

**CONTRIBUTION OF CORPORATE SOCIAL RESPONSIBILITY TO
COMMUNITY DEVELOPMENT: A CASE OF BUWASA IN KAGERA
REGION**

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**A DISSERTATION SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS FOR THE DEGREE OF MASTER OF BUSINESS
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CERTIFICATION

The undersigned certifies that he has read and hereby recommends for acceptance by the Open University of Tanzania a dissertation entitled: *“Contribution of Corporate Social Responsibility to Community Development. A Case of BUWASA in Kagera Region”* in partial fulfilment of the requirements for the award of the degree of Master of Business Administration (MBA) of the Open University of Tanzania.

.....

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Date

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I, **Clavery Toto**, do hereby declare that the work presented in this dissertation is original. It has never been presented to any other university or institution. Where other people's works have been used, references have been provided. It is in this regard that I declare this work as originally mine. It is hereby presented in partial fulfilment of the requirements for the Degree of Master of Business Administration (MBA) of the Open University of Tanzania.

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Signature

.....

Date

DEDICATION

This study is dedicated to my lovely wife Salome Isack Masota, my daughter Claviana and my sons Deus, Bryan and John for their tireless moral support. My late parents as well for their upbringing and support during my early education studies. Lastly but not least is all my relatives and Tanzanians for support in one way or another during my master studies.

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To complete this work, a wide range of committed academics, close friends, and family members were asked to contribute. If I take full credit for this endeavor, it will be disorderly. That being said, I thank God above all for giving me health, intelligence, and direction. I am particularly grateful to my professor Raphael Gwahula, who has consistently demonstrated a high level of academic mentorship in helping me to navigate the research methods described in this material. His efforts were in addition to those of all the other school lecturers, to whom I also extend my gratitude, who taught me the intellectual wealth demonstrated here.

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My lovely wife Salome I. Masota, my lovely daughter Claviana, and my lovely sons Deus, Bryan, and John deserve special recognition for their bravery and unwavering support in helping me complete this work.

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ABSTRACT

This study intended to determine the contributions of corporate social responsibility (CSR) to community development. The study mainly focused on four variables of CSR including legislation, ethical consideration, economic responsibilities and philanthropic initiatives to see their influence on community development. This study used quantitative approach and descriptive survey design to achieve the study objectives. Bukoba Urban Water Supply and Sanitation Authority (BUWASA) at Bukoba Municipal was the study area and the employees stationed at the office were the study population. The study collected data from 86 respondents who were obtained through the formula by Slovin, (2007). The study used simple random sampling in sample selection. Closed ended questionnaires were used in data collection and the technique used in data analysis was descriptive statistics and inferential analysis, while the software used to run these analysis techniques was Statistical Package for Social Science (SPSS Version 21.0). The findings of this study indicated that legislation, ethical consideration, economic responsibilities and philanthropic initiatives have positive and significant influence on community development. This study concludes that community development at the municipal is significantly influenced by BUWASA CSR practices including legislation, ethical consideration, economic responsibilities and philanthropic initiatives. This study recommends that organizations should emphasize on adherence to legislation and ethics, economic responsibilities and philanthropic initiatives in order to improve community development.

Keywords: *Corporate social responsibility, legislation, ethical consideration, economic responsibility, philanthropic initiatives and community development*

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LIST OF ABBREVIATIONS

BUWASA	Bukoba Urban Water Supply and Sanitation Authority
CD	Community Development
COVID-19	Corona Virus Disease-19
CSR	Corporate Social Responsibility
NGOs	Non-Government Organizations
RBV	Resource-based View
RDT	Resource Dependency Theory
SSA	Sub-Saharan Africa
UK	United Kingdom
UN	United Nations

CHAPTER ONE

INTRODUCTION

1.1 Overview

CSR concept has been changing in meaning and practice time to time and between one corporation to another from philanthropy to business-society relations. CSR involve a range number of activities such as investments, supporting poor families, partnerships with local communities, charitable donations, improvement of social services and communication networks as well as environmental conservation. Generally, CSP focuses on the contributions of corporations to community development.

1.2 Background of the study

Corporate Social Responsibility (CSR) is the concept related to the behavior and conduct of corporation and those who are associated with them (Ditlev-Simonsen, 2011). The concept of CSR has been changing time to time. The classical view of CSR was narrowly limited to philanthropy and then shifted to emphasis on business-society relations particularly referring to the contribution that a corporation or firm provided for solving social problems (Ismail, 2009). CSR can also be defined broadly, as the way to encourage business firms to perform in a manner appropriate to the desire of the shareholders, thus causing them to act responsibility for the benefits of the business and society through creating a sustainable social, environment and economic development that could, in turn, gain positive image and

reputation (Pascua.2020). This definition point out three parameters of the sustainable development, namely: social, environment and economic.

The European Commission (2014) defined CSR as a concept whereby companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders in a voluntary basis. Therefore, CSR refers to the strategy that corporation put into action as part of corporate governance that are designed to ensure corporate operations are ethical and beneficial for the society by giving back a portion of earning generated. Recently, many companies have demonstrated CSR in the community through its activities such as environmental conservation, scholarship and sponsorship, natural calamity assistance and visiting the orphanage home.

In past years CSR was perceived as charity. patronage as a form of philanthropy emerged in Europe especially Italy then in the 18th century some European companies applied welfare of workers to provide medical, care, pension schemes and paid sick leave to their workers. During industrial period, companies' towns assumed their responsibilities through construction and maintenance of churches, bridges, roads, schools and houses. In the UK, for instance several such company-towns were built to promote certain moral values, but also to improve the working conditions for employees (Ihlen.2013).

The concept of CSR was proposed by American economist Howard R. Bowen in 1957. In his book of *Social Responsibility of Businessman*, he described CSR as the

obligation of businessmen to pursue policies which are desirable in term of objective and values of our society (Bowen, 1953). In 1991 Archie Carroll organized CSR into four-level model called the ‘pyramid of CSR’ namely: economic, legal, ethical and philanthropic levels. These levels are illustrated at the 1.1 as follows:

CARROLL’S PYRAMID OF CSR

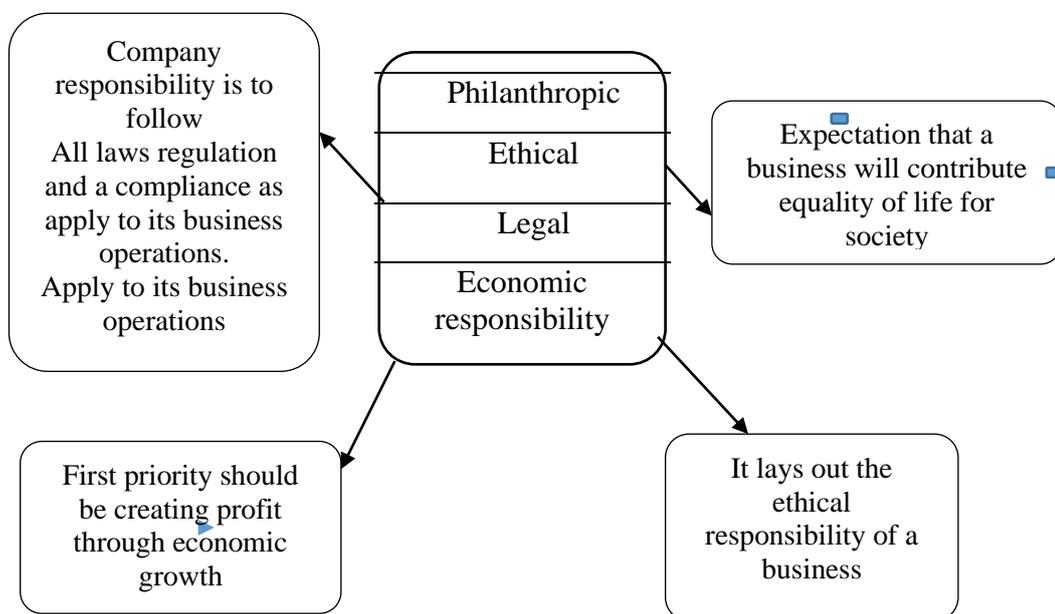


Figure 1.1: The modified Carroll’s pyramid of CSR

Since 1990’s the idea of CSR was no longer just a matter of charity but adopted as the best practice. In the 2020’s CSR become an important strategy for large corporations and integral part of evaluation activities as well as the success of the corporations. The present-day CSR is regarded as a concept whereby business organizations consider the interest of the society by taking responsibility for the impact of their activities on customers, suppliers, employees, shareholders, communities and other stakeholders as well as their environment. This obligation

shows that the organizations have to comply with legislation and voluntarily take initiatives to improve well-being of their employees and their families as well as for the local community and society at large (Ismail, 2009). CSR applies to all corporate forms: companies and corporations, small or big, domestic or transnational, private or public (Amodu, 2020).

Most of the published literatures have focused on the general evaluation of CSR since it was established up to its implementation, but have not focused on community development in Kagera region. Nyuur (2014) noted that “while considerable research has been conducted on CSR in developing countries, the extant literature on CSR in Sub-Saharan Africa (SSA) is scant and CSR is seen in terms of philanthropy.” Hence, the present study examined the extent to which CSR contributed to community development in Bukoba municipal.

1.3 Statement of the Problem

In Tanzania, CSR is developing fast in business sectors, government, civil societies, academia and multinational companies due to interactional standards provision in the international business sector and local and regional business initiatives that intend to expand the visibility of CSR in the community. CSR in Tanzania is perceived as philanthropy (Ubuntu value) that involved giving back part of the profit generated by the corporation to the community. Corporates resumes their social responsibilities in order to compliance with national and international regulations and standards, for safety concerns and to protect and maintain the company’s positive image and reputation (Pascua 2020).

The government of Tanzania enacted Tanzania Extractive industries Act of 2015, petroleum Act of 2015 and mining Act of 2010 aimed at monitoring, governing and evaluating duties and obligation for corporations operating to the community and ensure it contributes to the improvement of the lift of the people around the establishment largest companies. (Makoi,2020).

Several studies have been conducted on CSR topic in Tanzania. Some of those studies are: The study by Kilewela (2016) that focused on the assessment of the impact of corporate social responsibility on financial performance of the banking institutions. Another study from Philip (2019) focused on the regulations of CSR in Tanzania and Makoi (2020) examined the contributions of corporate social responsibility on the improvement of social welfare. There is geographical gap as these studies with various results concerning CSR have been conducted in different areas but none concerning the topic have been conducted at BUWASA in Kagera region.

Also, there is knowledge gap as the previous studies have not determined the influence of CSR on community development as they focused on other dependent variables such as financial performance and social welfare and not community development. Additionally, the previous studies conducted in the country as mentioned earlier did not specifically target or incorporate variables of CSR such as legislation, ethical consideration, economic responsibility and philanthropic initiatives in a single study. Due to this oversight, it was inevitable to conduct this study at BUWASA and specifically incorporating CSR variables including

legislation, ethical consideration, economic responsibility and philanthropic initiatives to see their influence on community development. This was vast important in order to fill the geographical and knowledge gaps identified.

1.4 Research Objectives

1.4.1 General Research Objective

The general objective of this research report was to determine the contributions of CSR such as legal, ethical, economic and philanthropic considerations to community development using a case study of BUWASA in Bukoba Municipal. In order to attain this objective, the proposal was guided by following specific objectives:

1.4.2 Specific Research Objectives

The specific objectives of this study were to;

- i. Investigate the contribution of BUWASA legislation to community development at Bukoba municipal
- ii. Examine how ethical considerations of BUWASA contribute to community development at Bukoba municipal
- iii. To highlight contribution of BUWASA economic responsibilities to community development at Bukoba municipal
- iv. Evaluate contribution of BUWASA philanthropic initiatives on community development.

