

THE SOCIALIST REPUBLIC OF VIETNAM
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**THE NEW CONTRIBUTIONS
TO ACADAMIC AND THEORICAL OF THE THESIS**

Thesis' title: **Factors affecting the quality of human resources in the tourism of Ba Ria - Vung Tau province**

Major: Business Administration

Code: 9340101

PhD Student: Pham Cao To

School: Lac Hong University - LHU

Thesis Instructor: Associate Prof.: Ho Tien Dung

Dr. Tran Anh Minh

The contributions of thesis on science and practice, including:

*** Science contribution:**

- The research to further clarify the theory of human resources quality in tourism; giving assessment criteria to the quality of human resources in tourism. The research added to the model a new factor that has a positive impact on the quality of human resources in tourism of Ba Ria - Vung Tau province, and developed a scale of factors in the practical context in Ba Ria - Vung Tau province.

*** Practical contribution:**

- The research assessed the actual factors affecting the quality of human resources in tourism of Ba Ria - Vung Tau province, helping managers understand and identify the factors that affect the quality of human resources and business operations of the enterprise.

- The study raised management implications to help enterprise and State management agencies with setting out appropriate policies to improve the quality of human resources in tourism, contributing to the development of tourism in Ba Ria - Vung Tau province and the whole country.

- This research is also a reference for researchers, administrators in organizations and for doing subsequent studies related to human resource quality in enterprise.

Date: January 14th, 2020

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