



Effect of Workplace Security on Employee Performance at Vihiga County Referral Hospital

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Abstract

The purpose of this study was to establish the effect of workplace security on employee performance at Vihiga County Referral Hospital. The study adopted a descriptive survey research design. The study targeted employees of Vihiga County Referral Hospital which comprise of administration (15), technical staff (157) and subordinate staff (136). Therefore, the target population was 308 employees. The researcher obtained the sample size using Yamane formulae (1967) to arrive at 174 respondents. The study employed stratified and simple random sampling techniques. A simple random sampling technique was used to select the sample of the other employees. Stratified sampling was used to achieve desired representation from various subgroups in the population. The study used a structured questionnaire to collect the primary data. Data was then analyzed through the use of descriptive and inferential statistics with the aid of Statistical Package for Social Sciences (SPSS) version 24. The presentation of the findings was done by frequency distribution tables and diagrams, pie charts, and bar graphs. The study findings revealed that workplace security has a positive and significant effect on employee performance. Hospital management should involve their employees in staff capacity building training to increase the staff employability and hence increase the feeling of employees feeling secure. Staff are required to wear protective cloth, use equipment and tools provided for their work, and report any contravention of the law by management.

Keywords: *Workplace, Security, Employee, Performance, Hospital*

1.0 Introduction

Employee performance is the key to success. Every individual employee must work toward the hospital's vision and mission. Employee performance is all about how institutions manage, upskill, and motivate their employees (Gregory, 2016). Employee performance can be derived from economic outcomes or social interactions at the workplace. In the field of organizational behaviour studies and human resources practice, there is increasing recognition of the fundamental significance of the concept of employee performance (Yee, & Cheng, 2018). Employee performance is the most robust antecedent of employee commitment, service quality delivery, organizational citizenship behaviours, and low employee turnover intention amongst others (Bolon, 2017). Occupational Safety and Health (OHS) is a discipline dealing with the prevention of work-related injuries and diseases, and the protection and promotion of healthy workers. It aims the improvement of working conditions and the environment (Pescud et al., 2015). Occupational health entails the promotion and maintenance of the highest degree of physical and mental health and social well-being of workers in all occupations (Taderera, 2018). Occupational Safety and Health has recently become a much higher priority in light of the growing evidence of great loss and suffering caused by occupational diseases and ill health across many different employment sectors and is of concern to managers at least partly because of an increasing number of deaths and accidents occurring at work (Taderera, 2018).

Workplace security refers to the working condition at a company and encompasses all factors that impact the safety, health and well-being of employees. This can include environmental hazards, unsafe working conditions or processes, drug and alcohol abuse, and workplace violence (Gyekye & Haybatollahi, 2015). Employees who suffer accidents do not perform well in their jobs and have higher levels of job tension and lower organizational commitment. Good working conditions make employees happier and find it easier to carry out their jobs while poor working conditions lead to poor performance (Grawitch, Trares & Kohler, 2017). The safety climate in an organization impacts positively employee performance. The general safety climate and the individual's safety knowhow will determine the extent to which health and safety management will positively impact employee performance (Ayim Gyekye & Salminen, 2017). The status of occupational health and safety (OHS) conditions in Kenya is an issue of growing importance to industrialists, practitioners, the Government and consumers. Kenya, like all other countries globally, has tried to address OSH concerns. Despite these efforts, it is estimated that 2 million work-related fatalities still occur every year (ILO, 2009). In Kenya, before the enactment of the OSH Act, (2007), matters of OSH were covered under the Factories and Other Places of Work, Act (1972), Chapter 514 of the laws of Kenya. This chapter has since June 2008 been replaced by the OSH Act (2007). The OSH Act is an Act of Parliament that provides for the safety, health and welfare of workers and all persons lawfully present at workplaces.

