

Kraków, 02.09.2025

prof. dr hab. **Beata Glinka**
Institute Of Entrepreneurship
Faculty of Management and Social Communication
Jagiellonian University

Review

of Doctoral Thesis written by **Imanuella Romaputri Andilolo**
“Determinants of Sustainable Tourist Behaviour. The Case of Australia,
Indonesia and Poland“

Submitted in 2025, Nicolaus Copernicus University, Supervisors: prof.
dr hab. Aldona Glińska-Neweś and prof. Pauliina Ulkuniemi

I. FORMAL BASIS OF THE REVIEW

1. This review is submitted in response to the letter of dr hab. Agata Sudolska, prof. UMK, the Chairwoman of the Council of the Scientific Discipline Management and Quality Studies (22.07.2025). This review is based on regulations on Polish science and academic degrees and titles (Law of 20 July 2018 “Prawo o szkolnictwie wyższym i nauce”, art. 187 p. 1-2). The thesis is submitted within the field of social sciences in the discipline: management and quality studies.
2. I received a printed manuscript of 313 pages (including bibliography and appendices, abstract, table of contents, appendices, lists of tables and figures) that meets formal requirements and can be a basis of my evaluation.

II. GENERAL REMARKS

The thesis “Determinants of Sustainable Tourist Behaviour. The Case of Australia, Indonesia and Poland” was written by Imanuella Romaputri Andilolo under the supervision of Prof. Aldona Glińska-Noweś and Prof. Pauliina Ulkuniemi. It is devoted to a topic important to contemporary economies and societies, social sciences (in this case, especially the discipline of management and quality), as well as entrepreneurs in the hospitality industry. This thesis may broaden readers’ knowledge of sustainable tourist behavior and its determinants in three countries (Australia, Indonesia, Poland).

My **overall assessment of this thesis is positive**, as the work meets all the requirements for a doctoral dissertation set out in Polish law. Of course, this thesis has both strengths and weaknesses, and in my review I will address also the weaker points to encourage both the development of the competencies of the Candidate and the discussion during the defense.

III. DETAILED REMARKS

In my opinion, the thesis is a **mature work that demonstrates the candidate’s knowledge of tourism and sustainable tourism**, as well as the ability to **design and conduct scientific research**. As I mentioned in section II, to suggest possible ways of developing the concepts and ideas connected with this thesis, I will not only highlight its strengths but also point out areas that may benefit from improvement.

1. Topic and structuring of the dissertation

Sustainability, sustainable organizations and sustainable behavior (of employees, decision-makers, entrepreneurs or customers) attracts huge attention of management scholars from different subfields. There are also many studies and publications on sustainable tourism and sustainable tourist behavior. The topic is popular, but it does not mean that new studies cannot deliver a new value. Also, the importance of the topic is clearly visible. As in many other fields of studies, also here scholars emphasize the need for more research from less commonly studied contexts and for more comparative research; this study, devoted to sustainable behavior of tourists in the case of Australia, Indonesia, and Poland meets both calls. To sum up, the topic of sustainable tourist behavior and determinants of such

behavior can be evaluated as a well-adjusted to a doctoral dissertation. It is new, important, and complex enough to allow for a high quality study.

The dissertation is traditionally and logically constructed. It is composed of an introduction and 6 chapters presenting the theoretical background of the work (chapters 1 and 2), methods used in the study (chapter 3), results and discussion (chapters 4 and 5) and conclusions (chapter 6). I provide more detailed remarks on the content of the chapters later in the review. The main content of the thesis is placed on pages 4 – 204, the bibliography, abstracts, and long appendices constitute the remaining part of the thesis.

Both topic and structure are well-chosen, and the thesis meets the requirements of the scientific discipline chosen as its primary focus (management and quality studies).

2. Assumptions, goal, research questions and methods

The main goal of the study is defined in the introduction as: “this study aims to investigate the factors that influence sustainable behaviour of tourists.” This goal is very general, but the author provides more details in Chapter 3, where she describes the methods used in the study.

In Chapter 3, the Candidate claims she uses the interpretive paradigm in her study. I must admit that I am not fully convinced, as most of the basic assumptions described in the study are taken from paradigms different than interpretive, and the research tools designed by the Candidate are quite well-structured (and this often indicates that other paradigms dominate). Apart from that doubt, I believe that the methodological component of the thesis is well prepared and presented.

