

## **The Effect of Talent Management on Employee's Job Performance in Banking Sector of Pakistan: Mediating Role of Training<sup>1</sup>**

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### **Abstract**

Change is oftentimes seen as fundamental for improvement forward as well as basic for life (Haueng, Stensaker, Meyer & Falkenberg, 2005). Talent management refers to the skills of attracting highly skilled / profitable workers, integrating new workers, and developing and retaining current workers to meet current and future business objectives. The high ratio of progress for organizations starts from having more imperative Talent and supervising it reasonably. (Michaels & Axelrod, 2001) The professional definitions have a tendency to shield into several forms, for instance, work commitment, duty and the educational definition is more accurate, however when all is said in done, together they try for the measurement of the course of action as well as for the enthusiasm of an employee struggle towards his/her business as well as the destinations of an association. (Saks, 2006)

This study explored the relationship of talent management with employees' job performance, and the mediating role of employees training on relationship between talent management and job performance in banking sector of Mardan region, Pakistan. A collection of 320 self-administered and well-structured questionnaires were distributed among the employees of banking sector of Mardan region. Only 265 forms were got back. Later on 5-Point Likert Scale analysis were used to analyze the data. The results revealed strong agreement of respondents to positive relationship between talent management and employees job performance. Moreover it was concluded that trainings can enhance the overall performance of the employees.

**Keywords:** Talent management, Job performance, employees' trainings, Workforce planning, banking sector, Pakistan.

### **Introduction**

To work and compete in a global market the interest for predominant talent has expanded as an ever increasing number of organizations are feeling the effect of contention for work. Showcase for work has been entered into another time of development, learning change, globalization and expanded rivalry (Sheehan, 2012). The development of Talent Management inspiration in companions is winding up observably much mind boggling, disruptive and conflicting than at any other time in aggregation to creating new systems on the most proficient method to oversee Talent (Cheese et al., 2008.) The clarifications behind improving the data of talent administration and its application are various, and found both in business nearness and in

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insightful research. Right when the World Federation of People Management Associations and Boston Consulting Group and in 2012 requested HR specialists from around the world to rank their most gigantic needs, the three most crushing locales were seen to manage Talent, upgrading activity change and key workforce orchestrating. On the other hand, acing HR frames and streamlining the affiliation were seen to be of low need. Necessities of condition hugeness existed e.g. upgrading chief stamping and dealing with arranged qualities and consolidation. Coherently, ability administration is on the guide and a creating stress for associations of today.

(Sheehan, 2012) states that Business pioneers perceive that worker's information, power and capacities are the basic origin to associations aggressive advantage. The workers are the organization's most essential basic quality and access to accomplishment. To build benefit and upper hands, human asset advancement has moved toward becoming priority for associations around the globe (Mellahi & Collings, 2009).

The Pakistan industry constitutes a complete of around thirty one banks, of that 5 are public-sector and four are foreign, whereas there are twenty two native non-public banks. The bulk of the banking business is targeted during a choose few within the industry six banks are the biggest competitors within the economy and hold a serious stake of the banking assets in Pakistan. To be additional specific, these banks jointly form up quite 57 % of deposits and 53 % of advance within the economy. They are:

Habib Bank Limited (HBL), National Bank Limited (NBL), United Bank Limited (UBL), MCB Bank Limited, Allied Bank Limited (ABL) and Bank Alfalah Limited.

The trade is regulated by the bank of Pakistan (SBP), which governs native banks beneath the extent of its prudent rules. Moreover, the banks additionally should fit the international Basel III standards. Overall, the potential during this sector is big. The amount of bank accounts amounts to forty three million during a total population of 195 million. The explanations behind this massive distinction are often attributable to the restricted access to technology within the country, the aversion to banks thanks to spiritual reasons and also the nice size of the unbanked rural population. There upon being aforesaid, the potential for growth is huge primarily attributable to the introduction of high-speed, mobile Internet; the appearance of Islamic banking; and also the raised awareness of the advantages of banking within the country.

