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# The Impact of Leadership and Talent Management: The Case of Generation Z in The Lebanese Retail Sector

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## Abstract

The current study's objective is to understand the interplay between leadership and talent management. As a result, at every level of interactions between superiors and subordinates, leadership practices revolve around dimensions that affect positively talent management of Generation Z employees. This paper addresses a main research question that asks about the extent to which leadership determinants enhance, the most, Generation Z's<sup>[1]</sup> talent management at the workplace. The answer to the research question came in a manner that demonstrates the four hypotheses expected toward the start of the study, specifically the role of leadership and intrinsic motivation in motivation in positively affecting talent management among employees. A conceptual framework is established to estimate leadership factors that can, probably, affect Generation Z employees' talent management. It is feasible to validate or to refute the pre-formulated hypotheses using the quantitative data that has been collected throughout the 212 surveys. Research variables explain Generation Z's desire to evolve in retail corporate companies. It was judicious to start the empirical investigation with interviewing managers or HR experts of two big companies representing the industry as a whole. A correlation analysis, which found positive linear trends in the relationships between independent and dependent variables, was insufficient to support the four study hypotheses. As such, the four research hypotheses were investigated using a multiple regression model. In addition, for the results' findings, the four research hypotheses have been validated. Such phase, prior to the quantitative technique, can make research findings more valuable. Generation Z members will be enticed by being recruited by a company where they believe that their corporate expectations will be met. Talent management is a new conception for enhancing human capital evolution in contemporary organizations. Avoiding classical ways for managing employees is all the alternatives to promote, internally, talents and therefore gaining a competitive advantage over counterparts.

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## I. Introduction

The Boston Consulting Group conducted a 2012 study of 4,288 professionals in 102 countries to find out which human resource areas had the most impact on business performance. The results are: recruitment, onboarding and retention of staff, talent management, employer brand, and performance and rewards management. This study, carried out at the international level, clearly shows that talent management represents a strategic issue for organizations whose activity is part of a global perspective. These results are confirmed by a more recent study conducted by Manpower Group in 2013 in 42 countries with 40,000 employers. Globally, 35% of the 38,000 employers surveyed in 2013 say they have difficulty filling vacancies due to a lack of available talent. In parallel, many of the existing leadership models were developed at a time when economic conditions were more stable, when growth followed predictable patterns, when producers had more power than consumers to shape markets, and when the employer- employee was a one-sided relationship. Today, the situation is radically different and companies need a new set of criteria to identify leaders capable of driving change in transformational contexts. To make a difference in dynamic environments, objectives must focus on expected results. Organizations need to ensure they have the talent they need to enable them to achieve their goals (Schuler et al., 2011). The literature review emphasizes on the fact that Generation Z would be able to perform several tasks at the same time, which would expand the field of possibilities in terms of project management. In the light of contemporary firms, the members of this generation do to witness of a certain loyalty for their respective organizations (Chillakuri, & Mahanandia, 2018). This generation would thus appear to be relatively weakly attached to the organization in which it would evolve. Generation Z would also be looking for a good quality relationship climate in the context of their future professional relationships. All long superiors concern with the ability development of new generations' talents, the mobilization of behavioral and cognitive leadership strategies is high among emerging lead. Talent is the most valuable asset in today's business and leadership performance metrics must evolve to take this new reality into account. Leaders today need to think beyond traditional performance metrics and incorporate talent development goals. Assessing a leader's impact on results in the area of talent development contribute in a meaningful way to the company (Collings & Mellahi, 2009). In this sense, it is important to consider the role of leadership in evaluating talent in relation to personal attributes (Cappelli, & Keller, 2014). Better understanding Generation Z values and attitudes is becoming a major challenge for HR management and leadership styles in the years to come, given the fact that more and more of these young people are accessing strategic positions within contemporary organizations. This change requires a new look at the personal attributes and key skills that new generations at work need to develop. Modern businesses need flatter, more adaptable structures that are also highly responsive to environmental changes. The stated research statement is interesting to explore because modern businesses need to have greater responsiveness capabilities while also having qualified executives to manage Generation Z talent and motivation and look ahead to targets improvement. In line with managing contemporary companies, it is important to note that Generation Z is breaking away from the image of traditional ones. This new generation is more attracted by new ways of working. Generation Z want to have a clear understanding of how their day-to-day activities align with the company's strategic goals (Chillakuri & Mahanandia, 2018). Giving the feeling of managing

organizational operations is not a one-time process; the interaction between superiors and subordinates is an ongoing process that requires two-way dialogue. In such regard, employees can cope with the company's vision and innovate through a common understanding (Powell & Lubitsh, 2007). First of all, the role of a leader is identified with his roles of adaptation to the environment of the organization. In the context of the present research, his role consists of aligning corporate values with Generation Z expectations, therefore, building a collective identity of the team considered as a factor favorable to the development of trust. All along previous statements, it is important to note that the behavioral complexity approach offers an integrative theoretical framework. Insofar, such approach takes into consideration leader traits, his personality, his behaviors as well as the contingency factors (Spears, 2010). It is believed that a leader fulfilling the roles set out by the stated theories (c.f. theoretical implications) and adopting a positive, dynamic and enthusiastic style is able to build relationships of trust between the Generation Z members of his team. The roles of the leader, his style and a climate of trust would promote good team performance in terms of work, attitudes and behaviors. This would result in work that meets expectations and objectives set, respecting deadlines and evaluation criteria, satisfaction of team members and their active participation in carrying out the work and strong motivation and commitment to the team.

## II. Literature Review

In a changing economic context, the employer-employee relationship has evolved, whatever one may say, and Human Resources Directors now must deal with employees acting and responding to two very distinct behavioral models with their specificities, which all have both their advantages. The first, an aging model of the American Dream, based on predictable career management combining stability and progression based on seniority and merit. The second, a new model of salaried entrepreneurship, currently specific to Generation Z, tends to extend to all categories of employees (Törőcsik, M., Szűcs, K., & Kehl, D., 2014). Up to five different generations are employed side by side in the same organizations for the first time in contemporary history Barhate & Dirani, 2022; Fratičova & Kirchmayer, 2018; Haeger & Lingham, 2013; Hillman, 2014; Jiří, 2016; Kiiru-Weatherly, 2017; Zemke et al., 2022). The Employer-Employee relationship is based on the principle of a mutually beneficial alliance. Demographic and societal changes make it difficult for companies to recruit individuals with the skills or combination of skills they need. In 2015, more than a third of employers globally said they struggled to fill positions due to a lack of suitable talent (Francis, T., & Hoefel, F., 2018). The perspective of the corporate world of work is changing. Talent management is a subject that interests and utilized by each business. Organizations comprehend that it takes more preparation to involve personnel with the information, skills, capabilities, and networks to attain strategic professional goals. Along with a resource-based perception, one of the main enablers of corporate sustainability is their exclusive, valued, and exceptional human capital that gives them a competitive advantage (Yildiz & Esmer, 2022). Talent in the twenty-first century, being categorized by rapidity and competitiveness, has become one of the utmost dynamic pillars which businesses and corporations depend on in attaining their strategic vision, not to indicate that the need for it has enlarged (Almaaitah et al., 2020). Talent management endures organizational performance by providing vital knowledge and plans for development and transformation; it supports organizations to identify the maximum talented workers to develop the possible future leaders, when there is an available position (Aina & Atan, 2020). Talent management is not only linked to worker talent, in its growth it is associated with the