1.1 Statement of the Problem

Employees are the most valued assets in any organization, there is a need to take care of their health and safety. If not considered by the management, this will and has always led to low productivity frequent accidents, and loss of life among others. Poor healthcare quality is costly; it leads to loss of lives, loss of time, loss of public confidence, low staff morale and also results in the wastage of limited resources. For the last four years most, hospitals have had about 20% of

their staff not performing due to health and safety-related reasons. In Kenya, hospitals account for 2% of the working population as was reported in the WHO report (2019). However, the health sector in Kenya is currently grappling with several challenges that are affecting employee performance and service delivery to the people. These challenges include strikes and go-slows, lack of equipment and proper infrastructure, and lack of enough human resources among others (Addo-Fordjour & Owusu-Boadi, 2016). Health systems cannot be able to function effectively and efficiently without employees performing well. This is the case in Vihiga County Referral Hospital where Health staff went on strikes and go-slows over unpaid salaries in 2020. The County Government of Vihiga has withheld the salaries of nearly 300 health workers for the last five months on claims they were hired irregularly. Further, the healthcare employees at Vihiga County Referral Hospital are not satisfied in their workplace (County Public Service Board 2020). They complain of infections due to lack of enough PPEs, high-stress levels, low back pain, death, high medical cost and accidents. Health and safety are a cross-disciplinary area concerned with protecting the safety, health and welfare of people engaged in work or employment. The goal of all occupational health and safety practices is to foster a safe work environment (Sorensen, Sparer, Williams & Wagner, 2018). Therefore, this research was geared towards establishing the effect of workplace security on employee performance at Vihiga County Referral Hospital.

1.2 Objective of the Study

The study sought to establish the effect of workplace security on employee performance at Vihiga County Referral Hospital

2.0 Literature Review

2.1 Theoretical Review

This study was based on distractions theory as discussed herein.

2.1.1 Distractions Theory

The proponent of the theory is Hinze (1997) who states that safety is situational. Because mental distractions vary, the responses to them may have to differ to maintain safe performance. Additionally, hazards or physical conditions with inherent qualities that can cause harm to a person, may or may not be recognized by the worker and influence the safety of the task (Karakhan & Gambatese, 2018). The theory states that when a worker has a lower probability of injury and a higher level of task achievement. When a worker has a higher focus on a mental distraction, the worker has a higher probability of injury and a lower level of task achievement. To avoid injury and achieve high levels of productivity, workers must avoid mental distractions (Hasanzadeh & De La Garza, 2020). Given Distractions theorists' assumption that disruptions occur between social classes, one outcome of this disruption is a revolutionary event (Riemer & Johnston, 2019). The idea is that change in a power dynamic between groups does not happen as the result of a gradual adaptation. Rather, it comes about as the symptom of destruction between these groups. In this way, changes to a power dynamic are often abrupt and large in scale, rather than gradual and evolutionary. Another important assumption of distraction theory is that human relationships and social structures all experience inequalities of power. In this way, some individuals and groups inherently develop more power and reward than others. Following this, those individuals and

groups that benefit from a particular structure of society tend to work to maintain those structures as a way of retaining and enhancing their power (Sinha, Chiu & Srinivas, 2021).

Managers must consider human capabilities from a health and safety viewpoint when assigning tasks to their employees (Kim, Rahim, Iranmanesh & Foroughi, 2019). The theory applies to a situation in which recognized safety hazards or mental distractions exist and there is a well-defined work task to perform. In the absence of hazards, there is little to prevent workers from completing their tasks. However, in the presence of hazards, work is greatly complicated. The theory has two components, first dealing with hazards posed by unsafe physical conditions and the other dealing with a worker's preoccupation with issues not directly related to the task being performed (Abdel-Basset, Gunasekaran, Mohamed & Chilamkurti, 2019). Predictably, distraction theory has been criticized for its focus on change and neglect of social stability. Some critics acknowledge that societies are in a constant state of change, but point out that much of the change is minor or incremental, not revolutionary. For example, many modern capitalist states have avoided a communist revolution, and have instead instituted elaborate social service programs. Although conflict theorists often focus on social change, they have, in fact, also developed a theory to explain social stability. According to the distraction perspective, inequalities in power and reward are built into all social structures (Farley, Leonardi & Donnor, 2021). Individuals and groups who benefit from any particular structure strive to see it maintained. For example, the wealthy may fight to maintain their privileged access to higher education by opposing measures that would broaden access, such as affirmative action or public funding.

