Dear Sir/Madam

This questionnaire is prepared to conduct research on the topic “Key Issues, Dimensions and Determinants of Corporate Commitment to Social Responsibility in Karnataka An Empirical Study” which is the topic for my doctoral study (PhD). I shall be grateful to you if you could provide me the required information to carry out the survey. The outcomes of this survey will be presented in aggregate numbers without reference to any particular respondent. I assure you that the information obtained from you will be kept strictly confidential and used for the purpose of study only.

Thank you

-Sd- -Sd- -Sd-
Jayashri Shetty Dr H N Narasimha Murthy Dr P S Yadapadithaya
Research Scholar Research Guide Co-Guide
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Centre for Manufacturing Research and Technology Utilization
R.V. College of Engineering Campus, Bangalore - 560059
Corporate Social Responsibility (CSR) Policies and Practices in Karnataka: Trends and Status

(Questionnaire)

Part – I: Company Profile

1 1 Name of the Organisation

1 2 Address

| Telephone No | Fax No |

1 3 Year of Establishment

1 4 Number of Employees

| Managers | Supervisors | Workers |

1 5 Ownership Pattern

| Private | Public | MNC |

1 6 Nature of Activity

| Manufacturing | Service |

1 7 ISO Status

| ISO Certified | In the process | Not Certified |

1 8 Type of Organisation

<table>
<thead>
<tr>
<th>Iron &amp; Steel</th>
<th>Software</th>
<th>Textiles</th>
<th>Chemicals &amp; Fertilizers</th>
<th>Banking</th>
<th>Insurance &amp; Finance</th>
<th>Automobile</th>
<th>Pharmaceutical</th>
<th>Construction</th>
<th>Electronic</th>
</tr>
</thead>
</table>
Part – II: CSR Policies and Practices (General)

(Please tick (✓) your answers)

2.1 Does your organisation have any CSR initiatives?
Yes □ No □

2.2 If Yes, What are all the issues covered under CSR in your organisation?
- Rehabilitation and Resettlement □
- Fair labour practices □
- Consumer protection □
- Agriculture □
- Child care/Development □
- Slum improvement □
- Education □
- Disasters Management □
- Charitable events □
- HIV/AIDS □
- Women empowerment □
- Livelihood promotion □
- Micro finance □
- Health □
- Minority employment □
- Environment □
- Water □
- Any other (Please specify) □

2.3 Does your organisation have a CSR policy?
Yes □ No □

If ‘Yes’ when did your organisation formulate a CSR policy? (e.g. Year 2001)

Year

If ‘No’ what are the reasons for not having a CSR policy?
- Organisation doesn’t feel the need □
- There is no need to have a CSR policy □
- It’s not on our agenda at all □
- Any other (Please specify) □

2.4 If ‘No’ in Q-2.3, do you plan to develop a CSR policy in future?
Yes □ No □

2.5 What is the objective of your CSR?
- Business ethics □
- Legal compliance □
- Sustainability □
- Corporate governance □
- Philanthropy □
- Any other (Please specify) □
2.6 Who is mainly responsible for the implementation of CSR?

- CEO of the company
- CSR Director/Manager
- Finance Department
- Decided in AGM
- HR Department
- Any other (Please specify)

2.7 How do you implement your CSR initiatives?

- Through voluntary organisations
- By giving financial support directly to the community
- By organising charitable events
- Funding to government
- Through our own CSR project management
- Any other (Please specify)

2.8 Which are the target groups covered in your CSR initiatives?

- People living nearby our Organisation
- Selected in consultation with NGO’s
- Random selection of area or community
- Tribal people in any part of the country
- Poor people living in rural areas
- Any other (Please specify)

2.9 Can you specify the occurrence of CSR initiatives during the last five years?

- These are onetime events
- These are regular running programmes

2.10 What is the rationale behind covering the mentioned issues (Q 2.2) under CSR in your organisation?

- Demand from the community
- Current relevance of the issue
- As per the organisational perception
- Any other (Please specify)

2.12 What is the rationale behind targeting the above mentioned areas?

- Our operation area
- Selected randomly
- On the basis of demand
- As per the selection criteria of our organisation
- Stakeholder decision
- Any other (Please specify)
2.13 Is CSR an item in your organisation's budget?
   Yes □
   No □

2.15 Is there any chances of change in expenditure in the next 3 years?
   Increase □
   Remain the same □
   Decrease □
   If decreases, why?