In terms of overall performance, the past decade has been smart to the industry, with the numbers presenting a positive image in terms of balance-sheet growth for banks. To estimate various from 2009 to September 2016:

- The Total assets rose from PKR 6,516 billion to PKR 15,134 billion;
- Deposits rose from PKR 4,786 billion to PKR 11,092 billion;
- Lending raised from PKR 3,240 billion to PKR 5,025 billion; and
- Savings aggressively bounced to PKR 7,625 billion from PKR 1,737 billion back in 2009.

All of those positives have taken place as the prudent regulation has been quite disposal for the banks competitor within the trade. Over the past decade, the bank of Pakistan has had to create it robust for the banks to control, given the political economy conditions. Moving on to the sectors performance, 2017 is also a rough year for banks, as their interest margins take successful. This can be as a result of back within the June/July amount of 2016, a really massive chunk of state

securities matured. These were the lengthy lasting investments that banks bought back in 2011-12, once the interest rates were terribly high, earning effective yields of 9 to 14 % on such securities. Now, given the very fact that a really massive chunk of those securities have really matured and have left the market, it's expected that net-interest margins of banks can take successful in 2017, and NFI (non-funded income) will go down thanks to reduced unsuccessful gains of securities earning higher returns than what's being offered within the market. However, earnings can still stay under control as plenty of banks are cleansing up their balance sheets these past years. Restricted provisioning expenses can strengthen the longer term outlook of the banking sector as gross domestic product (GDP) growth remains sturdy, within the 5-percent vary. Therefore this study is about to explore the employees' job performance can be increased in order to increase the output of banking sector.

### **Statement of the Research Problem**

Now a day's talent management is a useful term as it describes an organization's commitment to hire, manage, develop, and retain talented employees; however it is not known that what is the relationship of talent management with employees' job performance? Moreover it is not known that whether training can help the organization to improve the job performance of employees by improving their talent. Moreover it is not known that any research study has been conducted on talent management in banking sector of Pakistan.

### **Research Objectives**

- To examine the effect of Talent Management on Employees job performance in banking sector.
- To explore how talent management practice and processes are implemented in knowledge based financial organization.
- To examine the effect of talent management practices on organizational performance.

### **Research Questions**

- What is the effect of talent management on employee's job performance in banking sector of Pakistan?
- What is the role of employee's training with employee's job performance in terms of talent management?

### **Literature Review**

In the late 1990s the term talent management at first ascended and was advanced with the pros inside McKinsey and Company revealed review wrapped up that it was not "finest" practices which perceived associations with high performing however instead the situation was an unavoidable talent management attitude (Handfield, Michaels & Axelrod, 2001). A high German to affiliations begins from Hosting that's only the tip of the iceberg basic ability What's more overseeing it sensibly wherever constantly on through those association. It may be those duty and fill in of every last bit managers. Handfield, Michaels, and Axelrod, (2001) found that

general cooperation's that managed for An predominant control about attracting, settling on and holding capable delegates earned An 22 rate show higher profit moguls. Regardless, will be ability administration only another term for a of age thought? There may be nothing stunning over cooperation's require will secure those best ability ("Everybody's finishing it," 2006). That east India Company, fabricated up done 1600, utilized focused examinations on select alpha characters. However, something is new observable all around. Regulating Talent has ended up being more basic to a fundamentally more broad extent of associations than it used it be. Ability Management practices have made and balanced amid that time in light of countless variations in the place of work, on or after the present day change to outsourcing and to globalization. Talent management consumes particular structures consistently as well as does take a gander under the most favorable conditions Talent as well as at building up the person. Schein (1978) inspected improvement of the person all through the profession cycle and built up the idea of vocation stays. Vocation stays develop after some time in one's close to home and word related encounters. It is characterized as the range of self-idea that a man would not surrender if compelled to settle on a decision (Schein, 1978).

