بسم الله الرحمن الرحيم

Sudan University for Science and Technology

Deanship of Development and Quality

The Role of Implementing Corporate Social Responsibility in Organization on Employees

Case Study: Ashagara Industrial Complex

(دور تطبيق المسئولية المجتمعية في المؤسسات علي العاملين)

دراسة حالة : مجمع الشجرة الصناعي

A Dissertation Submitted as a Partial Fulfillment for the Master Degree in Total Quality Management and Excellence

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الأيـــــــة

بسم الله الرحمن الرحيم

قَالَ تَعَالَى:

﴿ نَبِّئْ عِبَادِى أَنِّى أَنَا ٱلْغَفُورُ ٱلرَّحِيمُ ۝٤٩ وَأَنَّ عَذَابِى هُوَ ٱلْعَذَابُ ٱلْأَلِيمُ ۝٥٠ ﴾

صدق الله العظيم

سورة الحجر 49-50

Dedication

To the spirit of my precious mother, who taught us how to face
difficulties and vanquish impossible……

To my dear father … my teacher and my loyal friend, who told me
that life is seeking and diligence…….

To my brothers, my castle in times of distress…..

To my dear husband, who help me and supported me until this work
are finishing…..

To my lovely children……

To everyone who sees this work benefits him….

I dedicate this work

Acknowledgment

Abstract

This research is entitled " The Role of Corporate Social Responsibility in Organization on employees " and addressing the problem of knowledge of the employees of organization on the concept of community responsibility, the aim of the research is to study the extent of employee's awareness of the principle and values of social responsibility.

The researcher used the descriptive approach to study the hypotheses and used the questionnaire as a tool to collect evidence from the sample of Ashagara Industrial Complex where (52) randomly selected samples from a total community of (210) samples. The questionnaire analyzed using the statistical analysis program (SPSS) and the results reached to the organization's commitment to apply the standards of responsibility and that its employees are fully aware of its terms and means of application and their desire to participate in community development and their application increases the efficiency of organizational work and leads towards sustainable development.

Based on these results, the researcher recommends opening the door of dialogue to the employees of organization to know their views on the application of the organization to the community officials and giving them the opportunity to create new ideas that increase the efficiency of the work and raise their awareness towards the community and establishment of system of identification in the work plan of the organization as a tool to identify and apply these opinions , As well as increasing the organization's involvement to find solutions that are concerned with environmental health and re-cycling to develop the society surrounding the organization leading in the direction of sustainable development .

المستخلص

جاء هذا البحث بعنوان (دور تطبيق المسئولية المجتمعية في المؤسسات على العاملين) وتناول مشكلة معرفة العاملين بالمؤسسات بمفهوم المسئولية المجتمعية حيث هدف البحث الى دراسة مدى وعي العاملين بمبادئ وقيم المسئولية المجتمعية ومدي التزام المؤسسه بتطبيقها وتعريف العاملين لديها بها . وأستخدمت الباحثة المنهج الوصفي لدراسة الفرضيات وأُستخدمت الإستبانة كأداة جمع البيانات من عينة من (مجمع الشجرة الصناعي) حيث بلغت (52) عينة تم إختيارهم عشوائيا من مجتمع كلي بلغ (210) عينة , تم تحليل الأستبانة بأستخدام برنامج التحليل الأحصائي , وتوصلت الدراسة عبر النتائج المتحصلة إلي إلتزام المؤسسة بتطبيق معايير المسئولية المجتمعية وأن العاملين لديها علي وعي ومعرفة تامة ببنودها وطريقة تطبيقها ورغبتهم المشاركة في التنمية المجتمعية وان تطبيقها يزيد من كفاءة العمل ويقود في إتجاه التنمية المستدامةبالمؤسسة وبناءً علي هذة النتائج توصي الباحثة بفتح باب الحوار أمام العاملين بالمؤسسة لمعرفة أرائهم تجاه تطبيق المؤسسة للمسئولية المجتمعية مما يعطي فرصة لطرح أراء وأفكار جديدة تزيد من وعيهم تجاه المجتمع , ووضع نظام الأستبيان كأداة للتعرف علي أرائهم في خطة العمل المؤسسية , وأيضاً زيادة التعاون مابين المؤسسات لتطبيق مفهوم المسؤلية المجتمعية علي أوسع مدي , وأيضاً زيادة الأنتباة لإيجاد حلول تهتم بصحة البيئة وإعادة تدوير المخلفات لتطوير المجتمع المحيط بالمؤسسة ممايقود في إتجاة التنمية المستدامة .

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List of Abbreviation:

TQM	Total Quality Management
CSR	Corporate Social Responsibility
SR	Social Responsibility
EFQM	European Foundation for Quality Management
SPSS	Statistical Package for Social Science
NGOs	Non-Governmental Organizations
IPP	Integrated Product Policy
EMAS	European co-Management and Audit Scheme
OECD	Organization for Economic Corporation and Development
SMEs	Structural Equation Modeling
EPI	Environmental Performance Index
ISO	International Standard Organization
SAF	Sudanese Airplane Factory
AIC	Ashagara Industrial Complex

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Chapter One

General Framework

1.1 Introduction

The world has shown rapid change in business and work system, for this organization need a new method for improving their performance. The total quality management **TQM** is new organization philosophy that adopted by organization to make the change, increase the ability of organization to benefit them self and their stakeholder.

In addition, the change in organization need to put a new mechanism for work in line of corporate social responsibility **CSR**.

The success of aspect of the **TQM** in changing the organization performance depends on the following objectives:

1. Good servicing performance by employee

2. Reliability in performance

3. Conformance in servicing with stakeholder auditing

4. Aesthetics

5. Good image about performance and reputation of the organization to the people

and the continuous improvement for long period through customer satisfaction, achieve benefit to employee and society development.

1.1.1 Objective from Implementing TQM:

1. Decrease the time in concept of **Time-based competition.**

2**.** Decrease and minimize the cost.

3. Improvement the quality of performance.

4. Continuous improvement.

5. Compeer the organization performance internationally (**benchmarking**).

6. Change the vision of management by system to management by customer orientation.

7. Customer satisfaction.

8. Effective system of incentives depends on assessment auditing.

1.1.2 Vision of Implementing Social Responsibility in Organization:

The main issue of implementing the social responsibility in organization increasing the volunteering of organization in sustainable development in the society economically, commercially and environmentally.

1.1.3 Principle of Social Responsibility According to ISO26000:

ISO 26000 is international standard not for certification and it's not one of the management system standard.

1. Principles of Accountability.

2. Principles of Transparency.

3. Ethical behavior.

4. Respect of stakeholder interest.

5. Respect for the role of law.

6. Respect of international norms of behavior.

7. Respect of human rights.

1.1.4 Importance of Research:

1. To know and clarifying the importance of corporate social responsibility and its impact on performance,

2. The need of organization to implement social responsibility to achieve continuous improvement.

3. Many organizations tend to adopt social responsibility concept because it is considering as one of European Foundation for Quality Management **EFQM** model element.

1.1.5 Research Objective:

Through this study want to achieve asset of objective to ensure the correctively of the hypotheses and the objectives of study are to:

1. The significant of implementing social responsibility as evaluating tool in company.

2. The commitment of organization to aware stakeholder.

3. Implementing of corporate social responsibility to improve performance.

1.1.6 Research Hypothesis:

1. There are no differences between the application of corporate social responsibility and financial, customer, learning and growth and internal process dimension.

2. Stakeholder aware and co-operations in implementing corporate social responsibility.

3. Organization committed to implement the stander of **ISO26000** with their seven cores.

1.1.7 Research Methodology:

For as much as nature of study and to achieve the objective use the descriptive and analysis approach, because this approach allows to provide data and fact about problem of study and interpreted it. Data and information will collect from various references and resources for shaping integration picture around the phenomenon that want to study and then use analytic approach to analysis the result of the study to examine the role of implementing corporate social responsibility on employees.

1.1.8 Preparation of the Questionnaire Template:

The questionnaire template containing a complete set of relevant questions was prepared in easy to distribute **MS** Word format to employees in Ashagara Industrial complex.

1.1.9 Data Presentation:

In this stage, data and information from individual questionnaire forms transferred from the MS Word format to the analytical software tool statistical package for social science (SPSS**).**

Chapter Two

Literature Review and Previous Study

2.1 Total Quality Management:

Total quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with processes being done right the first time and defects and waste eradicated from operations.

TQM is a method by which management and employees can become involved in the continuous improvement of the production of goods and services. It is a combination of quality and management tools aimed at business and reducing cost.

2.1.1 TQM Definition:

Total quality management is a managerial accounting concept where an organization strives to produce quality products with few defects being shipped to customers.

TQM is a lean business practice often associated with continuous improvement and just-in-time inventory and just-in-time manufacturing.

TQM also is a management philosophy that seeks to integrate all organizational functions (marketing, finance, design, engineering, and production, customer service, etc.) to focus on meeting customer needs and organizational objectives.

TQM views an organization as a collection of processes. It maintains that organizations must strive to continuously improve these processes by incorporating the knowledge and experiences of workers.

The simple objective of **TQM** is "Do the right things, right the first time, every time." **TQM** is infinitely variable and adaptable. Although originally applied to manufacturing operations, and for a number of years only used in that area, **TQM** is now becoming recognized as a generic management tool, just as applicable in service and public sector organizations. There are a number of evolutionary strands, with different sectors creating their own versions from the common ancestor. **TQM** is the foundation for activities, which include:

1. Commitment by senior management and all employees.

2. Meeting customer requirements.

3. Reducing development cycle times.

4. Just in time/demand flow manufacturing.

5. Improvement teams.

6. Reducing product and service costs.

7. Systems to facilitate improvement.

8. Line management ownership.

9. Employee involvement and empowerment.

10. Recognition and celebration.

11. Challenging quantified goals and benchmarking.

12. Focus on processes / improvement plans.

13. Specific incorporation in strategic planning.

2.1.2 Principles of TQM:

The key principles of **TQM** are as following:

1. Management Commitment**:**

      a. Plan (drive, direct)

      b. Do (deploy, support, and participate)

      c. Check (review)

      d. Acts (recognize, communicate and revise)

2. Employee Empowerment:

      a. Training

      b. Suggestion scheme

      c. Measurement and recognition

      d. Excellence teams

3. Continuous Improvement:

      a. Systematic measurement

      b. Excellence teams

      c. Cross-functional process management

      d. Attain, maintain, and improve standards

4. Customer Focus:

      a. Supplier partnership

      b. Service relationship with internal customers

      c. Never compromise quality

      d. Customer driven standards

2.1.3 The Concept of Continuous Improvement by TQM:

TQM is mainly concerned with continuous improvement in all work, from high level strategic planning and decision-making, to detailed execution of work elements on the shop floor. It stems from the belief that mistakes can be avoided and defects can be prevented. It leads to continuously improving results, in all aspects of work, as a result of continuously improving capabilities, people, processes and technology and machine capabilities.

Continuous improvement must deal not only with improving results, but more importantly with improving capabilities to produce better results in the future. The five major areas of focus for capability improvement are demand generation, supply generation, technology, operations and people capability.

A central principle of **TQM** is that people may make mistakes, but most of them are caused or at least permitted, can be identified and eliminated, and repetition can be prevented by changing the process.

There are three major mechanisms of prevention:

a. Preventing mistakes (defects) from occurring (mistake proofing or poka-yoke).

b. Where mistakes cannot be absolutely prevented, detecting them early to prevent them being passed down the value-added chain (inspection at source or by the next operation).

c. Where mistakes recur, stopping production until the process corrected, to prevent the production of more defects. (Stop in time).

