

Corporate Social Responsibility within the Thai with ThaiBev Football Community

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Abstract: This research is aimed to study the model and benefit of the ThaiBev Football Academy project, the football community to present Corporate Social Responsibility (CSR) sport activity with efficiency and effectiveness, under the conception of fundamental management “4Ms”, as Man, Money, Materials, and Method aiming for sustainable development of youths and society. The researcher applied field research and survey research to gather data and making an analysis by calculating its frequency. Nonprobability sampling with purposive technique is also adopted in this paper.

The result shows that the management model of the ThaiBev Football Academy in this research which the researcher has studied in three aspects comprising 1) Operational management: more than 98 percent of the sample group viewed that the process as proper and suitable, 2) Resource management: 94 percent of the sample group thought that the resources are sufficient and 3) Benefits: where the beneficiaries are subdivided into three groups. These three groups reveal that 1) all the youths have benefited from this project (100 percent), 2) the parents have benefited from this project (96.2 percent), and 3) the Company, the owner of this project, has benefited from this project (97 percent). Therefore, it can be concluded that “ThaiBev Football Academy Project” for the community can be implemented as a sustainable CSR activity through the sport of football.

Nevertheless, the study of CSR in the football sport is in a case of the ThaiBev Football Academy, which found that the Company has little understanding of CSR principles. The Company’s employees only knew CSR in terms of donations or funding, while the community may show social responsibility by participating as a part of the project.

Keywords: Corporate social responsibility (CSR), Football Community, Youth Development

Introduction

The patterns of CSR are varied such as donations, establishment of a community fund, being responsible for products from the process of selecting raw materials, productions, and seeking resources which deserves attention, standardization, and fairness (Porter & Kramer, 2003). The arrangement of CSR for the community or consumer in each pattern has different complexity. Therefore, the most popular pattern in Thailand is donations which can be classified as money or products because a donation is not complicated and difficult. (Punyawong & Adisornmongkol, 2008). In addition, a donation can be made at all times and givers can control expenses very closely. (Punyawong & Adisornmongkol, 2008). The donation, is considered as a rough responsibility, without stability (Kotler & Lee, 2005), while a fund establishment or giving support to community activities requires susceptibility in terms of timing and personnel to achieve the goals of activity. (Kotler & Lee, 2005). The

result of this is acceptance provided by the community because the activity brings about an impression and participation in operations, leading to sustainable development to both of giver and receiver. (Srisaweg, 2008).

The CSR held by big organizations in Thailand usually provides importance to activities in relation to education and sport because these two activities are widely acceptable as tools enabling the develop national resources sustainably (Srisaweg, 2008). However, the activities are necessarily to be conducted under correct principles and direction provided by an expert in the field. For example, an idea of education development initiated by Mr. Kampol Watcharapol (Lom-Plientid, 2007) hose desire is educational access of all communities. (Lom-Plientid, 2007). He established a fund to build up schools in all communities where Thairath newspaper can be delivered to, or provided support for renovation of old schools in the communities to be modern. (Lom-Plientid, 2007). This is a brilliant method and in line with business practice because if people are illiterate, it is impossible for them to read a newspaper. This is also a factor supporting Thairath to be one of the most-read newspapers in Thailand. (Lom-Plientid, 2007).

The CRS by means of giving support in sports in Thailand is not wide with a minimal diversity in pattern and type of sports due to deficiency of understanding in core management of sports, especially arrangements of sports activity aiming for lasting development (Punyawong & Adisornmongkol, 2008). Consequently, most forms of CSR by sports activity in the country are focused on competition. As the most popular sport of Thais now is football, many organizations have used this sport as a tool for their CSR in various forms, while the most popular is by sponsorship of competitions. Nonetheless, this idea is different from that of the western world where focuses on human development (Pramolbal, 2009).

The Federation International Football Association (FIFA), an independent organization in charge of monitoring football associations founded over a hundred of member countries worldwide, which has also given significance to CSR, particularly in the societies of member countries. FIFA spends its fund in supporting CSR activities of member countries worldwide over 778,000,000 USD annually. However, FIFA mostly has focused on football development for youths because FIFA is aware of importance in human development. That is, building up qualified football players for the football industry needs standardized development. The long-lasting human development is started from youths by providing them correct understanding and knowledge perpetually in order to become effective football players. FIFA has annually given financial, equipment, technical including coaching support to provide the knowledge for projects of young football player in member countries (FIFA, 2009).

