Unethical Business Practices in Nigeria: Causes, Consequences and Control

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This study examines the causes, consequences and control strategies of unethical business practices in Nigeria. The main objective is to investigate unethical business practices and its implications on the Nigerian society. The study employed both primary and secondary sources of data which were analysed using descriptive statistics, regression analysis and t-test to analyse the formulated hypotheses in line with the objectives of the study. A sample of 1,124 respondents representing 94% of the population (1,192) was used for analysis in the study. The study found that most customers' complaints on ethical abuses were common in the mobile telecommunication, health, manufacturing and automobile sub-sectors where unethical business practices were caused by a combination of three broad factors namely; external factors, personal characteristics and improper control which include, greed, poor compliance with the legal requirements for doing business in Nigeria, aggressive competition, insufficient legislative enforcement and lack of effective supervision by the business regulatory bodies. The study also found unwholesome activities such as the proliferation of fake and substandard materials, misleading advertising, price collusion, discriminatory pricing and hoarding, diversion, overbilling, petroleum products black racketeering and poor service to disadvantaged consumers as among the factors with major consequences. Some recommendations were made among which are the need for adequate laws with stiffer penalties against violation of business ethics so as to help in ridding the society of all forms of unethical conduct in business. The study concludes that; with effective supervision by business regulatory agencies, stiffer penalties and strict compliance with legal requirements for doing business in Nigeria, the spate of unethical business practices characterizing the Nigerian environment will be eradicated or reduced to the barest minimum which will subsequently, result in economic growth and development of the country.

Field of Research: Business Ethics

1. Introduction

The Nigerian society is characterized with so many unethical business practices which have eaten deep into the Nigerian business environment (Nwaizigbo & Ogbunan Kwor, 2013). As a result of the unethical business practices, Nigeria has lost several billions of naira through the collusion of contractors with officials of government Ministries, Departments, Agencies and Commissions (MDA'S) to siphon monies to private pockets resulting in either substandard projects execution or completely abandoning the projects after being mobilized; contrary to the provision of procurements Act (Ribadu,2003).

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The Nigerian business environment does not only suffer from the unethical activities of contractors but also, from so many activities of marketers in the various sectors of the Manufacturing, include the Banking, economy. This Telecommunication, Automobile, Transportation, Health and Oil and Gas Sectors. These sectors have been characterized by so many unethical business practices that are deceptive in nature, exploitative and dangerous to human life which impact negatively on both the organization, customer's satisfaction and subsequently, the economy as a whole (CPC, 2014). Lack of demonstration of ethical values in business is leading to failure and collapse of multi-million naira business enterprises and contracts in Nigeria (Ameh & Odusami, 2010). Sequel to these, the following research questions: (1) What are the causes of unethical business practices amongst the business class in Nigeria? (2) What is the consequences of unethical business practices on Nigerian consumers? (3) How does unethical business practices impact on the Nigerian Economy? (4) What is the role of government in the fight against unethical business practices in Nigeria? (5) What are those strategies for damage control? The study intends to provide answers to these questions.

Even though previous researchers have investigated various ethical issues in business (e.g. Ayozie, 2013 who studied the current Ethical Challenges in the Nigerian Commercial Banking Sector; Johnny & Benjamin, 2013 who studied Improving and Promoting ethical behavior in business relations and Oyewobi, Ganiyu, Oke, Ola-awo & Shittu, 2011 whose work investigated the Determinants of unethical performance in Nigerian Construction Industry). However, there are limited research studies which investigated the causes and consequences of unethical business practices in Nigeria which this study is designed to accomplish. In addition, there is insufficient study on the control mechanism for such unethical conduct on the part of business people in Nigeria.

It is in view of this that this study is conducted to investigate the causes, consequences and control efforts on the unethical business practices bedeviling the sectors of the Nigerian economy. The study is important as it will be of immense benefits to business organisations, government (business regulatory bodies/stakeholders), customers, students and researchers whom might want to use the findings and recommendations to improve on their ethical standard and general business practice in the country.

The study focused on only 5 functional areas of business namely Marketing, Banking, Production, Accounting and Human Resources cutting across the 8 sectors of the Nigerian economy (i.e. manufacturing, banking, construction, telecommunication, automobile, transportation, health and the Oil & Gas sectors). The choice of focus on the 5 activities was in view of their strategic importance to business (Drucker, 1973) while the choice for the 8 sub-sectors was in view of the high level of unethical business practices characterizing the sectors (Nkiru, 2011).

Managers of manufacturing companies quoted on the Nigerian Stock Exchange as at December 2017; Bank managers of deposit money banks; major mobile telecommunication operators (MTN, GLO & Airtel) and construction engineers, as well as transportation experts (Air, land & Sea Ports) and their employees of different cadres including their customers and regulators were investigated. Others include Health industry experts such as medical practitioners including patients and families, as well as

stakeholders in the upstream and downstream Oil and Gas sector of the Nigerian economy (Shell, Total, LNG, major & independent oil marketers) were also investigated. The justification of the scope is in view of their strategic importance to the Nigerian economic landscape and business prosperity (NERGP, 2017). The main objective of the study is to investigate unethical business practices and its implications on the Nigerian Society. The specific objectives are; (1) to examine the causes of unethical business practices in Nigeria; (2) to assess the consequences on the Nigerian consumers; (3) to investigate the impact on the Nigerian Economy; (4) to assess the role of government in the fight against unethical business practices; (5) to suggest strategies for damage control. The rest of the paper is organized as follows, Section 2 contains literature review, Section 3 provides methodology, Section 4 contains results and discussion and the last section provides conclusion.

The paper is divided into five sections with an introduction to the study provided in section one. The next section is the literature review on the concept of business ethics and code of conduct. Section three deals with the adopted methodology for the study while, the results and discussion are in section four. Conclusion and Implications are provided in section five including limitations and suggestions for further studies. The findings of the present study are consistent with the previous studies as we found that the spate of unethical business practices bedeviling the Nigerian business environment has eaten deep into some major sectors with negative consequences on both the Nigerian consumers and the economy as a whole.

