

## Social responsibility in Algeria between theoretical concepts and legal legislation as a mechanism to encourage institutions to respect them and obtain ISO 26000

المسؤولية الاجتماعية في الجزائر بين المفاهيم النظرية والتشريعات القانونية كآلية نحو تشجيع المؤسسات على الالتزام بها والحصول على الايزو 26000

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**Abstract:** This research paper aims to study Algeria's position in the field of social responsibility by focusing on its concepts and the reasons why institutions are interested in it. Noting efforts made to implement them taking into account the legal aspect to meet the needs of all stakeholders.

The study concluded that Algeria is moving toward the application of its social responsibility through the enactment of the various necessary legal legislations and the ratification of international conventions as an attempt to sensitize institutions on the importance of attention to social and environmental aspects as well as the economic side in order to obtain ISO 26000 from the National Organization for Standardization.

**Keywords:** social responsibility; economic responsibility; legal responsibility; environmental responsibility, ISO 26000.

**Résumé :** ce document de recherche vise à étudier la position de l'Algérie dans le domaine de la responsabilité sociale en se concentrant sur les concepts qui lui sont liés et les raisons de leur intérêt par les institutions, avec une indication des efforts déployés pour les mettre en œuvre en tenant compte de l' aspect juridique pour répondre aux besoins de toutes les parties prenantes.

Cette étude a conclu que l'Algérie s'achemine vers l'application de sa responsabilité sociale à travers la promulgation des diverses législations juridiques nécessaires et la ratification des conventions internationales afin de sensibiliser les institutions de l'importance de l'attention aux aspects sociaux et environnementaux ainsi qu'au aspects économiques dans le but d'obtenir ISO 26000 par l'Organisation nationale de normalisation.

**Mots-clés :** Responsabilité sociale ; Responsabilité économique; Responsabilité légale; Responsabilité environnementale; ISO 26000

ملخص: تهدف هذه الورقة البحثية الى دراسة وضعية الجزائر في مجال المسؤولية الاجتماعية من خلال التركيز على المفاهيم المتعلقة بها واسباب الاهتمام بها من طرف المؤسسات، مع تبيان الجهود المبذولة لتطبيقها مراعية في ذلك الجانب القانوني لاحتياجات جميع الاطراف ذوي المصلحة. وقد توصلت هذه الدراسة الى نتيجة وهي توجه الجزائر نحو تطبيق مسؤوليتها الاجتماعية من خلال سن مختلف التشريعات القانونية اللازمة والمصادقة على الاتفاقيات الدولية كمحاولة منها نحو توعية المؤسسات باهمية الاهتمام بالجوانب الاجتماعية والبيئية الى جانب الجانب الاقتصادي سعيا منها نحو الحصول على المواصفة ايزو 26000 من طرف المنظمة الوطنية للتقييس .

الكلمات المفتاحية: مسؤولية اجتماعية، مسؤولية اقتصادية، مسؤولية قانونية، مسؤولية بيئية، ايزو 26000

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## I- Introduction :

The application of social responsibility has become an urgent necessity in the economic institution, as it is considered a contemporary administrative approach that emerged as an inevitable result of a set of ideas and opinions on the one hand, and sharp criticism of interest in the economic dimension only on the other hand, which imposed increased awareness of the importance of attention to the environmental and social aspects that are in the interest of all the parties involved without exception by responding to them through positive commitment and minimizing the negative effects resulting from their activities to produce products or provide green environmentally friendly services that meet the consumer's need and achieve his expectations in accordance with his desires, in addition to reducing environmental pollution and resource depletion, ... in pursuit of sustainable development to protect the rights of present and future generations. Despite the trend that supports it and considers it a long-term investment (good reputation, fame, ...). However, on the other hand, there is an opposite trend, which he sees as merely an additional, unavoidable cost. To achieve the above, the institution's interests are not only enough, but also extend to the need for efforts made by the States in which they are located to organize them through the enactment of legal texts and the development of economic mechanisms that encourage and stimulate the commitment of institutions to obtain ISO 26000, which is a step toward excellence and superiority over competitors. In light of the foregoing, the following problem can be raised:

### **What are the efforts made by the Algerian state to encourage economic institutions to adopt social responsibility and obtain ISO 26000?**

Through the previous problem, the following sub-questions can be asked:

- What is social responsibility? And what are the most important reasons for caring about it?
- What is ISO 26000? What are the items on which this specification is based?
- What are the Algerian mechanisms for the commitment of institutions to their social responsibility?
- What are the motivations that encourage institutions to adhere to its social responsibility in light of the challenges faced?

