

To comply or not to comply? Predictors of corporate travel policy compliance.



Corporate travel is nothing new: people have been travelling for work-related purposes for centuries. Despite it being a lucrative industry, not a lot is known about the implications of corporate travel for individuals and organisations alike. Corporate travel can be a costly expense for organisations, and when corporate travellers do not comply with their organisation's travel policy it poses a threat to the financial well-being of the organisation.

Monic Venter, a Master's student in the Tourism Management Division in the Department of Marketing Management developed a theoretical model incorporating social control theory and organisational commitment theory to investigate whether attachment, belief, involvement and job satisfaction are predictors of organisational commitment, and whether there is a relationship between organisational commitment and corporate travel policy compliance. An online survey was used and 203 responses were collected for data analysis.

Findings indicate that the level of commitment a corporate traveller has towards their organisation influences their travel policy compliance intentions. Furthermore, four dimensions of social control (attachment to supervisor, involvement, job satisfaction and belief) were found to predict organisational commitment, with involvement and job satisfaction being the most significant predictors.

This study not only contributes to the theoretical understanding of travel policy compliance, but also allows organisations to better understand what encourages their

employees to comply with their travel policies. These findings help organisations gain insight into the reasons behind travel policy non-compliance and empower management to identify and control such factors in order to reduce non-compliance. The study further highlights the importance of organisational commitment in the workplace.

This research was conducted as part of the fulfilment of the [Master's degree](#) in Tourism Management in 2019 with the [Department of Marketing Management](#) by Monic Venter under the supervision of [Prof. Anneli Douglas](#).