2.16 Will the organisation pursue the same activities in future?
   Yes □
   No □
   If ‘No’, please specify the change

2.17 If government wants to develop a policy on CSR in near future, in your opinion who all should be involved in this task?
   Industry □
   Business houses □
   NGO’s □
   Research organisations □
   Any other (Please specify) □

2.18 What role the government has to play in CSR?
   None □
   Policy development □
   Ensuring implementation □
   Capacity building □
   Monitoring □
   Any other (Please specify) □

2.19 What role does the NGO’s/INGO/s/ Voluntary organisations have to play in CSR?
   None □
   Project implementation □
   Capacity building □
   Monitoring □
   Voluntary support □
   Any other (Please specify) □
CSR Policies and Practices (Specific Dimensions)

Products / services

3 1 What are the products / services of your organisation?

3 2 Do you assess the quality of your products or services?

Yes □ No □
If Yes, how?
- ISO certification □
- Market share □
- Feedback □
- Any other (Please specify) □

3 3 Has the organisation ever conducted any assessment of health and safety effects of your product/services on the well-being of your customers?

Yes □ No □ Not applicable □

3 4 Has the organisation ever conducted any surveys/enquiries to determine customer’s satisfaction?

Yes □ No □

3 5 Has the organisation faced any product/service-related problems impacting society/ community/ environment during the last 5 years?

Yes □ No □

3 7 Does your organisation work together with other organisations to address issues raised by responsible entrepreneurship?

Yes □ No □

Workplace

4 1 Do you monitor compliance with labour laws?

Yes □ No □

4 2 Is there a health and safety policy in your organisation?

Yes □ No □
If yes, is that policy enforced?

Yes □ No □
4.3 Does your organisation formally record work-related incidents, injuries and illness on an annual basis?
   Yes □ No □

4.4 Are the employee programmes targeted at
   - Skill training and development □
   - Management training □
   - Succession planning □
   - Work-life balance □
   - Ethics training □
   - Any other (Please specify) □

4.5 What kinds of benefits are available to employees?
   - Health Insurance □
   - Pension □
   - Entertainment/ Gym □
   - Maternity/Paternity privileges □
   - Employee assistance programmes □
   - Any other (Please specify) □

4.6 Are there any programmes to assist employees in understanding and coping with serious deceases? (HIV/AIDS, Mental illness, Cancer, etc)
   Yes □ No □

4.7 What are the steps taken to create awareness of your CSR policies among the employees?
   - Presentations □
   - Programmes □
   - Training □
   - Internal communication □
   - Any other (Please specify) □

4.8 Indicate the type of employee involvement in CSR
   - Collective participation □
   - Street play □
   - Programmes □
   - Any other (Please specify) □

4.9 Would you be willing to dedicate specific working hours of your staff for CSR related activities?
   Yes □ No □
If No, please specify the reason?

- Heavy work schedule
- No interest to employees
- Separate staff
- Any other (Please specify)

Environment

5.1 Do you monitor information on existing environmental laws?

- Yes □
- No □

If yes, how?

- Government notification
- Pollution control board
- Any other (Please specify)

5.2 Is your organisation doing any of the following?

(i) Adopting a precautionary approach to environmental challenges

- Yes □
- No □
- Never thought about it □

(ii) Educating employees on the potential impact of their activities on the environment

- Yes □
- No □
- Never thought about it □

(iii) Undertaking initiatives to promote greater environmental responsibility and conservation

- Yes □
- No □
- Never thought about it □

If yes, which of the following?

- Undertake efforts to reduce waste □
- Use environmental friendly technologies □
- Give guidelines to product development □
- Any other (Please specify) □

5.3 Which of the following an organisation can use to gain an advantage over competitors?

- Recyclability of the products □
- Energy efficiency □
- Pollution prevention □
- Any other (Please specify) □
5.4 Whether the company has undertaken any emission reduction projects in the last 5 years?

Yes □  No □  Not applicable □

5.5 Do you believe that environmental management certification can assist your organisation in competing in the global marketplace and increase your organisation’s competitive advantage?

