

SAFETY PROGRAMMES AND THE PERFORMANCE OF SHOPPING MALL IN ENUGU STATE

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Keywords: Safety, programmes, Performance, planning, induction.

Abstract: The study examined the Safety programmes on the Performance of Shopping Mall in Enugu State. The specific of the objectives were to; examine the effect of safety planning on the quality of service; evaluate the effect of induction on the profitability and identify the effect of supervision on the sales volume. The study adopted descriptive survey. The primary source of data was questionnaire. A total population of three hundred and twenty-two (322) staff was used. 272 staff returned the questionnaire. Data was analyzed and Z – test was used to test the hypotheses. Safety planning had positive effect on the quality of service, $Z(95, n = 272) = 7.640 < 8.974, p < .05$. Induction had positive effect on the profitability, $Z(95, n = 272) = 5.578 < 7.156, p < .05$ and Supervision had positive effect on the sales volume of shopping mall in Enugu State, $Z(95, n = 272) = 6.367 < 8.367, p < .05$. The study concluded that Safety planning, Induction and Supervision had positive effect on the quality of service, profitability and sales volume. The study recommended that Management should have effective safety planning for the business reliability and responsiveness and high customer's patronage and profitability.

1.1 Introduction

A big indoor shopping area that is often centered by department shops is referred to as a "mall" in North America. The word "mall" was originally used to refer to a pedestrian promenade that had shops along it (i.e., the walkway itself, which was merely bordered by such shops), but in the late 1960s, it started to be used as a general term for the large enclosed

shopping centers that were starting to become popular at the time (Sarkar, 2020). The ecosystem that supports the economic success of shopping malls has altered dramatically as a result of increased competition from online. The current infrastructure was created for a type of consumer and a time period that no longer exists (Thomas and Ermengarde, 2021). The multidisciplinary discipline of workplace health

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and safety is concerned with the welfare, health, and security of workers. These names were initially used as an acronym for occupational safety and health program/department/etc. since they naturally also allude to the objectives of this profession. Fostering a secure and healthy workplace is one of the objectives of occupational safety and health initiatives. Coworkers, family members, employers, clients, and a host of other people who can be impacted by the employment environment may also be protected under OSH. Lim (2012).

Organizational health and safety is primarily concerned with three goals: maintaining and enhancing employees' health and working capacity; improving the workplace and workplace culture to make it safer and healthier; and developing work organizations and working cultures in a way that supports health and safety at work and, in doing so, promotes a positive social climate, smooth operations, and may even increase employee productivity (Bilhah, Makokha and Namusonge, 2018). In this sense, the term "working culture" refers to an organization's fundamental value systems as they are reflected in its workplace. The administrative processes, personnel policy, participation principles, training policies, and quality management of the project all represent this type of culture in practice (Rajkuar 2014). Businesses depend on customers' perceptions of a mall's safety. A consumer will avoid a shopping center (or at least some areas of it) if they don't feel comfortable there and will search for another where this fundamental demand for safety is met. According to Savard and Kennedy (2014), shopping malls are typically thought of as being safer than town centers because they are made up of hermetically sealed structures

that serve discrete and limited purposes, such as parking lots, restaurants, shops, and entertainment venues. The qualities of the consumers themselves, the safety conditions of the facility, the caliber and upkeep of the shopping mall setting and surrounding regions, and the security system in place all play a role in how visitors perceive the safety of a shopping center (Sandberg, 2016). Target hardening methods can make it more difficult for people to steal from or damage private and/or public property, while designing areas with a clear function can also assist limit access (e.g., alarms at store entrances, CCTV cameras). Although security measures at malls vary widely, Savard and Kennedy (2014) substantiated the significance of monitoring by arguing that activities resulting from it aim to not only protect property and deter violence but also to foster a sense of safety.

Shopping centers are designed as one-stop shops for a catchment area's consumer demands. A successful mall reflects the economic health of a particular trading zone, territory, or region. But almost 90% of the time, it is seen that malls are unable to draw in the desired clientele, leading to failures that force developers to alter the property's intended purpose in the future (Krishan and Sachin, 2017). The goal of the study is to comprehend how the marketing mix dimensions, with an emphasis on location mix, affect the performance of shopping malls while consumer behavior acts as a moderator. Mall visitors, service quality, and sales serve as indicators of a mall's performance (Simon, Reuben and Shadrack). Customers' selection criteria for malls aid stakeholders in the malls in developing the best marketing mix decision

techniques for improving performance. Shopping centers are collections of independent stores that have been designed and built with a single goal in mind by one or more organizations. Shopping centers, which are growing in number every day, provide clients chances to have fun in addition to providing a service for shopping. Performance appraisal has become more significant in this hostile environment. One of the most crucial tasks in the corporate world is decision-making. For making judgments, managers want precise and trustworthy estimations. It is preferable to accomplish this while taking scientific measurements into account. One of the tools available for decision-making is performance measurement. Setting appropriate criteria is the most important step in the performance review process. The performance of the malls is evaluated based on a variety of factors (Nebati and ve Ekmekçi, 2019).

1.2 Statement of Problems

Safety and health programs' primary objective is to avoid workplace accidents, illnesses, and fatalities as well as the pain and financial burden that these occurrences may bring on for employees, their families, and employers. Injury rates, safety violations, fines, and insurance penalties are all decreased by a well implemented safety program. By outlining explicit safety procedures for the majority of workplace tasks, an organization's safety program aimed to achieve systematic efficiencies and raise employee knowledge, feeling of purpose, and responsibility.

