

CORPORATE SOCIAL RESPONSIBILITY AND THE ORGANIZATIONAL PERFORMANCE OF WEST AFRICAN CERAMIC COMPANY, AJAOKUTA LOCAL GOVERNMENT AREA, KOGI STATE

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ABSTRACT

The majority of contemporary organizations now use the concept of corporate social responsibility vital instrument for business community cooperation. It is a management strategy for creating and maintaining friendly ties between an organization and its surroundings. The study focused on West African Ceramics Company that functions in the Ajaokuta village of Kogi State, in order to explore the effect that social responsibility of corporations plays in organizational performance. The purpose of the study is to ascertain how the ability to take initiative, be creative, and take risks has affected the economic development Regarding corporate social responsibility and the organization's performance in the West African Ceramics Company, located in Kogi State's Ajaokuta Local Government Area. The study employed survey research as its methodology. Three thousand (3000) Ceramics West African Company personnel make up the study's population. For the purpose of the study, 341 Ceramics West African Company employees were selected using a simple random sampling approach. Regression analysis employing ANOVA and the ordinary least square (OLS) model were built using survey for data collected. Next, SPSS version 20.0 was applied to evaluate the results. The study found that human rights obligations have a favorable and substantial effect on the organizational performance of West African Ceramics Company, which is based in Ajaokuta, Kogi State. The research recommends that the public and private sectors collaborate to develop strong policies that uphold corporate social responsibility, enable it to persist, and help it achieve its objectives.

Keywords: Corporate Social Responsibility, Customer Satisfaction, Environmental Responsibility, Human Rights Responsibility, West African Ceramics Company

INTRODUCTION

In the majority of liberalized economies, social responsibility of corporations, or CSR, has emerged as a critical topic and instrument for assessing company success and failure. It has been the focus of several discussions, analyses, and investigations. Despite the seemingly never-ending debate surrounding it, the notion of corporate social responsibility, or CSR, has gained traction in academic and professional circles worldwide (Carrol & Shabana, 2023). CSR is the idea that companies commit to enhancing their social and environmental performance above and beyond what is required by law. It is an agreement to raise community standards of living by the utilization of corporate resources and optional business practices (Charkraborty, 2024). Companies must cooperate with workers, their families, the neighborhood, and the general public to raise living standards in ways that benefit businesses and the community in order to promote long-term economic growth (Korkchi & Rombaut, 2021).

Businesses have an obligation to protect the environment from harm that may result from their operations. This is known as environmental responsibility. It could take the form of preserving the environment, preventing pollution, protecting natural resources, using energy efficiently, and consuming less. For everyone's health, it is the duty of the person, business, community, state, and government to provide a favorable environment (Brammer et al., 2020).

Human rights are the privileges that belong to a person or group of people just for being human, and they uphold the worth of every individual. Human rights regulate how individuals live in society, interact with one another, and interact with the state, as well as the duties that the state has toward people. Human rights are usually safeguarded as substantive rights and serve as moral guidelines or criteria for particular standards of human behavior (Turker, 2019). A company's duty to give back to the community through charitable contributions, on-the-job volunteering, and community involvement is known as philanthropic responsibility. A wide range of causes, such as social welfare, health, and education, can be aided by philanthropic endeavors.

Nigeria has seen a rise in the demands placed on business organizations to give their operations more thought. This has led to a rise in the importance viewing corporate social responsibility as an idea which is the requirement that organizations solve ecological and social problems in their operating environments. The term "corporate social responsibility" refers to a company organization's imposed or perceived duty to advance or defend the interests of organizations other than their own. It is the manner in which a company acts morally toward its local community, acting as though it has a conscience. There isn't widely accepted definition for the broad idea of social responsibility for corporations. Academic definitions differ throughout scholars and between nations. In the context in which they operate, the society will expect them to maintain roads, construct schools, and supply pipe-borne water, power, and other utilities (Anyafufu, 2020).

The majority of the reviewed literature showed that various studies have been carried on the the relationship between organizational performance and corporate social responsibility using series of variables. However, from the available literature, none of these studies examine how the selected three factors like human responsibility for the environment, rights responsibility and philanthropies affect organizational performance particularly in West African Ceramics Company at Ajaokuta in Kogi State .