1.5 Research Questions

The following are the research questions which guided the study

- i. What is the influence of BUWASA legislation to community development?
- ii. What is the contribution of ethical considerations of BUWASA to community development in Bukoba municipal?
- iii. What are the contributions of economic responsibilities of BUWASA to the community development?
- iv. What is the contribution of philanthropic initiatives of BUWASA to community development?

1.6 Limitations of the Study and Areas for Further Research

This study focused on the contribution of CSR to community development, case of BUWASA in Bukoba municipal. This proposal was limited to literature and documentary review as the main sources of data regarding the CSR and sustainable development. Due to time limit and scarcity of data regarding the CSR and sustainable development, the researcher sought the available data both primary and secondary sources to get information. The research proposal concentrated on examining the contributions CSR to community development.

1.7 Relevance of the Study

It was anticipated that the findings of this proposal can be beneficial in the following aspect; this proposal can inform BUWASA and other stakeholders on the success and failure of CSR practice as one of the strategies of corporate governance and re-set appropriate measures to improve practices where necessary. It can also allow managers to recognize that engaging in social works helped to handle potential social threats. Secondly, this proposal generated new knowledge on CSR as strategy to

community development, third proposal can inspire others researches to have access to the existing literature when conduct similar related CSR studies in Tanzania. Lastly, the information of this proposal can be used by corporation with difficulties in meeting their objectives due lack of CSR information.

1.8 Organization of the Report

This research report consists of five chapters. Chapter one presents the introduction, which starts with a background of the study followed by statement of the problem which results into the formation of general and specific objectives and the research questions. Then, presented relevance of the research. The second chapter reviewed different literatures from different scholars concerning community development and corporate social responsibilities. The third chapter presents methodology applied in this proposal. Chapter four presents the research findings based on objectives and statistical method used. Chapter Four also presents the discussions of the research findings. Chapter five presents the summary, conclusion, implication of research findings and recommendations based on specific objectives of the study.

CHAPTER TWO

LITERATURE REVIEW

2.1 Overview

This chapter presents the concepts of community development and CSR, then it describes several theories of CSR, empirical studies from different scholars were reviewed in order to bridge the research gap, therefore conceptual framework was developed from research questions in order to get deep understanding of the proposal studied.

2.2 Conceptual definitions

In this section, three concepts were defined: community development, corporate governance and corporate social responsibilities.

2.2.3 Concept of Community Development

Ismail (2009) defined community as a group of people sharing common purpose, who are independent for the fulfillment of certain needs, who live in close proximity and interest on regular basis. Community development is a practical process whereby community members and their leaders and other state holders come together to take collusive actions in order to improve their living conditions. Community development is process where community members come together to take collective action and generate solutions to common problems. (Straza, 2018). Community development is also defined by Oxford University press (2020) as the process where people concerned with social and environmental justice act together as engaged and active citizen to change their collected circumstances. From collective definitions,

the term community can also be defined as a group of people living together at particular geographical area sharing a common geographical, location, government, language and sometime cultural aspect.

Community development refers to those measures which enable people to recognize their own ability to identify their problems and use available resource to earn and increase their income, and build a better life for themselves. In order to achieve Community development, people must be enabled to develop their capacity to identify their problems and plan ways of solving them. Government, donors, NGOs and other related organizations and institutions are most responsible in supporting the communities to achieve the envisioned capacity. The main goal of community development is to make the entire community stronger.

Community development in Tanzania embraces various form of rural cooperation of developmental nature encouraged and aided by government institutions (Collins, 1972). Community development is the combined processes, programs, strategies and activities that make a community sustainable as compared to the economic development which is the marketing of its potential for the growth followed by local efforts to act on opportunities. The entire set of approaches to CD practice may be considered a specialized form addressing coordinating and building the social infrastructure at a location (Ismail 2009). Thus, community development is a combination of different things from different angles. BUWASA as one of the government institutions has a crucial role to play in promoting CD with collaboration with local communities and other stakeholders at Bukoba municipal.

2.2.4 Corporate Governance

Cadbury (1992) defined corporate governance as a system by which companies are directed and controlled. Corporate governance is concerned with the processes, systems, practices and procedures that govern institutions as well as resolution of collective action problems among dispersed investors and the reconciliation of conflicts of interest between the board of directors, management and shareholders (Ayogu, 2016). Accountability, transparency, responsibility and fairness are among the principles that govern corporate governance. Therefore, corporate governance means the way a corporation is directed the principle and practices that govern how stakeholders manage and oversee the company.

2.2.5 Corporate Social Responsibility

Corporate Social Responsibility (CSR) is the concept related to the behavior and conduct of corporation and those who are associated with them. .CSR can be defined broadly, as the way to encourage business firms to perform in a manner appropriate to the desire of the shareholders, thus causing them to act responsibility for the benefits of the business and society through creating a sustainable social, environment and economic development that could, in turn, gain positive image and reputation (Pascua.2020). This definition point out three parameters of the sustainable development, namely: social, environment and economic.

Therefore, CSR refers to the strategy that corporation put into action as part of corporate governance that are designed to ensure corporate operations are ethical and beneficial for the society by giving back a portion of earning generated. In many

corporation, social and environment concerns of CSR are integrated in business operations interaction with stakeholders. It is initiated as voluntary action of giving back to the community. Recently, many companies have demonstrated CSR in the community through its activities such as environmental conservation, scholarship and sponsorship, natural calamity assistance and visiting the orphanage home. CSR is the notion that corporations have an obligation to constituent groups in the society other than stakeholders and beyond that prescribed by law and union contract (Jankalova 2016).

2.3 Models of CSR

There are two main theories guiding CSR which are monetary theory and ethical theory. Starting with monetary theory, it focusses more on financial provision to the stakeholders while making profit. Ethical approach-focuses on rules, principles, policies and values that secure future generation of the company. On the other hand, models for CSR are:

The stage model for CSR-was introduced by Carroll in 1974. The model has four parameters: economic responsibility (at the bottom) legal responsibilities, followed by ethical responsibilities and at the top was discretionary (philanthropy). These dimensions are as follows.

philanthropic responsibilities-this is the highest stage where a company makes good profit, respect law and realize ethical responsibilities such as funding education, health support and donation. Ethical responsibilities-this involve code of conduct.

Top management should take into consideration codes of conduct when performing their obligations like decision making, hiring, handling employees' problems and ensure fair treatment to all stakeholder's. Legal responsibility-adherence to governmental laws and regulations. Lastly, economic responsibility-involves financial obligations of the business-like cost saving and reduction, incentives and benefits and paying taxes.

A new stage of growth model for CSR- the model has three stages: the movers, the doers and the changers. A byproduct of each of these three stages is a second category; the followers, the reporters and the responders. The new stage model explores the statement of the risks doing nothing far outweigh the risks of doing something by opposing the statement due to the following illustrations:

First, the movers are at the first stage representing corporations which take new step in the CSR sphere, example, and introduction of non-financial reporting in reports. At the second stage doers are joined by reports. Doers introduce changes. Associated with CSR in the corporation and reports what they do. Third stage, changers-these personnel are ahead of both competitors and regulators. Respondents adopt new regulations initiated by other forefront corporations.

2.4 Theoretical Framework of CSR

This part highlights and discusses in detail the theories which the study was developed to develop appropriate framework for variable measurement. There are multiple theories explaining the reasons of why many corporations or companies to

engage in CSR activities which contributes to community development. These reasons were driven externally or internally. External drivers of CSR- they focus on the nature of relations between the firm and the environment. The theories that dominate external drivers are: stakeholder theory legitimacy theory and resource dependency theory (RDT). Internal drivers of CSR focus on internal dynamics in addressing social and environmental concerns. Theories that support internal factors are Agency theory and Resource-based view (RBV).

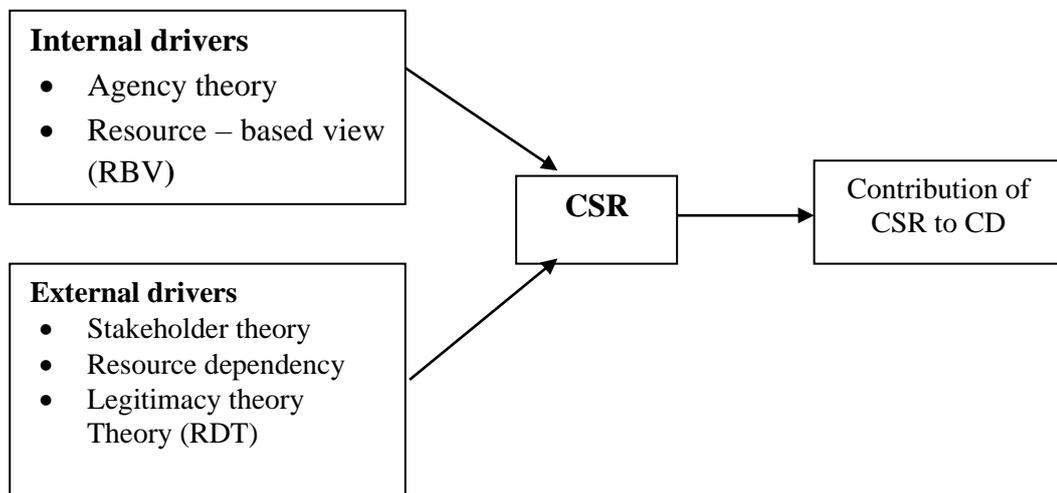


Figure 2.1: Modified CSR theoretical framework

2.4.3 External Drivers of CSR

This part describes theories that dominate external drivers of CSR. These are: stakeholder theory legitimacy theory and resource dependency theory (RDT).

2.4.1.1 Main theory

Stakeholder theory: The theory was developed by freeman (1984) who described the firm as a series of connections of stakeholders that the managers of the firm attempt to manage. Stakeholder is group of people or individual who can affect or be

affected by corporation /organization activities, products, policies and processes. A firm's stakeholders are employed suppliers, customers, investors, and government as well as local communication. Wheeler et al (2002) stakeholder theory derives from organizational structure and sociological discipline. It is less of a unified theory and more ethical, law, economic and organizational structure, political theory and philosophy. According to Clarkson (1995) and Helming et al (2016) stakeholders can be classified into primary and secondary stakeholder group. Primary stakeholder group include stakeholders and investors, employees, customers and community's government who have direct influence on the company and are essential for the survival of the company. Secondary stakeholders group include media competition and trade association; they have an indirect influence on the company and are not essential for the survival of the company. CSR -related activities and decisions stakeholder's theory can help to study the relationship between CSR and community development that is positive or negative. In this study, all stakeholders of the corporation will be assumed to engage in CSR initiatives economically, legal, ethical and social. The theory suggests that corporations shall serve groups of society rather than individuals and other those set down by law or mutual arrangement. The theory aims to generate equity or profit for its stakeholders by translating its stakes into products or services as mechanism for managing stakeholder's interests. It also assured that corporations can be socially responsible by providing acceptable levels of returns to the communities while maintaining profits that satisfy investors and shareholders in the corporations.

2.4.1.2 Other Supportive Theories

Legitimacy theory: Also known as social contracts theory. The theory relies on the notion that there is a social contract between a company and the society in which it operates. According to Dowling and Pfeffer (1995) –legitimacy theory posits that organizations continually seek to ensure that they operate within the bounds and norms of their respective societies. The theory is divided into two perspectives: strategic and institutional. Strategic legitimacy assumes a degree of manageable control over the legitimacy process while institutional perspectives that legitimacy is required by factors other than a company's qualities or actions. This report adopted the strategic perspective since it seeks to find CSR activities and contributions of CSR to community development by conducting a content analysis of corporation annual reports.

