

Hanoi, day month year 2023

SUMMARY INFORMATION ABOUT THE NEW CONTRIBUTIONS OF THE THESIS THESIS

1. Thesis title: *"The job satisfaction of lecturers at public universities in Hanoi city"*

2. Specialization: Human Resource Management

3. Code: 9340404

4. Student's full name: Doan Thi Ha Thanh

Code: TSQT0404

5. Full name of PhD instructor:

Guide 1: Assoc. Prof. Dr. Pham Thi Bich Ngoc

Guide 2: Dr. Doan Thi Mai Huong

6. Training institution: University of Labor and Social Affairs

7. New contributions of the thesis:

** Theoretical contributions:*

Firstly, based on social exchange theory, Herzberg's two-factor theory, organizational support theory, organizational trust theory, this research has built a research model on the job satisfaction of lecturers at public universities in Hanoi city. Specifically, social exchange theory was used to explain job satisfaction based on the exchange between work results and material, immaterial benefits received by workers. Hezeberg's two-factor theory suggests that job satisfaction comes from motivating factors and job dissatisfaction comes from maintenance or dissatisfaction factors. Organizational support theory indicates the role of commitment and concern of the organization in the development of each employee. Organizational trust theory indicates positive expectations of employees regarding their behavior and intentions.

Secondly, aside from pointing out the relationship between perceived organizational support and job satisfaction, the relationship between work stress and job satisfaction of lecturers, like previous researches. This research further confirms the moderating role of organizational trust in the two relationships from perceived organizational support and

work stress to lecturers' job satisfaction, especially in the context of educational reform in Vietnam today.

** Recommendations obtained from research findings*

Results from the thesis shows that perceived organizational support has a positive impact and work stress has a negative impact on job satisfaction of lecturers at public universities in Ha Noi city. Besides, the moderating role of organization trust is also confirmed in the relationship from perceived organizational support and work stress to job satisfaction of lecturers.

Results from the thesis bring suggestions to managers as well as lecturers in public universities in improving job satisfaction of lecturers of public universities in Hanoi city.

The thesis has proposed three new scales: (1) The university always considers me an important member, (2) There are many jobs arising, short completion time causes pressure at work, (3) I am satisfied with the material and immaterial benefits from my work.

Instructor 1

Instructor 1

Student

Assoc. Prof. Dr. Pham Thi Bich Ngoc

Dr. Doan Thi Mai Huong

Doan Thi Ha Thanh