

**ANALYSIS OF IMPACT OF CORPORATE SOCIAL
RESPONSIBILITY INITIATIVES OF INDIAN COAL MINING
INDUSTRY ON SOCIETY – WITH SPECIAL REFERENCE TO
KORBA COALFIELDS OF CHHATTISGARH (INDIA)**

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**DOCTOR OF PHILOSOPHY
In
MANAGEMENT**

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May, 2016

Declaration of Authorship

I declare that this research thesis titled “**Analysis of Impact of Corporate Social Responsibility Initiatives of Indian Coal Mining Industry on Society - with Special Reference to Korba Coalfields of Chhatisgarh (India)**”, submitted by me in partial fulfilment of the requirements for the award of the degree of Doctor of Philosophy in Management by the ICFAI University, Jharkhand, Ranchi is my own work. It contains no material previously published or written by another person nor material which has been accepted for the award of any other degree or diploma of the university or other institute of higher learning, except where due acknowledgement has been made in the text. I further state that I complied with the Plagiarism Guidelines of the University, while preparing the thesis.

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Thesis Completion Certificate

This is to certify that the thesis - **Analysis of Impact of Corporate Social Responsibility Initiatives of Indian Coal Mining Industry on Society - with Special Reference to Korba Coalfields of Chhatisgarh (India)** - by Akkala Surendra Babu in partial fulfilment of the requirements for the award of the Degree of Doctor of Philosophy is an original work carried out by him under our joint guidance. It is certified that the work has not been submitted anywhere else for the award of any other Degree or Diploma of this or any other University. We also certify that he complied with the Plagiarism Guidelines of the University.

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Abstract

There is the urge for extensive CSR activities in India to upgrade the standard of the deprived and destitute and at the same time to protect the environment. Owing to constraints before the government, to upgrade the societal status, the CSR has been made mandated for the selective corporate on the basis of profitability. Public opinion about the mining industry is different in comparison to other industries as it is perceived that mining causes major damage to the land, water and air resulting huge pollution due to its mining operations like blasting, transport and handling, i.e., loading and unloading. So the impact of mining operations is not usually acceptable to the local residents, communities in particular and the entire society in general. In order to pacify the anguish of the public, it has been beneficial to take care of local communities and society with their community social development projects. Coal Mining Industry of India has been going for the CSR activities to upgrade the societal standard. Coal Company in Korba Coalfields of Chhattisgarh (India) is no exception to it. It has also been serving the peripheral villagers through multiple CSR initiatives. The present study is confined only to two such initiatives – Village Infrastructure Facilities and Health Facilities.

Mere offering of CSR initiatives won't serve the purpose of developing social bonding. It is to be seen that

- The facilities offered are in line with the requirements of targeted beneficiaries,
- Facilities are usable and are in use,
- Facilities are upgraded regularly and

- Gaps if any between the intended benefits and realized benefits are identified and suitable strategies have been devised to abridge the gap.

The purpose of this research is to determine whether the Village Infrastructure Facilities and Health Facilities provided under CSR Initiatives by the Coal Company in the villages/geographical area of the Korba Coalfields of Chhatisgarh (India) have positive impact on the villagers' way of living. It also explains whether with the variation in demographic profile of the beneficiaries, impact of CSR activities varies. Besides, the research has traced out the gaps, if any, between the intended benefits and realized benefits from the CSR activities. Finally, it also strategizes how to improve the impact of CSR activities on villagers' way of living.

The Study finds that there is a seeable improvement in the life-style of the villagers due to the village infrastructure facilities provided under CSR Initiatives by the Coal Company in the villages/geographical area of the Korba Coalfields of Chhatisgarh (India). Hypotheses established in this research are;

- Village infrastructure facilities have made the villagers' lives ease and comfortable
- The age-group does not significantly impact in appropriating and getting benefitted from the infrastructure facilities, making the family's life ease and comfortable
- The educational qualification does not significantly influence in appropriating the benefits of the infrastructure facilities, making the villagers' lives easy and comfortable

- Occupation of the villagers does not significantly influence the impact of the infrastructure facilities, making the villagers' lives easy and comfortable.
- Income level does not significantly influence the impact of the infrastructure facilities in making the villagers' lives ease and comfortable.

It also found that CSR Initiatives by the Coal Company in the villages/geographical area of Korba Coalfields have impacted the health condition of the targeted villagers positively. Hypotheses established in this respect are:

- Health Services provided by Coal Company have made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness.
- The age-group significantly impacts in appropriating and getting benefitted from the health related facilities provided by the Coal Company leading to the efficiency of any family in the form of performance in earnings, savings and cheerfulness.
- Appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness, significantly varies with the varied educational qualification of the beneficiaries.

- The occupation of villagers does not significantly influence the impact of health related services in improving the efficiency of the villagers in the form of performance in earnings, savings and cheerfulness.
- The income level significantly influences in appropriating the positive impact of health related facilities provided by the Coal Company.

It is also inferred that there is no mismatch of facilities required by the villagers and facilities provided by the Coal Company. However, there is no proper usage of facilities and as per the outcome of the focused group discussions; it has mostly owing mostly to ignorance and to some extent to lack of confidence. To overcome this, the Coal Company needs to create awareness of the facilities provided and promote how beneficial these facilities with quality so as to build confidence.

Key Words : CSR, Korba Coalfields, Village Infrastructure, Health Facilities, Impact, Gap, Need, Regression, ANOVA

Chapter 1

Introduction

1.1 Overview

Economic inequality has been a point of concern in Indian economy as top 10% of wage earners now make 12 times more than the bottom 10%. Disparity in income has been doubled over the last two decades in India, making the economy the worst performer, on economic equality front, amongst all promising economies. As a result, in spite of doing well in GDP and foreign exchange reserve, there is acute poverty in India leading to distortion of well-being. Considering this, the concept of human development has drawn the attention of all the stakeholders of the country. In the expedition of human development, all the important stakeholders of the country like civil society organizations, governments and NGO's trying hard to bring the gap between the affluent and destitute to minimum. Stakeholders in the upper hand of the society have started showing interest towards societal cause and feeling that no citizen in the world should suffer from poverty and should not be deprived of the basic amenities towards education, health, community infrastructure, etc for ensuring equal distribution of benefits of growth, absence of which resulting to the note cause of social unrest. With this sort of mind set, while corporate houses started contributing to the society, for which they exist, in the name of corporate social responsibility (CSR) initiatives, to out-reach the benefit of CSR in considerable extent, the Govt. of India has made it mandated for particular segment of the corporate houses on the basis of their profitability. This chapter of the Thesis gives brief background of the topic, motivation for doing research on it, contribution of this research and chapter outlines of the Thesis.

1.2 Research Motivation

For accomplishing economic growth at the rate of around 8% in countries like India, energy requirements are to be met in a sustainable manner. Among the key energy resources, coal is the leading primary energy source, which contributes to about 52% of total energy needs in our country. Therefore coal production is to be produced at a growth not less than 8% to meet our energy security. To attain this escalation in coal sector, coal mining projects need 'Land' which is a most important input resource. Mining is a location specific activity, which requires land where mineral deposit subsists. Thus for mining, land acquisition is the basic requirement. In the current socio-economic set-up land acquisition is an issue on fire that is drawing country's concentration for addressing this intricate job. In fact, the issue of land acquisition needs high level of delicacy to make land acquisition easy and simpler. Coal companies have to well take care of the poor land owners by way of catering all socio-economic services with alacrity and sincerity according to the legal provisions and policies of the company. This will lead to develop social acquaintance with the villagers situated in and around coal mining projects. This social bonding can be developed with the help of Corporate Social Responsibility, with which companies can influence local communities by providing community assets like roads, culverts, bridges, community centers, schools, play grounds, ponds, market yards, bore wells, dug wells, hand pumps, public health centers etc.

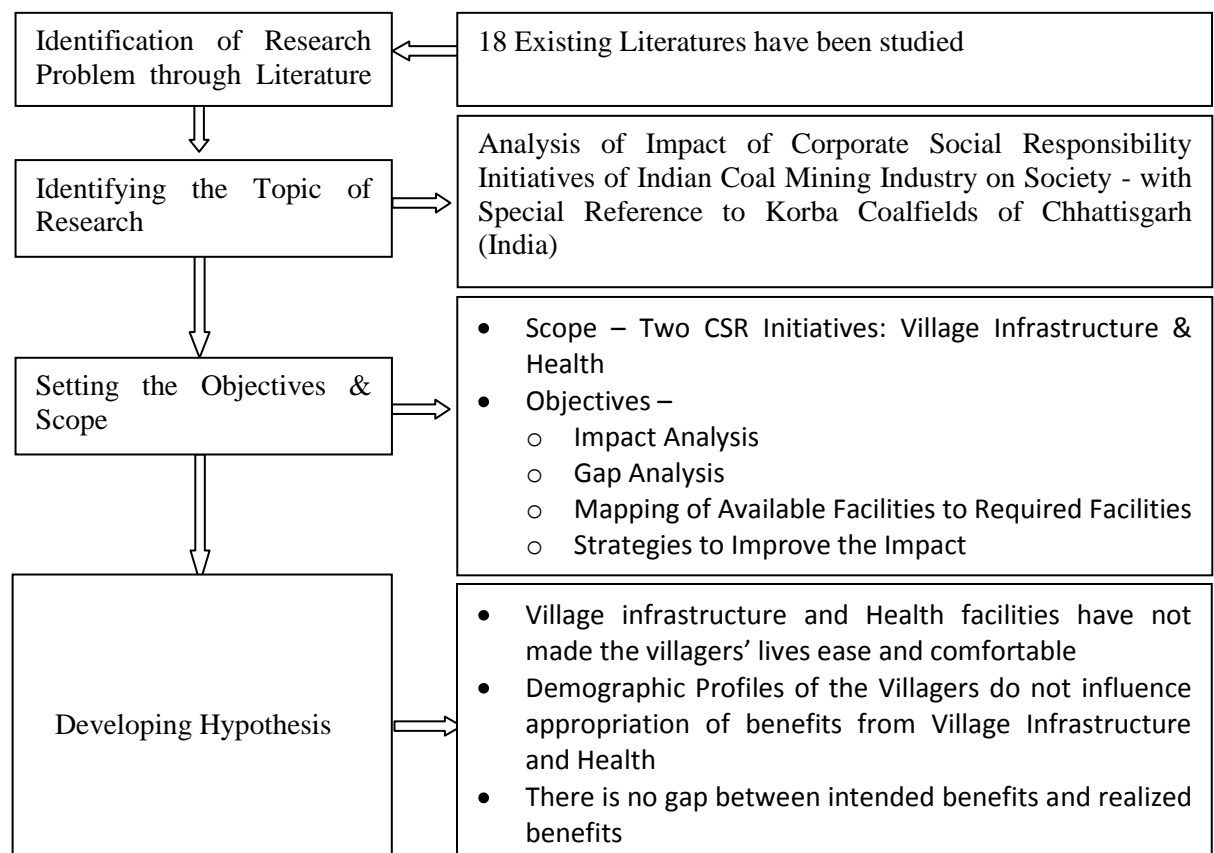
Therefore Corporate Social Responsibility to be discharged by companies becomes very significant in addition to the endeavor of government, NGO's, and other social organizations. But impact of CSR is to be assessed properly for knowing whether CSR initiatives are influencing target beneficiaries i.e.,

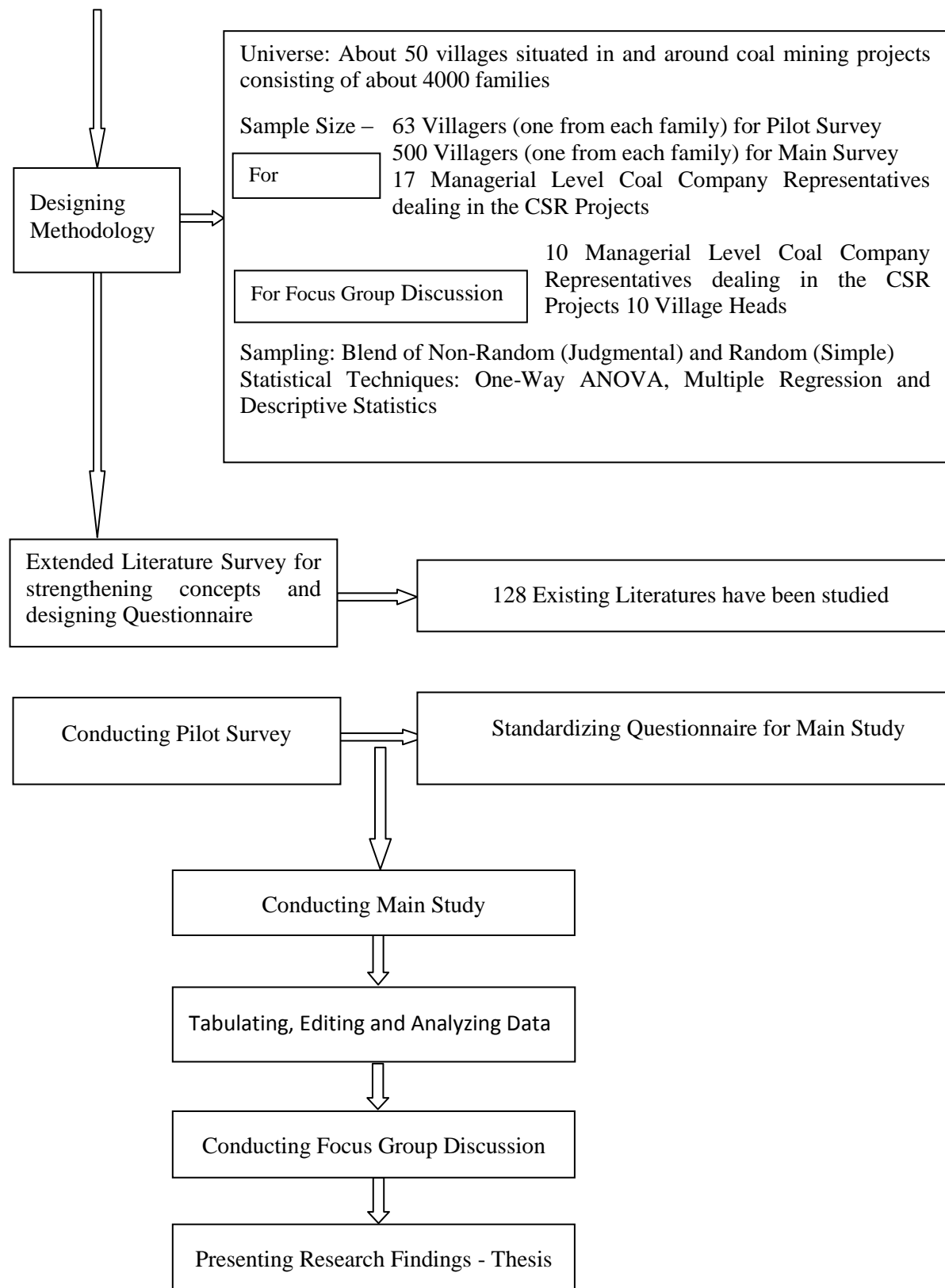
villagers. So, this area requires associated research for Impact Assessment Study.

In order to strengthen the bonding between the Coal Company and villagers of the peripheral areas, it is felt that mere offering some facilities under CSR won't suffice. More than the offerings, what matters more is the impact of CSR initiatives on the way of living of the villagers. Considering this, the research unfolds the impact of two major CSR initiatives – Health and Village Infrastructure, of the Coal Company on the society. Besides, it also strategizes how to better the impact of those two sets of initiatives on the society.

1.3 Research Design

Framework of this research is presented below.





1.4 Contribution of Research:

On the basis of the findings of the study, the stakeholders involved in CSR initiatives will come to know the real benefits of such activities and hence will be aware of their rights and responsibilities. Not only the beneficiaries will be keen to take the advantages of the CSR activities provided by the Coal Company but also the management who feel these activities burdensome and tasking may get motivated to adopt such activities as a strategy for their growth. In fact, this study will help understanding the role of CSR in strengthening the social bond. The relevance of this Project can be extended to social welfare schemes of govt. or charity organizations/NGOs/Multilateral funded Projects.

1.5 Outline of Thesis Chapters:

Chapter 2 presents the background of the topic and examines the extant literature that has contributed, theoretically and empirically, towards understanding the impact of CSR initiatives on the way of living of the targeted beneficiaries. It begins by considering the various developments in CSR concept and the CSR initiatives undertaken by the Coal Company focusing mostly on two heads – village infrastructure and health.

Chapter 3 contains Objectives of the research, Hypothesized findings and Methodology to meet those objectives. It figures out the research gap on the basis of the review of existing literature presented in Chapter-2. To fill the gap in research, a set of Objectives have been set followed by research Hypotheses. Appropriate Research Methodology has been designed as a framework to meet the set Objectives, (testing the Hypotheses).

Specific details of the Pilot Survey conducted in order to test and standardize the Questionnaire before going for the main Study are provided in **Chapter 4**. Although 70 respondents (targeted beneficiaries) of the CSR initiatives floated by the Coal Company in the villages/geographical area of the Korba Coalfields of Chhattisgarh were targeted, after eliminating the missing values, 63 valid cases have been considered. The details of the Pilot Survey and the take away from the Pilot to main Study are there in this Chapter.

Chapter 5 analyses the impact of two sets of CSR initiatives (Village Infrastructure Facilities and Health Facilities) on villagers' way of living separately and reveals a comparison also. While explaining impact, besides overall impact, it has also points out the difference, if any, in impact owing to variation in demographic profiles.

Chapter 6 exhibits whether different facilities on village infrastructure and health provided in Korba Coalfields are of use of the villagers or there is mismatch of services provided and services required.

Chapter 7 explains whether there is gap between the perceived beneficial impact of CSR initiatives (Village Infrastructure and Health Facilities) and the real impact of those facilities. Perceived beneficial impact has been ascertained both from the givers and takers sides. It means, this chapter highlights two set of comparison; a) Intended benefits of the villagers and real benefits from the Village Infrastructure and health facilities, b) Projected benefits of the Villagers perceived by the Coal Company and real benefits from the Village Infrastructure and health facilities, the villagers are getting. While intended benefits of the villagers and real benefits from the Village Infrastructure and health facilities

have been discussed in previous chapter, projected benefits of the Villagers perceived by the Coal Company and the gap has been explained in this chapter.

It has been found in the research study that in spite of spending huge amounts of money under CSR initiatives by the coal company, there are host of shortcomings in the process of need assessment and implementation of CSR projects in coal mining sector lacking positive impact on the lives of village beneficiaries which can be eliminated by the company if suitable and appropriate action with proper strategy is taken at right time. **Chapter 8** highlights the Strategies, on the basis of findings of the survey and focus group discussions to improve the impact of CSR initiatives on societal benefits.

The previous chapters presented the findings from the beneficiaries of CSR initiatives (particularly village infrastructure facilities and health related facilities) and that from the Coal Company (Korba Coalfields of Chhattisgarh, India) representatives pertaining to the impact of those facilities on the villagers' way of living, mapping of facilities to the requirements and gap between the intended benefits and realized benefits from those CSR initiatives. **Chapter 9** summarizes the findings of this research and point out the future scope for research.

Chapter-2

Background and Review of Literature

2.1. Overview:

This chapter of the thesis highlights the need and norms of CSR in India, CSR of Coal India and CSR of South Eastern Coalfields Limited (SECL) in particular. The second part of the chapter briefly explains the gist of existing relevant literatures surveyed that provides the base to identify gap and design the research framework.

2.2. Background:

In the emerging economies especially like India where social-economic disparities exist at almost all parts of the country, the companies belonging to industry of manufacturing, mining, service sector whose social responsibility gets increased to cover a wider spectrum of stakeholders. In such conditions, stakeholders expect from the industry to assume social responsibility for achievers inclusive socio economic growth and lend support to efforts aimed at development of backward regions, empowerment of weaker sectors specially women and upliftment of deprived and marginalized communities. Social and environmental concerns tend to assume primacy over immediate business gains. Therefore CSR should become a vital part of business strategies to implement CSR initiatives to meet the expectations of different stakeholders in different social economic situations. Keeping three P's i.e. People, Planet and Profit in view, the business organisations have to create competitive advantage by bringing meaningful difference to sustain in the world whose citizens and corporate citizens are coexisting. CSR has become an integral part of many

overlapping and complementary concepts such as corporate citizenship, business ethics, stakeholder management and sustainability. These concepts and perspectives are interlinked and interdependent to promote the social development.

2.2.1. Corporate Social Responsibility (CSR):

Although the core objective of any business corporate as to maximize profit and maintain it on a sustainable basis, as an artificial citizen of the country it belongs, every business has certain sets of responsibilities towards the society not just for obligatory ground but for fulfillment of its core objective as well. As a gesture of these sets of responsibility has gained momentum now-a-days and has been the talk of the business world in recent times.

CSR refers to conducting business with transparent business practices that are based on ethical values, compliance with legal requirement, respect for people and communities and concern for environment. Thus beyond making profits, companies are responsible for the totality of their impact on ‘people and planet’. People constitute the company’s stakeholders such as investors, employees, business partners, clients, customers, suppliers, vendors, civil society groups, government, non-government organizations and the community in particular and society in general planet covers for environment.

In short, corporate social responsibility is a company’s commitment to its stakeholders to conduct business in an economically, socially and environmentally sustainable manner that is transparent and ethical. Thus corporate social responsibility is all about “Doing well for Society and Environment by doing good out of profits through social innovation for building

everlasting social connectivity. Business world had realized that if any business is conducted with sole motive of profit maximization for the shareholders without having social and environmental concerns is bound to fail in the long run. Thus the concept of corporate Social Responsibility and sustainable development has been emerged as concerns of business activity.

2.2.2. Benefits of CSR:

The good CSR practices in the business organizations facilitates in appropriating larger benefits in swiftly mounting competitive business milieu. Some of such good practices are exhibited below:

- Communities recognize the organization with unrecorded and implicit license to exercise within its area of influence. So many companies have realized that Government will give license to function under constitutional commitments, but imperative stakeholder i.e. community also should agree to with its existence because of the fact that communities that are significantly affected by company's business maneuver. Therefore, the role of CSR programs/projects helps to meet the hopes of these communities.
- CSR induces the domestic stake holders including its employees and Management personnel for realizing their best CSR practices which sequentially helps to upsurge its image of the company.
- The upshot for any business to flourish in the field of CSR is in-depth understanding and dedication.
- From a corporate point of view, the beneficiaries need to be professed as 'customer' more willingly than 'beneficiaries'.

In the world wide on the whole and in India particularly, business organizations have comprehended that government single-handedly will not be able to get admittance in its endeavor to fortify the browbeaten of the society. With the hastily altering corporate set-up, more functional sovereignty and operational liberty, corporate citizens have taken on CSR as a strategic device for sustainable escalation.

CSR should be viewed as a way of carrying out business through the implantation and assimilation of ethical system and sustainable Management practices for creating economic benefits of its stakeholders.

CSR is the practice by which manager sketch and build up win-win association with stakeholders for accomplishing universal good and exhibit their dedication by taking up best business practices, procedure and strategies.

The values of CSR and sustainability are to be instilled in DNA of the organization and should be revealed in the work culture.

At the policy level, the formal focus on CSR started in India with the issuance of the CSR voluntary guidelines in 2009 by Ministry of Corporate Affairs (MCS, 2009) that was superseded due to the enactment of Section 135 of the Companies Act 2013 (MCA, 2013) making CSR spending as well as CSR disclosure mandatory for specific type of companies. India became the first country to have made CSR activity mandatory for large and profitable companies incorporated into law. In all other countries CSR efforts by corporations have been kept largely voluntary with only few countries mandating companies to disclose such activities.

The transition from a voluntary regime to a regulated regime came when the securities Exchange Board of India (SEBI) insisted the top listed 100 companies as part of Clause 55 of the Listing Agreement to mandatorily disclose their CSR activities in the Business Responsibility Reports (BR Reports) accompanying the Annual reports. Thus SEBI opined was in the larger interest of public disclosure and represented a move towards integrating social responsibility with corporate governance. The move came with the enactment of section 135 of the Companies Act 2013.

2.2.3. CSR in India:

Although CSR is not a new concept in India the ministry of corporate affairs, govt. of India made CSR mandatory w.e.f. 1st April 2014 and had notified about CSR through act and rules as follows:

1. Section 135 of corporate social responsibilities (CSR) of companies Act 2013 and the types of CSR activities to be undertaken as per schedule 7th of the act.
2. The companies (CSR) rules, 2014

The companies on whom the provisions of the CSR shall be applicable are contained in subsection 1 of section 135 of the companies act 2013 where the companies having net worth of Rs.500Crore or more; or turnover of 1000 crore or more; or net profit of Rs 5 crore or more during any financial year required to constitute a CSR committee of the w.e.f. 1st April 2014.

Net worth worth Rs.500 crores - OR- Turnover Rs. 1000 crores – OR –
Net profit Rs. 5 crores

The above provision requires every company including foreign company having branches or project offices prescribed Net worth or turnover or net profit to discharge CSR as per statutory provision thus CSR in India has become mandatory instead of voluntary.

CSR committee should comprise of three or more directors out of which at least one director shall be an independent director. The composition of CSR committee be disclosed in the BOD report.

2.2.4 Issues and Challenges in CSR:

- Impact : Qualification and assessment of impact i.e. making a tangible effect has emerged important for every CSR leadership company want to ensure that they create impact that can be seen and talked about.
- Partnerships: Strong alignment among the companies with each other's vision and policies, through collaborative efforts and leverage it to create a collective and sustained impact.
- Long Term Projects: Filling up gaps if any found in the government schemes.
- Employee Engagement: Dedicated employee teams are required for engaging their employees in the conception and implementation of CSR Programs.
- Question of where to spend? On which subject area CSR amount be utilized?

2.2.5 CSR Spend by Top 5 Companies in India in 2014-15:

Table 2.1. CSR Spend by Top 5 Companies in India in 2014-15

SL. No.	Pvt. Company	Amount (Rs in Cr) Prescribed	Amount spent (Rs. In Cr)	% spent
1	Reliance Industries	532.96	760.58	142%
2	Infosys	243.00	243.00	100%
3	ITC	212.92	214.06	100.50%
4	TCS	285.00	218.42	76.60%
5	Tata Steel	168.26	171.46	101.90%

Source: New Gen & FICO

2.2.6 CSR in Indian Coal Mining Industry:

As the Mining companies are location specific due to existence of minerals at particular part of land on planet earth. But in the public opinion about the mining industry is that it causes major devastation to the land, water and air resulting huge pollution due to its mining operations like blasting, transport and handling ie loading and unloading. So the impact of mining operations is not usually acceptable to the local residents, communities in particular and the entire society in general. Even if Mining Industry takes care of local communities and society with their community social development projects it appears to them that the mining industry displaying ‘devil may care’ attitude to the impacts of its operations. The CSR projects of mining companies have been considered to be on top priority to focus on community requirements and also to have impact in economic, social and environmental aspects. However, the effectiveness of CSR initiatives of mining companies is a million dollar

question. Now due to mandatory CSR under Companies Act 2013 and also due to the global approach towards CSR Projects and their implementation by various multinational companies, other public sector companies, the coal companies also have remodeled themselves for planning and implementing CSR initiatives in a big way to cause huge positive impact on local communities and society.

The reasons why CSR Initiative are important for Mining Companies are as follows:

- Public Opinion of the sector as a whole is different due to the absence of consensus over environmental and social performance.
- Pressure groups like NGOs, Civil Society Organizations, local political bodies, and media targets the mining companies for existence in neighborhood.
- CSR initiatives may sometime be perceived as a compensatory measure to the damage already done to their livelihood and social fabric.
- Skilled manpower is not adequately available from local areas so they think that they would not get employment in these companies. But the skill development CSR programs induce confidence among these people and also encourage and accept the technological advancement in the mining companies.
- Land disputes at the time of land acquisition which rises due to absence of transparent mechanism.
- Traditional culture may get affected due to vast mining operations.

- The benefits of the project to be extended constantly and consistently to the local communities to win their confidence- sustainable livelihood project.
- Supporting local business.
- Micro-credit finance schemes - to help and support in their investments according to their interests and priorities.

The benefits of CSR Projects should be extended to the affected communities throughout the existence of coalmining projects and also beyond its mine closure. The mine closure plan should judiciously be implemented to take care of environment because of which the mining company can give back to society in the form of land reclamation and afforestation and other resources for fish farming, agriculture etc.

2.2.6.1 Social Impact Assessment (SIA)

SIA is most widely applied tool to address and mitigate the social impact of mine development and to plan the development needs of the community.