By reducing the probability of industrial accidents, effective planning and implementing workplace safety measures may reduce the loss and damage done to people and property. Poor

safety planning, bad induction, and poor supervision are among the issues the research is dealing with. Additionally, employee safety initiatives may lead to significant cost savings, greater productivity, and the development of amicable working relationships. A thorough investigation of the working environment is necessary to build effective safety plans and implement them, as well as to establish the necessary degree of protection. The level of protection is based on the level of danger present in every given employment. Workplace safety initiatives are not only successful in reducing the risk of harm to people, but they are also a successful recruitment and retention strategy for industry professionals.

By assessing the amount of risk, revising the current policy, and successfully putting it into practice, organizations can lower the likelihood of workplace accidents. To do this, it must develop appropriate and effective management programs to enhance the physical environment and employee assistance programs to support the diagnosis and treatment of problems connected to stress. Organizations should thus remove the threat in order to lessen the difficulties. The organization of work is changing, new machinery and products are always being produced to make work safer, contain the hazard, remove it, or shield the worker from it, and offer safety equipment when appropriate.

1.3 Objectives of the Study

The main objective of the study was to examine the Safety programmes and the Performance of Shopping Mall in Enugu State. The specific of the objectives of the study were to;

- i. Examine the effect of safety planning on the quality of service of shopping mall in Enugu State
- ii. Evaluate the effect of induction on the profitability of shopping mall in Enugu State
- iii. Identify the effect of supervision on the sales volume of shopping mall in Enugu State

1.4 Research Questions

The following research questions guided the study;

- i. What is the effect of safety planning on the quality of service of shopping mall in Enugu State?
- ii. What is the effect of induction on the profitability of shopping mall in Enugu State?
- iii. What is the effect of supervision on the sales volume of shopping mall in Enugu State?

1.5 Statement of the Hypotheses

The following null hypotheses guided the study;

- i. Safety planning has not positive effect on the quality of service of shopping mall in Enugu State
- ii. Induction has not positive effect on the profitability of shopping mall in Enugu State
- iii. Supervision has not positive effect on the sales volume of shopping mall in Enugu State

1.6 Significance of the Study

The research is noteworthy because it makes an effort to identify some of the difficulties faced by owners of retail businesses as a result of the expansion of shopping malls in the city of Enugu. It is significant from a theoretical and practical standpoint. The study's findings

should be helpful to academics and students who want to learn more about the economic effects of shopping mall construction on the local retail industry in Enugu. On the other hand, the findings will be useful in terms of improving the difficulties faced by retail business operators in the Enugu metropolitan by management of retail business operators and other medium scale business organizations, staff, and the government.

Significantly, the results are anticipated to make the lone proprietor realize the importance of increasing staff strength through the hiring and training of competent labor. To add to the above, it will explicitly raise knowledge about how the issues facing retail company operators may be controlled. This will help them plan appropriately and advise the need to provide seminars to the general public on the risk of the aforementioned challenges.

2.0 Review of the related Literature

2.1 Conceptual Framework

2.1.1 Safety

All actions and procedures taken to protect people's lives, health, and physical integrity are included under the idea of safety (Charles, 2012). A number of indicators that quantify the frequency of near misses, injuries, illnesses, and fatalities are used to gauge workplace safety. Employers and safety officials must also undertake investigations after each event to make sure that all safety protocols and measures are being followed or to create new ones if necessary in order to enhance these metrics. For any firm, ensuring employee safety is both required and advantageous. Numerous safety precautions that companies are required to take are mandated by regulatory organizations like OSHA and the NFPA, and

these organizations also have the power to sanction businesses who violate these requirements after conducting investigations. Safety is the condition in which there is a continuous process of hazard identification and risk management that reduces and maintains the risk of injury by accident to people or to property to or below an acceptable level (Peden, and Sminkey, 2022).

2.1.2 Safety Programme

Workplaces can be made safer by preventing accidents thanks to safety programs' provision of rules that direct processes and checklists. Workers must be familiar with the safety protocols that apply to their particular department or region. Safety programs can include a variety of processes, including identity fraud prevention advice and the safe use of chemicals. They can also cover repairs and maintenance, office space safety, and other topics. To help in the creation and implementation of a safety program for each workplace, OSHA has established standards. Only after a thorough evaluation of the workplace and staff orientation can a safety program be effective. Employers must be aware of their obligations under the Occupational Safety and Health Act in order to establish a successful safety program (Safeopedia, 2018).

2.1.3 Components of safety programme used in the study

2.1.3.1 Safety planning

Every company must focus on the wellbeing of its staff members as well as the safety and security of the environment in which they work. The environment might be their house, place of employment, or any location they reside. For employees to live comfortably, these surroundings must be tidy, sanitary, secure, and

safe. Laws governing occupational health and safety regulate the level of hygienic conditions and workplace security with the intent of preventing workplace accidents, illnesses, and diseases as well as creating penalties for breaking such standards. It outlines the obligations of employers, managers, and employees (Tutorialspoint, 2021). A safety plan is a formal, written protocol that all employees must adhere to in the event of an emergency. Depending on the sort of work being done by the company and the kinds of dangers present in the workplace, each organization has a unique safety plan (Safeopedia, 2017). A safety plan is a written document that outlines the method for determining the physical and health dangers that might hurt employees, the actions to follow in the case of an accident, and methods to avoid them. Written safety plans might be general, like a program for preventing injuries and illnesses, or they can be specialized for a certain activity, danger, or piece of equipment (BLR, 2022).

