Process of production in the industry is a great factor that determines the effectiveness of the product:

Responses	Frequency	Percentages%
Strongly Agree	48	53.3
Agree	32	35.5
Indifference	5	5.5
Disagree	5	5.5
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 48 respondents representing 53.3% Strongly agree that proactive measure applied to the process of production in the Industry is a great factor that determines the effectiveness of the product, 32 respondents representing 35.5% agree 5 respondent representing 5.5% Indifference, 5 respondents representing 5.5% disagree, while none of the respondents strongly disagree with the statement.

Question 15: proactive measure applied in the Company guarantee the safety of workers:

Responses	Frequency	Percentages%
Strongly Agree	48	53.3
Agree	32	35.5
Indifference	5	5.5

Disagree	5	5.5
Strongly disagree	-	-
Total	90	100

Source: Research survey 2025

From the table above 54 respondent representing 60% strongly agree that proactive measure applied in the company guarantee the safety of workers, 16 respondent representing 17.7% agree, 8 respondent representing 9% Indifference, 12 respondents representing 13.3% disagree while None of the respondent strongly agree with the statement.

Question 16: Regular and effective compensation of the workers help to boost their working efficiency.

Responses	Frequency	Percentages%
Strongly Agree	65	72.2
Agree	20	22.2
Indifference	5	5.5
Disagree	-	-
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 65 respondents representing 72.2% Strongly agree that regular and effective Compensation of the workers help to boost their working efficiency, 20 respondent representing 22.2% agree, 5 respondent representing 5.5% Indifference, while none of the respondent strongly disagree with the statement.

Question 17: Effective compensation of unsatisfied customers help to protect and keep the dignity and Integrity of the company:

Responses	Frequency	Percentages%
Strongly Agree	52	58
Agree	28	31
Indifference	10	11
Disagree	-	-
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 52 respondent representing. 58% Strongly agree that effective compensation of unsatisfied customers help to protect and keep the dignity and Integrity of the company, 28 respondent representing 31% agreed 10 respondents representing 11% Indifference, while none of the respondents disagree not strongly disagree with the with the statement.

Question 18: The effective compensation of the workers is a factor that helps in keeping them devoted to the company:

Responses	Frequency	Percentages%
Strongly Agree	55	61
Agree	25	28
Indifference	8	9
Disagree	2	2.2
Strongly disagree	-	-
Total	90	100

Source: Research Survey 2025

From the table above 55 respondents representing 61% Strongly agree that the effective compensation of the workers is a factor that helps in keeping them devoted to the company, 25 respondents representing 28% agree 8 respondents representing 9% Indifference, 2 des respondent representing 2.2% disagree, while none of the respondent Strongly disagree with the statement.

#### **4.3 Test of Hypothesis**

Ho1 innovation has no significant effect on wealth creation

Ho2 risk taking has no significant effect on the self-reliance

Ho3 pro-activeness has no significant effect on poverty eradication

The hypothesis can be tested using table 4.7 where a total number of 48, (53%) of the respondents strongly agree that the risk taking put the finances of workers in Tuyil pharmaceutical 22 (22.2%) of the respondents indifference, 14, (15.5%) of the respondents strongly disagree while 6, (7%) of the respondents disagree.

#### Test Statistics

$$\text{Formula} \quad X^2 = \frac{\sum (o_i - e_i)^2}{e_i}$$

iWhere,  $X^2$  = Chi-Square

O =

Observed

Frequency E

=

Expected Frequ

ency

#### Assumption:

The level of significance used is 5%. That is 0.05

#### Degree of Freedom

The degree of freedom is given as thus:

$$DF = (R-1)(C-1)$$

Where  $R =$  Rows

$C =$  Columns

$$DF = (2-1)(4-1)$$

$$DF = 3$$

$$\text{i.e. } 1 \times 3 = 3$$

NOTE: The value of  $\chi^2$  at 0.05 significant level is 5.991. Using the

Chi-square table. Thus: The critical value is given as  $\chi^2$  is 5.991.

**Table 4.2.1 Computation of the Hypothesis**

O	E	$o - e$	$(o - e)^2$	$\frac{(o - e)^2}{e}$
18	2	-7	49	1.96
	5			
17	2	-8	64	2.56
	5			
10	2	-15	225	9
	5			
5	2	-20	400	16
	5			
50				29.52

Comparing the test statistics with critical value  $29.52 > 5.991$ .

**Decision:** Since the calculated value  $X^2$  is greater than the critical value 5.991, then the hypothesis which states that entrepreneurship development does not contribute to employment generation in Nigeria is rejected, and the alternative hypothesis which states that entrepreneurship development to poverty alleviation in Nigeria is accepted.



**Conclusion:** It can therefore be concluded that entrepreneurship development does not contribute to employment generation in Nigeria.