2.2 Corporate Social Responsibility:

Businesses worldwide are increasingly worried about the impact of their business activities on society. They also recognize that the world they live in presents a growing array of demands, pressures and risks that are not signaled through markets or the traditional political processes on which they have relied for a very long time. Thus, many have implemented into their operation the so-called Corporate Social Responsibility **CSR** that aim to balance their operations with the concerns of internal and external stakeholders such as employees, customers, suppliers and business partners, labor unions, local communities, Non-Governmental Organizations **NGOs** and governments. By its very nature **CSR** is a complex, multiform phenomenon emerging as the interface between enterprises and society. Social and environmental consequences have started to being weighed against economic gains and short-term profit against long-term prosperity by the businesses in order to maintain long-term sustainable growth and development.

With growing sensitivity towards social and environmental issues and shareholder and owner concerns that can be effectively addressed through internal and external dimension of **CSR**, businesses are increasingly striving to become better "corporate citizens", i.e. appropriately grasping and implementing **CSR** concept.

However, whilst many agree that **CSR** is the right thing for businesses to implement and follow proponents often grow uncomfortable when explaining the business case for "doing good". The costs associated with **CSR** programs are clear but the positive correlation with better financial performance is often hard to prove. In any case, proponents may argue and are finding a solid ground that the objectives of **CSR** go beyond short-term economic gains mainly focused on a long-term prosperity and sustainability of enterprises.

It is also important to mention a significant role of governments in fostering social justice and environmental protection and ensuring social development. Hence, we have to avoid a tendency to replace role of the government with role of companies. In this aspect, **CSR** should be seen as extra opportunity for companies in competitive markets. On the other hand, also companies can and in the author's opinion should, undeniably complement and supplement the efforts of governments at social and environmental development because these matters concern all – citizens, governments, entrepreneurs, companies, and all kinds of organizations.

2.2.1 Defining Corporate Social Responsibility:

Defining Corporate Social Responsibility **CSR** has not been and will not be an easy task as there the most likely will not be a generally agreed definition. There seems to be an infinite number of definitions of **CSR**, ranging from the

simplistic to the complex ones, and a range of associated terms and ideas. In some cases, the definition has been distorted by researchers so much that the concept becomes morally vacuous, conceptually meaningless, and utterly unrecognizable or **CSR** may be regarded as the panacea, which will solve the global poverty gap, social exclusion and environmental degradation.

One of the key challenges in studying and implementing responsible business practices has been the lack of commonly agreed definition of **CSR**. The term **CSR** is often used interchangeably with others, including corporate responsibility, corporate citizenship, business in society, social enterprise, sustainability, sustainable development, triple bottom line, societal value-added, strategic philanthropy, corporate ethics, and in some cases also corporate governance. There are also clear links between these terms and those relating to socially responsible investments, community investing, social capital, and collaborative governance. In the business community, **CSR** is alternatively referred to as corporate citizenship, which essentially means that a company should be a "good neighbor" within its host community. Often quoted definition of **CSR** provides in his view, "**CSR** is a commitment to improve community well-being through discretionary business practices and contributions of corporate resources ".

A former Shell executive defined **CSR** as "transparent business practices that are based on ethical values, compliance with legal requirements, and respect for people, communities, and the environment." Thus, beyond making profits, companies are responsible for the totality of their impact on people and the planet.

2.2.2 Levels of Corporate Social Responsibility:

One of the approaches how to review in a more detail **CSR** is based on division of **CSR** into three mutually interrelated levels. According to the approach, **CSR** can be understood in terms of different stakeholders and the issues that they are concerned with. These issues relate to the overlapping levels of social, environmental and economic impact. Composition of each level provides the following diagram.

Three Fundamental Levels of Corporate Social Responsibility:

Diagram no (1):

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                    ┌──────────────────────────────────────┐
                    │           Economic Level             │
                    │  Principles of Corporate Governance   │
                    │            Code of Ethics             │
                    │ Transparency and Mitigation of Corruption │
                    │  Intellectual Property Safeguarding   │
                    │          Investor Relations           │
                    │          Business Relations           │
                    │          Customer Relations           │
                    │ Product and Services Quality and Safety │
                    └──────────────────────────────────────┘
                         ↕                        ↕
┌──────────────────────────────────┐   ┌──────────────────────────────────┐
│           Social Level           │   │        Environmental Level        │
│ Corporate Philanthropy and Volunteering │ Ecological Production, Products and Services │
│ Employment Policy, Health and Safety of │      Natural Resources Protection      │
│   Employees, Education and Trainings    │    Investments into „Green" Technologies   │
│ Employment of Disadvantaged Group of  │   Environmental Friendly Corporate Culture │
│              People               │    (Recycling, Energy Conservation, etc.)  │
│          Gender Equality          │                                    │
│           Human Rights            │                                    │
└──────────────────────────────────┘   └──────────────────────────────────┘
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The economic level concerns not simply with the basics of financial returns but elements, which contribute to long-term financial success such as reputation and relationships and the broad economic impact of a company in terms of the multiplier effects of wages, investment and sourcing.

Environmental level involves protecting air, water, land, and ecosystems, as well as effectively managing the earth's natural resources including fossil fuels.

Social level means improving the quality of life and equity for employees of the company and for society as a whole. In a successful sustainability focused business strategy, these three levels are inter-related and support each other.

It is not accidental that the three levels of **CSR** are in fact the same as elements of sustainable development and "triple bottom line" (people, planet, profit).

2.2.3 Dimensions of Corporate Social Responsibility:

Dividing **CSR** framework into two dimensions, as was already proposed by the European Union in the document "Promoting a European framework for corporate social responsibility" in 2001, is helping better understand the different elements of **CSR**. According to this approach, **CSR** has an internal and external dimension. The internal dimension of **CSR** encompasses human resources management, occupational health and safety management, business restructuring, and management of environmental impact and natural resources. The external dimension of **CSR**, which goes beyond the doors of the company and involves many stakeholders, affects local communities, business partners and suppliers, customers and consumers, protection of human rights along the whole supply chain, and global environmental concerns. The following subchapters provide more details on both dimensions.

2.2.3.1 Internal Dimension of Corporate Social Responsibility:

Internal dimension of **CSR**, i.e. socially responsible practices within the company, primarily involve employees and relate to issues such as investing in human capital, health and safety, and managing change, while

environmentally responsible practices relate mainly to the management of natural resources used in the production. These practices open a way of managing change and reconciling social development with improved competitiveness.

1. Human Resources Management

A major challenge for enterprises today is to attract and retain skilled and highly motivated workers. The statement supports recent research by the Czech Economic School in Prague focused on Structural Equation Modeling SME companies operating in the Czech Republic. According to the results of the research, the second biggest problem for the companies in the stage of maturity was lack and difficult recruitment of competent and skilled employees, a major problem for companies in the stage of growth was hiring and fostering of competent managers, recruitment, job-switching of skilled employees, and lower working morale or esprit de corps of regular employees.

In this context, relevant measures that can help companies resolve above-mentioned troubles include lifelong learning, empowerment of employees, better information flow throughout the company, better balance between work, family, and leisure, greater work force diversity, equal pay and career prospects for women, profit sharing and share ownership schemes, and job security. Active follow up and management of employees who are temporarily off work due to disabilities or injuries can also result in increased employee loyalty and cost saving.

Responsible recruitment practices, involving in particular nondiscriminatory practices, can facilitate companies the recruitment of people from ethnic minorities, older workers, and women and the long-term unemployed and

people at disadvantage. Such practices are essential in relation to reducing unemployment particularly of disadvantaged people such as kipsies or people in pre-retirement age, raising the employment rate, and fighting against social exclusion.

In another area of human resources management, life-long learning, enterprises have an essential role to play at several levels:

A. They contribute to a better definition of training needs through close partnership with local actors who design education and training programs.
B. They support the transition from school to work for young people, for example by providing apprenticeship places; and
C. They provide an environment, which encourages lifelong learning by all employees, particularly by the less educated, the less skilled and older workers.

2. Health and Safety at Work:

Health and safety at work has traditionally been approached mainly by means of legislation and enforcement measures. However, the recent and popular trend of outsourcing work to contractors and suppliers makes enterprises more dependent on the safety and health performance of their contractors, especially those who are working within their own premises.

Today companies, governments and sector organizations are increasingly looking at additional ways of promoting health and safety, by using them as criteria in procuring products and services from other companies and as a marketing element for promoting their products or services. These voluntary schemes can be seen as complementary to legislation and control activities by

public authorities as they similarly aim at promoting a preventive culture, i.e. higher levels of occupational safety and health.

As the focus on occupational health and safety performance and qualities of products and services is increasing, there is also an increasing demand for measuring, documenting and communicating these qualities in the marketing and promotional material. Occupational safety and health criteria have been included to varying degrees into existing certification schemes and labeling schemes for products and equipment.

On top of that, the tendency of companies and organizations to include occupational safety and health criteria into their procurement schemes has supported the development of generic procurement schemes based on uniform requirements for contractor occupational safety and health training or management systems, which allow for a third party to carry out the certification or initial approval of the contractors as well as overseeing the continuous improvement of the scheme.

3. Management of Environmental Impacts and Natural Resources:

In general, reducing the consumption of resources or reducing polluting emissions and waste can reduce environmental impact. It can also be good for the business by reducing energy and waste disposal bills and lowering input and de-pollution costs. Individual enterprises have found that less use can lead to increased profitability and competitiveness and compliance with **CSR** practices.

In the environmental field, environmental investments are usually referred to as "win-win" opportunities - good for business and good for the environment. This principle has been established for a number of years and in 2002 was

recognized in the European Commission's 6th Environment Action Programmed. It explains how the EU and Member State governments can fulfill their role to help business to identify market opportunities and undertake "win-win" investments. It set out a number of other measures aimed at business: establishment of a compliance assistance programmed to help business understand environmental requirements; development of national, but harmonized, company environmental performance reward schemes that identify and reward good performers and encouraging voluntary commitments and agreements.

A good example of an approach that allows various stakeholders to work together with companies on reduction of environmental impacts is the European Union's Integrated Product Policy (here in after also IPP). **IPP** is founded on the consideration of products' impacts throughout their life cycle, and involves businesses and other stakeholders in dialogue to find the most cost-effective approach. In the environmental field, it can therefore be seen as a strong existing framework for promotion of **CSR**. Another approach that facilitates **CSR** is the EU's Eco-Management and Audit Scheme **EMAS ISO 19000**. This encourages companies voluntarily to set up site or company-wide environmental management and audit systems that promote continuous environmental performance improvements. The environmental statement is public and is validated by accredited environmental verifiers. Very positive on **EMAS** is also the fact that it can be implemented in SMEs. The EU for this purpose developed the **EMAS** Toolkit for small organizations.

In current time, enterprises are well aware of the opportunities associated with improved environmental performance, and are working to systematically take advantage of it. The European Eco-Efficiency Initiative, an initiative of the

World Business Council for Sustainable Development and the European Partners for the Environment in partnership with the European Commission, has been aiming to integrate eco-efficiency throughout European businesses, and in the EU´s industrial and economic policies. According to this Initiative, eco-efficiency is a management philosophy which encourages business to search for environmental improvements that yield parallel economic benefits. It focuses on business opportunities and allows companies to become more environmentally responsible and more profitable It fosters innovation and therefore growth and competitiveness. Eco-efficiency is achieved by the delivery of competitively-priced goods and services that satisfy human needs and bring quality of life, while progressively reducing ecological impacts and resource intensity throughout the life-cycle to a level at least in line with the Earth's estimated carrying capacity. In short, it is concerned with creating more value with less impact.