#### • **Study objectives:**

- Identify the theoretical framework of social responsibility by addressing some of the concepts presented, addressing the most important reasons and motivations that encourage institutions to adhere to them in light of the challenges they face.
- Identify the various legal and economic efforts made by the Algerian State in order to encourage institutional commitment to social responsibility.
- Reaching a number of results and proposals that would encourage business organizations' commitment to their social responsibility.

#### • **Previous studies:**

**1- Mohamed Fellag, The contribution of social responsibility in achieving a sustainable competitive advantage in business organizations (field study in Algerian economic institutions that have ISO 9000 certification).** Thesis submitted to obtain a PhD in Management science, specializing in Business administration, Chlef University, 2013-2014. He discussed the extent of the ability of the Algerian economic institution that has the ISO 9000 certification to achieve a sustainable competitive advantage by activating social responsibility applications, in which the field study relied on the questionnaire submitted to the 220 senior management parties from 45 economic institutions from 16 provinces in different sectors, whether public or private, as well as

personal observation and interviews. This study concluded that there is nothing absolute and there is no sustainable competitive advantage, so what is today an advantage becomes a tradition tomorrow. And therefore, it is not an access point that the institution can reach and then stop, but it must be sustained through its development by relying on strategies appropriate to that, above all by its commitment to its social responsibility, which it requires the need to be integrated within its mission, vision, plans and programs through structuring specialized administrative units responsible for planning, managing and implementing programs with the relevant parties.

**2- Wahiba Mokadem study, an evaluation of the extent to which business organizations in Algeria respond to social responsibility “an applied study on a sample of institutions in the West of Algeria”** Thesis submitted to obtain a PhD in Management science, specializing in Business administration, Oran University, 2013-2014. She discussed the importance of adopting social responsibility as a modern thought in the strategic management of business organizations and the activities to be committed to, through a questionnaire submitted to the administrative body (Directors, deputy directors and managers) of 200 individuals. After analyzing the results of the questionnaire, the application of social responsibility in the economic institutions under study was reached, but to varying degrees from one institution to another, with no clear vision (opposition - supportive) about its application.

**\*Site of this study from previous studies:**

- Each of the two previous studies focused on the theme of social responsibility at the micro level (economic institutions), while our study was on a macro level (Algeria case study).
- Each of the two previous studies focused on the theme of social responsibility in terms of the level of awareness and sensitization of Algerian officials on this subject, and the degree of its application to the different stakeholders. While our study examined the various legal efforts and economic measures organized by the Algerian State to encourage the Algerian institution to comply with its social responsibility and to obtain ISO 26000

- **Structure of the study:** To answer the above problem, this study can be divided into:

- **Theoretical approach to social responsibility:** through addressing some of its concepts, dimensions and reasons for its adoption by economic institutions.
- **The legal and regulatory framework in the field of social responsibility in Algeria,** in which we addressed the most important legal efforts and economic measures undertaken by the Algerian State towards the various stakeholders.
- **The efforts of the Algerian State to adopt ISO 26000:** We have addressed the concept of ISO 26000, and the most important items it contains, with an inventory of some of the institutions that obtain it.
- **The motives and challenges of implementing social responsibility in Algerian institutions:** in which we discussed some of the motives that encourage the Algerian institution to adhere to it despite the challenges it faces.

**II- Theoretical Approach to Social Responsibility:**

**II.1. Definition of social responsibility:**

The definitions given for the term social responsibility have been numerous in view of the evolution of its concept from time to time as a result of developments in the business environment, including: **Social responsibility is defined by the International Chamber of Commerce:** "All attempts that contribute to the volunteering of institutions to achieve development due to ethical and social considerations"(El Bakri & El Benna, 2015,P80)

**The World Bank defined it as:** "The commitment of the business sector to contribute to sustainable development through environmental conservation, working with their employees, families, local communities and society as a whole to improve the quality of life and to develop the

standard of living in a manner that serves the interests of all the above parties alike" (World bank, 2005,P01)