mission and vision of the business, resulting in sustainability and a competitive advantage for the company. Most scholars who have explored the consequence of talent management have deep-rooted that talent management has a substantial influence on the sustainability of business performance (Aina & Atan, 2020; Valverde, Scullion, & Ryan, 2013; Dahshan et al., 2018; Almaaitah et al., 2020). It can be noticed five generations currently in the labor market, namely Traditional, Baby Boomers, Generation X, Generation Y and finally Generation Z. Millennials or Generation Y has become the main workforce in the United States, representing 35% of the active population (Fry, R., 2016). Generation X would have become the second generation with 33% while the Baby Boomers are 25% of the active population. These three generations are the structure of today's workforce. The workplace is significantly shaped by work values, and Gen Z's attitudes and the ethical behavior they demand are responsible for the current transformation in the workplace (Mann, 2022). The impact of intergenerational conflict on interpersonal connections and its hindrance of workplace effectiveness makes it problematic (Perilus, 2020). Every age will in general have a novel arrangement of convictions, mentalities, and inclinations, all of which shape their way to deal with the work environment (Barhate and Dirani, 2022). One explicit contrast is the way Gen Z was raised with prompt admittance to innovation, making them the first generation to have completely digital lives (Dorsey and Estate, 2020). Generation Z is beginning to integrate into the labor market, and they are already 5% of the American workforce, while as is logical the Traditional ones are retiring and there is few left working. In Europe, on the other hand, according to an article published by Catalyst, in 2021, Millennials are the minority population, so they represent a smaller percentage of the active population. The first generation or the oldest generation that can be found in the workspace is the Silent Generation or also called Traditional. Most of scholars no longer include it as a working generation, since most of them are retired. Within this generation are the people who were born between the early 1920s and the end of World War II, and therefore grew up during the Great Depression, which forced them to work very hard to overcome both the economic and social situation. Some of such generation characteristics refer to respect for authority, sacrifice, respect and adaptation to norms, individual work, and preference for formal communication. The second generation is that of the Baby Boomers born between the end of World War II until the mid-1960s, born after the postwar period during the birth explosion, living through the expansion of individual freedom, the birth of social movements and the almost complete incorporation of women into work. In the labor section, members of that generation, generally, seek stability and long-term contracts to be able to retire in the same company that employed them (Fingerman, K. L., Pillemer, K. A., Silverstein, M., & Sutor, J. J., 2012). Following the Baby Boomers is Generation X, born from the mid-1960s to the early 1980s. Members of that generation are eligible with a great adaptive capacity, due to the large number of social changes they have experienced, since the birth of the Internet, to all kinds of technological advances (Gibson, J. W., Greenwood, R. A., & Murphy Jr, E. F., 2009). Then there is Generation Y or also called millennial one. Members of that generation were born from the beginning of the 80s to the mid-90s and throughout a technological expansion era. So new technologies have been part of their day-to-day life and they know how to optimize their use. They are a generation that is academically very prepared and in terms of employment; they are looking for a flexible job that allows them to combine their work life with their family life. It is said that they are used to short-term feedback to maintain their motivation, they are looking for jobs that give them the opportunity to continue learning and for them the social principles and the mobility that their job can offer them are very important (Krahn, H. J., & Galambos, N. L., 2014). Finally, Generation Z, called also Millennials, is born from the mid-90s. There is little data on this generation in the professional

field, since the oldest of these have not finished their studies yet; there are many questions about how they will be at work (Dick, S. D., 2019). Generation Z is characterized by having been born and matured in full socioeconomic and political crisis. This has led them to be aware of the high competition they face in the labor market and the need of being highly qualified, being a generation in which very talented youths are found (Bethke-Langenegger, P., Mahler, P., & Staffelbach, B., 2011). Generation Z is not receptive to top down and directive management. Generation Z wants to understand what is expected of them, enrich their own experiences, and find their own solutions (Djafarova, E., & Fouts, S., 2022). Listening, trust and transparency are their key words, and this is reflected in the corporate field throughout the following aspects: The importance of job satisfaction: for them, finding a job in which they can flourish is essential. If the company culture doesn't suit them, they won't be afraid to quit and find another job (Ozkan, M., & Solmaz, B., 2015). The same authors underline that remuneration remains an essential factor, but it is not the most important criterion. It is essential to create an environment conducive to the fulfillment and development of teams, to ensure the competitiveness and attractiveness of your company (Grow, J. M., & Yang, S., 2018). A highly developed need for autonomy and responsibility: Generation Z members need to feel in control of their actions. They don't want to simply follow orders from their managers and enforce the directives of an executive committee (Chillakuri, B., 2020). They need to understand their missions and then find their own solutions to achieve their goals. These "Digital Natives" are resourceful and don't wait to be given the answers. Generation Z knows that its mistakes are part of the process of learning and finding the right approach (Chillakuri, B., 2020). The diversification of tasks and missions: Y and Z generations need diversity in their tasks. Offering them temporary assignments will break with their daily rhythm (Dobrowolski, Z., Drozdowski, G., & Panait, M., 2022). The search for a balance between personal and professional spheres: if the boundaries between "home" and "work" are often blurred for them, they do not want to give up their balance in life (Stankiewicz-Mróz, A., 2020). Millennials and Gen Z recognize the importance of their mental health and well-being at work. Generation Z expects companies to where they work offer them work flexibility and allow them to reconcile their lives to all levels: work, family and personal. Below is a summary table of the factors that Generation Z looks for in contemporary companies.

**Table 1.** Comparison between traditional, contemporary factors and employer values

Traditional factors	Contemporary factors	Employer values
Possibility of professional development	Flexible schedule	Honesty and transparency
Working environment	Balance between personal and professional life	Ethics and responsibility
International mobility	Company reputation	Horizontality versus hierarchy
Remuneration	Industry reputation	Autonomy and empowerment
Social benefits	Recognition or pride belonging	Respect for employees and customers
		Innovation, joviality, modernism
		Trust and credibility

