

**EMPIRICAL RESEARCH OF THE IMPACT
OF CORPORATE SOCIAL RESPONSIBILITY (CSR)
TOWARDS THE CORPORATE IMAGE EVIDENCE
FROM LQ45 INDEX COMPANIES**

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ABSTRACT

The objectives of this study is to examine the effect of corporate social responsibility on Corporate Image in Indonesian companies based on LQ45 index which denoted by corporate image as dependent variable, CSR as independent variable, Return on Equity (ROE), Stock Price, Asset Turnover (ATO), and Company Size as the control variables. This study uses 43 companies listed in LQ45 Index for the period of 2010-2013 as the sample. Two companies does not have a complete annual report for 2010 and 2011, therefore, those 2 companies are removed from this research. The data analysis used is correlation analysis and multiple regression analysis. This study finds that Corporate Social Responsibility (CSR) has positive and significant effects towards Corporate Image (CI). The results for control variables show that Asset Turnover (ATO), Stock Price (SP), Return on Equity (ROE), and Company Size have no effect on Corporate Image. Corporate Social Responsibility (CSR) positively and affects significantly Corporate Image ,while Stock Price, Asset Turnover, Company Size, and Return on Equity showed no effect on Corporate Image. If companies in Indonesia want to have a positive public perception from societies, Corporate Social Responsibility (CSR) is one of the appropriate program that could be implemented within the company.

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Keywords: CSR, Corporate Image, Asset Turnover (ATO), Stock Price (SP), Company Size, Return on Equity (ROE).

INTRODUCTION

Competitive advantage has become one of the most important worries for company. Nowadays, business environment requires company to have their own flagship in order to survive and compete. Technical advantages such as excellent services, good performance, and professionalism in handling business case are already the mainstream advantage of companies (Casper, 1990). Beside those general advantages, company should also have a specific program that could enhance their image and reputation throughout the environment (Balmer, 1998). To realize those objectives, company should have a social programs that are useful as an opportunity to positively contribute back to communities and the environment. The concepts of corporate social responsibility (CSR) emphasize that a firm has responsibilities to society that protract beyond only making profit (Mwangi and Jerotich, 2013). CSR also increasingly receives attention from researchers and managers, particularly in the scope of consumer perception and response about CSR (Beckmann, 2007). There are several companies in Indonesia which have not implemented CSR yet in their company programs (Suwandi, 2011). Most of those companies are unaware of the importance of having CSR programs (Bhattacharaya,2009). Besides providing a positive impact for the company, corporate social responsibility also provides positive impacts to the society and its environment. An increasing number of competitive factors, such as greater and more sophisticated customer expectations, regulation, stakeholders relevance and environmental concerns, are now exerting important influence on strategy (Prahaland and Hamel, 1994).

For company, CSR program could give a positive contribution to society and its environment. Corporate social responsibility helps improve the managerial knowledge and skills and enhance corporate image and reputation (Orlitzky, 2008). CSR implementation in corporate program is not just an opportunity to obtain a bigger financial return, but it has another benefit for a company, which is

influencing public assumption about the company. Further discussion about the detail information about CSR will be discussed thoroughly in this study.

In Indonesia, CSR is regulated based on IAI (Ikatan Akuntan Indonesia) regulation, PSAK No.1 (Revision 2009), ninth paragraph and Undang-undang PT No.40 (2007). According to the regulations, companies that operate in the field and or relating to the natural resources are required to implement corporate social responsibility in form of estimated and calculated cost as company's cost which implemented with regard to decency and fairness. If the company does not perform such obligation, they will be sanctioned in accordance with statutory provisions. As the fourth most populous country in the world, Indonesia have an important role in the world economy (World Bank, 2007).

It has been proven that many companies endeavor to express their CSR program in order to improve their corporate image in public communities. It is considered as a critical factor in the overall evaluation of any organization (Bitner, 1990). Because of that, continuous study on CSR and corporate image is a must for those companies that want to successfully differentiate their positioning in the market.

THEORETICAL FOUNDATION

Corporate Social Responsibility

CSR has been gaining a serious attention from many organizations for several consecutive years. According to Holme and Watts (2000), CSR is the sustainable commitment that applied in business to maintain a relationship with local society and also give a contribution to the economic development while supporting the quality of life of the workers, their families, as well as the society at large.