Resources Dependency Theory (RDT): RDT originated from the work of Pfeffer and Salancik (1978) that suggested that access and control over external resources are essential elements to organizational success and resources. RDT is related to stakeholder theory since RDT proposes that stakeholders such as shareholders, customers, suppliers, and community have legitimacy control of an organization's access to external resources and corporations must manage their relationships with primary and secondary stakeholders to ensure such access to resources is maintained. For instance, through RDT, organizations can improve relationships with stakeholders by understanding the needs and interests of stakeholders, organizations can develop relationships with their stakeholders and better manage the resources they provide. This means that organizations should work closely with their

stakeholders and understand their needs and interests and develop strategies to respond to such needs and interests. This can make the organization utilize the resources appropriately the external resources that come from stakeholders. This theory has move self-interest in local development like supporting education and health systems; it also intends to secure communities as a critical resource.

The strength of RDT are such as increased awareness and understanding of the external environment, improved organization performance, enhanced ability to respond to changes in the external environment, improved relationships with stakeholders and increased flexibility. The limitations of RDT include; its focus on external resources as the only source of organizational success, which can overlook the importance of internal resources and capabilities, its assumptions that organizations can effectively manage their external resources, which can lead to an underestimation of the complexity of resource management, its lack of attention to the changing nature of the external environment, which can lead to a failure to recognize the need for organizations to be adaptive and flexible and its limited scope, which does not take into account the wider social and political context in which organizations operate.

2.4.2 Internal drivers of CSR

Focuses on internal dynamics in addressing social and environmental concerns. Theories that support internal factors are Agency theory and Resource –based view (RBV).

2.4.2.1 Resource-Based View (RBV)

According to the theory, organizations possess resources which enable to maintain the intended targets. The appropriate resources should be protected against any circumstances like transfer. Human, physical, financial and other intangible resources are crucial for CSR implementation.

2.4.3 Theoretical Gap

The theories of the study including the main theory and supportive theories have succeeded to provide the constructs of corporate social responsibility such as legislation, ethics and economic responsibilities. However, the theories have not asserted the extent to which corporate social responsibility contributes to community development. Additionally, the theories have not indicated whether CSR have positive or negative effect to community development. Furthermore, the theories have not provided the magnitude of correlation between CSR and community development. Hence, the current study addressed the existing theoretical gaps by determining the extent to which CSR contributes to community development, determining whether CSR have positive or negative effect to community development and determining the magnitude of correlation between the two variables. This was achieved through the application of statistical methods such as multiple regression analysis and correlation analysis.

2.5 Empirical Review

This part explores previous studies related to the current study conducted in different

parts of the world. The general objective of this study was to examine contributions of CSR to community development at Bukoba Municipal.

Wirba, (2023) conducted a study on the role of government in promoting corporate social responsibility. This essay looked at corporate social responsibility, or CSR, and how the government can support it. A normative literature review and secondary data procedures were the methods employed in this paper. According to the study's findings, industrialized and developing nations must cooperate to exchange best practices in corporate social responsibility (CSR) and establish human resources that can advance CSR agendas through raising public awareness, enacting mild laws, forming alliances, and requiring businesses to solve societal issues in a transparent manner wherever they do business.

In particular, the governments of the United Kingdom, the European Union, the United States, and other developing East Asian nations have adopted a broad agenda in support of corporate social responsibility (CSR). However, developing nations should not just copy developed nations' CSR agendas; instead, they should adopt a CSR agenda that is sensitive to the sustainable and equitable development of their own multiple nations. The outcome also demonstrated that corrupt elites have been misappropriating funds from CSR initiatives for their own benefit rather than the benefit of their local communities due to poor governance and a lack of transparency in the rich natural resources of developing nations in the south. The lack of transparency surrounding CSR by the various governments and their elites is a result

of the fact that some developing countries still view CSR as an act of philanthropy rather than as a tool for sustainable and equitable development for economic growth.

Ma et al. (2023) conducted a study on the corporate social responsibility and its impact on financial performance: A Case of Developing Countries. Data was collected from 184 companies listed in 12 different industries on the Pakistan Stock Exchange (PSX) between the middle of 2021 and the middle of 2022. Partial least squares (PLS-SEM) structural equation modeling was utilized to estimate the outcomes. Except for one customer-facing component, the study's findings showed that every facet of corporate social responsibility (CSR) was positively significant in the process of promoting environmentally sustainable growth. Furthermore, green innovation has a stronger mediating effect when sustainable development is considered. The data demonstrates the significance of CSR practices in enhancing sustainable environments, as it reveals that CSR activities have an exceptional impact on financial performance (FP) in all but one aspect. Additionally, GI has a high-quality impact on FP.

Dhavaleshwar and Mane, (2020) conducted a study on the role and effect of corporate social responsibility in community development. This study uses secondary data to analyze the function and impact of corporations in community development, as well as to provide a brief history of corporate social responsibility. The results showed that the Companies Act of India requires corporate contributions to community development, and there is no doubt that these efforts have a positive impact on community development. However, some studies claim that corporate

community development efforts fall short of expectations. In conclusion, the paper suggests that community development through CSR activities can be guaranteed by the design of need-based programs, rigorous social and financial audits, and active public participation. The researcher used a descriptive research design for the study and bases his conclusions on secondary data.

Celik, Abdul-Kareem & Yilmaz, (2019) conducted a study on the impact of corporate social responsibility on community development: Evidence from Ghana. The Corporate Social Responsibility (CSR) initiatives of commercial entities doing business in Ghana are examined in this article. In particular, it examines the ways in which community development (CD) is benefited by the CSR initiatives of the sampled companies. Both quantitative and qualitative research methods were used to achieve this goal. The companies operating in the three primary economic sectors were chosen using the purposive sampling technique. The study used secondary data sources, including government publications, websites, newspapers, annual reports, and business magazines. The study's conclusions show that the chosen businesses participated in a range of CSR initiatives that support CD. These businesses usually prioritize health, education, and individual empowerment. It is advised that during the implementation of CSR, stakeholder engagement be fully implemented.

Mamo et al. (2022) conducted a study on The Socio-economic effect of Corporate Social Responsibility on Local Community Development in Southern Ethiopia. In all, 401 local communities that are close to industries were chosen in a proportionate manner from Hawassa city in the Sidama Region, four zones within the Southern

Nations, Nationalities, and Peoples' Region. In addition to focus groups with local residents and interviews with government representatives, quantitative data was gathered from nearby communities. Quantitative and qualitative analyses were carried out. Both regression models and descriptive statistical techniques were used to analyze the quantitative data. To look over and comprehend the qualitative data, thematic analysis and interpretation were applied. The study concluded that due to inadequate follow-up, corruption, and the government's unwillingness to effectively enforce laws and regulations, industries' role and dedication in achieving corporate social responsibility objectives in the studied area were low. The study recommends that rather than depending solely on reports, state authorities should keep an eye on and assess how well business regulatory frameworks are being enforced at local levels. Evidence exists that demonstrates how the corrupt state authorities and networked business interests obstruct local community development, which stands to gain from business social responsibilities in return for resources. Remedy should be offered, and the untold history of business effect should be made public.

Asumah, (2015) conducted a study on the effect of corporate social responsibility on community development: A case study of Anglogold Ashanti, Obuasi Mine in Ghana. The research was a descriptive case study that combined a qualitative and quantitative methodology. 288 people were chosen as a sample using a multi-stage sampling design. Interview guides and questionnaires were used to gather data. The analysis of the data was done with SPSS 20. The study's findings demonstrated that the business fulfilled its CSR obligations to the Obuasi community and its surroundings. Offering malaria prevention programs ($M = 4.88$; $SD = 0.535$), jobs

(M = 4.52; SD = 0.962), taking up environmental issues (M = 4.02; SD = 0.991), and clean drinking water to the community (M= 4.00; SD = 0.857) are among the main CSR initiatives carried out by AGA. Once more, the study revealed that 87% of the communities had good or satisfactory community development. Multivariate regression analysis results demonstrated that community development is impacted by corporate social responsibility (adjusted R square =.464). Financial limitations influence from political and opinion leaders resulting in the abandonment of completed projects, and a lack of commitment or support from the community are the main obstacles the company faces when implementing CSR. As a result, the business must involve the community, particularly important stakeholders, in order to determine and rank the needs of the community through open forums and the distribution of funds for community development. Additionally, it is necessary to lobby for funding from governmental and non-governmental organizations, which will ultimately enhance CSR initiatives.

2.5.1 Legislation Responsibility and Community Development

Legal responsibility-adherence to governmental laws and regulations. CSR is a strategy that companies put into action as part of corporate governance that is designed to ensure the company's operations are legal and beneficial for the community.

2.5.2 Ethical Responsibility and Community Development

The UN guiding principles on business and human rights further stated that 'it may well be in the long-run interest of cooperation as a major employer in a small

community to devote resources in providing amenities to that community or to improving its government (Philip, 2019). Ethical CSR is based on the strong relationship between rights and ethical responsibilities in order to maintain legitimacy. In recent years, many corporations tried to develop codes of conduct which used to guide managers when making decisions. Ethics include norms, values, and behaviors that are expected to take place inside or outside the organization. Social responsibilities add an ethical imperative to do those things that make society better and do not do that could make it worse (Amparado, et.al, 2021). CSR helps top management to make ethical decision and engage in ethical activities. At times, CSR and ethical management coincide with the laws and regulations. Hence, legal prohibition against fraud, pollution, sexual harassment and job discriminations are CSR and moral concern.

2.5.3 Philanthropic Responsibility and Community Development

Corporate philanthropy is a direct contribution by corporation to a charity or causes, most often in the form of cash, grant and donations and or in-kind services (Masuku, 2000). Philanthropy is the traditional of all corporate soul imitative and has historically been a major source of support for community health and human services agencies education and arts, as organization with mission to protect the environment (Kotler and lee 2005). Philanthropic efforts the commonly involve selecting a cause that reflects a priority area for the corporation determining a recent for contributions, most often an existing nonprofit organizations, foundations or public agency such as school. According to Kotler (2004) there are ranges of options for giving by corporate organizations to the public as follows; providing cash donation, offering

grants, awarding scholarship, donating product, providing expertise, allowing use of facilities and distribution of channels and offering the use of equipment's. These range of offending can be captured in mission statement of corporation.

In past years CSR was perceived as charity. patronage as a form of philanthropy emerged in Europe especially Italy then in the 18th century some European companies applied welfare of workers to provide medical, care, pension schemes and paid sick leave to their workers. During industrial period, companies' towns assumed their responsibilities through construction and maintenance of churches, bridges, roads, schools and houses. In the UK, for instance several such company-towns were built to promote certain moral values, but also to improve the working conditions for employees (Ihlen.2017). Since 1990's the idea of CSR was no longer just a matter of charity but adopted as the best practice. In the 2020's CSR become an important strategy for large corporations and integral part of evaluation activities as well as the success of the corporations.in developing countries CSR was introduced in 21st century. In Tanzania, CSR is widely understood as philanthropy (doing well part of the profit) and thus refers to charitable community support projects in most cases (Wanaka, 2020).

2.5.4 Economic Responsibility and Community Development

Economic responsibility involves financial obligations of the business-like cost saving and reduction, incentives and benefits and paying taxes. It also improves the firm's business operations while participating in sustainable practices. Economic

responsibility focuses on activities that promote business long- term growth, while maintaining legal, environment and philanthropic responsibilities.