The activity of football for youths in Thailand as CSR is basically for the purpose of gaining social recognition, for example, young football matches against narcotics or opening of a football club for youths implemented by organizations both from government and private sectors (Pramolbal, 2009). The CSR through football games can be adopted to develop youths in various aspects such as worthy use of leisure time, improving health, social solidarity, group harmony, football skill development, and convincing the youths to love football playing which would lead to professional football players etc (Pramolbal, 2009). As many organizations have failed in achieving the goals of activity, the number of participants in their projects in subsequent year's decreases or the participants have changed their behaviors and then turned to other sports (Pramolbal, 2009).

Literature review

The patterns of CSR activity

Creating CSR activities can be conducted ranging from a micro to macro scale. Apart from internal CSR which is taking good care of employees and shareholders to be happy and proud of the organization, the organization can extend these into outside by creating participation from inside out in order to reveal lasting CSR. The organization would also acquire positive image from the society (Porter & Kramer, 2003). Philip Kotler of Northwestern University and Nancy Lee of University of Washington and Seattle University has classified CSR activities into 6 categories (Kotler & Lee, 2005) as follows:

1. Cause promotion is seeking funds, materials, or other resources of organization to extend recognition and caring of social problems in that society. The organization also supports funding, participation, and recruiting volunteer for such action. The organization may initiate and manage such activity by itself or join hand with another organization or other organizations. However, such organization has to consider carefully about selecting a social issue related to its business field including joined organizations of CSR, for a purpose of creating motivation to gain support from shareholder, executive, employee, and society. For example, AT&T, big organization of US communications, supported the American Red Cross of telephone in order to enable its tasks to be done promptly. In Thailand, Toyota Motor (Thailand) Co., Ltd. arranged an activity to promote safety drive together with the Department of Land Transport in the "White Road" project;

2. Cause-related marketing is subsidizing or donating its partial income earned from product sales in order to help or take part in solving a specific social problem. This kind of activity usually has a certain period, or been operated for some specific products, or been donated for only specified charity. The organization often implements this kind of CSRs with non-profit organizations aiming at establishing relation for common interests, by increasing product sales so as to give the income to support such charitable activity. Meanwhile, it is providing an opportunity for consumers to participate in charity by a purchase of products without extra costs. This kind of CSR is a win-win strategy. The organization is not only able to push up the sales, but the consumers who desire to support the donation can also acquire the products and make merits concurrently. The example is AVON (Cosmetics) Thailand Co., Ltd. held an sales promotion activity by partially deducting its income such as from lipstick and face powder to donate for an activity of National Cancer Institute;

3. Corporate social marketing is supporting the development in or promoting of behavior change regarding public health, safety, environment, or healthiness. The main difference between the corporate social marketing and cause promotion is the first focuses on behavior change, while the latter concentrates on creating awareness and providing support in funding and volunteer for public recognition of such social problem. The example is a case of some department stores located in Bangkok promote the reduction in use of plastic bags by using cloth bag as a replacement, so as to alleviate global warming. Another example is PTT PLC set up a project promoting a forestation to decrease global warming;

4. Corporate philanthropy is a direct aid to a social problem in a pattern of donating money or objects. This kind of CSR can be found almost in all business organizations and mostly it is stimulated by a request of public or social trend, rather than planning or designing initiated by the organization. This causes irrelevance of the target or mission of

organization. Wilcox & Dennis (2009) provided his opinion upon the CSR through charitable donation in *Public Relations Strategies and Tactics* that this kind of donation in a millionaire style is almost unable to establish relation between the organization and society at all. The organization should thoroughly consider an appropriate pattern of activity whether it is linked with business practices or not. If the organization aims to set up the relations with society or community, this kind of donation is absolutely not suitable for the organization. Nonetheless, an article in association with CSR written by Porter and Kramer (2003) specified that the donation enables the organization to acquire positive image and reputation very well.