The research questions are described in the introduction and in the Chapter 2 (subchapter 2.6), and they are directly linked to the goal of this thesis. The methods are well selected, and the Candidate explains her choices in a clear and comprehensive way. For example, I appreciate the description of sample selection – both at the level of countries and within the countries. Many qualitative (and quantitative) researchers omit that part, which is crucial for the assessment of the quality of the study.

To sum up, assumptions, goal, and research questions are coherent, and the choice of methods is appropriate. My overall assessment of the general methodology used in this work is positive. Additional remarks on the study (especially the description of results) are provided in Section 4 of this review.

3. Literature

The thesis is based on numerous well-selected sources (over 420) that include both scientific publications (the vast majority of sources), reports (e.g., statistical reports), and more popular publications. These sources are thematically connected to the dissertation and draw from various disciplines within the social sciences and humanities, with the visible domination of sources connected with management studies. The Author did a good job selecting relevant sources; mostly she managed to avoid lower-quality or random (in terms of topic) publications.

The sources used are of high quality, including publications from reputable journals and publishers. As a majority of sources are connected with management studies, the work is well grounded in the discipline that the Candidate declares and has chosen as the dissertation's primary focus (management and quality studies).

4. Content: merits, theoretical background and scientific value

The dissertation begins with a short introduction, where Ms. Imanuella Romaputri Andilolo presents the topic of the study and justifies its selection. The aim of the study and four research questions are also presented. After this short introduction the Candidates presents 6 main chapter of Her dissertation.

The first two chapters constitute a theoretical background of the study, and are devoted to sustainable tourism and sustainable tourist behavior. Chapter 1 presents the concept of sustainable tourism, and starts with the presentation of different definitions found in different documents of international organizations, their discrepancies and critical remarks on these definitions. This is an interesting analysis, but its value could be even higher if the Candidate concluded it with the definition used in her thesis.

The next subchapters are devoted to the presentation of three main pillars of the sustainable tourism (environmental, social and economic), implementation of sustainable tourism, key stakeholders (including tourists, local communities, regulatory bodies and government, NGOs, organizations from the sector, cultural

entities, academic institutions, investors and financing institutions, employees of organizations in the sector). The whole chapter can be considered as a good basis for the following analyses.

Chapter 2 describes sustainable tourist behavior, the topic crucial for the dissertation. It starts with a general definition of the tourist and analysis of impact of tourists (both positive and negative). These initial analyses are followed by a more focused presentation of tourist sustainable behavior – its definition (subchapter 2.3), and domains (travels, transportation, accommodation, destinations, tourist attractions, food and beverages, and souvenirs - subchapter 2.4). The last parts of the chapter (2.5. and 2.6) are devoted to the presentation of determinants of tourist sustainable behavior and the presentation of research questions and conceptual framework of the study. The presented domains of sustainable tourist behavior (2.4) organize the empirical research – the interview scenario is designed around these dimensions.

Chapter 3 presents methods used in the study (see also section III.2 of this review). The Candidate decided to use qualitative research and conduct 11 interviews in each of 3 countries included in research. The data were analyzed in a way typical to qualitative studies (coding, thematic analysis) and results are presented in the Chapter 4; the Candidate used mainly predefined codes (as shown in a code book in the Appendix). The format used for result presentation refers to the conceptual framework (2.6). The description is interesting, based on collected data, and quite typical for a qualitative study – the plots are illustrated with quotes from the field. Ms. Imanuella Romaputri Andilolo knows how to describe results, does not overinterpret data, and offers a comprehensive picture of the phenomenon.

Chapter 5 (entitled discussion) is focused on the answer to 4 research questions. As for a discussion, the chapter is relatively long, and some of its parts seem to repeat what has already been said in the previous subchapters and chapters of the dissertation. I understand, that such approach results from the will to comprehensively present and interpret results. The interpretations are shown against existing scholarship, and the chapter demonstrates that the study provided some valuable insights. In my opinion, the dissertation would benefit from a little bit more focused descriptions in this section, and a more comprehensive comparative analysis (3 countries). But also without such corrections I believe that the interpretations offered and discussed are interesting, and prove that that Ms. Imanuella Romaputri Andilolo can solve scientific problems in an original way, and

design, conduct and interpret research in a way that is expected on a PhD level. Chapter 5 includes also the description of the limitations of this study (properly done).