Schein (1996) advocates more noticeable agent participation especially with his investigation on calling stays, furthermore compels on affiliations a need to enhance work blueprint and progression of parts through open-structures orchestrating. He incorporates that specialist headway will transform into a system rather than a fundamental assurance in perspective of a man's past. Schein (1996) expected that authoritative atmosphere and culture is an essential part to modifying this course in addition to social asset methodology will turn up perceivably scattered into affiliations so as to twist up perceptibly intertwined with the general corporate advancement. He saw that limit can be made in the individual however that the way of life or condition should in like way be proper for this to happen. This set up the structure for additionally change and course of action of Talent Management system. Controlling limit has wound up being more essential to a more wide degree of relationship than it used to be. The predetermination of talent management might be tied in with understanding and utilizing connectedness (Frank & Taylor, 2004). Associations now have all the earmarks of being made to deal with this idea (Oakes, 2006). Truly, it has changed into a key basic for a couple of affiliations (Ashton & Morton, 2005). Ability Management is genuinely a touch of the general system for affiliations. It is taking point of view to the degree how affiliations can fight with the best assets accessible for the most amazing dynamic adequacy. Lewis and Heckman (2006) results that here are distinctive courses as well as forming fundamentally happening the extraordinary plus master press encouraged headed for the field of talent management. And there is a nonappearance of clearness concerning such description, extension as well as general objectives of talent management. This is the opening to interface the ace and scholastic universes.

A minute stream portrays talent management to the extent capacity pools. Cheloha and Swain (2005) expands that the track of solidly is associated with development masterminding or human resource organizing as it focuses on internal capacity rather than external. Talent management economy may be a outlining the place a strategy from claiming routines would recommended to guarantee a tasteful stream of operators under occupations every one through those alliance (Jackson & Schuler, 1990). Essentially, it is hosting those correct kin at the right run through in the good occupation (Kesler, 2002). It will be ordinary to a couple associations on think about ability management concerning illustration those determination technique the place improvement could mechanize the frameworks. In those definition will be more than enrollment,

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it contemplates those agent lifecycle and consolidates pulling for limit and also evolving Also keeping up execution same time making ability ("A structure to ability Management," 2007).

Buckingham and Vosburgh (2001) portray ability management of the degree managing ability as stated by execution Furthermore as a undifferentiated superior to Normal that ascents dependent upon crazy from claiming both humanistic Furthermore estimation recognitions. This may be "non-particular" ability administration. It doesn't concentrate on essentially particular positions alternately breaking points. An essential part will be on manage everybody will common which obliges joint exert What's more correspondence from claiming managers in the least levels (McCauley & Wakefield, 2006; Redford, 2005). It is those execution about joined structures wanted should augment working environment profit by making upgraded methodologies for pulling in, making, holding Also using individuals to meet available Furthermore future benefits of the business necessities ("SHRM hr Glossary,"). Rothwell and Poduch (2004) create those perceptions that ability oversaw economy holds development orchestrating which may be a systematic, entire bargain approach on wrist bindings review display Furthermore future limit necessities with help business objectives also try great Past. It is not practically placing those good people in the flawless put during the perfect gas run through yet exemplifies At whatever exert wanted to guarantee those begun and Johnson had proceeded with practical execution for a association or office by keeping tabs on the progression, substitution What's more magic utilization of enter kin after A percentage duration of the time (Rothwell, 2004).

Maslach, Leiterand and Schaufeli (2001) additionally depict six antecedents from claiming burnout: workload, control, adjusts gathering, equitability and qualities. Withdrawal will be over a relative setting. Kahn (1990) saw that when people are pulled back, people draw over physically, rationally alternately where it counts down. People require relationship for others. ("Gallup contemplates: locked in representatives motivate organization Innovation," 2006) orchestrates disconnected delegates concerning illustration "not-secured" What's more "adequately pulled go." Not-secured operators need aid in a far-reaching way "taken a gander toward." they need aid executing or neglecting their time for towards their fill in yet for no noteworthiness or fervor. Vially separated operators are not likewise generally sorrowed during work; they're included with performing crazy their misery. In this way, burnout camwood a chance to be seen as the banter of preparing. It will be the crumbling about pro preparing (Maslach & Leiter, 1997). The ability on recognize The point when individuals are pulled back camwood accept an area done describing how operators camwood a chance to be secured. It picks the parts that would essential interest to remember domains on move forward preparing.

