



The Intersection of Corporate Social Responsibility and Digitalization in the Era of Sustainable Development

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Abstract

In our current world, digital transformation has brought changes in the economy and society. New technologies offer new opportunities but pose challenges as well. Digital transformation impacts corporate social responsibility (CSR) while fostering the discussion about the responsible use of digital technologies. In the same vein, digitalization affects organizational approaches towards disclosure practices, relationships and communication with consumers and other stakeholders, using customer and employee data, monitoring digital products, adopting artificial intelligence and other technological advancements. Therefore, unveiling responsibilities regarding business digital impact is crucial as companies can contribute to sustainable development goals through their CSR efforts. This special session aims to explore how consumption patterns and consumer behavior in the digital era are reflected in CSR programs, and how CSR has been transforming under the influence of the current trends in digitalization and sustainability development. This session seeks to evaluate the impact of digitalization on society and places a special emphasis on ethics and value creation through innovation and disruptive technologies. Participants of this special session can gain valuable understandings of main topics including the theory and practice related to CSR, sustainable development, and digital technologies;

relevant policies that encourage CSR in tackling global challenges and contributing to sustainable development goals; exploring ethical and responsible use of digital technologies for value propositions; examining digitalization as a facilitator for CSR to achieve sustainable development.