2.1.3.2 Induction

Employers benefit from well-designed induction programs in numerous ways, including increased employee productivity, loyalty, retention, and contribution. As a result, induction is crucial to the business and a key area of concentration for the majority of human resource departments on a global, regional, and national level. The organized introduction of new workers to their job is known as induction, often known as "Orientation," and it is a component of training and development. The process of introducing new hires to the company and their position is known as induction (Agbo, 2020).

A new employee's induction is the process of introducing them to the company's procedures and culture in an effort to get them up to speed as fast as possible, as well as to help them feel at ease in the workplace and aware of their obligations. The induction process may vary according on the industry, the job type, and the seniority of the new worker, but most businesses will have one in place and follow the same procedures for all new hires (Steyn and Palmer, 2022).. The process of integrating newcomers into the current group of individuals is known as induction. Program for orientation is another name for it. The goal is to help the new hires feel at home in their new environment and with his senior staff. A new employee's rehabilitation into his environment and introduction to the methods, policies, and objectives of the organization are accomplished through the induction process. Employees at large firms do get formal orientation. This orientation program is organized and methodical. In small organizations, the supervisors provide an informal orientation. Orientation programs assist new hires in learning the values, beliefs, norms, and systems of the business. Eventually, the new hires completely integrate into the business, find work they enjoy, are more productive, and stick around for a while (Soumita and Edwin, 2021).

2.1.3.3 Supervision

An almost managerial task is supervision. In order to direct and oversee the work of subordinates—typically rank-and-file employees, blue-collar technicians, and workers carrying out their operations in an organization—supervision is necessary. The manager assesses each employee's performance in light of predetermined criteria. This enables the

supervisor to see any deficiencies and provide remedies to address them (Accountinglearning.com, 2022). Assuring that employees are working in accordance with the plan and the timetable requires direction, guidance, and control of the workforce. The goal of supervision is to provide your subordinates with the tasks and resources they need to successfully complete the target. It is the supervisor's responsibility to teach subordinates how to utilize these tools and duties responsibly and to their greatest advantage. Additionally, it is a role of leading by example and requires the ability to create and sustain a team atmosphere (Robert, 2018).

2.1.4 Performance

Because employee performance is crucial to the overall success of the business, organizations require employees who can get the job done. To create consistent and impartial ways for evaluating employees, business executives must first comprehend the main advantages of employee performance. The accomplishment of goals is one of the most crucial elements in employee performance. Successful workers complete tasks on time, generate revenue, and enhance the brand via satisfying encounters with clients. Customers believe that a corporation is indifferent to their demands when personnel perform poorly, therefore they will go elsewhere for assistance. Employees that perform well do tasks correctly the first time (Kimberlee, 2019). The secret to success is performance. The vision and objective of the organization must be pursued by each individual employee. There is no single, universal rule for how to manage, upskill, and inspire individuals to perform well at work (Revanth. 2022).

2.1.4. Components of performance used in the study

2.1.4.1 Quality of service of shopping mall

Shopping malls are a huge industry in industrialized nations and are structured considerably better in Nigeria. They significantly increase efficiency across a wide variety of consumer products and services. Since enhancing the quality of the items and services for shoppers will depend largely on their happiness, shopping malls have become more focused on doing so (Vetrivel, 2015). An extension of the marketing idea to focus on the client is quality of service. A company's service quality may be determined by comparing how well it meets customer expectations. Customers buy services to address certain requirements. They have criteria and expectations for how a company's service delivery meets their demands, either consciously or unconsciously. A business with excellent service quality provides services that are on par with or better than what its clients anticipate (Indeed Editorial Team, 2021). Customers who receive excellent service may spend more money than they had intended. Additionally, happy consumers are more inclined to make another purchase from you. Effective customer service reduces costs. It is less expensive and more cost-effective to keep current clients than to get new ones (Fraser and Thompson, 2019).

2.1.4.2 Profitability of shopping mall in Enugu State

A company's capacity to turn a profit is referred to as profitability. A business's profit is what remains after paying all costs directly associated with generating the revenue, such as those associated with creating a product, as well as

additional costs associated with carrying out its daily operations (Shawn, 2021). Efficiency is gauged by profitability, which ultimately determines whether an endeavor succeeds or fails. The capacity of a company to generate a return on an investment based on its resources in contrast to an alternative investment is another definition of profitability (Horton, Potters and Munichiello, 2021). A corporation must be profitable in order to employ its resources to produce more income than it spends. In other terms, this refers to a business' capacity to make money off of its activities. One of the four pillars for examining financial statements and overall company performance is profitability (Horton et al., 2021)..

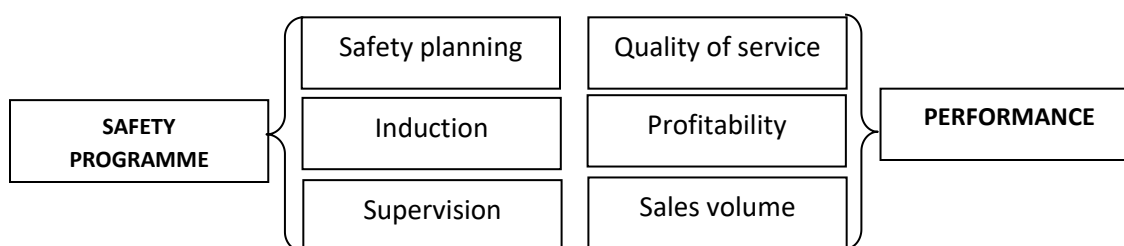
2.1.4.3 Sales volume of shopping mall

Although sales volume is a little-used gauge, the advantages it offers a business cannot be overstated. The quantity of units sold over a certain reporting period is referred to as sales volume (Donny, 2021). The quantity of units sold within a certain accounting period is referred to as the sales volume. For instance, if a business sold 100 medication strips every month for the whole year, its sales volume would be 1200. A key metric of a company's health is sales volume. It enables you to determine the ideal locations for real businesses and measure the effectiveness of marketing campaigns and sales representative efforts. Sales volume and total sales are completely unrelated. Total sales are calculated by multiplying the number of units sold by the product's unit cost, whereas sales volume represents all units sold within a specific time period (Bhasin, 2020).