The claim that many businesses have recognized the critical role of corporate social responsibility, implemented it for a considerable amount of time, and improved it to become more involved in the conversion and distribution processes is no longer very relevant. However, a sizable portion of other organizations have either not implemented this practice at all or do not even recognize its significance in relation to their performance. For example, according to Ladi (2019), these businesses do not subscribe to the notion of "doing better at doing good" and believe it will negatively affect organizational performance. They naturally view corporate social responsibility as a drain on their financial resources, which is why they are reluctant to make any kind of commitment to the environment or host communities. This is true even while an excessive dependence on financial results fails to fully account for the influence that CSR has on a company's overall success. Furthermore, the majority of businesses are typically too

preoccupied with pursuing quick financial advantages to give any thought to the performance strategy also referred to as CSR, or corporate social responsibility.

The following research questions were formulated:

- (i) Is there a relationship between environmental responsibility and performance of the organization?
- (ii) Does the effectiveness of a company significantly depend on human rights and ethical responsibility?
- (iii) How much does an organization's performance get impacted by philanthropic responsibility?

This study's primary goal is to investigate the relationship between West African Ceramics Company's success as an organization and its commitment to corporate social responsibility in the Ajaokuta Local Government Area of Kogi State. However, additional particular goals are: (i) to study the impact of environmental duty on an organization's performance; (ii) to look into the substantial effects of human rights and ethical responsibility on an organization's performance; and (iii) to study the significant effects of charitable obligation on an organization's performance.

The specific objectives will determine the null form of the study's hypotheses. Hypothesis 1: Environmental duty does not significantly affect an organization's performance; Hypothesis 2: An organization's performance is not considerably affected by its commitment to human rights; Ho3: Philanthropic duty has little effect on an organization's performance.

REVIEW OF RELATED LITERATURE

Concept of Social Responsibility of Companies

Corporate social responsibility, according to Musungu (2019), is the duty of organizations to maximize good and limit negative effects on society. Environmental protection, economic growth, philanthropy, moral corporate conduct, adherence to the law, voluntarism, human rights, accountability and transparency, and stakeholder involvement are all included in this commitment.

The laws, regulations, policies, and resolutions that establish the guidelines for corporate conduct are explicitly under the purview of corporate governance (Mohammed & Fahmida, 2017). Similarly, Ayorinde et al. (2022) define business governance as a framework for policies and procedures that empowers the board of directors to guarantee appropriate accountability, equity, and openness in the company's interactions with all of its stockholders. Corporate governance includes mechanisms for resolving conflicting stakeholder interests in accordance with their tasks, as well as explicit and implicit agreements between financial institutions and its constituents the discharge of roles, rights, and rewards (Michael, 2016).

Accountability for the Environment

Companies have a responsibility to stop and lessen any environmental damage that comes from their operations. We call this being environmentally responsible. For the sake of everyone's health, it is the duty of individuals, businesses, communities, states, and governments to create an environment that is favorable for everyone. This can be demonstrated by safeguarding natural resources, preventing

pollution, maintaining a clean environment, using energy efficiently, and consuming less (Mohammed et al., 2017).

Human Rights Responsibility

Human rights are regularly safeguarded as substantive rights and serve as moral guidelines or criteria for particular norms of human behavior. Human rights are unalienable, and each person's dignity is innately based on their civil, political, economic, social, and cultural characteristics the planet, so their status as rights is equal for all of them; no one can voluntarily give them up; they cannot be taken away from him or her by others; and The concept of a "small" right does not exist (Oiku et al. 2023)

Philanthropic Responsibility

A company's obligation to return favors the community through charitable contributions, on-the-job volunteering, and community involvement is known as philanthropic responsibility. A wide range of causes, such as social welfare, health, and education, can be aided by philanthropic endeavors. A business's goal is to actively improve society and the globe. Similar to Ajaokuta Local Government Area, communities all over the world deal with difficult issues on a daily basis. issues with poverty, the environment, healthcare, and education. These are just a handful of the areas that require development and investment, neither of which can be accomplished by governments with ease. This is the reason that philanthropic duty is so crucial because it may spur actual change in the world that benefits individuals, the environment, and society at large. It can also quicken progress where it is most needed (Salma & Cesario 2016).

