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**FACULTY OF SOCIAL WORK
THE M.S. UNIVERSITY OF BARODA**

"Impact Assessment of Corporate Social Responsibility of Industries in Gujarat"

Ph.D.Guide – Prof. Anil S. Navale

Ph.D.Scholar – Ms. Mona O.Sharma

QUESTIONNAIRE

Part – A

A)	Organization Details
1	Name of the Organization:
2	Constitution: Public Ltd. / Partnership / Joint:
3	Sector : Eng / Chem & Pharma / Petro chem /service / others specify :
4	Telephone / E-mail / Website : (T) (E) (W)
5	Company Brochure : (To be collected for company profile) :
6	Literature / Brochure on CSR : (to be attached) :
7	CSR policy : (Kindly attach Copy of policy):

B)	Personal Background
1	Name (Optional) :
2	Age in years :
3	Education : Below Graduation Graduation Post Graduation Additional(specify)
4	Designation :
5	Total Work Experience in years :
7	Annual Turnover : 2001- 02 2002-03 2003- 04

C)	BASIC INFORMATION	Very Imp.	Imp.	Some what imp.	Less Imp.	Not Imp.
	Are you familiar with the Term Corporate Social Responsibility – Yes / No If your answer is Yes, your view with respect to below statements is					
	Corporate Social Responsibility means					
1.	Meeting Shareholder interests _____ / Employee Interests _____					
2.	Reducing negative environmental impact caused by the Company					
3.	Reducing negative social impact caused by the company					
4.	Good relations with Neighboring areas					
5.	Paying legitimate Taxes / dues					
6.	Maximizing Raw Material efficiency					
7.	Donating to charity / Adopting a village / Supporting a school / Village development Activities					
8.	Concept where we integrate social & environmental concerns in our business					
9.	Welfare and development of employee / worker and his family					
10.	Refusing to pay bribes					
11.	Socially responsible investing by business					
12.	Any other specify					

D)	The focus of CSR function in your company is	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	Environment / Social / Both					
1.	Business Ethics					
2.	Corporate Citizenship					
3.	Corporate accountability					
4.	Any Others					

E)	Does you company contribute to Community & Social Development Yes / No If Yes then through	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Welfare & Development of workers					
2.	Planning & undertaking need based community programmes					

3.	Reducing Negative impact due to Industrial pollution / any other negative impact which adversely Affect directly / Indirectly					
4.	Working towards health, education and infrastructure issues					
5.	Promoting Social equity / Social justice / Social Empowerment					
6.	Any other specify					

F) (a) NEED & EMERGENCE		Years				
		3-5	6-8	9-11	12-15	>15
1.	Since how many years the corporate is contributing its Social Responsibility					
2.	In which year did the corporate social Responsibility began as a structure programme?					
3.	Name(s) of the Founder Contributor(s)					

	(b) Factors which led to the Emergence of the need for community based programme	Not at all	To some extent	Neutral	Moderate ext.	Great Extent
1.	Concern for workers improvement					
2.	Poverty & Issues in Health & Education					
3.	Company's willingness to support community problems					
4.	Corporate Philanthropy & charity for concern					
5.	Social progress & growth					
6.	Improving company's image					
7.	Global Market Pressures					

G)	Corporate Social Responsibility initiative in your company is attributed to	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Board of Directors					
2.	Top Management					
3.	Govt. Rules & Regulations					
4.	Professional Staff					
5.	Any other Specify					

H)	The Company's guiding philosophy in rendering its social services has been	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Philanthropy / Voluntary / Traditional Approach					
2.	Remedial					
3.	Protective					
4.	Welfare					
5.	Development					
6.	Empowerment					
7.	Business return through Socially responsible Investing					
8.	Any other specify					

I)	Your company through its CSR Programme believes (Kindly Rank)	1st Rank	2nd Rank	3rd Rank	4th Rank
1.	In addressing & challenging barriers, inequalities and injustices that exist in society				
2.	In providing primary & basic infrastructure support for community Development				
3.	Problem Solving Capacities				
4.	In creating social and legal awareness for Human Rights & Empowerment				

5.	Enhancing quality of lives of the poor with ultimate goal of self reliance				
6.	In community capacity Building Leadership & Participation for Development				
7.	Need of care, (2) Senior Citizens, (3) Persons with mental, physical, multiple disabilities, (4) Socially & Economically Backward classes				
8.	Any Other				

J)	The basic goal of your company in rendering its contribution to society is	Not at all	To some extent	Neutral	Moderate ext.	Great Extent
1.	Enhancement of company's profile & brand image					
2.	Better alignment to corporate Goals with those of society					
3.	Compliance with statutory Rules & global standards.					
4.	Enhancing Organizational Health by handling social issues as well					
5.	Leverage Industrial profits through vital social sector contribution					
6.	To positively impact the areas for social growth & development, where industry exerts influences					
7.	Build market image & impact globally					
8.	Enhance shareholders, Investors & Consumers, Customers value					
9.	Any other specify					

