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Lecture - 56 Corporate Social Irresponsibility (CSiR)

Welcome back to the MOOC course on corporate social responsibility. My name is Aradhna Malik and I am helping you with this course. And you know we will in this module we are going to wind up the discussion we will wind up the course and you know we will be ready for questions. So, let us see what we have for you here now, in this lecture we are going to talk about another concept that we have not discussed till now and that is called corporate social irresponsibility. We have been talking about responsible corporate behaviour; we have been deliberating on what constitutes responsible social behaviour by corporate organizations we talked about what organization should do what it should not do.

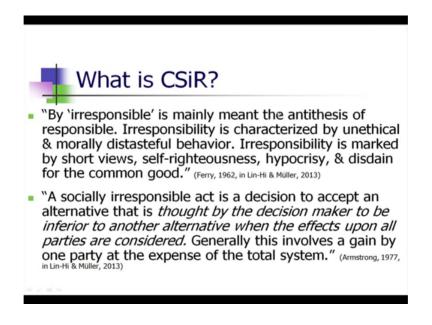
Now, we will touch upon another area of corporate social responsibility which is corporate irresponsibility. Which is a well documented, well researched area and of course, there is you know you will see the environment included in including it in future of a CSR now, CSiR as we call is gaining importance as an area where more works still need to be done, but it has been recognized over the years and we you know we have a lot of contributions from various researches.

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So, let us we, let us see what we have for you here. Corporate social irresponsibility also abbreviated as CSI or CSiR by different researches, I am going to use CSiR here.

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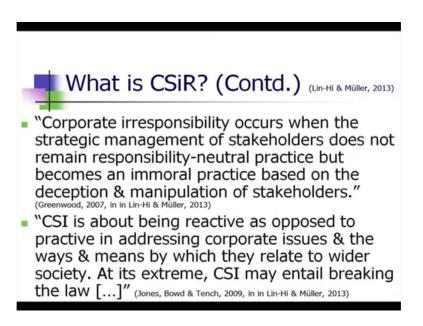
So, what is corporate social irresponsibility? This is from a paper by Lin-Hi and Muller published in 2013, what they did was they took a number of definitions and they summarised them and they you know went through a number of takes on irresponsibility in the social arena. And then they talked about how various researches addressed the concept of irresponsible social behaviour by corporate organizations.

So, let us see what they say I will go through several definitions here or several descriptions. The first one is the definition of irresponsible behaviour, by irresponsible is mainly meant the antithesis of responsible. Irresponsibility is characterized by unethical and morally distasteful behaviour; irresponsibility is marked by short views, self righteousness, hypocrisy and disdain for the common good.

A socially irresponsible is say this was the description of irresponsibility by ferry then in a Lin-Hi and Muller's paper. The second definition or the second description was of socially responsible, socially irresponsible acts. Now according to Armstrong 1977 in Lin-Hi and Muller socially irresponsible act is a decision to accept and alternative that is thought by the decision maker to be inferior to another alternative when the effects upon all parties are considered. Generally this involves a gain from one party at the expense of the total system.

So, one party stands to gain at the expense of another party then it is known as irresponsible behaviour. You do not give equal importance to the common good.

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Then another take on this is corporate social corporate irresponsibility occurs when the strategic management of stakeholders does not remain responsibility neutral practice, but becomes in immoral practice based on the deception and manipulation of stakeholders. So, corporate organizations vocationally turns to tuned to manipulating and deceiving stakeholders and the results that they get out of those that manipulation and deception

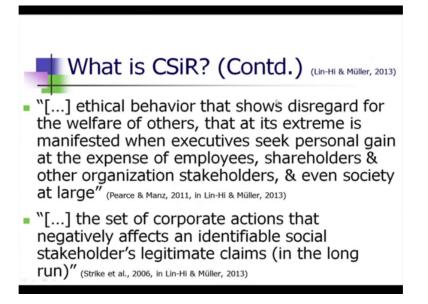
even though the results makes seen like they are socially responsible or they indicate responsible behaviour by the organization, it really means that they are been irresponsible because I end up harming this stakeholders or they have harms to stakeholders in achieving that objective. CSiR I am sorry, this should be CSiR; CSiR is about being reactive as a post to pro active. This should be proactive I am sorry for the spelling mistake here, in addressing corporate issues and the ways and means by which they relate to the wider society. At its extreme CSI may entail breaking the law.