4. Adaptation to Change:

The last but not least sub-dimension of the internal dimension of **CSR** is "adaptation to change". The widespread restructuring and incipient global economic recession that taking place all around the world raises concerns for all of the employees and other stakeholders as the closure of a factory or a heavy cut in its workforce may involve a serious economic, social or political crisis in local communities. In turbulent times, few companies escape the need to restructure, often through downsizing and temporary layoffs. It is often questionable whether objectives of reducing costs, increasing productivity and improving quality and customer service as they are closely related to the motivation, loyalty, creativity and productivity of the employees, are achieved

through restructuring operations and mergers. However, restructuring and mergers can be done without breaking **CSR** rules.

Restructuring in a socially responsible manner means to balance and take into consideration the interests and concerns of all those who are affected by the changes and decisions. In practice the process is often as important as the substance to the success of restructuring. In particular, this involves seeking the participation and involvement of those affected through open information, consultation, and communication. Furthermore, restructuring needs to be well prepared by identifying major risks, calculating all the costs associated with alternative strategies, and evaluating all of the alternatives which could reduce the need for redundancies. The process should seek to safeguard employees' rights and enable them to undergo vocational retraining where necessary, to modernize production tools and processes in order to develop on-site activities, to mobilize public and private financing and to establish procedures for information, dialogue, cooperation and partnership. Companies, by all means, should take up their share of responsibility to ensure the employability of their staff.

Experience of the major restructuring operations carried out in Europe in the steel, coal and shipbuilding industries has shown that successful restructuring can be better achieved through joint efforts of relevant stakeholders - involving the public authorities, companies, employees' representatives, and local communities. By engaging in local

2.2.3.2 External Dimension of Corporate Social Responsibility:

CSR extends beyond the doors of the company into the local community and involves a wide range of stakeholders in addition to employees and

shareholders, particularly business partners and suppliers, customers, public authorities and non-governmental organizations representing local communities, as well as the global environment. In a world of multinational investments and global supply chains, **CSR** must also extend beyond the national borders. Rapid globalization has encouraged discussion of the role and development of global governance. The development of voluntary **CSR** practices can be seen as contributing to this.

1. Communities:

The first external sub-dimension relates to communities as **CSR** is also about the integration of enterprises in their local settings. Enterprises contribute to their communities, especially to local ones, by providing jobs, wages and benefits, and tax revenues. On the other hand, businesses depend on the health, stability, and prosperity of the communities in which they operate. For instance, they recruit a majority of their employees from the local labor markets, and therefore have a direct interest in the local availability of the skills and competencies they need for their operation. Furthermore, Structural Equation Modeling **SMEs** often also find most of their customers and business partners in the surrounding area. The reputation of a company at its location, its image as an employer and producer, but also as an actor in the local scene, certainly influences its competitiveness.

Companies also interact with the local physical environment. Some almost entirely rely on a clean local environment for their production or offering of services, e.g. clean air, clean water, uncontaminated soil or on various other factors. There can also be a relationship between the local physical environment and the ability of business to attract workers to the region they

are located in. On the other hand, business can also be responsible for a number of polluting activities, for example noise, light, and water pollution, air emissions, contamination of soil, and the environmental problems associated with transport and waste disposal.

Many companies in order to be socially responsible, competitive and to develop sustainably become involved in community causes, notably by means of provision of additional vocational training places, assisting environmental charities, recruitment of socially excluded people, provision of child-care facilities for employees, partnerships with communities, sponsoring of local sports and cultural events or donations to charitable activities.

The development of positive relations with the local community and thereby the accumulation of social capital is particularly relevant for non-local companies. Multinational companies increasingly use these relations to support the integration of their affiliates into various markets in which they are present. The familiarity of companies with the local actors, the local environment traditions and strengths is an asset from which they can capitalize.

2. Business Partners, Suppliers, Consumers, and Other External Stakeholders:

An old truth can reduce complexity and costs and increase quality of their products or services. Selection of suppliers is not always exclusively through competitive bidding. Relationships with alliance and joint venture partners and with franchisees are equally important. In the long run building relationships may result in fair prices, terms and expectations along with quality and reliable delivery. In adopting socially and environmentally

responsible practices all enterprises, however, have to respect the relevant national and supranational competition laws.

Large and multinational companies are at the same time business partners of the smaller ones, be it as their customers, suppliers, subcontractors or competitors. Companies should be aware that their social performance could be affected as a result of the practices of their partners and suppliers throughout the whole supply chain. The effect of **CSR** activities does not remain limited to the company itself, but also concerns their economic partners. This is particularly the true for large companies, which have outsourced part of their production or services and, therefore, may have acquired additional **CSR** with regard to these suppliers and their staffs. It has to be born in mind that sometimes economic welfare of these suppliers depends primarily or entirely on one large company.

Large companies can demonstrate **CSR** by promoting entrepreneurial initiatives in the region of their location. Examples for such practices include various mentoring schemes offered by large companies to start-ups and local **SMEs**, or assistance to smaller firms on **CSR** reporting and communication of their **CSR** activities.

Corporate venturing constitutes a further way for large companies to facilitate the development of new innovative enterprises. Corporate venturing means that the large company takes a minority stake in a promising start-up and promotes its development. This offers various advantages to both partners, including a better grip on innovative developments for the large company and easier access to financial resources and to the market for the small company.

Today, companies are increasingly expected to provide products and services, which consumers need and want in an efficient, ethical and environmentally aware manner in order to be considered as socially and environmentally responsible. Companies, which build lasting relationships with customers by focusing their whole organization on understanding what the customers need and want, and providing them with superior quality, safety, reliability and service can also expect to be more profitable.

Applying the principle of design for all, i.e. making products and services usable by as many people as possible including disabled consumers, is also an important example of **CSR**.

3. Human Rights:

Human rights inseparably belong under the **CSR** umbrella. **CSR** has a strong human rights dimension, particularly in relation to international operations and global supply chains. Human rights are a very complex issue presenting political, legal and moral dilemmas. Companies face challenging questions, including how to identify where their areas of responsibility lie, how to monitor whether their business partners are complying with their core values and how to approach and operate in countries where human rights violations are widespread.

Under increasing pressure from various non-governmental organizations and consumer groups, companies and business sectors have been increasingly adopting codes of conduct covering working conditions, human rights and environmental aspects (covering also subcontractors and business partners). Companies have been doing so for various reasons, notably to improve their corporate image and reduce the risk of negative consumer reaction. Voluntary

codes of conduct however are not an alternative to national, EU and international laws and binding rules - binding rules ensure minimum standards applicable to all, while codes of conduct and other voluntary initiatives can only complement these and promote higher standards for those who subscribe to them While voluntary codes of conduct can contribute to promote international labor standards, their effectiveness however depends on proper implementation and verification. Full disclosure of information by companies is important, including to local communities, as part of an ongoing dialogue with them. Furthermore, the emphasis must be on a developmental approach - one which stresses continuing gradual improvements to standards, and to the code itself. In the case of child labor, companies should not just respect conventions by dismissing contractors who use child labor, but should also for example, help to tackle child poverty by assisting children into education.

4. Global Environmental Concerns:

Global environmental concerns are last but not least external sub-dimension of **CSR**. Through the trans-boundary effect of many business-related environmental problems, and steadily increasing consumption of resources from across the world, companies are also actors in the global environment. Enterprises, therefore, have to pursue **CSR** internationally as well as in their home countries. For example, companies can encourage better environmental performance throughout their supply chain within the Integrated Product Policy approach and make larger use of their environmental know-how, particularly when suppliers and business partners are from developing countries. Investment and activities of the companies on the ground in third countries can have a direct impact on social and economic development in these countries.

The debate on the role of business in achieving sustainable development is gaining importance on the global stage. The UN Secretary General has launched a Global Compact initiative which seeks to make business a partner in achieving social and environmental improvements globally. The EU and the Organization for Economic Corporation and Development **OECD** Guidelines for multinational enterprises also promote sustainable development as the only way for further growth.

In this respect it is sad and simultaneously alarming that the Czech Republic ranked 68th from the total of 149 surveyed countries according to the Environmental Performance Index **EPI** in 2008, which evaluates sanitation, greenhouse gas emissions, agricultural policies, air pollution and 20 other measures to formulate an overall score, with 100 the best possible. The ranking of environmental performance put the United States at the bottom of the industrialized nations and 39th on the list. European countries dominated the top places in the ranking. The top 10 countries, with scores of 87 or better, were led by Switzerland, Sweden, Norway and Finland. The others at the top were Austria, France, Latvia, Costa Rica, Colombia and New Zealand, the leader in the 2006 version of the analysis.

Companies can apply for measuring and evaluating **CSR** already known benchmarking method and methodology. The most probably usage of external benchmarking would be suitable for most companies – companies can compare their approach and their results with the best company in their field of operation and also with top companies in other lines of business as well. Internal benchmarking can be used by corporations with several quasi-independent strategic business units, which can be compared among

themselves or by multinational companies for comparing costs and benefits of **CSR** among individual countries, where the company operates.

2.3 Social Responsibility Standardized:

The **ISO26000** Guidance on **SR** is more than just another quality standard, it is one transcends organizations to the type of responsible quality that serves the planet's dire need for sustainable development.

It is unique in that it has integrated the contents of every major sustainability guideline and index that exists today in partnership with the United Nations Global Compact, the Global Reporting Initiative among others. It has managed to gain favorable votes of endorsement of up to 93% of the world's developing and developed nations and represents global consensus on the state of the art practices in **SR.**

2-3-1 ISO 26000:

ISO 26000 is not a management system standard. It does not contain requirements and, as such cannot be used for certification.

Any offer to certify or claims to be certified, against **ISO 26000** would be a misrepresentation of its intent and purpose.

ISO 26000 addresses seven core subjects of social responsibility defined in the standard and portrayed in the following graphic.

Social responsibility: seven core subjects

diagram (2):

An organization's performance on **SR** can influence, among other things and benefits that achieved by implementing **ISO 26000**:

1. Competitive advantage.
2. Reputation.

The ability to attract and retain workers or members, customers, clients and users

3. The perception of investors, owners, donors, sponsors and the financial community.
4. Relationships with companies, governments, the media, suppliers, peers, customers and the community in which it operates.

2.4 Ashagara Industrial Complex:

EX. President General Ibrahim Abboud founded this complex on 17/11/1960 to become as the first nucleus of military industrialization in Sudan, which inaugurated on 17/11/1960.

The complex produces the gun and needed spare for their product parts and equipment in addition of civilian societies need through sophisticated technologies of digital and programmed machines.

In addition, Ashagara industrial complex considered as fundamental pillar of the military and industrial minaret for the community aim at development of the country. (Ashagara Industrial Complex - 2014)

2.4.1 Vision:

We endower to lead industry and locally manufactures light ammunition, aerial bombs (regionally and internationally).

2.4.2 Mission:

Manufacture light ammunition and aerial bombs and nonmilitary product for Sudanese Airplane Factory **SAF** and other organized, and for individual and corporation, with high quality.

As well as depending on our own human and material resource, we use the most modern technology with team spirit in conducive work environment.

2.4.3 Values:

1. Being observant to Allah verbally and practically.

2. Excellent, quality, and pioneering in work.

3. One team spirit.

4. Using knowledge.

5. Credibility and rapport.

6. Our customer are our partner.

7. Compatible with environment.

2.4.5 Quality policy:

Ashagara industrial complex works in the field of various small ammunition production besides manufacturing of spare for corporation, companies and individuals.

In its endeavors to offer efficient services in order to contribute in development of industry in Sudan, the complex commit the following:

1. Application of an effective system for management of quality in accordance to the measured **ISO2000/9001and** to improve and develop with other international measuring industrializing system.