K)	To what extent the corporate upholds believes & practices the following values through its CSR PRACTISES	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Honesty					
2.	Integrity					
3.	Commitment					
4.	Transparency					
5.	Acceptance of People					
6.	Faith in the inherent worth & dignity of people					
7.	Faith in the capability of people for change & Development					
8.	People's participation & self determination					
9.	Empathy & understanding for depressed groups caste & class					
10.	Empowering attitude with a willingness					
11.	Respect for people with diverse backgrounds					
12.	Any other specify					

L)	The approach of the company with respect to its social responsibilities is 1) Traditional : Yes / No 2) Modern : Yes / No	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
1.	The company has a clear & strong guiding philosophy behind CSR					
2.	Well devised management structure & operations					
3.	Professional staff to handle corporate social responsibility functions					
4.	The company has very good image in worker's community in nearby villages					
5.	People rarely approach our functionaries to share their problems & difficulties					
6.	Corporate & Community relationships built over the years has strengthened					
7.	There are several indirect advantages to the company due to CSR functions					

8.	In times of emergencies people look forward for industrial response					
9..	There is a need for adequate training component for CSR					
10.	CSR function in our company has played an important role in building corporate image					
M)	In your opinion what are the factors which has motivated your company for involvement in Social Responsibility.	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
1.	Improve / Protect business reputation					
2.	Understanding and managing business risk attracting and retaining motivated high caliber Employees					
3.	Improve attractiveness to investors					
4.	Customers interests / Pressures					
5.	Moral reasons					
6.	Improve long term company profit					
7.	Societal expectation					
8.	Any other specify					
N)	In your opinion what are the factors driving the move towards CSR (Kindly Rank)	1st Rank	2nd Rank	3rd Rank	4th Rank	
1.	New concerns & expectations from citizens, consumers, public authorities, & investors in the context of globalization & large scale industrial change					
2.	Social criteria are increasingly influencing the investment decision of individuals and institutions both as consumers and as investors					
3.	Increased concern about the damage caused by economic activity, Social & Physical environment					
4.	Transparency of business activities brought about by media and modern information and communication technology Communication technology					
5.	Any Other					
O)	Are you AWARE of the following external standards in CSR. Kindly state yes in case your company has adopted any/planning to adopt	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Accountability AA1000	Implementation : Y / N				
2.	Global Reporting Initiative	Implementation : Y / N				
3.	Social Accountability 8000	Implementation : Y / N				
4.	United Nations Global Compact	Implementation : Y / N				
5.	OECD Guidelines for Multinational Enterprises	Implementation : Y / N				
6.	Principle for Global Corporate Responsibility	Implementation : Y / N				
7.	Crux Round Table	Implementation : Y / N				
8.	Global Sullivan Principle	Implementation : Y / N				
9.	Keidanren Charter for Good Corporate Behavior	Implementation : Y / N				

10.	Asia Pacific (APEC) Business Code of Conduct	Implementation : Y / N					
11.	Any other specify	Implementation : Y / N					

P) Have you obtained ISO 9000,9001,9002,9003/ ISO 14000 / SA-8000 / any other Certification Yes / No if So when

Q)	Do you feel that the adoption of above standards have	Yes		No		
1.	Boosted Domestic Sales	Yes		No		
2.	Boosted Exports	Yes		No		
3.	Enabled More efficient Manufacturing	Yes		No		
4.	Enhanced Company image	Yes		No		
5.	Brought indirect business returns	Yes		No		
6.	None of the above	Yes		No		
R)	Your Quality Assurance Standards are	Yes		No		
1.	Your own internal standards	Yes		No		
2.	Individually agreed with customer	Yes		No		
3.	Established Indian Standards	Yes		No		
4.	Established overseas Standards	Yes		No		
5.	None of the above	Yes		No		
S)	If you are exporting, have you buyers insisted or pressured you to adopt	Yes		No		
1.	Special Environmental standards	Yes		No		
2.	Special Social Standards	Yes		No		
3.	Other type of standards	Yes		No		
T)	Especially after the recent financial scandals (eg.Enron, Arthur Anderson) and revelations that MNC'S were getting products made in sweatshop there is a need to draw <u>CSR Code</u> . with respect to the above please comment on the following if applicable	Not at all	To some extent	Neutral	Moderate ext.	Great Extent
1.	Possibility or Feasibility					
2.	Desirability					
3.	Value. Is it worth					
4.	Effect on your international and Local competitiveness.					
5.	Any other specify					
U)	If a common CSR code is to be drawn up, which agency do you feel is best suited to	Draw Up the standards		Monitor the Standards		
1.	United Nations Industrial Development Organization (UNIIDO)					
2.	United Nations Environment Programming (UNEP)					
3.	U.N. Conference on Trade & Development (UNCTAD)					
4.	International Labor Organization (ILO)					
5.	International Standard Organization (ISO)					
6.	World Trade Organization (WTO)					
7.	Bureau of Indian Standards (BIS)					
8.	Indian Govt- Ministry of Commerce & industry					
9.	Any Indian Organization					
10.	Any International Organization					
11.	Can't Say					
12.	Any other specify					