Chapter 6 presents final conclusions of the study. In this chapter the Candidate stress, that one of the interesting results of her study is identification of the category of “incidental sustainable tourist”. She also shortly summarizes the results of her work.

In conclusion, it is evident that this study provides interesting insights into sustainable tourism, especially into understanding sustainable tourists behavior. Both the theoretical background and the description of results are presented in a way appropriate for a doctoral dissertation and can contribute to a better understanding of a phenomenon. My impression is highly positive, and I am convinced that Ms. Imanuella Romaputri Andilolo has presented a valuable piece of work.

5. Language and formal side of the dissertation

The language and formal aspects of the doctoral dissertation are not primary criteria for its evaluation, but they do influence the overall perception of the thesis. This thesis is properly prepared, and some minor mistakes do not affect the reader's impression. What I could suggest is adding more illustrations (figures and tables) to make a long text easier to perceive.

There are some minor language mistakes (some unclear sentences), or formal drawbacks (like “Figure 3.1 above”, where there is only Figure 5 on the page), but the message is clear and easy to understand.

The bibliography is well-organized, and I appreciate the Candidate's effort to ensure coherence in this part. Overall, I find the formal aspects of the dissertation to be well-prepared.

To sum up, I have no doubts that the doctoral dissertation written by Imanuella Romaputri Andilolo fully deserves a positive assessment. It has many strengths that support this opinion, for example:

- An interesting and important topic,
- Very good knowledge of theories on sustainable tourism and sustainable tourist behavior and its determinants,

- Good and interesting selection of empirical contexts (Australia, Indonesia, Poland) that can contribute to a better understanding of a phenomenon under investigation,
- An interesting (and well-adjusted to the topic) choice of methods and well-designed study,
- The ability to design and execute an empirical study and to describe and interpret results in a clear way,
- Potential practical implications are interesting, as knowledge on determinants of sustainable tourist behavior can help in understanding and fostering such behavior.

This thesis also has some weaker points, such as a little bit blurred focus - the main topic (determinants of sustainable tourist behavior) is not always a main focus of description (in some parts of the thesis the analysis of dimensions of such behavior prevail), and the comparative analysis of results for the three countries is rather general. However, a broad description (and inclusion of many topics) is quite typical for such dissertations, so I believe it is not a major weakness. I am fully convinced that, in the case of this dissertation, the **strengths prevail** and fully justify my positive assessment.

IV. CONCLUSION - WNIOSEK KOŃCOWY

Taking all requirements of Polish law into consideration, I can positively assess this dissertation. **This doctoral dissertation meets the requirements for a PhD project.** Ms. Imanuella Romaputri Andilolo demonstrates **good theoretical knowledge** in the fields of tourism, sustainable tourism and tourist sustainable behavior. The Candidate shows **the ability to design and conduct a qualitative research and interpret its results. The thesis presents an original solution to an important scientific problem.** Taking all the arguments presented in this review into account, I put forward a motion to admit Ms. Imanuella Romaputri Andilolo to the public defense of her thesis, written in the field of management and quality studies.



Biorąc pod uwagę wymogi ustawowe wskazane w punkcie I niniejszej opinii stwierdzam, że przedstawiona do oceny rozprawa może zostać pozytywnie oceniona i **spełnia wymogi stawiane pracom doktorskim**. Mgr Imanuella Romaputri Andilolo **wykazuje się znajomością teorii**, w tym związane z turystyką, zrównoważoną turystyką i zrównoważonymi zachowaniami turystów. **Kandydatka pokazuje również umiejętność projektowania prowadzenia badań empirycznych z wykorzystaniem metod jakościowych. Przedstawiona praca stanowi oryginalne rozwiązanie ważnego problemu naukowego**. Biorąc zatem pod uwagę powyższe, a także argumenty przedstawione przeze mnie w recenzji, wnioskuję o dopuszczenie mgr Imanuelli Romaputri Andilolo do publicznej obrony pracy doktorskiej.



Beata Glinka