**Source:** Authors' analysis

Nowadays, Generation Z is at the gates of the labor market or even some of those who are part of this Generation have already started their professional career. The fact that such generational diversity coexist in the same organization can enhance a great competitive advantage as an intergenerational exchange of ideas, ways of doing things, experiences, etc. can be fruitful for conducting operational activities (Hapsari, C., Stoffers, J., & Gunawan, A., 2019). It can greatly enrich the organizational work, as well as optimize the use of the positive resources of each generation, the workforce or human capital performance, to get the job done in the most efficient way possible. Organizations that manage generational diversity, efficiently, become a source of wealth of ideas and solutions, not only to develop new markets, to better understand consumer needs, adopt new technologies and adapt to new market conditions, but also to consolidate success, improve the use of resources, integrate solid and lasting human groups, and guarantee the validity of the institutional values of organizations (Hapsari, C., Stoffers, J., & Gunawan, A., 2019). It should be noted that Y and Z generations are not the only ones with problems. Each generation had its problems with the others. Baby Boomers complained that both Gen Xers and Millennials lacked discipline, focus, and were distracted (Dobrowolski, Z., Drozdowski, G., & Panait, M., 2022). They also said that Millennials had a lack of commitment to the organization. Gen X complained that Baby Boomers were resistant and opinionated, incompetent, and lacking in creativity. They also noted that they thought Millennials were arrogant. Gen X complained by stating that Baby Boomers were dogmatic and resistant mindsets, insensitive, slow to respond, resistant to change, incompetent, and lacking in creativity; while those of Generation X indicated that they had poor problem-solving skills and that, like the Baby Boomers, they were slow to respond (Salleh, M. S. M., Mahbob, N. N., & Baharudin, N. S., 2017). Therefore, generational conflicts are a challenge that leaders have to face, designing strategies for managing conflicts, by promoting intergenerational communication, participation and collaboration. The main function of leaders, in terms of managing multigenerational teams, is to design appropriate strategies to promote cooperation and integration among the members of the organization's staff, regardless of their age or generation to which they belong, taking advantage of diversity to generate competitive advantages and improve productivity (Goh, E., & Okumus, F., 2020). For this, it is important that both leaders and subordinates have clear objectives and organizational strategies. A survey carried out by IBM, in 2014, indicates that there is a high percentage of leaders who neither understand the strategies nor what the clients ask for, which in turn causes employees not to know what leaders want from them, generating ineffective management (Goh, E., & Okumus, F., 2020). To develop a management strategy for multigenerational teams, it is necessary to consider both common aspects and differences between employees. Gabriel et al., (2020) point out that, although there are common expectations and motivations between generations, it does not mean that there are not also intergenerational differences, but they believe that the starting point for creating a climate of intergenerational cooperation is things in common and not only by focusing on differences. Today the business world is changing by leaps and bounds with new technological advances, multigenerational teams, and the incorporation of new generations with a very different visions and expectations towards the workplace. To stay competitive, organizations are being forced to meet very high levels of efficiency and flexibility in managing their activity. Although at present the role of the leader takes on great importance, throughout history great importance has been given to leadership within organizations, since with this it is possible to make people more productive. During the first decade of this century, different publications focused on discussing generational differences appeared as factors that directly affect productivity levels and job satisfaction, management style and personal motivation.



More recently, empirical studies such as the report entitled “*Building leaders for the next decade*” stand out in the Anglo-Saxon and American context (Bresman, H., & Rao, V., 2018). This study, which is part of the Generations project, explores aspects such as the perception of different generations about leadership, the most important barriers when accessing leadership positions, or the conception of how to exercise it. The research reveals that all of these difficulties are unique and depend on generational behavior in such a way that their significance differs significantly when the variables of generation, gender, and desire in leadership positions are combined. Leadership impacts their human capital through the implementation of three strategies: behavior-based strategies, positive thinking strategies and intrinsic motivation strategies. Relational skill nourishes the social capital by developing and mobilizing the four capabilities: social insight and intuition, interpersonal influence, networking skills and sincerity. The integration of Generation Z into local and globalized networks seems to be a catalyst for the emergence of young leaders through exposure, visibility, personal branding, and building an ‘impressive management’. As it has been stated before, generational diversity is a reality in today’s organizations and this diversity, as we already know, can be a double-edged sword that can provide competitive advantages if they are well led. But if, on the other hand, leaders and managers do not deal with designing intergenerational cooperation and integration strategies, this diversity can be a source of constant conflict, causing the productivity and effectiveness of the workforce to be lower. Therefore, intergenerational leadership is a basic skill for every today’s leader. The fact that the organization manages to effectively lead this multigenerational workforce, to a greater or lesser extent, can bring several benefits to the organization: *Improvement in the organizational culture*. If leaders take care to work on understanding between generations, it will in turn improve respect among employees, integration, and productivity. *Improvement in competitiveness*, favoring integration and avoiding brain drain when the older generations leave the organization. A well-integrated young generation will learn from their eldest one’s experiences and knowledge that won’t constitute a gap when older employees will retire. *Better staff retention*. Organizations that have managed to lead the multi-generational workforce will find themselves with happier and, as mentioned before, more engaged ones, and this will naturally result in a better retention strategy. Any company that aspires to operate in a global and diverse world have, as its primary objective, to know the situation of intergenerational talent at work to apply more effective management that allows improving the attraction, retention and collaboration of talent between companies. For this, it is necessary to investigate about intergenerational differences and how generations perceive each other in the work context and specifically with respect to leaders. All along the literature review analysis, the leadership determinants revolved around four determinants that could probably enhance Generation Z talent management. The first one is related to the construction of thought pattern strategies by the leader. The second one centers on behavioral strategies. The third one is related more for the improvement of intrinsic motivation of young employees. Finally, the fourth one energizes all the three previously stated dimensions and considers the leader interpersonal influence on talent management. Loyalty to companies is increasingly fragile, compounded, in part, by the turbulent modernity in which Generation Z grew up. Generation Z grew up in a society where individuals must make their own decisions in isolation and with little guidance from the system. In addition, this Generation has lost the fear of changing companies, unlike other generations, such as Baby Boomers one, who were in the same company their entire professional career, despite often having very precarious conditions. This has also been reflected in the attitudes in the business world where Generation Z has attitudes typical of the 21<sup>st</sup> century consumer society, such as the lack of patience to obtain consumer goods at the moment, which is also

seen reflected in the workplace, demanding wage increases or job growth opportunities in a shorter period of time. From that point of view, talent management consists on retaining Generation Z employees while focusing on a collaborative way for achieving defined tasks and objectives. In other words, a constructive leader encourages and motivates others to approach their work in ways that help them meet their higher-order needs for growth and satisfaction, while also inspiring people to manage their time effectively and take on difficult tasks. To make an organizational strategy operational, it is necessary, among other issues, to present challenges, with a vision projected towards the future. The ideal combination of a situational condition, the available resources and the capabilities that are put into play is what makes it possible for the vision to become an effective action. Baby boomers bring experience and insight to the business. They have learned to understand the political dimension of the company, to have a strategic vision and to guide projects towards long-term value. They are committed to the company, and their responsibility and discipline make them necessary in any project. For its part, Generation Z suffers from the pressure of short-termism, which is the value of their time; the immediacy of results sometimes replaces the absence of a strategic vision. One of the factors that reinforce this weakness of the young generations is the non-existence of adequate transfer models for the know-how and experience of previous generations. These different conceptions regarding the use of time have a direct impact on the work environment and the perception of the quality of work and collective enjoyment. New generations have a different relationship to authority, based not on formal legitimacy (a priori principles resulting from the protocol) but on substantive legitimacy (leadership, skills) which notably involves the development of horizontal and cooperatives relations. This implies on the part of managers a change in their behavior, traditionally focused on establishing a relationship of subordination. With regard to the younger generation, the approach must, in order to succeed, take an orientation based on fairness and sharing, both of ideas and responsibilities, but also of the value created (result). On an operational level, the nature of the command must also change and cannot take the form of a management of resources, where the Generation Z sees herself managed, controlled, guided according to a preformatted rhythm and harmonious relationships. On the contrary, the latter must have the impression that it can act and move with relative autonomy. Management exists but no longer operates at the same level: it is not a question of being interested in the rhythm of work and the follow-up of tasks, but of ensuring that the employee has fully grasped the challenges and objectives of the mission, and has the cognitive (motivation) and conative (working conditions) capacity to assume this responsibility. The result is a new perception of roleplay and influence in organizations. Ambitions for power are attenuated and the effectiveness of the “organizational constraint” versus “economic interest” relationship is less relevant than for previous generations. From a Generation Z view, work is no longer just an element to strengthen its social and economic power at the cost of a natural submission to authority. The younger generations here take another look at the work to be done, whether in its content (interest/usefulness) or in the way of implementing it (climate/atmosphere). To conclude, nowadays, organizations are witnessing a labor context that is constantly changing, in constant movement, which forces organizational leaders and managers to adapt and be flexible, so as not to be left behind and be able to retain talent. This change is due to three factors mainly; the first factor is the demographic factor. The second factor that marks the change in the corporate field is the technological progress. Technology is developing at a frenetic pace, generating important changes in the way people work and even in the way they live with it, which means that the way of managing and leading workers also has to adapt. The third factor that is promoting change is the emergence of new generations in the labor market, with different visions and needs than