2. To comply with legalization and legal requirement.

3. To sit and review policies and objective in order to achieve strategic orientation and future vision of the complex.

4. To work for providing and developing the stable and attractive working environment which helping settlement of labors of performance.

5. To work for production and offering of products and high quality solution in accordance to standards, fulfill requirements and realized satisfaction of customer.

6. To work for capacity building and continuous training for worker of the complex.

7. To work for creation of active and smart relation with client in and outside the complex which give chance to know their requirement and expectation the guarantee the utmost satisfaction and ex-ganging interests

8. The management and workers of the complex affirm their full commitment and acceptance by this policy and to be distributed and understand and all must apply and maintain it.

2.4.6 The Policy about Implementing CSR:

Ashagara industrial complex was work by **TQM** (European model) as one of the military organization them unite was adopted the model of quality and excellence, and the complex was in share in the excellence aware of organization.

The complex deal with **ISO 26000** as one of tool in developing organization performance by implementing 7 cores. A complex Pursuing total quality management approach and apply the European model as one of the Military Industrialization institutions that organized units in the application of the European model of quality and excellence and participate in the complex body of Excellence Award.

The complex specification applies the **ISO 26000** (stander of social responsibility) within the curriculum used in the development of performance and trying hard to applying its articles of the seven known cores.

1. Human Rights:

The complex shall give all the full freedoms of workers in the exercise of their civil, political, and make an effort destined to provide various services for workers in the framework of regulations and laws on fair stimulating production and creativity.

2. labor practices:

In this context, the Foundation seeks to continuously improve regulations on wages and workers' rights and working to measure job satisfaction and making continuous improvements.

3. Environment:

Internal Environment: - institution works create an environment in internal productivity of workers for workshop and offices so that all the aids work so that it can provide employees perform their work in a way comfortable and good.

The complex cares agriculturists and vegetation for each complex internal space to help create an environmental balance and create a healthy atmosphere

for employees and the community around it. To limit waste production, the compound was re-cycling and re-generate the scraps or buy it.

External environment: - The complex is actively involved in the preservation of the environment where external support and education institutions interested in planting vegetation outside the institution

4. consumer-related issues:

The complex resides renewed partnership relations, sophisticated with its customers and users of its products, meet them regularly for their views in the services offered to them and the quality of products, and uses this feedback to develop its products and meet the customer's wishes.

5. participation and community development:

In this axis the compound several tasks, including:

Developing partnerships with universities and vocational training institutes

Promotion of moral values and promotion of human behavior for employees

Support workers physically Support of the surrounding community and provide societal Development Services for education, sports, health.

6. fair operating practices:

Enhance the commitment of employees in time

Reduce waste of resources

7. Institutional Governance.

2.5 Previous study:

Study No (1): (Hortensia Gorski, et.al. 2014. Research on CSR in Development Region Center in Romania)

The main purpose of this paper is to investigate the level of awareness of CSR concept and to identify how CSR activities planned and organized. Presented results based on a complex research conducted in order to get information of whether the CSR practice has been implemented in organization. This data, collected by questionnaire based survey, were organized and analyzed in **SPSS**. Results have shown that in the surveyed organizations CSR practices are not enough understood and used, taking in the account the research results. Then provide recommendation.

Study No (2): (Steffen Rube and Stephan Blunschi. The power of meaningful work: How awareness of CSR initiatives fosters task significance and positive work outcomes in service employees)

This paper develops and tests a model of the impact of employee's awareness of corporate social responsibility initiative on perceived task significance and important attitudinal and behavioral work outcomes of service employees in the hospitality industry. Data from (211) employees chain provide support for the concept that suggest employees awareness of CSR activities is positively related to job satisfaction, engagement in helping and voice behavior, and personal initiatives, and CSR are partly or fully mediated by perceived task significance. We discuss implication of this research for theory and practice, and provide several recommendations for how managers in hospitality industry can increase employee's awareness for corporate engagement in CSR initiatives.

Study No (3): (Zana Prutina, the Effect of CSR on Organizational Commitment)

A surge of interest in CSR lead to studies, addressing its effects on organizational outcomes. While some evidence of positive relationship

between CSR and organizational commitment exists, this paper identifies two elements of organizational culture – namely CSR values and employee engagement in CSR- and treats them as mediators of this relationship. Responses from (196) survey participants confirm previous finding that employee perception of CSR positively affect organizational commitment, but also indicate that each of identified mediators affect this relationship, and that the effect is stronger when both mediators are included in the model.

Study No (4): (Bjɵrneseth, Per Ola and Curt, Almir (2017). Corporate Social Responsibility: The Role of Internal Communication and Employee Engagement)

The purpose of this study is to get a deeper understanding of how companies communicate their CSR initiative and issues to internal stakeholder. The data was gathered through semi-structure interview with both managers and employees, the main finding show that the awareness and engagement of CSR is high among most of employees. The main underlying cause of this, in this case, is the degree of involvement, which seems to be the utmost important factor for increased commitment and engagement to CSR and their associated activities.

Chapter Three

Materials and methods

This chapter contain a description of materials and methods followed by researcher for determining the study population and sample. The study tool, also a description of the study design and statistical methods that used in data analysis.

3.1 Study methodology: This study based on theoretical background of methodology and quantities design using a hypothesis testing approach

3.2 Study sample: The study sample consist of (52) from Ashagara Industrial Complex employee were selected as the stratified random method from (210) sample of population.

3.3 Classification for the Demography Data:

1. Classification for the gender:

Table (3-1)

Gender	Frequency	Percentage
Male	50	96.2%
Missing values	2	3.8%
Total	52	100%

Chart Shows Gender Frequencies

Chart (3-1)
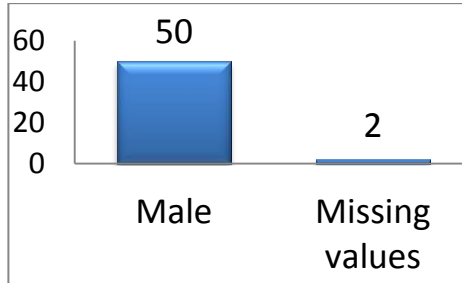
Through the results of frequencies and percentages on the table (3-1) and the chart (3-1) above, the most frequency of the variables is the male frequencies50times percentage 96.2%, Missing values frequencies 2times percentage 3.8%.

2. Classification for the age:

Table (3-2)

Years	Frequency	Percentage
Less than 20	1	1.9%
From 21 to 30	2	3.8%
From 31 to 40	15	28.8%
From 41 to 50	24	46.2%
More the 51	10	19.2%
Total	52	100%

Chart Shows Years of Age Frequencies

Chart (3-2)
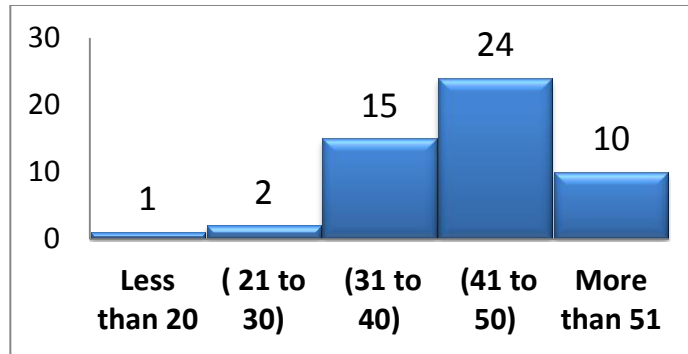
Through the result of Frequencies and percentages on the above, table (3-2) and the chart (3-2), the most frequency is the categories (41 –50) frequented 24 times percentage 46.2%, then categories (31–40) frequented15times percentage 28.8%, then categories more than 51frequented10times percentage 19.2%, then categories (21–30) frequented 2times percentage 3.8%, and then categories less than 20 years frequented1times percentage 1.9%.

3.Classification for Occupation of Respondent:

Table (3-3)

Department	Frequency	Percentage
Engineer	10	19.2%
Technique	10	19.2%
Employee	9	17.3
Engineer(maintenance)	6	11.5
Accountant	4	7.7%
Engineer(production)	3	5.8%
Department director	2	3.8%
Unit director	1	1.9%
Financial director	1	1.9%
Electric engineer	1	1.9%

Purchases officer	1	1.9%
General relation officer	1	1.9%
Clerk	1	1.9%
Store keeper	1	1.9%
Worker	1	1.9%
Total	52	100%

Through the Frequencies and percentages on the above, table (3-3) the variables of department sorted descending from the most frequented to the less frequented.

4.Classification for Educational Qualifications:

Table (3-4)

Educational Qualifications	Frequency	Percentage
University	22	42.3%
Post graduate	8	15.4%
High school	8	15.4%
diploma	5	9.6%
Student diploma	6	11.5%
Missing values	3	5.8%
Total	52	100%

Chart Shows Educational Qualifications frequencies

Chart (3-3)
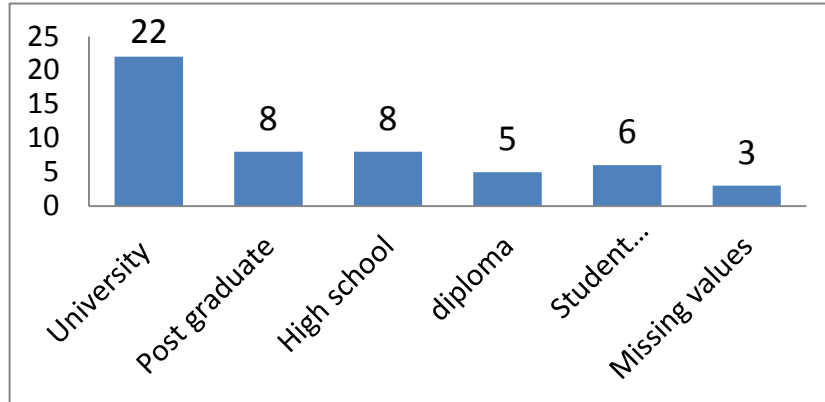
Through the Frequencies and percentages on the above, table (4-4) and chart (4-3) the variables of Educational Qualifications sorted descending from the most frequented to the less frequented.

5.Descriptive analysis for the Organization:

Table (3-5)

Organization	Frequency	Percentage
General section	46	88.5%
Special section	3	5.8%
Missing values	3	5.8%
Total	52	100%

Chart Shows Organization Sections Frequencies

Chart (3-4)
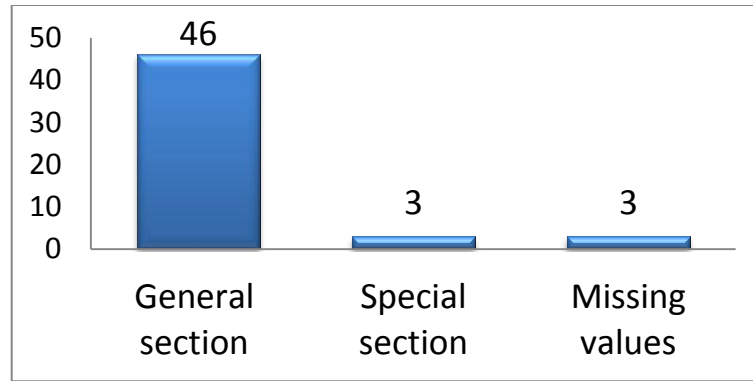
Through the results of frequencies and percentages on the above table (3-5) and chart (3-4) the most frequency is the General section, frequencies 46 times percentage 88.5% and then Special section frequencies 3 times percentage 5.8%, Missing values frequencies 3 times percentage 5.8%.