5. Community volunteering is a way the organization promoting or persuading employee or business partner to collaborate in spending their time or workforce for any services in local community, in response to social problems which the organization is taking into the account. The organization may operate this alone, or cooperate with another organization. The voluntary activity is possibly determined by the organization, or by the employees to receive an approval from the organization. The employees might acquire compensation in terms of additional holidays. The example case is from Washington Mutual, Inc. or WaMu, a gigantic US financial institution, where encourage employees to be volunteers in community without making a deduction for their salary or vocation period. This project received an impressive cooperation. In 2003, there were employees joining the project over 44,000 times or a total of 184,000 hours. This community volunteering is a sustainable CSR because the organization is able to live happily with the society and bring pride to the employees. Also, McDonald's, a well-known US fast food franchise restaurant, distributed food and beverage for free of charge to officers and fire fighters in 9/11 Attacks around the clock. One more case enabling to portray the example is Timberland, a strong clothing brand, which promoted its employees to be volunteers for community services without any effects on their vocation period, in case the employees wish to take leave to provide the community services; and

6. Socially responsible business practice is carefully operating a business with preventive measures, not to cause any social problems. Or the organization can apply its business practice to help solve the social problems. This aims to elevate quality of community and environmental preservation. The organization can implement this measure by itself or collaborate with its partners. Sometimes, this kind of activity is not necessary based on a social issue, because the organization can create their own business practice to be responsible for the employees and environment. The organization must take good care of welfare of employees and do not take advantages from them. Its accounts related to tax payment must be booked honestly. No troublesome or pollution to environment. This includes overseeing surrounding society for peaceful solidarity.

The leaders should select a pattern of CSR consider which can get along well with its strategic business practice. The CSR should enable an organization to provide a strong effect on the social problem and respond to its business goals. Moreover, CSR activity should extend the business opportunities such as conducting it during a period of market expansion or launch of a new product, or building up a positive image for the organization.

Football

Football is a popular sport owing to its largest number of spectators and players compared with those of other sports (Werz & Herren, 2006). Football can be traced back

to the pre-historical period on a basis of evidence revealed to public by the Government of China. FIFA has accepted that football originated at Lingching in China over 2,300 years ago (Tyler, 1978). The football at that time was under a name of Tsu-Chu and a part of military training. Later, Tsu-Chu had been demonstrated in a banquet or welcoming a group of envoy.

There also was a sport similar to football found in the period of Alexander the Great called Harpastum (Tyler, 1978). It was popular among ancient Greeks and Romans (Tyler, 1978). The rule was the players were separated equally into two teams. Each team had to take the ball to the line of their side. This ball was made of the bladder of cow which was blown and then covered with leather. The players needed to kick or throw the ball forward. Harpastum means throwing forward. Harpastum in Rome seemed to be an origin of sports in the middle age. Playign Harpastum was popular among political or even religious leaders namely Pope Clement VII, Pope Leo X, and Pope Urban VII (Tyler, 1978). The Romans subsequently modified Harpastum by requiring the ball to be kicked by foot only, but the hands are used to throw the ball into the ground. This game was highly popular among the Roman warriors (Tyler, 1978).

Presently, football is one of the most popular sports which people in all gender, age, and career worldwide pay attention to. The important football matches especially in the British Premier League have been viewed through live broadcast by over four billion spectators. The selling price based on marketing value of copyright of live broadcast for 380 football matches during 10 months for over 200 countries worldwide exceedingly amounted to 61.5 million pounds per annum (Yanintorn, 2007). This amount excluded other relevant marketing values for this league (Yanintorn, 2007) such as ticket income of each football club and trading of potential football player. These disclosed the fact that football is in the topmost rank of sports occupying the highest value and receiving the greatest attention from people all over the world. Even football matches in Thailand are creating marketing value to our economic system tremendously. The financial benefit also flows into the hands of personnel in football business thoroughly. The income generated from tickets and souvenirs of 17 teams in Thai Premier League in 2013 was approximately over 200 million Baht. The number of spectators was over 2 million in total. This trend brings a new dream to Thai youths to be a football player increasingly (Jitjarungporn, 2010).

Playing football is a way to boost up health and body very well because it is of anaerobic sport. It can create strength and patience to muscular, respiratory, and blood circulation systems, including other systems in our body. Football can improve our mind, emotion, and socialization as well. More importantly, football can be applied as a tool to establish positive relations between community and organization. Furthermore, playing football is considered as worthy use of leisure time and avoiding a risk caused by all vices and narcotics. Spending leisure time of children and youths is important because they might struggle with drugs. Therefore, they have to overcome drugs by playing sport, or football". There are diverse measures in football training. The importance is the training pattern must be suitable for the players. The training system must be in accurate steps to enable to develop potential and create confidence to the players. The football training in general concentrates on developing personal skills, possessing, dribbling, and taking up and sending the ball effectively. The objectives are to develop skills and professionalism for the players which would become individual attractiveness of successful professional football players.

