

Corporate Social Responsibility and Its Relation to Profitability: Evidence from Banks Operating in Palestine

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Abstract

The current study identifies the extent of corporate social responsibility (CSR) application in Palestine's banking industry. It further signifies the relationship between the role of CSR and its four dimensions in banking operations and how it boosts profit. The CSR quadrant constitutes responsibility towards employees, marketplace, community, and environment. This study follows the positivist paradigm and is quantitative in nature. The study used the descriptive methodology to reflect the facts related to CSR and profitability. The population of this study consists of directors in regional administrations of banks operating in Palestine. A survey was conducted and 10 banks were the targeted population. Fifty questionnaires were distributed and 44 responses were recorded. Secondary data from the published financial statements was used to see the profitability indicators. It investigate the profitability situation

of the banking industry in Palestine during the period 2012-2016 using profitability indicators (ROA, ROE, NP, EPS). Statistical results of correlation shows a high level of social responsibility commitment by banks working in Palestine; the social responsibility towards marketplace was the highest, followed by the responsibility towards the community, employees, and environment. In addition, the study finds out a weak positive correlation between CSR and profitability. CSR is an investment with substantial financial returns, despite any benefits that may accrue to society. It helps in identifying more opportunities to take a competitive advantage, increase company confidence, strengthen relationships with key stakeholders, and reduce transaction costs and thus generate financial gains. The study comes out with several recommendations that directed to the three stakeholders (banks, government, public administration or institutions); such as the need of banks to move forward in social responsibility activities through volunteer projects related to employees and community like establishing housing projects for employees and infrastructure projects. The directions for government to conduct an awareness campaign of social responsibility dimensions and principles towards corporations or institutions. The directions for community/public institutions is to identify a comprehensive concept of social responsibility to suit the social and economic reality of the Palestinian community.

Keywords: Corporate Social Responsibility, Profitability, Commercial Banks, Community, Palestine

Introduction and Literature Review

Global world has gone through social, economic and environmental deterioration and results in creating considerable pressure on businesses and corporates to meet their liabilities and responsibilities. In turn, the business organizations have changed their views towards society, and a modern concept has been emerged to help in creating a working environment capable of dealing with rapid economic, technological and managerial developments around the world. The most prominent of these concepts is corporate social responsibility (CSR).

Social responsibility is considered one of the main issues that have been given great attention by organizations of different forms and ownership. It was believed that only government organizations or public sector organizations bear social responsibility, while the increase number of private sector organizations and their employees in addition to great profits achieved by business imposed them to engage in social activities. Therefore, institutions must place social responsibility at the center of their strategy through the commitment of business to focus on an important part of their activities and operations towards society to meet their expectation as the contribution in solving community problems especially poverty and unemployment. These are expected to have an important impact on their financial performance and the results of their annual business because of the confidence they will gain from customers and thus increase loyalty in addition to the expected impact on the market value of those facilities, which is reflected in the price of the stock (Bennett & Bennett, 2000).

Most of the previous studies have focused on the correlation between corporate social responsibility and financial performance, whereas this study focuses only on the relation between CSR and profitability indicators (ROA, ROE, NPM and EPS), that is close to the study of Hirigoyen and Rehm (2015). In addition, Gololo (2016) study is similar and investigated the relationship between CSR and financial performance. Moreover, he has seen the philanthropic, economic, legal and ethical responsibilities dimensions of corporate social responsibility.

However, this study excludes the economic responsibility and the financial indicators used by Gololo (ROE, ROA, EPS and ROCE) while this study addressed these indicators (ROA, ROE, NPM and EPS). Other studies have linked CSR with internal employee motivation (Skudiene & Auruskeviciene, 2012), earning management (Grougioua, Leventisb, Dedoulis, & Owusu-Ansah, 2014), and others focused on the extent of measuring and disclosing the social responsibility information in the annual reports (Farha & Alkhalaileh, 2016; Habeeb, 2011; Jarboa, 2006). CSR is "operating a business in a manner that meets or exceeds the ethical, legal, commercial and public expectations that society has of business". The business operation has to be in accordance with ethics, compliance with legal instruments and respect for people, community and the environment (Stewart & Gapp, 2012). Therefore, Jamaa and Wafi (2016) argued that activities of CSR are summarized as follows:

- Maximizing the value of the stock and maximizing profit.
- The right to adequate information about the performance of the organization.