6.Classification the Type of Stake holder:

Table (3-6)

Stake holder	Frequency	Percentage
Employee	25	48.1%
By request	11	21.2%
Missing values	16	30.8%
Total	52	100%

Chart Shows Stakeholder Frequencies

Chart (3-5)

Through the results of frequencies and percentages on the above table (3-6) and the chart (3-5) the most frequency is the employ frequencies 25times percentage 48.1%, then by request frequencies 11times percentage 21.2%, missing values frequencies 16times percentage 30.8%.

3.4 Study tool: The researcher has developed a study tool to become a tool for data collection in this study, and that a review of previous literature on the subject of the role of social responsibility on employee awareness, the study tool includes on the three main parts:

The first: deal with the general demographic information about the respondent in the questionnaire.

The second: was devoted to measure the extend of employee awareness about the concept of corporate social responsibility of Ashagara Industrial Complex.

3.4.1 Believe Study Tool: The study presented on number of validators in the field of study, so the measure become in the final form.

3.4.2 Reliability and Validity: Stability means that measures give the same results if used more than once under similar conditions. Reliability defined as the extent to which a questionnaire, test, observation or any measurement procedure produce the same results on repeated trials. Validity defined as the

extent to which the instrument measures what it purports to measure and calculate in many ways represents the easiest being the square root of the reliability coefficient.

$$\text{Validity} = \sqrt{reliability}$$

Researcher calculates the reliability coefficient of the scale used in the questionnaire by Chronbach' alpha and the results as follows:

Reliability coefficient $= 0.93$

Validity coefficient $= 0.965$

Notes from the results that all reliability and validity coefficients for questionnaire is greater than (50%) and close to the one, this indicates that questionnaire is characterized by high reliability and validity, and makes statistical analysis acceptable.

3-5 Study procedures: I have been conducting this study, according to the following steps:

1. Preparation of the study measurement of the final image.
2. Identify the study sample.
3. Distribute the study tool on the study sample and retrieval, where distributed **(52)** questionnaires, which formed the study sample
4. Enter the data into the computer and processed statistically using the statistical package for social sciences **SPSS.**
5. Extracting, analyzing and discussing the result.

    3.6 Statistical Processing: Data are encoded and processed statistically using the statistical package for social sciences (SPSS), this processer used are:

1. Frequency distribution of the answers.

2. Percentages.

3. Chronbach' alpha to calculate the reliability coefficient.

4. Charts.

5. Chi-square test for the significance of differences between the answers.

Chapter Four

Data analysis and Results

The study aimed to identify the role of implementing corporate social responsibility on employee's awareness, this chapter contained the analysis of data which is **(52)** questionnaires, the sample to the population of Ashagara Industrial Complex. To achieve the objective of the study, questionnaire was prepared and to insure its sincerity, and coefficient of stability, and after data collection process, are encoded and entered a computer and processed statistically used the **SPSS** program, which is, means (Statistical Package for Social Sciences) here are the result according to the sequence of questions and hypothesis:

4.1 Analysis Result of Data:

4.1.1 Descriptive Statistics Analysis for Hypotheses:

1. The First Hypothesis: Social Responsibility Awareness:

Table (4-1)

Number	Scale / Statement	Yes Frequency	No Frequency	In part Frequency	Don't know Frequency	Applicabl Frequency	Missing values Frequency	Result
1	Does the organization having a CSR structure?	34 65.4%	2 3.8%	9 17.3	3 5.8%	3 5.8%	1 1.9	Yes
2	Does your employees encouraged to participate in local community activities (e.g. Providing employee time and expertise, or other practical help)	37 71.2%	1 1.9	11 21.2%	1 1.9%	0 0%	2 3.8%	Yes
3	Does your enterprise give regular financial support to local community activities and projects (e.g. Charitable donations or sponsorships)?	49 94.2%	0 0%	1 1.9%	1 1.9%	0 0%	1 1.9%	Yes

4	Do you communicate your enterprise's values to customers, business partners, suppliers and other interested parties (e.g. in sales presentations, marketing material or informal communication)?	40 76.9%	2 3.8 %	7 13.5%	1 1.9%	0 0%	2 3.8%	Yes
5	Does your Company make an assessment of? impact of its business on the stake holders	29 55.8%	1 1.9 %	10 19.2%	8 15.4%	1 1.9%	3 5.8%	Yes
6	Does your Company study the impact of its CSR activities on the stakeholders	19 36.5%	3 5.8 %	16 30.8%	11 21.2%	1 1.9%	2 3.8%	Yes
	Total	**208**	**9**	**54**	**25**	**5**	**11**	

Through the analysis on the above table (4-1), the statement and scales results summarized to show the highest result frequency of scales, the missing values not included, the process in the table below:

Table (4-2)

Scales	Yes	No	In part	Don't know	Not Applicable	Total

Statements	208	9	54	25	5	301
Percentage	69.10%	2.99%	17.94%	8.31%	1.66%	100%

Chart Shows the Scales Frequencies

chart (4-1)
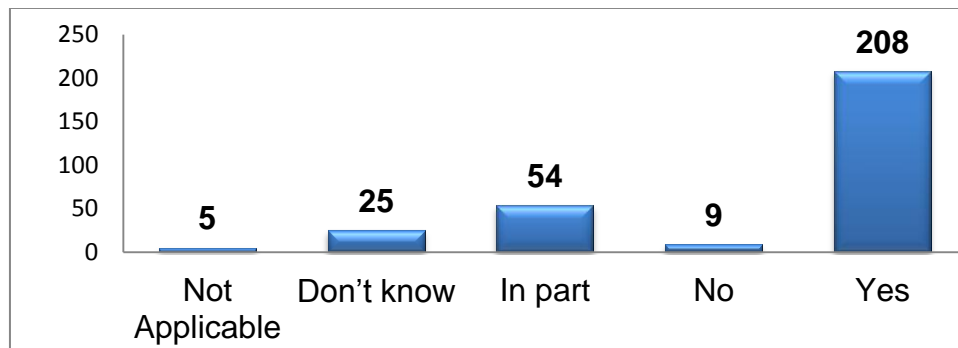
From the result on the above table (4-2) and chart (4-1), the percentage of scale "Yes "is higher than the percentage of the rest, of the scales, it means most of the statements results on this hypothesis in major, directed to the scale "Yes".

2. The second hypothesis: CSR in plan of work:

Table (4-3)

Number	Scale	Strongly agree	Agree	Undecided	Disagree	Missing values	Result
	Statement	Frequency	Frequency	Frequency	Frequency	Frequency	

1	Based on your experience, would you agree the corporation is an instrument for wealth creation with CSR conceived as a strategic tool to promote economic objectives?	20 38.5%	14 26.9%	4 7.7%	12 23.1%	2 3.8%	Strongly agree
2	Do you agree: CSR is an unconditionally acceptance obligation of Business	25 48.1%	14 26.9%	4 7.7%	7 13.5%	2 3.8%	Strongly agree
3	Do you agree: implementing CSR should be the responsibility of every company	36 69.2%	11 21.2%	1 1.9%	2 3.8%	2 3.8%	Strongly agree
4	Do you agree: Government should provide training to companies to help them to implement CSR	37 71.2%	7 13.5%	5 9.6%	1 1.9%	2 3.8%	Strongly agree

5	There should be more public recognition given to companies doing well in the area of CSR	40 76.9%	7 13.5 %	0 0%	2 3.8%	3 5.8%	Strongly agree
6	State whether you agree with CSR budgets allocated by your company	20 38.5%	14 26.9 %	11 21.2 %	2 3.8%	5 9.6%	Strongly agree
7	Do you agree with the geographical area of CSR Interventions	28 53.8%	12 23.1 %	5 9.6%	3 5.8%	4 7.7%	Strongly agree
8	Do you agree with the nature of CSR activities? undertaken by Your Company	26 50%	18 34.6 %	6 11.5 %	0 0%	2 3.8%	Strongly agree
	Total	**232**	**97**	**36**	**29**	**22**	

Through the analysis on the above table (4-3), the statement and scales results summarized to show the highest result frequency of scales, (strongly agree and agree) calculated as Agreement, the missing values not included, the process in the table below: **Table (4-4)**

Scales	Agreement	Undecided	Disagree	Total
Statement	329	36	29	394
Percentage	79.09%	8.65%	6.97%	100%

Chart Shows the Scales Frequencies
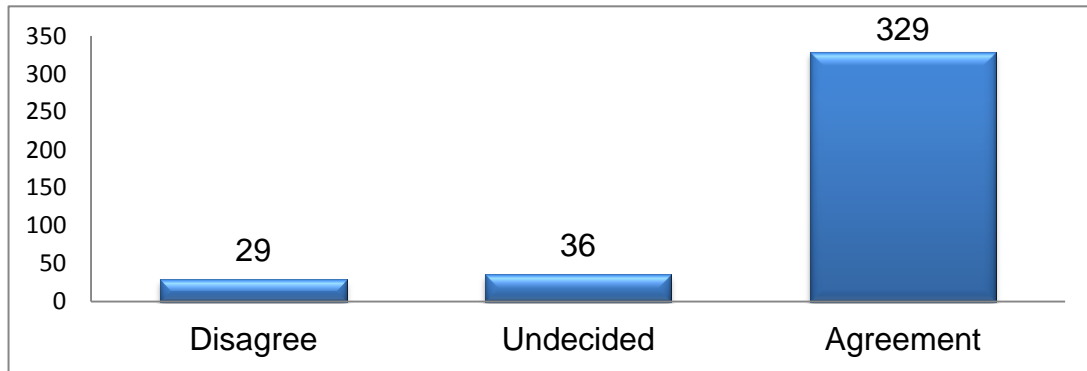
Chart (4-2)

Through the results on the above, table (4-4) and the chart (4-2), the percentage of agreement is higher than the percentage of disagreement; it means most of the results of statements on this hypothesis directed to agreement. The scale undecided percentage equal 8.65%.

3.The seven cores analysis: **Hypothesis: Environmental Care:**

Table (4-5)

Number	Statement	Very poor	Poor	Not bad	Satisfactory	Good	Very Good	Commendable	Excellent	Outstanding	Missing value	Result
		Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	

1	Environmental Care – Pollution control	1 1.9%	3 5.8%	2 3.8%	5 9.6%	9 17.3%	5 9.6%	3 5.8%	6 11.5%	3 5.8%	15 28.8%	Good
2	Environmental Care – Solid waste Management	0 0%	2 3.8%	1 1.9%	9 17.3%	7 13.5%	7 13.5%	6 11.5%	3 5.8%	3 5.8%	14 26.9%	Satisfactory
3	Environmental Care- Development of Green belt	0 0%	4 7.7%	0 0%	3 5.8%	7 13.5%	6 11.5%	3 5.8%	9 17.3%	5 9.6%	15 28.8%	Excellent
4	Environmental Care – Energy Saving	2 3.8%	5 9.6%	3 5.8%	2 3.8%	12 23.1%	5 9.6%	3 5.8%	2 3.8%	3 5.8%	15 28.8%	Good
5	Environmental Care – Rain water harvesting	1 1.9%	3 5.8%	6 11.5%	3 5.8%	7 13.5%	3 5.8%	6 11.5%	3 5.8%	4 7.7%	16 30.8%	Good

6	Safety and Environment initiatives taken by the company has improved awareness among the people towards Safety and Environment	1 1.9%	0 0%	3 5.8%	5 9.6%	5 9.6%	6 11.5%	3 5.8%	8 15.4%	6 11.5%	15 285.%	Excellent
7	Does your company has grown trees which improved greenery, water levels and general Environment	2 3.8%	3 5.8%	1 1.9%	4 7.7%	3 5.8%	8 15.4%	4 7.7%	3 5.8%	9 17.3%	15 28.8%	Outstanding
	Total	**7**	**20**	**16**	**31**	**50**	**40**	**28**	**34**	**33**	**105**	**364**

Through the analysis on the above table (4-5), the statement and scales results summarized to show the highest frequency of the scales result, every tow scales calculated in whole meaning, the missing values not included, the process shown in the table below:

Table (4-6)

Statement	Poorness	Satisfied	Goodness	Commendable	Excellency	Total
Total	27	47	90	28	67	259
Percentage	10.42%	18.15%	34.75%	10.81%	25.87%	100%

Chart Shows Frequencies the Scales

Chart (4-3)

From the result on the above table (4-6) and chart (4-3), the percentage of scale "Goodness "is higher than the percentage of the rest of the scales, it means most of the statements results on this hypothesis in major directed to the scale "Goodness".