Social Performance of Companies

The Corporate Social Performance Theory, or CSP, has developed from a number of earlier ideas and methods. Its origins may be traced to Howard R. Bowen (1953), who outlined how businessmen had a social obligation to pursue policies, make choices, and act in ways that were desirable for our society's goals and values. Carroll first proposed the idea of corporate social performance in 1979. It combined the fundamental ideas societal accountability, specific problems for which social responsibility is applicable, and a particular way of approaching social concerns. Carroll's theory was expanded upon by War et al. (1985), who proposed that social responsibility, social responsiveness, and issues management strategy form the foundation of corporate social involvement. According to Imosili (2018), social responsibility is an organization's willingness to be socially accountable toward its host communities.

External Social Responsibility

According to Calveras (2013), one of the corporate practices that positively affects the public and is visible to consumers is external social responsibility. Furthermore, GSR initiatives addressed towards the local community, clients, partners, suppliers, and government agencies are referred to as "external corporate social responsibility" (Albushisi & Abdullah, 2018; Selah, 2017; Al-bdour, 2010). Trade unions, customers, pressure organizations from the environment, small suppliers, and others, human rights organizations,

and government policies are a few examples of the external social responsibility (Abdullah and Matsui, 2018; Abu , 2018).

Organizational Performance

One way to describe organizational performance is the process of changing inputs into outputs accomplish particular goals. Regarding its content, performance explains the relationship between realized production and efficiency, output and effectiveness, and minimal and effective cost and economy. Following their investigation, Klassen and McLaughlin (2013) draw the conclusion that environmental management can enhance the performance of corporate organizations. Cheruiyot (2020) conducted an investigation to determine the connection among a business's financial performance and its commitment to social responsibility of corporations.

Customer Satisfaction and Retention

The collective result of a customer's perception, assessment, and emotional response to their product or service consuming experience is customer satisfaction. A study by Nevine et al. (2023) states that customer satisfaction is a mindset that develops after a transaction as a result of mentally contrasting the quality that a customer believes they will receive in return for a product with the quality they believe they are really receiving. Numerous studies have demonstrated how brand loyalty and intention to repurchase can be influenced by customer happiness. Wang et al. (2004) looked at the connection between brand loyalty and client contentment. As a result, Kim et al. (2008) found that brand loyalty is favorably influenced by consumer satisfaction. When a product or service performs to a buyer's expectations, satisfaction arises. According to Ganesan (1994), satisfaction is a favorable emotional response to a previous experience's result.

Theoretical Review

Agency Theory

The principal-agent theory, sometimes referred to as The theory of agency was proposed in 1976 by academics and economists William H. Meckling and Michael C. Jensen. Numerous Agency theory has been applied by social and management science fields such as economics, sociology, politics, management, marketing, accounting, and administration. In most discussions on corporate governance, the neoclassical economic theory known as "agency theory" is the starting point (Ping & Wing 2011). The hypothesis is predicated on the notion that ownership (principle) and management (agent) are distinct concepts. According to Sanda *et al.* (2005), there exists an information asymmetry, which may lead an agent to pursue interests that could potentially harm the principal. It is based on the notions that all parties are free to join into contracts or to do business elsewhere and that those who do so will always behave in their own best interests. It also concerns itself with making certain the agents behave in the most interests of the principals.

Stakeholder's Theory

R. Edward Freeman first proposed the stakeholder idea in 1984. Stakeholder theory proponent Freeman (1984), referenced by Elias (2005), claimed that businesses have multiple stakeholders to answer to, such as customers, investors, workers, government agencies, and stakeholders. In an effort to maximize

their welfare, business social responsibility assists management in aligning with their various interest groups. Stakeholder theory can facilitate the measuring with making certain the agents behave in the most drawing a distinction between social issues and stakeholder issues. Business CSR behavior aids in the resolution of problems facing corporate organizations. The rationale and structure offered by stakeholder theory help to clarify why it is a wise management approach to incorporate ethics into planning and operations.

Adoption of Theory

Business entities are accountable to a wide range of stakeholders, including customers, financiers, and staff, stakeholders, the government, and the general public, Stakeholder Theory has been utilized for this study. In an effort to enhance their welfare, management can better align with their various interest groups with the support of business corporate social responsibility. It also made it possible to measure corporate social responsibility effectively by differentiating between social and stakeholder issues. The rationale and structure offered by Stakeholder Theory help to clarify why incorporating ethics into operations and planning is a wise management tactic.