V)	According to your opinion to what extent the following key developments can be attributed for growing importance to CSR by corporate	1st Rank	2nd Rank	3rd rank	4th rank
1.	Global market & LPG scenario				
2.	Public and various stakeholders have come to expect more of business				

3.	Engagement of corporate with different stakeholders.				
4.	Proliferation of codes, Std., Indicators & Guidelines in CSR.				
5.	Expansion of corporate accountability throughout the value chain				
6.	Any other specify				

W)	How do you rate the following bottom line benefits of socially responsible corporate performance?	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Improved financial performance					
2.	Reduced operating cost.					
3.	Enhance brand image and reputation					
4.	Increased sales and customers royalty					
5.	Increased productivity and quality.					
6.	Increased ability to attract and retain employees					
7.	Reduced regulatory oversight.					
8.	Access to capital.					
9.	Any other specify					

X)	The focus of CSR in your company is	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
	<u>Internal Dimension</u>					
1.	Human Resource Management					
2.	Health and Safety at work					
3.	Employee welfare & respect					
4.	Adaptation to change					
5.	Management of Environment Impact and Natural Resources					
6.	<u>External dimension</u>					
7.	Local communities					
8.	Social issues and Health issues viz. dedication and HIV AIDS					
9.	Business partners consumers.					
10.	Human rights					
11.	Global environmental concerns.					
12.	Any other specify					

Y)	Kindly respond to the following statement as perceived by you	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	When companies look at how to conduct their business & expand it more & more company strategists look beyond shareholders to a broader vision of Stakeholder Corporation					
2.	The development of CSR goes beyond strict legal obligations that companies have to company with					
3.	CSR is increasingly becoming a normal way of doing business & often an asset rather than an exceptional additional constraint					
4.	Any other specify					

Z)	In which areas do you think your company shall focus for CSR in the future.	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Social, economic and educational enhancement of community.					
2.	Working with special needs like physically & mentally handicapped.					
3.	Support to cause of HIV/AIDS.					
4.	Vocational Training for Self Empowerment.					
5.	Entrepreneurship Development					
6.	Any other specify					

Z1)	Kindly respond to the following statement as perceived by you	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Relevance of professional Social Work and HR education for CSR					
2.	Social work education & training have the inherent potential to impart the domains knowledge & soft skills needed for development work.					
3..	Qualities like empathy, Relating with people. Extroversion, Understanding of social issues are vital for CSR.					
4.	Any other specify					

Z2)	Imperatives In Your opinion	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Employees should be aware of realities of society & environment in which they operate to make them empathetic & better managers.					
2.	CSR initiative bridges the gap between business and the factors that support business.					
3.	CSR instills symbolic feelings & helps business & society enter into a mutually rewarding relationship.					
4.	CSR initiative would lend credibility to the face of the organizations an seen as an entity that cares for society at large					
5.	Because it is not possible for government to cater to the needs of the vast pool of needy & marginalized.					
6.	Any other specify					

Z3)	Needs for Codification.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	CSR need to be codified in the vision of the company.					
2.	It should ensure that every employee is sensitive of societal & environmental concerns and dedicates his effort to support the same.					
3.	CSR needs to formalize as a discipline in individuals work life. Which offers him weighted benefits in performance Review.					
4.	There should be a uniform CSR code to be followed by companies.					

PART- B

A)	Since how many years/how long the company has been contributing to community development ----- -Briefly describe the community scenario in the pre intervention Sage w.r.t..	Very poor	Poor	Fair	Good	Excellent
1.	Housing					
2.	Health Status Health infrastructure					
3.	Education Status Education Infrastructure					
4.	Economic Status/ Employment Opportunities					
5.	Public Infrastructure					
6.	Extent of Social problems					
7.	Quality of Life					
8.	Gender Development					
9.	Environmental conditions					
10	Any other specify					

[B] Did the company undertake a Base Line Survey Prior to interventions Yes ☐
No

if yes, give details : Agency hired : NGO/Academics/ Internally by the company/ Research Organization / _____

[C] Which of the above / any other area has the company focused for CORPORATE SOCIAL RESPONSIBILITY (Enlist).