**It is also known by Al-Ghalibi and Al-Amiri as:** "The duty and commitment of institutions towards society in its various segments, taking into account the long-term expectations, and embodied in many ways dominated by the nature of interest prescribed by law" (Djaradet & Abu El Hamam, 2014 ,P 29-30)

**(Caroll) defines it as:** "The entire range of obligations businesss has to society , it must embody the economic , legal, ethical, and discretionary categories of business performance" (Caroll, 1979,P499)

**Through the above definitions, we can define social responsibility as:**

**Commitment of institutions to various economic, legal, environmental and voluntary activities that serve all relevant parties to achieve sustainable performance and thus contribute to sustainable development.**

## **II.2. Reasons for attention to social responsibility:**

There are many reasons that contributed to the adoption of the idea of social responsibility for institutions, among them the following (Sekak, 2011,P202-203):

- The emergence of lobbyists that stress the need for the institution to adopt social responsibility by emphasizing and maintaining environmentally friendly behaviours, as well as contributing to finding solutions to the various environmental problems resulting from the performance of their functions through preparing studies and providing financial contributions.
- Avoid government interference in the institution's decisions, as the lack of responsiveness to social problems and lack of commitment to legal procedures regarding its environmental performance may impose penalties, convinced that it cannot grow and develop in a society full of social and environmental problems.
- The emergence of political forces and labour unions, which intervene in social issues and problems related to members of the institution in order to improve their career and raise their levels of performance, as well as enhance the sense of belonging and loyalty that will reflect on the performance of the institution as a whole.
- The desire to improve the image of the institution among the community by participating in various social programs that affect different groups of society.
- The development of management thought and the introduction of integrated management by paying attention to all stakeholders without distinction.

**II.3. Dimensions of social responsibility:** According to researcher Caroll, its dimensions are:

- **Economic responsibility:** It is intended that the institutions provide goods or services, while being careful and committed to providing them efficiently and effectively, i.e. with the quality that meets the customer's needs in accordance with their preferences, at the appropriate price, without exaggeration, exploitation or waste of the resources of society, or increasing environmental pollution ...(Abu El Nasr, 2015,P40)
- **Legal responsibility:** The institution is obliged to obey laws, legislation, regulations set by governments, and not to violate them by rejecting illegal and unlawful acts to gain consumer confidence(El chalma & El Sarraf, 2018,P89).
- **Moral responsibility:** An institution must respect ethical values while doing its activities, by committing to the right actions and by moving away from harm to others, with its commitment to make decisions impartially(Ibid)
- **Voluntary responsibility:** It is represented by the institution's charity work and by granting benefits and donations to the community in a way that contributes to improving the quality of their lives (Abou el nasr, Op cit, P39)

### **III- Legal and regulatory framework in the field of social responsibility in Algeria:**

#### **III.1. Legal and economic legislation on environmental protection:**

Algeria is working to strengthen various mechanisms to encourage the Algerian institution to adopt social responsibility programs and raise the levels of commitment, which are, for example, not limited to:

##### **III.1.1. Legislations related to environmental protection:** including:

\* Law N° 83-03 of 05/02/1983 on the protection and control of the environment against pollution from radiation and waste to improve the quality of life through striking a balance between economic growth and protection and value of natural resources (Official Gazette, 1983, P380-401).

\* Executive Decree N° 90-78 of 27/02/1990 on environmental impact studies of all the activities of institutions that can be directly or indirectly damaged (Official Gazette, 1990, P 362-365)

\* Executive Decree N° 06-198 of 31/05/2006 adjusting regulation applicable to designated environmental protection institutions by establishing authorization to exploit them and how to deliver and suspend them, as well as terms and modalities of their control according to the legislation in force (Official Gazette, 2006, P 09-15)

\* Law N° 01-19 of 12/12/2001 on waste management, control and removal, which provides for various measures to avoid waste production as much as possible and prohibits the re-use of chemical waste because of its risk to human health (Official Gazette, 2001, P 09-18).