5. **Hypothesis: Education:**

Table (4-17)

Number	Statement	Very poor	Poor	Not bad	Satisfactory	Good	Very Good	Commendable	Excellent	Outstanding	Missing value	Result

No.		Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	
1	Education – Support to Primary / Secondary Education	1 1.9%	1 1.9%	1 1.9%	1 1.9%	6 11.5%	5 9.6%	7 13.5%	9 17.3%	5 9.6%	16 30.8%	Excellent
2	Education – Scholarships to students	5 9.6%	3 5.8%	5 9.6%	6 11.5%	4 7.7%	4 7.7%	2 3.8%	3 5.8%	2 3.8%	18 34.6%	Satisfactory
3	Education – Infrastructure to Schools/Colleges	3 5.8%	1 1.9%	5 9.6%	2 3.8%	5 9.6%	6 11.5%	4 7.7%	5 9.6%	4 7.7%	17 32.7%	Very Good
4	Education – Furniture, Play equipment etc. to schools / Colleges[	2 3.8%	1 1.9%	1 1.9%	1 1.9%	6 11.5%	5 9.6%	8 15.4%	7 13.5%	4 7.7%	17 32.7%	Commendable
5	Education – Trainings to students	0 0%	2 3.8%	0 0%	0 0%	4 7.7%	2 3.8%	2 3.8%	8 15.4%	17 32.7%	17 32.7%	Outstanding

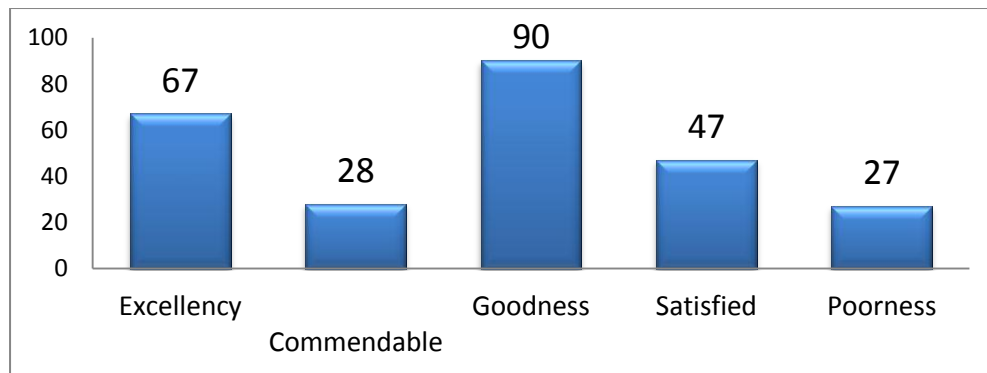| #	Statement											
6	Education – Provide Hostel Buildings to students	12 23.1%	8 15.4%	4 7.7%	3 5.8%	1 1.9%	1 1.9%	1 1.9%	1 1.9%	0 0%	21 40.4%	Very poor
7	Education – School buildings to Physically Challenged Persons	12 23.1%	6 11.5%	3 5.8%	2 3.8%	1 1.9%	3 5.8%	2 3.8%	0 0%	0 0%	23 44.2%	Very poor
	Total	**35**	**22**	**19**	**15**	**27**	**26**	**26**	**33**	**32**	**129**	**364**

Through the analysis on the above table (4-7), the statement and scales results summarized to show the highest frequency of the scales result, every tow scales calculated in whole meaning, the missing values not included, the process shown in the table below:

Table (4-8)

Statement	Poorness	Satisfied	Goodness	Commendable	Excellency	Total
Total	57	34	53	26	65	259
Percentage	24.26%	14.47%	22.55%	11.06%	27.66%	100%

Chart Shows the Scales Frequencies

Chart (4-4)

From the result on the above table (4-8) and chart (4-4), the percentage of scale "Excellency "alone is higher than the percentage of the rest of the scales in whole mining, it means most of the statements results on this hypothesis in major, directed to the scale "Excellency".

5.Hypothesis: Health Care:

Table (4-9)

Number	Statement	Very poor	Poor	Not bad	Satisfactory	Good	Very Good	Commenda	Excellent	Outstanding	Missing	Result
		Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	
1	Health care – Health checkup camps	2 3.8 %	4 7.7 %	7 13.5%	3 5.8 5%	2 3.8 %	2 3.8 %	4 7.7 %	8 15.4 %	1 1.9 %	19 36.5%	Excellent
2	Health care – Treated water supply	4 7.7 %	4 7.7 %	7 13.5%	6 11.5%	3 5.8 %	0 0 %	4 7.7 %	2 3.8 %	1 1.9 %	21 40.4%	Not bad

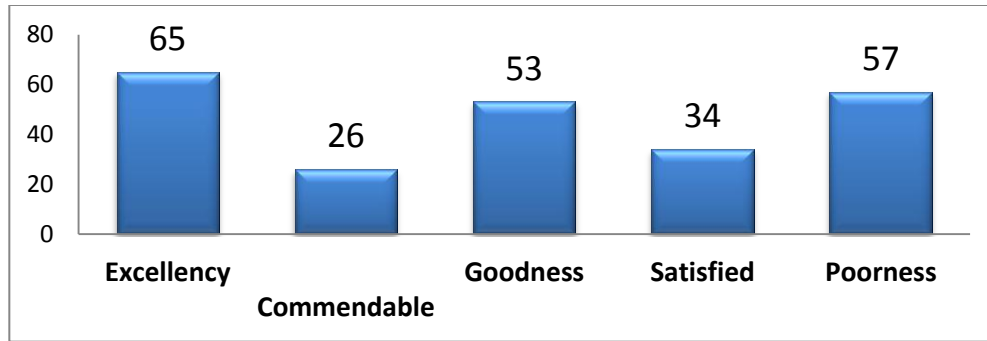| #	Statement												Scale result
3	Health care – Provide Hospital buildings	7 13.5%	7 13.5%	6 11.5%	2 3.8%	1 1.9%	0 0%	5 9.6%	2 3.8%	1 1.9%	21 40.4%		Very poor
4	Health care – Provide Blood Banks	8 15.4%	8 15.4%	4 7.7%	2 3.8%	2 3.8%	3 5.8%	4 7.7%	1 1.9%	1 1.9%	19 36.5%		Very poor
5	Health care – Mobile clinics	6 11.5%	7 13.5%	5 9.6%	4 7.7%	6 11.5%	1 1.9%	0 0%	0 0%	2 3.8%	21 40.4%		Poor
6	Health care – Support & Associate to Special Care hospitals	6 11.5%	9 17.3%	5 9.6%	3 5.8%	4 7.7%	2 3.8%	1 1.9%	0 0%	1 1.9%	21 40.4%		Poor
	Total	**33**	**39**	**34**	**20**	**18**	**8**	**18**	**13**	**7**	**122**	**312**	

Through the analysis on the above table (4-9), the statement and scales results summarized to show the highest frequency of the scales result, every tow scales calculated in whole meaning, the missing values not included, the process shown in the table below:

Table (4-10)

Statement	Poorness	Satisfied	Goodness	Commend able	Excellenc y	Total
Total	72	54	26	18	20	190
Percentage	37.89%	28.42%	13.68%	9.47%	10.53%	100.00%

Chart Shows the Scales Frequencies

Chart (4-5)
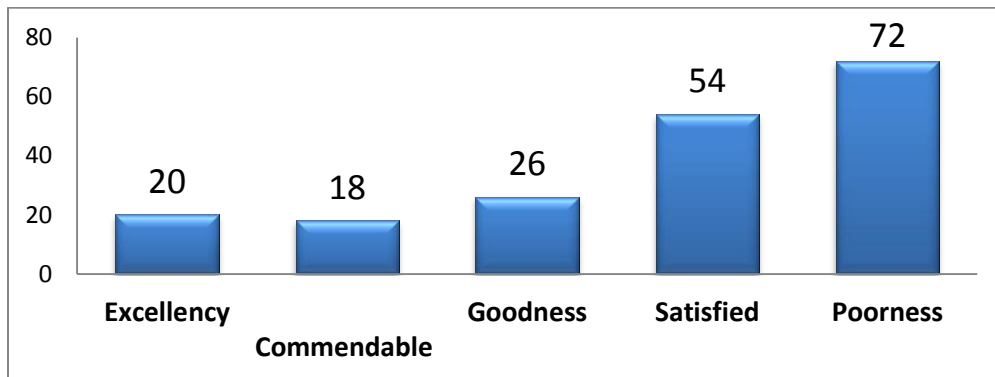
From the result on the above table (4-10) and chart (4-5), the percentage of scale "Poorness "is higher than the percentage of the rest of the scales, it means most of the statements results on this hypothesis in major directed to the scale "Poorness".

6. **Hypothesis: Community Involvement:**

Table (4-11)

Number	Statement	Very poor Frequency	Poor Frequency	Not bad Frequency	Satisfactory Frequency	Good Frequency	Very Good Frequency	Commendable Frequency	Excellent Frequency	Outstanding Frequency	Missing Frequency	Result
1	Community Involvement – Safety / Quality	1 1.9%	0 0%	2 3.8%	1 1.9%	5 9.6%	9 17.3%	5 9.6%	8 15.4%	3 5.8%	18 34.6%	Very Good
2	Community Involvement – Interaction with people	1 1.9%	0 0%	3 5.8%	1 1.9%	3 5.8%	7 13.5%	5 9.6%	7 13.5%	8 15.4%	17 32.7%	Excellent
3	Community Involvement – Community Welfare Centers	6 11.5%	2 3.8%	4 7.7%	4 7.7%	7 13.5%	4 7.7%	1 1.9%	5 9.6%	1 1.9%	18 34.6%	Good
4	Community Involvement – Multipurpose Halls	5 9.6%	6 11.5%	3 5.8%	4 7.7%	3 5.8%	3 5.8%	2 3.8%	4 7.7%	4 7.7%	18 34.6%	Poor
5	Community Involvement – Tech.	1 1.9%	2 3.8%	2 3.8%	3 5.8%	4 7.7%	4 7.7	7 13.5%	8 15.4%	2 3.8	19 36.5	Commendable

No	Question																					Result
	improvements								%					%	%	
6	Community Involvement–Placement linked trainings	2	3.8%	1	1.9%	4	7.7%	3	5.8%	4	7.7%	6	11.5%	3	5.8%	8	15.4%	3	5.8%	18	34.6%	Excellent
7	Do you find any Socio-Cultural development nearby area of you? company?	3	5.8%	8	15.4%	2	3.8%	6	11.5%	4	7.7%	5	9.6%	1	1.9%	0	0%	2	3.8%	21	40.4%	Poor
8	Does your company encourage persons to be self-employed by giving them important and support in developing by themselves?	3	5.8%	7	13.5%	1	1.9%	3	5.8%	5	9.6%	4	7.7%	2	3.8%	4	7.7%	2	3.8%	21	40.4%	Poor
9	Does your company encourages	0	0%	1	1.9%	0	0%	1	1.9%	4	7.7%	8	15.4	3	5.8%	10	19.2%	6	11.5	19	36.5	Excellent