- Consultation with local communities i.e. beneficiaries.
- Survey.

Local communities in and around mining areas are categorized. There are three kinds of local mining communities.

Occupational communities are those households or families who derive all or most of their income from mining.

Residential communities are those who live with the geographical area affected by mining and have been in existence before the mine or have developed as a result of mining operations. (MMSD 2002- The Mining, Minerals and Sustainable Development Report, 2002).

Indigenous Communities - Household or families with an ancient and cultural attachment to the land where mining occurs or has an impact.

Another type of community that often co-exist with large-scale mining operations is the artisanal or small scale mining community.

So mining companies must understand with lot of sensibility about their sensitivity in belief system, culture, etc. before undertaking community initiatives. This is imperative for maintaining amicable relation with the local community.

Local communities get detrimentally affected in any ways by large scale mining activities. Entire village/villages required to be relocated for providing their land to make way for surface mining operations. This comes huge emotional impact due to sentiments attached to their age old land, premises, etc. This issue needs to be handled with super sensitivity. Environmental and social costs have to be taken into account for producing coal in coal mining.

A significant aspect of the company's livelihood focus is the establishment of alternative and sustainable livelihood programs – to achieve self-sufficiency and improved economic security in the communities involved.

- Regularly holding meeting with local community leaders/representatives will help in understanding their difficulties, issue.
- We cannot buy people/communities with physical structure/infrastructure, we need to involve, infuse the concern and attachment for their social and economic well-being.
- A dedicated CSR Cell with teams for extending continuous support and help to the local communities – CSR Health clinics- Doctor on call facility in case of emergency under CSR Program.
- Educational support.
- Infrastructure & its maintenance.

Now with mandatory CSR policy, Coal India and its subsidiaries are actively indulged in taking care of society, environment by not only taking care of its internal stakeholders(specially employees) ,but also extending helping hand to adjacent communities through various CSR initiatives regarding community welfare, education, health, drinking water, infrastructure, skill development, environment, empowerment of women, sports & culture, etc.

Coal India Limited and also for its subsidiary companies has a structured CSR policy for promoting the standard and quality of life of nearby communities of mining areas. It provides medical services to all its employees, their families and local populace through 86 fully equipped hospitals having 5835 beds, 423 dispensaries, 1524 specialist doctors and 640 ambulances. It also provides educational facilities through 536 schools and helping 100 below poverty line students and 25 wards of land losers with Coal India Scholarships for studying in government engineering and medical colleges. It provides potable water to about 2.3 million populace in remote mining areas.

2.2.6.2 Major CSR Activities under CSR Policy in Coal India Limited :

- Health Care: Organizing health awareness camps on AIDS, TB, Leprosy, diet, nutrition, family planning, facilities of mobile medical vans etc.
- Education: Financial assistance to schools, scholarships, adult literacy, cycles to deprived girl students.
- Water Supply together with Drinking Water: Installation and repair of hand pumps, dug wells, bore wells, laying pipelines.
- Social Empowerment: Training and Development in different fields such as welding, fabrication, tailoring, farming etc for weaker section of the community for self employment.
- Sports and Culture: Promotion of sports of different events in coalfields including nearby villages.
- Generation of Employment: By setting up cooperative societies, construction of shopping complex etc.
- Relief of Victims against natural calamities.
- Adoption of Villages: For carrying out activities like infrastructure development such as providing solar light, pavan chakki, construction of roads etc.
- Infrastructure Support: Construction of Community buildings, roads, culverts, repairing and supply of furniture for educational institutions.

- Financial Assistance to NGOs: For undertaking different activities towards uplifting of the under privileged, backward, physically and mentally challenged children.
- Financial Support: For organizing medical camps, free consultation, distribution of medicines awareness for under privileged and slum dwellers in association with local community.
- Various Activities towards Protection of Environment: The impact on the environment due to extraction of coal is being monitored constantly by the CIL subsidiaries and adequate measures for control of air, water, and noise pollution, land degradation, deforestation etc are being undertaken in accordance with the provisions of all statutory norms, acts and rules on a regular basis by way of the following environment protection activities:
 - Plantation – Massive plantation is being carried out in command areas by state forest department every year to mitigate all sorts of pollution. Further the following measures are being undertaken to mitigate environment pollutions:
 - Air pollution control measures.
 - Water pollution control measures.
 - Land reclamation/Restoration and General cleanness.
 - Noise pollution control measures.
 - Environment Management Plan monitoring.
 - Executing statutory requirements of state pollution control boards.

2.2.6.3 CSR projects of South Eastern Coalfields limited (including in and around Korba Coalfields of Chhattisgarh):

Korba Coalfields have got the commitment to sustainable development and inclusive growth in the adjacent villages of coal mining projects through various CSR projects implementing across seven districts of Chhattisgarh and three districts of Madhya Pradesh to bridge rural-urban gap. The CSR projects of are categorized under five types namely Project Buniyad, Project Armaan, Project Swasthagram, Project Vasundhara and Project Swavalamban.

- **Project Buniyad** – This project is designed to provide rural infrastructure such as health centers, roads, play grounds, community centers, market places, water supply, schools, etc. in the targeted 350 villages located in and around coal mining project areas.
- **Project Armaan** – This project has aimed at improving standard and quality of education in rural areas to supplement the endeavour of central and state governments to give wings to rural children.
- **Project Swasthagram** – This project is intended at developing health-care programs with 17 hospitals, 47 dispensaries and 159 ambulances which manned by 251 doctors and 874 paramedical staff. Under this initiative various medical camps including eye camps, family planning camps, diagnose camps, etc. being organized in nearby villages from time to time.
- **Project Vasundhara** – This project is meant to protect environment and commence initiatives to control pollution due to air, water, noise and land in and around mining areas through ground water recharge, substantial plantation, water harvesting, waste land development, development of eco-tourism and development of parks.

- **Project Swavalamban** – Partnering with Chhattisgarh Centre for Entrepreneurship Development, this project has been meant to craft consciousness on entrepreneurship and self-employment, skill development through vocational training programs for villagers in seven districts of Chhattisgarh and 3 districts of Madhya Pradesh.

2.2.6.4 Korba Coalfields, Korba District

Table 2.2. Korba Coalfields, Korba District

SL. No.	Coalfield Area	Name of the Villages
1	Kusmunda Area	Khodri, Birda, Tenduwahipari, , Pandripani, Pali, Jailpara, Ghanedapari, Kanhaiyabhata, Sarvamangla, Nagar(R&R), Ghotapat, Shantinagar, Khamhariya, Jhatraj, Japeli, Vaishali Nagar (R&R), Risdi, Ghandabari, Salora, Narbodh, Vidyanagar, Padania, Chandrapur, Bharpahari, Gevra Basti, Navagaon, Laxman Nagar (R&R), Sirbida, Chunchunia Basti, Churail, Sonpuri, Dharpur, Bata, Sisrampur, Gangdel, Akrapali, Amgaon, Rangbel, Kanberi, Kharbhawana,
2	Gevra Area	Devri, Mohariyamunda, Roal, Deng Suttra Raod, Dongri, Jophra Dabri, Tiwarta, Utald, Dipka Village, Korbi, Ankrapalli, Mauhadih, Kabir Dharma Nagar & Gevra Basti, Hardikala, Chakrabuda, Salora, Bharpahari, Naraibodh, Chhorihapara, Patharia, Bamhnikonha, Kamariya near Hardibazar, Dhatura, Bhandha khar, Jamnimuda, Boide, Andikachhar, Bhathapara, Vijay Nagar (R&R), Ganga Nagar (R&R), Nehru Nagar (R&R), Hardi Bazar, Ralia, Bhilai Bazar, Dhurena, Amgaon, Bahanghat, Bhatia, Umendi Batha, Sarai Shrinagar, Dholpur, Kemdai, Mudapar, Saraipali, Muryand, Dhindol Bhata, Navapara, Darri, Mukta, Jendra, Bokaramuda, Katkidabri,
3	Dipika Area	Joraha Dabri (Common with Gevra), Utsarda (Common with Gevra), Andikachhar (Common with Gevra) Chainpur Nagar (R&R), Gandhi Nagar (R&R), Beltikari (R&R), Vivekanand Nagar (R&R), Hardi bazar (common with Gevra), Jhabar, Renki, Rainpur , Bankhetapara, Bamnikona (Common with Gevra), Dindhol Bhata, Tiwartha, Ranjana, Suwabhondi, Malegaon,

2.2.6.5 CSR expenses in Indian Coal Companies (in Rs. Crores on FY basis collected from Annual Reports of the companies):

Table 2.3 CSR expenses in Indian Coal Companies

SL. No.	Coal Company	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	Total
1	South Eastern Coalfields Ltd	8.78	11.34	17.67	46.63	43.91	40.42	168.75
2	Mahanadi Coalfields Ltd	14.31	53.45	28.33	25.57	111.48	61.30	294.44
3	Northern Coalfields Ltd	2.35	4.35	9.24	39.72	17.64	61.76	135.06
4	Central Coalfields Ltd	6.40	9.69	15.52	13.66	26.94	48.87	121.08
5	Western Coalfields Ltd	2.88	7.12	7.85	20.95	23.79	20.14	82.73
6	Eastern Coalfields Ltd	2.49	4.47	9.11	9.42	12.54	24.85	62.88
7	Bharat Coking Coal Ltd	1.69	1.98	5.53	4.77	20.00	14.33	48.30
8	a. Coal India Ltd (Stand Alone)	0.50	5.94	10.35	23.73	141.70	24.72	206.94
	b. Coal India Ltd (Consolidated)	50.55	129.37	104.12	140.13	409.37	298.10	1131.64
9	Neyveli Lignite Corporation Ltd	12.50	13.00	11.53	14.26	26.30	47.49	125.08

2.2.6.6 Expenditure under CSR heads by SECL in Dipka, Gevra and Kusmunda Areas

Table 2.4 Expenditure under CSR heads by SECL

Expenditure under CSR heads by SECL in Dipka, Gevra and Kusmunda Areas									
S. N.	Name of the Project	CSR Activity/Initiative	CSR Expenditure (Rs in Lakhs)						Total
			2014-15	2013-14	2012-13	2011-12	2010-11	2009-10	
1	Dipka OCP	Education (Construction / repair of class rooms, boundary wall, cultural stage, toilets, cycle stand, water supply etc. in school, providing furniture and other facilities in school)	0.00	71.91	47.17	11.81	8.52	13.95	153.36
		Health (Organizing medical camp, providing medicines and hiring of ambulance for villagers)	0.00	0.00	13.87	5.29	5.29	0.00	24.45

		Water Supply (Drilling of tube well, installation of submersible pump and providing water tank, Deeping of pond and construction of ghat at pond and construction of overhead tank and Sarwjanik Tap establishments etc.)	170.61	89.88	73.47	49.30	15.35	6.36	404.97
		Construction of Community Hall	0.00	38.55	42.12	35.66	5.27	1.00	122.60
		Construction of Approach Road, Culvert etc.	1300.69	727.51	72.84	4.40	2.62	0.00	2108.06
		Sports & Culture	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Livelihood	0.00	0.00	0.00	0.00	0.24	0.00	0.24
		Skill Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Others Works/ Misc. Works	0.00	0.00	26.81	31.18	16.80	9.08	83.87
		Sub Total (Dipka OCP)	1471.30	927.85	276.28	137.64	54.09	30.39	2897.55

2	Gevra OCP	Education (Construction/repair of class rooms, boundary wall, cultural stage, toilets, cycle stand, water supply etc. in school, providing furniture and other facilities in school)	2.49	187.98	37.20	46.26	34.63	6.96	315.52
		Health (Organizing medical camp, providing medicines and hiring of ambulance for villagers)	11.00	0.00	1.62	15.25	31.36	0.00	59.23
		Water Supply (Drilling of tube well, installation of submersible pump and providing water tank, Deeping of pond and construction of ghat at pond and construction of overhead tank and Sarwjanik Tap establishments etc.)	0.00	12.26	68.48	41.70	16.74	36.34	175.52
		Construction of Community Hall	0.00	67.33	0.00	16.51	9.43	8.43	101.70

3	Kusmun da OCP	Construction of Approach Road, Culvert etc.	123.79	1183.12	190.92	4.88	7.90	6.54	1517.15
		Sports & Culture	10.00	0.00	0.00	0.00	0.00	0.00	10.00
		Livelihood	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Skill Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Others Works/ Misc. Works	76.00	73.76	25.39	44.63	5.15	0.00	224.93
		Sub Total (Gevra OCP)	223.28	1524.45	323.61	169.23	105.21	58.27	2404.05
		Education (Construction/repair of class rooms, boundary wall, cultural stage, toilets, cycle stand, water supply etc. in school, providing furniture and other facilities in school)	8.84	38.39	69.48	3.12	9.59	10.05	139.47
		Health (Organizing medical camp, providing medicines and hiring of ambulance for villagers)	0.00	0.00	12.91	16.81	10.90	0.00	40.62

		Water Supply (Drilling of tube well, installation of submersible pump and providing water tank, Deeping of pond and construction of ghat at pond and construction of overhead tank and Sarwjanik Tap establishments etc.)	6.95	41.07	18.54	15.71	28.40	3.83	114.50
		Construction of Community Hall	8.87	82.08	55.52	3.00	0.00	0.00	149.47
		Construction of Approach Road, Culvert etc.	3.81	58.51	150.94	5.14	7.60	0.30	226.30
		Sports & Culture	0.00	0.00	0.00	0.10	0.00	0.00	0.10
		Livelihood	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Skill Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Others Works/ Misc. Works	10.31	3.55	178.10	35.29	25.39	3.86	256.50
		Sub Total (Kusmunda OCP)	38.78	223.60	485.49	79.17	81.88	18.04	926.96

4	Dipka, Gevra & Kusmunda	TOTAL	1733.36	2675.90	1085.38	386.04	241.18	106.70	6228.56
5		Total Expenditure By SECL	4042.74	4391.57	4800.94	1863.37	1134.52	878.55	17111.69
6		% Expenditure by these three area	42.88	60.93	22.61	20.72	21.26	12.15	36.40

Source : secl.gov.in

2.3. Review of Literature :

Focusing on Business and the New Social Compact, Prahlad (2012) opines, “We have come to a point now where the agenda of sustainability and corporate social responsibility is not only central to business strategy but has become a critical driver of business growth”.

Highlighting the ‘process’ aspects of resource conflicts through an examination of existing grievance-handling procedures at six mining operations where company–community conflict was present, Kemp et al. (2011) found six mechanisms to be inadequate in their capability to press on fairness. The authors advocate that if the overall objective of global norms is that companies construct and perform grievance handling in ways that strongly prefer just practices, then ‘mechanisms-in practice’ must be better understood and constructively critiqued along all justice dimensions. In relation to the key dimensions of power, dialogue, and participation: there are negligible attempts to address power imbalances; partial attempts to facilitate dialogue; and, while two sites emphasize collaborative solution finding, none of the six sites encourage collaborative design of the grievance mechanisms themselves. Sharp distinction can be drawn between traditionally ‘soft’ concepts like ‘power’, ‘dialogue’, and ‘participation’ and the ‘hard’ realities of the mining business. It becomes apparent that the so-called soft principles actually function as ‘hard-wired’ enablers within the corporate-community dynamic that determined to a large extent whether grievance procedures or strategies will achieve their desired goal. A key consideration here is that while the grievance procedures in each of the six cases proved to be less than optimal, this should not be mistaken

as a suggestion that the foundations for engagement and change were entirely absent.

For Mining firms, Buenar et al. (2011) advocate practical internal engagement mechanisms that include synergies between leadership action and other mechanisms such as learning and culture in order to be responsive with their CSR. The peculiar pressures and responsibilities of such firms arise from the fact that they must operate where ore is found, they are engaged in resource extraction that is depletive and nonrenewable, and they tend to operate in depressed localities using overtly expensive equipment and mechanisms. All these make them particularly vulnerable to community concerns and opposition. This heightens the need for such organizations to explore the practical strategies and conceptual models through which they may be better able to achieve a responsive ethical tone within what is obviously a difficult context. Based on the GSR experience, we conclude that when organizational leaders accept the challenge and commit to creating organizational structures (such as units or departments responsible for social responsiveness), and adopt the learning from compliant “others,” they create a potentially productive internal mechanism for achieving responsive CSR. Firms need to structure their operations to include units dedicated to community intelligence, environmental monitoring, regulatory compliance, and sustainability. Organizational leadership (in terms of senior management decisions and choices), learning (in terms of commitment to adopt multiple learning strategies), and (to a lesser extent) firm-level culture (in terms of level of employee involvement and recognition of the company’s CSR initiatives) are important attributes necessary for sustainable CSR.

By analyzing in-depth semi-structured interviews with key stakeholders in the Argentine mining sector, Yakovleva & Brust (2012) provides rare insight into multi-stakeholder perceptions of CSR in the industry that heavily impacts on the natural environment and local economic and social structures. Mining MNCs indeed adapt their CSR strategies to the local context, but are mostly attuned to government expectations in economic, legal and environmental dimensions. Although civil society stakeholders have strong views on ethical and environmental responsibilities of mining companies, companies do not allow negotiation on these issues. Instead of maintaining the emphasis on both dimensions present in HQ policies, mining companies maintain the same emphasis on ethical dimension (which is a positive sign from a normative perspective), but negotiate a reduction in emphasis on environmental responsibilities influenced by a low weight given by the host government.

The research done by Arko (2013) focuses on the corporate social responsibility activities of these companies with respect to the governance structure put in place and the funds allocated for such activities. CSR should not be a matter of some few dollars being spent on the people; it should be able to cause a significant change in the lives of the people. At a time when the average cost of producing an ounce of gold is \$751 and is sold for US\$ 1,571.52 per ounce (Ghana chamber of Mines, 2011) the gold mining companies can contribute more to CSR and not the \$1 per ounce and 0.1% of pretax profit that they at present do.

The study by Mzembe & Meaton (2014) examines the drivers of the CSR agenda pursued by Paladin (Africa), a subsidiary of an Australian multinational mining company (MNC) operating the first uranium mine in Malawi. The findings suggest that the CSR agenda in the mining industry in

Malawi is strongly influenced by externally generated pressures such as civil society organization activism and community expectations; although it is clear that other drivers such as public and private regulations and pressure from financial markets also played a role in pressurizing Paladin to adopt a CSR agenda.

The Study undertaken by Kepore et al. (2014) examines how one indigenous community in the Western Province of Papua New Guinea (PNG) views the social responsibility initiatives of OK Tedi Mining Ltd (OTML). Insights gained from four focus groups amongst the Ok Tedi River indigenous communities show that while some members of the community are satisfied with the company's efforts at the macro level, many have reservations about the effectiveness of the programs at the micro level on the village and family unit. The implementation of CSR activities are slow and in many instances do not effectively address stakeholder concerns. At a macro level, the company's activities are appreciated, but there is a disconnect at the micro level. Initiatives targeting individual villages and households are seen as ineffective and fail to touch the day-to-day realities experienced by affected communities.

This research done by Ted & Thien (2015) through a thematic analysis of interview transcripts with decision-makers from two banks, one insurance institution, and two expert stakeholders uncovers an espoused understanding of CSR that is broad, but the aspect of indirect impacts is not given sufficient priority despite the potential holistic effect on society and the environment. The findings do not bode well for substantive systemic change considering Financial services institutions' (FSIs) latent potential for influencing economic, social and environmental issues through the indirect impacts of their core business products and services.

The research of Diale (2014) highlights an assessment of the progress so far made in pursuit of responsible business practices. Firstly; the notion of CSR as a discourse and its understanding within the mining industry is explored, secondly; a brief overview of the historical and policy context of the South African socioeconomic background has been presented. Thirdly; reflections on the mining charter as a framework for responsible business within the mining industry are exhibited. Lastly; an analysis of the progress achieved is also made.

In order to address the social implications of corporate activities with concern for human rights, livelihoods, community engagement in decision making, ethical behaviour and the valuing of local acquaintance and the environment, as per Bice (2014), the role of corporate social responsibility and Social impact assessment (SIA) to share fundamental values is most important for the organization. Potential three bridging points have been identified in the relationship between corporate social responsibility and Social impact assessment, which are: The Policy-Practice gap; formal versus informal regulation and internal versus independent implementation. This research study worked upon whether and how CSR and SIA could or should connect and also examined how these two towers be bridged so that the mining sector in Australia be able to serve its communities and stakeholders better. To bridge CSR and SIA, three types of changes were suggested. First, a ‘cultural shift’ in which the values delineated in CSR Policies and frameworks are important which need to be integrated with SIA planning and implementation process. Second, ‘Behaviorally’ the ways in which SIA and CSR are carried out need to be reexamined. Third, “voluntarily” the CSR programmes are executed should

be checked with regulatory obligations and should achieve ‘go beyond compliance’ status which would bring out improved performance of the company.

Embley (1993) advocates for a new wave that is a new business phenomenon, in which businesses of all sizes are building up partnerships with consumers, which supports socially relevant issues, such as environment, education, the homeless, children and the elderly people. These new business activism has developed into a strategy called philanthropic economics – ‘doing well while doing good’. In the present era the enlightened consumer is making buying decisions wisely keeping how companies are behaving responsibly towards social and environmental issues. Eventually the consumers would look into the following:

- Checks about whether the company is using such kind of input materials which harm the environment during the manufacturing process.
- Verifies whether the company is adopting animal testing for its research and development activities.
- Observes whether company is using environmental friendly packing and merchandising material or not.
- Watches keenly its advertisements and promotions of product with a view to check the awareness levels of its internal employees and outsiders.

So the present consumers are also driving the investments to be done in a socially responsible manner by the investors which are termed as “Socially responsible investing”.

With regard to increased criticism from the stakeholders, the mining industry started to pay serious attention to social and environmental aspects through corporate social responsibility policies and strategies. Mining activity is site specific due to natural availability of mineral resources, which often exist near local communities and villages in turn give rise to mining conflicts. Mining industry has been viewed as “devil may care attitude” by the project affected communities by virtue of its mining operations which cause major devastation to the social legacy and to the environment – Jekkins (2004). So Mining industry need to adopt the strategy of ‘constructing the community’ which helps in inclusive and equitable development of local communities, employees and aboriginal groups. The community construct is nothing but developing harmonic relations with adjacent communities by giving due significance to social values and policies and transforming them into assertive actions so that the company occupies at the heart of community. Community concerns, community interests and community well being have to be truly covered as most important part of the business strategy to fulfill the company’s interests.

As per Piercy & Lane (2009), the impact of CSR initiatives on customer and other stakeholders will be of great importance to add value to its business. The key to the performance of the company is depending on how the company is conducting its business operations and activities with regard to social, ethical and environmental aspects through its CSR initiatives and projects. For choosing the activities of CSR to address social issues the management should

focus on points of intersection between company and society including how business activities are impacting society and also how social conditions are impacting business in the normal course of business. This kind of approach helps in creating corporate social agenda which ultimately provides an opportunity to create shared value. Therefore the link between CSR and value proposition to customer has been incorporated in the framework for the purpose of assessment of CSR impact on strategic marketing and customer value.

The Corporate Social Responsibility of the Company, as advocated by Agrawal (2014), should extend contribution towards upliftment of disadvantaged and marginalized project affected people which makes positive impact upon the customers. Government of India has also made mandatory to discharge corporate social responsibility out of profits earned by the companies qualified under Companies Act 2013. With this government is sharing the burden of social welfare with the corporate sector who shall shoulder the responsibility to enhance the effect of goodwill among all stakeholders, which ultimately helps to improve in the financial performance of the company.

The researcher Mapepeta (2015) focused upon the impact of CSR on corporate image especially at Zimbabwe Revenue Authority (ZIMRA), where the objectives of research were as under:

- Identifying the initiatives under CSR programme which would really matter to the society.
- Reception of such CSR initiatives be evaluated.
- Measuring the intended impact of CSR initiatives on society.

- Analyzing the impact of such CSR initiatives on the corporate image of ZIMRA.

The research problem identified at Zimbabwe Revenue Authority where the organization image was not up to the mark in the opinion of public and media. Then the management of ZIMRA adopted CSR as their business strategy to bring out positive impact for improvement of corporate image.

Hassan et al. (2014) found that corporate world has been compelled to operate their businesses in socially responsible ways due to increased awareness among stakeholders. The competitive advantage, financial result, customer behaviour and corporate reputation are totally influenced by the CSR initiatives taken up by the companies. Therefore, the objective of research study was to examine the mediating role of customer satisfaction and corporate reputation on achieving competitive advantage for corporate and then measure the impact on creating competitive advantage for corporate that apply social responsibility in the kingdom of Saudi Arabia. The experimental result of the study has proved that the initiatives of CSR are influenced by economic, legal, ethical and discretionary activities. The tests have also confirmed that there exists a strong and direct positive relationship between the initiatives of CSR and competitive advantage. The results of the study revealed that mediatory role of corporate image and customer satisfaction plays a vital part between CSR and competitive advantage.

Under section 135 of Companies Act 2013 companies have to discharge corporate social responsibility mandatorily in Indian business scenario which helps not only complying with the statutory obligations and also contributing

for socio-economic development of local communities - Batra (2014). The paper analyzed how CSR is related with changing consumer behaviour and how it helped to understand the consumer psychology. Any company that wants to win over the long run needs to adopt a mind-set of “winning with the consumer” should ensure that they deliver value to their stakeholders, continue to innovate to deliver superior products, propositions, more efficient system and derive better results for their consumers.

The researcher Tuzcu (2014) has studied about the perception of employees about CSR and explored about the outcome of employee perception on organizational commitment and job satisfaction. Hence the individual factors that have an impact on this perception namely gender, age, education level, the hierarchical position in the organization, the working type and the participation to the CSR Projects were considered. The data was collected through survey conducted among employees of Turkish Petroleum Refineries Corporation (TUPRAS). Techniques of Chi square, t- test and ANOVA were used to determine findings which revealed that one could find an insignificant relation between organizational commitment and job satisfaction and perception of corporate social responsibility. This study assessed that CSR based job satisfaction and organizational commitment level difference across various individual factors and concluded that these factors were not influential.

The research study of the researcher Meena (2013) was primarily carried out to assess the impact of CSR Practice on the performance of medium scale enterprises (MSE's). The study hypothesized CSR to be multi-dimensional scale consisting of local community, employees, suppliers, environment and customers. The data for research was collected using snowball sampling from 84 medium scale industries located in Bari Brahmana, Gangyal and Digiana of

Jammu. The study based on hypothesis testing result confirmed that CSR has been found to be composite of all the five dimensions.

The researcher Ubius (2012) has taken up the study to assess about connections between innovation climate and CSR. The findings of research work revealed that there exists a connection between innovation climate of organization and CSR, but it depends upon demographics of its employees such as gender, age and education levels etc. The data was collected from eight countries namely Estonia(623), China(1150), Russia(684), Japan(1570), Czech(1110), Finland(239), Germany(113), Slovakia(605) and the total number of respondents was 6094. This data including three different age groups, two different genders and two different education levels were compared with the help of T-test and ANOVA-test. Linear regression analysis was used in the data analysis to find out the impact of CSR on the organization's innovation climate. This research study found that the CSR predicted innovation climate more in young and middle age groups, high among women and also among those with higher levels of education.

The researchers Hakimy et al. (2012) tried to understand the implementation of CSR programs and also to assess the impact on organizational citizenship behaviour among employees. In this study, there are one dependable variable i.e. organizational citizenship behaviour and five independent variables namely CSR for customer, CSR for employee, CSR for government, CSR for society and CSR for environment. The total number of respondents was 154 collected from an international hyper market in an east-coast of Malaysia. The data was analyzed by using SPSS, frequency distribution, descriptive analysis, one-way ANOVA, cross tabulation, reliability, coefficient of correlation and multiple regressions. After analyzing

with the help of multiple regression analysis, three dimensions of CSR such as environment, employee and customer were found noteworthy to influence organizational citizenship behavior (OCB). This study has also revealed that the organization's commitments toward non-business social agendas influenced the employee behaviour. The more commitment of organization towards social responsibility, better the employee behaviour among them.

This research study of Dobrescu (2013) investigated about the econometric analysis of social responsibilities of main corporates of Romania on their corporate value. To carry out this study information from various reports such as "Ernst & Young romania – Major companies in Romania, 2012 Edition"; B & P Brandivia : CSR 24/7 Rating 2010 Romania", and also from web pages such as www.responsibilitatesociala.ro; www.csrmedia.ro; and secondary data of 2011-12 belonging to 101 companies of Romania. The data was processed with the help of unifactorial and multifactorial regressions in Eviews7. The outcome of research work was that the financial strength, market position and corporate value were partially influencing the CSR activity in the company and also found that CSR activity was more facilitated at such company whose manpower strength was more.