2.1.5 Conceptual Framework Model used in the study

A conceptual framework is a written or visual representation of an expected relationship between variables. Variables are simply the

characteristics or properties that you want to study. It is generally developed based on a literature review of existing studies (Swaen, 2021).



Source: Researcher's Field Survey, 2022

2.2 Theoretical Framework

The following theories guided the study; Human Relation Theory; and contingency theory.

The study was anchored on contingency theory because is an organizational theory that claims that there is no best way to organize a corporation, to lead a company, or to make decisions. Instead, the optimal course of action is contingent (dependent) upon the internal and external situation. Contingency theory assumed that organization effectiveness is contingent on how well the leader's style matches a specific setting or situation.

2.2.1 Human Relation Theory

The Hawthorne studies, a set of investigations into the relationship between worker satisfaction/well-being and workplace productivity, were the impetus for the founding of the human relations movement by sociologist George Elton Mayo in the 1930s. The demands of the person and the actions that arise for both individuals and groups are the center of the human relations theory (Gordon, 2021). Managing people requires an interpersonal

strategy. It implies that both official and informal components make up the organization. An organization's structure is made up of its formal components. The relationships between people are among the informal features of the organization. The group is a particular kind of social system in this sense. To foster individual work satisfaction and the subsequent motivation of the individual, this system should be handled. Notably, the interaction of individuals inside groups and how that affects group behavior and performance are heavily emphasized (Gordon, 2021).

Because the fundamental premise is that workers are people and not a component of production like land, labor, or money, the theory supports study objective one. This viewpoint acknowledges individuality and diversity amongst people. To be effective, a manager must be able to handle individuals with various demands.

2.2.2 Contingency theory

Fiedler (1993) created the contingency theory. There is no ideal method to run a business,

structure a team, or make choices, according to this organizational philosophy. Instead, the best course of action depends on the circumstances both within and outside the body. The goal of contingency theory historically has been to make broad generalizations about the formal structures that are most often or most suited to the usage of various technologies. The term "contingency" describes the current contingent situation. Planning, organizing, leading, and regulating must be customized for each company in order to be effective. To put it another way, managers should recognize the parameters of a work, the demands of the management position, and the individuals involved as components of a total management scenario. The study was based on the contingency theory and supported aim 3 since the theory sheds light on the motivations behind organizational behavior. Organizations have embraced organizational behavior as a discipline because it may aid in their understanding of workers in the workplace.

2.3 Empirical Review

2.3.1 The effect of safety planning on the quality of service of shopping mall in Enugu State

A research on the service quality of the property managers of retail complexes in Ibadan, Nigeria, was undertaken by Ojekalu, Ojo, Oladokun, and Olabisi (2018). In order to improve management techniques, the goal of this article is to evaluate the service quality (SQ) of property managers of retail centers in Ibadan. Primary data were used in the investigation. 57 of the 276 retail centers and 192 (10%) of the 1919 tenants of the shopping centers in the research region were chosen using the systematic sampling approach (20%). The

survey received responses from 157 occupants in total. The results were examined using mean ranking and stepwise multiple regression. The results demonstrate that the dependability and responsiveness aspects of SQ were assessed poorly, but the professionalism, palpable, assurance, and empathy dimensions were scored fairly.

A research on the Effect of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman was undertaken by Bashir, Umar, Al-Balushi, and Dharmendra in 2020. Using the SERVQUAL model for four major Islamic banks in the Sultanate of Oman, this study aims to investigate the effects of service quality on customer loyalty and satisfaction. This study was quantitative in nature and collected data from 120 clients of Islamic banks in Oman using a structured, self-administered questionnaire based on a convenience sample procedure. The reliability coefficient (Cronbach's alpha) was established after the study data were analyzed using SPSS. The correlation analysis looked at the important connections between the variables in the research. The results demonstrate that customer satisfaction is significantly positively impacted by empathy and responsiveness characteristics.

2.3.2 The effect of induction on the profitability of shopping mall in Enugu State

Effectiveness of induction training on employees' performance at public universities: Case study of the Open University of Tanzania, according to Tumain (2019). The study's goal was to determine how theoretical knowledge is facilitated by the induction training provided to

new hires by the OUT. OUT workers and management were interviewed for the project's explanatory case study, which used qualitative data. According to statistics from the Human Resource Office, the Open University of Tanzania (OUT) Headquarter (HQ) employed 412 people in total, including academic, administrative, technical, and managerial workers. To gather information, interviews were conducted with senior management personnel, department heads, and junior employees (academic, administrative, and technical). Top management, academic staff, administrative personnel, and technical staff were all represented in the study's sample size of 19 workers. The results demonstrate that while some respondents, including some department heads, were aware of the introduction training policy, others were not sufficiently informed about it. According to the study's findings, induction training is very beneficial to the university since it helps new hires become familiar with the key elements of their new workplace.