2. Literature Review

2.1 Meaning of Ethics

Ethics has been given various definitions by several scholars. Ayoze (2011) defines ethics as what "concerns itself with consideration of right and wrong conduct in the practical affairs of men". He points out that ethical behaviour is the behaviour that ought to prevail while unethical behaviour is that which violates a given standard as to what to prevail. Wulf (2004) defines ethics as "concepts of right and wrong, that stem from values and expectations of society; or they may derive from some major sectors of society", while Sinha et al (2007) define ethics, as "an individual's personal beliefs about what is right and wrong or good or bad".

2.2 Business Ethics and Code of Conduct

Business ethics involves the study of both moral evaluation of business and the standard applied in judgment of business decisions, behavior and instructions as morally right or wrong (Kotler, 1991). Business ethics goes beyond legal issues to which ethical business decisions foster mutual trust in the relationship. Any time an activity causes business managers or consumers to feel manipulated or cheated an ethical issue exists, regardless of the legality of the issue. Business ethics means acting in ways consistent with what society and individuals typically see as good values. It's characterized by honesty, respect, fairness and equity in inter-personal or corporate relationships (Yousef, 2013). Code of conduct are developed guidelines governing the

entire organization either in the area of doing business, finances, fabricating, security, training, research, medication, law, and government itself (Masson, 2011). He emphasizes that moral conduct must be consistent with the honesty and confidence, trustworthiness, fairness and clarity, reasonable reward, reliability, integrity, objectivity and responsibility.

2.3 Unethical Business Practices

Un-ethical Business practices are the kind of practices that are deceptive, exploitative and dangerous to human life. They are those actions that don't conform to the acceptable standard of business operation, doing what is right in every situation (Drucker, 1973). Unethical business also means criticisms of marketing. The various social criticism of marketing can be classified into those alleged to hurt individual consumers, society as a whole and other business firms (Kotler, 2003). There are many instances where businesses act within the law, but their actions hurt society and are generally considered to be unethical. Example, there are many ways that businesses engage in an unethical conduct, exploiting their workers, their customers, and even the public at large. In some cases it may be an individual within a business who is unethical in the cause of his/her job, and other times we are talking about corporate culture, where the whole business is corrupt from the top down, with disastrous result for the society. Unethical business practice can destroy business's reputation and possibly lead to legal troubles (Rahman, 2008).

2.4 Empirical Literature

There is an increasing agreement across the world that corruptions as well as other unethical conducts are prevalent in most sectors of various economies. Issues of ethics in business ought to be viewed as something of importance but it has been handled with levity due to corrupt practices and other factors (Sinha et al, 2017). Studies have shown that among the most prevalent unethical behaviours in business is corruption, defined as: "the giving of some goods, money or service to a suitable individual for the aim of obtaining an advantaged and positive thought (or acquisition) of one's corporate project or product" (Vee & Skitmore, 2003). Other regularly reported untrustworthy practices are associated with misrepresentation, carelessness, deceptive practices, dishonesty and sharp practices whereby one tries to get some exploitative and out of line favourable position, is unscrupulous routine of extortion. A study done by (Vee & Skitmore, 2003; Pearl et al, 2007) in Australia exposed that there are many kinds of ethical dilemmas and unethical practices in business like negligence, corruption, bribery, bid cutting, under bidding, cover pricing, front loading, collusive tendering, bid shopping, and withdrawal of tender. Another study by Rahman (2008) uncovered that the most wellknown parts of dishonest conduct that are experienced by the experts are cordiality, blessings, actuations, rewards, security of the earth, wellbeing and in addition political and social behaviour. Then again, self-restraint, trust, obligation, interchanges, uprightness, certain identity attributes, genuineness and responsibility are the most essential qualities that a moral expert should have while Patrick (2006) classified these unethical practices into four universal kinds of actions known as conflicts of interest namely: 1) unfair conduct, 2) fraud, 3) collusion, and 4) bribery.

From the empirical evidence, it is clear that the researches done by Sinha et al (2017); Rahman (2008) and Veeand Skitmore (2003) have failed to specifically provide the causes, consequences and control strategies in curbing the menace of unethical business practices bedeviling the various sectors of the Nigerian economy. This study has succeeded in investigating the phenomenon in the 8 sub-sectors of the Nigerian economy.

2.5Statement of Hypotheses

The following Null hypotheses were formulated and shall be tested in the course of the study:

Ho₁: Unethical business practices in Nigeria are not caused by several factors

Ho₂: Unethical business practices do not have significant consequences on Nigerian consumers

Ho₃: Unethical business practices do not have significant impact on the Nigerian Economy.

Ho₄: Government does not play significant role in the fight against unethical business practices in Nigeria.

Ho₅: Federal Government's damage control strategies are not effective in the fight against unethical business practices in Nigeria.

3. Methodology

A survey research design was used in this study to gather the necessary data. The data were collected from both primary and secondary sources. The primary data was gathered using questionnaires with five point Likert- scale to elicit relevant information. The population of the study which covered all the 36 states of the Nigerian Federation including the Federal Capital Territory (FCT), Abuja targeted 1,192 customers, employees, owners and government regulatory agencies involved in different businesses and control activities cutting across the 8 sub-sectors of the Nigerian economy. Most studies of similar nature as conducted in Nigeria, relied majorly on primary data and investigated a particular sector while, in this study we employed the use of both primary and secondary sources of data in many sub-sectors of the country's economy.