Empirical Review

Spineer (2023) examined the impact of corporate organization actions on stakeholder interest and Corporate Social Responsibility. The methodology of quantitative analysis and survey design were applied. This study was restricted to a few Kakamega commercial banks, specifically equity and cooperative banks. The researcher selected corporate clients from a community of over 10,000 consumers, using a sample size of 50 to conduct the study. The surveys were sent out at random to customers, employees, and bank managers, among other stakeholders in the banking sector. With an alpha of 0.915, indicating that the instruments employed for the investigation were dependable, the dependability Cronbach's Alpha coefficient was utilized to attain the internal consistency for the performance independent variable. The study's findings led to the conclusion that a bank's performance is impacted by its level of philanthropic giving. The significant positive correlation coefficient is 0.490. The study concluded that banks should prioritize their employee, customer, and stakeholder relations more in order to maintain their customer base. The management of the bank should place a high priority on CSR initiatives inside the organization and make sure adequate staff and resources are allocated to support these initiatives.

Abdullahi *et al.* (2020) evaluated the study's findings led to the conclusion that a bank's performance is impacted by its level of philanthropic giving. The significant positive correlation coefficient is 0.490. The study concluded that banks should prioritize their employee, customer, and stakeholder relations more in order to maintain their customer base. CSR projects within the bank should be given top priority by the management, who should also ensure that sufficient people and resources are set aside to support these efforts. The causal hypotheses were tested using multiple regression analyses, and the statistical significance of the mediation mechanism was tested using mediating techniques. The empirical results show that environmental responsibility has a beneficial impact on environmental and organizational performance, which in turn has a favorable impact on organizational performance. Environmental

responsibility only has an indirect impact on organizational performance through environmental performance; it is found that environmental performance is an entirely mediating component in the joint study model. The full direct impact of environmental responsibility on organizational performance will be transmitted when environmental performance is incorporated into the research model.

Siddiq and Javed's (2014) analyzed Abia State Civil Service Commission study on the impact of organizational ethics on employee performance. The study aimed to investigate the following specific topics: the impact of corporate ethics on organizational effectiveness; the effect of corporate values on organizational performance; the effect of learning on organizational market share; and the obstacles that prevent an organization from implementing ethics. A descriptive survey approach was used to steer the study because it provides in-depth details regarding issues, problems, and occurrences while describing them exactly as they happened. There was use of both primary and secondary data. 150 employees made up the study's population, and Taro Yamane sampling procedures were used to create a sample size of 109 respondents. Questionnaires were utilized by the researcher to gather data. The study employed descriptive analysis to analyze the collected data. Hypotheses were tested using Pearson correlation and statistical tools for social sciences (SPSS). The study's empirical findings demonstrated that corporate ethics had a favorable impact on organizational effectiveness. Additionally, organizational performance was positively impacted by corporate values. The study concluded that bank managers should develop and put into practice policies that will promote corporate ethics within the company, as the study demonstrated a positive relationship between corporate ethics and organizational effectiveness.

Gap in Literature

The majority of the evaluated literature indicated that a number of research employing a variety of factors had been conducted regarding the connection between organizational performance and corporate social responsibility. Nevertheless, none of the research that are currently accessible in the literature look at how the three variables human rights, environmental responsibility, and philanthropy affect organizational performance, specifically at the West African Ceramics Company in Ajaokuta, Kogi State. Additionally, a review of earlier research indicates that conflicting results have been reported.

METHODOLOGY

The survey approach was employed in the study's execution. The study's population consists of the workers at the West African Ceramics Company, which has three more branches spread around the Kogi State local government area of Ajaokuta. Adogo hamlet and several nearby communities are in close proximity to West African Ceramics Company. The Ajaokuta LGA in Kogi State consists of the following villages: (3) Geregu village, (4) Ero village, (5) Oguro Niger bridge. There are 3,000 people working for Ceramics West African Company. The process of deciding how many observations to include in a statistical sample is known as sample size determination (Ajaokuta). The selection formula was determined by utilizing the table proposed by Krejcie and Morgan (1970). As a result, it is as follows:

$$n = \frac{N}{1 + (N - 1) e^2}$$

Where;

n= the necessary number of samples

N = what the intended audience is (3,000 employees)

e = accuracy level required, Standard error = 5%

Sample calculation

$$\begin{aligned}
 n &= \frac{3000}{1 + (3000 - 1) 0.05^2} \\
 &= \frac{3000}{1 + (2999) 0.0025} \\
 &= \frac{3000}{1 + 7.4975} \\
 &= \frac{3000}{8.4975} \\
 n &= 341
 \end{aligned}$$

Consequently, 341 represent the study's sample size.