- Achieving the appropriate competitive position.
- Development and preparation of investment areas.
- Draw a good image of the organization.
- Protecting the assets of the organization.
- Fair dealing with shareholders without any discrimination.
- Involvement of shareholders in important decisions of the organization.

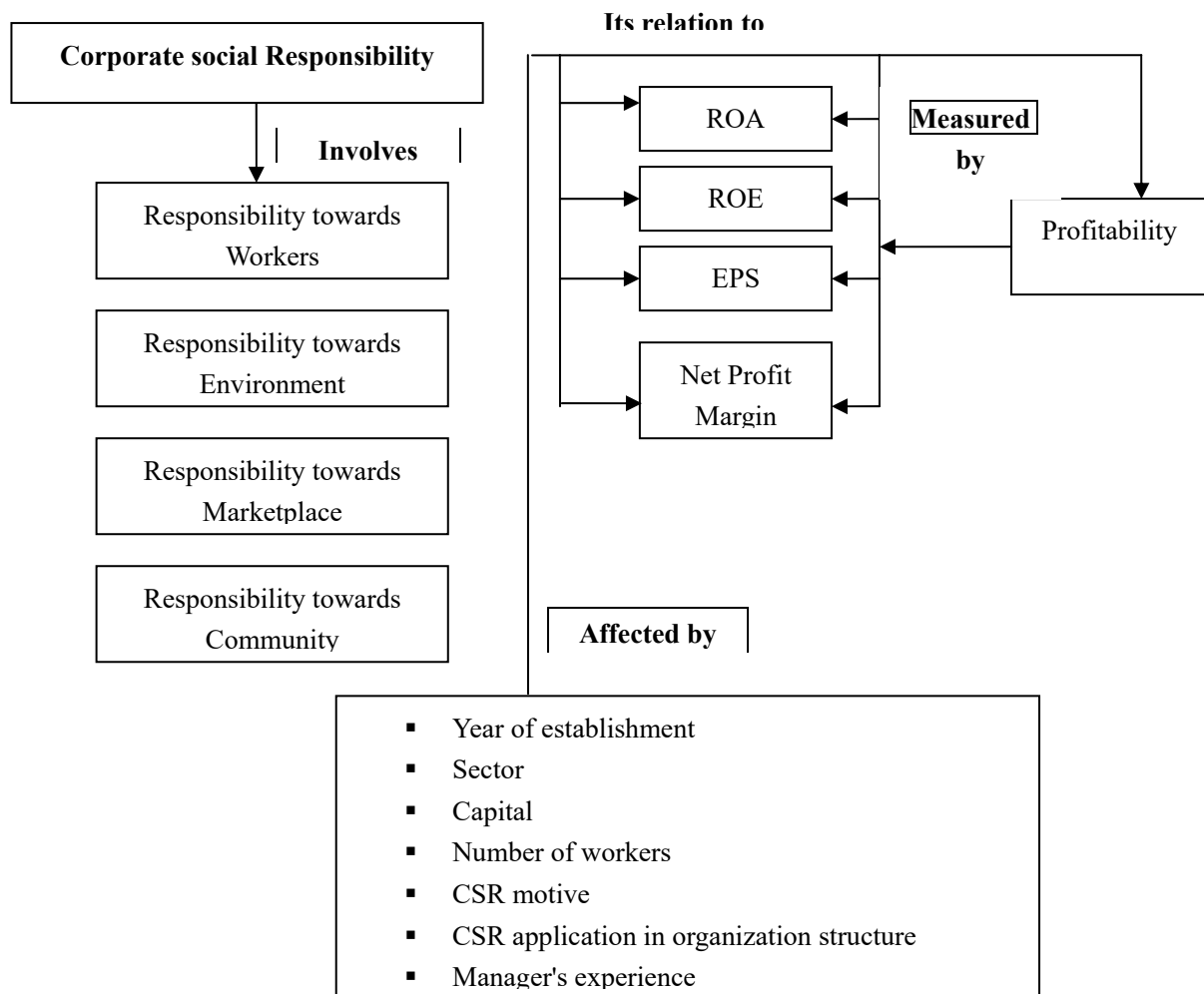


Figure 1. Research Framework

Research Significance

This study focuses on the extent of CSR application in banks operating in Palestine and its relation to profitability measured by profitability indicators (ROA, ROE, EPS and NPM) during the period (2012-2016). The findings and recommendations of the study should clarify the issue of corporate social responsibility and aid target population in identifying more opportunities to attain the competitive advantage, increase company confidence, strengthen relationships with key stakeholders, and reduce transaction costs and thus generate financial

gains. Therefore, from this angle, one can consider corporate social responsibility as an investment, perhaps with substantial financial returns, despite any benefits that may accrue to society.