All things considered, in the educational written work, agent training has been dependably described as a specific and unique build up that contains subjective, eager, and behavioral sections that are connected with individual part execution. Saks (2006) states that it is one of a kind in connection to progressive attestation as training is not an approach; it is how much an individual is careful as well as acclimatized in the execution of his/her parts. It furthermore differentiates from occupation commitment in that training needs to would with how people use themselves in the execution of their work; it is not the bring about shortages of a mental judgment something like those requirement fulfilling cutoff points of the benefits of the business. Preparing incorporates the progressive utilization of feelings and Works on despite perceptions. The expert definitions tend to cover into various creates, for instance, work commitment and duty and the educational definition is more correct, however when all is said in done, they both endeavor on gage those strategy and inspiration for a agent's exertion at his/her

benefits of the business and the destinations of an affiliation. Attracted agents work with vitality and feel a critical relationship with their association. Training is a mix of duty and perceptible pathway. Agent training addresses a relationship of most extraordinary occupation satisfaction with most noteworthy work duty. Training suggests every individual appreciates Furthermore will be focused on the accomplishment of the benefits of the business technique/deciphered through fill in satisfaction, duty, pride and, furthermore, support.

Likewise, specialist preparation and talent to help their associations win by straightforwardly and dependably passing on discretionary effort at work. Harnessing of affiliation people's Selves to their fill in parts; done training, individuals utilization and express them physically, mentally, Furthermore profound down; raise association for fill in also how (care, association blend, focus). It will be endorsed that worker preparing ought a chance to be depicted previously, viewpoint of both adroit Also master qualities Furthermore qualities. There would scholarly, enthusiastic and behavioral perspectives depicted by worth of effort fulfillment and obligation. The representative is related for the fill in what's more arranged to self-sufficiently Also wholeheartedly perform. Those possibility occupations may be attempting and foremost. People need those proper assets for their fill in and see acceptable, though not valuable, help from their Head Also Besides from the association. This invites delegates to a chance to be focused for their worth of effort Also Acquaintanceship. They feel that they would authentically reimbursed Also seen for their execution. Laborers bring trust to association What's more feel those Different leveled society propels a certain situation on which with perform. These practices, feelings Also understandings the greater part have an sway in the level of preparation to masters that in the long run effect progressive adequacy (Rothbard, 2001; Salanova et al., 2005; Kahn, 1990; Maslach et al., 2001; d. R. Might et al., 2004).

According to the 2004 interview (Driving Performance and Retention through Employees training), talent management relates as well as masterminds the work that show duty in regards to human resource bringing about more attracted specialists and lower turnover. Hence, illustrative training influences specialist productivity and capacity upkeep. Specialist training and talent management joined can speak to the choosing minute the outcome (Lockwood, 2006). As stated by a review wrapped up toward the corporate authority board (Driving execution and maintenance through representatives training, 2004), operators who need aid submitted perform 20% superior Furthermore need aid 87% inclined should take off. Furthermore, they start An fill in oblige that is secured climbs for the quality, essentialness and ability about correspondence Eventually Tom's perusing both hr Furthermore senior association on operators. Main licenses specialist duty with respect to the business and affiliation. The route toward building laborer training is advancing. Convincing specialist training develops a circumstance of affectation, change and knowledge, provision, responsibility as well as affirmation (Lockwood, 2006). It is the work involvement too finally, the various leveled culture that choose delegate training plus support of capacity (Lockwood, 2006).