The research work by Subanidja et al. (2013) was undertaken to analyze about the effect of CSR disclosure, Good corporate governance and corporate culture in rural bank industry of Greater Jakarta area covering Jakarta, Bogor, tangerang, Bekasi (Jabadetabek). This study was done to investgate and analyze about (1) perceptions of managers about the performance of rural baks of Greater jakarta and about CSR disclosure, corporate governance implementation, corporate culture. (2) the impact of CSR disclosure, corporate governance and corporate culture on the performance of rural banks in Greater

Jakarta area. This study found that the CSR initiatives in rural banks were not properly implemented and also due to absence of adequate rules and guidelines from Central Bank of Indonesia the corporate governance and corporate culture were not good in this rural bank industry. The research findings revealed that the culture of organization be improved only with the improved competence levels of bank managers. Good corporate governance should be an integral part and underlying spirit of management of rural banks. More harmonious partnerships between employees, communities, customers and the environment are developed with CSR programs and its implementation.

The research study of Hofman & Newman (2014) investigated into the relationship between employee perceptions and their organizational commitment with regard to corporate social responsibility practices implemented in the five export oriented manufacturing small and medium enterprises (SME's) of east coast area of China. The primary data was collected from 280 employees of manufacturing small and medium enterprises (SME's) through survey questionnaires in Zhejiang and Jiangsu provinces, China during June and July 2010. Prior to collecting primary data the questionnaire was translated into Chinese language using back translation method and pilot test was conducted on a focus groups which helped to confirm the validity of questionnaire and quality of translation was also got double checked. The samples were collected from lower rung employees like production workers and shop floor workers who do not have much access to business strategies. Data analysis was done with the help of Hierarchical regression analysis. The outcome of research was that the employee perceptions about corporate social responsibility initiatives towards internal stakeholders and their impact on organizational commitment were found to be positive whereas the employee

perceptions about corporate social responsibility initiatives towards external stakeholders were found to be moderate. The findings of this research helps China based organizations to adopt CSR initiatives in such a manner to motivate diverse groups with diverse needs.

The research study by Francis & Arteaga (2015) examined about the influence of corporate social responsibility policies on developing customer relationship in conjunction with trust and commitment. This study also investigated about the influence of customer trust and commitment upon the values of satisfaction and loyalty. During this study a sample of 501 customers of supermarkets and hypermarkets of food, personal care and home care articles in the province of Valencia, Spain were collected and tested in 2013 and data was analyzed with empirical model of causal relations between the relation variables of trust and commitment. From the findings of this research work it was proved that customer trust on company is enhanced and customer commitment is built up due to improvement in CSR policies developed by retailers.

The research article of Farooq et al. (2013) examined about the mediation links such as organizational identification and organizational trust which influences the impact of corporate social responsibility initiatives on affective organizational commitment. Social identity theory and social exchange were used in predicting primary results of CSR initiatives which ultimately reflected in the form of organizational identification and organizational trust. The primary data for research study collected from 378 employees of local and multinational companies of Pakistan. From the findings of data analysis it was revealed that both organizational trust and organizational identification completely linked and mediated the relationship of corporate

social responsibility and affective organizational commitment. The identification mechanism was predominantly stronger than trust mechanism in the process of building up affective organizational commitment from corporate social responsibility. Out of four CSR components such as CSR towards society, CSR towards government, CSR towards employees and CSR towards customers, CSR towards employees found to be strongest predictor of employees trust, identification and affective organizational commitment followed by CSR toward community whereas CSR towards environment found no effect. Finally Social exchange helped and associated in the activities of CSR towards community and CSR towards employees whereas Social identity theory was found due to activities of CSR towards consumers.

The research was carried out by Kolkailah et al. (2012) with an aim to understand about the awareness, attitude and behavioural intentions of customers towards socially responsible companies in the Egyptian market. The research methodology comprised of two stages, namely; exploratory quantitative investigation and descriptive quantitative investigation. In the first stage, in-depth interviews were conducted in Egyptian companies to understand how consumer attitude beliefs and behaviour keep affecting in socially responsible companies. In second stage, a descriptive cross sectional survey questionnaire through a non-probability among 259 respondents. The result of both stages research were combined for data analysis which involved frequency description, hypo research testing and correlation analysis. The finding of this research study revealed that the consumers in Egypt were having awareness about CSR concepts and having positive tendency towards socially responsible companies but consumers preferred more towards the right quality and less price criterial than social criteria.

The research study of Boulouta & Pitelis (2014) was conducted to examine link between corporate social responsibility and competitiveness at national level by using sample of 19 developed countries over a period of 6 years (2001-2006) with 108 panel observations. This research investigated into the national policies, strategies and schemes how the government was followed and implemented through CSR based positioning strategies such as differentiation strategies, cost leadership strategies, entry deterrence strategies for branding as a ‘responsible nation’ amongst world nations. For example a country which adopts CSR based differentiation strategy and achieves a “responsible country” brand image by simply banning irresponsible products” like banning genetically modified crops and banning high carbon emission technologies, etc. Therefore this kind of approach helps less innovative countries to gain competitive edge. In this study GDP (Gross Domestic Products), per capita (GDPC) has been used as dependent variable whereas National Corporate Social Performance (NCSP) was used as independent variable. The control variable was Innovation, Unit cost economies and human capital. By using dynamic panel model regressions descriptive statistics and correlation matrix, the findings of the research study proved that CSR based positioning strategies were important for national competitiveness through national initiatives specially for those nations with low innovative records in comparison to those nations with high innovative records.

The research paper of Batra (2014) studied about how corporate social responsibility discharged by Indian Companies influenced the consumer psychology. The objective of this study were to investigate about how socially responsible companies effects the attractiveness of products to find out how CSR was the one of the important criteria on buying decision of customer, how

CSR influenced the customer perceptions and examined about the relationship between consumer psychology and CSR initiatives of the companies. The study made use of primary data and secondary data. The primary data was collected through personal interviews with customers and secondary data was collected from reports, surveys, journals, websites, etc. The finding of the research study revealed that the consumers were ready to pay more to products if companies actions were of socially responsible. Their buying decisions were largely influenced due to the brand image with regard to corporate socially responsibility initiatives, but also consumers got influenced due to other factors like price, quality and products differentiation, etc.

The research work done by Chang et al. (2013) examined how different stakeholders of business got affected with corporate social responsibility initiatives undertaken with a view to target such specific stakeholder groups. The stake holders of any business organization have been classified into two categories; namely primary stakeholders and secondary stakeholders. The Primary stakeholders are those who have direct economic influence upon the survival of business includes employees, customers and shareholders whereas secondary stakeholders are those who do not have direct economic influence upon the business, including nearby communities, society, villagers, etc. So this research study examined about heterogeneous impact of CSR initiatives with different targeting stakeholders on the CSR – risk and CSR – financial performance relationship links. The CSR activities have been differentiated into groups such as Institutional CSR (ICSR) and Technical CSR (TCSR). The ICSR activities target secondary stakeholders whereas TCSR activities target Primary stakeholders. This study used a large sample of S&P 500 time over the period of 1995-2009 for assessing risk management view of CSR activities that

target different stakeholders. The findings of research proved that the ICSR (Institutional CSR) which targeted for secondary stakeholders was negatively impacted with firm risk measured by total risk and systematic risk whereas the Technical CSR (TCSR) which targeted primary stakeholder was positively impacted the firm's financial performance.

The research Study by Attig & Cleary (2014) focused on to examine the impact of Management quality practices on Corporate Social Responsibility for a sample of 290 medium sized US manufacturing firms. This research study results suggested that there exists a positive and significant relationship between Management quality Practices (MQP) and firm's CSR rating, which confirmed that the intangible assets impact the corporate outcomes. CSRT dimensions that are directly related to primary stakeholders were reflected more through superior Management quality Practices by the firms

The research work of Saxena & Kohli (2012) tried to draw a relationship between CSR rating and corporate sustainability in the banking industry of India. This research work make use of the secondary data provided on the website of Indian Banks and in their annual reports for the period between 2006-2011, which has been analysed with the help of statistical terms like correlation and regression analysis to find the outcome. The data analysis proved that there is no significant link between CSR and financial performance defined in terms of profit after tax (PAT) and earning per share (EPS). So this study helped to sensitize the managers of banking industry to penetrate into deeper levels to understand before initiating and investing in the CSR initiatives.

The research study of Kufmann & Olaru (2011) offers a new approach to measure the impact of CSR on Business performance by taking some soft factors like customer and employee satisfaction levels in view whereas the conventional approach to evaluate the impact of CSR on Business performance was involving the measurable parameters like shareholders value, Revenue and market price, etc. This new approach was based on criteria involved in European Foundation Quality Management (EFQM), which consider the stakeholders view based on which this model provides a basis for optimum selection of CSR activities for any companies. EFQM model comprise of two groups named as “Enablers” and “Results” Enablers are those input resources which help to achieve the desired results through business processes. Results include the economic performance related parameters like profit, market share, growth and turnover and also include soft factors related to its own people, its customers and its society. The data collection is to be done on the basis of interviewing different stakeholders through a structured questionnaire. The dependent variables are different stakeholder groups whereas independent variable is CSR activity which will be used in simple regression analysis. With this model we can evaluate stakeholder satisfaction level (SSL) for various targeted groups which has to be used for calculating weighted average of stakeholder satisfaction level value which will finally be used to perform econometric tests. Therefore EFQM guides the company as to how much SSL (total) value to be rise with the help of soft factor results.

The research paper of Adeneye & Ahmed (2015) examined the impact of corporate social responsibility initiatives on company's financial performance. Corporate social responsibility was measured with the help of CSR Index and Company performance was measured with the help of market to book value (MBV), return on capital employed and company size (represented using assets). This research made use of secondary data of 500

firms of United Kingdom for examining relationship between corporate social responsibility and company performance. This database was analyzed with the help of bi-variate and multivariate analysis. Descriptive statistics, regression and correlation analysis were carried out and found that a significant positive relationship between corporate social responsibility, market to book value and return on capital employed whereas no significant relationship was found between corporate social responsibility and firm size.

A Ph.D. thesis titled ‘Corporate Social Responsibility in the Global Apparel Industry: An Exploration of Indian Manufacturers’ Perceptions’ (Gupta, 2012) provides a complete examination of CSR in the Indian apparel industry from the point of view of employees. CSR activities currently seen in the Indian apparel industry are primarily people focused, society-focused or environment-focused. However, most CSR activities cited by participants focus on employee welfare, including teaching employees about health and safety awareness, creating opportunities for community building, and providing general education to employees. Besides employees, many other stakeholders are, of course, involved in the apparel production process. Although this thesis provides a much needed starting point, expanding the scope to include other stakeholders will lead to a more comprehensive picture of CSR. Buyers are important stakeholders in the apparel supply chain. Although manufacturers provide a glimpse into buyers’ actions relative to CSR, research that examines the perspective of buyers sourcing from India would provide a much more holistic picture. For example, exploration of the extent to which retailers are ready to support CSR activities in India is needed. The findings of this study are based on responses collected from a limited geographical area, specifically New Delhi and the NCR (National Capital Region). Although New Delhi is the national capital and hub of the apparel industry in this part of India, future

studies should focus on other regions of India such as Bangalore and Mumbai. Every state in India has a different culture which translates differently within the work environment. Thus, more studies on CSR throughout India will provide depth to the findings of the present study. The gap identified from this thesis is; non-consideration of buyers in the study and concentrating only to Delhi and NCR.

A Ph. D. Thesis titled ‘Corporate Social Responsibility from an Emerging Market Perspective: Evidences from the Indian Pharmaceutical Industry’ (Khan, 2008) sets out with the objective of exploring ‘what’ is CSR in India, and found that it is essentially a modern twist on the traditional philosophy of Gandhian social trusteeship, and not so much a replication of western concepts as the triple bottom line. Whether India (and other emerging economies) would benefit from following their traditional version of philanthropy and CSR, or whether they should espouse a more western approach is particularly debatable, especially at a time when Indian companies are increasingly entering the global pitch. It is hoped that this research project could contribute to CSR’s theory-building process and all its various gradations by crystallizing the concept from an emerging market perspective, and shed some much needed light on the context’s future research and practice. Although this research provides sound theoretical framework, practical happenings with the society due to CSR has not been well dealt in and hence emerged as a gap to be explored.

The research study by Li & Venkateswaram (2012) examined about the implications on firm’s investment policy, organizational strategy and performance due to the factors and determinants of corporate social responsibility. This research work used huge data base covering 5235 firms across USA with final sample comprised of 17516 firm-year observations over

period ranging from 1995-2007. This work also made use of data provided by KLD Research & Analytics, Inc which furnished about firm's environmental, social, governance ratings and market related information. This study revealed that there exists a U-shaped relationship between firm size and CSR activity showing that either small or very large firms displayed high levels of CSR strengths and concerns because of the fact that the firms with better performance with strong financial health, with higher R & D intensity and firms in new economy industries were more involved in CSR activities whereas riskier firms did not involve much in CSR activities.

Ultimately it was found that the firms CSR strengths related favorably with their investments, organizational strategy and performance while CSR concerns and firm attributes negatively related.

The research study by Nuryaman (2013) was conducted to find out the effect of CSR activities on the corporate performance. The corporate performance has been considered under two different heads namely corporate operational performance and corporate market performance. The corporate operational performance was evaluated with return on assets (ROA) and net profit margin (NPM) where as the corporate market performance was evaluated with its share price. The research study carried out by using historical data of 100 manufacturing companies listed on the Indonesia stock exchange (IDX) in 2010 as secondary data collected by purposive sampling technique. The multiple regression analysis was used for analyzing the data. The findings of study proved that there exists a positive effect upon company performance reflected in terms of return on assets (ROA), net profit margin (NPM) and stock price due to the disclosure of CSR activities in the annual reporting.

Emezi & Nwaneri (2015), by making use of secondary time-series data from 2005 to 2014, have presented how the CSR has been considered as a

strategic tool for achieving competitive advantage and profitability. Data on profit after tax and investment on CSR initiatives of Nigerian Breweries PLC and Lafarge Africa PLC have been collected statistical techniques applied for analyzing the data are; coefficient of correlation, regression and coefficient of determination. The study found that there is a positive relationship between CSR investments and organizational profitability. So it was recommended that the management should formulate and implement CSR initiatives in consultation with its stakeholders and further recommended the following:

- CSR should be considered as an vital part of business strategies and business decisions.
- Company should comprise a standing committee to take care of CSR projects and their implementation.
- Companies must incorporate the stakeholders from formulation to implementation of CSR programs.
- Companies should be unwrap and stretchy in their approach while attending to the social issues.
- CSR should be tactically conducted devoid of endangering its very survival of business and should never over shadow its financial performance.

Chapter - 3

Objectives, Hypotheses and Methodology

3.1 Overview:

This Chapter of the Thesis figures out the research gap on the basis of the review of existing literature presented in Chapter-2. To fill the gap in research, a set of Objectives have been set followed by research Hypotheses. Appropriate Research Methodology has been designed as a framework to meet the set Objectives, (testing the Hypotheses).

3.2 Problem Statement:

Too often the community views the business organization's aims as selfish gain rather than advancement of the general welfare. This impression can be removed only if corporations are fully alive to their social responsibilities and helps our society to function in harmony. There is every possibility of perceiving the concept of CSR activities in a wrong way owing to traditional and rigid mind set of the projected beneficiaries and making propaganda against the efforts of the business houses in this regard by the vested interest-group people and community. At the same time, because of some additional expenses of the business houses for CSR activities and being unaware of the exact benefits accrued to both the parties, very often the business houses do CSR activities just for their duty-sake keeping their whole-hearted involvement aside from the project. By doing so, not only they cheat the society but also they get cheated by their own deeds. In fact, they do not put their sincere effort in implementing CSR initiatives with regard to the actual requirement of target group of community, then such attempts would go in

vain. Had the projected benefits been assessed properly, probably every business house would have preferred to adopt the CSR activities as strategy for their growth and development. Thus there is a gap between what potential impacts the CSR activities bring forth and what the stakeholders perceive on it. There should be proper assessment of the impact of CSR activities on the society as a whole which requires Impact Assessment Study, in turn; it helps to strengthen the social bonding between coal producing company and adjacent communities of villages.

- Had the projected benefits been assessed properly, probably every business house would have preferred to adopt the CSR activities as strategy for their growth and development. (Urge for Impact Analysis)
- Thus there is a gap between what actual positive impacts (benefits) the CSR activities bring forth and what the hosts (coal companies) perceive on it or what the beneficiaries intend to have. (Urge for Gap Analysis)
- Sometimes there may be mismatch of CSR initiatives needed by the projected beneficiaries and initiatives floated by the business houses. (Urge for Need Analysis).

While existing literature reveals a lot about Impact of CSR initiatives on Organizations' performance, Impact of CSR initiatives on society has also been getting attention by the researchers. But there is a research gap on Impact of CSR initiatives by Organizations/ Companies like South Eastern Coalfields Limited at Korba Coalfields of Chhattisgarh on the villagers' wellbeing. Moreover, research on Gap Analysis and Need Analysis is scanty and the same

for Coal Companies in Korba Coalfields Limited is beyond the purview of the researchers.

3.3 Objectives:

The objectives of this study are as follows:

- To assess the impact of corporate social responsibility activities (of Village Infrastructure and Health) on communities in and around Korba coal fields of Chhattisgarh.
- To find the gap, if any, between the real benefits and the intended benefits felt by the beneficiaries from the CSR initiatives and reasons for so.
- To find the gap, if any, between the real benefits appropriated by the beneficiaries and the perception of the host regarding benefits to be appropriated by the beneficiaries from the CSR initiatives and reasons for so.
- Mapping available facilities under CSR initiatives (of Village Infrastructure and Health) to required ones through usage in order to avoid mismatch, if any.
- To devise the strategies for improving positive impact of CSR initiatives on society and abridging the gap so emerged, if any, between the real benefits and the intended benefits of the CSR initiatives.

3.4. Hypotheses:

Village Infrastructure

Overall Impact:

H0 : Village infrastructure facilities have not made the villagers' lives ease and comfortable

H1 : Village infrastructure facilities have made the villagers' lives ease and comfortable

Impact of Demographic Profile (Age-Group):

H0 : Age-group does not matter in appropriating and getting benefitted from the infrastructure facilities, provided by Coal Company, leading to villagers' lives ease and comfortable. In other words, there is no significant difference among different age-groups concerning the impact of infrastructure facilities in making villagers lives ease and comfortable.

H1 : There is significant difference among different age-groups concerning the impact of infrastructure facilities in making villagers lives ease and comfortable.

Impact of Demographic Profile (Education):

H0 : Educational qualification does not matter in appropriating and getting benefitted from the infrastructure facilities provided by the Coal Company leading to villagers' lives ease and comfortable. In other words, there is no significant difference among different educational qualifications of respondents concerning the impact of infrastructure facilities on making villagers' lives ease and comfortable.

H1 : Educational qualification does matter in appropriating and getting benefitted from the infrastructure facilities provided by the Coal Company leading to villagers' lives ease and comfortable.

Impact of Demographic Profile (Occupation) :

H0 : Occupation does not influence the infrastructure facilities making the villagers' lives ease and comfortable. In other words, there is no significant difference among different occupation of the villagers in appropriating and getting benefitted from the infrastructure facilities, making their lives ease and comfortable.

H1 : There is significant difference among different occupation of the villagers in appropriating and getting benefitted from the infrastructure facilities, making their lives ease and comfortable.

Impact of Demographic Profile (Income Level):

H0 : Income level of the villagers does not influence the impact of infrastructure facilities provided by the Coal Company, making the villagers' lives ease and comfortable. In other words, there is no significant difference among different income levels concerning their influence on the impact of infrastructure facilities making villagers' lives easy and comfortable.

H1 : There is significant difference among different income levels concerning their influence on the impact of infrastructure facilities making villagers' lives easy and comfortable.

Health

Overall Impact :

H0: Health Services provided by Coal Company have not made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness

H1: Health Services provided by Coal Company have made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness

Impact of Demographic Profile (Age-Group):

H0: Age-group does not matter in appropriating and getting benefitted from the health services provided by the Coal Company, leading to improved performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different age-groups concerning the impact of health services provided by Coal Company on the performance in earnings, savings and cheerfulness.

H1: Age-group does matter in appropriating and getting benefitted from the health services provided by the Coal Company, leading to improved performance in earnings, savings and cheerfulness.

Impact of Demographic Profile (Education):

H0: Education qualification does not matter in appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness. In other words, there is no significant difference among different age-groups concerning their impact on performance in earnings, savings and cheerfulness.

H1: Education qualification does matter in appropriating and getting benefitted from the health related services provided by the Coal

Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness.

Impact of Demographic Profile (Occupation):

H0: Occupation of villagers does not influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different occupation levels concerning their influence on the impact of performance of health related services in earnings, savings and cheerfulness.

H1: There is significant difference among different occupation levels concerning their influence on the impact of performance of health related services in earnings, savings and cheerfulness.

Impact of Demographic Profile (Income Level):

H0: Income level of villagers does not influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different income levels concerning their influence on the impact of health related facilities on the performance in earnings, savings and cheerfulness.

H1: Income level of villagers does influence whether health services provided by the Coal Company have been reflected in the efficiency of

any family in the form of performance in earnings, savings and cheerfulness.

Pertaining to Gap

H0 (1): There is no gap between the real benefits and the intended benefits felt by the beneficiaries from the CSR initiatives.

H1 (1): There is gap between the real benefits and the intended benefits felt by the beneficiaries from the CSR initiatives.

H0 (2): There is no gap between the real benefits appropriated by the beneficiaries and the perception of the host regarding benefits to be appropriated by the beneficiaries from the CSR initiatives.

H1 (2): There is gap between the real benefits appropriated by the beneficiaries and the perception of the host regarding benefits to be appropriated by the beneficiaries from the CSR initiatives.

Pertaining to Need

H0: There is mismatch of CSR initiatives needed by the projected beneficiaries and initiatives provided by the company.

H1: There is no mismatch of CSR initiatives needed by the projected beneficiaries and initiatives provided by the company.

For the Representatives of the Coal Company

H0 (1): Managerial personnel perceive that Village infrastructure facilities have not made the villagers' lives ease and comfortable

H1 (1): Managerial personnel perceive that Village infrastructure facilities have made the villagers' lives ease and comfortable

H0 (2): Managers' perception - Health facilities have not made the villagers' lives ease and comfortable

H1 (2): Managers' perception – Health facilities have made the villagers' lives ease and comfortable

3.5. Methodology:

The study is an empirical one based on secondary data collected from the websites of coal companies, which have been helpful in understanding and describing current status of discharging of corporate social responsibility by the coal mining industry and primary data are collected through direct personal interview, structured questionnaire / schedules, focused group discussions and observation method.

The secondary data regarding CSR initiatives and its spending by coal companies in coal mining industry have been helpful in analyzing how CSR is being discharged by coal companies to support the local communities in general.

A blend of Judgmental Sampling and Simple random sampling methods have been used for collecting primary data from the beneficiaries of corporate social responsibility initiatives implemented by Coal Company in the villages

of korba district of Chhattisgarh. While selecting Tehsils and villages, Judgemental Sampling has been followed in order to consider the localities, the population of which may cooperate in collecting data. But selection of sample units from the selected villages has been done on simple random sampling from the list of households and each sample unit belongs to a distinct household.

For impact analysis,

- The Observation Method has been used to find out changes in two time elements – before the launch of CSR initiatives and after a period of time (about one year to five years) since the launch of CSR initiatives - pertaining to;
 - Living standard
 - Incidence and depth of diseases, and Infant mortality rate
 - Ambience of the village
 - Inclination towards getting educated
 - Use of modern gadgets by the villagers
- The Primary data are also collected to know the feel good ratio of the villagers in the same two time elements. This being a qualitative aspect of research, the data are collected through in-depth interview, questionnaire/schedule and observation.
- The Impact Analysis is done Initiative/Scheme wise; Two initiatives have been considered in the research – Village Infrastructure and Health

For Gap Analysis,

- While the data collected for Impact analysis yield the actual positive impacts of any CSR initiative, the data related to the host's perception on it or the data related to the intended benefits of the beneficiaries are collected through direct personal interview method.
- The Gap Analysis is done Initiative/Scheme wise; separately for village infrastructure and health.
- After finding the gap, if any, the reasons for such gap are analyzed by covering Implementation agencies in survey. Outcome of Focused group discussions are used for the purpose.

For Need Analysis,

Need Analysis is done in order to know whether the CSR initiatives provided by the Coal Company are in use of the projected beneficiaries or they need something else. For the purpose;

- Both primary and secondary data are used
 - to know the facilities the villagers are already accessing, and
 - the necessary facilities they are deprived of.
 - to know their priority towards the set of facilities they are deprived of.

For Pilot Project,

In order to have effective administration of the Questionnaire, before going for collecting data in large scale, a Pilot Survey was conducted on 63 beneficiaries and one implementation agency.

On having satisfactory findings of the Pilot Project only, the scaling up has been done.

For Data Integrity,

Since the enumerators were engaged along with the researcher in collecting data, to ensure data integrity, audits were conducted on regular basis.

The sample design ^{is} as given below:

- The type of universe – Finite universe or population.
- Sampling unit – About 50 villages situated in and around coal mining projects consisting of about 4000 families.
- Source list or Sampling frame – Census list obtained from District Collector office.
- Sample size –

For Interview:

63 Villagers (one from each family) for Pilot Survey

500 Villagers (one from each family) for Main Survey

17 Managerial Level Coal Company Representatives dealing in the CSR Projects

For Focus Group Discussions:

10 Managerial Level Coal Company Representatives dealing in the CSR Projects

10 Village Heads

On the basis of the responses of the beneficiaries/projected beneficiaries, the impact of CSR initiatives on the society and the gap (between the real benefits and the perceived benefits of the CSR initiatives) are assessed.

Data collected and statistical techniques used

As mentioned in the Methodology Proposed, the study has made use of both Primary and Secondary data.

While Secondary data are collected mainly from the coal companies, government records, census and published sources like journals, the primary data are collected from the beneficiaries and the hosts of CSR initiatives through Direct Personal Interview, In-depth Survey and Observation.

For Primary Data,

- Simple random sampling method has been used for collecting primary data from the beneficiaries of CSR initiatives implemented by coal company in the villages of korba district of Chhattisgarh.
- The sample size for the purpose is 500 (beneficiaries/projected beneficiaries).

For Direct Personal Interview, Questionnaires/Schedules are used for

- Impact Analysis
- Gap Analysis, and
- Need Analysis

A well-structured set of questionnaires (Questions mostly on Likert Scale) has been used for the Impact, Need and Gap Analyses.

- On the basis of the responses of the beneficiaries/projected beneficiaries, the impact of CSR initiatives on the society, the gap (between the real benefits and the perceived benefits of the CSR initiatives), and the need of the targeted beneficiaries are assessed.
- While assessing the impact, gap and need, quantitative techniques that are used are;
 - a) One-Way ANOVA
 - b) Multiple Regression
 - c) Descriptive Statistics

Chapter - 4

Pilot Survey

4.1. Overview:

This chapter provides specific details of the Pilot Survey conducted in order to test and standardize the Questionnaire before going for the main Study. Although 70 respondents (targeted beneficiaries) of the CSR initiatives floated by the Coal Company in the villages/geographical area of the Korba Coalfields of Chhatisgarh were targeted, after eliminating the missing values, 63 valid cases have been considered. The details of the Pilot Survey and the take away from the Pilot to main Study are there in this Chapter.

4.2. Demographic Profile of Respondents:

In order to assess the impact of rural infrastructure facilities and health facilities initiated in the Korba Coalfields of Chhatisgarh (India), 63 beneficiaries of the same belonging to 63 households were interviewed, the demographic details of who are given below.