The previous studies have targeted different sectors or populations such as the banking sector, oil and gas sector, industrial sector, SME, private sector companies and others. In addition, this study has targeted the banks operating in Palestine. The importance of this study lies in the growing interest of this subject which has been strongly re-emphasized in the world of business organizations of all types and sizes. It also draws on the importance of the banking sector, which is considered one of the largest sectors in the Palestinian economy, as well as the size of its services to a large segment of society. This subject is considered one of the important challenges for banks management in order to realize their awareness of the burden of social responsibility and their participation in various social programs.

Research Rationale/Justification

Many researchers used market based performance measures such as market share price, stock returns, or market to book ratio. Others used accounting-based performance measures such as return on assets, return on equity or return on sales (Tsoutsoura, 2004), and some others adopt both (Farha & Alkhalailah, 2016; Gololo, 2016; Hirigoyen & Rehm, 2015). This study uses the well-known profitability indicators, which include (ROA, ROE, net profit margin and EPS).

In sum, some of studies revealed that there is a positive link between CSR and financial performance (Gololo, 2016; Jamaa & Wafi, 2016; Tsoutsoura, 2004). Other studies revealed there is no significant relation between corporate social responsibility and financial performance (Lent, Brown, & Hackett, 1994) and other studies revealed there is a negative relation between CSR and financial performance (Hirigoyen & Rehm, 2015)

Definitions of Terms

Corporate social responsibility (CSR) - the organization(s) that fulfills its economic, legal, ethical and charitable responsibilities towards society. In other words, it is the organization's efforts to achieve profits, obey laws, act ethically and adhere to a good citizenship (Carroll, 1979)

Economic responsibility: It is the responsibility to provide goods and services that the society needs and to sell them at a profit. The commitment of the organization to be productive and to maximize the profitability of owners and shareholders.

1- **Legal responsibility:** The law represents the basic “rules of the game” by which business is expected to function. Society expects business to fulfill its economic mission within the framework of legal requirements set forth by the society’s legal system.

2- **Ethical responsibility:** It represents the kinds of behaviors and ethical norms that society expects business to follow. These extend to behaviors and practices that are beyond what is required by the law.

3- *Discretionary (philanthropy)*: These represent voluntary roles that business assumes but for which society does not provide a clear-cut explanation as it does for ethical responsibility.

Banks are financial institutions that act as intermediaries in allocating financial resources, collecting deposits from savers and providing loans to consumers, businesses and governments. Banks are seen as factories of information processing that consider all aspects of the transaction, such as investment, corporate finance, insurance, trust and retirement services (Fah & Hassani, 2014). Profitability is the efficiency of business and the ability to generate earnings. In other words, it is the difference between the amount earned and the amount spent on the purchase, operation or production of something.

Research Problem

The current study focuses on the extent of CSR application in Palestine's banks and its impact on profit (measured by profitability indicators ROA, ROE, EPS and NPM) during the period (2012-2016).

Research Objectives

The core objective of this study is to identify the extent to which banks operating in Palestine apply corporate social responsibility and to examine its relationship to profitability.

Research Questions

To realize the objectives of the study, the researcher proposes to answer the following main question:

1. To what extent CSR applied in operating Banks in Palestine?
2. What is the relationship between CSR and profitability of the Bank?
3. To what extent is CSR applied in Banks operating in Palestine fundamentally in the following areas: responsibility towards employees, environment, marketplace and community?
4. What is the profitability situation of the Banks operating in Palestine during the period (2012-2016)?
5. What is the relationship between CSR and the profitability of banks measured by (ROA, ROE, NPM and EPS) during the period (2012-2016)?

Research Limitations

The current research study is examining the application of corporate social responsibility in banking industry and see how it works. This study investigates the impact of CSR on profitability indicators and is limited to returns on equity and assets, earnings per share and net profit only.