Corporate Image

The most qualified variable to sustain competitive advantage. It also considered as a good aspect of creating a positive corporate personality, good marketing communications, and channels such as constant feedback from the customer or target audience. Consider as

an important intangible assets that should have by a company in order to survive in business competition.

Corporate Image and CSR

Company which have a CSR program tend to have a better corporate image, because society think that the company is take care of them. According to Virvilaite and Daibairaitė (2011), CSR is seen as a crucial thing in creating attractive corporate image, providing competitive advantage and differentiation which leading to success in business. It is also noted that CSR has positive impact to corporate image and the effect of that impact could be seen from consumer positive attitude and positive word of mouth. It also could achieve positive publicity and other advantages will be received by company.

Corporate Image and Stock Prices

According to Brooks and Pavelin (2006), corporate image will have a positive impact in future share price. Increasing corporate image could be a substantial rise in the stock price, and it would also attracts investors to invest more in a company. We also have a contradicts view from Sheffrin and Statman (2002), that company with good corporate image does not necessarily to issue a good stocks and high stock prices does not equal to good public perception from society.

Corporate Image and Return on Equity

According to Edelman (2010), Good corporate image will lead to trust from society, and trust could lead company to have an extra attention from society and it could positively affect profitability. We also have a contradicts view from Vance (1975), which states that there is a negative relationship between corporate image and return on equity. Based on his research, it seems that socially responsible firms with good corporate image does not necessarily have a high profitability.

Corporate Image and Asset Turnover

According to Akrani (2013), company with high level of assets turnover tend to have a good productivity and this situation positively affect its corporate image in the mind of social entities . The contradictions of the statements is states by Levin and Tyson (1995) that productivity is only a small scope of a company performance, hence it could not be use as an indicator to measure public perceptions about a companies.

Corporate Image and Company Size

Wickert (2010), states that companies with higher amount of total assets tend to have a positive perspective from public point of view. Contradicts view is states by Spence (2007) that company size does not have a relations with corporate image since large company does not necessarily have a high amount of total sales.

Stakeholder Theory

This theory aims to create as much value as possible for stakeholders and this theory have a relationship with CSR. From ethical branch point of few, it states that company should fulfill the responsibility for social, community, social, and environment. CSR have a close relations with those criteria. Besides that, stakeholder theory also supports the definition of CSR which is create a good relationship between companies and its external groups.

Legitimacy Theory

Legitimacy theory have a connection with CSR because in this theory it states that business should conduct a socially responsible program to be accepted by the society that live in the environment where the company resides. Prior researcher, Wilson (2003) states that companies should perform responsibility in their business in order to be approved by societies. In overall this theory discuss about the company's obligations towards social environment, which is in accordance with the definition of CSR.

RESEARCH METHODOLOGY

Research Hypothesis

- H1: CSR does positively affect corporate image
- H2: Company stock price does positively affect corporate image
- H3: Return on Equity does positively affect corporate image
- H4: Asset Turnover does positively affect corporate image
- H5: Company size does positively affect corporate image

Time and Place of Research

This research study is conducted in Jakarta from September 2014 until January 2015. All of the data that will be used in this research are collected from annual reports of 43 companies that are listed in the LQ45 index from 2010 until 2014. The annual report of LQ45 Index company can be found in websites or it could also easier to found in official websites of Indonesia Stock Exchange (IDX). The other source of annual reports is IDX software that is available in Binus International University.

Data Collection

The data of this research study will be obtain from the company's annual report from 2010-2013 and it includes the CSR activities and financial data of the company that are important to assess dependent and independent variables. For the annual report data, it could be obtain from companies personal website which could be taken from Indonesia Stock Exchange and LQ45 Index.

Variables and Measures

The author of this research study has already chosen several variables to be used in order to performing the multiple regression analysis to answer the research questions and hyphothesis of the study. The variables that used by the researchers in this research studies are shown in fig. 3.