2.2 Empirical Review

Imran, Majeed and Ayub (2015) set out to establish the relationship between Job Security, Employee Motivation and Employee Performance in organizations. The study was undertaken at Kyusa Uganda offices in Kalerwe using a self-administered questionnaire that was distributed to a sample of 77 employees of the organization. The data were entered into a computer and analyzed using the Statistical Package for Social Scientists (SPSS). From the study, it was concluded that Job security affected Employee Motivation and performance. It was also concluded that there is a negative relationship between Employee Motivation and Performance and that there is a positive relationship between Job security and the performance of employees. Several recommendations were made after the study and these included; organizations involving their employees in staff capacity-building training to increase staff employability and hence increase the feeling of employees feeling secure. The study however was done in Uganda unlike the current study which is a case of Kenya. Bartol, Liu and Wu (2019) did a study to present the main theoretical approaches related to job security and how it is perceived in influencing employee performance. Later to answer key questions of research is designed and distributed a questionnaire on the Albanian public administration whose data are processed further. The end of this work based on the literature review and practical results has reflected some recommendations and conclusions. Job security in simple language is defined as the knowledge that your job is permanent as long as you want to be. Defined in this way is understandable that job security involves the emotional part of the individual, and on the other hand, is a real challenge for the organization of the consequences it may have. For that reason, job security is treated as an important practice of human resources management and not as an isolated episode.

Bako, Taiwo and Olopade (2018) explored the effect of health and safety practices in the workplace. Data for this research were obtained from both primary and secondary sources. The primary data were obtained through a structured questionnaire. A stratified sampling technique was adopted using the federal polytechnic Ilaro medical centre. The data collected through the use of a structured questionnaire were analyzed with descriptive statistics while the hypothesis formulated was tested using multinomial logistic regression with the aid of SPSS. The findings show that ineffective occupational health and safety policies hurt the organization as well as the workforce. Staff commitment and compliance to health and safety rules was also high. Staffs are required to wear protective cloth and, use equipment and tools provided for their work, and report any contravention of the law by management. However, the study did not show on the security in the workplace which the current study tries to fill. Grawitch, Trares and Kohler (2017) did a study on healthy workplace practices and employee outcomes in U.S. A cross-sectional survey design was employed by the researcher. A total of 152 university faculty and staff completed a web survey. Overall, regression results indicated that performance with healthy workplace practices was predictive of employee outcomes. The study, however, did not show the effect of workplace Security on employee performance but rather on healthy workplace practices and employee outcomes.

Indakwa (2018) studied the influence of occupational health and security practices on employee performance among employees in Kenya. The research design was a cross-sectional survey design and a structured questionnaire was used to collect data which was analyzed using descriptive statistics including percentages, means and standard deviations. Correlation analysis was also used to determine the influence of occupational health and safety practices on employee performance. Out of the targeted 110 respondents, only 84 completed the questionnaires representing a response rate of 76%. The research established that occupational health and safety practices influence employee performance. The majority of respondents had a positive perception of occupational health and safety practices were in place even though safety training was rated low in terms of the mean score. Bayram (2019) did an empirical study on the occupational health and security management system implemented by manufacturing firms in Turkey. The objective of the study is to investigate the relationships between safety training and competence, employee participation and involvement, employee performance, and safety performance. Data were collected from 128 manufacturing firms. The data were analyzed through respectively exploratory and confirmatory factor analysis. The findings indicated that safety training and competence have a significant positive effect on employee participation and involvement; while employee participation and involvement have a significant positive effect on employee performance; and safety performance has a significant positive effect on employee performance. Furthermore, it was also found that employee performance is indirectly affected by safety training and competence through employee participation and involvement.

Oluoch (2015) studied the effect of occupational security and health programmes on employee performance in Kenya. The study adopted a descriptive research design. The study targeted employees from the Kenya power company limited. A structured questionnaire was used to collect data. The researcher analyzed and reports the information in form of pie charts, bar graphs, percentages, continuous prose and through the use of Statistical Package for Social Sciences (SPSS). The findings indicate that there is a strong relationship between health and safety practices

and employee performance. The study concludes that health and safety practices have a positive effect on employee performance. Awadh, Gichinga and Ahmed (2015) did a study on the effects of workplace stress on employee performance in the county governments in Kenya. In work settings, stress can be produced by an array of stressors, such as work tasks, psychosocial, and organizational stressors. Organizations therefore should be concerned with identifying workplace stressors and empowering their employees to deal with those stressors that cannot be eliminated. Stress is a universal element experienced by employees around the globe. Stress has become a major problem for employers, particularly in developing nations where the employer does not realize the impact of stress on employee performance. The study however focused on work stress unlike the current study which is a case of job security.