To bolster irregular state business achieves an overall economy, affiliations need to reexamine the methodologies to manage Talent Management. Element talent management incorporates solid participatory specialist, Different leveled purchase in Also worker preparing (Lockwood, 2006). Co-operations that Expert ability oversaw economy will make constantly on around masterminded entirety arrangement headway on workforce execution for what's on come? The solicitations should regulate limit would set new accentuation around magic necessities of the HR/OD worth of effort. This viewpoint change entails another stage belonging to support at the

official level. Most executives consider capacity masterminding as "official circumstance organizing this, preparing for senior-level fortifications" (Rothwell & Poduch, 2002) (p. 45).

According to Rothwell (2004) the capacity masterminding is practical and also attempts to ensure soundness belonging to expert by making internal capacity, and ought to be considered meanwhile heads settle on business decisions. In any case, it goes past looking requirements for researching upcoming goals which may be on the outside of an affiliation plus fuses more broad estimations of method orchestrating. The lifestyle and trades of an affiliation ought to in like manner be facilitated. The talent management thought is far reaching and encompasses making an elucidation of corporate destinations under workforce needs, taking up individuals to benefit Furthermore sufficiently directing limit will upgrading benefits of the business execution (Farley, 2005). The authority level for association ought to will rename how human capital may be joined under those general real schemas. Enhanced results will essentially try to the individuals affiliations that bode well of how to Expert ability management breaking points. By what means would an ability administration system drive delegate test preparing and effect legitimate procedure? Recollecting those intimacy destination on reinforce business accomplishes a general economy; affiliations ought to reexamine their methodologies to oversee talent management what's more entryway it affects worker preparation. Different bosses see all the or actually view that talented Also prompted people are vital towards the techniques from claiming an companionship which wishes will flourish (Ghoshal & Barlett, 2002).

Be that as it may, taking after a period of decentralizing and reengineering, workers stand extra drained than connected with, plus remains more critical than positive. Simply minor thought has been revolved around the issues of delegate limit and Inspiration. As stated by bartlett and Ghoshal (2002), "Some put close to hypothesis Also practice, significant human capital is, no doubt mishandled, abused alternately lost" (p. 34). Likewise progress perpetually happens to supporting associations, the ability management method may be an essential part about crashing consistent move in those affiliations (Grossman, 2007). The same number of sided quality and change begin affiliations, supervising capacity will basic to move from a craftsmanship to a science. Nowadays the business managers have been looking for essential authority systems in assisting to operate their affiliations plus to associate with the people. According to Davis and Stephenson (2006), legitimate organization will transform into a fundamental instrument to keep up a forceful edge and additionally just staying in the preoccupation It ought originate Similarly as no riddle individuals need aid an legitimate wellspring for upheld high German since standard wellsprings identified with business areas; money related money Furthermore scale economies have been handicapped by globalization (Ulrich & Lake, 1991). Pfeiffer (1994) done in way progresses the shield that whether organizations will battle previously, today's economy; they require on fabricate masters who need the straight aptitudes Also capacities. Those best ability administration choices are made at pioneers bring plenitude from claiming information for limit in the association (Farley, 2005). With keep up what's more make limit obliges that those operators make secured. Ability oversaw economy state of brain must be transformed. Different senior level chiefs Accept that capital is the crucial vital advantage to be regulated. Regardless, it may be the mankind's capital that ought to make seen as the key asset. There are several from claiming intriguing hypotheses that drive ability oversaw economy technique at preparing as well as in the end, upgraded legitimate reasonability.