The study adopted purposive sampling technique because most of the data has the characteristics of being qualitative in nature which help in the selection process from the dominant sectors of the Nigerian economy and help in making comparison between them so as to understand the phenomena. These sectors included both private and public sector organizations which consisted of those employed in the manufacturing, banking, construction, mobile telecommunication, automobile, and transportation; others include health, Oil & Gas sectors and their regulators/stakeholder organisations. The choice for targeting the population from the 8 sub-sectors was in view of the high level of unethical business practices characterizing the sectors (Nkiru, 2011).

For the purpose of this study, we refer to business regulatory bodies and stakeholder organisations to include; Consumer Protection Council (CPC), Standard Organisation of Nigeria (SON), National Agency for Food and Drugs Administration and Control (NAFDAC), Corporate Affairs Commission (CAC), Nigerian Communications Commission (NCC), National Deposit Insurance Corporation (NDIC), Central Bank of Nigeria (CBN), Nigerian National Petroleum Corporation (NNPC), Council for Registered Engineers in Nigeria (COREN), National Automotive Council of Nigeria (NACN), Manufacturers Association of Nigeria (MAN). Others include Ministries, Departments, Agencies and Commissions (MDA'S), Nigeria Civil Aviation Authority (NICAA), National Airspace Management Authority (NAMA), Nigeria Ports Authority (NPA) and the National Union of Road Transport Workers of Nigeria (NURTW); Nigeria Customs and Excise and Nigeria Medical Council (NMC).

In all, 1,192 questionnaires were distributed to selected respondents of the surveyed organizations in the six geo-political zones of the country (North-East, North-West, North-Central, South-East, South-South & South-West) with 68 percent of the questionnaires distributed in Lagos and Anambra states alone which accounted for over 50% of the unethical business practices bedeviling Nigeria (CPC, 2014). The study was analyzed using descriptive statistics, regression analysis and t-test to analyse the extent of the impact on customer's satisfaction and the Nigerian society as a whole.

Content validity and construct validity were used to validate the structured questionnaire instrument by administering 35 percent of the questionnaires to experts in the field of Business ethics and code of conduct. All the items measured, indicated high reliability of 0.97 which is above the minimum cut-off thumb mark.

4. Results and Discussion

Table 1: Response Rate

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·		Designation of th	e respondents w	here applicable		
Valid	Respondent s	Location	Number of Questionnair es Administered	Number of Questionnair es Retrieved	Percen t	Valid Percen t
	Managers/ Employees	Six Geo- political Zones	380	356	31.67	31.67
	Customers	Six Geo- political Zones	560	530	47.15	47.15
	Business Owners	Six Geo- political Zones	157	147	13.08	13.08
	Regulators	Six Geo- political Zones	95	91	8.10	8.10
	Total	-	1,192	1,124	100.0	100.0

Source: Survey Data, 2017

Of the 1,192 questionnaires distributed, 1,124 were returned completed and 68 were either returned uncompleted or unusable-generally because the respondents did not

provide the needed information as enunciated in the objectives of the study. In total, a 94.29% response rate was achieved. It is acknowledged that the response rate is relatively high; this is in view of the respondent's interest in finding lasting solution to unethical business practices characterizing the Nigerian environment.

Table 1 shows the questionnaire responses by stakeholders in the 8 sub-sectors of the Nigerian business environment namely; managers and employees, customers and business owners of selected business organisations including officials of business regulatory bodies in Nigeria. From the table, Managers/Employees (356) and Customers (530) completed and returned the larger percentages of the questionnaires which accounted for 31.67% and 47.15% of the completed questionnaires, respectively. Business owners (147) and Regulators (91) accounted for lesser percentage with 13.08% and 8.10%, respectively of the number of those who completed the questionnaires.

Table 2: Questionnaire Responses by Type of Economic Sector/Organization

	Sector/Organization	Responden	Percent	Valid
		ts		Percent
Valid	Manufacturing	210	18.68	18.68
	Banking	120	10.68	10.68
	Automobile	140	12.46	12.46
	Construction	110	9.79	9.79
	Mobile Telecommunication	200	17.79	17.79
	Transportation	90	8.00	8.00
	Health	198	17.62	17.62
	Oil & Gas	56	4.98	4.98
	Total	1,124	100.0	100.0

Source: Survey Data, 2017

Table 2 shows questionnaire responses by type of economic sector/organization. From the table, there are responses from eight different sectors. The table presents analysis based on simple percentages which shows that the largest percentage of respondents were drawn from Manufacturing, Mobile Telecommunication, health and Automobile sectors with 210, 200, 198 and 140 respondents respectively constituting 18.68%, 17.79%, 17.62% and 12.46%, respectively. The least number of respondents were drawn from the Banking sector (120), Construction (110), Transportation (90) and the Oil & Gas sector (56) which constituted 10.68%, 9.79%, 8.00% and 4.98%, respectively. This implies that majority of those investigated in the economic sub-sectors are those from the mobile telecommunication, health, manufacturing and automobile sub-sectors where it is believed that most customers' complaints on ethical abuses in Nigeria's business environment were more prevalent (Nwaizigbo & Ogbunan Kwor, 2013).

4.1 Characteristics of Respondents

Table 3 shows the characteristics of respondents. As can be seen, information on five (5) different characteristics of respondents that are relevant to the study were collected and interpreted. Information on respondents' gender, age, marital status, educational qualification and employment status were collected to help in our analysis. From the table, majority of the respondents are over 35 years old (90.93%) with those between the ages of 26-35 constituting the lesser percentage (9.07%). This, no doubt, would further justify our results since most of the responses were presumed to be emanating from those age category with the necessary requirement to contribute to the subject matter in line with the research objectives.