So, CSI had corporate social responsibilities is about being reactive, you react the situations you do not go reactively take measures and in reacting to the corporate issues many times irresponsible behaviour comes into play ok.

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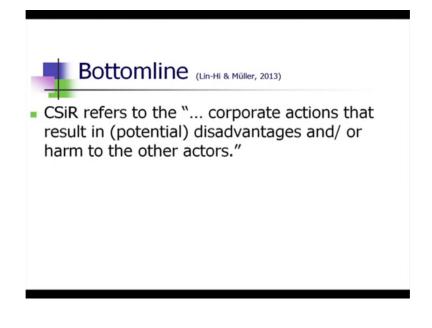


CSiR is conceptualized in terms of what stake holders considered to be socially irresponsible behaviour. If the stakeholders feel that the behaviour of the organization is irresponsible, then it is termed as socially corporate social irresponsibility. The last definition or the last description here is social irresponsibility should be seen as an antonym of social responsibility. And as an antonym of social responsibility social irresponsibility while not defined per se by ethicians might well accept the notion that it includes such ideas as showing no sense of responsibility as being undependable unreliable or even un trust worthy.



So, again you know sorry couple more definitions here, another description by Pearce and Manz is that ethical behaviour that shows disregard for welfare of others. So, social corporate irresponsibility constitutes ethical behaviour that shows disregard for the welfare of others, that at it is extreme is manifested when executives seek personal gain at the expense of employees shareholders and other organization stakeholders and even society at large. CSiR is the set of corporate actions that negatively affects an identifiable social stakeholders legitimate claims in the long run. This was given by strike and associates in 2006 ok.

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Now, the bottom line is that corporate social irresponsibility refers to the corporate actions that result in potential disadvantages and or harm to the other actors. So, whatever they do if it harms either the process or intention is harmful or the and result is harmful then it is considered social irresponsible behaviour by corporate organizations. All right, some forms of corporate irresponsibility CSiR or corporate social irresponsibility could be intentional or unintentional. Intentional corporate social responsibility now, corporations deliberately perform actions that disadvantage and or harm others.

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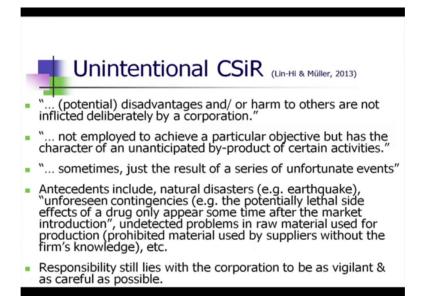
For example, you bribe somebody you issue excessive bills, inflated bills, illegal industrial waste disposal you evade taxes.



So, that would be a deliberate intention you know action, so you bribe someone, you evade your taxes, you dispose your industrial waste illegally, you dispose of your effluence without treating them you release the effluence into the soil that is socially irresponsible behaviour. Then or you gave people in excessive bills and you know especially where the recipient of the bill is either not going to check or does not care about the expenses and really passes on the costs to the agency that reimburses those bills. Intentional CSR is driven by the aim to achieve a higher level of profit is and therefore, presents a mean for realizing specific objectives.

So, we want to achieve a higher profit, we want to get gain and that intern you know we an opportunity presence itself for us to a shortcuts presence itself for us to achieve a higher objective or some material gain and that is called socially irresponsible behaviour. It involves corporate efforts to conceal their acts of CSiR because, CSiR is intentional you do not want to be caught. So, when you are indulging in intentional social a socially irresponsible behaviour you do not want people to know because if people to know they will question you, they will punish you, they may take you to court.