A questionnaire was utilized in the research as the primary data collection tool. In this study, Version 20.0 of the The Social Sciences Package for Statistics (SPSS) is used for data analysis and regression analysis is employed to evaluate the hypotheses.

Model Specification

Organizational performance (OPF) is the dependent variable, and environmental responsibility (ER), human rights responsibility (HRR), and philanthropies (PT) are the independent variables (Corporate Social Responsibility). Multiple regressions will be utilized to estimate the model in order to meet all of the hypotheses. The model is displayed as follows:OPF = f(ER, HRR and PT):

$$OPF = \beta_0 + \beta_1ER + \beta_2HRR + \beta_3PT + \mu_i \dots\dots\dots(1)$$

Where: OPF = an indicator representing Organizational Performance (Dependent Variable);

β_0 = a constant and β_{1-3} = independent variable coefficients

ER = an indicator for the environmental responsibility independent variable;

HRR = a predictor for the Human Right Responsibility independent variable;

PT = a predictor for the "philanthropies" independent variable;

μ = Stochastic error term;

i = Cross Sectional; and

f = Functional Relationship

DATA ANALYSIS AND DISCUSSION OF FINDINGS

For the purpose of this study, 341 copies of questionnaire were distributed to workers at the Ajaokuta's West African Ceramics Company, Kogi State; all of the copies were correctly completed and returned, indicating a 100% return rate. On the other hand, conclusions on the hypotheses were reached based on the 341 completed and returned questionnaire copies. The data obtained from the questionnaire instrument were displayed in tables.

Regression Outcomes

Table 1: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.896 ^a	.803	.790	2.00878

a. Predictors: (Constant), ER, HRR, PT

Source: Author's Field Survey 2024

Although the modified R-squared value of 0.790 also indicated the precise impact of environmental responsibility's combined effects (ER), human rights responsibility (HRR), and philanthropies (PT) of 79% on organizational performance of West African Ceramics Company, Ajaokuta Local Government Area, Kogi State, Table 1's R square value of .803 showed that the independent variable's constituent parts together have an 80% impact on the dependent variable. Table 2: ANOVA Result

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	754.860	3	251.620	62.356	.000 ^b
	Residual	185.620	46	4.035		
	Total	940.480	49			

a. Dependent Variable: OPF

b. Predictors: (Constant), ER, HRR, PT

The model in Table 2 is fit and significant at the 5% level, as indicated by the F-Statistics value of 62.356 and the sig. level of .000. This indicates that the outcome is valid and appropriate for use in making decisions.

Table 3: Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.758	1.979		2.404	.020
	ER	.329	.104	.250	3.166	.002
	HRR	.291	.090	.233	3.227	.001
	PT	.847	.133	.864	6.372	.000

a. Dependent Variable: OPF

Source: Field Survey by the Author 2024

Test of Hypotheses

The application of multiple regression analysis evaluate the hypotheses developed in order to look into how corporate social responsibility affects the functioning of organizations of West African Ceramics Enterprise, located in the Ajaokuta Local Government Area of Kogi State.

Ho₁: The organizational performance of West African Ceramics Corporation, located in Kogi State's Ajaokuta Local Government Area, is not significantly impacted by environmental responsibility.

Table 1The West African Ceramics Company located in Kogi State's Ajaokuta Local Government Area, has demonstrated that environmental responsibility has a major effect on organizational performance. This is supported by the result of the t statistic value of 3.166 and the corresponding sig. level of.002, which is significant at the 5% level of significance. This leads to the rejection of the assertion made in the null hypothesis that environmental responsibility has no appreciable impact on West African Ceramics Company's organizational performancethe assertion made in the null hypothesis, located in Kogi State's Ajaokuta Local Government Area.