2.5.5 Five C's in CSR

Kotler and Lee (2005) in assert that there are five c's in CSR that corporations must fulfill. The first c stand for conviction this is real improvement in business performance the secondly c means 'commitment' communication;-which means we have committed to open, honest and direct communication with all stakeholders .Kotler and le 2005 discussed communication as two way process of communication and all stakeholders are respect +addressed, the forth 'c' is consistency-is process of continuous improvement, the fourth 'c' is consistency-is a process of continuous improvement. The fifth c is credibility-it should be known that the corporation ability to trust their performance depend s on the credibility of their efforts.

2.6 Research Gap

After reviewing previous studies related to this study, it has been noticed that there is understudy about the contribution of corporate social responsibilities on community development in water sector like BUWASA. Of much importance, none of the local study has been conducted in BUWASA concerning the contribution of corporate social responsibility on community development. Hence, the extent to which corporate social responsibility contributes to community development at the study area remains undressed. Therefore, it is important to undertake this study at BUWASA in order to make the authority and other public organizations aware and acknowledge the importance of CSR to community development.

Additionally, there was knowledge gap as the previous studies conducted in Tanzania have not incorporated the variables such as legislation, ethical consideration, economic responsibility and philanthropic initiatives in one study. This made it hard to rank which kind of CRS among legislation, ethical consideration, economic responsibility and philanthropic initiatives has the strong influence to community development compared to the others. Furthermore, there was a theoretical gap as the previous studies conducted in Tanzania were not guided with the stakeholder theory and resource dependency theory, which limited them to effectively envisage how the organizations interacts with its stakeholders like the community as the vital source of external resource. In order to fill the existing research gaps, this study assessed the contribution of CSR on community development at BUWASA in Kagera region.

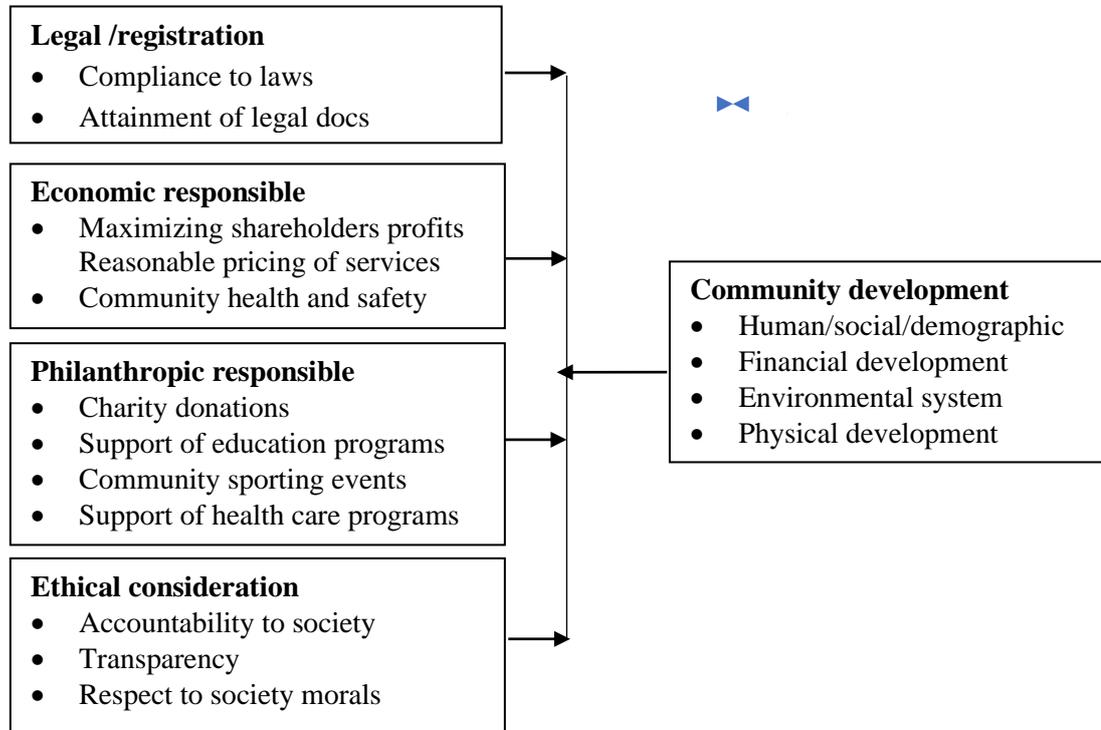
Researching the role that corporate social responsibility (CSR) plays in community development is crucial to comprehending how companies can contribute to society in a constructive way while meeting their responsibilities to different stakeholders. Corporate practices that are beneficial to communities are shaped in large part by the four main CSR variables: economic responsibilities, ethical considerations, philanthropic initiatives, and legislation. Through an analysis of these aspects, the research can shed light on how legal frameworks guarantee adherence, how ethical considerations promote credibility and responsibility, and how charitable endeavors can effectively cater to pressing community requirements. Evaluating economic responsibilities also emphasizes how companies support local economies,

employment growth, and sustainable practices—all of which improve community well-being.

Moreover, businesses, community leaders, and policymakers can all benefit from knowing how these CSR variables interact. It is critical to systematically assess the impact of corporate social responsibility (CSR) practices because they can result in better quality of life, longer-lasting social benefits, and stronger community ties. Additionally, this study may highlight best practices that inspire additional companies to act responsibly, setting off a chain reaction that advances long-term community development. The research can help shape strategies that improve corporate accountability and encourage more community involvement by identifying the successes and challenges within these CSR dimensions. This will benefit the corporations as well as the societies they serve.

2.7 Conceptual Framework

In this part of chapter two, conceptual framework is based on the literature review is described by conceptualizing four independent variables (environmental responsibility, philanthropic efforts, responsible corporate practice and economic accountability) that contribute to the dependent variable community development at Bukoba Municipal. Conceptual framework of the study is as illustrated in figure 2.2.

Independent Variables**Dependent Variables****Figure 2.2: Conceptual framework****2.7.1 Legislation and Community Development**

By establishing frameworks that support social justice, economic growth, and environmental sustainability, legislation is essential to community development. Laws can improve access to healthcare and education, finance infrastructure improvements, and safeguard vulnerable groups by enacting anti-discrimination provisions. Furthermore, laws can ensure that locals' voices are heard by promoting community involvement and engagement in decision-making processes. Laws help create a stable environment that stimulates investment, innovation, and community resilience by establishing standards and regulations. This, in turn, improves the quality of life for all residents.

2.7.2 Ethical Considerations and Community Development

In order to ensure that initiatives are inclusive, equitable, and respectful of the rights and values of all community members, ethical considerations are vital to community development. They direct decision-making procedures, encouraging accountability and transparency, which promotes stakeholder trust. In order to guarantee that marginalized voices are heard and that the advantages of development efforts are distributed equitably, ethical frameworks promote participation from a variety of groups. Ethical considerations empower communities to address their particular challenges and promote long-term resilience by giving social justice and sustainability top priority. This ultimately results in more meaningful and effective development outcomes.

2.7.3 Philanthropic Initiatives and Community Development

Philanthropic endeavors are essential to community development because they offer funds, materials, and knowledge to address regional needs and difficulties. In order to help communities, improve the quality of life, they frequently provide funding for infrastructure projects, healthcare services, educational initiatives, and environmental sustainability initiatives. These programs promote civic engagement and social cohesion by establishing alliances between businesses, non-profits, and the government. Additionally, by providing funding for pilot projects that act as models for more extensive interventions, they can stimulate innovation and ultimately promote resilient and sustainable community growth.

2.7.4 Economic Responsibilities and Community Development

Economic responsibilities are essential to community development because they promote sustainable growth and improve the standard of living for locals. Businesses and organizations that put economic responsibilities first boost local economies, generate employment opportunities, and make investments in community-beneficial infrastructure and services. In addition to ensuring financial stability, these contributions promote regional entrepreneurship, expand access to education, and improve public services. In the end, a solid economic base gives communities the ability to confront environmental and social issues, resulting in a society that is more resilient and egalitarian.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 Overview

This chapter describes the research methodology in depth. It is concerned with research methodology and outlines the techniques used to carry out this study. It discusses the research approach, research design, study area, target population, sample technique, sampling frame, sample size, data collection process and tools, data processing and analysis, reliability and validity and ethical consideration.

3.2 Research Philosophy

A research philosophy is a viewpoint on the methods that should be utilized to collect, analyses, and apply data regarding a topic. This study used positivistic philosophy as the study has quantitative elements. According to positivists, reality is stable and can be viewed and described objectively, that is, without interfering with the phenomena being researched (Levin, 1988). All methods are valuable if used appropriately, hence, this study used positivism philosophy. Since that positivism philosophy was adopted in this study, it implies that this study is a quantitative study.

3.3 Research Approach

The quantitative approach was deployed in this study which involved deployment of quantitative methods. Through this approach, the study used quantitative methods including questionnaires in data collection and descriptive statistics and inferential analysis in data analysis with the aid of softwares like Statistical Package for Social

Science (SPSS). This research approach enabled the study to determine the extent of the problem, that is, the extent to which factors such as BUWASA legislation, BUWASA ethical considerations, BUWASA philanthropic and BUWASA economic responsibilities contributes to community development.

3.4 Research Design

In order to answer the questions provided under the research goals, a descriptive survey design was used in this study. This design enabled the researcher determine the influence of independent variables (BUWASA legislation, BUWASA's ethical considerations, BUWASA philanthropic and BUWASA economic responsibilities) on dependent variable (community development). The technique also created empirical data and is less expensive. The design also permitted the use of various data collection tools, such as questionnaires. In general, choosing this strategy helped to collect enough information and solve budgetary constraints.

3.5 The Study Area

This study was conducted at BUWASA in Kagera region. BUWASA is one of the water authorities in Tanzania, whereby its main office is located in Bukoba municipal in Kagera region. BUWASA is proposed to be the study area as it is involved in various social responsibilities that contribute to community development such as health, education development and environmental conservation. Hence, all necessary data concerning the contribution of corporate social responsibility on community development were collected from there.

3.6 The Study Population

Population is the total of subjects under investigation defined using social-demographic characteristics. According to Peter and Rea (2014), the target group should have some identifiable attributes about which the researcher plans to generate the study findings. In this study, the targeted population constituted 110 respondents with 8 from top management, 42 senior staff and 60 junior staff working at BUWASA.

Table 3.1: Target population

Respondents	Population frequency	Percentage
Managers	8	7%
Senior staffs	42	38%
Junior staffs	60	55%
Total	110	100%

3.7 Sampling Procedures

This study used a Simple random sampling technique to select BUWASA employees. BUWASA administration was asked to provide the names of employees; however, employees' names will remain confidential for ethical reasons. The names of employees were written in pieces of papers and then mix them. After mixing the pieces of papers like a lottery, the researcher randomly picked the pieces in order to reach a total number of 86 employees to be involved in quantitative data gathering. This is an appropriate technique for selection of the employees as it was fair and provided an equal chance for study units to be selected.

3.8 Sample Size

This part presents the number of samples to participate in data collection and describes the way sample size has been obtained. In this study, a total number of 86 employees out of 110 employees of BUWASA was used as samples to participate in quantitative data gathering. The study used Slovin's formula to calculate the number of samples that participated in quantitative data gathering. The workings are as shown below. A total number of 86 employees was optimum in collection of data concerning the contribution of corporate social responsibilities on community development.

$$n = N / (1 + N (e)^2)$$

Whereas: n = sample size; N = Population of the study; e = Error term

Particulars: N = 110; e = 5% error term; n = ?