Impact of Induction on Employee Performance in an Organization was the subject of research by Agbo (2020). (a study of Abia State Polytechnic, Aba, Abia State, Nigeria). The study's goals were to measure how induction programs affected employees' productivity at Abia State Polytechnic Aba and to look at how they affected their effectiveness. Simple percentage approaches were used to evaluate the data gathered from the questionnaire, which were displayed in frequency distribution tables. These tests were run using the Statistical Package for Social Sciences (SPSS). The findings demonstrated that induction programs had a substantial positive link with employee

profitability and that organizational profitability and employee profitability were both significantly and positively correlated.

A research on the Impact of Liquidity on Profitability: A Comprehensive Case of Pakistan's Private Banking Sector was undertaken in 2016 by Malik, Awais, and Khursheed, A. This investigation was made to see how profitability and liquidity were traded off in Pakistani private sector banks. Twenty-two private sector banks that were registered with the State Bank of Pakistan between 2009 and 2013 were the subject of the research. The Ordinary Least Squares (OLS) approach was used to specify and estimate three models. The findings showed that the association between bank liquidity metrics and return on assets is statistically significant. The analysis found that the association became statistically insignificant when return on equity and return on investment were employed as proxies for profitability. The research suggested that the banks evaluate and reorganize their liquidity management plans.

2.3.3 The effect of supervision on the sales volume of shopping mall in Enugu State

An empirical study on the impact of clearance sale shopping features on store satisfaction and loyalty in India was conducted by Hemalatha, Narayanan, Sridevi, and David in 2013. The goal of the study was to determine how buyers who purchased items during clearance discounts felt about the stores and their commitment to them. The study was conducted during the Aadi clearing sales event, which is observed in Tamil Nadu, India, and involved 664 respondents in total. The associations between multiple-dependent variables are

grouped using the multi-variate analysis of covariance technique. According to the research, shopping habits including wallet sharing, companion, day, time, multi-shop behavior, number of shops visited, hours spent shopping, visits made, items carried on the shopping list, and intended amount of purchases all have an impact on both store happiness and store loyalty. According to the study's findings, retail managers should focus more on these buying preferences when developing a retail strategy in order to boost customer happiness and store loyalty during clearance sales. Future studies and implications for shop managers are also presented.

A study on the relationship between consumer personality and an increase in sales volume was done by Musibau, Olusola, Worlu, and Uduimoh (2015). The study was conducted in Nigeria's Ota Ogun State. The major goal of this research is to determine how customer personality influences the growth of blackberry brand sales in Nigeria. Through the use of a structured questionnaire design, the study uses a quantitative approach to data collecting. 100 individuals were chosen at random from the whole student body of Covenant University to make up the sample population. The Statistical Product for Social Scientist was used to analyze the collected data (SPSS Version 16). The hypothesis was tested using Pearson's Product Correlation and descriptive and regression analysis. The outcome demonstrates that a contributing element to an increase in sales volume is customer personality. According to this study, customer personality has a favorable effect on the amount of sales of the BlackBerry brand. This research suggests that action

David (2020) investigated this. A case study of Kenya Tea Packers Limited (KETEPA) Company illustrates the impact of supervision on employee performance. The goal of the study was to ascertain how supervision at KETEPA Company affected worker performance. The study set out to establish the influence of cooperation in supervision on employee job performance, identify the impacts of delegation of authority on employee job performance, and assess the impact of supervisor conduct on employee job performance. In order to describe information and features about the population or phenomena, the study used a descriptive survey approach. The whole workforce of the organization, including top, middle, and lower management levels as well as subordinate employees, served as the study's target population. For this study's purposes, both primary and secondary data were gathered and put through descriptive statistical analysis. A sample of 152 people were chosen purposefully from a target group of 507 employees using stratified random selection techniques. Self-administered questionnaires were used to gather the data, which was then descriptively evaluated and shown in the form of graphs, tables, and percentages. The results demonstrate that managers might grant authority to subordinates in order to improve performance. This delegation of responsibility forced subordinates to adjust to various working environments and take initiative in their places of employment.

3.0 Methodology

The **study** was based on the safety programme and the performance of shopping malls in Enugu state. Four (4) largest shopping malls in Enugu were selected. They are: Eastern shop,

opposite stadium ogui, Shoprite located at Amusement Centre, Abakaliki Road, Polo Park, GRA, Enugu, Nigeria, Roban stores (Bisala road, Independence layout and Agbani road); Spar Enugu located at Nkpokiti Road, Off Presidential Road, Opp Okpara Square, Enugu. These organizations were chosen for high number of staff, over 30 million naira capital based and high ethical standard. The study used the descriptive survey design approach. The primary source of data was the administration of questionnaire. A total population of three hundred and twenty two (322) management and senior staff was used.

272 staff returned the questionnaire and accurately filled. The validity of the instrument was tested using content analysis and the result was good. The reliability was tested using the Pearson correlation coefficient (r). It gave a reliability co-efficient of 0.70 which was also good. Data was presented and analyzed by mean score (3.0 and above agreed while below 3.0 disagreed) and Z – test was used to test the hypotheses.

