

INFORMATION OF DISSERTATION

Dissertation title: **“Research on factors influencing the quality of human resources in travel and tourism enterprises in Can Tho City”**

Major: Business administration

Code: 9340101

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Year: 2021

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Educational institution: Tay Do University

1. Summary of Dissertation Content

This study was conducted to achieve the overall objective of identifying and evaluating the degree of influence of factors on the quality of human resources in travel and tourism enterprises in Can Tho City, thereby proposing practical managerial implications to enhance the quality of human resources, contributing to the sustainable development of the local tourism industry. The study has addressed the following specific objectives:

- The study identified 8 main factors influencing the quality of human resources, including: (1) Local government policies, (2) Linkages between training institutions and travel enterprises, (3) Work environment and conditions, (4) Employee benefits, (5) Employee recruitment system, (6) Employee training, (7) Digital transformation in enterprises, and (8) Employee performance evaluation. These factors were developed based on theoretical foundations, expert interviews, group discussions, and preliminary qualitative research from 2018 to 2022.

- The study employed a survey method with a sample size of 350 employees from travel and tourism enterprises in Can Tho City, collected from March to June 2024. Data were analyzed using statistical techniques such as Cronbach's Alpha, EFA, CFA, and SEM, utilizing SPSS and AMOS software. Key results include: All 16 hypotheses were accepted, confirming positive relationships between the 8 independent factors and the quality of human resources. Factors such as local government policies, digital transformation, and benefits had the strongest impacts, while linkages with training institutions and employee training played crucial roles in improving employees' adaptive capabilities.

- Based on the research findings, the dissertation proposes specific managerial implications to enhance the quality of human resources.

2. The novel aspects from the dissertation

In terms of academic contributions, the study has identified factors influencing the quality of human resources in travel and tourism enterprises in Can Tho City. By integrating external elements such as local government policies and linkages between training institutions, this model provides a systematic and multidimensional perspective, extending beyond the framework that focuses solely on internal enterprise factors. The most prominent theoretical contribution of the dissertation is the inclusion of the factor “Digital transformation in travel enterprises” in the research model and the demonstration of its positive impact on the quality of human resources. This represents a novel approach in Vietnam, reflecting the timeliness and importance of the digital era for the tourism industry, enriching the existing theoretical framework on human resource management in this specific context. The dissertation has filled a significant research gap. Previous studies often focused on the quality of human resources at

the national or broader industry level, or utilized models that did not delve deeply into the specifics of travel and tourism human resources, overlooking many constituent elements and important influencing factors. This study, by concentrating on a specific locality and sector, has provided a rigorous empirical model with high generalizability for subsequent studies in similar localities.

In terms of practical contributions, the study provides a scientific and comprehensive database on the factors impacting the quality of human resources, going beyond general observations. This enables policymakers in Can Tho City to identify the specific degree of influence of each factor and make evidence-based policy decisions, rather than relying on assumptions. Leaders of travel and tourism enterprises can use the research results to self-assess the current state of their human resource quality compared to the overall industry picture, thereby determining which factors are strengths, weaknesses, and the priority levels for improvement. The dissertation offers highly actionable managerial implications, allowing enterprises to directly apply them to daily human resource management activities to enhance human resource quality.

3. Application prospect and suggestions for further study

For local authorities and policymakers, the dissertation provides a scientific basis for making policy decisions, training programs, and support policies to effectively develop skills for the tourism human resources. For enterprise leaders, the results can be used to build strategies for improving human resource quality, enhancing the work environment, compensation and benefits, recruitment and training systems, as well as accelerating the application of digital transformation.

Future studies should evaluate the impact of the merger of Can Tho City, Hau Giang Province, and Soc Trang Province on the tourism industry, including new opportunities and challenges that arise, while expanding to areas beyond Can Tho City, including other major tourism centers such as Hanoi, Ho Chi Minh City, Da Nang, or regions with unique tourism characteristics. Additionally, consideration should be given to other types of tourism enterprises such as accommodation facilities, food and beverage services, or enterprises providing cultural and ecological tourism experiences.

Can Tho city, August 25th, 2025

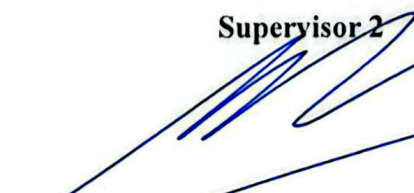
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Supervisor 2

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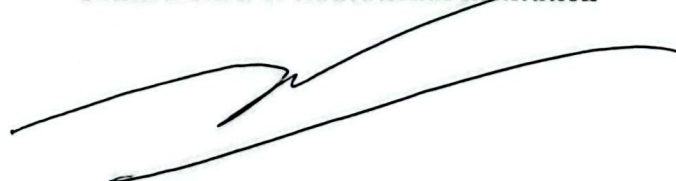


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Confirmation of Educational Institution



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