Research Methodology

The current research study follows the positivist paradigm and is quantitative in nature. The study used the descriptive methodology to reflect the facts related to CSR and profitability. The

population of this study consists of directors in regional administrations of banks operating in Palestine. The number of banks operating in Palestine at the end of FY 2016 was 15 banks (Appendix - 1).

A survey was conducted and 10 banks were the targeted population (Appendix - 2). Fifty questionnaires were distributed and 44 responses were recorded. Out of 44 responses, 1 questionnaire was incomplete. Therefore, the response rate is approximately (86%). This percentage considered acceptable for disseminating the results to the study population (Appendix - 3). Secondary data from the published financial statements was used to see the profitability indicators.

Findings and Results

The reality of applying corporate social responsibility (CSR) for banks operating in Palestine and its relationship with profitability signifies the extent to which CSR towards employees, environment, marketplace and community is being applied in banks operating in Palestine.

Table 1. CSR Application Areas for Banks Operating in Palestine

No.	Area of Corporate Social Responsibility (CSR)	Mean	Standard Deviation	%age of degree	Degree
1	Towards Employees	3.59	0.95	71.8%	High degree
2	Towards Environment	3.45	0.98	69%	High degree
3	Towards Market Place	4.25	0.69	85%	Very High degree
4	Towards Community	3.73	0.95	74.6%	High degree
Total Degree of CSR		3.755	0.922	75%	High degree

Table 1 results shows that the total degree of applying corporate social responsibility for banks operating in Palestine was with mean (3.755) and standard deviation (0.922). The high degree of CSR shows the pivotal role of banks in the economic structure, which obliges banks to carry out the major responsibilities towards the society. Moreover, the commitment towards the national laws, regulations and instructions levied on the banks is respected by the banking industry. Banks while operationalizing their commercial activities appraise within their allowed limits and don't abide the government laws and regulations only but also shows positive commitment towards the societal norms, ethics, values, behaviors and beliefs where these aspects have not been regulated by binding laws. However, their respect is necessary to increase the reputation in society and acceptance from citizens.

CSR was the highest towards marketplace with mean (4.25) and standard deviation (0.69), then CSR towards community with mean (3.73) and standard deviation (0.95), then CSR towards employees with mean (3.59) and standard deviation (1.07) and finally CSR towards environment with mean (3.45) and standard deviation (0.98).

CSR towards market place was the highest with mean (4.25) revealed that the CSR towards the marketplace is the core of the business to maximize the profit, business rely on a network of internal and external relationships that are vital to mutual prosperity. Therefore, it must maintain good relations with the parties it deals within market place which involves customers, suppliers, and others including competitors and the responsibility towards them involve activities that meet social, ethical and legal obligations. Responsibilities toward customers lead to customer satisfaction, which will reflect positively on the business reputation that considered the key of business success, which is critical to ensuring success in the market.

The bank that does not act socially towards the customers will eventually lose their trust as well as the banks have to be socially responsible towards the suppliers through maintaining good relation with them, by respecting the terms of payment, honesty in contracts and transactions, and promoting continuous dialogue with the most important issues such as prices and schedules in order to avoid legal problems in the future. If one supplier is not comfortable in their dealings with one bank, they will interact with another that is naturally not in the bank's interest, which will serve its competitors. There is a high degree of approval for the existence of CSR by banks towards the employees from the point of view of bank managers and this comes as a result of the legal and ethical commitment such as respecting the labor law, job security and security from work accidents in addition to that, participation in voluntary social activities that promote social welfare of employees.

In most respects, a high commitment to CSR towards employees was as the result of banks' compliance with law such as providing a comprehensive health insurance and equity treatment or compliance to business ethics such as respecting employee's ethical behavior. The voluntary activity has got the lowest level of CSR towards the employee such as having a nursery for working mothers baby ,helping employee getting married, housing projects for employee and providing scholarships for their superlative students and this is due to the high cost that needed to adopt these activities at the same time .Some voluntary activity have got high level of responsibility such as developing employees skills through training, awarding employees, empowering and training employees this is because these activities necessary to business success and to give them the skills up to date with technology and knowledge.

Table – 2 presents the profitability situation of the banks operating in Palestine during the period of 2012 – 2016 and the profitability ratios (ROA, ROE, EPS and net profit margin) of each bank.