4.0 Data analyses and Presentation

4.1. The effect of safety planning on the quality of service of shopping mall in Enugu State

Table 4.2.1: Responses on the effect of safety planning on the quality of service of shopping mall in Enugu State

		5 SA	4 A	3 N	2 DA	1 SD	ΣFX	- X	SD	Decision
1	Safety plan identifies and correct workplace hazards	600 120 44.1	328 82 30.1	51 17 6.3	32 16 5.9	37 37 13.6	1048 272 100%	3.85	1.396	Agree
2	Planning to stay safe reduces the risk of future harm and rendered standard service	575 115 42.3	316 79 29.0	57 19 7.0	44 22 8.1	37 37 13.6	1029 272 100%	3.78	1.414	Agree
3	Training the employees to stay safe makes them productive in their service	320 64 23.5	548 137 50.4	51 17 6.3	40 20 7.4	34 34 12.5	993 272 100%	3.65	1.265	Agree
4	Effective communication of safety policies and procedures to employee quickens their services in the shopping malls	725 145 53.3	160 40 14.7	81 27 9.9	52 26 9.6	34 34 12.5	1072 272 100%	3.87	1.459	Agree
5	The accident investigation in the shopping reduces reoccurrence	405 81 29.8	540 135 49.6	45 15 5.5	30 15 5.5	26 26 9.6	1046 272 100%	3.85	1.190	Agree
Total Grand mean and standard deviation								3.80	1.348	

Source: Field Survey, 2022

Table 4.1.1, 202 respondents out of 272 representing 74.2 percent agreed that Safety plan identifies and correct workplace hazards 3.85 and standard deviation of 1.396. Planning to stay safe reduces the risk of future harm and

rendered standard service 194 respondents representing 71.8 percent agreed with mean score of 3.78 and standard deviation of 1.414. Training the employees to stay safe makes them productive in their service 201 respondents

representing 73.9 percent agreed with mean score of 3.65 and standard deviation of 1.265. Effective communication of safety policies and procedures to employee quickens their services in the shopping malls 185 respondents representing 68.0 percent agreed with mean score of 3.87 and 1.459. The accident

investigation in the shopping reduces reoccurrence 216 respondents representing 79.4 percent agreed with a mean score of 3.85 and standard deviation 1.190.

4.1. The effect of induction on the profitability of shopping mall in Enugu State

Table 4.1.1: Responses on the effect of induction on the profitability of shopping mall in Enugu State

		5 SA	4 A	3 N	2 DA	1 SD	ΣFX	- X	SD	Decision
1	Induction provides new employees with essential information to assist generate income	340 68	472 118	48 16	92 46	24 24	976 272	3.59	1.271	Agree
2	The hires are welcomed into the business and receives transition into their new duty	25.0 400	43.4 404	5.9 36	16.9 110	8.8 24	100% 974	3.58	1.331	Agree
3	The new employees feel supported as they impact knowledge of business success into them	80 29.4	101 37.1	12 4.4	55 20.2	24 8.8	272 100%	3.38	1.317	Agree
4	There is minimization of waste by the new hires	295 59	404 101	78 26	114 57	29 29	920 272	3.40	1.321	Agree
5	Growth and expansion are enhanced with the training of new ones	21.7 250	37.1 516	9.6 15	21.0 110	10.7 33	100% 924	3.39	1.423	Agree
		50 18.4	129 47.4	5 1.8	55 20.2	33 12.1	272 100%			
		350 70	396 99	27 9	110 55	39 39	922 272			
		25.7 36.4	3.3 20.2	14.3 100%						
Total Grand mean and standard deviation								3.468	1.3326	

Source: Field Survey, 2022

Table 4.1.1, 186 respondents out of 272 representing 68.4 percent agreed that induction provides new employees with essential information to assist generate income 3.58 and standard deviation of 1.271. The hires are welcomed into the business and receives transition into their new duty 181 respondents representing 66.5 percent agreed with mean score of 3.58 and standard deviation of 1.331. The new employees feel supported as they impact knowledge of business success into them 160 respondents representing 59.0 percent

agreed with mean score of 3.38 and standard deviation of 1.317. There is minimization of waste by the new hires 179 respondents representing 65.8 percent agreed with mean score of 3.40 and 1.321. Growth and expansion are enhanced with the training of new ones 169 respondents representing 62.1 percent agreed with a mean score of 3.39 and standard deviation 1.423

4.3 The effect of supervision on the sales volume of shopping mall in Enugu State

Nnadi, Chikezie Sunday Onoh Ph.D, Iwu Francis Ph.D and Ejim, Patrick Emeka Ph.D

Table 4.3.1: Responses on the effect of supervision on the sales volume of shopping mall in Enugu State

		5 SA	4 A	3 N	2 DA	1 SD	ΣFX	- X	SD	Decision
1	The activities of the sales employees are supervised and ensure effective service	565 113 41.5	240 60 22.1	33 11 4.0	110 55 20.2	33 33 12.1	981 272 100%	3.61	1.487	Agree
2	The supervisors efforts are made towards the achievement of sales	355 71 26.1	408 102 37.5	33 11 4.0	110 55 20.2	33 33 12.1	939 272 100%	3.45	1.382	Agree
3	There is a proper coordination of sales operations	290 58 21.3	508 127 46.7	33 11 4.0	110 55 20.2	21 21 7.7	962 272 100%	3.54	1.244	Agree
4	There is effective implementing of sales technique that allow consistency in business hit	675 135 49.6	248 62 22.0	42 14 5.1	94 47 17.3	14 14 5.1	1073 272 100%	3.94	1.306	Agree
5	Improved methods of distribution by the supervisors reduced costs and increase profits	620 124 45.6	328 82 30.1	39 13 4.8	78 39 14.3	14 14 5.1	1079 272 100%	3.97	1.243	Agree
Total Grand mean and standard deviation							3.702	1.3324		

Source: Field Survey, 2022

Table 4.1.1, 173 respondents out of 272 representing 63.6 percent agreed that the activities of the sales employees are supervised and ensure effective service 3.61 and standard deviation of 1.487. The supervisors efforts are made towards the achievement of sales 173 respondents representing 63.6 percent agreed with mean score of 3.45 and standard deviation of 1.382. There is a proper coordination of sales operations 185 respondents representing 68.0 percent agreed with mean score of 3.54 and standard deviation of 1.244. There is effective

implementing of sales technique that allow consistency in business hit 195 respondents representing 71.6 percent agreed with mean score of 3.94 and 1.306. Improved methods of distribution by the supervisors reduced costs and increase profits 206 respondents representing 75.7 percent agreed with a mean score of 3.97 and standard deviation 1.243.

