

## **CHAPTER V**

### **CONCLUSION**

Royal Dutch Shell was one of the oil companies which is part of Transnational Corporations (TNC) in the world. In the past the giant corporation was two each different corporation which was also a different business area. It comes from a small company name as Shell Transport and Trading Company based in the United Kingdom and the Royal Dutch Petroleum Company based in the Netherlands. Which later on in 1907 The company was the merge into one and nowadays known as Royal Dutch Shell plc Headquartered is located in The Hague, Netherlands. The Royal Dutch Shell company continues to multiply and spread the subsidiaries company almost all over the world. Its development is proven from the many types of operations and product specialties release by this company. Shell takes long time and roads to reach its current position today.

In operating a business in another country Shell as part of the country are highly respect and cares about the condition of the community in it. So to help the community condition, there is one thing that this company must do which is Corporate Social Responsibility (CSR). CSR imply as something that companies contribution as a form of Company responded to the surrounding community. Shell is usually focused on supporting the welfare of the community by adjusting to the area needed by society.

One of the countries focused on this thesis is Nigeria. Oil and Gas is one of the Nigeria main natural resources. The abundance amount of it in Nigeria attracts the attention of

foreign Transnational Oil Corporations companies such as Shell. The shell itself entered in Nigeria in 1936. From that time the company already has done the operation in Nigeria for more than 80 years. Shell continued to do its business but also applied aid and assistance to Nigerian communities widely as a form of realization of their CSR programs. The state of Nigeria itself before the existence of foreign companies that helped progress the country was quite alarming because they had a lot of natural resources but could not utilize it for their benefits, so it caused the economy, infrastructure and education conditions in Nigeria very bad. Therefore, Shell as a company entering Nigeria conducts CSR programs that aim to help improve the progress in general and active communities.

Shell itself has carried out regular CSR programs in Nigeria every year since the program was implemented. The focus of the Shell program is Economy, Social and Environmental Protection, which done trough into education such as scholarships and health facilities, an economy such as local employment and also environmental protection that are focused on avoiding the occurrence of the oil spill and withdrawal of fresh water maintenance. All activities carried out in the name of the CSR by the shell are recorded in a report called the Sustainability report that can be viewed annually in the official website of the company. This report also explains in details about the company's performance and the CSR program journey by Shell. Which reasonable to explain the responsibility act of Royal Dutch Shell in building welfare for the community to remain sustainable.

In this thesis, it can be seen that during the last three years from 2015-2017 Royal Dutch Shell role has proved their existence by tried to change the state of the community in Nigeria which resulted from its CSR program that had a good impact on the society. Furthermore, supported by the data

finding in the form of graphs from the research that have been done and the funds provided from the Shell have a positive impact on the development of the Nigerian community in getting good education, an increasing economy because they had stable jobs, and involved in participating and providing environmental protection in Nigeria. It can be concluded that the role CSR program of Shell in takes place in the field of social, economic, and environmental protection provides a positive impact on community development in Nigeria.