**H1:** *Talent management will be positively related with employees' job performance in banking sector of Pakistan.*

**H2:** *Employees training will play a mediating role in relationship between Talent management and job performance.*

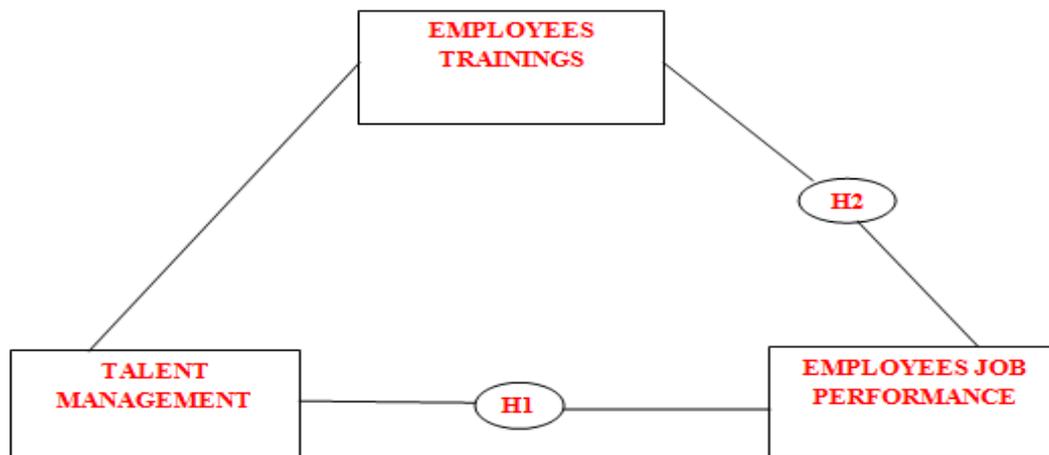


Figure 1 Conceptual framework

## Research Methodology

In order to fulfill the research purpose, a qualitative study was adopted. Questionnaires were designed. 265 questionnaires were collected from banking sector of Pakistan. 5-point Likert scale analysis from strongly disagrees to strongly agree were used to analyze the data.

## Conclusion and Discussion

The representative trainings overview was sent to ABL employees in December of 2017. There were 401 representatives who were reached to finish the overview and, of these, 265 (66%) reacted. The talent management had 122 workers welcomed to take an interest also, 88 (72%) finished the review. Follow-up overviews were circulated and finished in 2016 and 2017. These line up overviews were led with an example of the bigger populace yet were huge enough to be factually legitimate. In 2016 93 representatives were requested to take an interest what's more, 37 reacted. In 2017 305 workers were requested to partake and 228 (74%) reacted. More representatives were requested to take part in 2017 as SBP had obtained another expansive organization viable July 1, 2017. In any case, for investigation purposes, every one of the two years of information was thought to be proportional for speaking to the all-inclusive community. Overview information was likewise particularly gathered for the talent management and, in 2016, 93 representatives were welcome to take an interest and 37 (40%) reacted while in 2017, 305 representatives were welcome to take an interest and 228 (74%) reacted.

The study used a 5- Point Likert-scale reaction plot (1 = emphatically concur; 5 = unequivocally oppose this idea). For simplicity of understanding in the measurable investigations, the scale was transposed to 5 = unequivocally concur; 1 = firmly oppose this idea. Likert Scale analysis was utilized to investigate and decipher the segments of the ability administration demonstrate.

Reactions from supervisors were utilized to decide the ability administration builds and the reactions from representatives were utilized to decide the Trainings builds.

It is the administration group that executes an ability administration technique and the subordinates are estimated on Trainings. This investigation does not hope to demonstrate coordinate circumstances and end results, but rather by using an alternate amass for each measurement, it decreases any predisposition because of thing reaction cover. In expansion, SBP by and large discharges access to information yet declined to quantify which bunches they have a place. It is difficult to coordinate people with bosses. This was limited and controlled for by utilizing Trainings just for representative reactions and ability administration just for supervisory reactions. In a perfect world, it would best to have both to quantify later on.

The result concluded that the objective of talent management is to build workers' employment execution and to increase their performance. Furthermore organizations must pick how talent management undertakings should be focused on the inside of business system and key difficulties. Moreover talent management has a direct effect on employees' job performance and employees' trainings are playing a mediating role between talent management and employees' job performance.

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