4.4 Test of Hypotheses

4.4.1 Safety planning has not positive effect on the quality of service of shopping mall in Enugu State

One-Sample Kolmogorov-Smirnov Test

	Safety plan identifies and correct workplace hazards	Planning to stay safe reduces the risk of future harm and rendered standard service	Training the employees to stay safe makes them productive in their service	Effective communication of safety policies and procedures to employee quickens their services in the shopping malls	The accident investigation in the shopping reduces reoccurrence
N	272	272	272	272	272
Uniform Minimum	1	1	1	1	1
Parameters ^{a,b} Maximum	5	5	5	5	5
Most Absolute	.493	.463	.489	.533	.544
Extreme Positive	.136	.136	.125	.125	.096
Differences Negative	-.493	-.463	-.489	-.533	-.544
Kolmogorov-Smirnov Z	8.125	7.640	8.064	8.792	8.974
Asymp. Sig. (2-tailed)	.000	.000	.000	.000	.000

a. Test distribution is Uniform.

b. Calculated from data.

Decision Rule

If the calculated Z-value is greater than the critical Z-value (i.e $Z_{cal} > Z_{critical}$), reject the null hypothesis and accept the alternative hypothesis accordingly.

Result

With Kolmogorov-Smirnon Z – value ranges from $7.640 < 8.974$ and on Asymp. Significance of 0.000, the responses from the respondents as display in the table is normally distributed. This affirms the assertion of the most of the respondents that safety planning had positive

effect on the quality of service of shopping mall in Enugu State Decision

Furthermore, comparing the calculated Z- value ranges from $7.640 < 8.974$ against the critical Z- value of 0.000 (2-tailed test at 95 percent level of confidence) the null hypothesis were rejected. Thus the alternative hypothesis was accepted which states that safety planning had positive effect on the quality of service of shopping mall in Enugu State

4.4.2 Induction has not positive effect on the profitability of shopping mall in Enugu State

One-Sample Kolmogorov-Smirnov Test

	Induction provides new employees with essential information to assist generate income	The hires are welcomed into the business and receives transition into their new duty	The new employees feel supported as they impact knowledge of business success into them	There is minimization of waste by the new hires	Growth and expansion are enhanced with the training of new ones
N	272	272	272	272	272
Uniform	1	1	1	1	1
Minimum Parameters ^{a,b}	5	5	5	5	5
Maximum					
Most Absolute	.434	.415	.338	.408	.371
Extreme Positive	.088	.088	.107	.121	.143
Differences Negative	-.434	-.415	-.338	-.408	-.371
Kolmogorov-Smirnov Z	7.155	6.852	5.578	6.730	6.124
Asymp. Sig. (2-tailed)	.000	.000	.000	.000	.000

a. Test distribution is Uniform.

b. Calculated from data.

Decision Rule

If the calculated Z-value is greater than the critical Z-value (i.e $Z_{cal} > Z_{critical}$), reject the null hypothesis and accept the alternative hypothesis accordingly.

Result

With Kolmogorov-Smirnon Z – value ranges from $5.578 < 7.156$ and on Asymp. Significance of 0.000, the responses from the respondents as display in the table is normally distributed. This affirms the assertion of the most of the respondents that induction had positive effect on the profitability of shopping mall in Enugu State

Decision

Furthermore, comparing the calculated Z- value ranges from $5.578 < 7.156$ against the critical Z- value of 0.000 (2-tailed test at 95 percent level of confidence) the null hypothesis were rejected. Thus the alternative hypothesis was accepted which states that induction had positive effect on the profitability of shopping mall in Enugu State

4.4.3 Supervision has not positive effect on the sales volume of shopping mall in Enugu State

One-Sample Kolmogorov-Smirnov Test

		The activities of the sales employees are supervised and ensure effective service	The supervisors efforts are made towards the achievement of sales	There is a proper coordination of sales operations	There is effective implementing of sales technique that allow consistency in business hit	Improved methods of distribution by the supervisors reduced costs and increase profits
N		272	272	272	272	272
Uniform	Minimum	1	1	1	1	1
Parameters ^{a,b}	Maximum	5	5	5	5	5
Most Extreme Differences	Absolute	.415	.386	.430	.496	.507
	Positive	.121	.121	.077	.051	.051
	Negative	-.415	-.386	-.430	-.496	-.507
Kolmogorov-Smirnov Z		6.852	6.367	7.094	8.186	8.367
Asymp. Sig. (2-tailed)		.000	.000	.000	.000	.000

a. Test distribution is Uniform.

b. Calculated from data.

Decision Rule

If the calculated Z-value is greater than the critical Z-value (i.e $Z_{cal} > Z_{critical}$), reject the null hypothesis and accept the alternative hypothesis accordingly.

