

## **Streszczenie w języku angielskim**

One of the factors determining the competitiveness of enterprises is human capital, which has a decisive influence on the success of an organization. Talent management is currently treated as one of the elements of strategic human resource management. The overriding goal of talent management is to increase the value of human capital and to create such a combination of the attributes of talented employees that they ensure the implementation of the business strategy and achieve a competitive advantage on the market. Talent management in companies from the business services sector is of particular importance, as talented employees can become a lever of the company's value and significantly affect the success of the company, ensuring the achievement of its goals.

The main research goal of the dissertation was to develop a talent management model for the business services sector. The basis for building the model was the analysis of the knowledge contained in the literature on the subject and the analysis of practical solutions for talent management in the surveyed organizations. For this purpose, a study was conducted that allowed to determine the status of practices and to determine the manner of implementation of individual task areas of talent management in the business services sector in the Tri-City.

The first two chapters of the doctoral dissertation were devoted to the theoretical aspects of talent management, i.e. the concepts and characteristics of talent and the concepts of talent management. The purpose of these chapters was to organize knowledge in the field of talent management and to build a reference point for the research and building a talent management model for the business services sector. The third chapter presents the characteristics of the business services sector and presents the investment potential of the Tri-City. Chapter four presents the research methodology and presents the obtained research results, as well as contains conclusions from the conducted research and recommendations for the further development of talent management in the analyzed sector. Chapter five presents the proprietary talent management model for the business services sector, which includes the following elements: talent definition, talent management system, levels of talent management maturity, and the course of control and corrective actions.

To sum up, the prepared proprietary talent management model allows, as a reference model, to propose appropriate actions in the field of talent management, as well as to assess existing activities in this area and implement improvements, as well as to recommend further directions of talent management development in organizations from the modern sector. business services.

**Keywords:** talent, talent management, talent management model, human resource management, business services sector.