Table 2. Profitability Measures Average of Banks Operating in Palestine (FY 2012 -2016)

Name of Bank(s)		Indicators	2012	2013	2014	2015	2016	Average
Bank of Palestine	NPM	0.377	0.359	0.334	0.316	0.299	0.337	
	ROA	0.019	0.017	0.017	0.016	0.013	0.0164	
	ROE	0.174	0.160	0.144	0.141	0.132	0.1502	
	EPS	0.290	0.270	0.250	0.250	0.270	0.266	
Arab Islamic Bank	NPM	0.046	0.212	0.207	0.233	0.232	0.186	
	ROA	0.002	0.007	0.007	0.008	0.008	0.0064	
	ROE	0.011	0.056	0.061	0.075	0.083	0.0572	
	EPS	0.014	0.073	0.083	0.104	0.124	0.0796	
Palestine Islamic Bank	NPM	0.298	0.275	0.262	0.281	0.271	0.2774	
	ROA	0.014	0.013	0.013	0.015	0.016	0.0142	
	ROE	0.101	0.103	0.112	0.137	0.132	0.117	
	EPS	0.124	0.131	0.150	0.200	0.220	0.165	
Palestine Investment Bank	NPM	0.145	0.137	0.197	0.120	0.205	0.1608	
	ROA	0.007	0.007	0.009	0.005	0.010	0.0076	
	ROE	0.028	0.029	0.041	0.023	0.042	0.0326	
	EPS	0.034	0.036	0.051	0.031	0.059	0.0422	
Al Quds bank	NPM	0.129	0.175	0.214	0.204	0.237	0.1918	
	ROA	0.007	0.009	0.011	0.010	0.011	0.0096	
	ROE	0.056	0.073	0.103	0.104	0.118	0.0908	
	EPS	0.065	0.095	0.145	0.146	0.172	0.1246	
Housing Bank for trade and finance	NPM	0.225	0.255	0.270	0.318	0.210	0.2556	
	ROA	0.009	0.011	0.012	0.013	0.008	0.0106	
	ROE	0.072	0.088	0.086	0.087	0.051	0.0768	
	EPS	0.097	0.130	0.139	0.128	0.073	0.1134	
Egyptian	NPM	0.015	0.006	-0.087	0.000	-0.609	-0.135	

Arab	Land	ROA	0.001	0.000	-0.003	-0.032	-0.022	-0.0112
Bank		ROE	0.015	0.001	-0.008	-0.093	-0.071	-0.0312
		EPS	0.002	0.001	-0.009	-0.093	-0.066	-0.033
Jordan	Ahli	NPM	0.343	0.303	0.260	0.202	0.203	0.2622
Bank		ROA	0.016	0.014	0.014	0.010	0.008	0.0124
		ROE	0.064	0.057	0.058	0.040	0.040	0.0518
		EPS	0.078	0.072	0.075	0.054	0.051	0.066
Jordan		NPM	0.186	0.202	0.427	0.196	0.186	0.2394
Commercial		ROA	0.006	0.009	0.024	0.007	0.007	0.0106
Bank		ROE	0.018	0.025	0.068	0.025	0.025	0.0272
		EPS	0.020	0.028	0.079	0.028	0.029	0.0368
Jordan		NPM	0.280	0.314	0.153	-0.170	-0.477	0.02
Kuwait Bank		ROA	0.006	0.009	0.003	-0.003	-0.008	0.0014
		ROE	0.014	0.020	0.008	-0.007	-0.019	0.0032
		EPS	0.015	0.020	0.008	-0.007	-0.019	0.0034

**Values in the above table are percentages*

Bank of Palestine has the highest value for profitability indicators (NPM, ROA, ROE and EPS) which mean that is the most profitable bank at the level of the banks operating in Palestine in terms of NPM (0.337), ROA (0.0164), ROE (0.1502) and EPS (0.266), followed by Palestine Islamic bank with profitability values NPM (0.2774), ROA (0.0142), ROE (0.1502) and EPS (0.165).

The relationship between CSR and the profitability of the banks operating in Palestine measured by ROA, ROE, EPS and NPM. The correlation analysis in the Table – 3 shows that the Pearson correlation between CSR and ROA is equal to 0.440 is lower than 0.5 this mean. There is a weak positive correlation between CSR and ROA.