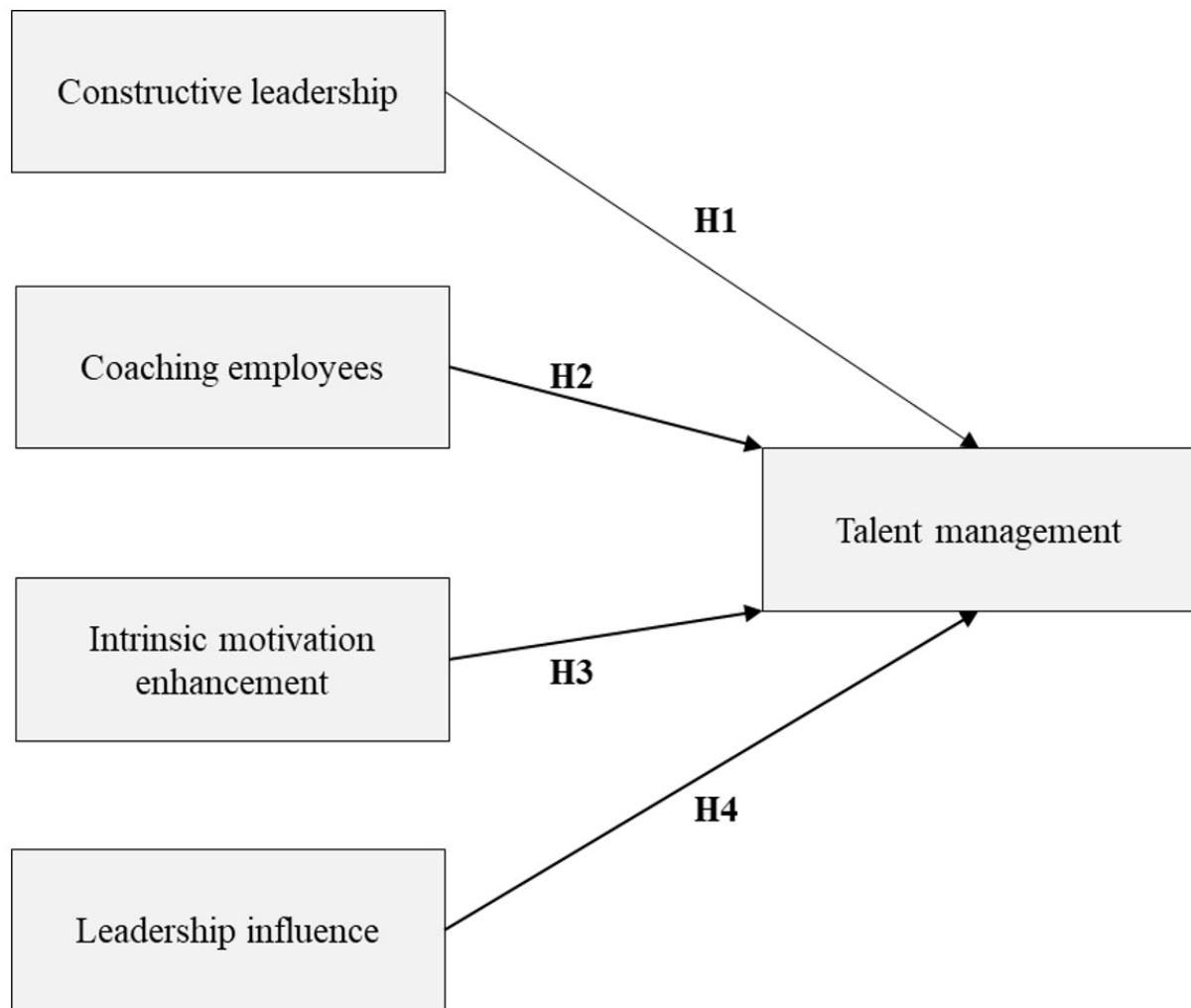
previous generations in the workplace. The work context that is being generated due to these factors of change is very diverse, with people from up to five different generations coming together in the same workspace. This situation is presented as a great challenge for organizations, since there are some intergenerational differences, which can generate conflicts in turn, harming the productivity and efficiency of organizations. Therefore, organizations need leaders who are capable of leading and managing multigenerational workforces with what this entails and, moreover, doing so in a constantly changing work context. Since the role, that organizational leaders have to play today, is so important, it has begun to define what organizational leadership is. This is a complex concept that is still under development as there are approaches that focus more on the strategic aspect of what a leader is in an organization and others that focus more on a relational aspect. It is difficult to fairly collect the impact that leaders have in an organization, but we have been able to conclude that organizational leadership is a process of influence in which the main objective is to achieve the voluntary involvement of Generation Z employees to achieve organizational goals. A leader has several functions within an organization, such as: directing towards success, achieving objectives, optimizing resources, involving people by aligning their objectives and values with those of the organization, guaranteeing the possibility of professional development and updating and improving organizational culture. A leader has several functions within an organization, such as: directing towards success, achieving objectives, optimizing resources, involving people by aligning their objectives and values with those of the organization, guaranteeing the possibility of professional development and updating and improving organizational culture. The corporate world is constantly changing; in addition, the workforce in organizations is increasingly heterogeneous in terms of age and multigenerational workforces' management. Diversity represents a competitive advantage for the organization and a great challenge that is presented to leaders of today. It is a challenge because these templates can represent a great competitive advantage and bring a lot of benefit to the organization if they are well managed and led, but if instead this diversity is not managed properly, it can greatly affect productivity and effectiveness of the organization, even assuming a disadvantage. Leaders must design their strategies by focusing on aspects that all generations have in common, such as working aspirations, motivation, and professional development expectations, etc. Although this does not mean that intergenerational differences should not be considered. In fact, it is important to know how to take advantage of these differences, since they can add value both in terms of knowledge and opportunities to the organization. With this in mind, there are several things that organizational leaders can do to create strategies that create cooperation, integration, and cohesion of multi-generational workforces. Some examples include: fostering cooperation by encouraging multigenerational teams to prioritize learning and teamwork, fostering effective communication by adapting to each generation's preferred method of communication, understanding that the success of leadership, in today's world, depends on the ability to be adaptable and flexible, developing innovative commitment plans like professional development ones or providing working flexibility, and facilitating the ability to combine work and private time. All along the literature review analysis, it has been highlighted, through a multifaceted way, that leadership capabilities and their impact over employees, belonging to Generation Z, enhance talent management. Moreover, the added value, from a literature review perspective, refers for leadership dynamics interpretations and talent management outcomes as for the reflections on an organizational development and performance. In other words, the literature review emphasized, frequently, on variables that consolidate leadership as exchanging of information and knowledge, coaching employees by putting into play what makes it possible for the vision to become an effective action, and helping employees

