

THE SOCIALIST REPUBLIC OF VIETNAM

Independence – Freedom - Happiness

**INFORMATIONS ABOUT DISSERTATION’S THEORETICAL
CONTRIBUTIONS**

Dissertation’ title: “The talents retention at commercial banks of Vietnam”

Major: Business Administration

Code: 9340101

PhD Student:

Training Unit: Lac Hong University

Supervisor:

SUMMARY

The contributions of dissertation on science and practice, including:

Scientific contributions:

Talent is a topic that attracts many researchers to consider in different aspects. However, what is the different of the talent in commercial banks with the previous concepts? This was the question that this dissertation is looking for. By identifying talents for retention, this research's results had new theoretical contributions as follows:

- This research has identified criteria for determining talent in commercial banks. Thus, subsequent studies may inherit it. The results showed that the criterion for determining talent in the banking sector in Vietnam, in addition to the three criteria of Davis et al. (2016): "Being able to work well in the assigned role", "able to handle change", and "capable of continuous learning", in Vietnam, the criterion "having the leadership ability" is not suitable. Bank experts haven't insisted this criterion, because not necessarily the talent is the leader. This research have discovered a new criterion for identifying talent: "The ability to give creative ideas to solve problems". This is an important finding and contributing to the identification of talent at commercial banks.

- This research has contributed to the theory of determinants of talent in the commercial bank in Vietnam, measuring the components of the scale of loyalty, commitment, job satisfaction, motivation and retention talents. The dissertation clarified the factors that affect the retention of talents at commercial banks of Vietnam. The results of the data analysis had shown that there were similarities and differences with previous studies on factors affecting the talents retention. The results also showed that job satisfaction, motivation, commitment and loyalty had the positive impact on the retention of talents, as expected in the proposed research model.

- The further finding was to determine the impact of individual factors on talents retention in commercial banks of Vietnam.

- This research also provides new direction for researching about talents in other fields.

Practical contributions:

- The dissertation has assessed the importance of retaining talent at commercial banks of

Vietnam through the field survey.

- One of the findings of the study was that the Job satisfaction as the greatest impact on talent retention, and its components include talent feel happy when they were appreciated. Besides they feel pleasure of work and satisfaction with the nature of the work, they will feel the work suited to their goals. This is different from previous studies in Vietnam, which argued that to increase loyalty and retain talent, it is necessary to increase salaries, bonuses, working environment and conditions of promotion.

- This research has demonstrated that job satisfaction influenced positively to commitment and retention of talents. The study also found that job satisfaction positively and directly affected the motivation and loyalty of the talents.

- This research has shown that there is no difference between the research subjects in retaining talent, whether they were male or female, different ages, different educational background and different positions. In addition, the size and the nationality of banks also made no difference in talents retention.

- The dissertation has completed the research objective about measuring the scale and the research model on the factors affecting the retention of talents in the case of commercial banks in Vietnam. Since then, the dissertation has also provided the implications for commercial banks to develop policies for retaining talents and improving business performance.

Dong Nai, Sep 2018
PhD STUDENT