Result

With Kolmogorov-Smirnon Z – value ranges from $6.367 < 8.367$ and on Asymp. Significance of 0.000, the responses from the respondents as display in the table is normally distributed. This affirms the assertion of the most of the respondents that supervision had positive effect on the sales volume of shopping mall in Enugu State

Decision

Furthermore, comparing the calculated Z- value ranges from $6.367 < 8.367$ against the critical Z- value of 0.000 (2-tailed test at 95 percent level of confidence) the null hypothesis were rejected. Thus the alternative hypothesis was accepted which states that supervision had positive effect on the sales volume of shopping mall in Enugu State.

4.5 Discussion of Findings

4.5.1 The effect of safety planning on the quality of service of shopping mall in Enugu State

According to the findings of hypothesis 1, the computed Z-value ranged from 7.640 to 8.974 compared to the crucial Z-value of 0.000, suggesting that safety planning had a favourable impact on the level of service provided by the shopping centre in Enugu State. Ojekalu, Ojo, Oladokun, and Olabisi (2018) performed a study on the service quality of property managers of shopping complexes in Ibadan, Nigeria, in support of the conclusion. The results demonstrate that the dependability and responsiveness aspects of SQ were assessed poorly, but the professionalism, palpable, assurance, and empathy dimensions were scored fairly. A research on the Effect of Service Quality on Customer Loyalty and Customer Satisfaction in Islamic Banks in the Sultanate of Oman was undertaken by Bashir, Umar, Al-Balushi, and Dharmendra in 2020. The results demonstrate that customer satisfaction is

significantly positively impacted by empathy and responsiveness characteristics. Given the strong correlation between these two factors and customer happiness, the research advised banks to put more emphasis on empathy and responsiveness.

4.5.2 The effect of induction on the profitability of shopping mall in Enugu State

According to the findings of hypothesis two, induction had a beneficial impact on the financial success of the shopping mall in Enugu State since the computed Z-value ranged from 5.578 to 7.156 compared to the crucial Z-value of 0.000. Tumain (2019) carried out a research titled "Effectiveness of induction training on personnel performance in public universities: Case study of the Open University of Tanzania" in order to justify the findings. The results demonstrate that while some respondents, including some department heads, were aware of the introduction training policy, others were not sufficiently informed about it. According to the study's findings, induction training is very beneficial to the university since it helps new hires become familiar with the key elements of their new workplace. Impact of Induction on Employee Performance in an Organization was the subject of research by Agbo (2020). (a study of Abia State Polytechnic, Aba, Abia State, Nigeria). The findings demonstrated that induction programmes had a substantial positive link with employee profitability and that organisational profitability and employee profitability were both significantly and positively correlated.

4.5.3 The effect of supervision on the sales volume of shopping mall in Enugu State

According to the third hypothesis's outcome, the computed Z-value varies from 6.367 to 8.367 against the crucial Z-value of 0.000, suggesting that supervision had a beneficial impact on the shopping mall in Enugu State's sales volume. Hemalatha, Narayanan, Sridevi, and David (2013) conducted an empirical study on the impact of clearance sale shopping features on store satisfaction and loyalty in India to support their findings. According to the study's findings, retail managers should focus more on these buying preferences when developing a retail strategy in order to boost customer happiness and store loyalty during clearance sales. Future studies and implications for shop managers are also presented. A study on the relationship between consumer personality and an increase in sales volume was done by Musibau, Olusola, Worlu, and Uduimoh (2015). The study was conducted in Nigeria's Ota Ogun State. The outcome demonstrates that a contributing element to an increase in sales volume is customer personality. According to this study, customer personality has a favourable effect on the amount of sales of the BlackBerry brand. This study suggests that course of action. David (2020) investigated this. A case study of Kenya Tea Packers Limited (KETEPA) Company illustrates the impact of supervision on employee performance. The results demonstrate that managers might grant authority to subordinates in order to improve performance. This delegation of responsibility forced subordinates to adjust to various working environments and take initiative in their places of employment.

5.0 Summary of the Findings

- i. Safety planning had positive effect on the quality of service of shopping mall in

- Enugu State, $Z(95, n = 272) = 7.640 < 8.974, p < .05$.
- ii. Induction had positive effect on the profitability of shopping mall in Enugu State, $Z(95, n = 272) = 5.578 < 7.156, p < .05$.
- iii. Supervision had positive effect on the sales volume of shopping mall in Enugu State, $Z(95, n = 272) = 6.367 < 8.367, p < .05$.

5.1 Conclusion

According to the study's findings, safety planning, induction, and supervision had a favorable impact on the shopping mall in Enugu State's service quality, profitability, and sales volume. Fostering a secure and healthy workplace is one of the objectives of occupational safety and health initiatives. Coworkers, family members, employers, clients, and numerous other people who could be impacted by the employment environment may also be protected under occupational safety and health.

5.2 Recommendations

- i. The management should have a successful safety strategy for the company's dependability, responsiveness, and high client retention profitability.
- ii. To better actualize the aims and objectives, the management of the shopping malls should invest more time and resources in providing top management and supervisors with the best induction training possible.
- iii. The program should be continuously monitored by the supervisors to ensure that it covers all of the workers' tasks and to motivate them to exert greater effort.

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Advance Journal of Management and Social Sciences

Adv. J. Man. Soc. Sci

Volume: 7; Issue: 01,

January-February, 2023

ISSN: 2383 – 6355

Impact Factor: 5.12

Advance Scholars Publication

Published by International Institute of Advance Scholars Development

<https://aspjournals.org/Journals/index.php/ajmss/index>



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