

ABSTRACT

RELATIONSHIP OF TALENT MANAGEMENT AND INNOVATION PERFORMANCE: A STUDY ON THE HOSPITALITY BUSINESSES

Özer ŞAHİN

Phd Thesis, Tourism Management
Supervisor: Doç. Dr. Osman Nuri ÖZDOĞAN

It is observed that talent management has been intensively practised in national and international communication, banking, automotive, energy sector and in other fields such as engineering and space studies since 2000s. Talent management practice in tourism in the world is a new approach when compared to other sectors. However, it is considered that talent management has just begun to be performed in Turkey.

Hospitality businesses are required to be innovative and benefit from talent management practises to attain administrative goals such as meeting competition in tourism sector, using the sources more efficiently, reducing the cost, and reducing the risks for the future. Talent management practises are one of the most important tools for strategic human resource practises to be more successful. In addition, it is regarded that talent management practises are issues which executive management deal with as a priority and they take a place in the organization as a middle management unit.

This research examined whether there are talent management practices in hospitality businesses, their dimensions and their effects on innovation performance. The study consists of four sections. Literature review was used for the analysis of the first three sections of the study. The concept of “Talent” in the first section, “Talent Management” in the second section, and the concept of “Innovation” in the third section were examined. The fourth section included a study carried out about talent management in hospitality organizations in Muğla region.

KEYWORDS: Talent, Talent Management, Innovation, Innovation Performans, Hospitality Businesses.