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So, you do everything in your capacity to hide that irresponsible behaviour. Then we come to unintentional corporate social irresponsibility, what is unintentional corporate social responsibility? It refers to the potential of disadvantages and or harms to others that I have not inflicted deliberately by a corporation.

So, it is not employed to achieve a particular objective, but has the character of an un anticipated by product of certain activities and sometimes it could just be the result of un a series of unfortunate events. For example, you could have natural disasters, you could have unforeseen contingencies. For example, the potentially lethal side effects of a drug only appear sometime after the drug has been try even tested and after it has been introduced in the market or after it has been used. So, you know or you could have undetected problems in the raw material used for production. The supplier could be using some prohibited material to produce what you have buying from the supplier. So, you do not know that the supplier has use some material that was prohibited or potentially dangerous or chemically unstable, you buy that product and when you get it then it starts to show it is true colours, by then you have already bought it and used it.

So, later on in the day you realize that may be the quality of what you bought from the supplier was not really up to the mark. So, that is you know that is out of your control you have earth quakes, you have volcanic eruptions, you have some you have a cyclone I mean these are very common natural disasters there is an accident. So, you know tanker

blows up; there is war I mean these things are beyond your controls. So, that is unintentional social irresponsibility; however, the responsibility of such impacts still lies with the corporation and the corporation is expected to be vigilant and act extra careful. So, that is where education comes in, that is where training and awareness comes in, the organizations are then you know they are advised to be vigilant to be extra careful and to do the best they can. And if it is unintentional then you cannot help it, but definitely the behaviour of organization should not be socially irresponsible.

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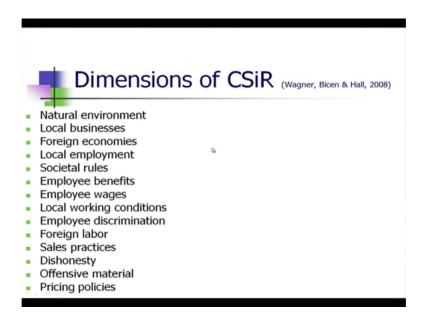
Doing good v	s. avoiding bad
Doing good	Avoiding bad
A textile company expands its product	A textile company abstains from the
range with clothes made from organic	employment of cheap but harmful
cotton	production methods
A pharmaceutical company financially	A pharmaceutical company abstains from
supports an aid organization	illegal drug studies
A computer manufacturer provides African schools with free PCs.	A computer manufacturer abstains from employing children in its production sites in Africa
A bank provides micro credits in	A bank abstains from selling bad but
developing countries	profitable products to its customers
A global oil & gas company is active in the	A global oil & gas company abstains from
field of renewable energies	human rights abuses
A toy manufacturer establishes a foundation for maltreated women	A toy manufacturer abstains from the cooperation with suppliers who are known for inhumane working conditions

The various you know, responsibility and irresponsibility lie on a continuum you can do good, you can avoid the bad and you can do bad. So, it is a continuum. So, doing good and doing bad and then somewhere in the middle lies avoiding bad. And, so you do not know I mean you know, so these are some examples and you will see how what is the difference between doing good and avoiding bad. Now there are still the difference doing good for example, would be again this is from that paper or this is the exact tree production of the table they have used, doing good may be a textile company expands it is product range with cloths made from organic cotton. Avoiding bad would be the textile company consciously abstains from the employment of cheap, but harmful production methods.

So, they do not employ a organic cotton, may be they are producing cotton may be they are doing something, but they are deliberately they are conscious about not using

harmful products and that is where they are. So, they do not go really above and beyond the call of duty. Another example that they have given is a pharmaceutical company financially supports an aid organization. So, a pharmaceutical company abstains from illegal drug studies for example. So, you know or a computer manufacturer provides African schools with free personal computers. The computer manufacturer abstains from employing children in it is production sites in Africa. So, I mean you go above and beyond the call of duty and do something for the benefit of the community or you stop doing something that you know is going to harm the community. So, you just stop there you do only what is necessary and that is avoiding the bad. Then you know several other example I given you can read through these another very pertinent one is a global oil and gas companies active in the field of renewable energies. And avoiding bad would be a global oil and gas company abstains from human right abuses.

