

Promoting sustainable behaviours among internal customers in construction industry of Australia

Abstract

This paper presents a framework-based systematic review of existing research to understand the sustainable behaviours of internal customers in the construction industry. The TCM framework is adopted to provide an organized review of the theory, context, and methods used in the articles under review. Antecedents, decisions, and outcomes in the context of promoting sustainable behaviours among internal customers are also discussed in detail using the ADO framework. The review aggregates a large number of unique antecedents derived from 61 relevant articles and classifies them into four broad categories. Finally, TCM and ADO frameworks are used to identify research gaps in the existing literature on sustainable behaviours in the construction industry. Some of the important future research avenues, especially from the perspective of green human resource management (GHRM) practices, environmental-specific transformational leadership, and sustainability performance, are then explored.