Table 4.1. Gender-wise Respondents

Gender	No. of Respondents
Male	60
Female	3

Source : Primary Data

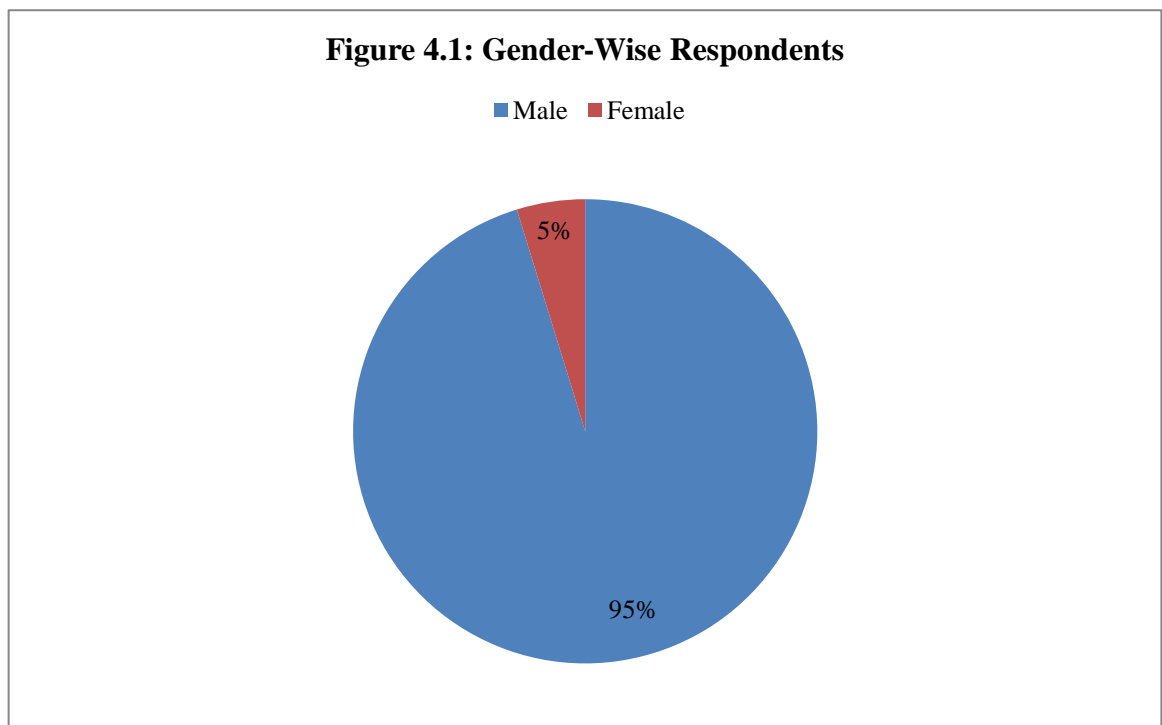


Figure 4.1. Gender-wise Respondents

Source: Primary Data

Table 4.2. Tehsil-Wise Respondents

Tehsil	No. of Respondents
Katghora	44
Pali	19

Source : Primary Data

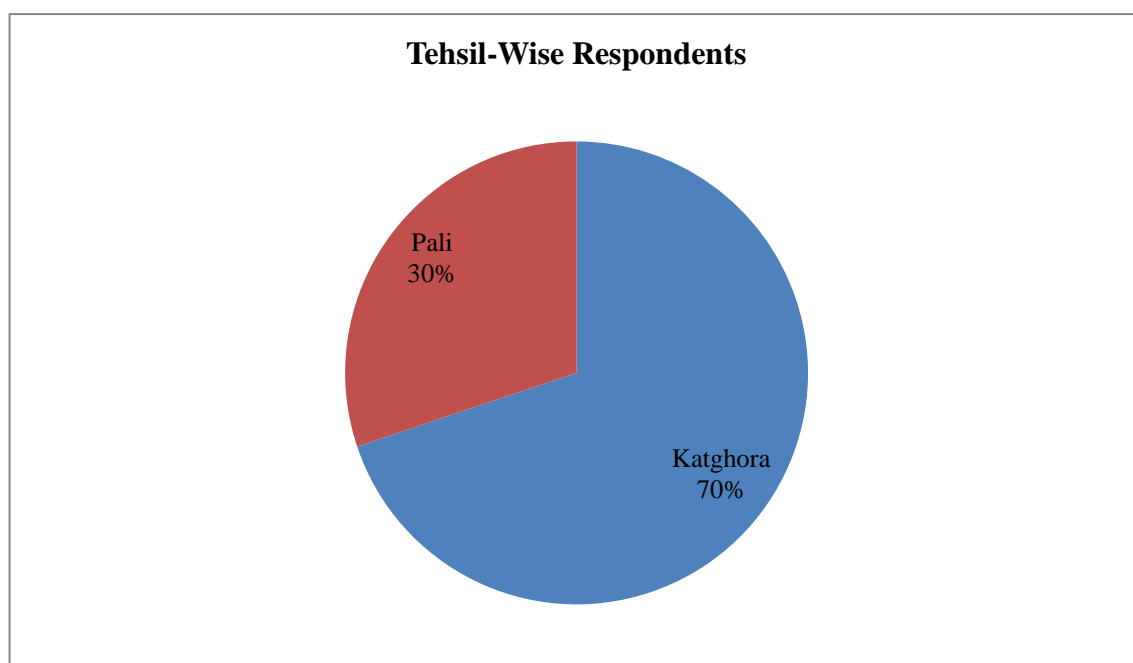


Figure 4.2. Tehsil-wise Respondents

Source: Primary Data

Table 4.3. Age Group-Wise Respondents

Age-Group	No. of Respondents
Below 18	0
18 - 35	18
36 - 53	43
54 - 71	2
72 and above	0
Total	63

Source : Primary Data

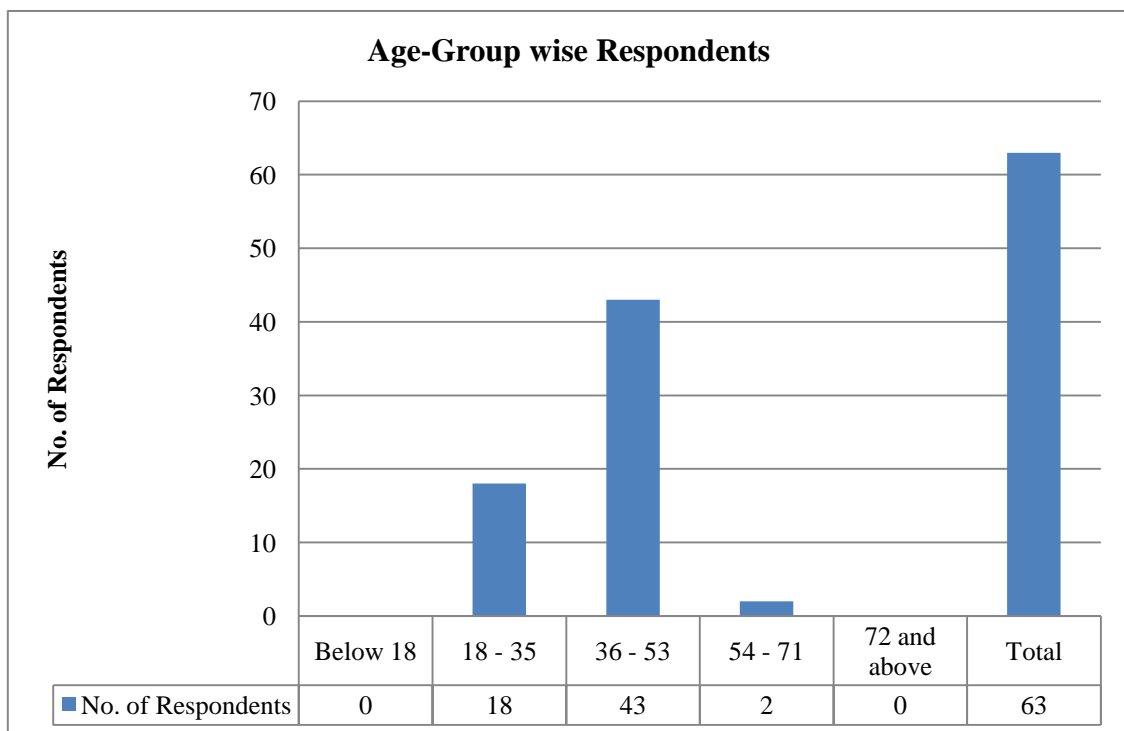


Figure 4.3. Age Group-wise Respondents

Source: Primary Data

Table 4.4. Qualification-Wise Respondents

Qualification	No. of Respondents
Below 10th	21
10th	3
10+2	33
Graduate	3
Post-Graduate	3
Total	63

Source : Primary Data

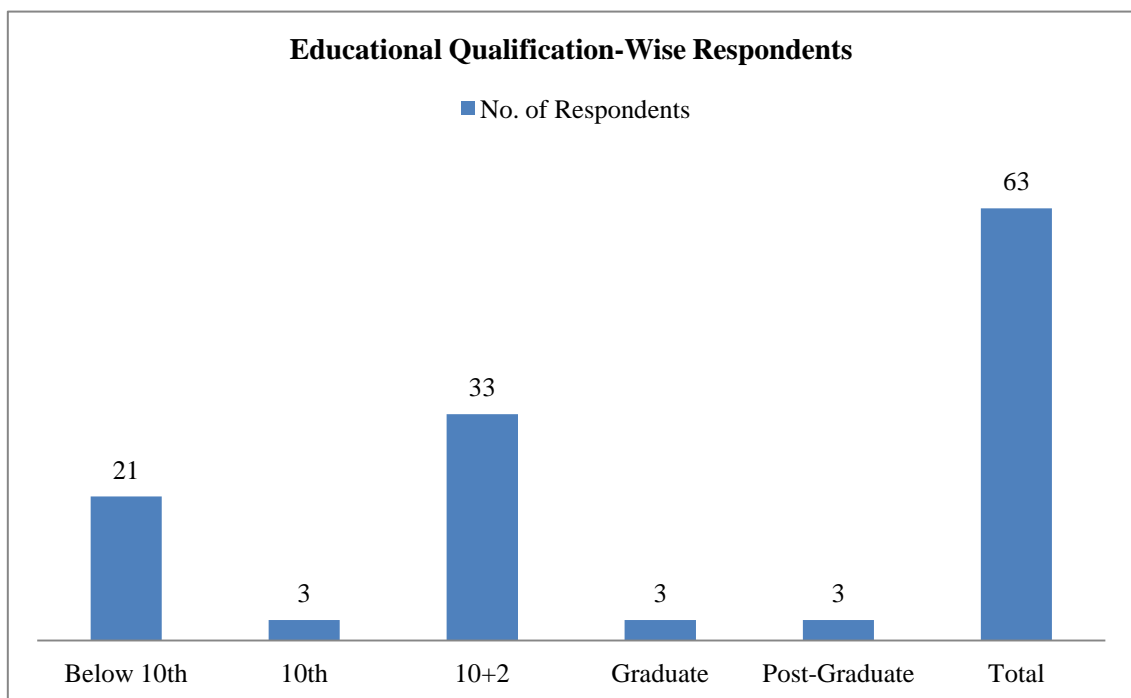


Figure 4.4. Educational Qualification-wise Respondents

Source: Primary Data

Table 4.5. Family Size-Wise Respondents

Family Size	No. of Respondents
3	4
4	18
5	15
6	11
7	5
8	2
9	1
10	2
11	3
12	2
Total	63

Source : Primary Data

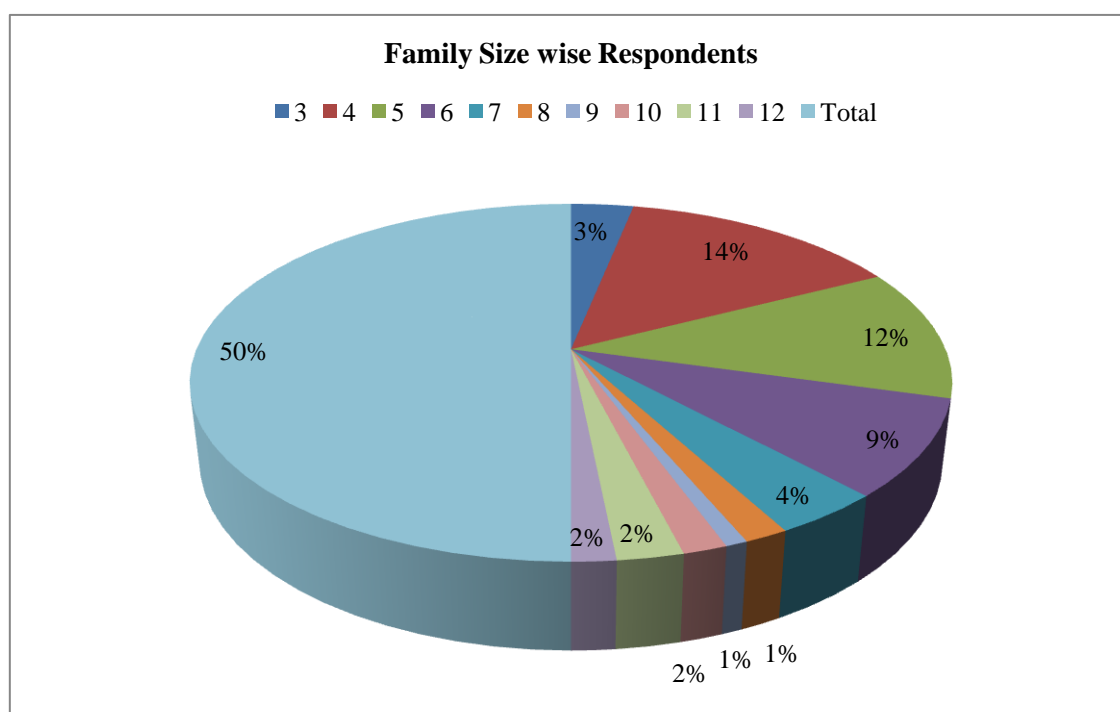


Figure 4.5. Family Size-wise Respondents
Source: Primary Data

Table 4.6. Occupation-Wise Respondents

Occupation	No. of Respondents
Agriculture	40.00
Sarpanch	1.00
Advocate	1
Driver	1
Business	4
LIC Agent	1
Mazdoor	4
Mason	1
Govt. Job	1
Pvt. Job	1
Self-Employed	1
Unemployed	7
Total	63

Source : Primary Data

Table 4.7. Annual Income-Wise Respondents

Annual Income	No. of Respondents
0	1
5000	2
6000	3
9000	2
10000	1
18000	4
20000	1
22000	1
24000	1
25000	1
30000	1
36000	12
40000	2
50000	6
56000	1
58000	1
60000	5
65000	1
70000	3
72000	1
80000	4
84000	1
90000	2
95000	1
100000	3
110000	1
450000	1
Total	63

Source : Primary Data

4.3. Assessment of Satisfaction level on the basis of level of Agreement of the Respondents

The satisfaction level of the respondents has been ascertained by tracing their agreement level in a 5-point Likert Scale in which 1 is denoted for Strongly Disagreed, 2 is denoted for Disagreed, 3 is denoted for Undecided, 4 is denoted for Agreed and 5 is denoted for Strongly Agreed. For the purpose, seven statements have been given to the respondents to rate on the basis of their agreement and the same is presented in Table 4.8 and 4.9.

Table 4.8. Satisfaction level of the respondents on Village Infrastructure Facilities

Facet	No. of Respondents on Rating				
	1	2	3	4	5
The facilities provided as mentioned above are exactly in line with my requirements	34	7	3	11	8
I along with my family members do not have any difficulty in using these facilities	35	7	3	11	7
The quality of facilities catered by Coal Company is excellent	36	5	4	10	8
These facilities have been helping my family to easily face the emergency and maintain a sanitary living	35	2	8	9	9
Absence of any of the facilities provided would have been proved to be costly affair for me to maintain the present standard of living	33	8	3	9	10
Infra facilities provided by Coal Company have been reflected in the efficiency of my family in the form of performance in earnings, savings and growth	34	4	4	11	10
These infra facilities have made our (family's) life ease and comfortable	39	1	5	9	9

Source: Primary Data

As it is reflected from the facts generated, more than 60% of the respondents are not feeling that the infrastructure facilities provided in the villages of the Korba Coalfields have bettered their way of living. However, around 30% of the respondents are agreeing that they have found an improvement in their standard of living by virtue of the infrastructure facilities provided in the villages of Korba Coalfields.

It is inferred that those who have agreed or strongly agreed to the statements have definitely felt the change leading to the betterment. But respondents' disagreement or strongly disagreement to the statements does not mean that the rural infrastructure facilities have no impact on their living. In fact, if some facilities are benefitting a group in the society, they are having beneficial features and assets created in the villages of the Korba Coalfields must have some positive impact on all. Still since a good junk of the respondents are disagreeing, that means, either they are not getting what they were wanting or they fail to assess their satisfaction level or they responded becoming vindictive for non-fulfillment of one or other desires by the sponsoring body. Moreover, it is found that the dissatisfaction is not due to the steps in providing infrastructure facilities but due to not taking care in maintaining the same for long.

Table 4.9. Satisfaction level of the respondents on Health Facilities

Facet	No. of Respondents on Rating				
	1	2	3	4	5
I along with my family get free medical treatment properly from a doctor and his/her staff of coal company when they visit our village.	36	8	3	7	9
All health related problems of my family have been treated by the doctor and his/her staff since the health services provided by the Coal Company	42	2	3	6	10
Frequency of visit of the doctor and his/her staff has not been a problem as we have been getting their help as per our requirements	41	2	5	6	9
Referring govt. or private hospitals for any disease has been tremendously reduced because of health services provided by Coal Company	42	3	4	6	8
Coal Company conducts 'Health awareness/education camps' in our village at regular intervals	40	4	4	5	10
Medical expenses for my family has been reasonably slashed since the health services provided by the Coal Company	43	4	1	7	8
Health services provided by Coal Company have been reflected in the efficiency of my family in the form of performance in earnings, savings and cheerfulness	43	2	3	4	11

Source: Primary Data

As it is reflected from the facts generated, more than 70% of the respondents are not feeling that the health facilities provided in the villages of the Korba Coalfields have bettered their way of living. However, around 25% of the respondents are agreeing that they have found an improvement in their health condition by virtue of the health facilities provided in the villages of the Korba Coalfields.

It is inferred that those who have agreed or strongly agreed to the statements have definitely felt the change leading to the betterment. But respondents' disagreement or strongly disagreement to the statements does not mean that the rural health facilities have no impact on their living and health condition. In fact, if some facilities are benefitting a group in the society, they are having beneficial features and assets created in the villages of the Korba Coalfields must have some positive impact on all. Still since a good junk of the respondents are disagreeing, that means, either they are not getting what they were wanting or they fail to assess their satisfaction level or they responded becoming vindictive for non-fulfillment of one or other desires by the sponsoring body. Moreover, it is found that the dissatisfaction is not due to the steps in providing health facilities but due to not taking care in maintaining the same for long.

It is inferred from the analysis that the infrastructure facilities provided in the villages of the Korba Coalfields of Chhatisgarh (India) in spite of having multiple beneficial features, all the beneficiaries are not getting the benefit equally or not making use of the facilities optimally. Thus to facilitate best use of the rural infrastructure by the projected beneficiaries, the sponsoring authority must educate them aptly about the benefits of the same and how to maintain the infrastructure for long. In fact, the sponsoring authority has to

inculcate the practice of Individual Social Responsibility (ISR) that make the CSR fetch the best to the society.

Although the facilities provided in the villages of the Korba Coalfields of Chhatisgarh (India) are vital from projected beneficiaries point of view, the benefits perceived have not been reaped by the beneficiaries owing to lack of their knowledge. Thus, the coalfields need to educate the projected beneficiaries before launching any project.

4.4. Reliability and Take away from Pilot Survey:

The purpose of Pilot Survey was to know the response level of the targeted responses to different questions and standardize the same for the main Study. In order to know the validity and reliability of the Questionnaire administered, Cronbach's Alpha value was calculated and given in table 4.10.

4.4.1. Cronbach's Alpha value

Table 4.10: Reliability Statistics

Cronbach's Alpha	N of Items
.683	7

Source: SPSS Output

Cronbach's alpha was used for testing the factors for internal reliability. The Cronbach's alpha of 0.6 or greater is considered reliable and is deemed useful for further analysis as part of a specific variable. Since the Cronbach's alpha is 0.683, the variables incorporated in the Questionnaire valid and reliable.

4.4.2. Take Away from the Pilot Survey

Since the variables identified and administered passed the reliability test and while administering the Questionnaire, neither the researcher nor the enumerators did not find any difficulty, the questionnaire used in Pilot has been used for main Survey with incorporation of a few open-end questions. Those are;

For Village Infrastructure :

- What are the suggestions you would like to give for better quality of these facilities?
- What are the suggestions you would like to give for better utilization of these facilities?
- What are the suggestions you would like to give for better maintenance of these facilities?
- How do you feel about the coal company which has provided this facility under CSR?
- Do you have any other idea in your mind for implementing CSR initiatives in your village?

For Health Facilities:

- Give suggestions (regarding frequency of visit of the doctor, coverage of diseases and quality of service) for improving medical services extended by the coal company in your village.
- What are the difficulties faced by you while taking medical help from the doctor of coal company when he visits your village?

Chapter - 5

Impact Analysis

5.1. Overview:

This chapter analyses the impact of two sets of CSR initiatives (Village Infrastructure Facilities and Health Facilities) on villagers' way of living separately and reveals a comparison also. While explaining impact, besides overall impact, it also points out the difference, if any, in impact owing to variation in demographic profiles.

5.2. Demographic Data of the Respondents (Beneficiaries) :

Primary data is collected from 500 respondents (villagers who are direct beneficiaries of the CSR initiatives of the Coal Company), who are segregated in different demographic components as presented in Tables 5.1 to 5.7.

Table 5.1. Gender-wise Respondents

Gender	No. of Respondents	%
Male	336	66
Female	173	34

Source: Primary Data

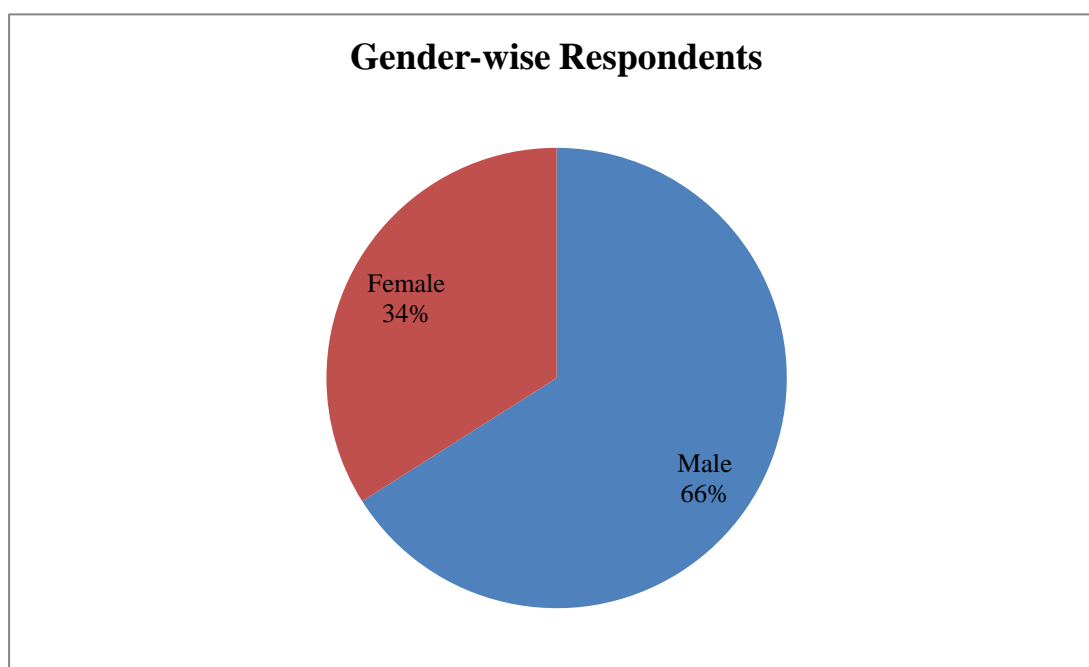


Figure 5.1. Gender-wise Respondents

Table 5.2. Tehsil-Wise Respondents

Tehsil	No. of Respondents	%
Katghora	344	69
Pali	156	31
Total	500	100

Source: Primary Data

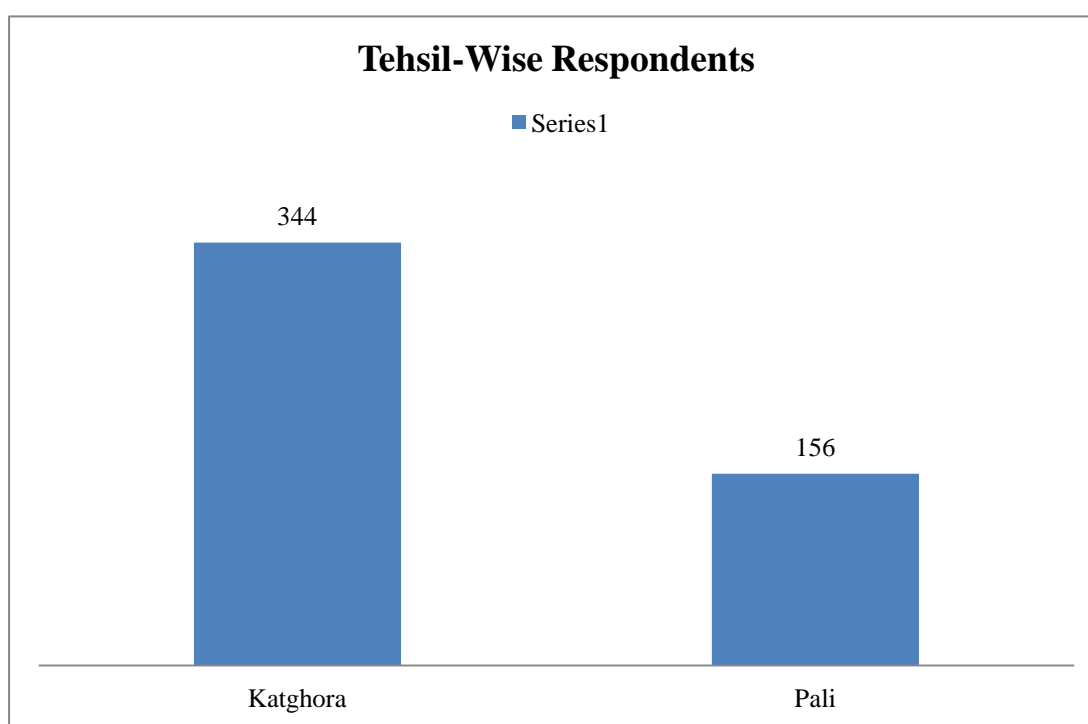


Figure 5.2. Tehsil-Wise Respondents

Table 5.3. Age Group-Wise Respondents

Age-Group	No. of Respondents	%
18 - 35	253	51
36 - 53	207	41
54 - 71	40	8
Total	500	100

Source: Primary Data

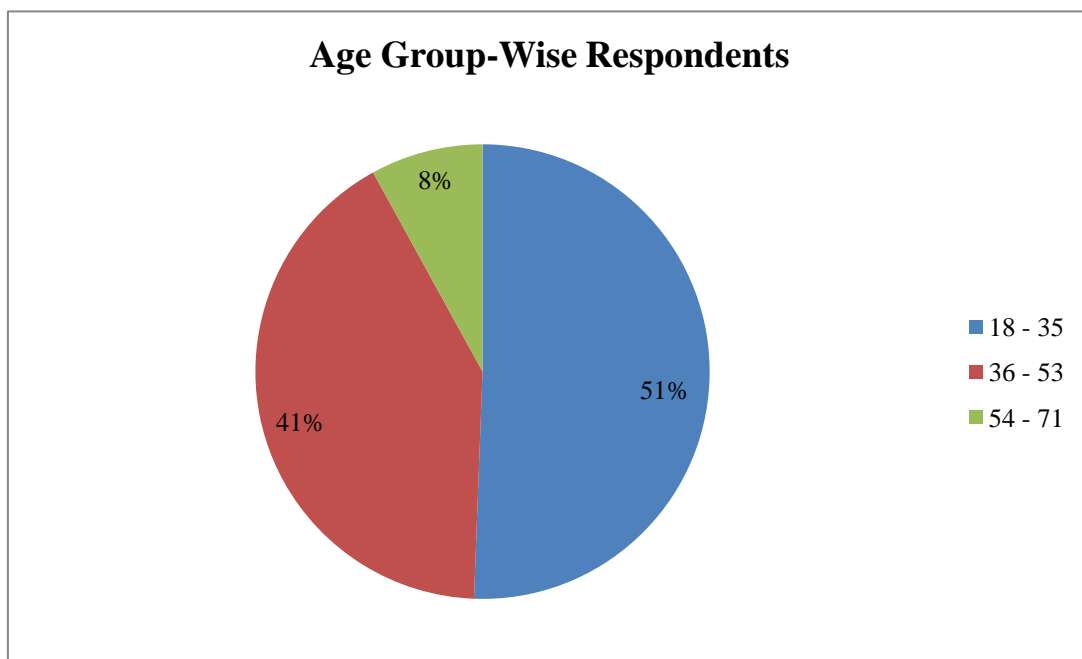


Figure 5.3. Age Group-Wise Respondents

Table 5.4. Qualification-Wise Respondents

Qualification	No. of Respondents	%
Below 10th	271	54
10 th	3	1
10+2	160	32
Graduate	39	8
Post-Graduate	27	5
Total	500	100