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

D] Did the company adopt specific CSR tools and guidelines for implementation. YES/NO
 Mentions Details :

E)	How do you rate the impact of a the community programs through CSR function on the following	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Fulfillment of basic needs					
2.	Provision of new & improved infrastructure					
3.	Improvement in Health () / Edu () Emp () Env. status					
4.	Solving community problems / psycho social problems					
5.	Creation of self sufficiency					
6.	Provision of equipment's & services for needy.					
7.	Providing opportunities for development & social progress					
8.	Changing the environment in favour of individuals growth & development					
9.	Improvement in overall Human Development Status					
10.	Quality of life improvement					
11.	Bringing change in social system for social development					
12.	Providing souci-legal aid / Ensuring gender justice					
13.	Returns on socially responsible investing					
14.	Direct Business Advantages					
15.	Receiving corporate awards for CSR					
16.	Any other specify					
F)	Major Difficulties encountered & addressed in the process of CSR	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Community, resistance for cooperation					
2.	Lack of faith and trust of community					
3.	Lack of faith and trust of functionaries					
4.	Community resistance for Economic contribution					
5.	Poor participation of beneficiaries					
6.	Rigidity in thinking of community					
7.	Ability to Learn and adapt by the community					
8.	Poor skill in managing CSR function by staff					
9.	Lack of training and orientation to CSR function					
10.	CSR function seen as an ancillary and not a core business function					
11.	Lack of technical expertise in CSR					
12.	Any other specify					
G)	In which of the following CSR stages the major difficulties were faced	Not at all	To some extent	Neutral	Moderate ext.	Great Extent
1.	CSR planning					
2.	CSR Communication to (1) Managers and staff					
3.	CSR communication (2) Community					
4.	CSR Implementation					
5.	CSR Monitoring					
6.	CSR Evaluation					

7.	CSR Reporting					
8.	Bench marketing of CSR Practices					
9.	Any other specify					

H)	In which of the following areas did the company notice an indirect positive impact	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Business performance					
2.	Corporate Image					
3.	Recognition and awards in CSR					
4.	Organization culture (Shop floor)					
5.	Worker's productivity					
6.	Worker's Morale					
7.	Work culture					
8.	Worker's Attitude					
9.	Worker's Motivation					
10.	Community response					
11.	Response from shareholders, Investors, Govt. Customers					
12.	Market competition					
13.	Any other specify					

I)	Your suggestion to what extent you believe & may extend support to the following areas	Yes	No
1.	Enhancing CSR Function of company based on global needs & standards	Yes	No
2.	Benchmarking CSR practices	Yes	No
3.	Preparing for achieving excellence in the area of Corporate Social Responsibility	Yes	No
4.	Instituting a profession chair for community & social development	Yes	No
5.	Supporting Education through technological assistance	Yes	No
6.	Support for provision of transport service & conveyance in rural areas	Yes	No
7.	Entrepreneurship Training development	Yes	No
8.	Community capacity building (youth, woman, teachers, families)	Yes	No
9.	Improving Agriculture productivity	Yes	No
10.	Promoting Research & Development in the area of community & social Dept.	Yes	No
11.	Any other specify.	Yes	No

J)	How did the company plan & implement its community programmes?	Yes	No
1.	Overview of situation & general understanding	Yes	No
2.	Based on Scientific Need Assessment	Yes	No
3.	CSR Compliance specified in CSR tool kit (any national/international standards)	Yes	No

K)	Did the company evolve	Yes	No
1.	Major objectives to be fulfilled		
2.	Short term and long term goals		
3.	Input, Output, Outcome & Impact indicators		
4.	Performance Standards to evaluate work		
5.	Vision, Mission & policy statement for CSR		
6.	CSR strategy for implementation		
7.	CSR training, Orientation and communication (internally and externally)		
8.	CSR reporting		
9.	Use of external standards for evaluating CSR performance & social auditing and accounting		
10.	Incorporation of CSR as a Business agenda		
11.	Any other specify		

L)	To what extent the following processes were used	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Profiling & Scoping of community needs & issues					
2.	Stakeholder need analysis					
3.	Stakeholder involvement					
4.	Information dissemination					

5.	Policy communication					
6.	Community Interaction					
7.	Revision of plans based on community Response & feedback					
8.	Consultative meets for mobilization of people's support					
9.	Transparency & Clarity in communication & Process					
10.	Acceptance of intervention plans					
11.	Close participation of people					
12.	Involvement & onus of the project by people					
13.	Policy implementation with people's initiative & management					
14.	Development of faith ,trust & positive attitude in people for program interventions					

M)	List in order of importance the major areas where the company has made a distinct impact	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.						
2.						
3.						
4.						
5.						