Thus,

$$n = 110 / (1 + 110 (0.05)^2)$$

$$n = 110 / 1 + 110 (0.0025)$$

$$n = 110 / 1 + 0.275$$

$$n = 110 / 1.275$$

$$n = 86.27$$

$$n = 86$$

3.9 Variables and Measurement

Table 3.2 presents the study variables and their respective measurements. As reminder, the study's independent variables include BUWASA legislation, BUWASA's ethical considerations, BUWASA philanthropic and BUWASA

economic responsibilities while the study's dependent variable is community development.

Table 3.2: Variables and measurements

Variables	Variable indicators	Measurement scale
Community development	<ul style="list-style-type: none"> • Human/social/demographic • -Financial development • -Environmental system • -Physical development 	5-point likert scale (1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree)
Legislation	<ul style="list-style-type: none"> • Compliance to laws • -Attainment of legal docs 	5-point likert scale (1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree)
Ethical consideration	<ul style="list-style-type: none"> • Accountability to society • -Transparency • -Respect to society morals 	5-point likert scale (1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree)
Philanthropic responsibilities	<ul style="list-style-type: none"> • Charity donations • -Support of education programs • -Community sporting events • -Support of health care programs 	5-point likert scale (1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree)
Economic responsibilities	<ul style="list-style-type: none"> • Maximizing shareholders profits • -Reasonable pricing of services • -Community health and safety 	5-point likert scale (1=Strongly disagree, 2=Disagree, 3=Neutral, 4=Agree, 5=Strongly agree)

3.10 Instruments of Data Collection

Questionnaire was adopted in this study for quantitative data collection from the sampled employees of BUWASA. The questionnaires included closed ended questions in the form of 5 points Likert Scale (1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree and 5=Strongly Agree). Questionnaires included questions about the demographic characteristics of respondents such as age, sex, education level, position and years of experience. The questionnaires also included questions

regarding legislation, ethical considerations, philanthropic responsibilities, economic responsibilities and community development. Questionnaires were distributed to respondents and self-administered by them as it is the belief of the researcher that employees have the ability read and understand the questions and responded accordingly. Questionnaire method is an appropriate data collection method for the study because it is less costly and enabled the researcher to collect quantitative data in a short period of time.

3.11 Data Analysis

This part describes the way quantitative data were analysed. Quantitative data collected through questionnaire were analysed through descriptive statistics and multiple regression analysis with the aid of Statistical Package for Social Science (SPSS version 21.0). Descriptive statistics was presented in tables comprising of frequencies and percentage. The multiple regression equation was as follows:

$$Y = \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + e$$

Where: Y= Community development;

β_1 , β_2 , β_3 and β_4 are constants or unknown parameters;

X1= legislation;

X2= ethical consideration;

X3= Philanthropic responsibilities;

X4= economic responsibilities,

e = Error term

3.12 Reliability

Reliability means the extent to which result is consistent overtime (Mugenda & Mugenda, 2003). Cronbach's Alpha Test was derived to measure the reliability of data. It is important to measure the reliability of these items so as to be assured that the study variables measure the same underlying hypothesis. Cronbach's Alpha Test results indicated that all variables have acceptable level of internal consistency as Cronbach's Alpha coefficients for legislation was 0.740, ethical consideration was 0.790, philanthropic initiatives was 0.785, economic responsibilities was 0.784 and community development was 0.739 (See Table 4.2). As George and Mallery (2003) suggested that $\alpha > 0.9$ (excellent); $\alpha > 0.8$ (Good); $\alpha > 0.7$ (Acceptable); $\alpha > 0.6$ (Questionable); $\alpha > 0.5$ (Poor) and $\alpha < 0.5$ (Unacceptable).

Table 3.3: Reliability test results

Variables	Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
Legislation	0.740	0.745	4
Ethical consideration	0.790	0.792	4
Philanthropic initiatives	0.785	0.788	6
Economic responsibilities	0.784	0.784	3
Community development	0.739	0.738	4

3.13 Validity

Validity of the data in all cases is there to determine whether the research indeed achieved what was intended. In order to ensure the validity of data, the researcher will conduct a pilot study in order to test the tools for data collection before the actual data collection. In this study, before the actual data collection, questionnaires will be administered to 10% of the samples so as to test the relevance of the questions. Through this, the researcher determined whether respondents accurately understand the questions and they understand them in the same way.

3.14 Ethical Consideration

This study was undertaken within ethical frameworks of social research as recommended by researchers. Specifically, the specialist was directed by legitimate and moral standards embraced in friendly examination as illustrated by Bryamn (2001) which expresses that where there is absence of informed assent, regardless of whether trickery is involved, whether there is damage to the members, and whether there is an attack of protection. In this proposed study, the scientist acted transparently and genuinely to advance exactness directed by the moral standards of uprightness and objectivity.

Toward the beginning, a starting letter illustrated in a word the reason for the examination and why respondents' interest is significant, was introduced. The respondents were guaranteed of privacy and obscurity of data provided. Confidentiality was maintained throughout the research process through different ways such as data encryption, secure storage, or anonymization techniques. The specialist clarified that investment of respondents in the review was deliberate and liberated from any pressure. Furthermore, respondents were all around informed prior to consenting to take an interest in study of their entitlement to decide how they would take part in the information assortment process, including freedoms not to address any inquiry or set of inquiries, privileges not to give any information mentioned and conceivably the privileges to pull out information they have given. At long last, the analyst was assured all respondents that the information gathered will be accounted for in total rather than individual investigation.

CHAPTER FOUR

RESEARCH FINDINGS

4.1 Overview

This chapter covers the presentation of research findings from each specific objective of the study. This chapter is categorized into four sections including response rate, characteristics of respondents, descriptive analysis findings and inferential analysis findings.

4.2 Response rate

This study has succeeded to collect data from all 86 respondents that were proposed to participate in this study. This account for the response rate of 100%. Different scholars including Mugenda and Mugenda (2003) suggested that the response rate of 60% is satisfactory for the study to reach into the valid conclusion. Hence, the response rate of 100% is satisfactory as it is above the recommended response rate of 60%.

4.3 Characteristics of Respondents

Four variables were considered in order to describe the characteristics of respondents included in this study. These variables include sex, age, education level and work experience.

4.3.1 Sex

The findings presented in Figure 4.1 below shown that 52.3% equivalent to 45 respondents were male respondents while 47.7% equivalent to 41 respondents were

female respondents. This implies that the study considered gender balance as the number of male respondents slightly exceeded the number of female respondents.

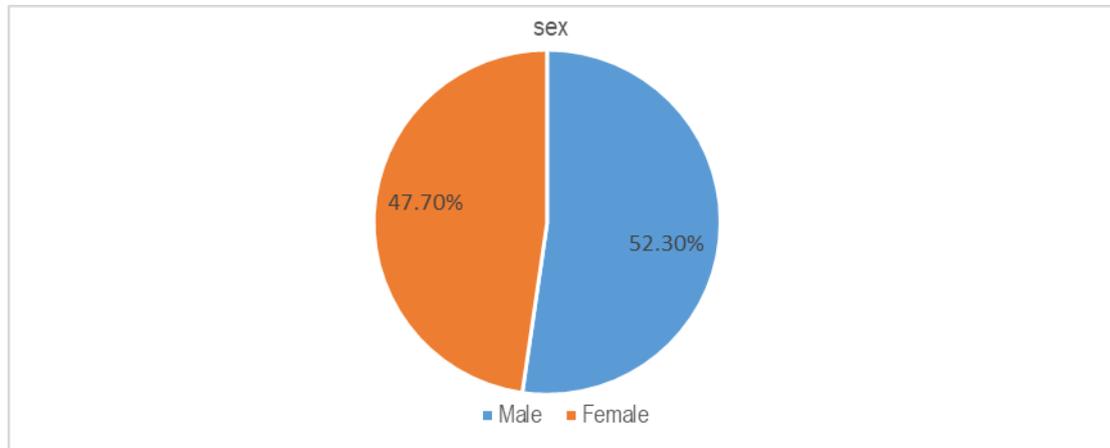


Figure 4.1: Sex (N=86)

4.3.2 Age

About the age of respondents, the findings indicated that 34.9%, equivalent to 30 respondents were aged between 40 and 50 years old, followed by those aged between 29 and 39 [28(32.6%)], those aged between 18 and 28 [15(17.4%)] and those aged above 50 years old [13(15.1%)] (See Figure 4.2). By these findings it appears that the age range of the sampled employees included in this study balanced, the researcher collected opinions of both youth as well as adulthood respondents.

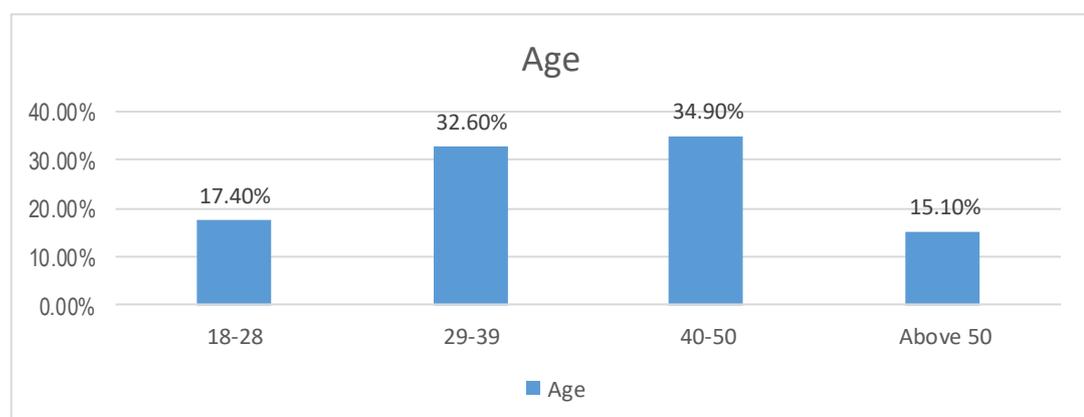


Figure 4.2: Age (N=86)

4.3.3 Education Level

About respondents' education level, the findings indicated that 40.7% of respondents which is the highest percentage and equivalent to 35 respondents had bachelor degree, followed by those with diploma [24(27.9%)], postgraduate degree [19(22.1%)] and certificate [8(9.3%)] (See Figure 4.3). This implies that the study balanced the distribution of respondents according to education because the study had respondents with secondary level of education to postgraduate degree. In this context, the study had an opportunity to collect diverse responses from respondents with different level of education.

