

THE SOCIALIST REPUBLIC OF VIETNAM

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**INFORMATION ON NEW ACADEMIC AND THEORETICAL
CONTRIBUTIONS OF THE THESIS**

Thesis's Title: Factors Influencing Organisational Citizenship Behaviour: A Study in Tourism Organisations in the Central Highlands

Major: Business Administration

Code: 9340101

PhD Candidate: Le Viet Anh

Course: 2022

University: Lac Hong University

Science Instructor: Vo Tan Phong, PhD

The contributions of thesis on science and practice, including:

Scientific contributions

First, the study systematises the key theoretical foundations relevant to the research problem, including Social Exchange Theory, Social Identity Theory, Equity Theory, Person–Organisation Value Fit Theory, Expectancy Theory, and Organisational Perception Theory. In addition, the dissertation systematically reviews and analyses relevant domestic and international studies related to the topic.

Second, based on these theoretical foundations and the literature review, the dissertation develops a research model to examine the relationships among quality of work life, organisational commitment, perception of organisational behaviour, and organisational citizenship behaviour among employees in tourism organisations. It also tests the mediating roles of organisational commitment and perception of organisational behaviour in the relationship between quality of work life and organisational citizenship behaviour. The model is examined in the practical context of the Central Highlands.

Third, the study refines, supplements, and evaluates the reliability of the measurement scales used in the model, thereby developing research constructs appropriate to the Vietnamese context in general and the Central Highlands in particular. These scales not only demonstrate high reliability but also provide a useful foundation for future studies.

Finally, the study examines the moderating roles of demographic variables, including gender, age, organisation type, ethnicity, organisation size, and business sector, in the relationships within the research model. Testing these moderating factors helps clarify that the effects of quality of work life, organisational commitment, and perception of organisational behaviour on organisational citizenship behaviour are not uniform across groups, but may vary in strength depending on demographic characteristics and organisational context. This represents an academically meaningful contribution with strong practical relevance, especially for human resource management in culturally diverse environments such as the Central Highlands.

Practical contributions

Based on the empirical survey, the study assesses the current status of quality of work life, organisational commitment, perception of organisational behaviour, and the level of organisational citizenship behaviour among employees in tourism organisations in the Central Highlands. This provides an important basis for organisations to identify strengths and shortcomings in their current human resource management practices.

By examining the effects of quality of work life, organisational commitment, and perception of organisational behaviour on organisational citizenship behaviour, while also considering the mediating roles of organisational commitment and perception of organisational behaviour, the study helps tourism organisations better understand and properly evaluate the importance of these factors in fostering employees' voluntary and positive behaviours. As a result, tourism organisations can develop human resource policies that are better aligned with local conditions in the Central Highlands, thereby contributing to sustainable development.

In addition, the dissertation highlights the importance of demographic characteristics, especially ethnicity, in formulating and implementing human resource management strategies that

fit the socio-cultural characteristics of the Central Highlands. This is a practically valuable contribution for organisations operating in ethnically and culturally diverse environments.

Finally, the study opens up several directions for future research by encouraging scholars to further explore the roles of quality of work life, organisational commitment, perception of organisational behaviour, and organisational citizenship behaviour across different industries and contexts, thereby contributing to the advancement of both academic knowledge and practical applications in human resource management.

SCIENCE INSTRUCTOR



Vo Tan Phong, PhD

Dong Nai, date 25 month 4, year 2026
PHD CANDIDATE



Le Viet Anh