Table 3: Descriptive Data of Respondents

S/N	Characteristics	Respondents' Category	Frequency	Percent
1.	Age	26 – 35 years	102	9.07
		36 – 45 years	420	37.37
		46 – 55 years	322	28.65
		56 years and Above	280	24.91
		Total	1,124	100.0
2.	Gender	Male	622	55.34
		Female	502	44.66
		Total	1,124	100.0
3.	Marital Status	Single	498	44.31
		Married	626	55.69
		Total	1,124	100.0
4.	Educational	Degree	523	46.53
	Qualification	Post-graduate	105	9.34
		Diploma	80	7.12
		Others	416	37.01
		Total	1,124	100.0
5.	Employment Status	Employed (Public/Private Sector Organizations)	980	87.19
		Unemployed	144	12.81
		Total	1,124	100.0

Source: Survey Data (2017).

The table also show that, the male (622) constituted majority of the respondents with 55.34% while, the females (502) are the least of the respondents constituting 44.66%. On the same Table 3, the marital status of the respondents indicates that those who are married (626) constitute the largest percentage of respondents (55.69 percent). This shows that unethical business practices are issues for serious concern amongst couples in Nigeria. Those that are single (498) constitutes 44.31 percent who are believed to be less concerned with ethical business issues in Nigeria.

The education levels as shown in Table 3, were evenly distributed. Virtually all the respondents were educated, with 46.53% having at least a Bachelor's degree certificate. 9.34% have their Postgraduate degrees. Diploma holders were about 7.12% while others with certificates other than the ones mentioned earlier (at least education up to Post-secondary level and those with HND and Doctoral level of education) were about 37.01%. These statistics further indicate that most of the respondents had higher education while a relatively small number had at least high school education necessary for the respondents to have an informed knowledge on those ethical issues confronting business activities in Nigeria.

Finally, the employment status shows that majority of the respondents (980) or 87.19% are either employees in the private sector organizations or the Nigerian public sector. The implication of this finding to the study is that the target respondents are wage earners with the required income level involved in purchases of different kinds that may be affected by the unethical activities of business people.

4.2 Descriptive Statistics on the Causes of Unethical Business Practices in Nigeria

Table 4 shows a descriptive statistics on the causes of unethical business practices in Nigeria. Each variable under study has Likert-scale of 1 to 5 ranging from strongly disagree to strongly agree. Respondents (manufacturers, employees: Bank managers, middle and low level employees, major mobile telecommunication experts & construction engineers, as well as transportation experts and health and Oil & Gas experts and regulators) were asked to describe the causes with respect to seven different variables under study namely: the greed for profit making, the get-rich-quick syndrome, poor compliance with legal requirements for doing business in Nigeria and corrupt practices associated with running of businesses in the country. Other variables under study include aggressive competition, insufficient legislative enforcement and lack of effective supervision by business regulatory bodies in Nigeria.

From the table, the minimum and maximum value for the level of agreement on the greed for profit making is 2 to 5 and the Mean and Standard Deviation is 3.4 and 0.82, respectively. The result shows that there was variety of opinion on that variable and the high standard deviation (0.82) signifies that the data are widespread; statistically, the high standard deviation implies that unethical business practices in Nigeria are highly caused by the greed of marketers for profiteering.

The get-rich-quick syndrome ranges from 1 to 5 and the Mean and Standard Deviation is 3.8 and 1.07, respectively. The result shows that there was variety of opinion on that variable and the high standard deviation (1.07) signifies that the data are widespread; statistically, the high standard deviation implies that the agreement on syndrome of get rich quick is very high.

Poor compliance with the legal requirements for doing business in Nigeria range from 4 to 5 and the Mean and Standard Deviation is 4.10 and 0.31, respectively. The result shows that there was no variety of opinion on that variable and the low standard deviation (0.31) signifies that most respondents express close opinion; statistically, the

low standard deviation implies that the agreement on poor compliance with legal requirements for doing business in Nigeria can be described as very low.

Corruption range from 1 to 5 and the Mean and Standard Deviation is 3.1 and 1.32, respectively. The result shows that there was variety of opinion on that variable and the high standard deviation (1.32) signifies that the data are widespread; statistically, the high standard deviation implies that the agreement on corrupt vices as one of the major cause is very high.

Table 4: Descriptive Statistics on the Causes of Unethical Business Practices in Nigeria

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S/ N	Variables Under Study	N	Mini mum	Maxi mum	Mean	Std. Deviatio n	Decision
1.	The greed for profit making resulting to exploitative tendencies such as high prices, price fixing and predatory pricing	1,124	2.00	5.00	3.4667	.82746	Agree
2.	Syndrome of get-rich-quick by average Nigerian employing all means to exploit, deceive and endanger the lives of end users with products that are unsafe or of substandard qualities	1,124	1.00	5.00	3.8267	1.07015	Agree
3.	Poor compliance with the legal requirements for doing business in Nigeria due to lack of severe penalties	1,124	4.00	5.00	4.1067	.31077	Agree
4.	Corruption	1,124	1.00	5.00	3.1733	1.32923	Agree
5.	Aggressive Competition	1,124	1.00	5.00	4.0937	0.9849	Agree
6.	Insufficient Legislative Enforcement	1,124	4.00	5.00	4.6771	0.4701	Agree
7.	Lack of effective supervision by business regulatory bodies	1,124	1.00	5.00	3.9792	0.9839	Agree
	Valid N (list wise)	1,124					

Source: Generated using SPSS (Version 20).

The results of aggressive competition, insufficient legislative enforcement and lack of effective supervision by business regulatory bodies also shows variety of close opinion with high standard deviation implying that the agreement on the variables are very high. Based on the results summary, it is quite obvious from the mean results (Variables 1-7) that all the targeted respondents in the eight sub-sectors of the Nigerian economy agreed that unethical business practices in Nigeria are caused by combination of three broad factors' namely; external factors, personal characteristics and improper control which include, greed for profit making, the get-rich-quick syndrome, poor compliance with the legal requirements for doing business in Nigeria, corruption, aggressive competition facing the environment and insufficient legislative enforcement and lack of effective supervision by business regulatory bodies. This is in line with the research finding of Yousef (2013) who found the factors for unethical conduct among professionals in the Gaza construction industry to be external factors, personal characteristics and improper control.