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So, something like that right. Some dimensions of corporate social irresponsibility these were given by Wagner Bicen and hall in 2008 now, where is our dimensions are listed how does CSiR really happened. So, you know and this is the areas in which you could see example the CSiR and we will address them individually natural environment, local businesses, foreign economies, local employment, societal rule, employee benefit is employee wages local working conditions, employee discrimination foreign labour sales practices dishonesty offensive material and pricing policies.

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Let us see what each of these are. Natural environment you could be selling products whose production harms the natural environment. You could be producing extensive amounts of waste; you could be contributing substantially to environmental pollution.

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Local businesses (Wagner, Bicen & Hall, 2008) "Forcing local small businesses into bankruptcy Selling goods below cost to put local competitors out of business Creating a local monopolistic position for themselves Forcing local retailers into bankruptcy"

Next one is local businesses are concerned you could be forcing some local small businesses into bankruptcy. Again this is the allegation against the moll culture in India.

You know the malls are coming up. So, the local shops are closing down, I believe and again I read somewhere and I have heard from people who are living in Ahmadabad city

in India that malls withdrew in out of business because people who are So concerned about protecting their small shops.

So, these smaller shops from our friendly they carried a lot more than the large malls did the variety was more and to protect those shops malls came and went in at least certain pockets in city of Ahmadabad or Ahmadabad as Guajarati's called as. So, you know that is the local pronunciation Ahmadabad so, but otherwise the rest of the world also knows the city of Ahmadabad and this is in the state of Gujarat and so this is western India. So, this is something that happened and so you know, but when you have these large malls you have a section on say vegetables. And you go there you find fresh vegetables So why would you know go to your local the vegetable shop or you go on to the clothing section and you find you know readymade dresses made out of good quality material that you I mean you go and buy and wear those dresses. Why would you by cloth and then go to your local tailor and get it stitched?

So, these big shops are really killing small businesses. So, again they need to survive too, that is one model and it works in places where these shops are few and far between. But still you know, wherever possible I mean the balance is very difficult this is one way of doing your business. At the same time bat her is an outcome an unintentional outcome of driving a way or causing smaller businesses to shutdown. Very interesting you know movie that talks about this issue in a little bit of detail was you got mail where a big book shop really shuts down the working of a smaller book store that have been in existence for a long time. So, you know it is not that is not the real message in the movie, but this aspect was very beautifully portrayed in the movie, that is just a side comment anyway. So, you force local small businesses into bankruptcy you sell goods below cost to put local competitors out of business. Create a local monopolistic position for yourselves or force local retailers into bankruptcy.

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Foreign economies you shift you capital overseas and this is one the very big criticisms of the multinational companies of the whole business process out sourcing industry. The jobs that could have been available to developed rich nations in the west have been transferred out of the country into lower into developing countries into you know places where the cost of labour is very low.

So, it becomes a win situations for both. So, you will find that that in India, India is you know it is on the verge of coming out have been of the labour developing country. So, it is, but these business process out sourcing companies found a place found a home in India now I believe. A large number have moved to the Philippines as well why because of the cost of labour in terms of the currency of or the value of the money in the country is that outsource there is their business operations is very, very low. So, that is why there is shift the base shift base of a part of their business to another country and a lot of people who could have been employed in the around country are no longer employed in those businesses and where as in other place and other opportunity is created.

So, this is really considered as irresponsible behaviour towards their own their own home country. Again it is a balance that one has to draw between what is good for the business and what is not. Selling a majority of the products built overseas contributing So, exporting without really putting all that inside because you getting more money from

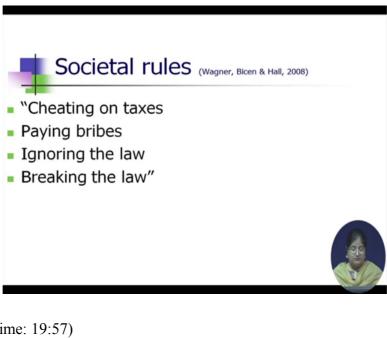
overseas and again that is another criticism, for the goods and services produced in countries where the cost of labour is not So high and ok.