#	Statement											Scale
	sports among nearby people by encouraging and sponsoring sports programs / events?						%			%	%	
10	Does your company providing training programs for men and women like Computers, tailoring or making paper bags etc?	2 3.8%	2 3.8%	4 7.7%	2 3.8%	6 11.5%	23.8%	5 9.6%	6 11.5%	47.7%	19 36.5%	Good
	Total	**24**	**29**	**25**	**28**	**45**	**52**	**34**	**60**	**35**	**188**	

Through the analysis on the above table (4-11), the statement and scales results summarized to show the highest frequency of the scales result, every tow scales calculated in whole meaning, the missing values not included, the process shown in the table below:

Table (4-12)

Statement	Poorness	Satisfied	Goodness	Commendable	Excellency	Total
Total	53	53	97	34	95	332
Percentage	15.96%	15.96%	29.22%	10.24%	28.61%	100%

Chart Shows the Scales Frequencies

Chart (4-6)
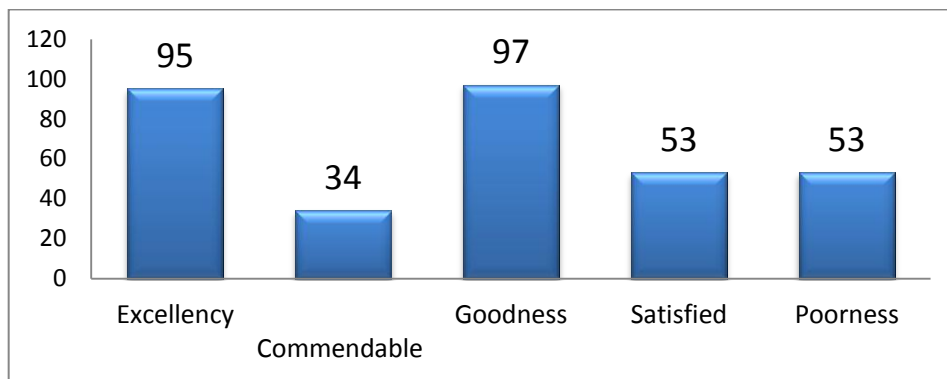
From the result on the above table (4-12) and chart (4-6), the percentage of scale "Goodness "is higher than the percentage of the rest of the scales, it means most of the statements results on this hypothesis in major, directed to the scale "Goodness".

7. Hypothesis: Peripheral Development:

Table (4-13)

Number	Statement	Very poor	Poor	Not bad	Satisfactory	Good	Very Good	Commenda	Excellent	Outstanding	Missing	Result

|		Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	Frequency	
1	Peripheral Development – Roads	12 23.1%	5 9.6%	4 7.7%	2 3.8%	5 9.6%	1 1.9%	1 1.9%	1 1.9%	1 1.9%	20 38.5%	Very poor
2	Peripheral Development – Water Tanks	5 9.6%	0 0%	1 1.9%	1 1.9%	3 5.8%	3 5.8%	9 17.3%	8 15.4%	2 3.8%	20 38.5%	Commendable
3	Peripheral Development – Bridges	13 25%	8 15.4%	4 7.7%	2 3.8%	2 3.8%	0 0%	3 5.8%	0 0%	0 0%	20 38.5%	Very poor
4	Peripheral Development – Drainages	5 9.6%	6 11.5%	4 7.7%	2 3.8%	7 13.5%	3 5.8%	3 5.8%	2 3.8%	0 0%	20 38.5%	Good
5	Overall your company presence made a positive difference to the society	0 0%	0 0%	3 5.8%	3 5.8%	3 5.8%	3 5.8%	7 13.5%	4 7.7%	9 17.3%	20 38.5%	Outstanding
	Total	**35**	**19**	**16**	**10**	**20**	**10**	**23**	**15**	**12**	**100**	

Through the analysis on the above table (4-13), the statement and scales results summarized to show the highest frequency of the scales result, every

tow scales calculated in whole meaning, the missing values not included, the process shown in the table below:

Table (4-14)

Statement	Poorness	Satisfied	Goodness	Commenda ble	Excellency	Total
Total	54	26	30	23	27	160
Percentage	33.75%	16.25%	18.75%	14.38%	16.88%	100%

Chart Shows the Scales Frequencies

Chart (4-7)
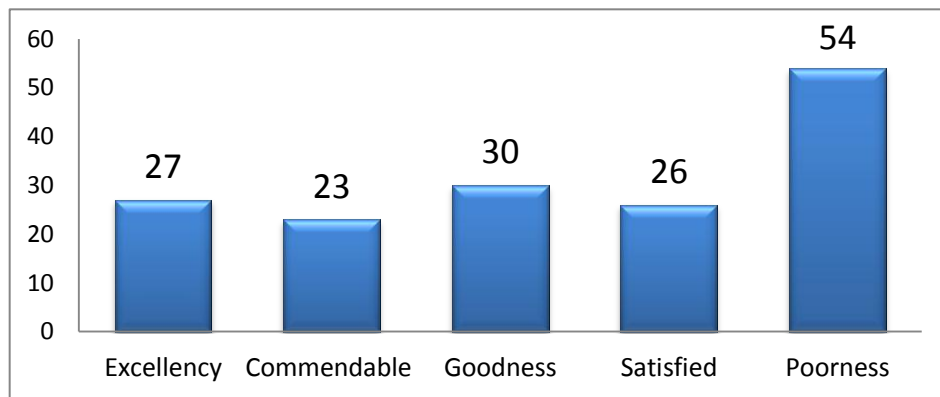
From the result on the above table (4-14) and chart (4-7), the percentage of scale "Poorness "is higher than the percentage of the rest of the scales, it means most of the statements results on this hypothesis in major, directed to the scale "Poorness".

8. **Hypotheses: Special Focus on CSR activities:**

Table (4-15)

Number	Statement	Very poor Frequency	Poor Frequency	Not bad Frequency	Satisfactory Frequency	Good Frequency	Very Good Frequency	Commendable Frequency	Excellent Frequency	Outstanding Frequency	Missing Frequency	Result
1	Any Spl. Focus on development of deprived / down trodden sections of society like SC/ST etc.	3 5.8%	3 5.8%	4 7.7%	0 0%	6 11.5%	8 15.4%	2 3.8%	4 7.7%	3 5.8%	19 36.5%	Very Good
2	Spl. Focus on Function Halls to perform Social functions	6 11.5%	5 9.6%	2 3.8%	5 9.6%	3 5.8%	3 5.8%	4 7.7%	3 5.8%	3 5.8%	18 34.6%	Very poor
3	Spl. Focus on Water Supply schemes in Tribal areas	10 19.2%	3 5.8%	8 15.4%	1 1.9%	6 11.5%	1 1.9%	1 1.9%	3 5.8%	1 1.9%	18 34.6%	Very poor
4	Spl. Focus on	7	7	5	2	2	3	4	3	1	18	y p

	Skill development training to tribal youth	13.5%	13.5%	9.6%	3.8%	3.8%	5.8%	7.7%	5.8%	1.9%	34.6%	
5	Spl. Focus on Hostel accommodation to promote education	10 19.2%	9 17.3%	7 13.5%	3 5.8%	0 0%	1 1.9%	3 5.8%	0 0%	0 0%	19 36.5%	Very poor
	Total	**36**	**27**	**26**	**11**	**17**	**16**	**14**	**13**	**8**	**92**	

Through the analysis on the above, table (4-15), the statement and scales results summarized to show the highest frequency of the scales result, every tow scales calculated in whole meaning, the missing values not included, the process shown in the table below:

Table (4-16)

Statement	Poorness	Satisfied	Goodness	Commendable	Excellency	Total
Total	63	37	33	14	21	**168**
Percentage	37.50%	22.02%	19.64%	8.33%	12.50%	**100%**

Chart Shows the Scales Frequencies

Chart (4-8)
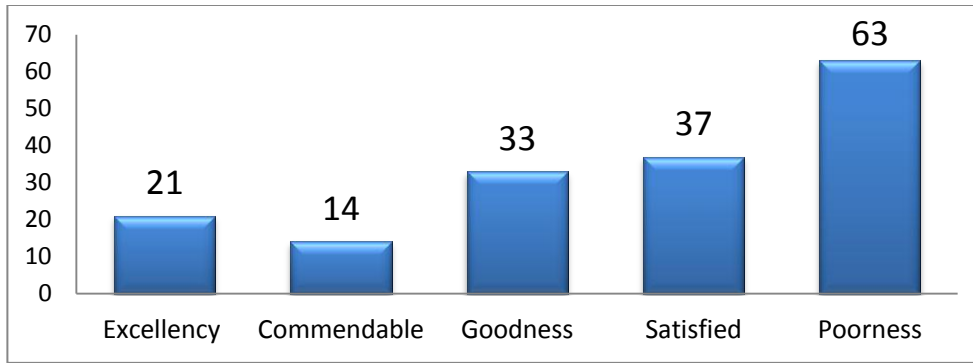
From the result on the above table (4-16) and chart (4-8), the percentage of scale "Poorness "is higher than the percentage of the rest of the scales, it means most of the statements results on this hypothesis in major, directed to the scale "Poorness".

-Specific working hours: say 'Yes' or 'No': Would you be willing to dedicate specific working hours of staff to CSR related activities?
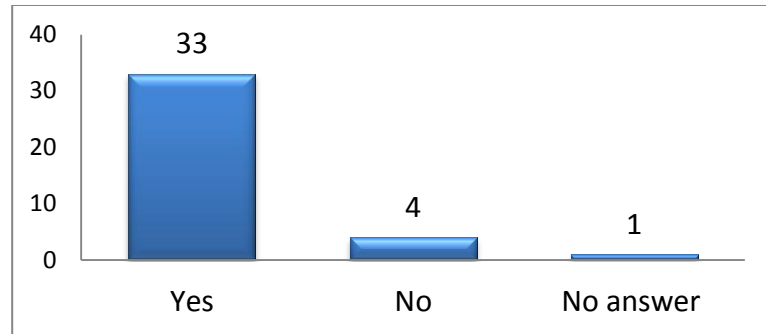
Table (4-17)

working hours	Frequency	Percentage
Yes	33	63.5%
No	4	7.7%
No answer	1	1.9%
Missing values	14	26.9%
Total	52	100%

Chart Shows Specific Working Hours' Frequencies

Chart (4-9)

Through the results of the question answers on of the above, table (4-17) and chart (4-9), the percentage of scale "Yes "is equal 63.5% higher than the percentage of the scale "No its means most of the results of this question directed to the scale "Yes". The Missing values not included.

4.1.2 Chi- Square Test:

1. **The First Hypotheses: Social Responsibility Awareness:**

Table (4-18)

No.	Statement	Mean	Std. Deviation	Chi. value	D. F	P.value
1	Does the organization have a CSR structure?	1.8039	1.26522	72.43	4	0.000
2	Does your employees encouraged to participate in local community activities (e.g. providing employee time and expertise, or	1.5200	.90891	69.36	3	0.000

	other practical help)?					
3	Does your enterprise give regular financial support to local community activities and projects (e.g. Charitable donations or sponsorships)?	1.0980	.50020	90.353	2	0.000
4	Do you communicate your enterprise's values to customers, business partners, suppliers and other interested parties (e.g. in sales presentations ,marketing material or informal communication)?	1.3800	.80534	82.32	3	0.000
5	Does your Company make an assessment of impact of its business on the stake holders	2.0000	1.29099	53.755	4	0.000
6	Does your Company study the impact of its CSR activities on the stakeholders	2.4400	1.26427	24.800	4	0.000

Through the results of Chi-square test on the above, table (4-18), all the (P. values) for statements are less than the Level of significance 5%. It means statistically no significant on the statements. Also means no difference between the opinions in saying "Yes".