of Generation Z fulfilling their intrinsic motivation determinants and finally leaders' influence by ensuring that the employee has fully grasped the challenges and objectives. As it can be deduced from the literature review, all stated determinants help meeting Generation Z expectation and consolidate their will to enhance a better talent management. In sum, the present study will help managers' understanding Generation Z and estimating their expectations at work. In a way, by improving talent management, a win-win situation can be realized: leaders' can achieve their organizational objectives on the one hand, and employees belonging for Generation Z can improve their competencies and skills on the other.

### III. Procedures and Methodology

The research study lays on a quantitative approach. The data collected will make it possible to confirm or refute the hypotheses formulated beforehand and then bring the appropriate conclusions to our research as well as the managerial implications and perspectives for future research. The sample of the study is composed of employees belonging to Generation Z and working at retail companies in Lebanon. The primary factors that affect talent management among Generation Z were identified by the literature review. As a preliminary stage, a conceptual framework explaining the factors influencing talent management among Generation Z was developed. The present goal is to establish the suggested research technique and the stages that continuously test the conceptual model empirically. More specifically, the quantitative research method - one of the ones that are most frequently used in business sciences - was selected. The major purpose of quantitative methods in a hypothetic-deductive approach is to test theories. Then, a survey was the type of research design that best suited the setting of the study. In fact, using the "Google Forms" platform and a judgmental sampling technique, an online questionnaire was created and distributed to gather the research's answers. The platform for online surveys was selected because it enables the production of individualized and efficient surveys that are suitable for use on a range of electronic devices. Having sufficient knowledge about the research topic is one of the initial needs for every research project. The researcher should conduct a scientific analysis of each variable that makes up the link between a dependent and an independent variable while creating a study hypothesis. First of all, the role of a leader is identified with his roles of adaptation to the environment of the organization. In the context of the present research, his role consists of aligning corporate values with Generation Z expectations, therefore, building a collective identity of the team considered as a factor favorable to the development of trust. Such constructive patterns are reflected throughout the management of identified talents and also thought the alignment of individual capabilities with the organizational objectives (H1). All along previous statements, it is important to note that the behavioral complexity approach offers an integrative theoretical framework. Insofar, such approach takes into consideration leader traits, his personality, his behaviors as well as the contingency factors (Spears, L. C., 2010) (H2). In extension with H2, it is possible to stress on the point that a behavioral performance can be assessed by members' motivation and commitment to the team. In such stream, the establishment of the third research hypothesis (H3) reflects the relationship between intrinsic motivation strategies and talent management. It is believed that a leader fulfilling the roles set out by the stated theories (c.f. theoretical implications) and adopting a positive, dynamic and enthusiastic style is able to build relationships of trust between the Generation Z members of his team. Leader roles, his style and a climate of trust would promote good team performance in terms of work, attitudes and behaviors. This would result in work that meets expectations and objectives

set, respecting deadlines and evaluation criteria, satisfaction of team members and their active participation in carrying out the work and strong motivation and commitment to the team. Following this, the fourth research hypothesis reflects the relationship between a leader influence and talent management (H4). The quantitative approach allows testing hypotheses on representative samples of the population to which the research results have been generalized. Throughout the survey distribution, participants of the same generation will send the survey to their peers. A snowball sampling method is used in this case. A sample of 212 respondents served as the source of the primary data. These respondents' characteristics, including gender and age, were also noted. It is important to highlight that respondents age was between 20 and 25 and employed in Lebanese retail companies. All of the measurement scales utilized for this study were derived from a review of the literature. To ensure that the data collection is legitimate and reliable, all study tools should be pre-tested. Measurement scales validity and reliability were checked after the participants' answers have been exported directly to the SPSS software and before testing the research hypotheses. Cronbach's alpha coefficient was used to calculate the internal reliability of the measurements. The Person coefficient was then used to interpret the validity of the measurement scales for testing the research hypotheses. Following that, a multiple regression model was established because it allows for predictions or estimation based on previous and existing values. In the case of the present study, the quantitative method will deliver a sample's research attributes summary, including respondents' distribution by age and gender. Then, using the statistics of skewness and excess of kurtosis, it presents manifest variables means and standard deviations and examines the normality of the measurement data model. After that, the measurement model is placed for an exploratory factor analysis to weed out the research statement manifests, to judge their suitability, then isolate and identify a five-factor model to address the conceptual model variables, and to provide evidence supporting the validity and reliability of the five-factor model. Following those statistical steps, a multiple regression model will be used to assess the four research hypotheses. The conceptual model, hereunder, illustrated the relationship between the dependent and the independent variables of the study.



**Figure 1.** Conceptual Model

## IV. Findings

The quantitative analysis of the findings is presented in this part. An overview of the sample's characteristics, including the respondents' age and gender distribution, comes first. 75.38% were females and 24.62% were males. Then, it reports the means and standard deviations of the manifest variables and checks the normality of the data for the measurement model using the statistics of skewness and excess of kurtosis. The measurement mode is then subjected to exploratory factor analysis (EFA) in order to weed out problematic manifests, assess its suitability, isolate and identify a five-factor model to address the conceptual model variables, and to provide an illustrative support for the five-factor model validity and reliability. The four research hypotheses will next be investigated using a multiple regression model. In light of the mainstream literature and theoretical framework, the validity of the research hypotheses will next be discussed. It is required to check the normality of the data supplied for the measurement model after reporting the sample's characteristics. Remember that there are four independent and one dependent variable in the measurement model. Each of these construct variables is measured by a set of four manifest variables. Twenty manifests are produced. These will have their data's normality assessed using two statistics, skewness and excess kurtosis. In order to determine whether

the data are normal, these two statistics, along with their means and standard deviations, are provided in Table 2.