Table 3. Correlation Test

Ratios	Significance (2-tailed)	N	Pearson Correlation (Mean Values)
NPM	.392	10	.305
ROA	.203	10	.440
ROE	.473	10	.257
EPS	.473	10	.257

This result shows agreement with Tsoutsoura (2004) who indicated the positive relationship between CSR and financial performance by using the financial data return on assets (ROA), return on equity (ROE), and return on sales (ROS), and also this result disagrees with Laffer associate (2005) who observed that there is no positive correlation between CSR and business profitability while that the results do not confirm that CSR initiatives have a slight negative impact on businesses financial performance. Nonetheless, there is a strong evidence against the claim that CSR initiatives have a positive financial impacts on businesses and also disagree with Hirigoyen and Rehm (2015) who observed that there is a negative relationship between different dimension of social responsibility (human resources, human rights, community commitment, environment, market behavior and corporate governance) and financial performance (ROA, ROE, Market to book ratio).

The correlation analysis in the Table - 3 shows that the Pearson correlation between CSR and ROE is equal to 0.257 which is lower than 0.5, this means there is a weak positive correlation between CSR and ROE. This result agrees with Tsoutsoura (2004) who examine the association between the corporate social responsibility and the corporate financial performance by using a (ROA, ROE and ROS) and Tsoutsoura (2004) study indicated a positive correlation between CSR and corporate financial performance. This result disagrees with Brine, Brown, and Hackett (2007) who did not reveal any statistically significant relationship between the adoption of corporate social responsibility and financial performance.

The correlation analysis in the Table - 3 shows that the Pearson correlation between CSR and NPM is equal to 0.305, which is lower than 0.5, which is a weak positive correlation between CSR and NPM. This result agrees with Kiran, Kakakhel, and Shaheen (2015) study who find that there is a positive correlation between CSR and net profit and net profit margin. This result disagrees with Laffer associate (2005) who observed that being a CSR-leading company was negatively or not correlated with compound annual net income growth, net profit margin and stock price appreciation.

Discussion & Implications

There is a weak positive correlation between CSR and profitability indicators (return on asset (ROA), return on equity (ROE), earning per share (EPS), and net profit margin (NPM)) for banks operating in Palestine during the interval (2012-2016) and this explained by the following reasons: Banks are committed to their social responsibilities especially ethical or the legal aspects where these are either mandated by law or specified by business ethics and banks,

are keen to abide by these responsibilities to avoid any future problems and to maintain their reputation not only to maximize the profits.

The current situation, especially the economic and political, has affected the Palestinian citizen and the way of thinking that, they do not believe in change related to them. There are other issues have a priority to give the attention. The main concern is the peace and safety away from disputes. Lack of awareness of importance of CSR activities among the Palestinian community as customers did not address this issue when making the decision to choose the bank they want to deal with, so it does not differentiate if bank have socially responsible or not.

In addition, the investors when investing they do not take in account the social activities, all they concern about the share price. The social responsibility was measured by the opinion of the sample which is a point of view that can be changed from year to year and it can even be changed from one month to another.

Conclusion and Recommendations

The high degree of commitment in CSR for banks operating in Palestine and this related to the major role of banks in the Palestinian economic structure, which obliges banks to carry a lot of liabilities towards the society in addition to that, the commitment of banks to the laws, regulations and instructions as well as their commitment to ethical, behavioral and beliefs in the societies in which they operate. Where these aspects have not been regulated by binding laws but their respect is necessary to increase the organization's reputation in society and its acceptance from citizens.

CSR of banks operating in Palestine were the highest towards marketplace with mean (4.25) and standard deviation (0.69), followed by CSR towards community with mean (3.73) and standard deviation (0.95), then CSR towards employees with mean (3.59) and standard deviation (1.07) and finally CSR towards environment with mean (3.45) and standard deviation (0.98).

Banks have a very high degree of CSR towards the marketplace, especially towards the supplier through honesty in the contracts, payment on time and fair competition. Banks are highly responsible towards community mostly through encourage local industries, sponsoring, financial and non- financial aids, scholarships, technical and educational, training, as well as less responsible in voluntary activities such as local development projects, participating in infrastructure projects and helping in solving the unemployment issue. Banks are highly responsible for employees in legal and moral activities such as providing comprehensive health insurance, training and evaluating their employee's performances, equity treating and respecting employee's ethical behaviour.