2. The Second Hypothesis: CSR in Plan of Work

Table (4-19)

No.	Statement	Mean	Std. Deviation	Chi. value	D.F	P.value
1	Based on your experience, would you agree the corporation is an instrument for wealth creation with CSR conceived as a strategic tool to promote economic objectives?	2.1600	1.20136	10.48	3	0.015
2	Do you agree : CSR is an unconditionally acceptance obligation of Business	1.8600	1.06924	20.88	3	0.000
3	Do you agree: implementing CSR should be the responsibility of every company	1.3800	.72534	63.52	3	0.000
4	Do you agree: Government should provide training to companies to help them to implement CSR	1.4000	.75593	65.52	3	0.000
5	There should be more public	1.2653	.67006	52.20	2	0.000

	recognition given to companies doing well in the area of CSR					
6	State whether you agree with CSR budgets allocated by your company	1.8936	.91447	14.36	3	0.002
7	Do you agree with the geographical area of CSR Interventions	1.6458	.91068	32.16	3	0.000
8	Do you agree with the nature of CSR activities undertaken by Your Company	1.6000	.69985	12.16	2	0.002

Through the results of Chi-square test on the above table (4-19), all the (P-values.) for statements are less than the Level of significance 5%. Statistically no significant on these statements, it means there is no difference between the opinions in saying, "Strong agree".

4.2 The Results

4.2.1 Results of Descriptive Statistics:

1. The First Hypothesis (Social Responsibility Awareness):
In this hypothesis most of the statements results in major directed to the scale "Yes

2. The Second Hypothesis (CSR in Plan of Work):
In this hypothesis most of the statements results in major directed to the scale "agreement ".

3. The Seven Cores:

1. Environmental Care: In this hypothesis most of the statements results in major directed to the scale "Goodness ".

2. Hypothesis: Education: In this hypothesis most of the statements results in major directed to the scale Commendable ".

3. Hypothesis: Health Care: In this hypothesis most of the statements results in major directed to the scale "Poorness ".

4. Hypothesis: Community Involvement: In this hypothesis most of the statements results in major directed to the scale "Goodness ".

5. Hypothesis: Peripheral Development: In this hypothesis most of the statements results in major directed to the scale "Poorness ".

6. Hypotheses: Special Focus on CSR Activities: In this hypothesis most of the statements results in major directed to the scale "Poorness ".

4.2.2 Results of Chi-Squire Test:

1. The First Hypothesis: In this hypothesis statistically no significant, It means most of the answers in major directed to the scale "Yes".

2. The Second Hypothesis: In this hypothesis statistically no significant, it means most of the answers in major directed to the scale "Strong agree"

Chapter Five

Discussion, Conclusion and Recommendations

5.1 Discussion:

This chapter includes a presentation and discussion of the most important findings of the study and providing the conclusion and a set of recommendations that came out from the study results.

Observed from the study results, rising the dimension of social responsibility towards the society from the viewpoint of the **AIC** employee, and this result can be explained by the **AIC** commitment to the concept of social responsibility and implementation of number of primers important to the community and sponsorship of useful programs and activities for the community, which strengthens the positive employee sense of the **AIC** role to the society.

Shown through the analysis of first hypothesis, the **AIC** employee was awareness about the social responsibility and the way of implementation and act to be in the picture.

Also in the second hypothesis, **AIC** act to put the **CSR** in their policy and the plan of work as one of the tool use to development.

About the hypothesis of implemented the seven cores we show variance in the result at the positive direction that means the answers give areal picture of plan of work at the organization.

Evidenced by the result of study, the impact of social responsibility practices on employee satisfaction and the way of society serviced of **AIC** give a high degree.

With respect to the results on the assumption study where it was found by the results of examination of the hypothesis that is no statistically significant

differences in the significant level ($\alpha = 0{,}05$) in the sample estimates of the impact of social responsibility on the employee satisfaction of **AIC** attributed to variables (classification, gender education level).

5.2 Conclusion:

From the study concluded that:

1. The concept of corporate social responsibility spread in the community and the people are aware about the social responsibility activities.
2. The implemented social responsibility programs in **AIC** consistent with the community needs.
3. **AIC** leadership is committed to the principle of **SR**.
4. The employee is satisfied about the socially role of their complex.
5. The involvement of employees in the design and implementation of CSR initiatives is vital for creating commitment and engagement to CSR. Employees should be involved in the process early to full benefit from CSR, because high degree of involvement is the most important source of successful commitment to CSR.

5.3 Recommendations:

After analyzing the results of the questionnaires distributed to Ashagara industrial complex employee, this research recommends that further research will help solving limitation of it is by taking the following points in account:

1. Open the suggestion door for the community and to the organization employee to present their views and take feedback to be in keep touch to any new problems or opinions to raising the degree of awareness about the implementation of **CSR.**

2. Study the impact of executed social responsibility programs on community groups targeted, and make constant questionnaires at the plan of works.

3. Engage and motivate employee to be a part of social responsibility programs.

4. Deploying social programs and activates via the media and documented the events to improve the pictures of the organization.

5. Increase attention in finding solution for health care, re-cycling waste, problem of developing the community surrounded.

6. Coordination with other companies to contribute together in social initiatives to work at wide level.

7. Give a chance to youth to be in it, and developed them to drive the improvement.

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Appendix

CORPORATE SOCIAL RESPONSIBILITIES: A STUDY OF SELECTED ORGANIZATIONS

QUESTIONNAIRE

I. Introduction: Sample No:

1. Name of the respondent   :

2. Sex: Male [   ]   Female [   ]

3. Age: [   ] Yrs.

4. Occupation of Respondent

5. Educational Qualifications   :

6. Type of Organization   : Public Sector [   ]   Private Sector [   ]

7. Type of Stake holder   : Employee   [   ]   Beneficiary   [   ]

8. If Employee, working in: [   ] /

     If Beneficiary, from which company: [   ]

II. Community Policies:

From Q. 9 – 14: Please respond to the following questions by putting [✔]:

(a) Yes   (b) No   (c) In part   (d) Don't know   (e) Not Applicable

Q. No		a	b	c	d	e
9	Does the organization having a CSR structure?					
10	Does your employees encouraged to participate in local community activities (e.g. providing employee time and expertise, or other practical help)?					
11	Does your enterprise give regular financial support to local community activities and projects (e.g. charitable donations or sponsorships)?					
12	Do you communicate your enterprise's values to customers, business partners, suppliers and other interested parties (e.g. in sales presentations, marketing material or informal communication)?					
13	Does your Company make an assessment of impact of its business on the stake holders					

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14	Does your Company study the impact of its CSR activities on the stakeholders				

III. Perceptions of CSR:

From Q. 15 – 22: Please respond to the following questions by putting [✔]:

      (a) Strongly agree   (b) Agree   (c) Neutral   (d) Disagree

Q. No		a	b	c	d
15	Based on your experience, would you agree the corporation is an instrument for wealth creation with CSR conceived as a strategic tool to promote economic objectives?				
16	Do you agree : CSR is an unconditionally acceptance obligation of Business				
17	Do you agree: implementing CSR should be the responsibility of every company				
18	Do you agree: Government should provide training to companies to help them to implement CSR				
19	There should be more public recognition given to companies doing well in the area of CSR				
20	State whether you agree with CSR budgets allocated by your company.				
21	Do you agree with the geographical area of CSR interventions				
22	Do you agree with the nature of CSR activities undertaken by Your Company				

23. Please state any two tools through which CSR is popularized?

a) News bulletins   b) Reports   c) Weekly News Video Magazine

d) News papers   e) Websites   f) Others (Pl. specify)

_____

24. Please state CSR activities of your organization relating to the following by putting [✔]:

(a) Environmental Care   [   ]   (b) Education   [   ]

(c) Healthcare   [   ]   (d) Peripheral Development   [   ]

(e) Housing   [   ]   (f) Village adoption   [   ]

(g) Community Involvement [   ]   (h) Employment & Employability [   ]

(i) Rural Sports   [   ]   (j) Welfare   [   ]

(k) Any Others (Pl. specify):

_____

From Q. 25 – 63 : Please Rate on a scale from 1 to 9 which of the below described activities taken up and implementing by your company or nearby company to the society encompassing all stakeholders viz. Suppliers, customers, employees, people living in the environment on account of CSR:

(1) Very poor   (2) Poor   (3) Not bad

(4) Satisfactory   (5) Good   (6) Very Good

(7) Commendable   (8) Excellent   (9) Outstanding

IV.   **Environmental Care:**

25.   Environmental Care – Pollution control   [   ]

26.   Environmental Care – Solid waste Management   [   ]

27.   Environmental Care – Development of Green belt   [   ]

28.   Environmental Care – Energy Saving   [   ]

29.   Environmental Care – Rain water harvesting   [   ]

30.   Safety and Environment initiatives taken by the company has improved awareness among the people towards Safety and Environment [   ]

31.   Does your company has grown trees which improved greenery, water levels and general Environment   [   ]

V.   **Education:**

32.   Education – Support to Primary / Secondary Education   [   ]

33.   Education – Scholarships to students   [   ]

34.   Education – Infrastructure to Schools/Colleges   [   ]

35.   Education – Furniture, Play equipment etc. to schools / Colleges[   ]

36.	Education – Trainings to students	[ ]
37.	Education – Provide Hostel Buildings to students	[ ]
38.	Education – Spl. School buildings to Physically Challenged Persons	[ ]

VI.   Health Care:

39.	Health care – Health checkup camps	[ ]
40.	Health care – Treated water supply	[ ]
41.	Health care – Provide Hospital buildings	[ ]
42.	Health care – Provide Blood Banks	[ ]
43.	Health care – Mobile clinics	[ ]
44.	Health care – Support & Associate to Special Care hospitals	[ ]

VI.   Community Involvement:

45.	Community Involvement – Safety / Quality	[ ]
46.	Community Involvement – Interaction with people	[ ]
47.	Community Involvement –Community Welfare Centers	[ ]
48.	Community Involvement – Multipurpose Halls	[ ]
49.	Community Involvement – Tech. improvements	[ ]
50.	Community Involvement–Placement linked trainings	[ ]

51. Do you find any Socio-Cultural development nearby area of your company?   [ ]

52. Does your company encourages persons to be self-employed by giving them important and support in developing by themselves? [ ]

53. Does your company encourages sports among nearby people by encouraging and sponsoring sports programmes / events?   [ ]

54. Does your company providing training programmes for men and women like Computers, tailoring or making paper bags etc ?   [ ]

VII.   Peripheral Development:

55.	Peripheral Development – Roads	[ ]
56.	Peripheral Development – Water Tanks	[ ]
57.	Peripheral Development – Bridges	[ ]
58.	Peripheral Development – Drainages	[ ]

59. Overall your company presence made a positive difference to the society   [ ]

VIII. Special Focus on CSR activities:

Any Spl. Focus on development of deprived / down trodden sections of society like SC/ST etc

60.   Spl. Focus on Function Halls to perform Social functions   [   ]

61.   Spl. Focus on Water Supply schemes in Tribal areas   [   ]

62.   Spl. Focus on Skill development training to tribal youth   [   ]

63.   Spl. Focus on Hostel accommodation to promote education [   ]

64.   Please feel free to provide any other related information:

65.   Say 'Yes' or 'No': Would you be willing to dedicate specific working hours of staff to CSR related activities?

Yes [ ]   No [ ]   No Answer [ ]

66.   If 'Yes': how many Hours / Day roughly   [   ]

67.   Anything else you wish to state about Corporate Social Responsibility (CSR):