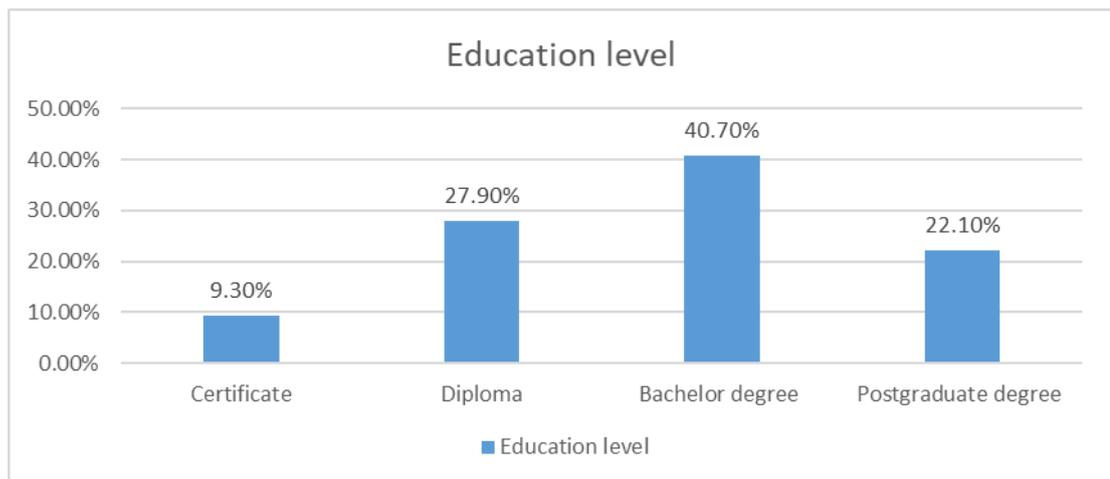


Figure 4.3: Education level (N=86)

Source: Field Data (2024)

4.3.4 Work Experience

In this study, 33.7% of respondents which is the highest percentage and equivalent to 29 respondents had work experience between 6 to 10 years, followed with those with work experience ranging from 11 to 15 years [24(27.9%)], those with work experience ranging from 0 to 5 years [18(20.9%)] and those with work experience

above 15 years [15(17.4%)] (See Figure 4.4). These findings implies that the study collected data with opinions from both low experienced and high experienced employees.



Figure 4.4: Work experience (N=86)

4.4 Descriptive Analysis Findings

This section presents the results obtain through descriptive analysis which display the opinions of respondents about legislation, ethical consideration, economic responsibilities and philanthropic initiatives which are the study's independent variable. This section also describes respondents' opinions about community development which is the study's dependent variable.

4.4.1 Respondents' Opinions About BUWASA Legislation

The first objective of this study was to investigate the contribution of BUWASA legislation to community development at Bukoba municipal. This section depicts the respondents' opinions on BUWASA legislation. The findings of this study indicated that highest percentage of respondents (54.7%) agreed on the statements that

BUWASA complies with the water supply and sanitation Act No. 5 of 2019 and BUWASA has undertaken the attainment of legal documents such as EWURA license of water supply and sanitation (46.5%). Additionally, the findings of this study indicated that highest percentage of respondents (55.8%) agreed on the statement that BUWASA adheres to National Water Policy of 2002. These findings are as presented in details in Table 4.1 below. These findings concur with the findings of Kilewela (2016) who revealed that adherence of the organizations to the country laws as well as organizational by laws is vital as it is one of the ways of making the community around be safe and it contributes to the community development.

Table 4.1: Respondents' opinions about BUWASA legislation (N=86)

Statements	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	%	F	%	F	%	F	%	F	%
BUWASA complies with the Water Supply and Sanitation Act No. 5 of 2019	4	4.7	3	3.5	8	9.5	4	54.7	24	27.9
BUWASA has undertaken the attainment of legal documents such as EWURA license of water supply and sanitation	11	12.8	10	11.8	5	5.8	4	46.5	20	23.3
BUWASA adheres to the National Water Policy of 2002	2	2.3	7	8.1	4	4.7	4	55.8	25	29.1

4.4.2 Respondents' Opinions About BUWASA Ethical Consideration

The second objective of this study was to examine how ethical considerations of BUWASA contribute to community development at Bukoba municipal. This section depicts the respondents' opinions on BUWASA's ethical consideration. The findings of this study indicated that highest percentage of respondents (53.5%) agreed on the statements that BUWASA advocates responsibility and accountability in the provision of services to the local community and BUWASA respects the morals of

appropriate behavior in the society (55.8%). Additionally, the findings of this study indicated that highest percentage of respondents (46.5%) agreed on the statement that BUWASA organization is transparent and services provided by BUWASA prevents wastage of natural resources (57.0%). These findings are as presented in details in Table 4.2. These findings are consistent with the findings of Amparado, *et.al.* (2021) who revealed that ethical considerations of the organization is important as it shows how the organization is responsible socially, which in turn it leads to community development.

Table 4.2: Respondents' opinions about BUWASA ethical consideration (N=86)

Statements	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	%	F	%	F	%	F	%	F	%
BUWASA advocates responsibility and accountability in the provision of services to the local community	9	10.5	11	12.8	7	8.1	46	53.5	13	15.1
BUWASA respects the morals of appropriate behavior in the society	2	2.3	7	8.1	4	4.7	48	55.8	25	29.1
BUWASA organization is transparent	11	12.8	10	11.6	5	5.8	40	46.5	20	23.3
Services provided by BUWASA prevents wastage of natural resources	3	3.5	14	16.3	5	5.8	49	57.0	15	17.4

4.4.3 Respondents' Opinions About BUWASA Economic Responsibilities

The third objective of this study was to highlight contribution of BUWASA economic responsibilities to community development at Bukoba municipal. This section depicts the respondents' opinions on BUWASA economic responsibilities. The findings of this study indicated that highest percentage of respondents (62.8%) agreed on the statements that the general price of water services provided by BUWASA is reasonable and fair to final consumers and BUWASA undertakes the

provision of proper working conditions concerning health and safety (46.5%). Additionally, the findings of this study indicated that highest percentage of respondents (55.8%) agreed on the statement that BUWASA focuses on maximizing profits. These findings are as presented in details in Table 4.3 below. These findings are in line with the findings of Leka (2016) who revealed that economic responsibilities is one of the important variables of the CSR as it has a positive impact to the community development.

Table 4.3: Respondents' opinions about BUWASA economic responsibilities (N=86)

Statements	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	%	F	%	F	%	F	%	F	%
The general price of water services provided by BUWASA is reasonable and fair to final consumers	7	8.1	10	11.6	3	3.5	54	62.8	12	14.0
BUWASA undertakes the provision of proper working conditions concerning health and safety	11	12.8	10	11.6	5	5.8	40	46.5	20	23.3
BUWASA focuses on maximizing profits	2	2.3	7	8.1	4	4.7	48	55.8	25	29.1

4.4.4 Respondents' Opinions About BUWASA Philanthropic Initiatives

The fourth objective of this study was to evaluate contribution of BUWASA philanthropic initiatives on community development. This section depicts the respondents' opinions on BUWASA philanthropic initiatives. The findings of this study indicated that highest percentage of respondents (47.7%) agreed on the statements that BUWASA undertakes donations to charity, BUWASA involved in community health (55.8%) and BUWASA involve environmental conservations

(55.8%). Additionally, the findings of this study indicated that highest percentage of respondents (55.8%) agreed on the statement that BUWASA takes part in community sporting, BUWASA takes part in education programs (46.5%) and BUWASA preserve water resources (58.1%). These findings are as presented in details in Table 4.4.

These findings concur with the findings of Ihlen, (2017) who revealed that philanthropic initiatives are more of the charitable initiatives such as donations, ensuring community health as well as education programs that are necessary to the community. This is important as it has a positive impact to the community development.

Table 4.4: Respondents' opinions about BUWASA philanthropic initiatives (N=86)

Statements	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	%	F	%	F	%	F	%	F	%
BUWASA undertakes donations to charity	6	7.0	10	11.6	2	2.3	41	47.7	27	31.4
BUWASA involved in community health	7	8.1	6	7.0	9	10.5	48	55.8	16	18.6
BUWASA involve environmental conservations	2	2.3	9	10.5	3	3.5	48	55.8	24	27.9
BUWASA takes part in community sporting	2	2.3	7	8.1	4	4.7	48	55.8	25	29.1
BUWASA takes part in education programs	11	12.8	10	11.6	5	5.8	40	46.5	20	23.3
BUWASA preserve water resources	6	7.0	4	4.7	6	7.0	50	58.1	20	23.3

4.4.5 Respondents' Opinions About Community Development Brought by BUWASA

This study measured the community development initiatives which have been provided by BUWASA as its corporate social responsibility. The community development in this study was regarded as the dependent variable. The kind of community development envisaged in this study include human/social/demographic, financial development, environmental system and physical development. The findings indicated that highest percent of respondents (54.7%) agreed that BUWASA have brought about human/social/demographic development, financial development (53.5%), environmental system (62.8%) and physical development (47.7%). These findings are as presented in details in Table 4.5.

Table 4.5: Opinions about community development brought by BUWASA (N=86)

Statements	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	F	%	F	%	F	%	F	%	F	%
Human/social/demographic	4	4.7	3	3.5	8	9.3	47	54.7	24	27.9
Financial development	9	10.5	11	12.8	7	8.1	46	53.5	13	15.1
Environmental system	7	8.1	10	11.6	3	3.5	54	62.8	12	14.0
Physical development	6	7.0	10	11.6	2	2.3	41	47.7	27	31.4

4.5 Inferential Analysis Findings

This section presents the findings obtained through applying inferential analysis including correlation analysis, ANOVA and multiple regression analysis. The variables on the side of independent variables include legislation, ethical consideration, economic responsibilities and philanthropic initiatives while the

dependent variable was community development. This section begins with displaying the multiple regression assumptions test results

4.5.1 Multiple Regression Assumptions' Test Results

4.5.1.1 Test of Auto Correlation Assumption

This part presents the test of auto-correlation using the Durbin-Watson value. Durbin-Watson values should range between 1.5 and 2.5 (Field, 2009). The Durbin-Watson value in Table 4.6 is 1.859, indicating that there were no auto-correlation errors in the regression model and, consequently, no highly correlated variables in the overall model. The value ranges between $1.5 < d < 2.5$.

Table 4.6: Test of autocorrelation assumption

Model	Durbin-Watson
1	1.859
a. Predictors: (Constant), Philanthropic initiative, Economic responsibilities, Ethical consideration, Legislation b. Dependent Variable: Community development	

4.5.1.2 Test of Normality Assumption

This regression assumption must be tested because, to make a valid inference from a regression model, the regression residual must follow the normal distribution. Skewness and Kurtosis tests were done to ascertain the normality statistics. Field (2009) indicated that the values of skewness and kurtosis lying in between -2 and +2 the data is considered normally distributed and hence satisfactory for interpretation. The test results in Table 4.7 show that the residuals are normal, and the researcher was able to make a valid inference using this regression model.

Table 4.7: Test of Normality Assumption

	N	Skewness		Kurtosis	
	Statistic	Statistic	Std. Error	Statistic	Std. Error
Legislation	86	-1.498	.260	1.262	.514
Ethical consideration	86	-1.079	.260	1.230	.514
Economic responsibilities	86	-.988	.260	1.279	.514
Philanthropic initiative	86	-1.292	.260	1.023	.514
Community development	86	-.937	.260	1.200	.514
Valid N (listwise)	86				

4.5.1.3 Test of Mult-collinearity Assumption

This is measured to see if the predictor variables are highly correlated with one another. The VIF value above 10 and tolerance less than 0.1 means that there is significant multicollinearity. Because the VIF varies from 2.706 to 5.672 which is less than 10 and tolerance is not less than 0.1 in all variables, the model is not multicollinear. To examine this further, refer to Table 4.8.

Table 4.8: Test of Mult-collinearity assumption

Model	Collinearity Statistics	
	Tolerance	VIF
(Constant)		
1		
Legislation	.176	5.672
Ethical consideration	.257	3.893
Economic responsibilities	.234	4.280
Philanthropic initiative	.370	2.706

a. Dependent Variable: Community development

4.5.2 Correlation Analysis

This section presents the findings after running correlation analysis through computer software known as SPSS Version 21.0. The independent variables of the study were legislation, ethical consideration, economic responsibilities and philanthropic initiatives, while the dependent variable was community development.

According to Wileman & Jary (1997, correlation coefficient (rs) ranging from 0.00 to 0.1 is considered very weak, from 0.20 to 0.39 is weak, from 0.4 to 0.59 is considered moderate, 0.6 to 0.79 is strong and lastly 0.8 to 1.0 is very strong.