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Contributing significantly to the national trade deficit buying from companies overseas instead of domestic companies; local employment increasing unemployment in local communities replacing existing jobs with lower wage jobs in lower in local communities causing local businesses to reduce jobs in local communities reducing their own workforce in local communities. Some societal rules again cheating on taxes paying, bribes, ignoring the law breaking, the law.

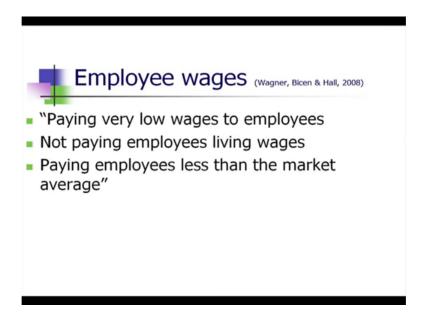
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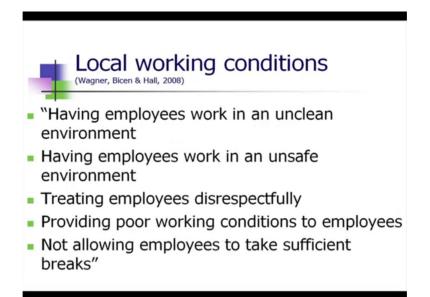
Employee benefit is providing very limited benefit is to employees providing very limited medical insurance to employees making health care coverage very expensive for employees referring employees to health care provided by the state instead of providing medical insurance themselves.



As for as employee wages are concerned paying very low wages to employees not paying employees living wages paying employees less than the market average.

This happens to a great extent in the case of organisations that employee workers from vulnerable groups. For example, migrant populations. So, you know populations that have migrated either from another state for want of you know if it is a drought stricken states and people local people from there go to other states in search of work and So, such people could be treated like this or in the case of migrants from another country or asylum seeker from other countries, people who please around country because of civil strife because there is lot of fighting going on and they come to another country to be safe and then they are employed by the organizations in that country and they are not paying the living wage. Or even illegal immigrants you know, they leave their homes and they travel illegally across the border and nobody wants to do it, but they are forced because of family circumstances and they travel illegally across the border and then they are you know under the thread of being handed over to the immigration services and being reported their employed at much lower wages.

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Local working conditions having employees work in an unclean environment, having employees work in an unsafe environment. I was recently reading in news a piece of news about the sanitation workers, people who cleaned drains and all not being given masks and gloves and it is do it with their bare hands and there have been incidents where such people have died because of the poisonous gases emanating from brains.

So, they go down and they just do things with their bare hands and then they catch lot of infection and they are sometimes died because they are not wearing masks. So, and they worked for long ours your drain is block the man a person actually goes down in to the drain and cleans it out for you and wage through the mark I mean, you know hands off to such people it is people who do this it is unimaginable. You know the kind of the work they do and the kind of harsh conditions they are end. So, till very recently hard hats were not compulsory. Now of course, hard hats are compulsory, but very few organisations you know especially this smaller contract they do not really insists on hard hats. For the construction workers, large projects yes people are given hard hats because there are checks and balances. But construction workers in projects or smaller area some these building house you got 4 or 5 daily wage labourers working for you they are not given hard hats and they could you know they could suffer injuries.

So, that is a provision of unsafe conditions or you have a technicians and laboratories who are not giving disposable gloves. Or they take the disposable gloves and their the organizations then you know keeps one box just to show the inspection peoples, but they are not allowed to use them. So, you know when you dealing with blood you could catch all kinds of infection.