ThaiBev football academy project

The interest in football these days has been raised every year among youths. The best way of practicing football for the youths relies on good atmosphere and venue which can enhance some youths who already possess excellent skills to be developed and trained due to the standard football training courses, to enter into national tournaments. There are a number of football fields established in Bangkok and nearby provinces in conjunction with football training programs for youths which require fee payments. Such football programs often specify that they are standardized and taught by experienced or foreign coaches. Meanwhile, talent children but poor who love football cannot join such programs owing to the deficiency of important supports such as funding for expenses as required by the programs, qualified training field, facility, and equipment which are essential for their practices. In addition, they lack qualified coaches based on international standards. These cause the group of children of lacking opportunities in practicing football in order to develop their skills.

ThaiBev Football Academy is a project focusing on sustainable football development for youths under an idea of impartiality. The project has no restriction in age, gender, and more importantly financial status of family. Moreover, for the convenience of participants, the project use a football field belonging to Meesuwan family where is located on downtown, Prachauthit Rd., Huai Kwang District (Meng Jai area) for the operation. The area has 11- rai available with a building and complete facilities. This project was supported by ThaiBeverage PCL where has continuously expressed its intention to support sports, especially football, so as to acquire the budget for operations of the project as below.

1. Teaching football for youths for free of charge.
2. Creating accurate football skills for youths.
3. Giving support for youths who love playing football but having no fund and opportunity.
4. Establishing an activity for youths to be away from narcotics.
5. Encouraging worthy use of leisure time.
6. Practicing solidarity based on impartiality.
7. Supporting young football players with excellent skills who enable to develop their skills to be professional.
8. Building up Thai football players to become professional ones in national level.
9. Establishing positive relation between community and organization accordingly to the Tenth National Economic and Social Development Plan.
10. Implementing CSR policy.

Guideline for project management

The football training in ThaiBev Academy Football Project applied the experience acquired from study and field trip the steps of training young footballers all over the world such as Botafogo Football Academy in Brazil, Manchester United Football Academy in England, Everton Football Academy, Liverpool Football Academy, Manchester City Football Academy, Blackburn Rovers Football Academy, Leeds United Football Academy, Nike Football Academy in USA, and Singapore National Youth Football Center including being appointed as a representative of the Football Association of Thailand to attend a seminar to exchange academic knowledge to develop football in Asia region for many times. Moreover, the researcher has observed and collected football practices from many youth

teams, especially football training provided for the Assumption Thonburi College which later become the representative of Thailand to compete with US football team. The Assumption team won the 5th place from the Nike Premier Cup 2003.

Apart from applying method and pattern of standard football training into the project management, the researcher adopted 4Ms for management of fundamental factors as follows;

1. Man: Managing people in the project, including coaches, children, parents, staff and volunteers;
2. Money: Managing budgets of the project which was supported by Thai Beverage PCL to pay for personnel's salary, rental fee of property and procuring various facilities;
3. Materials: Managing material, venue, and facility of the project to ensure the availability and convenience of football practice on due to the standard; and
4. Management: Managing and administering the project to achieve the objectives efficiently and effectively.

Training football and managing the project to be efficient and effective to achieve the objectives of the project comprise the following items (Pramolbal, 2009).

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Effective football practice is operating in line with international standard under football courses for youths. The practices have to be classified by ages and individual skills due to the following principles and methods (Pramolbal, 2009).

- Attitude
- Football technique
- Ball feeling
- Coordination
- Agility
- Speed
- Movement

The group of youth classified by ages has to practice and develop these skills according to the above-mentioned principles constantly. The researcher selected the sample groups and studied them based on Federation International Football Association (FIFA) and Asia Football Confederation (AFC) (Pramolbal, 2009).

The management of ThaiBev football academy project (Pramolbal, 2009)

Football training based on courses appropriate for young footballers to be delivered for youths regardless of their gender, age, and status by certified C-license coaches who have

been carefully selected because the coaches have to be teacher, role model, and leader for children.