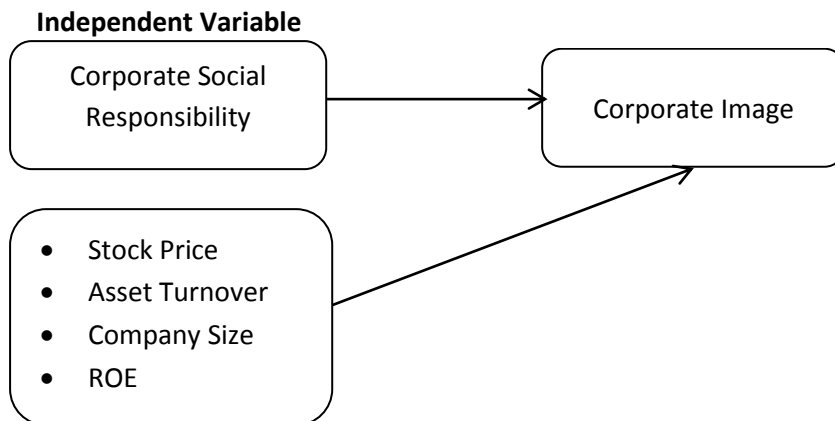


Figure 3. Diagram of independent, control and dependent variables

- **Control Variables**

Stock price used as control variables in order to assess the relationship between CSR and corporate image. The data of stock price for each company can be found in company's annual report from 2010 to 2013. The real amount of stock prices will be divided by one thousand in order to make a smaller range of calculation and make the number easier to analyze

Asset turnover is used as control variable in order to assess the relationship between CSR and corporate image. The asset turnover data for each company could be obtained from company's annual reports. The amount of asset turnover could be calculated by dividing the sales with average assets ($\text{Sales} / \text{Average Assets}$).

For company size, the information data for total assets of each company could be found in company's annual reports from 2010 to 2013. Total assets amount will be divided by one million to make the smaller range of data.

For return on equity, the information of return on equity data is provided in the annual report of each company from 2010 to 2013. It could also be used as profitability indicator for a company. The amount of return on equity could be calculated by dividing net income with shareholder's equity ($\text{Net Income} / \text{Shareholder's Equity}$).

For CSR, in order to analyze and compile the data of corporate social responsibility, the author use the methodology of the research, which measure the corporate social responsibility by calculating the words disclosed by the company relating to the economic , environment, and social indicators based on Global Reporting Initiative (GRI), G3.1 frameworks indicators (Copeland and Fredericks, 1968).

For corporate image, in order to analyze and compile the data of corporate image, the author will use content analysis to measure corporate image. It is the methodology of analysis by calculating the number of particular words that disclosed by each of the company in its annual report. In this case, the author will analyze the words from the social section stated in Global Reporting Initiative (GRI), specifically in company's charitable contributions to society

• **Research Model**

Based on the dependent and independent variables that are used in this study, the author formulates the regression model to test the hypothesis as follows :

$$CI_t = \beta_0 + \beta_1 CSR + \beta_2 SP_t + \beta_3 ROE_t + \beta_4 ATO_t + Size_t + \varepsilon \quad (1)$$

Where:

CI: Corporate Image

β_0 : Constant

$\beta_1, \beta_2, \beta_3, \beta_4, \beta_5$: Regression Coefficient

CSR: Corporate Social Responsibility

SP: Stock Price

ROE: Return on Equity

ATO: Asset Turnover

Size: Company Size

ε : Unobserved Error Component of firm i at year t

RESULT AND ANALYSIS

Descriptive Statistics

This section discusses the descriptive statistics of all variables analyzed. Based on the Table 1 below, this research study uses 168 observations from 2010 to 2013. For the dependent variable, the minimum value of Corporate Image (CI) is 4. On the other hand, the maximum value of Corporate Image is 41. While the mean value of Corporate Image is 16.85 and the standard deviation is 8.984. It means that the data dispersion is low since the standard deviation is lower than mean.

For the independent variable, it shows that the minimum value of CSR is 372 or 372 words. The maximum value of CSR is 994 or 994 words. The mean value of CSR is 565.03 and the standard deviation is 123.783. It means that the data dispersion is low since the standard deviation is lower than mean.