**Table 2:** Mean, Standard Deviation, Skewness, and Kurtosis of the manifests

Construct	Manifest	Mean	Standard deviation	Skewness	Excess of kurtosis
Constructive Leadership	Const1	3.87	2.722	-0.312	-0.926
	Const2	3.41	2.867	-0.301	-0.978
	Const3	3.89	2.691	-0.536	-0.602
	Const4	3.59	2.655	-0.829	-0.022
Coaching employees	Coach1	3.17	2.428	-0.118	-0.656
	Coach2	4.09	3.129	-0.459	-1.019
	Coach3	3.44	2.556	-0.151	-0.821
	Coach4	3.12	2.811	-0.201	-0.944
Intrinsic motivation	Intmot1	3.51	3.177	-0.059	-1.239
	Intmot2	3.79	3.122	0.238	-1.029
	Intmot3	4.35	3.301	-0.471	-1.049
	Intmot4	4.21	3.019	-0.425	-0.981
Leadership influence	Leadin1	3.89	2.597	-0.753	-0.251
	Leadin2	3.81	2.466	-1.041	0.989
	Leadin3	3.71	2.568	-1.109	0.914
	Leadin4	3.88	2.753	-0.661	-0.441
Talent management	Tamgt1	3.79	2.373	-0.439	-0.072
	Tamgt2	3.39	2.349	-0.617	0.033
	Tamgt3	3.79	2.624	-0.322	-0.589
	Tamgt4	4.02	2.355	-0.219	-0.619

Four manifests are used to evaluate the concept of “Coaching employees”. Respective means range from 3.12 to 4.09, while the standard deviations are from 2.556 and 3.129. Their skewness data are substantially within a 2 cut-off ranges, falling between -0.459 and -0.118. This suggests that none of those manifestations are affected by the skewness. In addition, the excess of kurtosis statistics is well within the 2 cut-off values, falling between -1.019 and -0.656. This suggests that none of those manifestations are affected by the increased kurtosis. Data are therefore normally distributed for those manifests because neither skewness nor excess of kurtosis are important for the manifests of “Coaching employees”. Four manifests are used to gauge “Intrinsic motivation” variable. These exhibit means between 3.51 and 4.35, with standard deviations between 3.019 and 3.177. Their skewness data are substantially within the 2 cut-off ranges, falling between -0.471 and 0.238. This suggests that none of those manifestations are affected by the skewness. In addition, the excess of kurtosis statistics is well within the 2 cut-off values, falling between -1.239 and -0.981. This suggests that none of those manifestations are affected by the increased kurtosis. Data are therefore normally distributed for those manifests because neither skewness nor excess of kurtosis are important for the manifests of “Intrinsic

motivation". Using four manifests, the "Leadership influence" variable is measured. These demonstrate medians ranging from 3.71 to 3.89 and standard deviations from 2.466 to 2.753. Their skewness statistics fall inside the 2-cut-off range, between -1.109 and -0.661. This suggests that none of those manifestations are affected by the skewness. In addition, the excess of kurtosis statistics is well within the 2 cut-off values, falling between -0.441 and 0.989. This suggests that none of those manifestations are affected by the increased kurtosis. Data are then properly distributed for those manifests because neither skewness nor excess of kurtosis are significant for the manifests of "Leadership influence".

There are four manifests used to measure the "Talent management" variable. Respective means range from 3.39 to 4.02, while the standard deviations are from 2.349 and 2.624. Their skewness data are substantially within the 2 cut-off ranges, falling between -0.617 and -0.219. This suggests that none of those manifestations are affected by the skewness. In addition, the excess of kurtosis statistics is well within the 2 cut-off values, falling between -0.619 and 0.033. This suggests that none of those manifestations are affected by the increased kurtosis. Data are then properly distributed for such manifestations because neither skewness nor excess of kurtosis are significant for the manifests of "Talent management" variable. In order to assess whether the data set is suitable for factor analysis, it is important to investigate the suitability of the measurement model after reporting the data's normality for the manifest variables. Exploratory factor analysis (EFA), which reduces information loss and streamlines the observed data set, can be used to do this. As a result, the 20 manifest variables are used to extract the five previously specified constructs. All extracted communalities were greater than 0.500 after the fifth and final computational run, indicating that extracted communalities are no longer an issue. Additionally, all loadings were higher than 0.700, indicating that loadings are no longer a problem. Cross-loadings weren't found, either.

### KMO and Bartlett's Test

<b>Kaiser-Meyer-Olkin Measure of Sampling Adequacy.</b>		<b>0.809</b>
<b>Bartlett's Test of Sphericity</b>	<b>Approx Chi-Square</b>	<b>2148.235</b>
	<b>df</b>	<b>122</b>
	<b>Sig.</b>	<b>0.000</b>

**Table 3.** Measurement Model Appropriateness

The Kaiser-Meyer-Olkin (KMO) index and the Bartlett's test of sphericity can both be used to determine whether this improved measurement model is appropriate (see Figure 1), which summarizes the results. The meritorious nature of the model is demonstrated by the KMO index, which has a value of 0.809. The correlation matrix between the manifest variables is not an identity matrix, according to the Bartlett's test of sphericity, which also shows that the correlations between the manifestations are not zero, with a value  $\chi^2(122) = 2148.235$  and a  $p < 0.001$ . KMO index and Bartlett's test both lend credence to the improved measurement model's suitability for factor analysis. Another thing to note is that Figure 2 reports the extracted communalities with a mean of 0.698, a minimum of 0.562, and a maximum of 0.848. This mean communality suggests that the variation of the retained manifest variables is explained by this improved



measurement model in around 69.8% of the cases.

### Communalities

	Initial	Extraction
Const1	.611	.654
Const2	.698	.848
Const3	.658	.723
Coach1	.633	.709
Coach3	.648	.841
Coach4	.533	.572
Intmot2	.548	.589
Intmot3	.669	.788
Intmot4	.679	.771
Leadin2	.598	.702
Leadin3	.605	.678
Leadin4	.591	.692
Talent1	.641	.705
Talent2	.703	.828
Talent3	.555	.585
Talent4	.546	.562

**Extraction Method: Maximum  
Likelihood.**

**Table 4.** Extracted Communalities

Manifest variables number is decreased from 20 to 16 as a result of the initial measurement model's improvement. Using Kaiser's criterion, five factors, - i.e., only factors with an eigenvalue larger than 1- were retrieved from the remaining 16 manifests. Five factors were identified, as shown in Table5.

Total Variance Explained							
Factor	Initial Eigenvalues			Extraction Sums of Squared Loadings			Rotation Sums of Squared Loadings <sup>a</sup>
	Total	% of variance	Cumulative %	Total	% of variance	Cumulative %	Total
1	5.382	31.928	31.928	4.925	30.695	30.695	3.986
2	2.232	14.032	46.996	2.000	12.489	43.118	3.023
3	1.872	12.238	59.288	1.688	10.258	10.231	2.784
4	1.654	11.112	70.391	1.499	9.458	9.572	2.568
5	1.358	8.562	78.966	1.128	6.899	6.895	2.991
6	.447	2.998	81.951				
7	.441	2.798	84.753				
8	.418	2.772	87.431				
9	.374	2.421	89.889				
10	.285	1.793	91.758				
11	.276	1.741	93.369				
12	.258	1.652	94.852				
13	.227	1.393	96.456				
14	.212	1.288	97.591				
15	.199	1.236	98.321				
16	.179	1.121	100.000				

Extraction Method: Maximum Likelihood.

a. When factors are correlated, sums of squared loadings cannot be added to obtain a total variance.

