

THE SOCIALIST REPUBLIC OF VIETNAM
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**INFORMATION ON NEW ACADEMIC AND THEORETICAL
CONTRIBUTIONS OF THE THESIS**

Thesis's Title: **Factors influencing Organizational Citizenship Behavior: A study in tourism organizations in the Central Highlands of Vietnam**

Major: Business Administration

Code: 9340101

PhD Candidate: Le Viet Anh

Course: 2022

University: Lac Hong University

Science Instructor: Dr. Vo Tan Phong.

The contributions of thesis on science and practice, including:

Scientifically

First, the study systematizes the foundational theories related to organizational citizenship behavior and provides a structured synthesis and analysis of relevant domestic and international studies to establish a solid theoretical basis for the research.

Second, grounded in theory and prior literature, the dissertation develops and tests an integrated research model linking work-life quality, organizational commitment, organizational behavioral perceptions, and organizational citizenship behavior, clarifying the mediating roles of organizational commitment and organizational behavioral perceptions in tourism organizations in Vietnam's Central Highlands.

Third, the study adapts and develops measurement scales suited to the Vietnamese context, particularly the Central Highlands, ensuring reliability and providing instruments with strong potential for reuse in future research.

Finally, the dissertation examines the moderating effects of demographic factors, thereby elucidating differences in employees' behaviors and extending scholarly insights into human resource management in multicultural service settings.

Practically

Based on field survey evidence, the study portrays the current status of work-life quality, organizational commitment, organizational behavioral perceptions, and the level of organizational citizenship behavior among employees in tourism organizations in the Central Highlands, helping organizations identify strengths and shortcomings in existing human resource management practices.

The findings support tourism organizations in recognizing the roles of work-life quality, organizational commitment, and organizational behavioral perceptions in fostering employees' voluntary positive behaviors, serving as a basis for developing HR policies aligned with local realities, improving organizational effectiveness, and promoting sustainable development.

In addition, the dissertation highlights the importance of demographic characteristics, especially ethnicity, in designing and implementing HR strategies that fit the socio-cultural features of the Central Highlands.

Finally, the study suggests directions for future research on organizational citizenship behavior across other industries and contexts, contributing to the advancement of both academic knowledge and practical applications in human resource management.

Dong Nai, date.....monthyear 2026

SCIENCE INSTRUCTOR

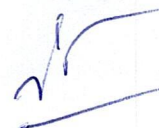
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Le Viet Anh