So, all of these are examples of unsafe environments. Treating employees disrespectfully abusing them beating them, I mean it happens in many places. Providing poor working conditions to employees not allowing employees to take sufficient breaks. You suppose to stand there, you suppose to work, you do not get time of to eat even do not get time to do your to take rest. So, you know the international convention is that every employee especially in physical work should be given 15 minutes of rest after 4 hours of work. You know ideally half an hour, but at least 15 minutes after every 4 hours of work.

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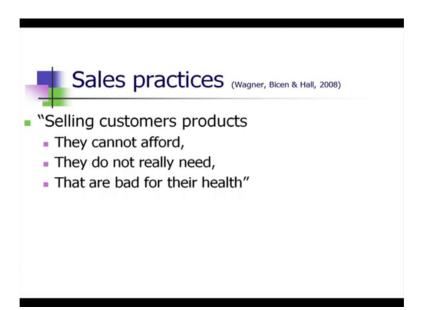


So, that is many times not followed. Employee discrimination, discriminating against employees based on race gender age looks personal characteristics. For any labour paying extremely low wages to workers in developing countries or from vulnerable communities ah. (Refer Slide Time: 24:23)



For example migrant labour from areas or illegal immigrants from areas ridden with civil strife having workers in developing countries work extensive hours or undertake heavy workloads because they are you know they used to it, assume that people would be used to it.

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Sales practices selling customers products either products they cannot afford. So, you say take it on credit and pay as when you want and this is the interest and this is the interest per day and by the time they buy it and you said they realise oh god, you know the

interest including the interest something would I have cost you know you know the actual price of the item is So high. But you get caught in that sweet talk and for of you get trapped in it and then you do not many of us do not read the fine print.

So, we do not know what we are getting a serves into selling consumers products are they do not really need, again the advertising industries is responsible for these you know, but then we cannot. It is it is many times we get taken in by the way something is advertised and word of mouth and the these seller will saver you know you bought it you could have just now bought it. So, or sometimes you couple things and if you want a you will also have to buy b and the total price is this you cannot buy one of these products independently of another and. So, you have trapped into buying things you know in the hope of people say if you buy a packet or if you buy this joint item. So, you have one bottle of something and you have another bottle of something attach to it and whether you like it or not.

The first buy it and they buy it and they end up not using it or you say that it either it is not available or now the difference only 10 or 12 rupees, but they end up spending much more. Then things that they are bad for their health the critics also say that that you know socially stigmatized industries we will talk about those, there I mean there was there was lot of hue and cry about the popular fast food chain selling food that was that caused people to become obis. And so, you know you can go through it and the lot of campaigns where run etcetera.

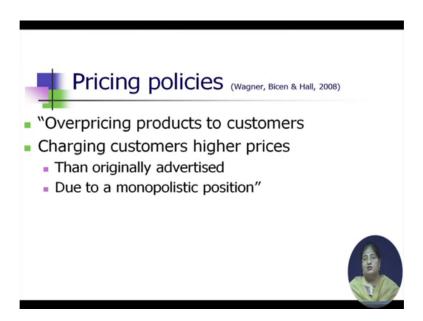
So, people claim to that this was not good for them that the tobacco industries suffer suffers because of this the bruin industry suffers because of these have you are selling people are call you are selling people cigarettes then at you know. So, that is considered an unsafe or thinks that I had bad for people's health or you I mean, if you go by the same logic may be selling people anything that contains so much sugar food also be bad.

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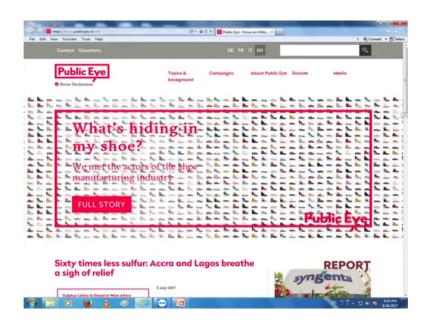
So, again it is a cash 22 situation. Dishonesty making misleading claims to customers through advertising, having sales people make false claims to customers about products. Offensive material exposing customers to provocative images through advertising products that are offensive to some people.