Table 1. Descriptive Statistics

	N	Min.	Max.	Mean	Std. Deviation
CI	168	4	41	16.85	8.984
CSR	168	372	994	565.03	123.783
Stock Price	168	.11	74.00	8.2013	12.4271
Asset Turnover	168	.01	11.34	.9411	1.05347
Company Size	168	0.9663	0.0733	0.6854	0.0138
ROE	168	1.18	125.81	24.3093	17.9249

Stock price as the control variable has minimum value of 0.11 and maximum value of 74.00. While the mean is 8.2013 and the standard deviation is 12.42709. Asset turnover has minimum value of 0.01 and maximum value of 11.34, while the average value and standard deviation are 0.9411 and 1.05347 consecutively.

For the other control variables, company size has a minimum value of 0.96631900 and maximum value of 0.0733099762, while the mean is 0.68539477649 and the standard deviation is 0.0137977119233. Besides that, Return on Equity has a minimum value of 1.18 and maximum value of 125.81, while the average value is 24.3093 and its standard deviation is 17.92493.

Correlation Analysis

Correlation analysis is useful to test the linear relationship between two variables. Correlation does not differentiate between independent variables and dependent variables because it does not disclose the functional relationship between the variables. Because the data is normal, Pearson Correlation is used in this research. The linear relationship between two variables is determined by seeing at the value of correlation coefficient r that range from -1 until +1 ($-1 < r < 1$).

The closer the values of r to 1, it means the stronger the positive correlations of the variable. On the other hand, the closer the value of r to 0, it means the weaker the positive correlation of the variables. If the r value is equal to 0, it means that there are no correlation between

those two variables. In some case, if the r value is equal to -1 , it means that there is a negative correlations between those two variables.

The correlation coefficient also tested using the following criteria:

- If significant value is > 0.05, there is no correlation between the variables
- If significant value is < 0.05, there is correlation between two variables

Table 2. Pearson Correlation Table

	CSR	CI	SP	ATO	Size	ROE
CSR	1	.254**	.153*	-.095	.335**	-.047
		.001	.048	.223	.000	.545
CI	.254**	1	.097	.109	.035	-.009
		.001	.211	.160	.652	.909
Stock Price (in Rp) Divided by 1000	.153*	.097	1	.253**	.031	.237**
		.048	.211	.001	.694	.002
Asset Turnover in Times	-.095	.109	.253**	1	-.243**	.402**
		.223	.160	.001	.001	.000
Company Size (in Million Rp)	.335**	.035	.031	-	1	-.048
		.000	.652	.694	.001	.536
ROE (%)	-.047	-.009	.237**	.402**	-.048	1
		.545	.909	.002	.000	.536

*. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Based on the results of correlations above, there is a weak positive correlations between CSR and Corporate Image (CI) at 0.254, while the significant value is 0.001, which is smaller than 0.05. Therefore, there is a correlation between CSR and Corporate Image (CI). Moreover, the Pearson correlation coefficient between stock price and Corporate Image shows that there is a weak positive correlation at 0.097, while the significant value is 0.211, which is bigger than 0.05,

it means that there is no correlation between stock price and Corporate Image. In addition, there is a weak positive correlation between ATO and Corporate Image at 0.109, while the significant value is 0.160 which is bigger than 0.05. It means that there is no correlation between ATO and Corporate Image. The next results is also shows that there is a weak positive correlation between Company Size and Corporate Image at 0.035, while the significant value is 0.652 which is bigger than 0.05. It means that there is no correlation between Company Size and Corporate Image. Besides that, there is also a weak positive correlation between Return on Equity and Corporate Image at -0.009, while the significant value is 0.909 which is bigger than 0.05, therefore there is no correlation between Return on Equity and Corporate Image.

Furthermore, CSR has a weak positive correlation with Company Size at 0.335, while the significant value is 0.000 which is smaller than 0.05 and it means that there is a correlation between CSR and company size. There is also a weak positive correlation between stock price and ATO at 0.253, while the significant value is 0.001, lower than 0.05 and it means that there is a correlation between stock price and ATO. Stock price also have a weak positive correlation with Return on Equity at 0.237 while the significant value is 0.002 which is lower than 0.05 and it can be inferred that there is a correlation between stock price and Return on Equity. Next, there is also a weak positive correlation between ATO and Company Size at -0.243, while the significant value is 0.001 and it considered that there is a correlation between ATO and Company Size. There is also a weak positive correlation between ATO and ROE at 0.402, while the significant value is 0.000 which means that there is a correlation between ATO and ROE.