#### **4.4 Discussion of Findings**

Some of the findings of this research in Tuyil Pharmaceutical Industries Limited Ilorin are stated below:

- a. The major findings from the data analysis are 90% of the respondents strongly agreed that consistent innovation in tuyil pharmaceutical industry infrastructure contribute to the development of the industry.
- b. The finding from the question two are: 56% of the respondents agreed that it has significant effect 2.2% of the respondents think otherwise.

## **CHAPTER FIVE**

### **SUMMARY CONCLUSION AND RECOMMENDATIONS**

#### **5.1 SUMMARY**

In a society like Nigeria, with such a diverse and multi economic citizenry, effort of various institutions must be galvanized to the achievements and maintenance of social strength and harmony, programs to achieve this include using a percentage plan to promote innovation and entrepreneurship, more than ever before entrepreneurship ideals into dynamic business and create job and export opportunities must recognize the impact of Small enterprises.

Beyond all these, it must be emphasized that there is a need to lighten the ordeals surrounding entrepreneurs access to credit and financing of their enterprises.

This element of business startup will definitely improve their chances of becoming successful entrepreneurs in particular government, banks and other financial intermediaries, must embark on specific research on the characteristic financial needs and performance of entrepreneurial owned business and for equitable treatment by all financial institutions and government credit agencies.

It is part of endorsement to provide business services training courses and networking opportunities to help gain employment access raw materials. Established and improve their business and management skills.

Untimely, this new perspective, if properly implemented will not only create wealth for Nigeria but also improve the quality of life of the people.

## **5.2 Conclusion**

One of the general level, it was discovered that the Success of an innovation can be hindered by conditions that contribute in a major way to economic strangulation of Nigeria notably.

The quest of the quick returns from the retail trade rather than the delayed from production and the domination of the local management by merchandise capitalism which discourage receptivity for local innovations.

Adaptive, better finished and develop by innovation with easy access to capital commercialized by entrepreneurs who had easy access to bank loans underfoot Market research were willing to take risk how to capture distribution channels and where efficient manager alternatives to existing machines or technologies.

Disseminated faster and well received and thus, quickly adopted, the reverse was true of unsuccessful innovation though the sample was small, making generalization difficult the pilot study of 45 innovation confirmed three conclusions.

The implication is that, if Nigeria expect its technical Innovative and entrepreneurship to played a crucial role in its socio economic development, it

Should endeavour to harness the positive factor and counteract negatives one, to this end, the following recommendations are Made.

### **5.3 Recommendations**

President Babangida said the following in a speech reported 22 January 1986, on the new Nigeria. It has been gratifying to note the positive and enthusiastic reception by the nation of the policy package contained in 1986 budget. It has also been instructive to observe their fear, and sometime cynicism, being expressed about the successful implementation of the various policies and programs. Government recognized that in a period of economic emergency, policy, no matter how soundly formulated, become empty words unless they are vigorously implemented. We cannot, therefore afford to allow the machinery of policy implementation to lag at the leisurely pace.

This quotation underpins my attitude toward policy recommendations. Academic paper recommendations. The recommendation quarter even when they do, they do not get implemented. Indeed most of them end on library shelves, collecting dust or find their way in to the first note of yet another paper.

This could be the result of several factors. For instance it could be that policy recommendations are so up plan that they just cannot be implemented. It could also be that there is a communications gap between government and individual

researchers or corporate research institution, or these could be a general lack of commitment by government to policy research.

The last two are beyond the power of individual researchers to correct, but the first is not, the researcher believes that starting recommendation. Clearly, simply and realistically enhance the likelihood that they will be implemented, and thus, according, is what I will try to do in my recommendation.

a. A national Inventory should be taken of all technical innovation in Nigeria. This can be done effectively. Innovation in Nigeria. This can be done effectively by a team of researchers, each assigned to different sector. This inventory would become an important database for the government to consult as it formulates policies to promote national technological take off.

b. The government should create social and political condition that are favourable to indigenous innovation and entrepreneurship. The government needs to take special effort to support new technologies that are in the interest of the nation. The government should also support innovative and entrepreneurship, effort that would develop productive local industries, rather than encouraging a merchant economy that distributes luxury goods. The government could provide support and incentives to the private sector, the new industrial policy is a step in the right direction.

c. The government should drastically limit the participation of foreign capitalist, in certain crucial area of the economy where there is local capacity. such as in banking and encourage privates Nigeria capitalist to do the job instant where local capital is absent or weak, government should defined the terms of multinational involvement at each level of the economy, monitoring each stage of the process closely and evaluating the output continually. The pervasive and negative influence of multinational corporations on the Nigeria economy persists only because the state section it.

d. The government and research institution should. by to bridge the communication between the producers of technologies and potential users and thus, more the innovation from the workshop to the doors of the people. This could be done in two ways. The government could organized small trade fair in rural areas to demonstrate technologies

Research Institution could be periodically hold open house of users to inspect finished or Ongoing projects and make suggestion for improvement or new research.

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