4.3 The Consequences of Unethical Business Practices on Nigerian Consumers

Table 5 is descriptive statistics showing extent of the agreement of respondents on the consequences of unethical business practices on Nigerian consumers using several variables measurement (1-18) as described by different targeted group of respondents cutting across the 8 sub-sectors.

As can be seen from the table, all the consumers investigated agreed with all the items measured as the main unethical business practices which have serious negative consequences on consumer's satisfaction. This include misleading advertising, price collusion and discriminatory pricing as manifested in Nigeria's manufacturing and mobile telecommunication subsectors, proliferation of fake and substandard materials particularly in the health and automobile sub-sectors such as fake and expired drugs, substandard motor spare parts and individuals or organizations undertaking work without adequate qualification/ experience/training.

The result of the analysis also show that hoarding, diversion, overbilling and petroleum products black marketeering (price hike & adulteration) associated with the transportation and Oil and Gas subsectors were also among the variables with serious consequences. Others include; banking violation of ethics such as breach of trust, having undue access and tampering with the customers" accounts, conversion of cheques or cheque conversion, and other kinds of commercial bank frauds in the banking sector and tender collusion in the construction industry, as well as leaking information about the project budget for some contractors, illegal awards of contracts to cronies (friends, relations and political allies) without meeting the prescribed prequalification requirements and abuse of contractual specifications.

Other unethical business practices with negative consequences on consumers in Nigeria according to the findings include; tax evasion, spam, tempering with measure of grains, gift, hospitality, bribes and inducements etc. These activities are highly exploitative, deceptive and dangerous to human health which result to the proliferation of shoddy or unsafe products and poor service to the disadvantaged Nigerian consumers thereby endangering their lives and leaving them dissatisfied. These

findings are consistent with the findings of Oyewobi, Ganiyu, Oke, Ola-Awo & Shittu (2011); Yousef (2013) and Shah and Alotaibi (2017) who found that unethical business practices are the kind of activities that are exploitative, deceptive and dangerous to human health.

Table 5: Descriptive Statistics Showing the Extent of Agreement on the Consequences of Unethical Business Practices on Nigerian Consumers

C/			Consequ	ences o	n Niger	ian Consur	ners
S/ N	Unethical Business Practices	N	Minimu	Maxim	Mean	Std.	Decision
IN			m	um		Deviation	
1	Misleading Advertising	1,124	3.00	5.00	3.48	.53303	Agree
2	Fake and Substandard Materials	1,124	3.00	5.00	3.63	.51092	Agree
3	Hoarding	1,124	3.00	5.00	3.42	.56443	Agree
4	Diversion	1,124	3.00	5.00	3.62	.56932	Agree
5	Over billing	1,124	3.00	5.00	3.56	.59016	Agree
6	Price Collusion	1,124	3.00	5.00	3.56	.62345	Agree
7	Discriminatory Pricing	1,124	3.00	5.00	3.58	.63197	Agree
8	Tempering with Customers Accounts	1,124	3.00	5.00	3.53	.60368	Agree
9	Conversion of Cheques or Cheque Conversion	1,124	3.00	5.00	3.48	.55772	Agree
10	Breach of Trust	1,124	3.00	5.00	3.46	.56862	Agree
11	Fake and Expired Drugs	1,124	3.00	5.00	3.28	.63103	Agree
12	Abuse of Contractual Specifications	1,124	3.00	5.00	3.56		Agree
13	Tender Collusion	1,124	3.00	5.00	3.36	.58239	Agree
14	illegal awards of contracts to cronies	1,124	3.00	5.00	3.47	.59242	Agree
15	Leaking information about project budget/Ceiling to favourite contractors.	1,124	3.00	5.00	3.47	.59242	Agree
16	Individuals or organizations undertaking work without adequate qualification/ experience/training,	1,124	3.00	5.00	3.45	.58536	Agree
17	petroleum products black marketeering (price hike & product adulteration)	1,124	3.00	5.00	3.73	.56539	Agree
18	Others (Tax Evasion, Spam, Bending Measure of Grains, inward, Gifts Hospitality Bribes and inducements etc.).		3.00	5.00	3.73	.57313	Agree

Source: Generated by the Author using SPSS (Version 20)

4.4 Pearson Correlation Coefficient Analysis

The Pearson correlation analysis obtained for the scaled variables are summarized in Table 6. The sample size (N) is 1,124 and the significant level is 0.01 (p = 0.01). Pearson Correlation Coefficient was used to determine the extent of the impact of Unethical Business Practices (UBP) among 7 variables namely; Decline in the general standard of leaving (DSL), Unemployment due to closure of factories and plants (UNE), Proliferation of substandard materials and expired goods (PSM) and Environmental pollution (EVP). Others include Excessive Materialism (EXM), Increased Social Vices (ISV) and Poor Infrastructure (PIF) as presented.

Table 6: Correlations

Variable	UBP	DSL	UNE	PSM	EVP	EXM	ISV	PIF
UBP	1							_
DSL	.736**	1						
UNE	.556**	.345**	1					
PSM	.544**	.408**	.596**	1				
EVP	.687**	.570**	.373**	.486**	1			
EXM	0.790**	0.553**	0.074	0.588**	0.466**	1		
ISV	0.446**	0.193	-0.223*	0.050	-0.022	0.050	1	
PIF	0.514**	0.466**	0.446**	0.193	-0.223*	0.588**	0.050	1

Significant at 0.01***, 0.05** and 0.1*

Source: Generated using SPSS output (Version 20)

The results reported in Table 6 shows that Decline in the general standard of leaving due to low GDP (r=0.736, p<0.01) is significantly related to unethical business practices in the Nigerian society. It means that increase or decrease arising from DSL will bring about a corresponding change in UBP. From the table, Unemployment (UNE) arising from closure of factories and plants is also significantly related with UBP (r=0.556, p<0.01). A statistical significant impact was also established between PSM and UBP (r=0.544, p<0.01). Similarly, the table shows that EVP and EXM are also significantly correlated with UBP at (r=0.687, p<0.01) and (r=0.790, p<0.01), respectively suggesting that EVP and EXM have significant impact on UBP. The table also show that the relationship between ISV, PIF and UBP is weak.