Moreover, CSR and stock price has a weak positive correlation at 0.153, while the significant value is 0.048 , which is smaller than 0.05, it means that there is a correlation between CSR and stock price.

Multiple Regression Analysis

F-test used to analyze whether all independent variables have significant impacts towards the dependent variables. The hypothesis that are made for the F-test are:

- H0 = All independent variables does not positively affects towards the dependent variables.
- H1 = All independent variables positively affects towards the dependent variables.

Table 3. F-Test Table (ANOVA)
ANOVA^b

Model	Sum of Squares	Df	Mean Square	F	Sig.
1 Regression	1169.679	5	233.936	3.079	.011 ^a
Residual	12310.297	162	75.989		
Total	13479.976	167			

Based on the result above, the model has F value of 3.079 with significant value of 0.011 which is lower than 0.05. It means that all of the independent have significant impacts to the dependent variable. For T-test, it is conducted in following criteria:

- If significant value of $t < 0.05$, then H0 is rejected
- If significant value of $t > 0.05$, then H0 is accepted

The result of T-test in regression analysis from SPSS is provided in Table 4.

Based on the table, the significance value of CSR is 0.001 which is smaller than 0.05. It means that CSR does positively affect Corporate Image (CI). In other words, if CSR is increase by 1%, Corporate Image will increase by 1.9 %.

The significance value of stock price is 0.659 which is larger than 0.05. It means that Stock price does not positively affect corporate image. It can be inferred that, if stock price is increase by 1%, Corporate Image will increase by 2.6%.

For asset turnover, the significance value is 0.094 which is larger than 0.05. It means that asset turnover does not positively affect corporate

image. In other words, if ATO is increase by 1%, Corporate Image will increase by 1.2 times. However, at 90% confidence of interval, ATO is positively affect corporate image.

The significance value of company size is 0.779 which is larger than 0.05. It means that company size does not positively affect corporate image. It can be concluded that, if company size increase by 1%, Corporate Image will decrease 0.2%.

The last independent variable is return on equity and it has a significant value of 0.441 which is larger than 0.05. It means that return on equity does not positively affect corporate image. In other words, if ROE increase by 1%, Corporate Image will decrease by 3.2%.

Table 4. T-Test Coefficient Table

Model	Unstandardized Coefficients		Sig.	Collinearity Statistics	
	B	Std. Error		Tolerance	VIF
(Constant)	5.409	3.440	.118		
CSR	.019	.006	.001	.862	1.160
Stock Price	.026	.058	.659	.881	1.135
ATO	1.239	.736	.094	.757	1.320
Company Size	-.002	.005	.779	.839	1.192
ROE	-.032	.042	.441	.815	1.227

a. Dependent Variable: CI (Amount of Words related to company's charitable contribution)

Discussion of The Result

The result established that CSR positively affects corporate image. Corporate Social Responsibility does affect the Corporate Image. This result is supported by Lenguyen (2011) that by having CSR, company could improve the kindness of society and it could help company to have good corporate image. Based on the multiple regression analysis, it can be inferred that CSR as independent variable significantly affects corporate image. From this result, it can be inferred that people

might tend to have a good perception towards the company which is care about their community and environment.

The findings show that ATO does not affect corporate image within the usual 95% confidence interval, stock price does not affect corporate image significantly and in terms of company size, it does not affect corporate image significantly. Return on equity also does not affect corporate image significantly.

Based on Stakeholder theory, the implementation of CSR is not only fulfilling the shareholder's concern, but also responsibility towards social, community, and environment (Tse,2011). CSR could also build a good relationship with both external and internal groups such as customer, government, supplier, investor, and employees. The result shows that CSR could improve the corporate image of a company because the stakeholder will feel that companies take care of them.

Based on legitimacy theory, this result is also supported. According to Wilson (2003), in order to get acceptance and support from the stakeholder and societies, company should have to be responsible in running their business. This statement is consistent with the result of this research, that CSR significantly affect corporate image. The existence of CSR is also supported by legitimacy theory, because this theory perceived that company should conduct their business based on the expectations of society and prevent environmental damages. CSR is qualified to fulfill those criteria because CSR give benefits for the society and most of CSR program have a goal to protect the environment and prevent environmental damages. By doing so, society will assumes that the company is fulfilling their expectations and it will increase their positive perception about the company's image.