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And products and images that are not family friendly and pricing policies you could have over priced products that you said to the customers you could be charging customers higher prices than originally advertised or higher prices due to a monopolistic position. So, if you want this is how much you need to pay for it otherwise you cannot buy it from here. So, you say if I have to go, if I have to say you know travel say may be 5 kilo meters from here to buy something and might is well pay little higher here and say might say I have trouble in the money I would spend on transportation to another place, So that is bad. Now, an interesting thing that I wanted to show you was the public I award and let us see what this is. This award was constituted some years ago and this is an award given to organizations that demonstrate the most irresponsible behaviour over a period of one year, so public eye.

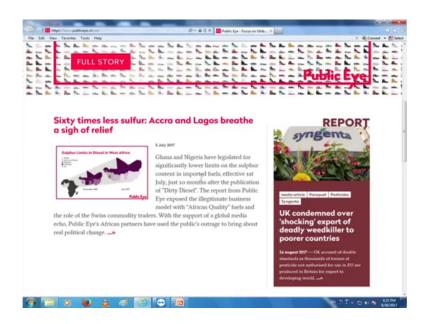
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And this is based in about public eye highlights is this. Public eye fights against injustices with a significant link to Switzerland.

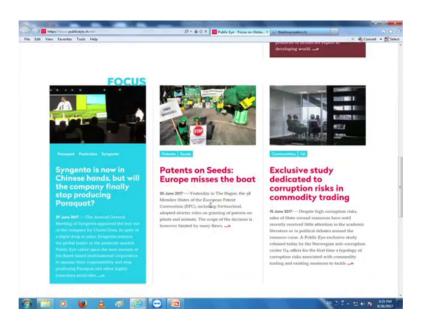
So, again you know, so they have stories about bought various organizations.

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So, what is hiding in my shoe? We met the actors of the shoe manufacturing industry and there is the whole story here, then you know various here.

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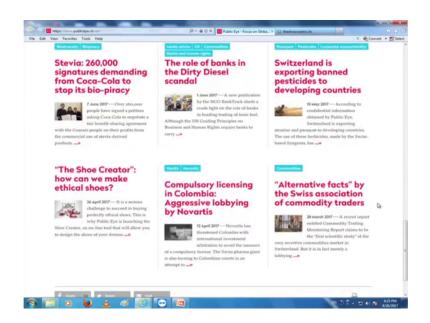
Exclusive study dedicated to corruption risks in commodity trading role of banks in the dirty diesel scandal, Switzerland is exporting banned pesticides to developing countries this may uses from the tenth of may 2017 again you know.

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Paraquat?	Member States of the European Patent Convention (EPC), including Switzerland, adopted stricter rules on granting of patents on	Commodity trading
PF Josep 1997—The Annual General Meeting of Syngeria sequence life to key out of the company by CherreChina, In spine of a slight drop in safet, Syngerone remains the global loads: in the periods market Pohlic, Eye safeta quarks the new servers of the Bank bank multistational componentiation maximum their responsibility and step producing Durage and athen highly hannoheus particides	assipten stretter tuste on granning og parent on platta and andrands. The scope of the decision is however limited by many flaws, "ast	ader of State-owned resources have until recently sectived little statution in the academic literature on in political debates around the resource curse, A Public Eye exclusive study relaxed tody by the Kovegstan and currouption centre U4, offers for the first time a typology of currentful risks associated with commodity trading and existing measures to tacklem
Stevia: 260,000 signatures demanding from Coca-Cola to	Materials of Connection Real and Farmer light The role of banks in the Dirty Diesel scandal	Switzerland is exporting banned pesticides to

So, they find out who is doing what and then they give this national award the I mean.

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They do not give the award they just announce, they do the research and announce the name of the corporate organization that has been socially irresponsible or most irresponsible in the past year.

So, this is some input about corporate social irresponsibility I wish we have the time I mean, you know I know I have I have given you a lot of information, but I need to stop

the discussion on corporate social irresponsibility here. We will continue with some more inputs on the future of CSR in the next class.

Thank you very much for listening.