Overall, the results reported in Table 6 shows that all the studied variables namely; decline in the general standard of leaving as a result of low GDP, unemployment arising from closure of factories and plants, proliferation of substandard materials and expired goods and environmental pollution are the factors with major impact on the Nigerian economy. Others include excessive materialism, increased social vices such as prostitution, insurgency, and armed-banditry and poor infrastructure arising from poor implementation of some government's economic policies. In other words, a change in any of the variables will lead to a resultant change in the level of unethical business practices characterizing the Nigerian economy which will subsequently result in economic growth and development of the country.

4.5 Regression Result

We performed a regression analysis using SPSS to determine the effects of the dependent variables on the independent variable. The results are presented in Tables 7-9 as follows:

Table 7: Model Summary

Model	R		Adjusted R Square	Std. Error of the Estimate
1	.845 ^a	.714	.707	.26205

a. Predictors: (Constant), DSL, UNE, PSM, EVP, EXM, ISV, PIF Source: Computed by the Author

Table 8: ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regressio n	27.787	4	6.947	101.159	.000 ^b
	Residual	11.125	162	.069		
	Total	38.912	166			

a. Dependent Variable: Unethical Business Practices (UBP)

b. Predictors: (Constant), DSL, UNE, PSM, EVP, EXM, ISV, PIF

Source: Computed by the Author

Table 9: T- test

		Unstandardized Coefficients		Standardize d Coefficients		
Model		В	Std. Error	Beta	t	Sig.
1	(Constant)	.667	.153		4.362	.000
	DSL	.338	.039	.449	8.592	.000
	UNE	.156	.033	.249	4.706	.000
	PSM	.236	.026	154	3.788	.001
	EVP	.251	.044	.307	5.639	.000
	EXM	.271	.180	.271	3.861	.005
	ISV	.160	.051	.160	.166	.005
	PIF	.179	.023	179	-2.155	.003

a. Dependent Variable: Motivation Source: Computed by the Author

The multiple regression model with all seven predictors produced $R^2 = .714$, F (4, 162) = 101.159, p < .001 (see Tables 7 and 8). As can be seen in Table 9, all the variables had significant positive regression weights, indicating that the aforementioned variables were expected to have higher impact on unethical business practices. In other words, these variables considered in the study contributed to the multiple regression model.

Specifically, decline in the general standard of leaving, unemployment, proliferation of substandard materials and expired goods and environmental pollution, as well as excessive materialism, increased social vices and poor infrastructure have significant positive weight, t value and p value of (β = .338; t = 8.592; p< .001); (β = .156; t = 4.706; p< .001); (β = .236; t = 3.788; p< .001); (β = .251; t = 5.639; p< .001); (β = .271; t = 3.861; p< .001); (β = .160; t = .166; p< .001) and (β = .179; t = 2.155; p< .001), respectively. This indicates that all the variables contributes to the multiple regression model.

4.6 The Role of Government

Table 10, which is on whether government does not play significant role in the fight against unethical business practices in Nigeria, reveals that 211 (18.77%) and 180 (16.01%) strongly agreed and agreed, respectively while, 301 (26.78%) and 414(36.83%) disagreed and strongly disagreed respectively, while 18 respondents or 1.60 percent were uncertain. This shows that majority of the respondents were of the opinion that governments at all level play significant role in the fight against unethical business practices in Nigeria.

Table 10: Perception on Whether Government does Not Play Significant Role in the Fight against Unethical Business Practices in Nigeria

	Response	Frequency	Percent	X ² Value	Remark
Valid	Strongly Agree	211	18.77		
	Agree	180	16.01		
	Uncertain	18	1.60	385.08	Significant
	Disagree	301	26.78		
	Strongly Disagree	414	36.83		
	Total	1,124	100.0		

Source: Survey Data, 2017

The calculated chi-square value of 385.08 was far greater than the table value of 9.49 at df = 4 set at 0.05 level of significance. The null hypothesis was therefore, rejected. The result show that government is playing important role in the fight against unethical business practices in Nigeria through legislation and the establishment of business regulatory bodies saddled with the enforcement of such laws. However, the business regulatory bodies were found to be ineffective and inefficient in the discharge of their supervisory role; this is as a result of laxity and corrupt tendencies among them. This is in line with the research findings of Oyewobi, Ganiyu, Oke, W Ola-Awo and Shittu (2011) who found that the spate of unethical business practices in Nigeria was as a result poor supervisory role by relevant regulatory agencies of government and corrupt activities bedeviling Nigeria's economic sector.

4.7 Control of Unethical Business Practices in Nigeria

Table 11 presents the perceived control strategies in the fight against unethical business practices in Nigeria as suggested by different respondents cutting across the eight sub-sectors of the Nigerian economy.