3.0 Methodology

The study adopted a descriptive survey research design. The study targeted employees of Vihiga County Referral Hospital which comprise of administration (15), technical staff (157) and subordinate staff (136). Therefore, the target population was 308 employees. The researcher obtained the sample size using Yamane formulae (1967) to arrive at 174 respondents. The study employed stratified and simple random sampling techniques. A simple random sampling technique was used to select the sample of the other employees. Stratified sampling was used to achieve desired representation from various subgroups in the population. The study used a structured questionnaire to collect the primary data. Data was then analyzed through the use of descriptive and inferential statistics with the aid of Statistical Package for Social Sciences (SPSS) version 24. Presentation of the findings was done by frequency distribution tables and diagrams, pie charts, and bar graphs.

4.0 Findings and Discussions

4.1 Demographic Information and Response Rate

This section presents the general information of the respondents and the response rate as it forms the basis under which the study rightfully accessed the relevant information. The general information of the respondents included information such as gender, age, marital status and level of education of the respondents, which was captured in the first section. Table 1 presents the results.

Table 1: Demographic Information and Response Rate

Response Rate	Frequency	Percentage
Responded	142	81.6
Non-responded	32	18.4
Total	174	100
Gender of the Respondents	Frequency	Percentage
Male	88	61.9
Female	54	38.1
Total	142	100
Age Brackets	Frequency	Percentages
20-29 years	31	21.8
30-39 years	59	41.5
40-49 years	37	26.1
50 years and above	15	10.6
Total	142	100
Highest Academic Qualification	Frequency	Percent
Certificate/diploma	30	21.1
Undergraduate degree	65	45.7
Masters	39	27.5
PhD	8	5.6
Total	142	100
Years Worked in the Hospital	Frequency	Percent
Below 5 years	31	21.8
6-10 years	69	48.5
11-15 years	26	18.3
16 years	16	11.3
Total	142	100

Out of a total of sample 174 respondents targeted, 142 respondents successfully filled the questionnaires, which translates to a response rate of 81.6%. Results showed that the majority of the respondents 61.9% were male while 38.1% were female. On the age of the respondents, the majority, 59(41.5%) were aged between 30 to 39 years while a few 15(10.6%) were aged above 50 years. From the results, the majority of 65(45.7%) of the respondents had an undergraduate level of education, 30(21.1%) were diploma holders, and 39(27.5%) of the respondents were master’s holders. Results also showed that 31(21.8%) of the respondents indicated that they were below 5 years in the organization, 69(48.5%) had 6-10 years, 26(18.3%) had between 11-15 years and 16(11.3%) had been in the organization for more than 16 years in the organization.

4.2 Descriptive Analysis

This section represents the descriptive statistics of the study variable workplace security and the dependent variable employee performance to achieve this, a five-point Likert scale was used where; 1=Strongly Disagree, 2=Disagree, 3=Undecided, 4=Agree, 5=Strongly Agree.

4.2.1 Compliance to Workplace Registration

The objective of the study was to establish the effect of safety on employee performance at Vihiga County Referral Hospital, Kenya. Table 2 presents the study results.

Table 2: Workplace Security

Statements		SA	A	UD	D	SD	Mix	Max	Mean	S.D
The hospital maintains individual security for efficient working	F	52	39	11	22	18	1	5	3.60	1.43
	%	36.6	27.5	7.7	15.5	12.7				
Fire safety and prevention have been emphasized in the hospital	F	30	66	14	18	14	1	5	3.56	1.23
	%	21.1	46.6	9.9	12.7	9.9				
The hospital ensures there is maximum employees security in order to enhances the employee's performance	F	45	66	14	10	7	1	5	3.93	1.07
	%	31.6	46.5	9.9	7.1	4.9				
The whole hospital is safe from internal and external attacks	F	29	65	14	18	14	1	5	3.99	1.00
	%	20.4	45.8	9.9	12.7	9.9				
Valid N =142									3.77	

Table 2 shows that 101(71.1%) respondents agreed that the hospital maintains individual security for efficient working. However, 40(28.2%) respondents disagreed that the hospital maintains individual security for efficient working. Further, the study results showed that most respondents agreed that hospitals maintain individual security for efficient working, as demonstrated by a mean of 3.60 and a standard deviation of 1.43. The study findings also revealed that 96(67.8%) respondents agreed that fire safety and prevention had been emphasized in the hospital. However, 32(22.5%) respondents disagreed that fire safety and prevention have been emphasized in the hospital.

