

## **APPENDIX A: QUESTIONNAIRE**

### **CORPORATE SOCIAL RESPONSIBILITY : A CASE STUDY OF SHELL PETROLEUM DEVELOPMENT COMPANY, NIGERIA**

#### **INTERVIEW GUIDE FOR FOCUS GROUP DISCUSSION (FGD)**

The Focus Group Discussion will include mostly the community members, CSI project managers, and SPDC management team.

Dear participants, I am Bonmoyo Jessica Afa, a master's student with the Czech University of Life Science. I would like to conduct a study in your area which is part of the requirement towards the fulfilment of my studies for a master's degree in economics and management with the university. The study is simply for academic purposes, and your participation is completely voluntary and highly appreciated likewise all information will be treated confidential and anonymously.

#### **THE COMMUNITY MEMEBERS**

1. What is your understanding and perception about corporate social responsibility?
2. Does SPDC provide CSR activities regularly in your community?
3. In your own opinion, do you think CSR activities provided to the community is beneficial?
4. As a community member, what are your roles and goals towards CSR?
5. What are the Economic, Environment and Social activities of SPDC in your community?
6. What type of development would you like to see in your community?
7. What are the challenges facing your community and what are your priorities?
8. What is your feeling regarding philanthropy contributions made to the community and are they able to sustain the community?
9. How do you stimulate culture of innovation and creativity among community members?
10. Are there plans to alleviate poverty among the members in the community and how?
11. What type of assistance does your community require from SPDC for sustainable development?
12. What does development mean to you? Give an explicit explanation?
13. What interactions does SPDC have with the community for sustainable community development projects?

14. What is SPDC doing regarding the environmental issues in the community?

### **CSI PROJECT MANAGERS**

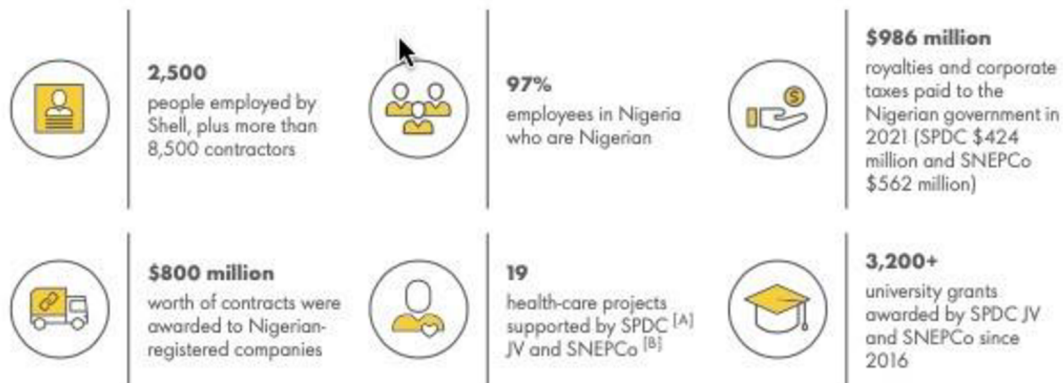
1. Describe SPDC CSR policies and what are they all about?
2. To what extent are you able to measure your performance in CSI projects?
3. In your opinion, do you think SPDC contribution to community projects is effective in addressing sustainable community development??
4. To what extent is SPDC involved in partnership with other stakeholders in Social, environmental, and economic development?
5. To what extent does SPDC encourage individuals and community participation in sustainable community development?
6. Which funded project(s) are still operational in the community?
7. What is your understanding of social, environmental, and economic sustainability?
8. What are the projects that you have addressed around these areas and how many in the last five years?
9. What is the CSR mandate of SPDC?
10. What is your understanding about social responsibility?
11. How do you know the company/organization has performed in terms of social responsibilities?
12. Which factors can prevent successful social responsibilities?

**Figure 4: Shell Companies' Social And Economic Impact In Nigeria**

**CONTRIBUTING TO NIGERIA'S ECONOMY**

Shell's Nigerian businesses support the development of local communities and companies. The businesses in which Shell has interests employed 2,500 people directly in 2021 and provided jobs for many others in supplier networks. In 2021, Shell Companies in Nigeria (SCiN) awarded contracts worth \$800 million to Nigerian-registered companies.

**SOCIAL AND ECONOMIC CONTRIBUTION OF SHELL COMPANIES IN NIGERIA**



[A] The Shell Petroleum Development Company of Nigeria Limited (SPDC), which has a 30% interest in the SPDC joint venture (SPDC JV) and produces oil and gas in the Niger Delta.  
 [B] The Shell Nigeria Exploration and Production Company Limited (SNEPCo), which operates in the deep waters of the Gulf of Guinea.

**Table 5: Summarised Transcript of Interview Conducted in the Two communities ( Ogoniland & Gbaratoru)**

S / N	What is your definition of CSR?	What activities or practices can be considered CSR?	What is the state of CSR in Nigeria, paying particular attention to your community?	What is your opinion of Shell Petroleum Development Company Nigeria generally?	Can you evaluate Shell's CSR performance in your community?	Is there anything else you would like to add before we end this interview ?	Summary of Findings
1	CSR entails a moral responsibility by corporations to man and the environment.	Human capital development, infrastructural development, and environmental sustainability.	Unsatisfactory	There is a gap between the company and host community	Average performance.	The company should continue to invest in people instead giving funds to corrupt	It was deduced from the summary of the interviews that individuals are generally dissatisfied with the level of performance of Shell in the aspect of CSR. While the company has made meaningful strides in various areas like education, healthcare, and

						community leaders and government officials.	<p>infrastructure. There is still more to be desired from the company.</p> <p>Another interesting point to note is from the people's conception of CSR, we see that there are variances in how they see it. This in turn affects their evaluation of the activities of the company in the performance of CSR. From their understanding, we can infer that they appreciate the scholarships, renovation of schools but in addition they want the company to involved more on the environmental part of the host communities.</p>
2				Their main objective is to provide energy for the world.	The give opportunities for employment and skill acquisition	No	
3		CSR activities are too numerous to mention, but providing public utilities is a vital aspect.		They should be commended for the little they have done.	Their performance is less than average	The burden on corporations like Shell is in relation to the failure of the government.	
4		Providing health facilities and building schools.	CSR is not taken seriously in Nigeria.	Shell is a successful company but in terms of CSR. It is poor.	Their performance is poor.	The government should have laws for CSR.	
5	CSR are those actions that companies take to ensure a cordial relationship with the society.	CSR is concerned mainly with community development. This entails providing amenities like water, electricity, roads and schools in the host community.	The state of CSR is poor.	They are a major player in the Nigerian economy	There is need for improvement.	No	
6							
7							
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10	It is a situation where businesses show concern for persons and the environment, especially in oil producing areas.	This entails providing amenities like water, electricity, roads and schools in the host community.	The state of CSR is poor.	They are a household name in the Nigerian corporate scene	Their performance is less than average		
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15	It entails providing infrastructure and amenities for the betterment of the lifestyle of host communities.	Community development, social investments, and charitable deeds.	CSR in Nigeria is not good when compared to other countries	Shell seems like a great company with a lot of responsibilities.	Their performance is significant.		
16							
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20							The company is still giving back to the immediate community despite financial challenges