Table 11: Perceived Control Strategies in the Fight against Unethical Business

Practices in the Nigeria

T	Practices in tr	Ye	<u> </u>	No	
S/N	Suggested Control Strategies			Frequency	
1	Business regulatory bodies and other stakeholders should be alive to their responsibilities		87.90	136	12.10
2	Adequate laws with stiffer penalties on violations of business ethics and code of conduct should be strengthened.		81.41	209	18.59
3	The Chinese model of death penalty for dealing with corrupt individuals should be adopted in Nigeria.	996	88.61	128	11.39
4	Nigerian consumers should be encouraged to boycott harmful and sub-standard products or seek legal redress on any ethical violation of their rights.		79.18	234	20.82
5	Favoritism of all sorts based on political/religious or ethnic configuration should be resisted and dealt with accordingly.	867	77.14	257	22.86
6	Federal government should embark on massive sensitization campaign of the public on the dangers of unethical business practices in Nigeria.		70.20	335	29.80
7	Business regulatory bodies and agencies of government should ensure that the rights of producers over the consumers are strictly protected likewise, the right of consumers over the producers are also protected.	921	81.94	203	18.06
8	Business ethics violation Courts should be set up by government to deal with all cases of unethical business practices facing the various sectors of the Nigerian economy, as a quick measure to deal with the situation.		64.15	403	35.85
9	Price Control boards should be revived nationwide and making sure that they function effectively.	880	78.29	244	21.71

Source: Generated by the Author using SPSS (Version 20)

From the table, 87.09 percent or 988 of the respondents agreed with the suggestion that business regulatory bodies and other stakeholder organizations should be alive to their responsibilities by ensuring that the Nigeria society is protected from the abuses of business people through effective enforcement of all the legal requirements for doing

business in Nigeria. A lesser percentage of the respondents (12.10 %) or 136 either strongly disagreed, disagreed or were uncertain. The table also show that 81.41% (915) indicated that adequate laws with stiffer penalties on violations of business ethics and code of conduct should be strengthened to help in combating all the unethical business practices bedeviling the Nigerian society. Other respondents 996 or 88.61 % were of the view that the Chinese model of death penalty for dealing with corrupt individuals no matter how highly placed they may be, should be adopted in Nigeria as a recipe for ridding the society of all forms of unethical conduct in business.

Furthermore, 890 of the respondents or 79.18% and 867 or 77.14%, respectively agreed that Nigerian consumers should be encouraged to boycott harmful and substandard products or seek legal redress on any ethical violation of their rights and to also ensure that favoritism of all sorts based on political/religious or ethnic configuration should be resisted and dealt with accordingly. As part of the responses, 789 or 70.20% agreed that the federal government should embark on massive sensitization campaign of the public on the dangers of unethical business practices and its consequences on the overall societal well-being while 921 or 81.94% of the respondents agreed that business regulatory bodies and agencies of government entrusted with the responsibility of ensuring law and order should ensure that the rights of producers over the consumers are protected likewise, the rights of consumers over the producers are also protected.

Finally, the table show that 721 (64.15%) of the respondents suggested that going by the enormity and dangers of unethical business practices which has eaten deep into the Nigerian society, business ethics violation Courts should be set up by government to deal with all cases facing the various sectors of the Nigerian economy, as a quick measure to deal with the situation while others, about 880 or 78.29% agreed that price control boards should be revived nationwide and measures be put in place in making sure that they function more effectively.

The implication of the above findings is that all those investigated agreed with all the suggested strategies for damage control which according to them, will go a long way in eradicating all forms of unethical business practices in Nigeria or reducing it to the barest minimum level. These findings are in line with the research findings of Ehsan et al. (2009); Yousef (2013) and Onwubiko (2013) who came up with similar damage control strategies as recipe for unethical conduct particularly in developing nations.

4.8 Test of Hypotheses

In line with objectives of the study, hypotheses 1-5 would be scientifically interpreted via values of the predictors as follows:

Table 12 shows the summary of test of hypotheses arising from the decisions based on the formulated hypotheses for the study. As depicted in the table, so many decisions were made as to whether we accept or reject the formulated hypotheses. From the conducted first test of hypothesis result, it is evident that there are several broad factors causing unethical business practices as the test shows a significant relationship between unethical business practices and the causes, since it was statistically

significant at 5% with p- value of (0.005); we therefore, reject the null hypothesis and accept the alternative hypothesis that says unethical business practices in Nigeria are caused by several factors.

The result from the second hypothesis test equally shows that unethical business practices have significant consequences on Nigerian consumers in the areas of proliferation of fake and expired materials that are deceptive, exploitative and dangerous to human life. The analysis shows (-0.16) in the equation with the p- value of (0.005) which is less than 5% level of significance; we therefore reject the null hypothesis that unethical business practices have significant consequences on Nigerian consumers. Dangerous behavior such as the proliferation of substandard materials and fake and expired drugs in the automobile and health sectors are the variables with the most significant consequences while deceptive promotion and breach of trust in the mobile telecommunication and banking sectors are the variables with the least consequences.

Table 12: Summary of Test of Hypotheses

S/N	Hypothesis	Decision on Ho	p – value
1.	Ho ₁ : Unethical business practices in Nigeria are not caused by several factors	Reject	0.005
2.	Ho₂ : Unethical business practices do not have significant consequences on Nigerian consumers	Reject	0.005
3.	Ho ₃ : Unethical business practices do not have significant impact on the Nigerian Economy.	Reject	0.003
4.	Ho ₄ : Government does not play significant role in the fight against unethical business practices in Nigeria.	Reject	0.001
5.	Ho ₅: Federal Government's damage control strategies are not effective in the fight against unethical business practices in Nigeria.	Accept	0.546

Source: Generated by the Author using SPSS (Version 20)

Others with significant relationship as shown in Table 12 include hypotheses three and four, respectively which equally rejects the null hypotheses and accepts the alternative hypotheses. In view of the weak relationship of the fifth hypothesis, the null hypothesis which stated that Federal Government's damage control strategies are not effective in the fight against unethical business practices in Nigeria was however, accepted and thus, the alternative hypothesis rejected. The null hypothesis was accepted because the Beta co-efficient in the equation is 0.12 with a p- value of (0.546) which is more than 5% level of significance. We therefore, conclude that Federal Government's damage control

strategies are not effective in the fight against unethical business practices in Nigeria. However, the expected sign manifested in other words, indicates that the activities if not curtailed would in no distance time affect the entire Nigerian economy.