Source: Primary Data

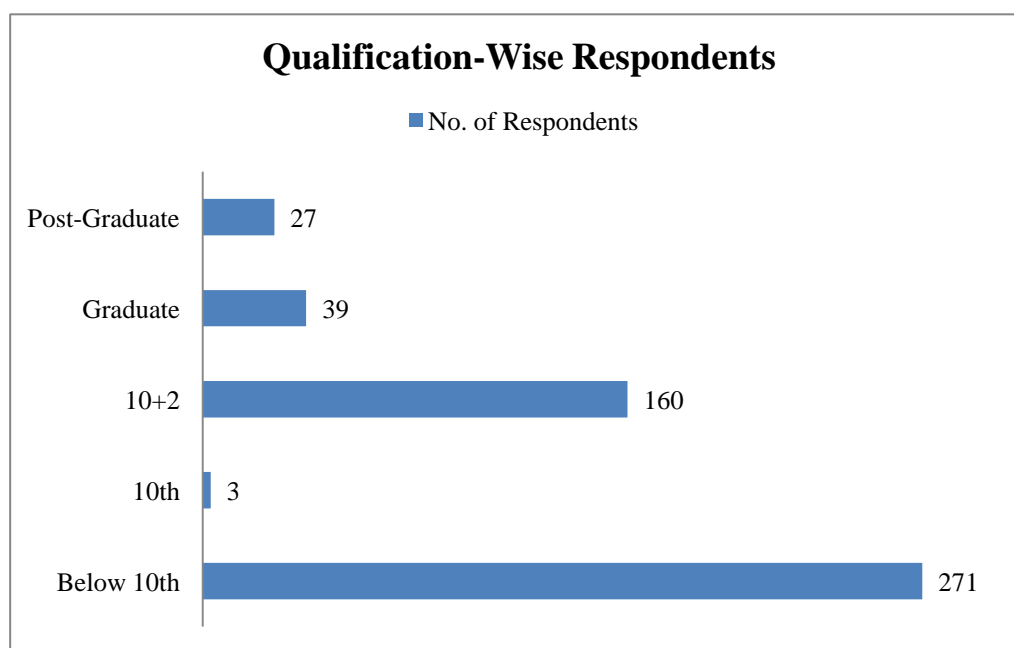


Figure 5.4. Qualification-Wise Respondents

Table 5.5. Family Size-Wise Respondents

Family Size	No. of Respondents	%
2	13	2.6
3	40	8
4	155	31
5	111	22.2
6	90	18
7	46	9.2
8	23	4.6
9	10	2
10	6	1.2
11	4	0.8
12	2	0.4
Total	500	100

Source: Primary Data

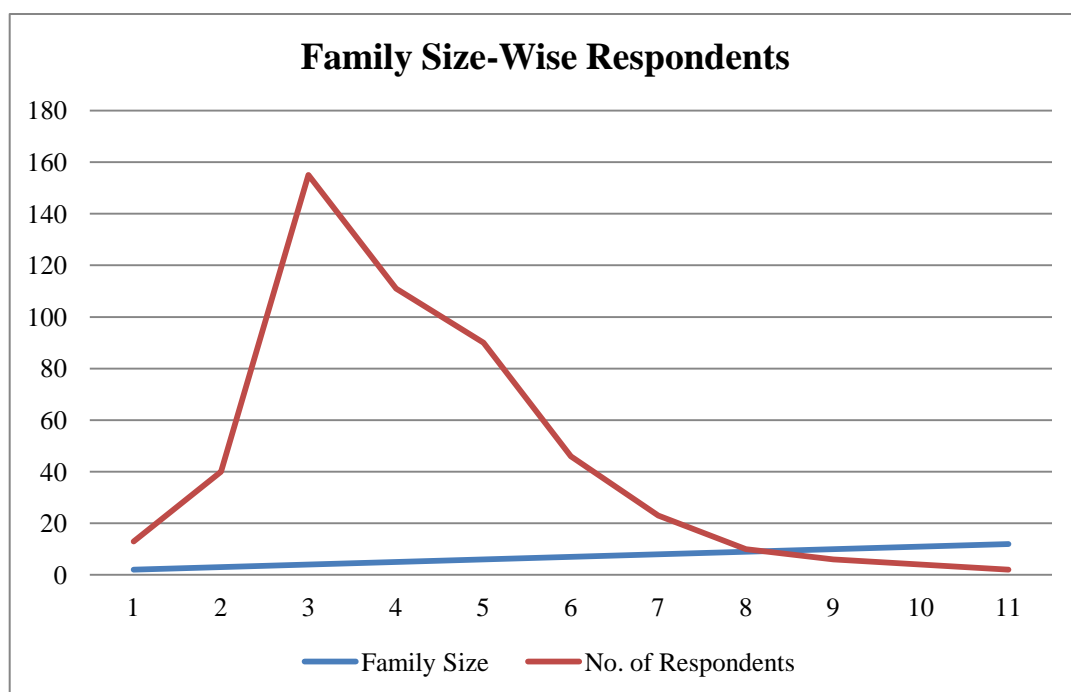


Figure 5.5. Family Size-Wise Respondents

Table 5.6. Occupation-Wise Respondents

Occupation	No. of Respondents	%
Agriculture	165	33
Service	260	52
Business	55	11
Housewife	20	4
Total	500	100

Source: Primary Data

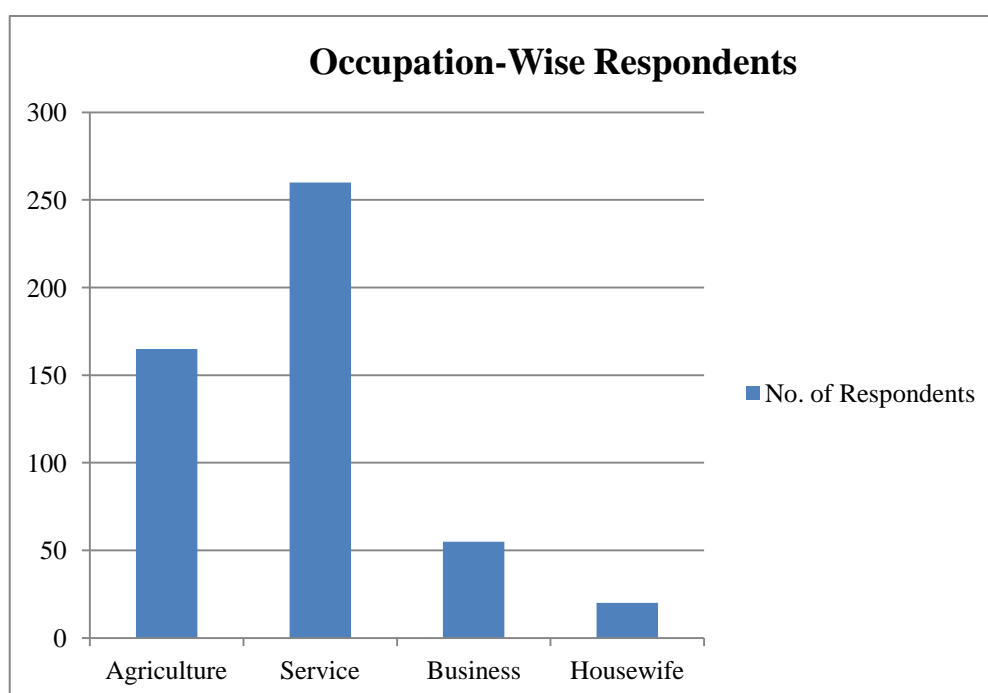


Figure 5.6. Occupation-Wise Respondents

Table 5.7. Annual Income-Wise Respondents

Annual Income	No. of Respondents	%
Below 50,000	107	21.4
50,000 - 1,00,000	119	23.8
1,00,001 - 1,50,000	63	12.6
1,50,001 - 2,00,000	80	16
2,00,001 - 2,50,000	55	11
2,50,001 - 3,00,000	35	7
3,00,001 - 3,50,000	22	4.4
3,50,001 - 4,00,000	15	3
4,00,001 - 4,50,000	1	0.2
4,50,001 - 5,00,000	2	0.4
Above 5,00,000	1	0.2
Total	500	100

Source: Primary Data

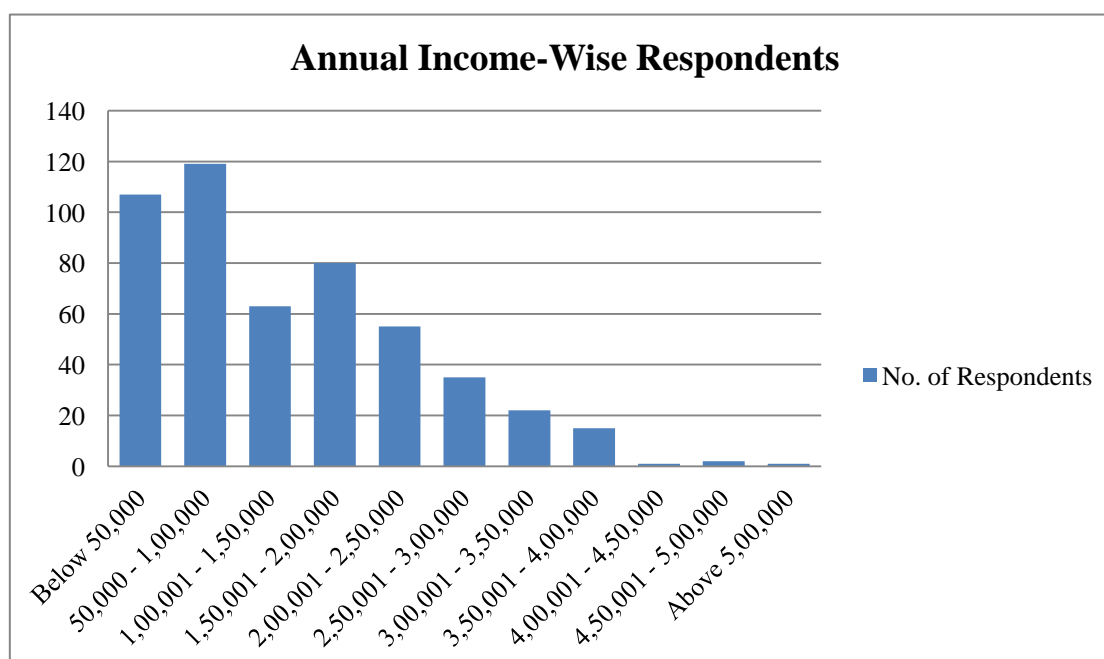


Figure 5.7. Annual Income-Wise Respondents

5.3. Impact of Village Infrastructure Facilities in the way-of-living of Villagers

Regression and ANOVA output for different parameters of Village Infrastructure and overall satisfaction level about the Village Infrastructure are presented in this section.

5.3.1. Overall Impact

The six predictor variables identified and on which the data has been collected are;

- V1** – The Infrastructure facilities provided are exactly in line with my requirements (Facilities meeting Needs)
- V2** – I along with my family members do not have any difficulty in using these facilities (Accessibility)
- V3** – The quality of facilities catered by Coal Company is excellent (Quality of Facilities)
- V4** – These facilities have been helping my family to easily face the emergency and maintain a sanitary living (Facilities meeting Emergency)
- V5** – The timely and satisfactory maintenance of this infra facilities/assets done by a village group/committee has been helping us to make use of the same without interruption (Un-Interrupted Usage)

- V6** – Absence of any of the facilities provided would have been proved to be costly affair for me to maintain the present standard of living (Reduction in Cost of living)
- V7** – Infrastructure facilities provided by the Coal Company made villagers' life ease and comfortable leading to improved well-being (Impact of village infrastructure Facilities on villagers' living).

Whether 'Infrastructure facilities provided by the Coal Company made villagers' life ease and comfortable leading to improved well-being' is the dependent variable and in analysis, it is denoted as V7. For the purpose, the responses were collected using five categories; 1 = Strongly Disagree (SD), 2 = Disagree (D), 3 = Undecided, 4 = Agree (A), 5 = Strongly Agree (SA).

The relevant portion of SPSS output sheet is presented below to infer whether Infrastructure facilities made villagers' lives ease and comfortable significantly.

Table 5.8: ANOVA^b

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	217.618	6	36.270	49.880	.000 ^a
	Residual	359.208	494	.727		
	Total	576.826	500			

a. Predictors: (Constant), v2, v6, v5, v1, v4

b. Dependent Variable: v7

Source: SPSS Output

Hypothesis on Village infrastructure facilities

H0: Village infrastructure facilities have not made the villagers' lives ease and comfortable

H1: Village infrastructure facilities have made the villagers' lives ease and comfortable

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of the above mentioned table. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table 5.8 reveals that 'p' value is less than the ' α ' value. In fact, since $p = 0.000$ is less than $\alpha = 0.05$, the null hypothesis is not accepted and the alternate hypothesis is accepted. That means, village infrastructure facilities have made the villagers' lives ease and comfortable.

5.3.2. Demographic Profiles of Villagers and Impact of Village Infrastructure Facilities

This section reveals whether the responses of the villagers regarding the impact of village infrastructure facilities vary with variation in demographic profiles of the villagers. Demographic variables considered for the purpose are; age, education, occupation and income.

5.3.2.1. Age and Village Infrastructure

One-Way ANOVA is applied in order to know whether the age-group has significant impact on responding whether village infrastructure makes the considered villagers' lives ease and comfortable. For the purpose, the respondents studied have been segregated into five categories; a) below 18yrs b) 18 – 35 years c) 36 – 53 years d) 54 – 71 and e) 72 and above and these age-groups are denoted respectively as 0, 1, 2, 3 and 4 for analysis purpose in SPSS. Whether the infrastructure facilities have made the family's life easy and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of age-group on the dependent variable.

Table 5.9.: ANOVA

v2

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	6.309	4	1.577	1.373	.242
Within Groups	573.119	499	1.149		
Total	579.429	503			

Source: SPSS Output

Hypothesis on Age-Group:

H0: Age-group does not matter in appropriating and getting benefitted from the infrastructure facilities, provided by Coal Company, leading to villagers' lives ease and comfortable. In other words, there is no significant difference among different age-groups concerning the impact of infrastructure facilities in making villagers' lives ease and comfortable.

H1: Age-group does matter in appropriating and getting benefitted from the infrastructure facilities, provided by Coal Company, leading to villagers' lives ease and comfortable. In other words, there is significant difference among different age-groups concerning the impact of infrastructure facilities in making villagers lives ease and comfortable.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.9. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is more than the ' α ' value. In fact, since $p = 0.242$ is greater than $\alpha = 0.05$, the null hypothesis is accepted and established. That means, the age-group does not significantly impact in appropriating and getting benefitted from the infrastructure facilities, making the family's life ease and comfortable.

5.3.2.2. Education and Village Infrastructure:

One-Way ANOVA is applied in order to know whether the educational qualification has significant impact on whether village infrastructure makes the considered family's life easy and comfortable. For the purpose, the respondents studied have been segregated into five categories; a) below 10th b) 10th c) 10 +

2 d) Graduate and e) Post-Graduate and these educational qualifications are denoted respectively as 0, 1, 2, 3 and 4 for analysis purpose in SPSS. Whether the infrastructure facilities have made the family's life easy and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of educational qualification on the dependent variable.

Table 5.10. ANOVA
v2

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	9.553	4	2.388	2.088	.081
Within Groups	567.273	496	1.144		
Total	576.826	500			

Source: SPSS Output

Hypothesis

H0: Educational qualification does not matter in appropriating and getting benefitted from the infrastructure facilities provided by the Coal Company leading to villagers' lives easy and comfortable. In other words, there is no significant difference among different educational qualification concerning the impact of infrastructure facilities on making villagers' lives easy and comfortable.

H1: Educational qualification does matter in appropriating and getting benefitted from the infrastructure facilities provided by the Coal Company leading to villagers' lives easy and comfortable. In other words, there is significant difference among different educational qualification concerning the impact of infrastructure facilities on making villagers' lives easy and comfortable.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.10. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is more than the ' α ' value. In fact, since $p = 0.081$ is greater than $\alpha = 0.05$, the null hypothesis is accepted and established. That means the educational qualification does not significantly influence in appropriating the benefits of the infrastructure facilities, making the villagers' lives easy and comfortable.

5.3.2.3. Occupation and Village Infrastructure:

One-Way ANOVA is applied in order to know whether the occupation has significant impact on whether village infrastructure makes the considered family's life easy and comfortable. For the purpose, the respondents studied have been segregated into four categories; a) Agriculture b) Service c) Business and d) Housewife and these occupations are denoted respectively as 0, 1, 2 and 3 for analysis purpose in SPSS. Whether the infrastructure facilities have made the family's life easy and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of occupation on the dependent variable.

Table 5.11. ANOVA

v2					
	Sum of Squares	Df	Mean Square	F	Sig.

Between Groups	4.751	4	1.188	1.030	.391
Within Groups	572.075	496	1.153		
Total	576.826	500			

Source: SPSS Output

Hypothesis

H0: Occupation does not influence the infrastructure facilities making the villagers' lives ease and comfortable. In other words, there is no significant difference among different occupation of the villagers in appropriating and getting benefitted from the infrastructure facilities, making their lives ease and comfortable.

H1: Occupation does influence the infrastructure facilities making the villagers' lives ease and comfortable. In other words, there is significant difference among different occupation of the villagers in appropriating and getting benefitted from the infrastructure facilities, making their lives ease and comfortable.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.11. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is more than the ' α ' value. In fact, since $p = 0.391$ is greater than $\alpha = 0.05$, the null hypothesis is accepted and established. That means occupation of the villagers does not significantly influence the impact of the infrastructure facilities, making the villagers' lives easy and comfortable.

5.3.2.4. Income and Village Infrastructure:

One-Way ANOVA is applied in order to know whether the income level of the villagers has significant influence on whether village infrastructure makes the considered families' lives easy and comfortable. For the purpose, the respondents studied have been segregated into five categories; a) below 1,00,000 b) 1,00,001 – 2,00,000 c) 2,00,001 – 3,00,000 d) 3,00,001 – 4,00,000 and e) above 4,00,000 and these income levels are denoted respectively as 0, 1, 2, 3 and 4 for analysis purpose in SPSS. 'Whether the infrastructure facilities have made the families' lives easy and comfortable' is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of income level on the dependent variable.

Table 5.12. ANOVA

v2

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	9.565	4	2.388	2.088	.057
Within Groups	587.273	496	1.144		
Total	596.826	500			

Source: SPSS Output

Hypothesis

H0: Income level of the villagers does not influence the impact of infrastructure facilities provided by the Coal Company, making the villagers' lives easy and comfortable. In other words, there is no significant difference among different income levels concerning their influence on the impact of infrastructure facilities making villagers' lives easy and comfortable.

H1: Income level of the villagers does influence the impact of infrastructure facilities provided by the Coal Company, making the villagers' lives easy and comfortable. In other words, there is significant difference among different income levels concerning their influence on the impact of infrastructure facilities making villagers' lives easy and comfortable.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.12. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is more than the ' α ' value. In fact, since $p = 0.057$ is greater than $\alpha = 0.05$, the null hypothesis is accepted and established. That means, income level does not significantly influence the impact of the infrastructure facilities in making the villagers' lives ease and comfortable.

5.3.3. Prioritization of factors related to infrastructure facilities those impact villagers' lives in positive direction leading to an ease and comfortable way of living

In this section of the present study, the Criterion Variable is whether Village infrastructure facilities made the lives of villagers ease and comfortable for which six predictor variables identified and on which the data has been collected are;

The six predictor variables identified and on which the data has been collected are;

V1 – The facilities provided as mentioned above are exactly in line with my requirements (Facilities meeting Needs)

- V2** – I along with my family members do not have any difficulty in using these facilities (Accessibility)
- V3** – The quality of facilities catered by Coal Company is excellent (Quality of Facilities)
- V4** – These facilities have been helping my family to easily face the emergency and maintain a sanitary living (Facilities meeting Emergency)
- V5** – The timely and satisfactory maintenance of this infra facilities/assets done by a village group/committee has been helping us to make use of the same without interruption (Un-Interrupted Usage)
- V6** – Absence of any of the facilities provided would have been proved to be costly affair for me to maintain the present standard of living (Reduction in Cost of living)

The objective of this Section of the Study is to prioritize the factors related to infrastructure facilities that impact villagers' lives in positive direction leading to an ease and comfortable way of living.

Table 5.13. Coefficients^a						
Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.257	.157		1.633	.103
	v1	.174	.046	.177	3.815	.000
	v2	.298	.047	.333	6.315	.000

	v3	-.185	.036	-.207	-5.183	.000
	v4	.127	.056	.123	2.274	.023
	v5	.218	.047	.178	4.647	.000
	v6	.188	.040	.195	4.717	.000

a. Dependent Variable: v7

Source: SPSS Output

The Model reveals that β value for V2 is the highest, i.e., 0.333. It exhibits that the said predictor variable has highest level of impact on the criterion variable. In fact, the said variable, i.e., “I along with my family members do not have any difficulty in using these facilities” has high level of impact on villagers’ living. That means ‘accessibility’ of the facilities has truly satisfied the villagers and that helped them to have better living. Similarly, the β value for V4 is the lowest, i.e., 0.123. It means, the variable – ‘These facilities have been helping my family to easily face the emergency and maintain a sanitary living’ has less impact on criterion variable. Although the village infrastructure facilities provided by the Coal Company have been a great help in improving the day to day living of the villagers, the facilities have not impacted so positively in urgency time and maintaining sanitary living.

On the contrary, β value for V3 is the highest with negative sign, i.e., -0.207. It indicates that the said predictor variable is having highest level of impact on the criterion variable but in a negative direction. It means the quality of facilities catered by Coal Company is not having positive impact on the satisfaction of the villagers. In fact, it may be inferred that this variable is not apt for ascertaining the criterion variable. The Coal Company, to give better

impact on villagers' livings, needs to focus on the quality of the village infrastructure it has been catering to.

Thus, out of the variables identified, on the basis of degree of influencing positively, the priority list is as follows; V2 ,V6, V5, V1 and V4, i.e.,

- Accessibility
- Reduction in Cost of living
- Un-Interrupted Usage
- Facilities meeting Needs
- Facilities meeting Emergency

5.4. Impact of Health Facilities in the health and way-of-living of Villagers

Regression and ANOVA output for different parameters of Health Facilities and overall satisfaction level about the Health Infrastructure are presented in this section.

5.4.1. Overall Impact

The six predictor variables identified and on which the data has been collected are;

V1 – I along with my family get free medical treatment properly from a doctor and his/her staff of Coal Company when they visit our village.
(Accessibility)

- V2 –** All health related problems of my family have been treated by the doctor and his/her staff since the health services provided by the Coal Company (Facilities meeting Needs)
- V3 –** Frequency of visit of the doctor and his/her staff has not been a problem as we have been getting their help as per our requirements (Frequency of visit of Doctors and staff)
- V4 –** Referring govt. or private hospitals for any disease has been tremendously reduced because of health services provided by Coal Company (Reduction in Travelling Expenses)
- V5 –** Coal Company conducts ‘Health awareness/education camps’ in our village at regular intervals (Frequency of Health awareness/education camps)
- V6 –** Medical expenses for my family has been reasonably slashed since the health services provided by the Coal Company (Reduction in Medical Expenses)
- V7 -** Health Services provided by Coal Company have made villagers’ lives more efficient in the form of performance in earnings, savings and cheerfulness (Overall Impact)

Health Services provided by Coal Company have made your family life more efficient in the form of performance in earnings, savings and cheerfulness is the dependent variable and in analysis, it is denoted as V7. For the purpose, the responses were collected using five categories; 1 = Strongly Disagree (SD), 2 = Disagree (D), 3 = Undecided, 4 = Agree (A), 5 = Strongly Agree (SA).

The relevant portion of SPSS output sheet is presented below

Table 5.14. ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	329.305	6	54.884	76.105	.000 ^a
	Residual	356.976	495	.721		
	Total	686.281	501			

a. Predictors: (Constant), v6, v4, v5, v2, v3, v1

b. Dependent Variable: v7

Source: Primary Data

Hypothesis

H0: Health Services provided by Coal Company have not made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness.

H1: Health Services provided by Coal Company have made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of the above mentioned table. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table 5.14 reveals that 'p' value is less than the ' α ' value. In fact, since $p = 0.000$ is less than $\alpha = 0.05$, the null hypothesis is not accepted and the alternative hypothesis is accepted. That means, Health Services provided by Coal Company have made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness.

5.4.2. Demographic Profiles of Villagers and Impact of Health Facilities

This section reveals whether the responses of the villagers regarding the impact of health facilities vary with variation in demographic profiles of the villagers. Demographic variables considered for the purpose are; age, education, occupation and income.

5.4.2.1. Age and Health Facilities:

One-Way ANOVA is applied in order to know whether the age-group has significant impact on whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. For the purpose, the respondents studied have been segregated into five categories; a) below 18yrs b) 18 – 35 years c) 36 – 53 years d) 54 – 71 and e) 72 and above and these age-groups are denoted respectively as 0, 1, 2, 3 and 4 for analysis purpose in SPSS. Whether the health facilities have made the family's life easy and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of age-group on the dependent variable.

Table 5.15. ANOVA

v2					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	13.058	4	3.265	2.403	.049
Within Groups	677.981	499	1.359		

Table 5.15. ANOVA

v2

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	13.058	4	3.265	2.403	.049
Within Groups	677.981	499	1.359		
Total	691.040	503			

Source: SPSS Output

Hypothesis on Age-Group:

H0: Age-group does not matter in appropriating and getting benefitted from the health services provided by the Coal company, leading to improved performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different age-groups concerning the impact of health services provided by Coal Company on the performance in earnings, savings and cheerfulness.

H1: Age-group does matter in appropriating and getting benefitted from the health services provided by the Coal Company, leading to improved performance in earnings, savings and cheerfulness. In other words, there is significant difference among different age-groups concerning the impact of health services provided by Coal Company on the performance in earnings, savings and cheerfulness.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.15. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is less than the ' α ' value. In fact, since $p = 0.049$ is lesser than $\alpha = 0.05$, the null hypothesis is not accepted and the alternative hypothesis is accepted and established. That means, the age-group significantly impacts in

appropriating and getting benefitted from the health related facilities provided by the Coal Company leading to the efficiency of any family in the form of performance in earnings, savings and cheerfulness.

5.4.2.2. Education and Health Services:

One-Way ANOVA is applied in order to know whether the educational qualification has significant impact on appropriating and getting benefitted from the health services provided by the Coal Company, leading to improvement in the performance concerning earnings, savings and cheerfulness. For the purpose, the respondents studied have been segregated into five categories; a) below 10th b) 10th c) 10 + 2 d) Graduate and e) Post-graduates and these educational qualifications are denoted respectively as 0, 1, 2, 3 and 4 for analysis purpose in SPSS. Whether the health facilities have made the villagers' lives easy and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of education on the dependent variable.

Table 5.16. ANOVA

v2

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	21.807	4	5.452	4.073	.003
Within Groups	663.945	496	1.339		
Total	685.752	500			

Source: SPSS Output

Hypothesis

H0: Education qualification does not matter in appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness. In other words, there is no significant difference among different educational qualification concerning their impact on performance in earnings, savings and cheerfulness.

H1: Education qualification does matter in appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness. In other words, there is significant difference among different educational qualification concerning their impact on performance in earnings, savings and cheerfulness.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.16. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is less than the ' α ' value. In fact, since $p = 0.003$ is lesser than $\alpha = 0.05$, the null hypothesis is not accepted and the alternative hypothesis is accepted and established. That means, appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness, significantly varies with the varied educational qualification of the villagers.

5.4.2.3. Occupation and Health Facilities:

One-Way ANOVA is applied in order to know whether the occupation of the villagers has significant influence on the impact of health services provided by the Coal Company leading to efficiency in the form of

improvement in performance in earnings, savings and cheerfulness. For the purpose, the respondents studied have been segregated into four categories; a) Agriculture b) Service c) Business and d) Housewife and these occupations are denoted respectively as 0, 1, 2 and 3 for analysis purpose in SPSS. Whether the health facilities have made the family's life easy and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of occupation on the dependent variable.