Banks CSR toward employees in voluntary activities considered the least practice such as, have a nursery for working mothers baby, helping workers getting married, housing projects for its workers and providing scholarships for worker's superlative students. Banks CSR towards environment meets only their minimum obligations towards it that are not polluting the environment. Lack of awareness about environmental issues and sustainable development since banks responsibility is restricted in keeping the environment clean and participating in

environmental projects.

There is a weak positive correlation between CSR and profitability indicators (ROA, ROE, EPS and NPM) for banks operating in Palestine during the interval (2012-2016). There are no differences in applying CSR according to the year of establishment, number of employees, CSR motive, and CSR application in the organization structure, manager's experience, manager's educational level and Manager's specialization.

Recommendations

In the light of the nature of this subject and multi-lateral activities of the CSR, this is the responsibility of all parties in the community to reach sustainable development. The researcher presents the following recommendation where it is directed to the parties most interested in activities of social responsibility, which are:

1. Banks must move forward in social responsibility activities through voluntary projects related to employees and community such as infrastructure projects, establishing housing projects for employees, nurseries for working mothers' children and helping employees who are prospective is to get married which support the social welfare of employees and enhance the community development which can be either separately or in partnership with other institution.
2. Activate the social role of banks through communication within the local community, through paying attention to the social issues such as reducing poverty and unemployment and to meet their needs, because the activities of social responsibilities must be consistent with the needs of society, not vice versa.
3. Banks should build an advanced evaluation system to be used periodically to assess their performance of CSR activities, thereby enhancing their ability to continually improve their social obligations.
4. The government should conduct an awareness campaign to explain the concept of CSR, dimensions and principles. Incorporate the concept of CSR, dimensions and principles in the curriculum with a focus on the promotion of volunteerism and engagement in community issues.
5. The community institutions should identify a comprehensive concept of CSR to suit the social and economic reality of the Palestinian community. Attract Arab and international institutions to carry out their responsibilities towards the Palestinian youth and the need to support social youth programs.
6. Organize multiple conferences, seminars, study days and workshops involving the decision-makers to define standards of performance of community responsibility and incentives for excellence in CSR performance.

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Appendix – 1: List of all banks operating in Palestine

No.	Bank Name	Local / Arab Banks	Date of activity	No. of Branches/Offices
1	Bank of Palestine	Local Bank	1960	83
2	Arab Islamic Bank	Local Bank	1995	16
3	Palestine Islamic Bank	Local Bank	1995	29
4	Palestine investment Bank	Local Bank	1995	17
5	Al Quds bank	Local Bank	1995	37
6	The national Bank TNB	Local Bank	2005	15
7	Arab Bank	Arab Bank	1994	31
8	Cairo Amman Bank	Arab Bank	1986	21
9	Bank of Jordan	Arab Bank	1994	17
10	Housing Bank for Trade and Finance	Arab Bank	1995	14
11	Egyptian Arab land Bank	Arab Bank	1995	6
12	Jordan Ahli Bank	Arab Bank	1994	6
13	Jordan commercial Bank	Arab Bank	1994	5
14	Jordan Kuwait Bank	Arab Bank	1995	4
15	Safa Bank	Local Bank	2016	1

Appendix - 2: Excluded Banks from the population

No.	Bank Name	Reason of Exclusion
1	The national Bank TNB	Reject to participate
2	Arab Bank	Reject to participate
3	Cairo Amman Bank	Reject to participate
4	Safa Bank	Started in 2016
5	Bank of Jordan	Reject to participate

Appendix - 3: Population of the Study

No	Bank Name	Local / Arab Banks	Activity Date	No. of Branches & Offices
1	Bank of Palestine	Local Bank	1960	83
2	Arab Islamic Bank	Local Bank	1995	16
3	Palestine Islamic Bank	Local Bank	1995	29
4	Palestine investment Bank	Local Bank	1995	17
5	Al Quds bank	Local Bank	1995	37
6	Housing Bank for Trade and Finance	Arab Bank	1995	14
7	Egyptian Arab land Bank	Arab Bank	1995	6
8	Jordan Ahli Bank	Arab Bank	1994	6
9	Jordan commercial Bank	Arab Bank	1994	5
10	Jordan Kuwait Bank	Arab Bank	1995	4