N) Is the Impact

1. Can it be quantified & measured

Yes

No

2. Has the company evaluated its Impact

Yes

No

3. Has the CSR function impacted the bottom line performance of the company

Yes

No

O)	Based on the major impacted area which of the following & to what extent can be measured quantitatively & qualitatively	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
Quantitative						
1.	Health Status (including Infant Mortality Rate , Maternal Mortality Rate, Morbidity, Immunization, Disability)					
2.	Education Status (Enrollment Rate, Attendance in Schools, Dropout Rate, Educational Infrastructure, Quality of Education)					
3.	Economic Status (Assistance in Income generation , Micro Credit Scheme, Formation of Self help groups)					
4.	Community facilities & Public infrastructure					
5.	Employment Status					
6.	Skill Development					
7.	Any Other Specify					
Qualitative						
1.	Improvement in Family Functioning					
2.	Change in Attitude & Thinking					
3.	Behavior Modification					
4.	Decision Making					
5.	Self Awareness					
6.	Standards of living					
7.	Quality of life					
8.	Any other specify.					
P)	Incidences of Social Problems (Whether a Decline in Status is observed)	Not at all	Some extent	Neutral	Moderate ext.	Great Ext.
1.	Addiction (smoking/chewing tobacco/alcohol)					

2.	Sexual Harrasment					
3.	Drug abuse					
4.	Social Exploitation					
5.	Economic Exploitation					

PART -C

A)	CONSTITUTION	Yes	No	NA	Comments
1.	Does the organization have a <i>corporate social responsibility Policy</i>				
2.	The CSR Policy is Written (.....) / Unwritten (.....)				
3.	CSR policy includes Vision, Mission and values Statement as integral part of business				
4.	Any Other specify				
A1)	Does the Organization Perform CSR Function	Yes	No	N A	Comments
1.	Directly by the Company				
2.	By Corporate NGO				
3.	In Partnership with Voluntary Organization / Trust				
4.	Any other specify				

A2) Does the Organization have a CSR structure ? Yes / No

B)	Does the Company have an ethics / Social Responsibility Committee on their boards to	Yes	No	N A	Comments
1.	Review strategic plans				
2.	Assess progress				
3.	Offer Guidance about emerging CSR issue				
4.	Any other specify				
5.	Have you identified which code of conduct to be used				
6.	Are CSR Indicators an integral part of running Business Operations?				
7.	Is the Company consistent in the implementation of principles of ethical conduct?				
8.	Have a few vital indicators been identified to ensure that CSR goals are met				
9.	Are indicators based on stakeholders needs and interests				
10.	Are they representative for the business which the company operates				
11.	Kindly specify brief CSR organogram of the Company				
C)	CSR function is coordinated by which of the following department	Yes	No	N A	Comments
1.	HR department				
2.	Personnel department				
3.	Corporate Communication				
4.	Labor welfare Department				
5.	Any other specify				
C1)	1What is the annual budget allocated for CSR activities –				
	2. What is the annual financial expenditure on CSR activities				

D)	How has the CSR structure been established ?	Yes	No	N A	Comments	
1.	Has the structure been audited /reviewed to evaluate its effectiveness?					
2.	Has there been management buy in with regard to the structure?					
3.	Was a business case presented?					
4.	Have these been formally Documented?					
5.	The CSR function in the company is managed by					
6.	Board Governors / Trustees					
7.	General body					
8.	Executive committee					
9.	Advisory Group					
10.	Finance committee					
11.	Any other (specify)					
12.	Has an action plan been adopted / approved for creating a corporate social responsibility Structure?					
13.	Is this cross-referenced to the corporate / strategic plan?					
14.	Have targets been set?					
15.	Does the organization monitor/ plan to monitor performance against these targets?					
16.	Have policies been developed?					
17.	Who reviews these policies?					
18.	Who has overall responsibility for corporate social responsibility in the organization?					
19.	Has management received training on corporate social responsibility issues?					
20.	Has these training been provided in house or by an outside specialist organization?					
21.	How frequent is training?					
22.	Do management / managers understand the meaning of corporate social responsibility?					
23.	Is the establishment of a corporate social responsibility structure and the risk involved identified in the organization's risk register?					
24.	Any other specify					
E)	Reporting	Yes	No	N A	Comments	
1.	What types of reports are published?					
2.	Does the company follow any international /std guidelines for CSR reporting					
F)	Special Activities -					
1.	Has the organization undertaken any type of activity that has aided the community or protected the environment?					
2.	Has the organization undertaken any kind of review on how this may have impacted upon their reputation?					
3.	Any other specify					
F1)	Preferred needs of the people of the community are normally in terms of:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Equipment, Raw materials and physical facilities					
2.	Financial assistance					
3.	Guidance and advice during project formulation and / or implementation					
4.	Vocational training and guidance					
5.	Education & Training					
6.	Awareness Development					
7.	Developing cohesion between different sections of the community					
8.	Self-development					
9.	Any other (Specify)					
G)	Capabilities of the Company to meet preferred needs are:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Restricted, since many preferred needs are out of tune with cooperate goals					

2.	Adequate to fulfill all selected needs					
3.	Restricted, but additional capabilities can be developed					
4.	Adequate, but already committed to other projects					
5.	Any other specify					
H)	Which of the CSR Constituents have been clearly defined for effective deployment across the Organization?	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	HIV/ IDS related issues					
2.	Requirements of international conventions					
3.	Employment of disabled persons					
4.	Gender Rights					
5.	Socio Economic disparities					
6.	Economic impact of organizations operations					
7.	Community rights () / Human Rights ()					
8.	Corporate Volunteering					
9.	Sustainable Development					
10.	Investor rights					
11.	Protection of stakeholders interests					
12.	Non discrimination / equal opportunity					
13.	Relationship with business partners					
14.	Charitable contributions					
15.	Labour Practices					
16.	Customer relations					
17.	Employee Welfare					
18.	Compliance with all regulations					
19.	Health and Safety					
20.	Environment					
21.	Ethics					
22.	Any other					