Yes □  No □

Community

6.1 What is the mechanism adopted to assess social requirements and identify community needs?

- Community advisory panel □
- Need assessment survey □
- Gram Panchayat input □
- NGO input □
- Any other (Please specify) □

6.2 Indicate, whether there is an established Trust/Foundation/NGO to serve the local community?

Yes □  No □

6.3 What incentives would encourage your organisation to implement CSR practices?

- Government financial incentive □
- Free/subsidized counseling □
- Concessional credit □
- Award schemes □
- Sponsored participation in fairs □
- Any other (Please specify) □

6.4 Do you have an open dialogue with the local community regarding following issues that involve your organisation?

- Accumulation of waste □
- Vehicles obstructing roads or footpath □
- Environmental pollution □
- Any other (Please specify) □
6 5 Does your enterprise give regular financial support to local community activities and projects?

- Charitable donations □
- Sponsorships □
- Adopting a rural area □
- Any other (Please specify) □

6 6 Which of the following areas are targeted by CSR activities to provide social development in the local community?

- Health care □
- Education □
- Literacy promotion □
- Improving local infrastructure □
- Economic empowerment of women □
- Income generating programmes □
- Child welfare □
- Any other (Please specify) □

6 7 How is your organisation's relationship with the community around?

- Excellent □
- Very good □
- Good □
- Average □
- Below average □

Organisational Values

7 1 Have you clearly defined your organisational values and rules of conduct?

- Yes □
- No □

7 2 Do you communicate your organisational values to customers, business partners, suppliers and other interested parties?

- Yes □
- No □

7 3 Are your employees aware of your organisational values and rules of conduct?

- Yes □
- No □

7 4 Do you train employees on the importance of your organisational values and rules of conduct?

- Yes □
- No □

7 5 Would you hire a professional consultant/advisor to help your organisation to deal with CSR in a strategic way?

(a) If the service is offered free of charge?

- Yes □
- No □
- Not applicable □
(b) If the service is offered for a market-based fee?

Yes □  No □  Not applicable □

Assessment and Reporting

8.1 In determining the success/impact of CSR activities, whether any formal impact assessment is conducted?

Yes □  No □

If Yes, was it an internal assessment ○ or an external one ○

How was the success evaluated?

Through reports ○
Feedback ○
Any other (Please specify) ○

If No, how did the organisation determine its success?

Through visits ○
Feedback ○
Evaluation ○
Any other (Please specify) ○

8.2 How have these activities/programmes contributed to the wider development of area?

Good health ○
More literacy ○
Self employment ○
Any other (Please specify) ○

8.3 Are there any quarterly or annual reports produced by your organisation for stakeholders (financial, non-financial, otherwise)?

Yes □  No □

CSR Awareness/Observations

9.1 What leads the organisation’s to form separate foundations to work on CSR?

As it has been made mandatory by the government ○
To get tax benefits (under 80G) ○
To brand the organisation among people ○
Improve perception about the organisation ○
Any other (Please specify) ○
9.2 What do you perceive as the possible benefits of investing in social initiatives?

- Goodwill
- Branding
- Improved perception about the organisation
- Any other (Please specify)

9.3 What kind of problems/constraints have you faced in the implementation of your CSR initiatives?

- Identification of the needy
- Lack of transparency
- None
- Any other (Please specify)

9.5 Please specify the order of the priority areas to be covered under CSR initiatives by corporate houses in India?

(VI = Very important, I = Important, N = Neutral, LI = Least Important, NI = Not important)

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<thead>
<tr>
<th>Sl. No.</th>
<th>Initiatives</th>
<th>VI</th>
<th>I</th>
<th>N</th>
<th>LI</th>
<th>NI</th>
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<tr>
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<td>3</td>
<td>Disaster Management</td>
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<td>Minority employment</td>
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<td>19</td>
<td>Any other (Please specify)</td>
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</tbody>
</table>
Please indicate whether you agree or disagree with the following CSR perceptions