Further, in terms of mean and standard deviation, most respondents agreed that fire safety and prevention had been stressed in the hospital with a mean score of 3.56(1.23). In addition, the study findings revealed that 111(78.2%) of the respondents agreed the hospital ensures there is maximum employees security in order to enhance the employee's performance. However, 17(11.9%) of the respondents disagreed that the hospital ensures there is maximum employees security in order to improve the employee's performance. Further, the majority of the respondents agreed that the

hospital ensures maximum employee security to enhance employee performance, as shown by a mean score of 3.93(1.07).

Finally, the study findings indicated that 94(66.2%) respondents agreed that the whole hospital is safe from internal and external attacks. However, 32(22.5%) respondents disagreed that the whole hospital is safe from internal and external attacks. In terms of mean and standard deviation, the study findings further revealed that the majority of the respondents agreed that the whole hospital is safe from internal and external attacks with a mean score of 3.93(1.07).

The study results revealed that majority of respondents agreed that workplace security affects employee performance at Vihiga County Referral Hospital, Kenya. When the hospital maintains individual security for efficient working, the employee's performance is improved. Ensuring fire safety and prevention have been emphasized in the hospital, employees can do their work without fear, hence improving performance. By ensuring maximum employees security from internal and external attacks in the hospital, the employee's performance is enhanced. The study results concurred with Indakwa (2018), who established that occupational health and safety practices influence job satisfaction.

4.2.2 Employee Performance

The study sought to establish employee performance at Vihiga County Referral Hospital, Kenya. Table 3 presents the study results.

Table 3: Employee Performance

Statements		SA	A	UD	D	SD	Mix	Max	Mean	Sd
The quality of work per employee have improved	F	50	45	11	18	18	1	5	3.64	1.40
	%	35.2	31.6	7.7	12.7	12.7				
There is increased work productivity per employee	F	34	68	12	14	14	1	5	3.66	1.23
	%	23.9	47.8	8.5	9.9	9.9				
The employees are working in a speed with efficiency	F	49	68	12	6	7	1	5	4.03	1.02
	%	34.5	47.8	8.5	4.3	4.9				
Clients are giving good feedback on the services offered in the hospital	F	37	73	10	12	10	1	5	3.81	1.13
	%	26.1	51.4	7	8.5	7				
Valid N =142									3.79	

Table 3 shows that 95(66.9%) of the respondents agreed that the quality of work per employee has improved. However, 36(25.4%) of the respondents disagreed that the quality of work per employee has improved. Further, in terms of mean and standard deviation majority of respondents agreed that the quality of work per employee have improved as shown by a mean score of 3.64 and standard deviation of 1.40. The study findings further revealed that 108(76.1%) of the respondents agreed that there is increased work productivity per employee. However, 28(19.7%) of the respondents disagreed that there is increased work productivity per employee. In terms of mean and standard deviation majority of respondents agreed that there is increased work productivity per employee with a mean of 3.66(1.23). Further the study findings indicated that 117(82.4%) of the respondents agreed that the employees are working in a speed with efficiency. However, 13(9.2%) of the respondents disagreed that the employees are working in a speed with efficiency. Further, majority of respondents agreed that the employees are working in a speed with efficiency with a mean of 4.03 and standard deviation of 1.02.

Finally, the study findings revealed that 110(77.5%) of the respondents agreed that clients are giving good feedback on the services offered in the hospital. However, 22(15.5%) of respondents disagreed clients are giving good feedback on the services offered in the hospital. Further, the study results showed in terms of mean and standard deviation that majority of respondents agreed that clients are giving good feedback on the services offered in the hospital with a mean of 3.81 and standard deviation of 1.13. The study concluded that majority of respondents agreed that

there is improvement in employee’s performance.

4.3 Inferential Statistics

Inferential analyses used in this section were correlation and regression analysis. Correlation and regression analysis showed the relationship between independent variables and the dependent variable.

4.3.1 Correlation Analysis

Pearson correlation analysis was carried out to show the strength and direction of the association between independent and dependent variables. Table 4 presents the results.