4.5.2.1 Correlation between Legislation and Community Development

Correlation analysis results indicated that the correlation coefficients for legislation and community development was 0.594 and the p-value=0.000. These findings imply that BUWASA legislation have a moderate and significant correlation with community development (See Table 4.9).

4.5.2.2 Correlation between Ethical Consideration and Community Development

The findings indicated that correlation coefficients for ethical consideration and community development was 0.666 while the p-value=0.000. These findings imply that BUWASA ethical consideration have strong and significant correlation with community development (See Table 4.9).

4.5.2.3 Correlation between Economic Responsibilities and Community Development

The findings indicated that correlation coefficients for economic responsibilities and community development was 0.692 while the p-value=0.000. These findings imply that BUWASA economic responsibilities have strong and significant correlation with community development (See Table 4.9).

4.5.2.4 Correlation Between Philanthropic Initiatives and Community Development

The findings indicated that correlation coefficients for philanthropic initiatives and community development was 0.708 while the p-value=0.000. These findings imply that BUWASA philanthropic initiatives have strong and significant correlation with community development (See Table 4.9).

Table 4.9: Correlation analysis

Variables		1	2	3	4	5
1. Community development	Pearson Correlation	1				
	Sig. (2-tailed)					
	N	86				
2. Legislation	Pearson Correlation	0.594	1			
	Sig. (2-tailed)	0.000				
	N	86	86			
3. Ethical consideration	Pearson Correlation	0.666	0.841	1		
	Sig. (2-tailed)	0.000	0.000			
	N	86	86	86		
4. Economic responsibilities	Pearson Correlation	0.692	0.865	0.781	1	
	Sig. (2-tailed)	0.000	0.000	0.000		
	N	86	86	86	86	
5. Philanthropic initiative	Pearson Correlation	0.708	0.756	0.752	0.732	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	
	N	86	86	86	86	86

4.5.3 Model Summary

The R values are given in this section. How well the entire model describes the data is indicated by the R value. 77.8% of the data in this instance were explained by the model. The dependent variable's variability can be explained by the independent

variables, to the extent that it is explained by R square. In this instance, the independent variables—legislation, ethical consideration, economic responsibilities and philanthropic initiatives—accounted for 60.6% of the variation in the community development. In this study, the adjusted R square value was 58.6%. This means that accurately, 58.6% of the total variability of the dependent variable was explained by the independent variables. Table 4.10 below presents these findings in details.

Table 4.10: Model summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.778 ^a	.606	.586	.49014	.606	31.119	4	81	.000

a. Predictors: (Constant), Philanthropic initiative, Economic responsibilities, Ethical consideration, Legislation

b. Dependent Variable: Community development

4.5.4 ANOVA

After performing a linear regression analysis on the independent variables—legislation, ethical consideration, economic responsibilities and philanthropic initiatives—and the dependent variable—community development—this section presents the ANOVA results. The ANOVA results showed that the model's significant value, also known as the p-value, was 0.000, which is less than 0.05. This means that the dependent variable in the model (community development), is consistently explained by the independent variables in the model. Table 4.11 below presents these findings in details.

Table 4.11: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	29.904	4	7.476	31.19	.000 ^b
	Residual	19.459	81	.240		
	Total	49.363	85			

a. Dependent Variable: Community development

b. Predictors: (Constant), Philanthropic initiative, Economic responsibilities, Ethical consideration, Legislation

4.5.5 Multiple Regression Analysis Results

An inference on the contributions of CSR to community development has been drawn using multiple regression analysis which incorporated four independent variables and one dependent variable. The four independent variables were legislation, ethical consideration, economic responsibilities and philanthropic initiatives, while the study's dependent variable was community development. Before presenting the findings, the study considered that positive Beta value meant that the correspondent independent variable has a positive influence on the dependent variable while the p-value less than 0.05 meant that the kind of association between an independent variable and dependent variable is significant (Pallant, 2011). Table 4.12 below presents multiple regression analysis results.

Table 4.12: Coefficients for the contributions of CSR to community development

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	
	B	Std. Error	Beta			
1	(Constant)	.453	.317		1.432	.156
	Legislation	.413	.160	.429	2.580	.012
	Ethical consideration	.299	.135	.304	2.208	.030
	Economic responsibilities	.500	.141	.511	3.539	.001
	Philanthropic initiative	.498	.133	.430	3.746	.000

a. Dependent Variable: Community development

4.5.5.1 The Influence of Legislation on Community Development

The findings of the study through multiple regression analysis revealed that BUWASA legislation has a positive and significant influence on community development. These findings explain that BUWASA legislation impact community development by 42.9% of Beta value, at significant p-value 0.012. This imply that if the organization need to achieve community development of the community around, should improve its legislation and adhere to all articles of legislation.

These findings concur with the findings of Makoi, (2020) who revealed that the companies need to adhere to the laws of the country as well as the bylaws formulated to with the organization as a way to show they are responsible to the welfares of the community.

4.5.5.2 The Influence of Ethical Consideration on Community Development

Multiple regression analysis results revealed that ethical consideration has a positive and significant influence on community development. The findings further determined that ethical consideration impact community development by 30.4% Beta value at a p-value of 0.030. This implies that if the organization need to achieve community development of the community around, should emphasize on ethical considerations.

These findings are consistent with the findings of Philip (2019) who revealed that ethical consideration is one of the important variables of corporate social responsibility as is has a positive impact on community development. Hence, if the

organization is eager to show how they are socially responsible to the community, should emphasize ethical considerations.

4.5.5.3 The Influence of Economic Responsibilities on Community Development

The findings of the study through multiple regression analysis revealed that economic responsibilities have a positive and significant influence on community development. These findings explain that economic responsibilities impact community development by 51.1% of Beta value and p-value 0.001. This implies that community development can be achieved if the organization emphasize on having economic responsibilities that benefit the community around them.

These findings are in line with the findings of Makoi, (2020) who revealed that one of the way that the organization can do to show their social responsibilities is to consider the economic status of the consumers and to give back to the community. This shows that the organization is economically responsible and in turn it leads to the community development.

4.5.5.4 The Influence of Philanthropic Initiatives on Community Development

The findings of the study through multiple regression analysis revealed that philanthropic initiatives have a positive and significant influence on community development. These findings explain that philanthropic initiatives impact community development by 43.0% of Beta value and p-value 0.000. This implies that community development can be achieved if the organization emphasize on having philanthropic initiatives which are necessary to the community around them. These findings concur with the findings of Wanaka, (2020) who revealed that philanthropic

initiatives are important initiative to be done by the organization to the community as it brings closeness of the company and the community around and it brings about community development.

CHAPTER FIVE
SUMMARY OF THE FINDINGS, CONCLUSIONS AND
RECOMMENDATIONS

5.1 Overview

This chapter presents the summary of the research findings based on the study's specific objectives. This chapter also presents the conclusion according to the specific objectives of the study and recommendations reached based on the findings.

5.2 Summary of the Research Findings

5.2.1 Findings on the Contribution of BUWASA Legislation to Community Development

The first objective of this study was to investigate the contribution of BUWASA legislation to community development at Bukoba municipal. The findings of the study through multiple regression analysis revealed that BUWASA legislation has a positive and significant influence on community development. These findings explain that BUWASA legislation impact community development by 42.9% of Beta value, at significant p-value 0.012. Additionally, the findings of this study through descriptive statistics indicated that highest percentage of respondents (54.7%) agreed on the statements that BUWASA complies with the water supply and sanitation Act No. 5 of 2019 and BUWASA has undertaken the attainment of legal documents such as EWURA license of water supply and sanitation (46.5%). Additionally, the findings of this study indicated that highest percentage of respondents (55.8%) agreed on the statement that BUWASA adheres to National Water Policy of 2002.

5.2.2 Findings on the Contribution of BUWASA Ethical Considerations to Community Development

The second objective of this study was to examine how the ethical considerations of BUWASA contribute to community development at Bukoba municipal. Multiple regression analysis results revealed that ethical consideration has a positive and significant influence on community development. The findings further determined that ethical consideration impacts community development by 30.4% Beta value at a p-value of 0.030. Furthermore, the findings of this study through descriptive analysis indicated that the highest percentage of respondents (53.5%) agreed on the statements that BUWASA advocates responsibility and accountability in the provision of services to the local community and BUWASA respects the morals of appropriate behavior in the society (55.8%). Additionally, the findings of this study indicated that highest percentage of respondents (46.5%) agreed on the statement that BUWASA organization is transparent and a service provided by BUWASA prevents wastage of natural resources (57.0%).

5.2.3 Findings on the Contribution of BUWASA Economic Responsibilities to Community Development

The third objective of this study was to highlight contribution of BUWASA economic responsibilities to community development at Bukoba municipal. The findings of the study through multiple regression analysis revealed that economic responsibilities have a positive and significant influence on community development. These findings explain that economic responsibilities impact community development by 51.1% of Beta value and p-value 0.001. Additionally, the findings of

this study through descriptive statistics indicated that highest percentage of respondents (62.8%) agreed on the statements that the general price of water services provided by BUWASA is reasonable and fair to final consumers and BUWASA undertakes the provision of proper working conditions concerning health and safety (46.5%). Additionally, the findings of this study indicated that highest percentage of respondents (55.8%) agreed on the statement that BUWASA focuses on maximizing profits.

5.2.4 Findings on the Contribution of BUWASA Philanthropic Initiatives on Community Development

The fourth objective of this study was to evaluate contribution of BUWASA philanthropic initiatives on community development. The findings of the study through multiple regression analysis revealed that philanthropic initiatives have a positive and significant influence on community development. These findings explain that philanthropic initiatives impact community development by 43.0% of Beta value and p-value 0.000. Moreover, the findings of this study through descriptive analysis indicated that highest percentage of respondents (47.7%) agreed on the statements that BUWASA undertakes donations to charity, BUWASA involved in community health (55.8%) and BUWASA involve environmental conservations (55.8%). Additionally, the findings of this study indicated that highest percentage of respondents (55.8%) agreed on the statement that BUWASA takes part in community sporting, BUWASA takes part in education programs (46.5%) and BUWASA preserve water resources (58.1%).

5.3 Implication of Research Findings

The findings of this study imply that, if the organization wish to contribute to the community development in the local community, the best way is through corporate social responsibility. The organizations should emphasize on corporate social responsibility in terms of having supportive legislation that do not exploit the local community and creating a good legal environment that obligate the organization to have a good relationship with the local community and contribute to their development. In the same way, the organizations should consider ethical conduct in order to ensure that the local community is not harmed by the activities conducted by the organization. Also, the organization should contribute to the economic development of the local community through abiding to the economic responsibilities set in their policies. Furthermore, the organization should contribute to the community development of the local community through philanthropic initiatives such as donations, initiations to improve community health as well as education programs. The findings of this study implies that through such forms of corporate social responsibilities including legislation, ethical consideration, economic responsibilities and philanthropic initiatives, BUWASA and other organizations can attain good relationship with the local community as the important stakeholders as they are the prime customers of the water service provided by the organization.

5.4 Conclusions

This study concludes that community development at Bukoba municipal is significantly influenced by BUWASA CSR practices including legislation, ethical

consideration, economic responsibilities and philanthropic initiatives. Therefore, the contribution of BUWASA on community development of the municipal council is highly needed and they are amplified by CSR practices including legislation, ethical consideration, economic responsibilities and philanthropic initiatives. Among the four factors, economic responsibilities appeared to have the strongest influence on community development, followed by philanthropic initiatives, legislation and ethical consideration, however, all factors are significant.