Table 5: Extracted Five-factor Model Explained Variance

Table 7 displays the five-factor model's pattern matrix. It is obvious that all manifest variables have loadings on their respective factors greater than 0.700. Additionally, it is obvious that there are no cross-loadings, or evident variable loadings on two distinct elements. From the observed pattern, it can be deduced that factor 1 is related to "Constructive Leadership", 2 for "Coaching employees", 3 to "Intrinsic motivation", 4 to "Leadership influence", and 5 for "Talent management".

Pattern Matrix<sup>a</sup>

	Factor				
	1	2	3	4	5
Talent2	.952				
Talent1	.847				
Talent4	.743				
Talent3	.725				
Const1		.948			
Const2		.821			
Const3		.789			
Coach1			.879		
Coach3			.881		
Coach4			.751		
Intmot2				.951	
Intmot3				.821	
Intmot4				.813	
Leadin2					.853
Leadin3					.862
Leadin4					.771

Extraction Method: Maximum Likelihood.

Rotation Method : Promax with Kaiser Normalization

a. Rotation converged in 5 iterations

Table 6. Five-factor Model Pattern Matrix

It is now necessary to evaluate the validity and reliability of the five-factor model. Convergent and discriminant validity are the two types of validity. The goal of convergent validity is to evaluate how strongly the manifested variables that are loading on the same factor are related to one another. The average variances extracted (AVE), with values more than 0.500, can be used to investigate this. They support the convergent validity theory. The AVE values calculated for the five criteria are shown in the following table. It is obvious that all AVEs are higher than 0.500, indicating that all five variables support convergent validity.

Table 7. Measurements Validity and Reliability

Factor	AVE	$r_{max}^2$	Cronbach's $\alpha$
Factor 1 (Talent management)	0.641	0.492 <sup>2</sup>	0.828
Factor 2 (Constructive leadership)	0.732	0.387 <sup>2</sup>	0.876
Factor 3 (Coaching employees)	0.721	0.351 <sup>2</sup>	0.832
Factor 4 (Intrinsic motivation)	0.738	0.246 <sup>2</sup>	0.821
Factor 5 (Leadership influence)	0.683	0.492 <sup>2</sup>	0.843

Discriminant validity is supported when a factor's correlation with its manifest variables is higher than its correlation with the other factors. When the AVE for the factor exceeds the square of its highest correlation with the other factors, this becomes obvious. Cronbach's alpha, whose values are more than 0.700, is another tool used to assess the factors' reliability. Table 3 shows that all factors have Cronbach's alpha values more than 0.700, indicating that they are all very reliable. After confirming the five-factor model's validity and reliability, composite scores are produced using EFA and utilized in multiple regression models to test the research hypotheses. To determine whether there is a linear trend of association between the dependent and independent variables, as well as to determine whether the correlations between the independent variables are too strong, which may lead to multicollinearity issues, the computed factor score is then analyzed with Pearson's correlation coefficient. Correlations are displayed in Table 9.

**Factor Correlation Matrix**

Factor	1	2	3	4	5
1	1.000	.387	.351	.246	.492
2	.387	1.000	.271	.323	.201
3	.351	.271	1.000	.197	.261
4	.246	.323	.197	1.000	.192
5	.492	.201	.261	.192	1.000

**Extraction Method: Maximum Likelihood.**

**Rotation Method : Promax with Kaiser Normalization**

**Table 8.** Factor Correlation Matrix

Talent management and constructive leadership are positively correlated,  $r(218) = 0.387$  and  $p < 0.001$ . Talent management and coaching employees are positively correlated,  $r(218) = 0.351$  and  $p < 0.001$ . Talent management and intrinsic motivation are positively correlated,  $r(218) = 0.246$  and  $p < 0.001$ . Talent management and leadership influence are positively correlated,  $r(218) = 0.492$  and  $p < 0.001$ . These four correlations indicate a linear trend between the independent and dependent variables; i.e., when constructive leadership, coaching employees, intrinsic motivation, and leadership influence increase, Talent management tend to increase also. Preceding section's correlation analysis, which found positive linear trends in the relationships between independent and dependent variables, was insufficient to support the four study hypotheses. A multiple linear regression model was used to test their validity.

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.672 <sup>a</sup>	.423	.411	.71246037	1.764

<sup>a</sup> Predictors: (Constant), Constructive leadership, Coaching employees, Intrinsic motivation, Leadership influence

<sup>b</sup> Dependent variable: Talent management

Table 9. Squared Multiple Correlation and Durbin-Watson Statistic

According to Figure 6's adjusted squared multiple correlation coefficient for the regression model, the independent variables may account for 41.1% of the variation in the dependent variable. Additionally, it provides the Durbin-Watson statistics, whose value of 1.764, which is close to 2, shows that multicollinearity is not present.

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	85.842	4	21.728	39.568	.000 <sup>b</sup>
	Residual	125.322	227	.552		
	Total	212.188	234			

a. Dependent variable: Talent management

b. Predictors: (Constant), Constructive leadership, Coaching employees, Intrinsic motivation, Leadership influence

Table 10. Squared Multiple Correlation and Durbin-Watson Statistic

The statistics of the multiple regression models' overall significance are shown in Figure 7. Since  $F(4, 227) = 39.568$  and  $p < 0.001$ , then the model is globally significant.

**Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8.231E-15	.051		0.000	1.000
	Constructive leadership	.252	.061	.252	4.672	.000
	Coaching employees	.153	.060	.153	2.635	.010
	Intrinsic motivation	.198	.060	.198	3.512	.001
	Leadership influence	.441	.060	.441	7.863	.000