1. The training is provided on Saturdays and Sundays from 6.30-11.45 am.
2. The training is divided by age and individual skill, which ThaiBev Football Academy has classified 400-500 children into groups per day.
3. A promising young footballer in ThaiBev Football Academy is recruited to the project “Chang Junior” for training in high-level to become a professional football player in the future.
4. Children are taught to live together with harmony, gratefulness, respect and sportsmanship.
5. Establishing the parent community to exchange ideas and embrace voluntarism for sustainable social development.
6. Setting up the ground staff to take care of the football field to be the best for children.
7. The remuneration for coaches and coach assistants is based on their level of ability.
8. Distributing the suits to children to wear for disciplinary training.
9. Giving foods and drinks during training, normally a banana and UHT milk for children after training according to nutritional principle.
10. Subsidizing traveling expenses for the children who can't afford to travel without collecting any fees from them.
11. Facilitating a free van to commute to the field at Klong-Toey.
12. The budget for services and facilities are allocated by the following activities:
 1. Wage for 8 ground staff
 2. Rental fee for Meesuwan field
 3. Utility and maintenance costs such as water and electricity fees
 4. Material and equipment costs
 5. Van expenses to take children from Klong Toey to the field
 6. 2 training suits per one child
 7. 2 training suits per one coach
 8. Weekly food and beverage as youth welfare
 9. Field equipment

Research methodology

The researcher designed the research methodology as the following steps.

Step1: Collect data from related documents and former researches, (Pramolbal, 2012), along with in-depth interviews with experts for gathering attitudes and opinions of the project.

Step2: Synthesize and analyze the essential information from step 1 including the data from observation (survey) during the research project.

Step3: Scope down the research project by developing and improving the hypothesis which is the number of participating youths has continuously increased every year of the field research in order to make research tools for data collection. The research tools are classified into two categories:

1. Qualitative research: The researcher used the interview form with the sampling group containing 10 persons who were asked by structured interview forms, so that the answers would meet the project's objectives and also are varied and unlimited.

2. Quantitative research: The researcher distributed a form of questionnaire to a sampling group consisting of 400 youths and parents who participated in the project by purposive sampling method.

Step4: Data collection, processing, and analysis by calculating the percentage of frequency and describing the general characteristics and opinions of the sample groups.

Step5: Data presentation and research report (descriptive writing).

Population and sampling group

The population in this research is all persons and stakeholders related to the project. They are participating youths, parents, residents in the community, employees, and stakeholders with a number of over 20,000 persons. The researcher applied nonprobability sampling method by purposive technique.

Data collection tool

The researcher applied structured interview form and close-ended questionnaire as data collection tools to the sampling groups. The researcher developed the tools based on data from survey research. Then, the researcher verified the quality of tool by means of IOC (Index of Item Objective Congruence) for validity of questions whether the questions correspond to the objectives or not (Pramolbal, 2012). The developed tool was considered and scored by five experts in terms of their validity. Consequently, the researcher could apply the result to improve the qualified data collection tool which aligned with the objectives of study.

Research results

The finding from data collection

The number of coaches and staff: 91.5 % of the sample group stated that the number of coaches and staff were sufficient, while 8.5 % disagreed.

The budget: 93.5 % of the sample group stated that this project required a large budget. However, 6.5 % claimed that the small budget was necessary for the project implementation.

Location, equipment and facilities: 96.5 % of the sample group stated that the location, equipment and facilities of this program were very appropriate, well procured and standardized. On the other hand, 3.5 % pointed out that they were mediocre and there were some points had to be improved.

Results of the project: From the interview with everyone in the project and data collection, 100% of participants agreed that this project had positive impacts and provided the youths with a great opportunity to spend their time usefully. They also recommended that it should be implemented in other areas in the future.

Conclusions

This research indicated that the feedback on the ThaiBev Football Academy Project has been very positive as:

- ✓ Youths are satisfied.
- ✓ Parents are satisfied.
- ✓ Community residents are satisfied.
- ✓ Supporters are satisfied.
- ✓ The project acquires corporation from community and society.
- ✓ The project builds up positive relationships among groups of people.

In addition, this project can be used as a model of sustainable development for youths according to international standards. General organizations can also apply the project for their CSR activities as well as adapt it to other sports. In the same way, the United States basketball teams in early time gained their popularity by sending their great and famous basketball players to many states for coaching and playing basketball with the youths. This method had generated the passion for basketball game to the majority of US citizens and led to the high popularity of this sport throughout the country (Babiak and Wolfe, 2006).

Moreover, this research also found that the organization, which used the form of social responsibility activities to promote football game, usually received admiration, appreciation and friendship from the community. When the organization required supports for the project, the community has been always ready to provide help and support. This is because the community residents had realized the kindness and friendship of the organization and were willing to reward in many ways.

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