\* Law N° 03-10 of 19/07/2003 on the protection of the environment in the framework of sustainable development aimed at preserving the environment and its resources to achieve their sustainability through reliance on a set of principles, including: preserving biological diversity, non-degradation of natural resources, substitution principle, integration principle, polluter pays principle, information and participation principle, .. (Official Gazette, 2003, p 06-22)

\* Law No. 04-20 dated 25/12/2004 on the prevention of major risks and management of disasters in the framework of sustainable development, which aims to protect the environment from various natural hazards, whether exceptional or by human activity (technological) with the identification of appropriate mechanisms to prevent them (Official Gazette, 2004, P 13-24).

##### **III.1.2. Economic measures related to consumer protection:**

Environmental fees and taxes are considered as an attempt to respond to environmental requirements and preserve them from pollution damage. The first environmental fee was established on polluting and dangerous activities on the environment through:

- Financial Law 91-25 of 1992 dated 16/12/1991 in accordance with Article 117 thereof, which allocates these amounts entirely to the National Fund for Environment and Pollution Control (FEDEP), but it has not been effective until the year 1994 to be developed later in accordance with subsequent financial laws including: the increase of the rate of this fee (Financial Law 2000 Article 54), fees related to solid waste, fee for not storing waste (Financial Law 2002), fee on plastic bags (Financial Law 2004), .. (Messaoudi, 2013, P 115-120)

**III.1.3 International conventions:** Algeria has ratified a series of international environmental conventions, including:

\* Convention on Biological Diversity, \* Cartagena Protocol on Biosafety to the Convention on Biological Diversity, \* United Nations Framework Convention on Climate Change, \* Vienna Convention for the Protection of the Ozone Layer, \* Kyoto Protocol to the United Nations Framework Convention on Climate Change, \* Montreal Protocol on Substances that Deplete the Ozone Layer (Mokadem, 2014, P 238-239).

**III.1.4 Bilateral cooperation:** Within the framework of environmental protection, Algeria has undertaken a number of conventions, including:

\* Industrial pollution control project, \* Project to develop intervention capabilities in the field of the environment, \* Project to strengthen national capabilities in the environmental field with the introduction of environmental education in education, \* Pollution management project for petroleum waste in the Mediterranean (supply four port laboratories), \* National program for environmental activities, \* National strategy for climate change, \* National strategy for biodiversity, \* National program for the conservation of the ozone layer.

Despite the efforts made by the Algerian State, they are insufficient; this is evidenced by the number of ISO certificates obtained in comparison with some neighboring states according to the following table n<sup>01</sup> mentioned in the appendices (Sasi, 2013,P21)

**III.2. Legal and regulatory legislation on consumer protection:** Algeria has enacted a series of legal provisions designed to protect consumers from damage, including:

### **III.2.1 Consumer protection legislation:**

\* Law 89-02 of 07 February 1989 concerning the General Rules for Consumer Protection, which aims to: • preserve the life of the consumer the length of the product or service offering and to comply with its rules and specifications, • provide the right to security against risks that affect consumer security and health (Official Gazette , 1989,P155-156).

\* Law N<sup>o</sup> 08-12 of 25/07/2008 as amended and supplemented by Ordinance N<sup>o</sup> 03-03 of 19/07/2003 on competition aims to define the conditions for practicing competition in the market to increase economic efficiency and improve consumer's living through: Prohibiting agreements aimed at impeding, limiting or disrupting competition (Official Gazette , 2008, P11-15).

\* Law 09-03 of 25/02/2009 on consumer protection and suppression of fraud aimed at: \* Taking into account the basic rules to ensure product security by respecting the obligatory safety and cleanliness of the materials used, \* Mandatory conformity of products to consumer desires, \* Mandatory right to benefit from the guarantees provided in the event of a defect, \* Mandatory to inform the consumer of basic and necessary information about it,\* Identify the competent authorities in quality control to determine the necessary sanctions, which vary according to the degree of violation (Official Gazette, 2009,P 12-23).

\* Law N<sup>o</sup> 04-04 of 23 June 2004 on standardization, which aims to define the general framework for standardization by identifying the application of technical regulations and specifications, methods of assessing the conformity of the product, information and reporting procedures (Official Gazette, 2004,P14-17).

\* Executive Decree N<sup>o</sup> 90-39 of 30 January 1990 on quality control and suppression of fraud, which aims to define the conditions and mechanisms through which products and services are controlled in order to determine their compliance with the legal and regulatory standards that must be distinguished (Official Gazette , 1990, P202-207).