a. Dependent variable: Talent management

Table 11: Multiple Regression Model Coefficients

Multiple regression model coefficients are shown in Figure 8. The existence and directionality of causation between independent and dependent variables was indicated, respectively, by the statistical significance and sign of these coefficients. Constructive leadership has a statistically significant positive effect on talent management,  $\beta = 0.252$ ,  $t(227) = 4.672$  and  $p < 0.001$ . This indicates that an increase in constructive leadership will lead to an increase in talent management. Therefore, the research hypothesis H1 is supported and constructive leadership positively affects talent management. Coaching employees has a statistically significant positive effect on talent management,  $\beta = 0.153$ ,  $t(227) = 2.635$  and  $p = 0.01$ . This indicates that an increase in coaching employees will lead to an increase in talent management. Therefore, the research hypothesis H2 is supported and coaching employees positively affects talent management. Intrinsic motivation has a statistically significant positive effect on talent management,  $\beta = 0.198$ ,  $t(227) = 3.512$  and  $p = 0.001$ . This indicates that an increase in intrinsic motivation will lead to an increase in talent management. Therefore, the research hypothesis H3 is supported and intrinsic motivation positively affects talent management. Leadership influence has a statistically significant positive effect on talent management,  $\beta = 0.441$ ,  $t(227) = 7.863$  and  $p < 0.001$ . This indicates that an increase in leadership influence will lead to an increase in talent management. Therefore, the research hypothesis H4 is supported and leadership influence positively affects talent management. Based on statistical treatment and research hypotheses validation, the subject of next part consists of providing a proper discussion for the research's findings. Talent is the most valuable asset in today's business and leadership performance metrics need to grow to take this new reality into account. Evaluate the impact of a leader on results in the area of talent development - for example when helping employees realize their potential, advance their careers, contribute meaningfully to business - is just as critical as assessing financial data. To make a difference in dynamic environments, goals must focus on the expected results. Organizations should ensure that they have the talents they need to enable them to achieve their goals. Such interests for promoting talent management convey with the positive relationship between constructive leadership and talent management (H1). Talent management strategies help organizations create highly productive teams that deliver high quality products or services. Companies expect talents to have a high decision-making and action capacity in new and urgent situations. It is about agility, solidarity, creativity, adaptation in the face of exogenous events. Moreover, in order to oversee employees in their progression, coaching and mentoring are also methods used for enhancing talent management. That reflects the positive relationship between coaching employees and talent management (H2). Motivation is a central concept in human resource management. Motivation is what drives people to think, act and grow. Most theorists view motivation as a one-dimensional concept that essentially varies quantitatively. Self-determination theory (SDT), on the contrary, holds that there are several types of motivation. Developed by Deci and Ryan, SDT recognizes that the different motivations can be distributed on a continuum ranging from the complete absence of motivation (a-motivation) through extrinsic motivation (seeking gain or glory) to finally arrive at intrinsic motivation (acting for pleasure and for the inherent satisfaction of practicing the activity). Then, Generation Z employees' attitudes and actions reflect their intellectual curiosity and growth mindset, a need accomplishment, strong intrinsic motivation and motivation to lead. In addition, it is important to stipulate that learning and development is based on training, education and personal development. These processes affect compliance as well as workforce motivation, or expanding development progress of Generation Z employees. To progress, leaders need to understand what can be improved and learn from their failures. To be effective over time, the approach based on feedback must be imposed collectively and be



disconnected from a person judgment. It must be implemented as a learning method focused on advancement and not only on results. The aim of the above part consists of illustrating the steps for the statistical treatment of gathered data. A correlation analysis, which found positive linear trends in the relationships between independent and dependent variables, was insufficient to support the four study hypotheses. As such, the four research hypotheses were investigated using a multiple regression model. In addition, for the results' findings, the four research hypotheses have been validated. The hypotheses results are illustrated in table 12.

Table 12. Hypotheses Results			
	Research Hypothesis Statement	Validity	Interpretation
H1:	Constructive leadership positively affects talent management.	Accepted	$\beta = 0.252, t(227) = 4.672$ and $p < 0.001$
H2:	Assisting and orienting employees positively affect talent management.	Accepted	$\beta = 0.153, t(227) = 2.635$ and $p = 0.01$
H3:	Intrinsic motivation strategies positively affect talent management.	Accepted	$\beta = 0.198, t(227) = 3.512$ and $p = 0.001$
H4:	Leadership influence positively affects talent management.	Accepted	$\beta = 0.441, t(227) = 7.863$ and $p < 0.001$

The beta regression is a widely known statistical model when the response (or the dependent) variable has the form of fractions or percentages. A beta coefficient value represents the slope of the line between the independent and the dependent variable. In other words, if the beta coefficient is positive, the interpretation is that for every 1-unit increase in the independent variable, the dependent one will increase by the beta coefficient value. As an interpretation for H1, which shows a beta coefficient of 2.52, which means that an increase in constructive leadership of 2.52 that will lead to an increase of 1 in talent management. The same reasoning follows for subsequent research hypothesis.

## V. Conclusions and Recommendations

Talent management has itself become one of the major strategic issues for corporate companies. Beyond the notions of aptitude, competence, capacity and potential, it is above all a question of working on understanding the mechanisms of leadership and performance, knowing how to evaluate employees belonging to Generation Z and how to create favorable conditions for their professional flourishing. It is also a question of enrolling organizations in a long-term construction process by leading Generation Z members to work on all the levers of motivation, in particular for talented ones. All along, the research findings, the four-research hypothesis have been validated. Such statement reflects the fact that the possibility of advancement and talent management are said to be the main driver of employee retention for Gen Z. Because Generation Z employees like open dialogue with their superiors, but also with their colleagues, periods of discussion are to be preferred. Through formal or informal communication channels, members of that generation will allow conversation and development through successes or individual challenges. That reverts for the involvement of leaders into action while promoting a constructive relationship, a sense of coaching, a perpetual motivation and a positive

influence that helps Generation Z members gaining their superiors' trust and commitment. If we are to consider a limitation of the above study, we can say that if interviews with HR managers or superiors in the retail sector were conducted prior to the quantitative technique, the current research would be more informative. Such a viewpoint can potentially consolidate the research investigation with cultural elements appropriate to the Lebanese management methods and practices. In other words, the interviewees could illuminate additional factors that would enhance the conceptual model and provide an evaluation of study for a possible reformulation for the research hypotheses. On the other, a mixed research method appears plausible in the sense of providing consolidated statement from the interviewees' discourses for the research hypotheses discussion upon their validity or rejection. Companies must define clearly their goals and objectives when implementing a talent management strategy. This strategy should not focus only on recommendations from reference studies on market trends such as the promotion of talent, ensuring the renewal of the workforce, or providing the company with the most qualified workforce. The focus should remain on qualitative interaction and dynamics practices that enhance the synergy among team members. The research opens perspectives for conducting further researches. The first perspective is related to the leadership dynamics and Generation Z orientation. Such scheme can shed the light on definite practices on the way leaders relies in order to reach positive deliveries. The second one is related to the intervention of HR in shaping new modalities for monitoring practices that deal with Generation Z integration and talent management. In order to recruit the best talent and improve their connections with their youngest employees, firms must quickly catch up with Generation Z as it gradually enters the workforce and grasp their expectations in terms of management. Traditional landmarks are indeed upended in a society plagued by a protracted and profound crisis of authority, and the desire for autonomy grows more urgent. The business landscape has already embraced these tendencies, and they are currently being strengthened. The traditional management, which was founded on the diptych "command and control", is, in fact, being replaced by modern, agile, and collaborative management styles. They share the desire to redesign organizational structures and managerial procedures so that horizontality, rather than verticality, is prioritized. The target areas are management, hierarchy, and the leader's personality. The research opens perspectives for conducting further researches. The first perspective is related to the leadership dynamics and Generation Z orientation. Such scheme can shed the light on definite practices on the way leaders relies in order to reach positive deliveries. The second one is related to the intervention of HR in shaping new modalities for monitoring practices that deal with Generation Z integration and talent management. In the scope of both perspectives, it is important to highlight that future research can shed the light on Generation Z beliefs, attitudes, and motives insofar its behavior and to be able to cope with their expectations and vision towards their commitment towards contemporary organizations.

## Footnotes

<sup>1</sup> Generation Z (Gen Z) refers to the generation of Americans born from 1997 to 2012.

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