Table 5.17. ANOVA

v2

	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	11.633	4	2.908	2.140	.075
Within Groups	674.120	496	1.359		
Total	685.752	500			

Source: SPSS Output

Hypothesis

H0: Occupation of villagers does not influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different occupation levels concerning their influence on the impact of performance of health related services in earnings, savings and cheerfulness.

H1: Occupation of villagers does influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is significant difference among different occupation

levels concerning their influence on the impact of performance of health related services in earnings, savings and cheerfulness.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.17. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is more than the ' α ' value. In fact, since $p = 0.075$ is greater than $\alpha = 0.05$, the null hypothesis is accepted. That means, the occupation of villagers does not significantly influence the impact of health related services in improving the efficiency of the villagers in the form of performance in earnings, savings and cheerfulness.

5.4.2.4. Income and Health Services:

One-Way ANOVA is applied in order to know whether the income has significant influence on whether health services provided by the Coal Company which have been reflected in the efficiency of the villagers in the form of performance in earnings, savings and cheerfulness. For the purpose, the respondents studied have been segregated into five categories; a) below 1,00,000 b) 1,00,01 – 2,00,000 c) 2,00,001 – 3,00,000 d) 3,00,001 – 4,00,000 and e) above 4,00,000 and these occupations are denoted respectively as 0, 1, 2, 3 and 4 for analysis purpose in SPSS. 'Whether the health related facilities have made the villagers' lives ease and comfortable is the dependent variable and in analysis, it is denoted as v2. The relevant portion of SPSS output sheet is presented below to infer whether there is any significant effect of income level on the dependent variable.

Table 5.18. ANOVA

v2

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	13.058	4	3.265	2.403	.039
Within Groups	657.981	499	1.459		
Total	681.040	503			

Source: SPSS Output

Hypothesis

H0: Income level of villagers does not influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different income levels concerning their influence on the impact of health related facilities on the performance in earnings, savings and cheerfulness.

H1: Income level of villagers does influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is significant difference among different income levels concerning their influence on the impact of health related facilities on the performance in earnings, savings and cheerfulness.

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of table 5.18. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p'

value is less than the ' α ' value. In fact, since $p = 0.039$ is lesser than $\alpha = 0.05$, the null hypothesis is not accepted and the alternative hypothesis is accepted and established. That means, the income level significantly influences in appropriating the positive impact of health related facilities provided by the Coal Company.

5.4.3. Prioritization of factors related to Health Facilities those impact villagers' lives in positive direction leading to an ease and comfortable way of living

In this section of the present study, the Criterion Variable is the impact of health related facilities provided by the Coal Company on the targeted beneficiaries' health condition.

- V1** – I along with my family get free medical treatment properly from a doctor and his/her staff of Coal Company when they visit our village. (Accessibility)
- V2** – All health related problems of my family have been treated by the doctor and his/her staff since the health services provided by the Coal Company. (Facilities meeting Needs)
- V3** – Frequency of visit of the doctor and his/her staff has not been a problem as we have been getting their help as per our requirements. (Frequency of visit of Doctors and staff)
- V4** – Referring govt. or private hospitals for any disease has been tremendously reduced because of health services provided by Coal Company. (Reduction in Travelling Expenses)
- V5** – Coal Company conducts 'Health awareness/education camps' in our village at regular intervals. (Frequency of Health awareness/education camps)

V6 – Medical expenses for my family has been reasonably slashed since the health services provided by the Coal Company. (Reduction in Medical Expenses)

The objective of this Section of the Study is to prioritize the factor/s that influences the criterion variable.

Table 5.19. Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.018	.113		.156	.876
	v1	.097	.044	.104	2.209	.028
	v2	.076	.046	.068	1.670	.096
	v3	.349	.049	.313	7.189	.000
	v4	.057	.023	.091	2.539	.011
	v5	-.243	.043	-.272	-5.597	.000
	v6	.535	.048	.464	11.169	.000

a. Dependent Variable: v7

Source: SPSS Output

The Model reveals that β value for V6 is the highest, i.e., 0.464. It exhibits that the said predictor variable has highest level of impact on the criterion variable. In fact, the said variable, i.e., ‘Medical expenses for my family has been reasonably slashed since the health services provided by the Coal Company’ has high level of impact on criterion variable. Similarly, the β value for V2 is the lowest, i.e., 0.068. It means , the variable – ‘All health related problems of my family have been treated by the doctor and his/her staff since the health services provided by the Coal Company’ has less impact on

satisfaction of villagers concerning their health related issues. It is because, health-related facilities provided by the Coal Company were not meant for all sort of diseases.

On the contrary, β value for V5 is the highest with negative sign, i.e., - 0.272. It indicates that the said predictor variable is having highest level of impact on the criterion variable but in a negative direction. It means Coal Company conducts 'Health awareness/education camps' in our village at regular intervals has high level of negative impact on the satisfaction of the villagers pertaining to their health condition. In fact, it may be inferred that this variable is not apt for ascertaining villagers' satisfaction concerning health facilities provided by the coal company. Thus, out of the variables identified, on the basis of the degree of impacting the health condition of villagers, the priority list is as follows; V6 ,V3, V1, V4 and V2, i.e.,

- Reduction in Medical Expenses
- Frequency of visit of Doctors and staff
- Accessibility
- Reduction in Travelling Expenses
- Facilities meeting Needs

5.4.4. Summary of Decisions on Hypotheses Testing (For Villagers)

Village Infrastructure

Null Hypothesis	P	level of	Decision
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	Value	significance (α)	
Overall Impact: Village infrastructure facilities have not made the villagers' lives ease and comfortable	0.000	0.05	The null hypothesis is not accepted \Rightarrow village infrastructure facilities have made the villagers' lives ease and comfortable
Impact of Demographic Profile (Age-Group): Age-group does not matter in appropriating and getting benefitted from the infrastructure facilities, provided by Coal Company, leading to villagers' lives ease and comfortable. In other words, there is no significant difference among different age-groups concerning the impact of infrastructure facilities in making villagers lives ease and comfortable.	0.242	0.05	The null hypothesis is accepted \Rightarrow the age-group does not significantly impact in appropriating and getting benefitted from the infrastructure facilities, making the family's life ease and comfortable
Impact of Demographic Profile (Education): Educational qualification does not matter in appropriating and getting benefitted from the infrastructure facilities provided by the Coal Company leading to villagers' lives ease and comfortable. In other words, there is no significant difference among different educational qualifications of respondents concerning the impact of infrastructure facilities on making villagers' lives ease and comfortable.	0.081	0.05	The null hypothesis is accepted \Rightarrow the educational qualification does not significantly influence in appropriating the benefits of the infrastructure facilities, making the villagers' lives easy and comfortable

Impact of Demographic Profile (Occupation): Occupation does not influence the infrastructure facilities making the villagers' lives ease and comfortable. In other words, there is no significant difference among different occupation of the villagers in appropriating and getting benefitted from the infrastructure facilities, making their lives ease and comfortable	0.391	0.05	The null hypothesis is accepted \Rightarrow occupation of the villagers does not significantly influence the impact of the infrastructure facilities, making the villagers' lives easy and comfortable.
Impact of Demographic Profile (Income Level): Income level of the villagers does not influence the impact of infrastructure facilities provided by the Coal Company, making the villagers' lives ease and comfortable. In other words, there is no significant difference among different income levels concerning their influence on the impact of infrastructure facilities making villagers' lives easy and comfortable.	0.057	0.05	The null hypothesis is accepted \Rightarrow income level does not significantly influence the impact of the infrastructure facilities in making the villagers' lives ease and comfortable.

Health

Null Hypothesis	P Value	level of significance (α)	Decision
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Overall Impact: Health Services provided by Coal Company have not made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness	0.000	0.05	The null hypothesis is not accepted \Rightarrow Health Services provided by Coal Company have made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness
Impact of Demographic Profile (Age-Group): Age-group does not matter in appropriating and getting benefitted from the health services provided by the Coal Company, leading to improved performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different age-groups concerning the impact of health services provided by Coal Company on the performance in earnings, savings and cheerfulness.	0.049	0.05	The null hypothesis is not accepted \Rightarrow the age-group significantly impacts in appropriating and getting benefitted from the health related facilities provided by the Coal Company leading to the efficiency of any family in the form of performance in earnings, savings and cheerfulness
Impact of Demographic Profile (Education): Education qualification does not matter in appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness. In other words, there is no significant difference among different educational qualifications concerning their impact on performance in earnings, savings and cheerfulness.	0.003	0.05	The null hypothesis is not accepted \Rightarrow Education significantly impacts in appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness, significantly varies with the varied educational qualifications of the villagers.

Null Hypothesis	P Value	level of significance (α)	Decision
Impact of Demographic Profile (Occupation): Occupation of villagers does not influence whether health services provided by the Coal Company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different occupation levels concerning their influence on the impact of performance of health related services in earnings, savings and cheerfulness.	0.075	0.05	The null hypothesis is accepted \Rightarrow the occupation of villagers does not significantly influence the impact of health related services in improving the efficiency of the villagers in the form of performance in earnings, savings and cheerfulness.
Impact of Demographic Profile (Income Level): Income level of villagers does not influence whether health services provided by the Coal company have been reflected in the efficiency of any family in the form of performance in earnings, savings and cheerfulness. In other words, there is no significant difference among different income levels concerning their influence on the impact of health related facilities on the performance in earnings, savings and cheerfulness.	0.039	0.05	the null hypothesis is not accepted \Rightarrow the income level significantly influences in appropriating the positive impact of health related facilities provided by the Coal Company.

Chapter-6

Mapping of Facilities Available and Usage

6.1. Overview:

This chapter exhibits whether different facilities on village infrastructure and health provided by Coal Company in Korba Coalfields are of use of the villagers or there is mismatch of services provided and services required.

6.2. Frequency Tables of Village Infrastructure Facilities

Village infrastructure facilities provided by the Coal Company under CSR for the betterment of the villagers are enlisted as follows and are denoted as V1, V2,, V15.

- V1: Road (Tar road, Concrete road)
- V2: Bridge/Culvert
- V3: Community hall/Community centre
- V4: Pond (New)
- V5: Cleaning/Deepening/Renovation of Ghat
- V6: Water Supply arrangement (Hand pump/Tube well/Dug well)
- V7: Overhead tank with pipe line and taps
- V8: Building for School
- V9: Additional class rooms in school
- V10: Toilets in school
- V11: Compound wall around the school
- V12: Building for Public health center
- V13: Play ground
- V14: Market yard
- V15: Street lighting/Solar light

All these facilities are kept in the questionnaire to get the response of the villagers regarding whether they are aware of the availability of the facilities mentioned. The response on this facet gives an idea that if they are not aware of any of the facilities, it means either the facility has not been required by them (Mismatch of Need) or they have made use of the facility but they are not having the knowledge that the same has been provided by the Coal Company (Unaware of the source). For the purpose, 0 has been taken for not knowing about the facility and 1 has been taken for knowing about the facility.

Table 6.1. V1: Road (Tar road, Concrete road)

v1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	151	30.1	30.1	30.1
	1.00	350	69.9	69.9	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 30.1 % of the respondents expressed that they and their family members are not aware of the fact that Road (Tar road, Concrete road) facilities are provided by the Coal Company under the CSR scheme. It is not possible that the roads constructed by the Coal Company are not being used by those respondents. The possible reason for their ignorance is that their life-style has not been much affected by the road infrastructures and/or they are least bothered about who has provided the roads. In fact, some people who don't have interface with the outer world, they don't need a good road for connectivity as their outing is from home to workplace (field) and mode is by

walk as they don't have any vehicle to make use of the road. However, 69.9% of the respondents are aware that roads are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the roads provided by the Coal Company.

Table 6.2. V2: Bridge/Culvert

v2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	210	41.9	41.9	41.9
	1.00	291	58.1	58.1	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 41.9 % of the respondents expressed that they and their family members are not aware of the fact that Bridge/Culvert are provided by the Coal Company under the CSR scheme. It is not possible that the Bridge/Culvert constructed by the Coal Company are not being used by those respondents. The possible reason for their ignorance is that their life-style has not been much affected by the Bridge/Culvert and/or they are least bothered about who has provided the Bridge/Culvert. In fact, some people who don't have interface with the outer world, they don't need a Bridge/Culvert as their outing is from home to workplace (field) and mode is by walk as they don't have any vehicle to make use of the Bridge/Culvert. However, 58.1% of the respondents are aware that Bridge/Culvert are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Bridge/Culvert provided by the Coal Company.

Table 6.3. V3: Community hall/Community Centre

v3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	257	51.3	51.3	51.3
	1.00	244	48.7	48.7	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 51.3 % of the respondents expressed that they and their family members are not aware of the fact that Community halls/Community centres are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Community hall/Community centre and/or they are least bothered about who has provided the Community hall/Community centre. Some respondents have never used the Community hall/Community centre for their purpose and even some of them are not aware of the use of the Community hall/Community centre. However, 48.7% of the respondents are aware that Community halls/Community centres are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Community halls/Community centres provided by the Coal Company.

Table 6.4. V4: Pond (New)

v4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	296	59.1	59.1	59.1
	1.00	205	40.9	40.9	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is noticed that 59.1 % of the respondents expressed that they and their family members are not aware of the fact that Ponds (New) are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Ponds (New) and/or they are least bothered about who has provided the Ponds (New). Some respondents have never used the Pond (New) for their purpose as they are bit well off economically and do have their wells or tube-wells in their premises. However, 40.9% of the respondents are aware that Ponds (New) are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Ponds (New) provided by the Coal Company.

Table 6.5. V5: Cleaning/Deepening/Renovation of Ghat

v5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	306	61.1	61.1	61.1
	1.00	195	38.9	38.9	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is observed that 61.1 % of the respondents expressed that they and their family members are not aware of the fact that Cleaning/Deepening/Renovation of Ghats are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Cleaning/Deepening/Renovation of Ghats and/or they are least bothered about who has provided the Cleaning/Deepening/Renovation of Ghats. Some respondents have never used the Ghats. However, 38.9% of the respondents are aware that Cleaning/Deepening/Renovation of Ghats are done by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Cleaning/Deepening/Renovation of Ghats provided by the Coal Company.

Table 6.6. V6: Water Supply arrangement (Hand pump/Tube well/Dug well)

v6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	130	25.9	25.9	25.9
	1.00	371	74.1	74.1	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is observed that 25.9 % of the respondents expressed that they and their family members are not aware of the fact that Water Supply arrangements (Hand pump/Tube well/Dug well) are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Water Supply arrangements (Hand pump/Tube well/Dug well) and/or they are least bothered about who has provided the Water Supply arrangements (Hand pump/Tube well/Dug well). Some respondents have never used the Water Supply arrangements (Hand pump/Tube well/Dug well) for their purpose as they are bit well off economically and do have their wells or tube-wells in their premises. However, a considerable percentage (74.1%) of the respondents are aware that Water Supply arrangements (Hand pump/Tube well/Dug well) are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Water Supply arrangements (Hand pump/Tube well/Dug well) provided by the Coal Company.

Table 6.7. V7: Overhead tank with pipe line and taps

v7

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	321	64.1	64.1	64.1
	1.00	180	35.9	35.9	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is observed that 64.1 % of the respondents expressed that they and their family members are not aware of the fact that Overhead tank with pipe line and taps are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Overhead tank with pipe line and taps and/or they are least bothered about who has provided the Overhead tank with pipe line and taps. Some respondents have never used the Overhead tank with pipe line and taps for their purpose as they are bit well off economically and do have their wells or tube-wells with overhead tank with pipe line and taps in their premises. However, 35.9% of the respondents are aware that Overhead tank with pipe line and taps are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Overhead tank with pipe line and taps provided by the Coal Company.

Table 6.8. V8: Building for School

v8

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	249	49.7	49.7	49.7
	1.00	252	50.3	50.3	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 39.7 % of the respondents expressed that they and their family members are not aware of the fact that Buildings for Schools are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Buildings for Schools and/or they are least bothered about who has provided the Buildings for Schools. Some respondents have never used the Buildings for Schools for their purpose as they are bit well off economically and prefer their children study in public schools. However, 50.3% of the respondents are aware that Buildings for Schools are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Buildings for Schools provided by the Coal Company.

Table 6.9. V9: Additional class rooms in school

v9

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	358	71.5	71.5	71.5
	1.00	143	28.5	28.5	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 71.5 % of the respondents expressed that they and their family members are not aware of the fact that additional class rooms in school are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the additional class rooms in school and/or they are least bothered about who has provided the additional class rooms in school. In fact, some respondents, whose children are taking advantage of additional class rooms in school, have also responded negatively because they don't have the knowledge on the importance of additional class rooms in school. Some respondents have never used the additional class rooms in school for their purpose as they are bit well off economically and prefer their children study in public schools. However, 28.5% of the respondents are aware that additional class rooms in school are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the additional class rooms in school provided by the Coal Company.

Table 6.10. V10: Toilets in school

v10

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	312	62.3	62.3	62.3
	1.00	189	37.7	37.7	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 62.3 % of the respondents expressed that they and their family members are not aware of the fact that toilets in schools are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the toilets in schools and/or they are least bothered about who has provided the toilets in schools. Some respondents have never used the toilets in schools for their purpose as they are bit well off economically and prefer their children study in public schools. However, 37.7% of the respondents are aware that toilets in schools are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the toilets in schools provided by the Coal Company.

Table 6.11. V11: Compound wall around the school

v11

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	247	49.3	49.3	49.3
	1.00	254	50.7	50.7	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is noticed that 49.3 % of the respondents expressed that they and their family members are not aware of the fact that Compound walls around the schools are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Compound walls around the schools and/or they are least bothered about who has provided the Compound walls around the schools. Some respondents have never been benefitted from the Compound walls around the schools as they are bit well off economically and prefer their children study in public schools. However, 50.7% of the respondents are aware that Compound walls around the schools are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Compound walls around the schools provided by the Coal Company.

Table 6.12. V12: Building for Public health center

v12

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	367	73.3	73.3	73.3
	1.00	134	26.7	26.7	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 73.3 % of the respondents expressed that they and their family members are not aware of the fact that Buildings for Public health center are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Buildings for Public health center and/or they are least bothered about who has provided the Buildings for Public health center. Some respondents have never been benefitted from the Buildings for Public health center as they are bit well off economically and prefer to go for private clinics in the neaby cities. However, 26.7% of the respondents are aware that Buildings for Public health center are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Buildings for Public health center provided by the Coal Company.

Table 6.13. V13: Play ground

v13

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	189	37.7	37.7	37.7
	1.00	312	62.3	62.3	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 37.7 % of the respondents expressed that they and their family members are not aware of the fact that Play grounds are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Play grounds and/or they are least bothered about who has provided the Play grounds. Some respondents have never been benefitted from the Play grounds as they are not having required age-group of children to use the play grounds or they prefer to go for indoor games. However, 62.3% of the respondents are aware that Play grounds are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Play grounds provided by the Coal Company.

Table 6.14. V14: Market yard
v14

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	248	49.5	49.5	49.5
	1.00	253	50.5	50.5	100.0
	Total	501	100.0	100.0	

Source : SPSS Output Sheet

It is found that 49.5 % of the respondents expressed that they and their family members are not aware of the fact that Market yards are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Market yards and/or they are least bothered about who has provided the Market yards. Some respondents have never been benefitted from the Market yards as they are neither benefitted as a seller nor as a buyer using the Market yards. However, 50.5% of the respondents are aware that Market yards are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Market yards provided by the Coal Company.

Table 6.15. V15: Street lighting/Solar light

v15

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	298	59.5	59.8	59.8
	1.00	200	39.9	40.2	100.0
	Total	498	99.4	100.0	
Missing	System	3	.6		
Total		501	100.0		

Source: SPSS Output Sheet

It is found that 59.5 % of the respondents expressed that they and their family members are not aware of the fact that Street lighting/Solar lights are provided by the Coal Company under the CSR scheme. The possible reason for their ignorance is that their life-style has not been much affected by the Street lighting/Solar lights and/or they are least bothered about who has provided the Street lighting/Solar lights. Some respondents have never been benefitted from the Market yards as they never go out after the sun-set owing to their hard works of the whole day. However, 39.9% of the respondents are aware that Street lighting/Solar lights are provided by the Coal Company under CSR for the betterment of the villagers. In fact, they have got benefitted from the Street lighting/Solar lights provided by the Coal Company.

6.3. Frequency Tables of Health Facilities

Health related facilities provided by the Coal Company under CSR for the betterment of the villagers are enlisted as follows and are denoted as V1, V2,, V15.

V1: Fever

V2: Cold and cough problems

V3: Skin diseases

V4: Water born diseases like Gastro enteritis, Amebiosis, Hepatitis A, Jaundice etc .

V5: Vitamin Deficiency

V6: TB

V7: BP

V8: Diabetes

V9: Heart problems

V10: Orthopedic problems

V11: Eye – cataract

V12: Anemia

V13: Pregnant women related problems

V14: New born baby problems

V15: Minor surgery related problems

All these facilities are kept in the questionnaire to get the response of the villagers regarding whether they take the advantages of the facilities mentioned. The response on this facet gives an idea that if they are not aware of

any of the facilities, it means either the facility has not been required by them (Mismatch of Need) or they have made use of the facility but they are not having the knowledge that the same has been provided by the Coal Company (Unaware of the source). For the purpose, '0' has been taken for not knowing about the facility and '1' has been taken for knowing about the facility.

Table 6.16. V1: Fever

v1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	66	13.2	13.2	13.2
	1.00	435	86.8	86.8	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 13.2 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for fever. It has been due to two reasons; a) those who are bit well off economically and aware of the over-the-counter (OTC) medicines, they don't prefer to avail the facilities provided by the Coal Company, and b) those who have not been affected by acute fever and prefer to accommodate with the same without taking any medicines. However, considerably a large percentage (86.8%) of the respondents has been taking the facilities provided by the Coal Company for fever.

Table 6.17. V2. Cold and cough problems

v2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	65	13.0	13.0	13.0
	1.00	436	87.0	87.0	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 13 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Cold and Cough problems. It has been due to two reasons; a) those who are bit well off economically and aware of the over-the-counter (OTC) medicines, they don't prefer to avail the facilities provided by the Coal Company, and b) those who have not been affected by acute Cold and Cough problems and prefer to accommodate with the same without taking any medicines. However, considerably a large percentage (87%) of the respondents has been taking the facilities provided by the Coal Company for Cold and Cough problems.

Table 6.18. V3: Skin diseases

v3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.00	465	92.8	92.8	92.8
	1.00	36	7.2	7.2	100.0
	Total	501	100.0	100.0	

Source: SPSS Output Sheet

It is found that 92.8 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Skin diseases. It has been due to three reasons; a) those who are bit well off economically and aware of the over-the-counter (OTC) medicines, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by severe Skin diseases and prefer to accommodate with the same without taking any medicines, and c) those who are not aware of the fact that the Coal Company also provides the facilities for skin diseases. However, a very less percentage (7.2%) of the respondents has been taking the facilities provided by the Coal Company for Skin diseases.

Table 6.19. V4: Water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc.

v4

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	374	74.7	74.8	74.8
Valid	1.00	126	25.1	25.2	100.0
	Total	500	99.8	100.0	
Missing	System	1	.2		
	Total	501	100.0		

Source: SPSS Output Sheet

It is noticed that 74.7 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc. It has been due to three reasons; a) those who are bit well off economically and are aware of the over-the-counter (OTC) medicines or brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by severe water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc. and prefer to accommodate with the same without taking any medicines, and c) those who are not aware of the fact that the Coal Company also provides the facilities for water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc.. However, a less percentage (25.1%) of the respondents has been taking the facilities provided by the Coal Company for water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc..

Table 6.20. V5: Vitamin Deficiency

v5

	Frequency	Percent	Valid Percent	Cumulative Percent
.00	185	36.9	37.0	37.0
Valid 1.00	314	62.7	62.8	99.8
10.00	1	.2	.2	100.0
Total	500	99.8	100.0	
Missing System	1	.2		
Total	501	100.0		

Source: SPSS Output Sheet

It is noticed that 36.9 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Vitamin Deficiency. It has been due to three reasons; a) those who are bit well off economically and are aware of the over-the-counter (OTC) medicines or brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by Vitamin Deficiency and prefer to accommodate with the same, if any, without taking any medicines, and c) those who are not aware of the fact that the Coal Company also provides the facilities for Vitamin Deficiency. However, a good percentage (62.7%) of the respondents has been taking the facilities provided by the Coal Company for Vitamin Deficiency.

Table 6.21. V6: TB

v6

	Frequency	Percent	Valid Percent	Cumulative Percent
.00	307	61.3	61.4	61.4
1.00	192	38.3	38.4	99.8
Valid 10.00	1	.2	.2	100.0
Total	500	99.8	100.0	
Missing System	1	.2		
Total	501	100.0		

Source: SPSS Output Sheet

It is found that 61.3 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for TB. It has been due to three reasons; a) those who are bit well off economically and are aware of the over-the-counter (OTC) medicines or brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by TB and c) those who are not aware of the fact that the Coal Company also provides the facilities for TB. However, 38.3% of the respondents have got benefitted by the facilities provided by the Coal Company for TB.

Table 6.22. V7: BP

v7

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	435	86.8	87.0	87.0
Valid	1.00	65	13.0	13.0	100.0
	Total	500	99.8	100.0	
Missing	System	1	.2		
	Total	501	100.0		

Source: SPSS Output Sheet

It is found that 86.8 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Blood Pressure. It has been due to three reasons; a) those who are bit well off economically and are aware of the over-the-counter (OTC) medicines or brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by BP or ignorant of the fact that they are having BP problem and c) those who are not aware of the fact that the Coal Company also provides the facilities for BP. However, a meager percentage (13%) of the respondents has got benefitted by the facilities provided by the Coal Company for BP.

Table 6.23. V8: Diabetes

v8

	Frequency	Percent	Valid Percent	Cumulative Percent
.00	451	90.0	90.2	90.2
Valid 1.00	48	9.6	9.6	99.8
2.00	1	.2	.2	100.0
Total	500	99.8	100.0	
Missing System	1	.2		
Total	501	100.0		

Source: SPSS Output Sheet

It is found that 90 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Blood Pressure. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by Diabetes or ignorant of the fact that they are having Diabetes problem and c) those who are not aware of the fact that the Coal Company also provides the facilities for treatment of Diabetes. However, a meager percentage (9.6%) of the respondents has got benefitted by the facilities provided by the Coal Company for Diabetes.

Table 6.24. V9: Heart problems

v9

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	483	96.4	96.6	96.6
Valid	1.00	17	3.4	3.4	100.0
	Total	500	99.8	100.0	
Missing	System	1	.2		
	Total	501	100.0		

Source: SPSS Output Sheet

It is found that 96.4 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Heart problems. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by Heart problems or ignorant of the fact that they are having Heart problems and c) those who are not aware of the fact that the Coal Company also provides the facilities for treatment of Heart problems. However, a meager percentage (3.4%) of the respondents has got benefitted by the facilities provided by the Coal Company for Heart problems.

Table 6.25. V10: Orthopedic problems

v10

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	482	96.2	96.4	96.4
Valid	1.00	18	3.6	3.6	100.0
	Total	500	99.8	100.0	
Missing	System	1	.2		
	Total	501	100.0		

Source: SPSS Output Sheet

It is found that 96.2 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Orthopedic problems. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by Orthopedic problems and c) those who are not aware of the fact that the Coal Company also provides the facilities for treatment of Orthopedic problems. However, a meager percentage (3.6%) of the respondents has got benefitted by the facilities provided by the Coal Company for Orthopedic problems.

Table 6.26. V11: Eye – cataract

v11

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	352	70.3	70.4	70.4
Valid	1.00	148	29.5	29.6	100.0
	Total	500	99.8	100.0	
Missing	System	1	.2		
	Total	501	100.0		

Source: SPSS Output Sheet

It is observed that 70.3 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Eye – cataract. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by Eye – cataract problems and c) those who are not aware of the fact that the Coal Company also provides the facilities for treatment of Orthopedic problems. However, 29.5% of the respondents has got benefitted by the facilities provided by the Coal Company for Eye – cataract problems.

Table 6.27. V12: Anemia

v12

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	328	65.5	65.6	65.6
Valid	1.00	172	34.3	34.4	100.0
	Total	500	99.8	100.0	
Missing	System	1	.2		
	Total	501	100.0		

Source: SPSS Output Sheet

It is found that 65.5 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for Anemia. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been affected by Anemia problems and c) those who are not aware of the fact that the Coal Company also provides the facilities for treatment of Anemia problems. However, 34.3% of the respondents have got benefitted by the facilities provided by the Coal Company for anemia problems.