I)	Kindly mark the performance indicators as practiced by your company		Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Work Place	1.Working conditions / Health and Safety /pay and benefits					
		2.Equal opportunities in the workplace					
		3.Training and professional development					
		4.Industrial Relations					
2.	Market Place	1.Product Stewardship					
		2.Supply Chain relations					
		3.Research and Development					
3.	Environment	1.Sustainability and Waste Management					
		2.Green Activities					
4..	Community Development	1.Community Giving and partnerships					
		2.Employee involvement in Community activities					
		3.Entrepreneur ship and employability					
5.	Ethics	1.Ethical policies and conduct					
6.	Human Rights	1.Human Rights supporting intervention					

J)	Which Stakeholders have an interests in the corporation CSR Performance	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
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1.	Stakeholders Engagement					
2.	Community Panels					
3.	Supplier Complaint Register					
4.	Corporate Advisory Panel on CSR					
5.	Supplier Meet					
6.	Customer Complaint Register					
7.	Investor Surveys					
8.	Customer Meet					
9.	Union / Freedom of Association					
10.	Employee Satisfaction Surveys					
11.	Investor Grievance redressal Mechanism					
12.	Customer Satisfaction Surveys					
13.	Employee Grievances redressal Mechanism					
14.	Customer feedback mechanism					
15.	Annual General Meeting					
16.	Any Other Specify					

K).	Are Potential stakeholders issues factored into investment decisions? Yes /No If Yes	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
	Factors influencing investment decisions					
1.	NGO / activists opposition					
2.	Charitable contributions					
3.	Strategic Investments in causes					
4.	National Community Opposition					
5.	Human Rights Condition in the firm					
6.	Global community opposition					
7.	Strategic Partnerships with community					
8.	Local community opposition					
9.	Location of the site					
10.	Social Reputation					
11.	Likely impact on Environment					
12.	Employee working conditions					
13.	Transparency					
14.	Business Ethics					
15.	Any Other					

K1)	Do professionals, people in specialist occupations collaborate with the corporate Yes / No because If No.	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	They have not been identified and approached					
2.	There is not much awareness about the CSR program					
3.	Opportunities for such people to contribute are virtually absent					
4.	Professional or occupational groups do not respond to request					
5.	The Corporate lacks resources to pay such groups					
6.	Any other specify					

L)	Mass Media	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Mass media generally used for promoting the CSR Programme are					
2.	News magazines / News					
3.	Corporate letters / Business Magazine					
4.	Youth work journals, Development newsletters Radio					
5.	Tele vision					
6.	Any other specify					

M)	The agency has been using the support of mass media for:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Spreading awareness of its activities and accomplishment					
2.	Projecting its utility					
3.	Enhancing company image / image building					
4.	Attracting support from the public and other agencies / Attracting cooperation from beneficiaries					
5.	Any other specify					

N)	Pressure Group	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
	Strategies employed to deal with pressure groups which resist the programmes of the corporate include:					
1.	Give them a patient hearing / Respect their views					
2.	Avoid confrontation with group					
3.	Blunt their domination, if any, by using lobbies or other means of political support					
4.	Counter them with a supporting group					
5.	Negotiate with them for at least part of the programme in return for some of their objectives interests and modify programme strategy					
6.	Any other specify					

O)	Resources Mobilization and Development Of Human Resources	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
	The employee strength in managing the CSR function over the past years has been					
1.	Increasing					
2.	Decreasing					
3.	Almost stable					
4.	There is a high turnover					
5.	Any other specify					

P). The capabilities, interests and training needs of functionaries / members are judged by their Yes / No

Performance in field activities and the extent of accomplishment:

Q)	The nature of training strategies for staff and functionaries by the corporate are:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Training should be provided for both technical and social skills development in CSR					
2.	Special Orientation sessions by experts in CSR are arranged					
4.	Multiple modes of training (like on the job, courses, filled training, orientation) are employed					
5.	Proper development of staff after training is a crucial follow-up activity					
6.	CSR Training enhances CSR performance and CSR Impact					
R)	Problems Associated with training staff and functionaries of CSR are:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Lack of resources and facilities for training					
2.	Lack of technical expertise in CSR					
3.	Inadequate time given for training programmes					
4.	Training needs are not properly identified					
5.	Follow-up after training is neglected					

6.	Training is attached low priority by many staff					
7.	Staff is intensely involved in field work and there is no time available for training					
8.	Any other specify					