4.9 Major Findings

Most customers' complaints on business ethical abuses are very common in the mobile telecommunication, health, manufacturing and automobile sub-sectors. The study found that unethical business practices are issues for serious concern amongst couples in Nigeria. Other findings are that unethical business practices in Nigeria are caused by combination of three broad factors namely; external factors, personal characteristics and improper control which include, greed for profit making, syndrome of get rich quick, poor compliance with the legal requirements for doing business in Nigeria, corruption, aggressive competition facing the environment and insufficient legislative enforcement and lack of effective supervision by business regulatory bodies.

On the consequences, the study found those unwanted activities that are highly exploitative, deceptive and dangerous to human life such as the proliferation of shoddy or unsafe products and poor service to the disadvantaged Nigerian consumers as some of the factors with major consequences which is endangering the lives of end-users thereby leaving them dissatisfied. The study also, found those activities with serious negative consequences to include misleading advertising, price collusion and discriminatory pricing as manifested in Nigeria's manufacturing and mobile telecommunication subsector, proliferation of fake and substandard materials particularly in the health and automobile sub-sectors such as fake and expired drugs, substandard motor spare parts and individuals or organizations undertaking work without adequate qualification/ experience/training, hoarding, diversion, overbilling and petroleum products black marketeering (price hike & adulteration) associated with the transportation and Oil and Gas subsectors were also among the variables with serious consequences.

Others include; banking violation of ethics such as breach of trust, having undue access and tampering with the customers" accounts, conversion of cheques or cheque conversion, and other kinds of commercial bank frauds in the banking sector and tender collusion in the construction industry, as well as leaking information about the project budget for some contractors, illegal awards of contracts to cronies (friends, relations and political allies) without meeting the prescribed pre-qualification requirements and abuse of contractual specifications. In addition, tax evasion, spam, tempering with measure of grains, gift, hospitality, bribes and inducements were also found to have negative consequences on Nigerian consumers.

The study found that unethical business practices have strong negative impact on the Nigerian economy particularly, in the areas of decline in the general standard of leaving as a result of low GDP, unemployment arising from the closure of factories and plants, proliferation of substandard materials and expired goods and environmental pollution. Others include excessive materialism, increased social vices such as prostitution, insurgency and armed-banditry and poor infrastructure arising from poor implementation of some government's economic policies.

The study found that government is playing significant role in the fight against unethical business practices in Nigeria through legislation and the establishment of business regulatory bodies saddled with the enforcement of laws but however, some agencies were found to be ineffective and inefficient in the discharge of their supervisory role which is attributed to laxity and corrupt tendencies among them. As part of the findings, many control strategies on how to curb unethical business practices in the Nigerian society were suggested which form part of the recommendations for the study.

5. Conclusion & Implications

5.1 Conclusion

The study had made three unique significant contributions to knowledge. Firstly, the key contribution this study makes, relates to the earlier observation that there are limited research studies on the causes, consequences and control efforts in Nigeria which this study added to the body of knowledge. In this study, we found that the spate of unethical practices bedeviling the Nigerian business environment has eaten deep into some major sectors which negatively affects the country's economy; as most studies of similar nature (such as those of Ameh & Odusami, 2010; Ayozie, 2013; Johnny & Benjamin, 2013) investigated unethical practices in the banking, construction and manufacturing sectors without emphasis on examining the happenings in the Oil and Gas, Automobile and Telecommunication sectors that are mostly faced with deceptive and exploitative business practices and yet, remained under studied. Secondly, the study identified specific unethical business practices variables that are unique to the Nigerian environment and thirdly, the study provides concrete information on the control strategies that are also unique to the Nigerian environment. With this, we can say that unethical business practices have eaten deep into the Nigerian society with serious negative consequences on the consumers and the economy as a whole which requires immediate government's attention to deal with the menace. The study concludes that; with effective supervision by business regulatory agencies, stiffer penalties and strict compliance with legal requirements for doing business in Nigeria as suggested in the control mode, it will go a long way in eradicating or reducing the spate of unethical business practices characterizing the Nigerian environment to its barest minimum level which will subsequently, result to economic growth and development of the country.

5.2 Implications for the Study

This research has some implications that might be of interest to business practitioners, consumers, government, stakeholders and future researchers. To business practitioners, it will help managers of business organisations to understand the importance of compliance with business ethics for improved performance, as well as the effects of such violations not only on their performance but the Nigerian economy as a whole. To consumers, unethical business practices have great consequences on their total satisfaction and general well-being as the practices are highly exploitative, deceptive and dangerous to human health. Nigerian consumers are encouraged to boycott harmful and sub-standard products or seek legal redress on any ethical violation

of their rights. To the government, the implication was in area of laxity and non-challant attitude of some officials of Nigeria's business regulatory bodies towards the enforcement and compliance with government rules aimed at protecting the society from such abuses by business people. Business regulatory bodies and other stakeholders should be alive to their responsibilities by ensuring that the Nigeria society is protected from such abuses through enforcement of adequate laws with stiffer penalties on violations that will help in ensuring that all the legal requirements for doing business in Nigeria are duly complied with. To researchers, the findings of this study, may represents the seeds from which future researches can be developed.

5.3 Limitations

The study is limited to small number of samples (drawn from the only 8 subsectors as against the entire sectors) due to time and resource constraints. The use of more samples with complex multivariate analytical methods would have helped better in achieving the objectives of the study, as well as adding more validity and reliability to the research outcomes.

5.4 Suggestions for Further Studies

The findings of this study may not automatically apply to all sectors of the Nigerian economy, business organisations or managers. Scholars are challenged to investigate other industries or sectors as a case point. In addition to the above, this same research can be carried out by taking a larger sample size from all the Nigerian economic subsectors to make sure that there is geographic diversity of the data and also, a comparative study on the nature of unethical business practices in developing nations as compared to developed nations should be conducted to understand the differing degree of the causes for unethical behaviour in businesses. This clearly are another interesting avenues for future research.

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