Table 6.28. V13: Pregnant women related problems

v13

	Frequency	Percent	Valid Percent	Cumulative Percent
.00	246	49.1	49.3	49.3
Valid 1.00	253	50.5	50.7	100.0
Total	499	99.6	100.0	
Missing System	2	.4		
Total	501	100.0		

Source: SPSS Output Sheet

It is found that 49.1 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for pregnant women related problems. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been blessed by new born in recent past and c) those who are not aware of the fact that the Coal Company also provides the facilities for Pregnant women related problems. However, 50.5% of the respondents have got benefitted by the facilities provided by the Coal Company for Pregnant women related problems.

Table 6.29. V14: New born baby problems

v14

		Frequency	Percent	Valid Percent	Cumulative Percent
	.00	246	49.1	49.3	49.3
Valid	1.00	253	50.5	50.7	100.0
	Total	499	99.6	100.0	
Missing	System	2	.4		
	Total	501	100.0		

Source: SPSS Output Sheet

It is found that 49.1 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for new born baby problems. It has been due to four reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been blessed by new born in recent past, c) those who are not aware of the fact that the Coal Company also provides the facilities for Pregnant women related problems and d) those who owing to tradition go for the conventional mode of treatment. However, 50.5% of the respondents have got benefitted by the facilities provided by the Coal Company for new born baby problems.

Table 6.30. V15: Minor surgery related problems

v15

	Frequency	Percent	Valid Percent	Cumulative Percent
.00	482	96.2	96.4	96.4
Valid 1.00	18	3.6	3.6	100.0
Total	500	99.8	100.0	
Missing System	1	.2		
Total	501	100.0		

Source: SPSS Output Sheet

It is found that 96.2 % of the respondents expressed that they and their family members have never been treated by the doctor of Coal Company in their villages for minor surgery related problems. It has been due to three reasons; a) those who are bit well off economically and are aware of the brands, they don't prefer to avail the facilities provided by the Coal Company, b) those who have not been experienced minor surgery related problems or ignorant of the fact that they Minor surgery related problems and c) those who are not aware of the fact that the Coal Company also provides the facilities for treatment related to minor surgery related problems. However, a meager percentage (3.6%) of the respondents has got benefitted by the facilities provided by the Coal Company for minor surgery related problems.

6.4. Summary of Responses of the Villagers (in %) regarding their awareness/getting benefitted or not from different facilities of Village Infrastructure and Health

Table 6.31. Summary of Responses:

Village Infrastructure		
Facilities	Responses of the Villagers in %	
	Not aware of/Not benefitted	Aware of / Benefitted
V1: Road (Tar road, Concrete road)	30.1	69.9
V2: Bridge/Culvert	41.9	58.1
V3: Community hall/Community centre	51.3	48.7
V4: Pond (New)	59.1	40.9
V5: Cleaning/Deepening of pond/ Renovation of Ghat	61.1	38.9
V6: Water Supply arrangement (Hand pump/Tube well/Dug well)	25.9	74.1
V7: Overhead tank with pipe line and taps	64.1	35.9
V8: Building for School	49.7	50.3
V9: Additional class rooms in school	71.5	28.5
V10: Toilets in school	62.3	37.7
V11: Compound wall around the school	49.3	50.7
V12: Building for Public health center	73.3	26.7
V13: Play ground	37.7	62.3
V14: Market yard	49.5	50.5
V15: Street lighting/Solar light	59.8	40.2

Health	
Health Related Facilities	Responses of the Villagers in %

	Not aware of/Not taken the treatment	Aware of/ taken the treatment
V1: Fever	13.2	86.8
V2: Cold and cough problems	13.0	87.0
V3: Skin diseases	92.8	7.2
V4: Water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc.	74.8	25.2
V5: Vitamin Deficiency	37.2	62.8
V6: TB	61.6	38.4
V7: BP	87.0	13.0
V8: Diabetes	90.2	9.8
V9: Heart problems	96.6	3.4
V10: Orthopedic problems	96.4	3.6
V11: Eye – cataract	70.4	29.6
V12: Anemia	65.6	34.4
V13: Pregnant women related problems	49.3	50.7
V14: New born baby problems	49.3	50.7
V15: Minor surgery related problems	96.4	3.6

Source: Primary Data

It is inferred that there is no mismatch of facilities required by the villagers and facilities provided by the Coal Company. However, on the basis of the results of two focused group discussions (one among the Coal Company representatives dealing with the CSR projects and another with the village heads and influential persons), it is inferred that there is no proper usage of facilities owing mostly to ignorance and to some extent to lack of confidence. To overcome this, the Coal Company needs to create awareness of the facilities provided and promote how beneficial these facilities with quality so as to build confidence.

6.5. Observations through Direct Personal Interview (Participatory Observation Method) Regarding the Quality of CSR Projects in Korba Coalfields

CSR initiatives implemented by Coal Company have been accepted and have become integral part of all the villages falling under command area of three coal field areas (Kusmunda, Gevra and Dipka) of the Korba District and have significant achievements in the field of Health, Education, Drinking Water, Construction of Approach Road, Livelihood and Other miscellaneous works in the Korba District. After completion of the work, projects are handed over to villagers through Gram Panchayat.

Gram Panchayat becomes sole owner of such project. Repair and maintenance becomes sole responsibility of Panchayat. They do the repair and maintenance from their Panchayat fund but sometimes they seek help from the SECL areas where it is not possible to do from their side or cost is high.

Apart from that, some projects are implemented by state government agencies such as Nagar Nigam, Korba; PWD etc. Then, the repair and maintenance of the project is done by the state government agency which has implemented the project.

Infrastructure Works related to education like Construction/repair of class rooms, boundary wall, cultural stage, toilets, cycle stand, water supply etc. in school, providing furniture and other facilities in school, are handed over to Gram panchayat. The quality of construction found to be satisfactory but if there is any minor repair is required, these repair works are done by School Management Committee from the fund of state govt. or sometimes by the help of Panchayat.

In case of health project, medical camps are organized and medicines are distributed by SECL. Also, ambulances are hired for villagers. Since, these works are done by SECL areas, so these projects are not handed over to villagers. The medical services extended have been found to be satisfactory, but the villagers expressed that they require medical camp atleast once in a month and also said that they should have prior intimation about the arrival of doctor/medical team to their village.

Water supply infrastructure is one of the major CSR works done by SECL in Korba district. After handing over of the work in the case of drilling of tube well, installation of pumps and water tanks, maintenance is done by contractor for six months, after that maintenance is done by Panchayat. The performance of water supply system especially with regard to continuous supply has been found to be up to the expectations of villagers at every tap point but In many cases villagers collect money and does the maintenance work

on need basis if there is any minor breakdown. Sometimes, maintenance is done with the support from SECL. In the case of construction of community hall, maintenance is done by Panchayat.

If road is constructed in a village by SECL and the same is handed over to Panchayat, then maintenance is done by Panchayat. If road is constructed by State Agencies with help of SECL fund, then maintenance is done by Implementing Agency.

Major problem after the handing over the project is lack of sense of ownership among the villagers. Since, in most of the cases villagers are not part of decision process, only Panchayat Representatives are part of decision making process, so they think that the maintenance of community infrastructure is burdensome for them. Due to this, projects become difficult to use by beneficiaries if there is any breakdown.

So, in the course of planning, participatory approach is needed. Monitoring should be done by third party and social audit should be done every year for getting better result from the project for the beneficiaries as well as the company.

Table 6.32 : Quality of CSR Projects as assessed through Participatory Observation Method

S. No.	Project	Name of Agency which has taken Hand Over/Responsible for repair & maintenance	Problem faced by Beneficiary for repair & maintenance	Remedy
1	Community infrastructure related to education (Construction/repair of class rooms, boundary wall, cultural stage, toilets, cycle stand, water supply etc. in school, providing furniture and other facilities in school)	Panchayat / Panchayat & Education Department	1. Lack of fund 2. Lack of sense of ownership among stakeholders	1. Fund can be provided by state govt./SECL 2. Work should be done in participatory ways and all stakeholders should be part from the planning stage.
2	Health Project (Organizing medical camp, providing medicines and hiring of ambulance for villagers)	_____	_____	_____
3	Infrastructure related to Water Supply (Drilling of tube well, installation of submersible pump and providing water tank, Deeping of pond and construction of ghat at pond and construction of overhead tank and Sarwjanik Tap establishments etc.)	Panchayat/Panchayat	1. Lack of fund 2. Lack of sense of ownership among stakeholders	1. Fund can be provided by state govt./SECL 2. Work should be done in participatory ways and all stakeholders should be part from the planning stage.
4	Construction of Community Hall, Construction of Approach Road, Culvert etc.	Panchayat/Panchayat & State Govt. Agency	1. Lack of fund 2. Lack of sense of ownership among stakeholders	1. Fund can be provided by state govt./SECL 2. Work should be done in participatory ways and all stakeholders should be part from the planning stage.

Source: Primary Data

Chapter-7

Gap Analysis

7.1. Overview:

This chapter explains whether there is gap between the perceived beneficial impact of CSR initiatives (Village Infrastructure and Health Facilities) and the real impact of those facilities. Perceived beneficial impact has been ascertained both from the givers and takers sides. It means, this chapter highlights two set of comparison; a) Intended benefits of the villagers and real benefits from the Village Infrastructure and health facilities, b) Projected benefits of the Villagers perceived by the Coal Company and real benefits from the Village Infrastructure and health facilities, the villagers are getting. While intended benefits of the villagers and real benefits from the Village Infrastructure and health facilities have been discussed in previous chapter, projected benefits of the Villagers perceived by the Coal Company and the gap has been explained in this chapter.

7.2. Managerial Responses (Perception of the Coal Company on Impact)

As the host of the CSR initiatives, the Coal Company expects or perceives a level of benefit that the villagers must be appropriating from the CSR initiatives provided by the Company. In reality, the villagers may be getting the same level of benefit as expected by the Company or more or less than that. This section reveals whether there is any gap between the benefits enjoyed by the villagers from the CSR initiatives and the Company's expectation regarding the benefit to the villagers through the CSR initiatives. For knowing the Company's expectation, 17 Company representatives (at managerial level) dealing with the different projects of CSR are taken as respondents and their responses have been captured through a questionnaire.

7.2.1. Regression and ANOVA output for different parameters of Managerial Responses

7.2.1.1. Village Infrastructure

The seven predictor variables identified and on which the data has been collected are;

V1 – The Village Infrastructure facilities provided by the Coal Company are exactly in line with the requirements of the villagers (Facilities meeting Needs)

V2 – Projected Beneficiaries do not have any difficulty in using these facilities (Accessibility)

V3 – The quality of facilities catered to the villagers by Coal Company is excellent (Quality of Facilities)

V4 – These facilities have been helping the families of beneficiaries to easily face the emergency and maintain a sanitary living (Facilities meeting Emergency)

V5 – The timely and satisfactory maintenance of this infra facilities/assets done by a village group/committee has been helping the villagers to make use of the same without interruption (Un-Interrupted Usage)

V6 – Absence of any of the facilities provided would have been proved to be costly affair for the beneficiaries to maintain the present standard of living (Reduction in Cost of living)

V7 - Infra facilities provided by Coal Company have been reflected in the efficiency of families of the beneficiaries in the form of performance in earnings, savings and growth

V8 – These infra facilities have made beneficiaries’ (families’) lives ease and comfortable

‘Whether Infrastructure facilities made villagers’ lives ease and comfortable’ is the dependent variable and in analysis, it is denoted as V8. For the purpose, the responses were collected using five categories of responses; 1 = Strongly Disagree (SD), 2 = Disagree (D), 3 = Undecided, 4 = Agree (A), 5 = Strongly Agree (SA).

The relevant portion of SPSS output sheet is presented below to infer whether the host (Managerial personnel of the Coal Company) perceives that the village infrastructure facilities provided by the Coal Company have impacted the lives of the villagers in positive direction leading to a comfortable living with improvement in efficiency.

Table 7.1. ANOVA^b

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	4.029	7	.576	5.676	.010 ^a
1 Residual	.913	9	.101		
Total	4.941	16			

a. Predictors: (Constant), v7, v5, v2, v1, v6, v3, v4

b. Dependent Variable: v8

Source: SPSS Output

7.2.1.1.1. Hypothesis on Village infrastructure facilities

H0: Managerial personnel perceive that Village infrastructure facilities have not made the villagers' lives ease and comfortable

H1: Managerial personnel perceive that Village infrastructure facilities have made the villagers' lives ease and comfortable

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of the above mentioned table. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is less than the ' α ' value. In fact, since $p = 0.010$ is less than $\alpha = 0.05$, the null hypothesis is not accepted and the alternative hypothesis is accepted. That means, as per the perception of the Coal Company Managers, village infrastructure facilities have made the villagers' lives ease and comfortable leading to improved efficiency.

7.2.1.1.2. Prioritization of factors (perceived by Managers) related to Village Infrastructure Facilities those impact villagers' lives in positive direction leading to an ease and comfortable way of living

In this section of the present study, the Criterion Variable is whether Village infrastructure facilities made the family life ease and comfortable for

which seven predictor variables identified and on which the data has been collected are;

The seven predictor variables identified and on which the data has been collected are;

V1 – The Village Infrastructure facilities provided by the Coal Company are exactly in line with the requirements of the villagers (Facilities meeting Needs)

V2 – Projected Beneficiaries do not have any difficulty in using these facilities (Accessibility)

V3 – The quality of facilities catered to the villagers by Coal Company is excellent (Quality of Facilities)

V4 – These facilities have been helping the families of beneficiaries to easily face the emergency and maintain a sanitary living (Facilities meeting Emergency)

V5 – The timely and satisfactory maintenance of this infra facilities/assets done by a village group/committee has been helping the villagers to make use of the same without interruption (Un-Interrupted Usage)

V6 – Absence of any of the facilities provided would have been proved to be costly affair for the beneficiaries to maintain the present standard of living (Reduction in Cost of living)

V7 - Infra facilities provided by Coal Company have been reflected in the efficiency of families of the beneficiaries in the form of performance in earnings, savings and growth (Efficiency booster)

V8 – These infra facilities have made beneficiaries’ (families’) lives ease and comfortable

The objective of this Section of the Study is to prioritize the factor/s, as per the perception of the managers of the Coal Company, that impact the life style of the villagers in positive direction leading to improved efficiency.

Table 7.2. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.165	.567		2.054	.070
v1	-.198	.140	-.295	-1.414	.191
v2	.532	.161	.677	3.309	.009
v3	.659	.251	.980	2.626	.028
v4	-.398	.318	-.596	-1.251	.242
v5	-.192	.122	-.311	-1.574	.150
v6	-.326	.165	-.551	-1.971	.080
v7	.586	.280	.877	2.095	.066

a. Dependent Variable: v8

Source: SPSS Output

The Model reveals that β value for V3 is the highest, i.e., 0.980. It exhibits that the said predictor variable has highest level of impact on the criterion variable. In fact, the said variable, i.e., ‘The quality of facilities

catered by Coal Company is excellent' has high level of impact. Similarly, the β value for V2 is the lowest, i.e., 0.677. It means, the variable – 'Projected Beneficiaries do not have any difficulty in using these facilities' has less impact on criterion variable.

On the contrary, β value for V4 is the highest with negative sign, i.e., - 0.596. It indicates that the said predictor variable is having highest level of impact on the criterion variable but in a negative direction. It means 'These facilities have been helping the families of beneficiaries to easily face the emergency and maintain a sanitary living' have the counter impact on the criterion variable. In fact, it may be inferred that this variable is not apt for ascertaining the criterion variable. Thus, out of the variables identified, on the basis of degree of influencing positively, the priority list is as follows; V3, V7 and V2, i.e.,

V3 – The quality of facilities catered to the villagers by Coal Company is excellent (Quality of Facilities)

V7 - Infra facilities provided by Coal Company have been reflected in the efficiency of families of the beneficiaries in the form of performance in earnings, savings and growth (Efficiency booster)

V2 – Projected Beneficiaries do not have any difficulty in using these facilities (Accessibility)

7.2.1.2. Health Facilities

The seven predictor variables identified and on which the data has been collected are;

- V1** – Beneficiaries get free medical treatment properly from a doctor and his/her staff of Coal Company when they visit different villages.
(Accessibility)
- V2** – All health related problems of beneficiaries have been treated by the doctor and his/her staff since the health services provided by the Coal Company (Facilities meeting Needs)
- V3** – Frequency of visit of the doctor and his/her staff has not been a problem as beneficiaries have been getting their help as per their requirements
(Frequency of visit of Doctors and staff)
- V4** – Referring govt. or private hospitals by the villagers for any disease has been tremendously reduced because of health services provided by Coal Company (Reduction in Travelling Expenses)
- V5** – Coal Company conducts ‘Health awareness/education camps’ in different villages at regular intervals (Frequency of Health awareness/education camps)
- V6** - Health awareness/education camps organized by the Coal Company are helping in improving the health of all the beneficiaries (Positive impact of Health awareness/education camps)

V7 – Medical expenses for beneficiaries have been reasonably slashed since the health services provided by the Coal Company (Reduction in Medical Expenses)

V8 - Health services provided by Coal Company have been reflected in the efficiency of the beneficiaries' families in the form of performance in earnings, savings and cheerfulness (Overall Impact)

‘Health services provided by Coal Company have been reflected in the efficiency of the beneficiaries’ families in the form of performance in earnings, savings and cheerfulness’ is the dependent variable and in analysis, it is denoted as V8. For the purpose, the responses were collected using five categories; 1 = Strongly Disagree (SD), 2 = Disagree (D), 3 = Undecided , 4 = Agree (A), 5 = Strongly Agree (SA).

The relevant portion of SPSS output sheet is presented below

Table 7.3. ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
Regression	8.363	7	1.195	7.668	.003 ^a
1 Residual	1.402	9	.156		
Total	9.765	16			

a. Predictors: (Constant), v7, v3, v6, v1, v4, v2, v5

b. Dependent Variable: v8

Source: SPSS Output

7.2.1.2.1. Hypothesis

H0: Managers' perception - Health facilities have not made the villagers' lives ease and comfortable

H1: Managers' perception - Health facilities have made the villagers' lives ease and comfortable

The exact significant level (p value) of ANOVA is exhibited in 6th Col. (Sig.) of the above mentioned table. The level of significance set by us is 5%, i.e., $\alpha = 0.05$ (on the basis of existing researches of similar type). The table reveals that 'p' value is less than the ' α ' value. In fact, since $p = 0.003$ is less than $\alpha = 0.05$, the null hypothesis is not accepted and the alternative hypothesis is accepted. That means, managers perceive that the Health infrastructure facilities have made the villagers' lives ease and comfortable.

7.2.1.2.2. Prioritization of factors related to Health Facilities those impact villagers' lives in positive direction leading to an ease and comfortable way of living

In this section of the present study, the Criterion Variable is whether, as per the perception of the Managers of the Coal Company, Health services provided by Coal Company have been reflected in the efficiency of the beneficiaries' families in the form of performance in earnings, savings and cheerfulness for which seven predictor variables identified and on which the data has been collected are;

The seven predictor variables identified and on which the data has been collected are;

- V1** – Beneficiaries get free medical treatment properly from a doctor and his/her staff of Coal Company when they visit different villages (Accessibility).
- V2** – All health related problems of beneficiaries have been treated by the doctor and his/her staff since the health services provided by the Coal Company (Facilities meeting Needs).
- V3** – Frequency of visit of the doctor and his/her staff has not been a problem as beneficiaries have been getting their help as per their requirements (Frequency of visit of Doctors and staff).
- V4** – Referring govt. or private hospitals by the villagers for any disease has been tremendously reduced because of health services provided by Coal Company (Reduction in Travelling Expenses).
- V5** – Coal Company conducts ‘Health awareness/education camps’ in different villages at regular intervals (Frequency of Health awareness/education camps).
- V6** - Health awareness/education camps organized by the Coal Company are helping in improving the health of all the beneficiaries (Positive impact of Health awareness/education camps).

V7 – Medical expenses for beneficiaries have been reasonably slashed since the health services provided by the Coal Company (Reduction in Medical Expenses).

The objective of this Section of the Study is to prioritize the factor/s that influences the criterion variable.

Table 7.4. Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	1.230	1.272		.968	.359
v1	.311	.445	.187	.700	.502
v2	-.288	.254	-.413	-1.134	.286
v3	-.135	.187	-.149	-.724	.487
v4	.504	.263	.609	1.920	.087
v5	-.664	.706	-.431	-.940	.372
v6	.469	.448	.364	1.047	.323
v7	.509	.333	.661	1.530	.160

a. Dependent Variable: v8
Source: SPSS Output

The Model reveals that β value for V7 is the highest, i.e., 0.661. It exhibits that the said predictor variable has highest level of impact on the criterion variable. In fact, the said variable, i.e., ‘Medical expenses for beneficiaries have been reasonably slashed since the health services provided by the Coal Company’ has high level of impact on criterion variable. Similarly, the β value for V1 is the lowest, i.e., 0.187. It means, the variable – ‘Beneficiaries get free medical treatment properly from a doctor and his/her staff of coal company when they visit different villages’ has less impact.

On the contrary, β value for V5 is the highest with negative sign, i.e., - 0.431. It indicates that the said predictor variable is having highest level of impact on the criterion variable but in a negative direction. It means “Coal Company conducts ‘Health awareness/education camps’ in different villages at regular intervals” has high level of negative impact on the criterion variable. Thus, out of the variables identified, on the basis of degree of influencing the impact of health related facilities on villagers’ health condition, the priority list is as follows; V7 , V4 , V6 and V1, i.e.,

V7 – Medical expenses for beneficiaries have been reasonably slashed since the health services provided by the Coal Company (Reduction in Medical Expenses).

V4 – Referring govt. or private hospitals by the villagers for any disease has been tremendously reduced because of health services provided by Coal Company (Reduction in Travelling Expenses).

V6 - Health awareness/education camps organized by the Coal Company are helping in improving the health of all the beneficiaries (Positive impact of Health awareness/education camps).

V1 – Beneficiaries get free medical treatment properly from a doctor and his/her staff of Coal Company when they visit different villages (Accessibility).

7.3. Summary of Decisions on Hypotheses (For the Representatives of the Coal Company)

Village Infrastructure

Null Hypothesis	P Value	level of significance (α)	Decision
Overall Impact: Managerial personnel perceive that Village infrastructure facilities have not made the villagers' lives ease and comfortable	0.000	0.05	The null hypothesis is not accepted \Rightarrow as per the perception of the Coal Company Managers, village infrastructure facilities have made the villagers' lives ease and comfortable leading to improved efficiency.

Health Facilities

Null Hypothesis	P Value	level of significance (α)	Decision
Overall Impact: Managers' perception - Health infrastructure facilities have not made the villagers' lives ease and comfortable	0.003	0.05	The null hypothesis is not accepted \Rightarrow managers perceive that the Health infrastructure facilities have made the villagers' lives ease and comfortable

7.4. Comparison of Decision on Establishing Hypotheses: Villagers vis-à-vis the Coal Company

Null Hypotheses	Decision from Villagers' Perspective	Decision from the Coal Company's Perspective	Remarks
Overall Impact: Village infrastructure facilities have not made the villagers' lives ease and comfortable	Not Accepted	Not Accepted	There is no gap between the perception of the Coal Company and Benefits realized by the Villagers
Overall Impact: Health infrastructure facilities have not made the villagers' lives ease and comfortable	Not Accepted	Not Accepted	There is no gap between the perception of the Coal Company and Benefits realized by the Villagers

It is found that at overall level, there is no gap between the real benefits the villagers are getting from CSR initiatives and the benefits that the Coal Company perceives that the villagers would have got from the CSR initiatives.

7.5. Prioritization of Variables concerning their impact on Villagers' living standard and health condition

Village Infrastructure	
Prioritized Variables by the Villagers	Prioritized Variables by the Representatives of the Coal Company
V2 - Accessibility V6 - Reduction in Cost of leaving V5 - Un-Interrupted Usage V1 - Facilities meeting Needs V4 - Facilities meeting Emergency	V3 – Quality of Facilities V7 - Efficiency booster V2 – Accessibility
Health	
Prioritized Variables by the Villagers	Prioritized Variables by the Representatives of the Coal Company
V6 - Reduction in Medical Expenses V3 - Frequency of visit of Doctors and staff V1 - Accessibility V4 - Reduction in Travelling Expenses V2 - Facilities meeting Needs	V7 - Reduction in Medical Expenses V4 -Reduction in Travelling Expenses V6 -Positive impact of Health awareness/education camps V1 - Accessibility

It is inferred that, on village infrastructure, while the host rates the quality of services most, the same is not there in the priority list of the beneficiaries. It is clear that the targeted beneficiaries are not satisfied with the quality of services or they are not aware of the quality the services inherit. However, there is proper match in perception and realization in accessing the facilities as the accessibility has been placed in both the priority lists.

Similarly, on health related facilities, while reduction in medical expenses of the villagers has been placed on the top of both the lists, ‘positive impact of health awareness/education camps’ has not been there in the villagers’ list which is very positively thought of and perceived by the Coal Company.

7.6. Villagers’ Responses on mitigating Gap:

On the basis of the Pilot Survey, a set of Open-ended Questions were placed both for village infrastructure facilities and health related facilities in the Questionnaire in order to get the views of the villagers on improving the quality of the services by wiping out the gaps.

7.6.1. Responses on Village Infrastructure Facilities

- Company officials should hold meeting with the villagers before implementing CSR works for considering quality of works.
- Major tangible and long term CSR projects may be implemented for sustainable use.
- Company should hand over the community asset to gram panchayat for its sustainable maintenance and for gainful utilization.
- Most of the villagers were having negative opinion about the planning, execution of works under CSR initiatives.
- Hazard due to blasting and air pollution should be taken care of by the company.

- Mine water may be discharged to ponds of nearby villages if possible for their use.
- Maintenance may be taken up in case of certain CSR works like drinking water facility through tube wells, pumps, pipelines and overhead tanks.

7.6.2. Responses on Health Facilities

- Frequency of conducting medical camps should be atleast once a week in every project affected village.
- Prior intimation about the medical camps to be given to villagers for having maximum benefit.

Chapter-8

Strategies to Improve the Impact of CSR Initiatives

8.1. Overview:

It has been found in the research study that in spite of spending huge amounts of money under CSR initiatives by the coal company, there are some key subject areas in the process of need assessment and implementation of CSR projects in coal mining sector which require further value addition that helps in improving positive impact on the lives of village beneficiaries. That can be strengthened by the company if suitable and appropriate action with proper strategy is taken at right time.

8.2. The key areas of concern in implementing CSR Initiatives:

The key subject areas where further value addition is required are mentioned below:

1. If a village school has been provided with additional classrooms say three or four class rooms for accommodating more students in the school, it should serve complete purpose. But if the class rooms does not have proper and safe electrical house wiring for having lighting arrangement to use in dark hours and also for using fan or air cooler in summer season, it will never satisfy the overall requirement of the school students and teachers. So there is lacking in adequate planning in need assessment and also conveys some unspoken information regarding seriousness of its social and human side of the company that is implementing CSR initiatives, which results into poor impact upon the beneficiaries.

2. If a village is provided with a community Centre or community hall under CSR initiative for conducting social programs like marriages, meetings or some community functions etc, it should solve the very purpose for which it is planned. But if it does not have proper water supply arrangement for drinking and other purposes and not having toilets, such infrastructure will never address the problems of the villagers for better utilization. The electrical fittings and some furniture are if provided in the community hall, the quality of such materials has been observed as a question mark for long-term use. Such approach will not have positive impact upon the beneficiaries.
3. If the village is provided with a public health center or a small hospital building to take care of health problems of the residents of that village and also for nearby villages, it should cater medical services with the help of a team of doctor and paramedical staff. But if this arrangement is not adequate with respect to medical staff and medicines, it is not going to have any positive impact upon the beneficiaries.
4. If a village is provided with water supply arrangement with the help of tube wells or bore wells along with water pipeline network and water tanks at suitable locations in the every nook and corner of village, it should extend smooth service to fulfill the daily water requirement of that village. But due to some breakdown of pump of bore well or due to damage of water pipe line or due to some electrical problem, this water supply facility is not serving the purpose of supplying water continuously without hindrances, Such CSR initiatives will never have positive impact on beneficiaries.
5. If a village is provided with an approach road like a tar road, it should serve the purpose as all weather road. But if it does have culverts or minor bridges wherever required, it would never serve the all time

purpose especially during monsoon season. So such CSR project of road will never develop a positive impact upon the beneficiaries.