S) It is necessary to use or improve the mobilization strategies in CSR for
Community support

Yes ☐No ☐

T)	This preferences of the company functionaries / members with regard to CSR programmes and services are:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Recreation and sports					
2.	Community infrastructure					
3.	Educational and Cultural activities					
4.	Training					
5.	Self – Employment income generation programme					
6.	Environmental protection					
7.	Social action					
8.	Health and hygiene improvement					
9.	Education, adult literacy					
10.	Any other specify					

U)	CSR Planning and implementation of Services and programmes	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	The plans formulated for CSR include					
2.	Five years period					
3.	Annual plan which integrate all on – going and new programmes and services in CSR					
4.	Detailed action plan for each programme or project under CSR					
5.	Any other specify					

V)	CSR Planning is done by involving:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Beneficiaries					
2.	Field functionaries					
3.	Functionaries at the corporate office					
4.	Certain experts in planning					
5.	The executive committee					
6.	The advisory group					
7.	Members of the implementing group					
8.	Community					
9.	Any other specify					

W)	Communicating plan details to implementing staff is done by	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Holding meeting					
2.	Asking the leader of the implementing group within the corporate to explain to employees members					
3.	Providing each member of the implementing group with a copy of plan					
4.	An expert / consultant from external agency					
5.	Conducting a workshop in which details are discussed					
6.	CSR communication is wide spread across the entire company					
7.	1) Top Management					
8.	2) Staff					
9.	3) Workers					
10.	Any other specify					

X)	Modes of communication for facilitating the CSR function are	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Meeting and discussions					
2.	Circulars and minutes of meetings letters					
3.	Telephone					
4.	Newsletters, documents, handouts					
5.	Suggestions boxes					
6.	Informal gatherings					
7.	Notes pasted at convenient places					
8.	Word of mouth					
9.	Any other specify					
Y)	Monitoring of Implementation (or follow-up) includes actions like:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Comparing actual progress with plans					
2.	Determining causes and corresponding remedies for major deviations					
3.	Noting and removing unforeseen factors which appear to hamper progress					
4.	Noting positive and negative effects of actions on beneficiaries, communities and others					
5.	Checking whether suggested remedial major for past delays have been Implemented appropriately					
6.	Noting whether resources supplies are timely and adequate and resources utilization was proper					
7.	Any other specify					
Z)	EXTERNAL LINKAGES Development Agencies	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
	There exists a need to strengthen linkages with certain crucial agencies of the types indicated below:					
1.	Government dealing with youth, women, children and community work / Other sector					
2.	District or village administration and management					
3.	Public sector agencies engaged in community development and service /other sector					
4.	Non government agencies working in development field					
5.	Academics / Experts					
6.	Agencies rendering specialized services					
7.	Pressure groups, activist agencies					
8.	Professional and professional group					
9.	Any other specify					
10.	Linkages with significant external agencies are weak because					
11.	These agencies are not easily accessible					
Z1)	They are not keen to develop linkages	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Problems of collaboration and interaction have remained unresolved					
2.	Lack of authority to strengthen linkages					
3.	New and innovative approaches to strengthen collaboration are necessary					
4.	Interaction mechanism and interface structures are weak					
5.	Receipt of recognition / Awards in CSR by the company					
Z2)	PROFESSIONAL AND OCCUPATIONAL GROUPS (BODIES / INDIVIDUAL)Professional and Occupational Groups involved in Programms and projects are:	Not at all	To some Extent	Neutral	Moderate Extent	Great Extent
1.	Technical expert / Specialist					
2.	Social Workers					
3.	Managers					
4.	People with access to resources					

5.	People with influence, who command respect					
6.	Trainers					
7.	Persons with rich past experience					

PART – D**CSR PROGRAMME EFFECTIVENESS & IMPACT****RESPONSE ON BENEFICIARIES**

A)	Response by beneficiaries to CSR programmes and services is assessed from information	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Periodic meetings and feedback sessions					
2.	Records/Statistics of beneficiary involvement					
3.	Reports from field units					
4.	Special evaluation studies					
5.	Regular contact with beneficiaries					

B)	Beneficiary response can be deemed to be consistently high or low in the following aspects of programme (Please (✓) properly the mark to provide this information considering the past year or two as the basis)	Degree of response of beneficiaries				
	Aspect of programs	High		Low		
1.	Ensuring needs Identification					
2.	Beneficiary Identification					
3.	Design of Strategies					
4.	Planning					
5.	Implementation					
6.	Review of the work of corporate					
7.	Influencing other beneficiaries					
C)	Main causes of poor beneficiary response in some programmes are:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Weak linkage with beneficiaries					
2.	Lack of involvement of beneficiaries at crucial stages					
3.	Deficiencies in needs – Services match					
4.	Beneficiaries views not given importance					
5.	Progress of programme too slow					
6.	Lack of openness in the agency beneficiaries are not taken into confidence by the agency					
7.	Faulty / hasty programme implementation					
8.	Disturbances created by collaborating agency					
9.	Local prejudice, local politics, opposing groups					
10.	Competition from another development agency					
11.	Any other specify					
D)	Beneficiary gain is noticed by:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Beneficiaries expressing their satisfaction openly					
2.	Beneficiaries willing to benefit even after the withdrawal of the agency from the project					
3.	Beneficiaries willing to influence other communities on behalf of the agency					
4.	Request for news projects from beneficiaries / community					
5.	Way of life of beneficiaries changes, by and large					
6.	Beneficiaries eager to undertake their own development in future					
7.	Any other specify					