Ho₂: The organizational performance of West African Ceramics Enterprise, located in the Ajaokuta Local Government Area in Kogi State, is not significantly impacted by its commitment to human rights.

Additionally, Table 1 demonstrates that the organizational performance of West African Ceramics Company, located in Kogi State's Ajaokuta Local Government Area, is significantly impacted by human rights responsibility. This relationship is demonstrated by the resultant t statistic value of 3.227 and the corresponding sig. level of 0.001, which is significant at the 5% level of significance. This leads to the rejection of the null hypothesis, which states that organizational performance at West African Ceramics Company, Ajaokuta Local Government Area, Kogi State, is not significantly impacted by human rights responsibility.

Ho₃: The organizational performance of West African Ceramics Company, located in the Ajaokuta Local Government Area of Kogi State, is not significantly impacted by its philanthropic endeavors.

Table 1 shows that philanthropic responsibility has no discernible effect on the organizational performance of West African Ceramics Company, Ajaokuta Local Government Area, Kogi State. This is supported by the t statistic value of 6.372 and the corresponding sig. level of.000, which are significant at the 5% level of significance.As a result, the null hypothesis—which holds that charitable giving has no discernible effect on organizational performance at West African Ceramics Company, Ajaokuta Local Government Area, Kogi State—is rejected.

Discussion of Findings

According to the previously mentioned analysis, environmental responsibility has a negative and insignificant impact on the organizational performance of West African Ceramics Company, Ajaokuta, Kogi State; as a result, an increase in environmental responsibility would probably cause the company

to decline. This suggests that the West African Ceramics Company, located in Ajaokuta, Kogi State, has disregarded the significance of environmental responsibility, which will ultimately have an impact on their success as an organization. Additionally, if the environment is not adequately maintained, the organization's ability to produce will be impacted. This outcome is in line with the conclusions of Carroll & Shabana(2023). The results, however, disagree with that of Mohammed et al.(2017) .

Additionally, West African Ceramics Company, Ajaokuta, Kogi State's organizational performance is positively and significantly impacted by human rights responsibility; this suggests that raising human rights responsibility will improve the organization's performance. This suggests that the West African Ceramics Company in Ajaokuta, Kogi State, ought to persist in its commitment to upholding human rights, as doing so would avert the disintegration of law and order, which would otherwise cause disruptions to the production process. In order to facilitate coexistence between the organization and the host community, human rights must always be respected. This outcome is in line with the conclusions of Spineer (2023) and Carroll& Shabana (2023). Nonetheless, the results do not align with those of Mohammed et al. (2017) and Oiku et al. (2023).

Finally, the organizational performance of West African Ceramics Company, Ajaokuta, Kogi State, is positively and marginally impacted by philanthropic responsibility; this suggests that an increase in philanthropic responsibility would result in a decline in the organization's performance. West African Ceramics Company, Ajaokuta, Kogi State, is implied to be involved in this. This could potentially harm their reputation among Kogi State Indigene. Charitable obligations include constructing roads, schools, health facilities, and clean water sources. This outcome is in line with the conclusions of Spineer (2023) and Carroll &Shabana (2023). Nonetheless, the results do not align with those of (Mohammed *et al.*2017) and Oikuet *al.* (2023).

CONCLUSION AND RECOMMENDATIONS

Opposition from the communities and environments in which many organizations have started operations has caused them to fail. This suggests that organizations that consider the significance of CSR, or corporate social responsibility to their host community are more likely to survive than those that do not take this important factor into account. According to observations, West African Ceramics Company Limited has committed to applying its (Corporate Social Responsibility) principles and has taken this gesture into consideration. This is evident from the regular supply of drinking water and the infrastructure (mosque) for prayer that has been constructed thus far for the Ajaokuta host community. This means that a company will always fail if its policies for corporate social responsibility are not followed. As a result, it is undeniably true that corporate social responsibility serves as a conduit between businesses and the communities in which they operate.

Thus, this analysis suggests that:

- i. The public and private sectors should work together to develop robust policies that support the existence, sustainability, and proper execution of the mission of the corporate social responsibility phenomena.

- ii. Host communities are urged to engage in compromise and communication with groups that function in their neighborhood. This will, in large part, create a conducive environment for easy production.
- iii. The federal and state governments should make an effort to prevent any kind of privilege abuse from occurring in businesses, firms, and the host communities.

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