CONCLUSION AND RECOMMENDATION

The findings allow to conclude that Corporate Social Responsibility has positive significant impact towards Corporate Image. If CSR performance increases, then CI will also increases. All of the companies in LQ45 Index have different amount of contribution and

ways in contributing to CSR from year to year. Besides the CSR impact to Corporate Image, several control variables such as stock price, asset turnover, company size, and return on equity does not positively significant affect Corporate Image.

This research result is in accordance with the stakeholder theory, that the aim of business is to create as much value that possible for the stakeholder, especially for the ethical branch which states that all of the stakeholder of the company have the right to receive treatment fairly because the impact of the company to all of the stakeholders will determine the responsibility of the company towards the stakeholder, and CSR is one of the social program that is in accordance with this statement. By having CSR, company will give a positive contribution towards all of the stakeholders, and all of the stakeholders will be appreciated the social program of the company by giving them a positive public perception which is reflected in good corporate image. It can be inferred that, if a company treat all of the stakeholders fairly, those stakeholders will feel that the company is take care of them and they will perceived those company as a good company. That statement is in accordance with the result of this research that CSR positively affect corporate image.

Besides that, the result of this research also in accordance with legitimacy theory, which states that companies should have performing a responsibility in their business in order to approved and supported by the society. There is also a connection between legitimacy theory and CSR because in this theory it states that business should conduct a socially responsible program to be accepted by the society that live in the environment where the company resides. CSR program could be considered as a social program that could fulfill the expectations of society because CSR program give a positive benefits towards the society. If the company could fulfill society's expectations, then the society will perceived that the company is good and that positive perception will lead to society's trust towards the company CSR program and it will directly results to good corporate image perception form society. Therefore, the statement of legitimacy theory is very appropriate with the result of this research socially responsible program such as CSR is positively affect corporate image.

In conclusion, it has been proven that CSR does positively affect Corporate Image and the research questions have been answered. CSR itself is the sustainable commitment that implemented in business to maintain a good relationship with local society and also give contribution to the economic development while supporting the quality of life of the workers, their families, as well as society at large and this thing could increase society's positive public perception about the company (Holme and Watts, 2000). It seems that in Indonesia, people assume that socially responsible company is a good company and this is reflected in the result of this research that there is a significant relationship between CSR and Corporate Image. Therefore, if company wants to have a positive public perception from societies, CSR is one of the appropriate programs that could be implemented within a company.

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APPENDICES

APPENDIX 1.: Constituent List

No	Company Name	Country
1	Astra Agro Lestari	Indonesia
2	Adhi Karya (Persero)	Indonesia
3	Adaro Energy	Indonesia
4	AKR Corporindo	Indonesia
5	Astra International	Indonesia
6	Alam Sutera Realty	Indonesia
7	Bank Central Asia	Indonesia
8	Bank Negara Indonesia	Indonesia
9	Bank Rakyat Indonesia	Indonesia
10	Bank Danamon	Indonesia
11	Sentul City	Indonesia
12	Bank Mandiri (Persero)	Indonesia
13	Global Mediacom	Indonesia
14	Bumi Serpong Damai	Indonesia
15	Charoen Pokhpand Indonesia	Indonesia
16	Ciputra Development	Indonesia
17	XL Axiata	Indonesia
18	Gudang Garam	Indonesia
19	Harum Energy	Indonesia
20	Indofood CBP Sukses Makmur	Indonesia
21	Indofood Sukses Makmur	Indonesia
22	Indocement Tunggul Prakarsa	Indonesia
23	Indo Tambangraya Megah	Indonesia
24	Jasa Marga (Persero)	Indonesia
25	Kalbe Farma	Indonesia
26	Lippo Karawaci	Indonesia
27	PP London Sumatera	Indonesia
28	Malindo Feedmill	Indonesia
29	Multipolar	Indonesia
30	Media Nusantara Citra	Indonesia
31	Perusahaan Gas Negara	Indonesia
32	Tambang Batubara Bukit Asam	Indonesia
33	PP (Persero)	Indonesia
34	Pakuwon Jati	Indonesia