6. If street lighting arrangement in a village is provided with help of either solar energy or electrical power supply, such arrangement should serve the very purpose for which it is meant. But if such facility is like a cosmetic arrangement or like a vanity project without proper repair and maintenance arrangement, such CSR initiatives will never last for long time and will never have positive impact on beneficiaries.
7. If a pond is constructed in a village under CSR initiative, it should be properly planned and designed with respect to its location, catchment and drainage. If the pond is provided at far away place or not at appropriate location or not having adequate recharge arrangement either by rain water or from any other source like mine pumps discharge, the very purpose for which pond has been provided shall be defeated, which results no positive impact upon beneficiaries.
8. If a play ground or a compound wall for a village school is provided, it should have adequate height and width with suitable main gate for compound wall and other playing infrastructure for play ground otherwise it will never have positive impact upon the beneficiaries.
9. If Health check up camps are organized in the nearby villages with the help of team of doctors and medical staff, it should be organized at least once a week not like once in three or six months. If such medical camps are conducted once a while it will never have positive impact upon the beneficiaries.

10. If high ways or town roads or bypass roads or coal transportation roads are constructed under CSR initiatives, it will never have positive impact upon poor villagers who require roads for their village approach.
11. If a market yard or shopping center is constructed for a village, it should have adequate lighting arrangement, drinking water arrangement and sanitation arrangement otherwise it will never create a positive impact upon beneficiaries.
12. If toilets are constructed separately for boys and girls in village school, it should be provided with adequate water supply arrangement for gainful utilization by the students otherwise it will never create any positive impact upon the beneficiaries.
13. Pollution due to Mining of coal - Mining is such kind of activity where there will be huge adverse impact to land, air and water due to its operations like drilling, blasting, loading, transporting and unloading operations for production and off take of coal or any mineral from mine to market, which causes pollution to land, air and water. This problem of pollution has been addressed and guided as per Environment Management Plan (EMP) of every coal-mining project to initiate preventive or mitigative measures. But if there is any lapse in implementing the provisions of EMP, there will be an immediate adverse impact upon the nearby residents, villagers and of course employees which reflects in the form of complaints by stakeholders through print and electronic media including social media. This issue speaks volumes about mining methods, processes and technologies we adopt and practice on day-to-day basis. The way coal mining company implements its mining operations with regard to work ethics truly convey huge positive message among all stakeholders otherwise it

would be factoring in damaging the image of Coal Company like adding fuel to fire.

Therefore keeping such shoddy and callous implementation under CSR initiatives in view, it is imperative to bring out the true picture while conducting need assessment survey and enable the coal company to take result oriented corrective measures for existing and future CSR projects.

8.3. Strategies to Improve Impact of CSR Initiatives of Coal Companies on Society:

On the basis of findings of quantitative research as envisaged in previous chapters and substantiated by the qualitative research [outcome of two focus group discussions (FGD): FGD format is presented in Annexure-III], following strategies have been devised to Improve Impact of CSR Initiatives of Coal Companies on Society.

- A separate cell with a dedicated team should be developed for extending dedicated services under CSR initiatives.
- A single window approach should be adopted for redressal of social grievances of project-affected villagers.
- CSR interventions for project affected villages have to be discovered after examining state and central government schemes by working in collaboration with district administration, civil society organizations, NGO's, political bodies and focused groups.
- District administration, local leaders and sarpanch/village heads should be taken into confidence while implementing schemes or projects under CSR fund for fulfilling the needs of project affected people. This CSR

fund should be exclusively used for the socio – economic development of nearby communities.

- CSR fund should be exclusively spent for providing promising services and pro-active support to poor and needy villagers on consistent basis.
- Seamless Communication with project affected villagers through direct face to face communication or through village meetings or through CSR cell or control room or through local television (TV) or through social media for listening to the voices of people living around which helps in getting right feedback which will further help in initiating corrective action by the management for constant and consistent improvement in delivering support and help under CSR initiatives. This kind of pro-active and constructive approach will develop a real social connectivity with the nearby communities in particular and with society at large.
- In the present system of implementation of CSR initiatives, Coal Company constructs community infrastructure or village infrastructure and hand over the infrastructure to village head or village committee through district administration, which is seen as “Build – Transfer” method. But if this system is changed to “Build – Operate – Maintain – Transfer” method. For example if a village is provided with water supply arrangement through over head water tank/bore well/pipe lines etc, it should be operated and maintained for at least five or six years then transfer such facility to village committee through district administration will fetch better results because the beneficiaries have been provided services continuously and consistently under “Build – Operate – Maintain – Transfer” method which creates a solid faith on the system provided by coal company.

- In the area of Health care facilities under CSR initiatives, this program should not be eyewash because the project affected people should be provided with medical cards or health cards for entire family. The “CSR clinic or CSR ambulance” and “ Doctor – on - call” facility should be provided to nearby project affected villagers through 24*7 control room telephone number or mobile app which will send a strong “ I AM WITH YOU” feeling and confidence among villagers or beneficiaries.
- In order to address the matters related to pollution caused due to mining operations in the coal mining project, the company should go for best mining technologies which prevents or mitigates land pollution if occurs due to blasting, extracting and dumping of materials, air pollution if occurs due to loading, transporting and unloading operations and water pollution occurs due to contaminating adjacent nallahs and rivers if mixed with untreated mine discharge water. Although Environment Management Plan (EMP) of coal mines implemented in letter and spirit with the help of advanced technologies for preventing or mitigating pollution to land, air and water, but it requires constant and consistent updation and upgradation. The mining methods and processes speak volumes about how company is taking care of work ethics in its business activities which really will have zero health hazard impact upon not only on its employees but also on nearby villagers and local communities in particular and on society at large.

Therefore it is observed that if home is set right first, it means if internal mining practices in the coal-mining project are implemented to its best with regard to preventing or mitigating land pollution, air pollution and water pollution, there will be huge positive psychological impact upon all stakeholders including internal stakeholders like management personnel and

employees; and external stakeholders like local communities, society, government statutory bodies, civil society organizations, NGO's and of course planet earth due to improved image of the company for its good work ethics.

Chapter-9

Conclusion

9.1. Overview

The previous chapters presented the findings from the beneficiaries of CSR initiatives (particularly village infrastructure facilities and health related facilities) and that from the Coal Company (Korba Coalfields of Chhatisgarh, India) representatives pertaining to the impact of those facilities on the villagers' way of living, mapping of facilities to the requirements and gap between the intended benefits and realized benefits from those CSR initiatives. This chapter summarizes the findings of this research and point out the future scope for research.

9.2. Conclusion on Village Infrastructure

While we speak a lot on inclusive growth, our negligence to 70 per cent Indians who live in rural areas won't help us to achieve the talk. That's why, off late, most of the bodies including the government started focusing on rural development not just because of helping the rural masses but most importantly for helping themselves in sustenance. Dreaming of improving the fate of rural masses without creating necessary infrastructure is just a day-dreaming that will never happen in reality. Thus, in the backdrop of rural development what lies most sternly is rural infrastructure like rural roads, rural water supply, rural housing, rural electrification, irrigation, etc. Government in India is not affluent enough to cater all necessary infrastructures to rural areas for their development. That's why the concepts of public-private partnership (PPP) and

corporate social responsibility (CSR) have gained popularity in recent times. Keeping this in background, the Coal Company in Korba Coalfields of Chhattisgarh (India) has started CSR activities with the aim of improving the fate of the masses of nearby areas. Although, the said coal company in the coalfields has been serving the society by way of launching a good number of CSR initiatives, the rural infrastructures given by the coalfields are key to change the lifestyle of the villagers. This research has attempted to unfold whether the infrastructures provided have impacted the lives of rural masses in a positive way.

As analyzed and discussed in previous chapters, it is inferred that there is a seeable improvement in the life-style of the villagers due to the village infrastructure facilities provided in the villages of the Korba Coalfields of Chhattisgarh (India). Hypotheses established in this research are;

- Village infrastructure facilities have made the villagers' lives ease and comfortable
- The age-group does not significantly impact in appropriating and getting benefitted from the infrastructure facilities, making the family's life ease and comfortable
- The educational qualification does not significantly influence in appropriating the benefits of the infrastructure facilities, making the villagers' lives easy and comfortable

- Occupation of the villagers does not significantly influence the impact of the infrastructure facilities, making the villagers' lives easy and comfortable.
- Income level does not significantly influence the impact of the infrastructure facilities in making the villagers' lives ease and comfortable

Although the village infrastructure has impacted the villagers' way of living in positive direction, some of the facilities available are not being used by some of the villagers owing to ignorance or lack of confidence. So the Coal Company has to educate all the villagers about all the facilities available and should gain the confidence of the villagers.

9.3. Conclusion on Health Facilities

Education and Health have been the prime concern of Indian economy owing to their importance in social sector. Although updated facilities and offerings in these two sectors are being availed of by the affluent society, meeting the hefty expenses required, people living in rural areas are deprived of basic facilities necessary in these two sectors. While the government of India along with the governments of different states has been initiating various schemes to cater the basic needs in education and health, owing to constraints in terms fiscal deficit and administration, the core objective is yet to be materialized. Considering this, potential business houses have been taking up some responsibility in this direction. The Coal Company in Korba Coalfields of Chhattisgarh (India) has been initiating multiple facilities in these two social

sectors. However, facilities offered in the villages of Korba Coalfields of Chhattisgarh in the Health sector have been proved to be essential and of paramount importance. This research has empirically unfolded whether the health-related facilities initiated by Korba Coalfields have impacted the health condition of the targeted villagers positively. Hypotheses established in this respect are;

- Health Services provided by Coal Company have made villagers' lives more efficient in the form of performance in earnings, savings and cheerfulness
- The age-group significantly impacts in appropriating and getting benefitted from the health related facilities provided by the Coal Company leading to the efficiency of any family in the form of performance in earnings, savings and cheerfulness
- Appropriating and getting benefitted from the health related services provided by the Coal Company, leading to improvement in the efficiency in the form of performance of villagers in earnings, savings and cheerfulness, significantly varies with the varied educational qualification of the beneficiaries
- The occupation of villagers does not significantly influence the impact of health related services in improving the efficiency of the villagers in the form of performance in earnings, savings and cheerfulness.
- The income level significantly influences in appropriating the positive impact of health related facilities provided by the Coal Company

It is found that although the facilities have positive impact on the health condition of the villagers, they need something more and extra in order to avail the benefit in a sustainable way.

9.4. Conclusion on Gap, if any

It is also inferred that there is no mismatch of facilities required by the villagers and facilities provided by the Coal Company. However, there is no proper usage of facilities owing mostly to ignorance and to some extent to lack of confidence. To overcome this, the Coal Company needs to create awareness of the facilities provided and promote how beneficial these facilities with quality so as to build confidence.

Pertaining to gap, it is found that at overall level, there is no gap between the real benefits the villagers are getting from CSR initiatives and the benefits that the Coal Company perceives that the villagers would have got from the CSR initiatives.

It is inferred that, on village infrastructure, while the host rates the quality of services most, the same is not there in the priority list of the beneficiaries. It is clear that the targeted beneficiaries are not satisfied with the quality of services or they are not aware of the quality the services inherit. However, there is proper match in perception and realization in accessing the facilities as the accessibility has been placed in both the priority lists.

Similarly, on health related facilities, while reduction in medical expenses of the villagers has been placed on the top of both the lists, 'positive impact of health awareness/education camps' has not been there in the

villagers' list which is very positively thought of and perceived by the Coal Company.

9.5. Managerial Implications of Research Findings

On the basis of the findings of the study, the stakeholders involved in CSR initiatives will come to know the real benefits of such activities and hence will be aware of their rights and responsibilities. The findings of this research will not only insist the Coal Company to focus on educating the villagers about the CSR facilities and their beneficial impacts but also inculcate among villagers the habit of using the things available and enquiring about the details of facilities. Not only the beneficiaries will be keen to take the advantages of the CSR activities provided by the Coal Company but also the management who feel these activities burdensome and tasking may get motivated to adopt such activities as a strategy for their growth. In fact, this study will help understanding the role of CSR in strengthening the social bond. The relevance of this Project can be extended to social welfare schemes of govt. or charity organizations/NGOs/Multilateral funded Projects. Besides, the Coal Company will be insisted to focus on quality since the villagers are not highly impressed with the quality of the facilities although they are extremely satisfied with the accessibility.

9.6. Scope for Future Research

This research can be seen as a commencement of a journey into better understanding of impact of CSR on society. This research on impact analysis is mostly based on primary data regarding how the villagers are feeling because

of the CSR initiatives. In fact, the responses of the villagers are deciding factors whether there is positive impact of CSR initiatives on villagers' living. But the research findings could have been strengthened if the same was substantiated from the secondary data in two time frames, i.e., before the launch of CSR initiatives and after a period of time (about one year to five years) since the launch of CSR initiatives - pertaining to;

- Percentage of people living BPL
- Incidence and depth of diseases
- Ambience of the village
- Enrolment ratio in primary, secondary and higher level of education
- Infant mortality rate
- Use of modern gadgets by the villagers

Unavailability of required secondary data is the limitation of this research and it offers great scope for future research. Besides, research can also be extended to other CSR initiatives.

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Publications/Presentations by the Researcher out of this Study

Research Papers

Name of the Paper	Name of the Journal / Magazine/Book	Reference
Health Related Facilities initiated by Korba Coalfields of Chhattisgarh (India) and Health Condition of Targeted Villagers	International Journal of Emerging Research in Management and Technology (ISSN: 2278-9359)	Volume 5, Issue 4 April-2016, pp 91-99 [Impact Factor: 1.492] [Science Central Evaluation Score: 9.28]
Impact of Village Infrastructure initiated by Korba Coalfields of Chhattisgarh (India) on Villagers' way of Living	International Journal of Research in Commerce, IT & Management (ISSN 2231 – 5756)	VOLUME NO. 6 (2016), ISSUE NO. 03 (MARCH) Pp 11-17 [Indexed & Listed at: Ulrich's Periodicals Directory ©, ProQuest USA, EBSCO Publishing USA, Google Scholar, Cabell's Directories of Publishing Opportunities-USA]
Business Ethics in Indian Coal Mining Industry – a Way Forward	Recent Practices and Innovations in Mining Industry (ISBN 978-93-5258-251-8)	February 2016 Pp 133-137
Rationale of Need and Gap analyses in the context of corporate social responsibility activities initiated by coal mining industry	IUJ Journal of Management	May 2014

Presentations in Seminars/Conference

Name of the Paper	Name of the Seminar/Conference	Organizer	Date & Month
Business Ethics in Indian Coal Mining Industry – a Way Forward	National seminar on "Recent Practices and Innovations in Mining Industry"	NIT, Raipur	19th and 20th February 2016
Corporate social responsibility for Sustainable & Responsible Mining in India	National seminar on Sustainable and responsible Mining - The Only Way Forward	Indian school of mines Alumni Association(ISMAA), kolkata chapter	April 19th to 20th 2013
Role of CSR in Indian Coal Mining Industry	Corporate Social Responsibility in the Emerging Scenario: Issues & Challenges	ICFAI University Jharkhand	Sept. 2013

Annexure-I (Questionnaire for the Beneficiaries, i.e., Villagers)

Questionnaire (For Impact Assessment)

Dear Sir/Madam,

Your participation and cooperation are solicited for this study. The data collected through this questionnaire will be purely used for academic purpose and confidentiality in all respect will be maintained.

1. Name of the Respondent:

2. Gender: Male [] Female []

Address:

Village:

Tehsil:

District:

State :

3. Contact No.:

4. Age:

Below 18 [] 18-35 [] 36-53 [] 54-71 [] 72 and above []

5. Educational Qualification:

Below 10th []

10th []

10+2 []

Graduate []

Post Graduate []

Professional (Pl. Specify)_____

6. No. of Family Members:

7. Occupation:

Agriculture [] Service [] Business [] Housewife []

8. Annual Income:

I am voluntarily willing to undertake this questionnaire required for the
Research work.

Date:

(Signature of the Respondent)

Place:

(A) Village Infrastructure/Assets:

Please tick the following infrastructure facilities/assets if provided by the coal
company under CSR in your village:

- a) Road (Tar road, Concrete road) ()
- b) Bridge/Culvert ()
- c) Community hall/Community centre ()
- d) Pond(New) ()
- e) Cleaning/Deepening/Renovation of Ghat ()
- f) Water Supply arrangement
(Hand pump/Tube well/Dug well) ()
- g) Overhead tank with pipe line and taps ()

- h) Building for School ()
- i) Additional class rooms in school ()
- j) Toilets in school ()
- k) Compound wall around the school ()
- l) Building for Public health center ()
- m) Play ground ()
- n) Market yard ()
- o) Street lighting/Solar light ()

Kindly rate the statements given on the basis of your agreement on the same.

Statements	Rating (Level of Agreement)				
	1 (Strongly Disagreed)	2 (Disagreed)	3 (Undecided)	4 (Agreed)	5 (Strongly Agreed)
The Infrastructure facilities provided are exactly in line with my requirements (Facilities meeting Needs)					
I along with my family members do not have any difficulty in using these facilities (Accessibility)					
The quality of facilities catered by Coal Company is excellent (Quality of Facilities)					

These facilities have been helping my family to easily face the emergency and maintain a sanitary living (Facilities meeting Emergency)					
The timely and satisfactory maintenance of this infra facilities/assets done by a village group/committee has been helping us to make use of the same without interruption (Un-Interrupted Usage)					
Absence of any of the facilities provided would have been proved to be costly affair for me to maintain the present standard of living (Reduction in Cost of living)					

Have the above mentioned Infrastructure facilities provided by the Coal Company made your family's life ease and comfortable leading to improved well-being?

1 (Strongly Disagreed)	2 (Disagreed)	3 (Undecided)	4 (Agreed)	5 (Strongly Agreed)
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- i. What are the suggestions you would like to give for better quality of these facilities?
- ii. What are the suggestions you would like to give for better utilization of these facilities?

- iii. What are the suggestions you would like to give for better maintenance of these facilities?
- iv. How do you feel about the coal company which has provided this facility under CSR?
- v. Do you have any other idea in your mind for implementing CSR initiatives in your village?

(B) Health:

Please tick the health related problems for which you and your family members are treated by the doctor of Coal Company in your village:

- i. Fever ()
- ii. Cold and cough problems ()
- iii. Skin diseases ()
- iv. Water born diseases like Gastro enteritis, Amebiosis, Hepatits A, Jaundice etc . ()
- v. Vitamin Deficiency ()
- vi. TB ()
- vii. BP ()
- viii. Diabetes ()
- ix. Heart problems ()
- x. Orthopedic problems ()
- xi. Eye – cataract ()
- xii. Anemia ()
- xiii. Pregnant women related problems ()
- xiv. New born baby problems ()

xv. Minor surgery related problems

()

Kindly rate the statements given on the basis of your agreement on the same.

Statements	Rating (Level of Agreement)				
	1 (Strongly Disagreed)	2 (Disagreed)	3 (Undecided)	4 (Agreed)	5 (Strongly Agreed)
I along with my family get free medical treatment properly from a doctor and his/her staff of coal company when they visit our village (Accessibility).					
All health related problems of my family have been treated by the doctor and his/her staff since the health services provided by the Coal Company (Facilities meeting Needs)					
Frequency of visit of the doctor and his/her staff has not been a problem as we have been getting their help as per our requirements (Frequency of visit of Doctors and staff).					
Referring govt. or private hospitals for any disease has been tremendously reduced because of health services provided by Coal Company (Reduction in Travelling Expenses)					
Coal Company conducts 'Health awareness/education camps' in our village at regular intervals (Frequency of Health awareness/ education camps)					
Medical expenses for my family has been reasonably slashed since the health services provided by the					

Coal Company (Reduction in Medical Expenses)					
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Have the above mentioned Health Services provided by Coal Company made your family life more efficient in the form of performance in earnings, savings and cheerfulness leading to improved well-being?

1 (Strongly Disagreed)	2 (Disagreed)	3 (Undecided)	4 (Agreed)	5 (Strongly Agreed)
---------------------------	------------------	------------------	---------------	------------------------

- Give suggestions (regarding frequency of visit of the doctor, coverage of diseases and quality of service) for improving medical services extended by the coal company in your village.
- What are the difficulties faced by you while taking medical help from the doctor of coal company when he visits your village?

Place: _____

Date: _____

Signature: _____

Thank you for taking the time to respond.

Annexure-II (Questionnaire for the Host, i.e., Representatives of the Coal Company)

Questionnaire
(For Impact Assessment)

Dear Sir/Madam,

Your participation and cooperation are solicited for this study. The data collected through this questionnaire will be purely used for academic purpose and confidentiality in all respect will be maintained.

9. Name of the Respondent:

10. Gender: Male [] Female []

11. Designation:

12. Job Responsibility:

Address:

13. Contact No.:

14. Age:

18-35 [] 36-53 [] 54-71 [] 72 and above []

15. Educational Qualification:

10th [] 10+2 [] Graduate [] Post Graduate []

Professional (Pl. Specify)_____

16. Annual Package (CTC):

I am voluntarily willing to undertake this questionnaire required for the Research work.

Date:

(Signature of the Respondent)

Place:

(A) Village Infrastructure/Assets:

Please tick the following infrastructure facilities/assets if provided by the coal company under CSR in different villages:

- a) Road (Tar road, Concrete road) ()
- b) Bridge/Culvert ()
- c) Community hall/Community centre ()
- d) Pond(New) ()
- e) Cleaning/Deepening/Renovation of Ghat ()
- f) Water Supply arrangement
(Hand pump/Tube well/Dug well) ()
- g) Overhead tank with pipe line and taps ()
- h) Building for School ()
- i) Additional class rooms in school ()
- j) Toilets in school ()
- k) Compound wall around the school ()
- l) Building for Public health center ()
- m) Play ground ()
- n) Market yard ()
- o) Street lighting/Solar light ()

Kindly rate the statements given on the basis of your agreement on the same.

Statements	Rating (Level of Agreement)				
	1 (Strongly Disagreed)	2 (Disagreed)	3 (Undecided)	4 (Agreed)	5 (Strongly Agreed)
The facilities provided as mentioned above are exactly in line with the requirements of the villagers (Facilities meeting Needs)					
Projected Beneficiaries do not have any difficulty in using these facilities (Accessibility)					
The quality of facilities catered to the villagers by Coal Company is excellent (Quality of Facilities)					
These facilities have been helping the families of beneficiaries to easily face the emergency and maintain a sanitary living (Facilities meeting Emergency)					
The timely and satisfactory maintenance of this infra facilities/assets done by a village group/committee has been helping the villagers to make use of the same without interruption (Un-Interrupted Usage)					
Absence of any of the facilities provided would have been proved to be costly affair for the beneficiaries to maintain the present standard of living (Reduction in Cost of leaving)					
Infra facilities provided by Coal Company have been reflected in the efficiency of families of the beneficiaries in the form of performance in earnings, savings and growth (Efficiency booster)					
These infra facilities have made beneficiaries' (families') lives ease and comfortable Leading to improved level of well-being (Overall Impact).					

- i. What are the suggestions you would like to give for better quality of these facilities?
- ii. What are the suggestions you would like to give for better utilization of these facilities?
- iii. What are the suggestions you would like to give for better maintenance of these facilities?
- iv. How do you feel about the projected beneficiaries who have been provided this facility under CSR?
- v. Do you have any other idea in your mind for implementing CSR initiatives in different villages?

(B) Health:

Please tick the health related problems for which the beneficiaries are treated by the doctor of Coal Company in your village:

- | | |
|--|-----|
| a) Fever | () |
| b) Cold and cough problems | () |
| c) Skin diseases | () |
| d) Water born diseases like Gastro enteritis,
Amebiosis, Hepatits A, Jaundice etc . | () |
| e) Vitamin Deficiency | () |
| f) TB | () |
| g) BP | () |
| h) Diabetes | () |
| i) Heart problems | () |
| j) Orthopedic problems | () |
| k) Eye – cataract | () |
| l) Anemia | () |
| m) Pregnant women related problems | () |
| n) New born baby problems | () |
| o) Minor surgery related problems | () |

Kindly rate the statements given on the basis of your agreement on the same.

Statements	Rating (Level of Agreement)				
	1 (Strongly Disagreed)	2 (Disagreed)	3 (Undecided)	4 (Agreed)	5 (Strongly Agreed)
Beneficiaries get free medical treatment properly from a doctor and his/her staff of coal company when they visit different villages (Accessibility)					
All health related problems of beneficiaries have been treated by the doctor and his/her staff since the health services provided by the Coal Company (Facilities meeting Needs)					
Frequency of visit of the doctor and his/her staff has not been a problem as beneficiaries have been getting their help as per their requirements (Frequency of visit of Doctors and staff)					
Referring govt. or private hospitals by the villagers for any disease has been tremendously reduced because of health services provided by Coal Company (Reduction in Travelling Expenses)					
Coal Company conducts 'Health awareness/education camps' in different villages at regular intervals (Frequency of Health awareness/education camps)					
Health awareness/education camps organized by the Coal Company are helping in improving the health of all the beneficiaries (Positive impact of Health awareness/education camps)					

Medical expenses for beneficiaries have been reasonably slashed since the health services provided by the Coal Company (Reduction in Medical Expenses)					
Health services provided by the Coal Company have been reflected in the efficiency of the beneficiaries' families in the form of performance in earnings, savings and cheerfulness leading to improved level of well-being (Overall Impact).					

- Give suggestions (regarding frequency of visit of the doctor, coverage of diseases and quality of service) for optimal use of medical services extended by the coal company in different villages.
- What are the difficulties, you perceive, faced by the villagers while taking medical help from the doctor of Coal Company when he visits different villages?

Place: _____

Date: _____

Signature: _____

Thank you for taking the time to respond.

Annexure-III (Focused Group Discussion Format)

Focus Group Introduction

Welcome

Thanks for agreeing to be part of the focus group. I appreciate your willingness to participate.

Introductions

Moderator (The Researcher: Mr. Akkala Surendra Babu)

Purpose of Focus Group

As I am doing a research project on the Impact of CSR initiatives of the Coal Company of Korba, Chhattisgarh (India), as a research tool, I am to conduct a focus group discussion (FGD) to get some information related to the impact of CSR initiatives of Coal Company on the society. We need your input and want you to share your honest and open thoughts with us.

Rules

1. Please 'Do the Talking': I would like everyone to participate. I may call on you if I haven't heard from you in a while.
2. There is no Right or Wrong Answers: Experiences and opinions of each one of yours are important. Please speak up whether you agree or disagree. Wide range of opinions is welcome.
3. Confidentiality of Views: Views Expressed over here will be confidential and summary of the Discussion will be used for academic purpose without singling out the views of individuals.

FGD Questions

- Q1: What do you know about the CSR activities initiated by the Coal Company in the periphery of Korba Coalfields of Chhattisgarh (India)?
- Q2. As you know, the Coal Company has provided various facilities related to village infrastructure and health, some or most of respondents are not aware of the same. What could be the possible reasons?
- Q3. How do you feel about the Communication the Coal Company is having with the project affected villagers and what is your suggestion to improve the same for better impact?
- Q4. Is there any role of district administration, local leaders and sarpanch/village heads in implementation of CSR initiatives that will fetch superior impact?
- Q5. How do you rate the functioning of the Coal Company in administering CSR initiatives and do you have any suggestion for any improvement?
- Q6. What is your view regarding the Coal Company handing over the infrastructure (created by the Company) to village head or village committee through district administration?
- Q7. What do you suggest to improve the health conditions of the villagers through CSR initiatives of the Coal Company?
- Q8. What is your view regarding pollution caused due to mining operations in the coal mining project and how that can be checked?

Compilation of Views

FGD of the Group of the Coal Company Representatives (FGD 1 - A)

Code	Name of the Participant	Responses to Questions							
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
A1									
A2									
A3									
A4									
A5									
A6									
A7									
A8									
A9									
A10									

FGD of the Group of Village Heads (FGD 2 - B)

Code	Name of the Participant	Responses to Questions							
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
B1									
B2									
B3									
B4									
B5									
B6									
B7									
B8									
B9									
B10									



Snapshots Taken during Collecting Primary Data (Me, Enumerators & Respondents)



Snap Taken during Collecting Primary Data (Me, Enumerators & Respondents)



Snap Taken during Collecting Primary Data (Me, Enumerators & Respondents)



Snaps Taken during Collecting Primary Data (Me, Enumerators & Respondents)