### **III.2.2 Economic measures related to product quality:** some of them are:

\*In 2000, a standardization system development program was launched to support institutions to obtain quality certificates and the table N<sup>o</sup> 02 mentioned in the appendices shows the number of ISO certificates obtained by Algerian institutions.

\* The establishment of the National Standardization Institute as the representative body of Algeria and a member of the International Organization for Standardization has the right to grant the certificate of conformity of the product only. This institute accompanies Algerian institutions throughout their career to apply the quality management system through the training of their personnel and providing the necessary guidance and initial scrutiny. The state also supports these institutions financially to obtain the certificate.

\* The Algerian National Quality Award was created to be awarded to national institutions on qualification and competition conditions annually on the National Day of standardization.

Despite some of the above-mentioned legislation (laws, decrees,...) Algeria's legislation is, however, rich in legal provisions concerning consumers, protection mechanisms and ways to maintain them which are not mentioned in our study yet (mokadem, Op cit, P240-241).

### **III.3. Legal legislation to protect employee rights:**

The employee enjoys during his work in any institution, whatever it is, with a set of rights including:

\* Law N° 90-11 of 21/04/1990 related to labor relations: exercise of trade union rights, collective bargaining, right to benefit from social security and retirement, job security, right to strike, right to employment, right to holidays and rest, right to training, promotion and regular remuneration (Official Gazette, 1990, P562-576).

In addition to (mokadem, Op cit, P233)

\* Law (90-14) of 02/06/1990 specifying the terms and modalities of trade union practice, regulation of the workers' procedure and ways of solving them.

\* Law (90-02) of 06/02/1990 related to the prevention and settlement of collective disputes at work and the exercise of the right to strike.

\* Law (91-28) of 21/12/1991 amending and supplementing Law No. 90-04 of 06/02/1990 relating to the settlement of individual disputes at work and ways to resolve them.

\* Ordinance 06-03 of 15/07/2006 containing the basic law of the public service of the employee who exercises his activity in public institutions by defining his rights and duties, training, administrative management of the employee's career path, training and promotion in grades, evaluation process, legal statuses of the employee's movement, professional errors that could be made, ... (Official Gazette, 2006, P 03-19)

In addition to the foregoing, we can also mention some international treaties that have been ratified by the Algerian state and from which most of its legislation were derived, which touched several areas, including: the prohibition of forced labor, freedom of association and protection of the right of trade unions, collective bargaining, equality in the field of wages, non-discrimination, age employment, .. (Mokadem, Op cit, P234).

### **IV- Efforts made by the Algerian state to adopt ISO 26000**

**IV.1. Definition of the international standard ISO 26000:** Defined as a global standard that provides general guidance on the application of the basic principles of social responsibility by business organizations regardless of the nature and size of its activity, by providing the necessary guidance to integrate social responsibility practices within strategic plans, systems, practices and processes associated with them (Bouchraya & Naroura, 2019, P98-99).

### **IV.2. Structure of the International Standard ISO 26000:**

ISO 26000 standard contains a set of elements that include an introduction and seven items. It also contains guidance annexes such as annex (A) of a list of voluntary initiatives, and the tools that contribute to their integration in the institution. As for annex (B), it includes the terminology used in ISO 26000, and concludes with a statement of relevant references. These items may generally be in the table n 03 mentioned in the appendices

### **IV.3. Evolution of the number of institutions that obtain ISO 26000:**

Algeria has ratified ISO 26000 and developed a national accompaniment program within a regional initiative called «Middle East and North Africa Social Responsibility», from 2012 to 2014. This initiative included eight countries, namely Algeria, Morocco, Tunisia, Egypt Jordan, Syria, Lebanon and Iraq. It was supervised by the International Organization for Standardization in cooperation

with the Swedish International Development Agency, where 114 Algerian institutions benefited from training and accompaniment in the field of standardization in the framework of this program. In the first phase of the social responsibility program (R.S.MINA), launched in May 2011 and completed in December, Both the technical center for building materials (Boumerdes) and the new cannery units of Rouiba benefited from it.