E)	Response on Functionaries	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	The response of functionaries to various programmes and activities is determine from information through sources like					
1.	Head s of Divisions / Field Units					
2.	Beneficiaries					
3.	Other functionaries					
4.	Records / Documents / Meetings					
5.	Self Appraisal & Analysis					
6.	Any Other specify					
F)	Poor response by Functionaries to certain programmes can be attributed to					
1.	Lack of Commitment or conviction					
2.	Poor Programme and strategy selection					
3.	Lack of Role Clarity					
4.	Poor leadership and Communiation					
5.	Poor match between Functionaries expectations and Compnays programmes					
6.	Functionaries views not respected					
7.	Conflicts among groups and infrastructures					
8.	Very limited programme mix and scope for functionary involvement					
9.	Any other specify					
G)	PROGRAMME ACCOMPLISHMENT	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Evaluation of programs and services is based on					
2.	Extent to which programme objectives are accomplished					
3.	Feedback from beneficiaries					
4.	Feedback from functionaries /members					
5.	Visible changes and development					
6.	Continued gain even after completion of programme					
7.	Data generated through field studies					
8.	Resources deployed, resources utilized					
9.	Request for similar programmes from the community					
10.	Requests from others agencies seeking collaborative ventures					
11.	Unanticipated gains and losses					
12.	Community and beneficiary participation					
13.	Evidence of multiplier effect phenomenon, if any					
14.	Any other specify					
H)	The Nature of training strategies for staff and functionaries by the corporate are:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	Determining appropriate programmes and services mix					
2.	Evolving more effective strategies					
3.	Developing ideas for future improvement					
4.	Publicizing corporate performance					
5.	Modification of the corporate operative goals					
6.	Extending, curtailing or withdrawing a programme					
7.	Improving beneficiaries selection					
8.	Beneficiary needs identification					
9.	Reviewing resources deployment and utilization					
10.	Effectiveness of linkages with other collaborating agencies					
11.	Performance appraisal of functionaries					

12.	Improving corporate climate					
13.	Improving CSR planning					
14.	Bench marking CSR planning					
15.	Any other Specify					

I)	Evaluation of Programmes is usually done by:	Strongl y Agree	Agre e	Neutral	Disagree	Strongly Disagree
1.	External standard employed for CSR					
2.	Social Auditing					
3.	The programme or project group					
4.	The executive.or a group of representative from the executive					
5.	An external agency / An independent agency					
6.	A group of experts from within the agency					
7.	A mixed group of people from the agency, beneficiaries and external agencies					
8.	A specially appointed committee					
9.	Any Other Specify					
J)	Specific gains obtained by beneficiaries groups from programmes and services of the agency are:	Strongl y Agree	Agre e	Neutral	Disagree	Strongly Disagree
1.	An enhancement in self reliance					
2.	Obtaining direct economic benefits					
3.	Development of technical / vocational /professional skills					
4.	Increased awareness and understanding of social realities					
5.	Greater confidence among the underprivileged to face up to the challenges					
6.	Emergence and development of leadership and organized groups with development perspective					
7.	Better communication ability, a higher level of assertiveness					
8.	Greater participation in community development					
9.	Problem solving skills					
10.	Cooperation and cooperative ventures					
11.	Any other (specify)					
K)	IMAGE ENHANCEMENT	Strongl y Agree	Agre e	Neutral	Disagree	Strongly Disagree
1.	Strategies employed for image enhancement are:					
2.	Public relations					
3.	Sharing experience with related agencies					
4.	Using 'word of mouth' of beneficiaries					
5.	Ensuring program and service relevance					
6.	Any other (specify)					
L)	RESOURCES UTILISATION					
	Resources utilization(financial, Physical Human) in CSR is adequate	Yes	No			
M)	ACCOUNTABILITY	Strongl y Agree	Agre e	Neutral	Disagree	Strongly Disagree
1.	Reporting to appropriate personal /bodies and key external agencies on annual progress and audit					
2.	General circulation of reports					
3.	Sharing of CSR activities in the annual general body meeting					
4.	Providing agencies with copies and asking for comments					
5.	Sending audit reports with income -- expenditure statements to donor agencies					

6.	Arranging fact finding visits to project site for selected persons					
7.	Any other (Specify)					

Thank You for sparing your valuable time