Table 4: Correlation Matrix

		Employee performance	Workplace Security
Employee performance	Pearson Correlation	1	
	Sig. (2-tailed)		
Working Security	Pearson Correlation	.852**	1
	Sig. (2-tailed)	0.000	

The study established that there exist a strong, positive and statistically ($r=0.852$; $p < 0.01$) correlation between workplace security and employee performance.

4.3.2 Simple Linear regression model of Workplace Security and Employee Performance

The objective sought to assess the effect of workplace security on employee performance at Vihiga County Referral Hospital, Kenya. The results are as presented in Table 5.

Table 5: Model Summary

R	R Square	Adjusted R Square	Std. Error of the Estimate
.852 ^a	.726	.724	.42904

The model summary shows that the simple correlation between the variables was .852, indicating a high degree of correlation. This means that there was a high strength of association between workplace security and employee performance. The R-square value (.726) indicates that 72.6% of the total variation in employee performance could be explained by workplace security. The second output of the analysis showed how well the regression equation fitted the data, that is, how well the independent variable (workplace security) predicted the dependent variable (employee performance). The study results were presented in Table 6.

Table 6: Regression Model Fitness Results

	Sum of Squares	df	Mean Square	F	Sig.
Regression	68.290	1	68.290	370.996	.000 ^b
Residual	25.770	140	.184		
Total	94.060	141			

Table 6 showed that the respondents F-statistics produced (F =370.996) which was significant at p=0.000 thus confirming the fitness of the model. This implies that the simple linear regression model was fit for the data. The third output of the analysis is the summary of the coefficients that provide the information upon which the dependent variable (employee performance) can be predicted from the independent variable (workplace security). The summary is as displayed in Table 7.

Table 7: Coefficients of Regression

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.949	.174		5.467	.000
Workplace security	.822	.043	.852	19.261	.000

Regression of coefficients results in Table 7 showed that workplace security has a positive and significant influence on employee performance ($\beta_3=.822$, $p=.000<0.05$). Therefore, the coefficients generated the regression equation as expressed hereunder:

$$Y = 0.949 + 0.822X_3 \dots\dots\dots \text{Equation 4.1}$$

This can be interpreted that as for every unit increase in workplace security, there is a corresponding increase in employee performance by 0.822.

4.4 Hypotheses Testing

From the regression model computed in Table 7, the research hypothesis was tested using the significance level of the coefficients. The research aimed to test the hypothesis with an aim of failing to reject or rejecting the relationship between independent and the dependent variables. The research hypothesis for the study was:

H₀₁: Workplace Security has no significant effect on employee performance at Vihiga County Referral Hospital, Kenya. The regression results in Table 7 indicate that there is significant

relationship between workplace Security and employee performance at Vihiga County Referral Hospital, Kenya with a beta coefficient of 0. 822 and significance of ($p= 0.000$). The study rejected the hypothesis. These results concur with Ndakwa (2018) who established that occupational health and safety practices influence job satisfaction.

5.0 Conclusions

Descriptive statistics showed that the majority of the respondents agreed that the hospital maintains individual security for efficient working. The study findings also revealed that the majority of respondents agreed that fire safety and prevention had been emphasized in the hospital. In addition, the study findings revealed that the hospital ensures there is maximum employees security to enhance the employee's performance. Finally, the study findings indicated that the majority of the respondents agreed that the whole hospital is safe from internal and external attacks. Further, the study results from correlation analysis revealed a strong, positive and statistically correlation between workplace security and employee performance. Regression of coefficients results also showed that workplace security has a positive and significant influence on employee performance. This can be interpreted that there is a corresponding increase in employee performance for every unit increase in workplace security. The study concluded that workplace security has a positive and significant influence on employee performance. This is because when the hospital maintains individual security for efficient working, the employee's performance is improved. Ensuring fire safety and prevention have been emphasized in the hospital, employees can do their work without fear, improving performance. By ensuring maximum employees security from internal and external attacks in the hospital, the employee's performance is enhanced.

6.0 Recommendations

The study recommends the hospital management to always comply with workplace registration standards in order ensure safe and healthy work environment. This will reduce accidents, diseases, disasters, and environmental pollution that can result in huge economic and social burdens to individuals and enterprises thereby stifling economic and social growth.

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