Based on the same national program, the National Institute of Standardization in 2012 selected four national institutions from 15 candidates from the two sectors to benefit from the regional three-year program of accompaniment in order to match the standards dictated by the International Organization for Standardization (ISO 26000) and it comes with all of (Sonatrach) branch, (Algeria Telecom) enterprise, (Cevital) Bejaia and (Condor) units.

In 2013, two institutions from the construction, public works and irrigation sector were on the waiting list: Cosider public works from the public sector and the private institution for irrigation, roads and construction. These institutions were chosen based on a set of criteria such as their national and regional reputation in the activity sector as well as relationships with users and the environment.

In the second phase of the program, it was officially launched at the end of December 2013 on the sidelines of the National Awareness Day by applying the ISO 26000 certification in the public corporation Naftal (fuel branch) and the two private institutions "Amimer Energy" and "multi-catering" Hassi Messaoud as well as "Oriflame" branch of the Swedish cosmetics complex located in Algeria.

This training program aimed to enable the institutions benefiting from the tools that qualify them to improve their performance in the field of social responsibility of the institution. After the completion of this program, the beneficiary institutions can obtain certification of their accounts in accordance with the requirements of the ISO 26000 standard. In addition to the institutional oversight process, this initiative intends to provide training for Algerian experts to accompany institutions in improving their commitment to their social responsibility (Bacha, 2016,P273-274).

#### **IV.4. Contribution of the application of ISO 26000 in encouraging the Algerian institution to comply with its social responsibility:**

The main objective of ISO 26000 standard setting by the National Organization for Standardization is to improve the reality and performance of institutions in their commitment to their social responsibility, which can affect their competitive advantage, reputation, and relationships with stakeholders to adopt sustainable development concepts and encourage them to transcend legal obligations that all institutions may face. This is done through the application and utilization of the provisions of this standard by understanding its characteristics and respecting its principles, applying them in its various decisions and activities and making them an integral part of its policies, organizational culture, strategies and processes (Yahyaoui & Bouhdid, 2019,P100-101).

#### **V- Motivations and challenges of the application of social responsibility in the Algerian institutions:**

##### **V.1. Motivations that encourage institutions in Algeria to pay attention to the concept of social responsibility:**

The most important motivations that encourage and stimulate local institutions to adhere to social responsibilities are as follows(Zayed, 2012,P09-10):

- The need for a better business climate, better level of governance, transparency, voluntary openness and respect for laws.
- Establishing some important values for institutional workers to motivate them to respect work values and excellence, which encourages attracting the best qualified and trained human resources.



- Interest to raise the level of productivity to meet the increasing global and local competition.
- Commitment to apply international standards, especially when exporting abroad and qualifying for government procurement terms.
- Use of social responsibility programs as a tool for monitoring and evaluation within companies.
- Commitment to international conventions, especially in the light of Algeria's accession to the United Nations Global Compact and in response to the initiatives of the World Bank and the United Nations Development Program.
- Fulfill the obligations arising from the establishment of trade and economic relations with the European Union and the consequent need to implement social responsibility programs.

## **V.2. Challenges faced by Algerian institutions in their commitment to social responsibility:**

The institutions face a number of challenges that may hinder and negatively affect the implementation of their social responsibility, including (Missan, 2014,P159):

- Exposure to criticism from different parties because of the commitment to transparency imposed by corporate social responsibility programs, which negatively affects their willingness to participate in the design and implementation of these programs.
- Lack of expertise necessary to implement social responsibility programs effectively, and the associated reporting, evaluation and follow-up.
- Lack of sufficient financial resources to cover social responsibility programs due to the high cost of implementing them.

## **VI- Conclusion:**

Through this study, we have reached a set of results:

The adoption of social responsibility is a modern entrance to contemporary institutions because of its impact on achieving economic goals (profit-making), as well as social objectives (environmentally friendly institutions, good reputation, good image in consumer mind, ...), but its application is still much overdue compared with neighboring countries (see Table N° 01 and 02), despite the efforts made by the Algerian state in this field, whether legally (laws, treaties, conventions, ...) or economically (environmental fees, national quality prize, ..), is due to:

- Lack or weak awareness of directors or managers of institutions, their lack of knowledge of social responsibility and the impact of its application on the institution and the environment in which it is present, due to their lack of training in this field, and their lack of awareness of the importance of obtaining international standards ISO.
- Despite the existence of various legal legislations and economic procedures, the possibility of their influence and pressure on the Algerian institution remains weak, which makes it possible to maintain its relationship with stakeholders (environment, human resource, consumer, ...) a very complex and difficult process.