In detail, organizations can use the framework of Corporate Social Responsibility (CSR) to improve community development. Law is a major factor influencing corporate social responsibility. Governments all across the world are putting laws into place that force businesses to follow social and environmental standards. Organizations that abide by these laws are seen as responsible members of the community and are also able to avoid legal consequences. Businesses can build trust in the community and show their dedication to moral behavior and sustainable development by following these regulations. Stronger ties to the community, increased brand loyalty, and eventually a more favorable operating environment can all result from this trust.

Social responsibility and community development are heavily influenced by ethical considerations. Businesses that place a high value on making moral decisions foster an environment of accountability and integrity both inside and outside the company. Businesses can encourage fair labor practices, diversity, and inclusion by incorporating ethical values into their corporate policies. This will have a positive

effect on the local workforce. Transparent communication with stakeholders is a common practice among ethical businesses, and it can empower communities and encourage teamwork in tackling regional problems. In addition to improving the organization's reputation, this involvement inspires community members to take part in projects that promote social progress.

Another essential component of CSR that can promote community development is economic responsibility. Businesses that actively support local economies by generating jobs, paying fair wages, and adopting sustainable practices lay the groundwork for prosperity within communities. Organizations can promote stability and economic growth by working with local suppliers and taking part in community development initiatives. Additionally, businesses can improve the skill sets of local employees and make sure that the community is prepared to adjust to shifting market demands by providing training and development opportunities. This improves the community as a whole in addition to providing the organization with a workforce that is more skilled.

Moreover, charitable endeavors are an essential part of corporate social responsibility (CSR) that have an immediate influence on community growth. Charitable giving, volunteerism, and collaboration with non-profits are ways that organizations show their dedication to the welfare of society. These programs can tackle urgent regional problems like healthcare, education, and environmental sustainability. Businesses can effectively contribute to the community and bring about long-lasting change by coordinating their charitable endeavors with its needs. In addition, these programs

have the potential to improve staff morale and give them a feeling of direction, which will motivate them to participate more in community-focused activities. In this sense, corporate social responsibility (CSR) helps the company and stimulates constructive community growth.

5.5 Recommendations

The study reached to the following recommendations with consideration to the study findings:

Firstly, the study strongly recommends that BUWASA and other organizations should adhere to the legislation of all levels, global level, regional level, country level and organization level as one of the ways of showing corporate social responsibility and contribute to the community development. This is because the study revealed that legislation as a CSR variable has positive and significant influence on community development.

Secondly, the study recommends that BUWAS should continue with its behavior of ethical consideration and improve it further as it has shown positive outcome to the community development. Other organizations should also emphasize on ethical consideration if they wish to contribute to community development.

Thirdly, the study recommends that BUWASA and other organization should take its economic responsibilities seriously through considering economic status of the consumers while setting price of services like water which are important to the

community. This is because, community development can be achieved if the organization emphasize on having economic responsibilities that benefit the community around them.

Fourthly, BUWASA and other organizations show social responsibility by having philanthropic initiatives such as donations, initiations to improve community health as well as education programs. This is because, community development can be achieved if the organization emphasize on having philanthropic initiatives which are necessary to the community around them.

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APPENDICES

Appendix 1-Questionnaire

This research aims to evaluate the contributions of corporate social responsibility to community development at Bukoba Municipal. The respondents will be informed about research ethical considerations especially confidentiality and the information collected will be used for educational purposes only.

To assist me in this regard, I kindly request you to carefully read and complete this questionnaire according to the instruction given in each section. All information you will provide is completely for you agreeing to take part in this study and I appreciate your participation. If you have any query or comment or addition about this study contact me through 0767692092 or claveryto@gmail.com

Statement of consent

I have read and understood the above information about this study. I understand that participating in this study VOLUNTARY and therefore am free to withdraw from participating in this research at any time without penalty. I understand that data generated from this study will be used for the purpose of this research only.

Any publication of the results will maintain anonymity and confidentiality.

To the best of my knowledge, I give consent to participate in this study (circle) YES/NO.

Participant's nameTitle

Contact informationDate

NB: this page is used for introduction and it's not part of the survey. The page will be kept separate from the questionnaire you are completing

SECTION A. DETAILS AND BIO DATA OF RESPONDENTS

1. Please (tick) your gender
 - i. Male
 - ii. Female

2. Please tick (v) age from the list below
 - i. 18 – 28 years
 - ii. 29 – 39 years
 - iii. 40 - 50 years
 - iv. Above 50
3. Please tick (v) your highest level of education from the list
 - i. Primary school
 - ii. O – Level
 - iii. A – Level
 - iv. Certificate
 - v. Diploma
 - vi. Undergraduate
 - vii. Graduate degree
 - viii. Master's degree
 - ix. PHD
 - x. Others (specify)
4. Please indicate your working experience at BUWASA
 - i. 0 – 5 years
 - ii. 6 – 10 years
 - iii. 11 – 15 years
 - iv. Above 15 years

SECTION B: LEGISLATION

Within the scale limit of 1-5 please indicate to what degree you comply with the following sentences in the context of your organization Where: 1 stands for strongly disagree 2. Disagree, 3=Neutral, 4: Agree, 5=strongly agree

	1	2	3	4	5
1. BUWASA complies with the water supply and sanitation Act No. 5 of 2019.					
2. BUWASA has undertaken the attainment of legal documents such as EWURA license of water supply and sanitation					
3. BUWASA adheres to National Water Policy of 2002					

4. To what extent do legal responsibilities of CSR impact the success BUWASA as an organization
5. What is the contribution of legal responsibilities to community development?

SECTION C: ETHICAL CONSIDERATION

Within the scale limits of 1-3 please indicate to what degree you comply with the following sentences in the context of organization

Where: 1 stands for strongly disagree 2. Disagree, 3=Neutral, 4: Agree, 5=strongly agree

	1	2	3	4	5
6. BUWASA advocates responsibility and accountability in the provision of services to the local community					
7. BUWASA respects the morals of appropriate behavior in the society					
8. BUWASA organization is transparent					
9. Services provided by BUWASA prevents wastage of natural resources					

10. To what extent do ethical responsibility of CSR contribute to the success of BUWASA?
11. What are the contributions of ethical responsibility to community development

SECTION D: ECONOMIC RESPONSIBILITIES

Within the scale limits of 1-3 Please indicate to what degree you comply with the following sentences in the context of your organization

Where: 1 stands for strongly disagree 2. Disagree, 3=Neutral, 4: Agree, 5=strongly agree

	1	2	3	4	5
12. The general price of water services provided by BUWASA is reasonable and fair to final consumers					
13. BUWASA undertakes the provision of proper working conditions concerning health and safety					
14. BUWASA focuses on maximizing profits					

- 15. To what extent do economic responsibilities of CSR contribute to the success of BUWASA?
- 16. What are the contributions of economic responsibilities to community development.....

SECTION E: PHILANTHROPIC INTIATIVES

Within the scale limits of 1-5 please indicate to what degree you comply with the following sentences in the context of your organization

Where: 1 stands for strongly disagree 2. Disagree, 3=Neutral, 4: Agree, 5=strongly agree

	1	2	3	4	5
17. BUWASA undertakes donations to charity					
18. BUWASA involved in community health					
19. BUWASA involve environmental conservations					
20. BUWASA takes part in community sporting					
21. BUWASA takes part in education programs					
22. BUWASA preserve water resources					

- 23. To what extent do philanthropic initiative of CSR contribute to the success of BUWASA
- 24. What are the contributions of philanthropic initiatives to community development

‘THANK YOU FOR YOUR TIME’

Appendix 4: Ethical Documents



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND
TECHNOLOGY

THE OPEN UNIVERSITY OF TANZANIA



Ref. No OUT/ PG201801981

26th January 2024

Bukoba Water Supply and Sanitation Authority (BUWASA)

P. O. Box 81

Bukoba

Dear Director,

**RE: RESEARCH CLEARANCE FOR MR. CLAVERY TOTO REG NO:
PG202002096**

The Open University of Tanzania was established by an Act of Parliament No. 17 of 1992, which became operational on the 1st March 1993 by public notice No.55 in the official Gazette. The Act was however replaced by the Open University of Tanzania Charter of 2005, which became operational on 1st January 2007. In line with the Charter, the Open University of Tanzania mission is to generate and apply knowledge through research.

To facilitate and simplify the research process therefore, the act empowers the Vice Chancellor of the Open University of Tanzania to issue research clearance, on behalf of the Government of Tanzania and Tanzania Commission for Science and Technology, to its staff and students who are doing research in Tanzania. With this brief background, the purpose of this letter is to introduce to you **Mr. CLAVERY TOTO, (Reg. No: PG201801981)**, pursuing a **Master of Business Administration (MBA)**. We hereby grant this clearance to conduct research titled "**Contribution of**

Corporate Social Responsibility to Community Development. A Case of BUWASA in Kagera Region". He will collect his data at your area from 5th February to 18th March 2024.

2. In case you need any further information, kindly do not hesitate to contact the Deputy Vice-Chancellor (Academic) of the Open University of Tanzania, P.O. Box 23409, Dar es Salaam. Tel: 022-2-2668820. We lastly thank you in advance for your assumed cooperation and facilitation of this research academic activity.

Yours sincerely,

THE OPEN UNIVERSITY OF TANZANIA



Prof. Magreth S. Bushesha

For: VICE CHANCELLOR



JAMHURI YA MUUNGANO WA TANZANIA
WIZARA YA MAJI
MAMLAKA YA MAJISAFI NA USAFI WA MAZINGIRA BUKOBA
 5 Ujenzi Street, 35108 Kasha, S.L.P 81, Bukoba,
 Simu: +255 (0) 282221744 Faksi: 0282221588
 Barua pepe: info@buwasa.go.tz Tovuti: www.buwasa.go.tz



Unapojibu tafadhali taja:

Kumb.Na. BUWASA/MJ/A.55/VOL.VII/210

02/02/2024

Wakurugenzi,
 Wakuu wa vitengo wote
 BUWASA,
BUKOBA.

YAH: KIBALI CHA KUFANYA UTAFITI NDG. CLAVERY TOTO

Husika na kichwa cha Habari hapo juu.

2. Ninapenda kumtambulisha Ndg. Clavery Toto kutoka Chuo Kikuu Huria Tawi la Kagera kwa ajili ya kufanya utafiti kuanzia Februari, 2024 mpaka Machi, 2024 juu ya **“Contribution of Corporate Social Responsibility to Community Development.” A case of BUWASA in Kagera Regional** katika Mamlaka ya Majisafi na Usafi wa Mazingira Bukoba – (BUWASA), Mkoani Kagera.
3. Ninaomba apewe ushirikiano wa kutosha.

Julieth J. Shangali

Kaimu Mkurugenzi Mtendaji

BUWASA

Nakala: Mkuu wa Chuo,
 Chuo Kikuu Huria cha Tanzania,
 S.L.P. 23409,
DAR ES SALAAM.

“ : Bw. Clavery Toto

Bw. Samora F.A. Lyakurwa-
 Mkurugenzi wa Manispaa
 Bi Mapinduzi R. Severiani
 Bw. Aristides M. Musheshe
 Bi Rodness Milton

- Mwenyekiti
 - Mjumbe
 - Mjumbe
 - Mjumbe
 - Mjumbe

BODI YA WAKURUGENZI

Katibu Tawala Mkoa
 Bi Angela W. Kajaji
 Inj. Mwachuka Sitta Ndiella
 Ache. Shehata R. Saidi
 Bw. John N. Sirati

Mjumbe
 - Mjumbe
 - Mjumbe
 Mjumbe
 Katibu