(SA= Strongly agree, A= Agree, NAND= Neither agree nor disagree, DA= Disagree, SD= Strongly disagree)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statement</th>
<th>SA</th>
<th>A</th>
<th>NAND</th>
<th>DA</th>
<th>SD</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>CSR is a resource intensive and costly concept</td>
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<td>2</td>
<td>CSR is the obligation of the large organisations</td>
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<td>3</td>
<td>CSR needs to be strongly promoted by Govt authorities</td>
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<td>4</td>
<td>SME’s can only commit to CSR if resources are provided by the Government or other institutions</td>
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<td>5</td>
<td>CSR need to be legislated to ensure a wide uptake</td>
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<td>6</td>
<td>A responsible company is a firm that strictly abides the labour and environmental laws</td>
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<td>7</td>
<td>Responsible business goes beyond what is required by law to make a positive impact on society and the environment</td>
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<td>8</td>
<td>CSR is an important pre-requisite of a firm which wants to enter into a business relationship with a western company</td>
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<td>9</td>
<td>CSR is an equivalent for corporate governance</td>
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<td>10</td>
<td>CSR is an effective catalyst to bring about positive societal change</td>
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<td>11</td>
<td>CSR includes actions to protect the environment</td>
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<td>12</td>
<td>SME’s can implement CSR only with the help of external advisors</td>
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<td>13</td>
<td>CSR encompasses a set of activities that organisations carry out independently of their daily business operations</td>
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<td>14</td>
<td>CSR is a new fancy name for something that local organisations have already been doing for a long time</td>
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<td>15</td>
<td>CSR is a concept which is more important for companies located in developed than developing countries</td>
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<td>16</td>
<td>CSR is more relevant for the manufacturing industries than service sector</td>
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<td>17</td>
<td>CSR is primarily motivated by public relations or marketing considerations</td>
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<td>18</td>
<td>CSR can lead to an increase in profits</td>
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<td>19</td>
<td>CSR performance should be subject to the third party verification</td>
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<td>20</td>
<td>An organisation must do something to benefit the society beyond following its formal laws</td>
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</table>
21 Social responsibility expected of an organisation should commensurate with the size of the social power it exercises

22 An organisation should respond to social causes only if there is profit

9.7 In your opinion, what impacts does CSR have on the following issues?

(HPI = Huge positive impact, MPI = Medium positive impact, NI = No impact, HNI = Huge negative impact, MNI = Medium negative impact)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statement</th>
<th>HPI</th>
<th>MPI</th>
<th>NI</th>
<th>HNI</th>
<th>MNI</th>
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<td>1.</td>
<td>Productivity</td>
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<td>3.</td>
<td>Revenue</td>
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<td>4.</td>
<td>Customer’s satisfaction</td>
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<td>Quality</td>
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<td>6.</td>
<td>Exports</td>
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<td>7.</td>
<td>Employee turnover</td>
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<td>8.</td>
<td>Pricing</td>
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<td>Market share</td>
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<td>Reputation of the firm</td>
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<td>15.</td>
<td>Brand awareness</td>
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<td>16.</td>
<td>Media presence</td>
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<td>17.</td>
<td>Government relations</td>
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<td>18.</td>
<td>Investor’s relations</td>
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<td>19.</td>
<td>Credit and lending arrangements</td>
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</tbody>
</table>

9.8 The reasons behind the company’s involvement in CSR activities are

(SA= Strongly agree, A= Agree, NAND= Neither agree nor disagree, DA= Disagree, SD= Strongly disagree)

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Statement</th>
<th>S A</th>
<th>A</th>
<th>NAND</th>
<th>DA</th>
<th>SD</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>CSR forms part of the organisation’s policy</td>
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<td>2.</td>
<td>CSR enables the organisation to be a good corporate citizen</td>
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<td>3.</td>
<td>CSR provides transparency in the areas of environmental impacts and human rights</td>
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<td>4.</td>
<td>CSR enhances organisation’s corporate image</td>
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<td>5.</td>
<td>CSR increases visibility as a community leader</td>
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</tbody>
</table>
6. CSR ensures sustainable development of both the organisation and the community in the long-run

7. CSR is based on what employees want

8. CSR is based on what society wants

9. CSR is based on what consumers want

10. CSR is a business obligation

11. CSR contributes to welfare of employees

12. CSR improves employee morale and commitment

9.9 What are your important suggestions for making CSR initiatives more effective and useful?

9.10 If you feel that there are other important issues, those have not been covered, please mention here

**Part – III: Further information**

Would you/someone else in your company be willing to talk through some of the issues raised in this questionnaire with me informally, face to face?

Yes □
No □

(If ‘Yes’, please provide the name and telephone number, Thank you)

Contact Name
Position
Telephone No
Extension

Thank you very much for your co-operation and support

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