## **Based on the above, the following recommendations may be proposed:**

\* The Algerian state must make further efforts to consolidate the culture of social responsibility and raise awareness of its importance due to its positive impact on the institution financially and morally by working to activate mechanisms that encourage this through:

- The necessity of informing the competent organs of the State about leading countries experiences in the field of social responsibility, and making the best use of their experiences in this field in accordance with their capabilities and presenting them as programs according to well-thought-out plans.
- Organizing annual scientific seminars and conferences with the participation of different managers and department officials in the institutions to raise their levels of awareness about the concept of social responsibility and the importance of adopting consumer protection systems, environmental management systems, ... to protect the interest of all parties involved in the

institution, as well as inviting some heads of foreign institutions to present their experiences on the subject and the extent of their impact on their performance on the one hand and on achieving sustainable development on the other hand.

- Developing more stimulating policies and procedures to encourage commitment to social responsibility (reducing some fees imposed for the institutions committed or not paying them by the institutions that are in the first steps of their commitment, facilitating access to various facilities necessary to perform their activities such as loans and reducing interests rate, ... ), other more complex procedures for non-committed institutions (raising the environmental tax rate in a way that invites the institution to comply with it, administrative complications ....)
- Working on preparing study programs that encourage the need to be socially responsible, so that the student can form a general picture around with the conviction of its importance in the case to go to the applied field (awareness of the importance of protecting stakeholders, disclosure and reporting methods, ...)
- Achieving cooperation between the public sector (State organs) and the private sector (business organizations) to define the mechanisms necessary to implement social responsibility by institutions, identifying the necessary and sufficient indicators to assess their social performance.

## VII- Appendices:

**Table N°01: Number of ISO 14001 certificates obtained by some Arab countries**

Years	2014	2015	2016	2017	2018
Algeria	92	102	101	77	113
Egypt	814	850	982	721	759
Tunisia	143	230	321	216	224
Morocco	133	170	182	176	196

**The source:** Prepared by the researcher based on: (The iso survey)

**Table N° 02: Number of institutions certified to ISO in Algeria**

	ISO 9001				ISO 22000			
	2015	2016	2017	2018	2015	2016	2017	2018
Algeria	569	543	458	509	09	09	06	06

**The source:** Prepared by the researcher based on: (the iso survey, Ibid )

**Table N°03 : ISO 26000 STRUCTURE**

ITEM	AIM	Explanation of content
01	Field	Defining the content covered by this standard, identifying restrictions or exceptions and providing a guide for all types of institutions regardless of their size.
02	Definitions	The main meanings used in this standard are defined and the number of definitions is 22, the most important of which is the term social responsibility and stakeholders.
03	Understanding of the social responsibility	This item explains in detail the concept of social responsibility and explains its most important characteristics.
04	Social responsibility principles	This item sets out 07 principles of social responsibility: accountability, transparency, ethical behavior, respect for the interests of the parties concerned, respect for the rule of law, respect for international norms of behavior, respect for human rights.
05	Recognizing social responsibility, identifying and interacting with stakeholders	This item deals with the institution's recognition of its social responsibility by identifying its negative impacts on society, as well as how these impacts should be addressed in order to contribute to sustainable development, and to identify and involve stakeholders in

		social practices.
06	Guide to the main topics of social responsibility	In this item, the main areas of social responsibility that should be adopted by institutions are mentioned: institutional governance, human rights, labor practices, environment, fair operational practices with individuals and institutions, consumer issues, community participation and development.
07	A guide to applying social responsibility	This item clarifies important guidelines and directions for a good management of social responsibility, as it can be done through four steps which are the commitment of senior management, identification and analysis of stakeholders' aspirations, implementation and practice stage, evaluation, follow-up and review.

**The source:** (Yahyaoui & Bouhdid, Op cit, P97-98)

### **VIII- Referrals and references:**

- **Article:**

Bouchraya, M., & Naroura, B. (2019). The role of ISO 26000 in establishing social responsibility for business organizations to contribute to achieving sustainable development. *Journal of Administrative and Financial Sciences*, 03 (01), pp. 98-99.

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