Appendix-1

Doctoral Research

Company Questionnaire

Determinants of Corporate Orientation towards Social Responsibility: A Study of Selected Business Organizations in Haryana

Company Profile

Q1. Company Name and Address
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Q2. Name/ Position/ Contact details of respondent
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Q3. Industrial Sector (please specify)
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Q4. Company category: Small ....Medium ....Large ....
(1 - 50 employees) (50 - 100 employees) (100+ employees)

Q5. Annual Turnover
........................................................................................................................................................................................................................................

Q6. Geographical Presence
State-wide □ National □ Regional (South Asia) □ International □ Please specify country/ countries
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Q7. Primary market:
Domestic □ Please specify which group
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Export □ Please specify country/ countries
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A. Workplace Policies

Q1. Do you encourage your employees to develop real skills and long-term careers (e.g. via a performance appraisal process, a training plan)?
   a) Yes  b) No  c) In part

Q2. Is there a process to ensure adequate steps are taken against all forms of discrimination, both at the workplace and at the time of recruitment (e.g. against women, ethnic groups, disabled people, etc)?
   a) Yes  b) No  c) In part

If yes, does your company have any stated guideline against the following types of discrimination in recruitment and employment?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>(1) Age discrimination</td>
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<td>(2) Sex discrimination</td>
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<td>(3) Disability discrimination</td>
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<td>(4) Family status discrimination</td>
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<td>(5) Racial discrimination</td>
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<td>(6) Religious discrimination</td>
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Q3. Do you consult employees on important issues relating to the organisation?
   a) Yes  b) No  c) In part

Q4. Does your enterprise have suitable arrangements for health, safety and welfare that provide sufficient protection for your employees?
   a) Yes  b) No  c) In part
If yes, has your company implemented the following regarding the welfare of employees? Yes No

a) Regularly review salaries and other benefits to reflect market rates
□ □
b) Provide in-house training or subsidize training undertaken by staff
□ □
c) Encourage staff to pursue continued education or training
□ □
d) Provide staff with medical insurance or other medical benefits
□ □
e) Regularly review safety in the workplace
□ □
f) Organize leisure and recreational activities for staff and their family members
□ □
g) Provide benefits for family members of staff
□ □

Q5. Does your enterprise activities offer a good work-life balance for its employees? (for example, by considering flexible working hours or allowing employees to work, from home.)
a) Yes  b) No  c) In part

B. Environmental Policies

Q6. Have you tried to reduce your enterprise's environmental impact in terms of energy conservation?
a) Yes  b) No  c) In part

If yes, does your company have the following policies or measures on environmental protection? Yes NO

a) Controlling gas emission to avoid air pollution
□ □
b) Reducing emission of hazardous chemicals to avoid pollution
□ □
c) Keeping air conditioned premises at 25.5 degrees Celsius to save energy
□ □
d) Other measures on the conservation of gas
□ □
and electricity

e) Conservation of water consumption □ □
f) Reducing the use of plastic bags □ □
g) Waste management □ □

Q7. Do you consider the potential environmental impacts when developing new products and services (e.g: assessing energy usage, recyclability or pollution generation)?
a) Yes b) No c) In part

Q8. How your enterprise supply clear and accurate environmental information on its products, services and activities to customers, suppliers, local community etc?
a) Yes b) No c) In part

C. Marketplace Policies

Q9. Does your enterprise have a policy to ensure honesty and quality in all its contracts, dealings and advertising (e.g. a fair purchasing policy, provisions for consumer protection, etc)?
a) Yes b) No c) In part

Q10. How your enterprise supply clear and accurate information and labeling about products and services, including its after-sales obligations?
a) Yes b) No c) In part

Q11. Does your enterprise have a process to ensure effective feedback, consultation and dialogue with customers, suppliers and the other people you do business with?
a) Yes b) No c) In part
If yes, what are the features of process?

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Q12. Does your enterprise register and resolve complaints from customers, suppliers and business partners?
   a) Yes  b) No  c) In part

D. Community Policies

Q13. Does your company offer training opportunities to people from the local community (e.g. apprenticeships or work experience for the young or for disadvantaged groups?)
   a) Yes  b) No  c) In part

Q14. Does your enterprise give regular financial support to local community activities and projects (e.g. charitable donations or sponsorships)?
   a) Yes  b) No  c) In part

E. Company Policies

Q15. 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)?
   a) Yes  b) No  c) In part

Q16. Do you train employees on the importance of your enterprise’s values and rules of conduct?
   a) Yes  b) No  c) In part

Q17. Does your company have a company mission statement or guideline concerning “corporate social responsibility (CSR)”?
   a) Yes  b) No

Q18. What is the level of CSR adopted by your enterprise?
   a) Individual level
   b) Organization level
   c) National level

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Q19. What should be the motives of CSR for which companies are doing social activities?

- a) Positive corporate image
- b) To avoid legal obligations
- c) To save tax
- d) To follow government policies
- e) Increase profit margins
- f) Philanthropy reasons
- g) Ethical reasons

Q.20 What are the impacts of determinants on the business organisations to fulfill their goals with the social responsible activities?

<table>
<thead>
<tr>
<th>Impact</th>
<th>No impact</th>
<th>Very little impact</th>
<th>Some impact</th>
<th>Considerable impact</th>
<th>Extensive impact</th>
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<tbody>
<tr>
<td>a. Increasing employee productivity</td>
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<td>b. Improved shareholder value</td>
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<td>c. Higher retention of top talent</td>
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<td>d. Government regulations</td>
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<td>e. Cost management reduction</td>
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<td>f. Reduced risk, easy financing</td>
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<td>g. Outside pressure group</td>
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<td>h. Investor pressure</td>
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<td>i. Increased revenue/market share</td>
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Q. 21 which of the following are the important determinants that leads to increase the attention being devoted by the companies towards CSR.

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<thead>
<tr>
<th>Very Important</th>
<th>Important</th>
<th>Less Important</th>
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<tbody>
<tr>
<td>a.) Investor</td>
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<td>b.) Employees</td>
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<td>c.) Shareholders</td>
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<td>d.) Consumers</td>
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<tr>
<td>e.) Community</td>
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<td>f.) Government</td>
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<td>g.) NGO’s</td>
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<tr>
<td>h.) Inter governmental bodies</td>
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