No	Company Name	Country
35	Semen Indonesia (Persero)	Indonesia
36	Summarecon Agung	Indonesia
37	Surya Semesta Internusa	Indonesia
38	Tower Bersama Infrastructure	Indonesia
39	Telekomunikasi Indonesia (Persero)	Indonesia
40	United Tractors	Indonesia
41	Unilever Indonesia	Indonesia
42	Wijaya Karya (Persero)	Indonesia
43	Waskita Karya (Persero)	Indonesia

Appendix 2: GRI Performance Indicators

Economic Performance Indicators

EC 1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Core
EC 2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Core
EC 3	Coverage of the organization's defined benefit plan obligations.	Core
EC 4	Significant financial assistance received from government.	Core
EC 5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Add
EC 6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Core
EC 7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Core
EC 8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Core
EC 9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Add

Environment Performance Indicators		
EN 1	Materials used by weight or volume.	Core
EN 2	Percentage of materials used that are recycled input materials.	Core
EN 3	Direct energy consumption by primary energy source.	Core
EN 4	Indirect energy consumption by primary source.	Core
EN 5	Energy saved due to conservation and efficiency improvements.	Add
EN 6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Add
EN 7	Initiatives to reduce indirect energy consumption and reductions achieved.	Add
EN 8	Total water withdrawal by source.	Core
EN 9	Water sources significantly affected by withdrawal of water.	Add
EN 10	Percentage and total volume of water recycled and reused.	Add
EN 11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Core
EN 12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Core
EN 13	Habitats protected or restored.	Add
EN 14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Add
EN 15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Add

Environment Performance Indicators

EN 16	Total direct and indirect greenhouse gas emissions by weight.	Core
EN 17	Other relevant indirect greenhouse gas emissions by weight.	Core
EN 18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Add
EN 19	Emissions of ozone-depleting substances by weight.	Core
EN 20	NO, SO, and other significant air emissions by type and weight.	Core
EN 21	Total water discharge by quality and destination.	Core
EN 22	Total weight of waste by type and disposal method.	Core
EN 23	Total number and volume of significant spills.	Core
EN 24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Add
EN 25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Add
EN 26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Core
EN 27	Percentage of products sold and their packaging materials that are reclaimed by category.	Core
EN 28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	Core

Environment Performance Indicators

EN 29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Add
EN 30	Total environmental protection expenditures and investments by type.	Add

Social Performance Indicators

LA 1	Total workforce by employment type, employment contract, and region, broken down by gender.	Core
LA 2	Total number and rate of new employee hires and employee turnover by age group, gender, and region	Core
LA 3	Benefits provided to full-time employees that are not provided to temporary or parttime employees, by significant locations of operation.	Add
LA 15	Return to work and retention rates after parental leave, by gender.	Core
LA 4	Percentage of employees covered by collective bargaining agreements.	Core
LA 5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Core
LA 6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Add

Social Performance Indicators

LA 7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender.	Core
LA 8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Core
LA 9	Health and safety topics covered in formal agreements with trade unions.	Add
LA 10	Average hours of training per year per employee by gender, and by employee category	Core
LA 11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Add
LA 12	Percentage of employees receiving regular performance and career development reviews, by gender.	Add
LA 13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Core
LA 14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Core
HR 1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Core

Social Performance Indicators

HR 2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken.	Core
HR 3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Core
HR 4	Total number of incidents of discrimination and corrective actions taken.	Core
HR 5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Core
HR 6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Core
HR 7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Core
HR 8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Add
HR 9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Add
HR 10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Core

Social Performance Indicators

HR 11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms	Core
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Core
S09	Operations with significant potential or actual negative impacts on local communities.	Core
S010	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Core
S02	Percentage and total number of business units analyzed for risks related to corruption.	Core
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Core
S04	Actions taken in response to incidents of corruption.	Core
S05	Public policy positions and participation in public policy development and lobbying.	Core
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Add
S07	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Add
S08	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	Core
PR 1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Core

Social Performance Indicators

PR 2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Add
PR 3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Core
PR 4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Add
PR 5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Add
PR 6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Core
PR 7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Add
PR 8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Add
PR 9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	Core