

## EFFECT OF WORK COMMITMENT AND TEAMWORK ON EMPLOYEE PERFORMANCE IN THE IT SECTOR.

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### **Abstract**

The primary objective of this paper was to create awareness about the effect of teamwork on the work performance of employees. The study was done to create this awareness mainly among the professionals of industries in the sector of information technology. The sample population was selected from Chennai, as most of the IT companies are headed over there. The author has taken the team work as an independent variable and the dependent variable was the work performance of professionals. Simple random sampling was employed for selecting the sample needed for the study. For the purposes of the study only 10 samples were fixed as the sample size. In order to find out which variable of teamwork, among all, is having the highest influence on the work performance of the professionals, regression was employed on the data so collected.

**Key words:-** Teamwork, Work Performance.

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### **Introduction:-**

Working in groups together to achieve a common goal and purpose in an organization with a view to accomplish a tremendous quality in work and service is the concept of a team. This teamwork among the employees has got numerous benefits. It allows the employees to gain an elevated level of self-confidence, emotional security, make positive decisions and plan accordingly for future course of action. Further it has also got the advantage of generating an environment in work area which is very healthy along with resourceful activities, agendas which are workable and also creating optimistic values and strategies. To the contrary, if a company fails to implement the teamwork among its employees, it will tend to face dissatisfaction, occupational failure, lowered work performance and low morale among the employees which ultimately leads to a threat to the organization. On the part of employees too, if an employee is working in an entity which does not possess the teamwork concept, he/she will not be able to achieve the results expected from him/her, which subsequently results in non accomplishment of the organizational goals and objectives. The significance of teamwork is that it enables the employees to perform effectively and creatively for the achievement of the common goals and purposes.

### **Team Work**

The performance and productivity of employees in work can be elevated by the way of sharing the workload. This sharing of workload is an important element of teamwork concept. Teamwork helps to balance the work among all the members in a group and it is not possible in a group that one member is free and the other have got excessive workload. The employees with lesser work or has sufficient time after completing his work can offer help to the employee who is suffering out to complete the job. By practicing such a procedure, the members complete their project within a short span of time.

The following points will help to enhance the workplace teamwork of an organization:

1. Lending ears to others
2. Framework creation for making decisions
3. Efficient teamwork can be rewarded
4. Framing understandable goals
5. Recognizing the life cycle of a team
6. Getting aware of the strengths of every member of the group and making them active
7. Creating rules which are firm.

Teamwork tends to be successful only if it possesses the elements of efficient leadership, communication, establishing the focus on the achievement of common goals with a combined effort to achieve them and most importantly having trust on the group members. Without all these elements, it is quite obvious that teamwork cannot perform smoothly and effectively.

In the current age of heavy competition, teamwork is considered to be as an essential factor for the success of an organization and this has been realized by the leaders of the concern. Through cooperation and joint effort, it is possible for teams to extract the maximum output from the employees in work. According to Alie, Beam & Carey (1998), the workers who perform tasks in team are regarded as the standards for an organization. Teamwork is a way to enhance the effective utilization of man power and also increase the employee's performance. If the top level management of the organization supports the employees to perform in teams, then it is sure to raise the confidence of the employees and subsequently increases the performance of the organization as a whole. Hartenian (2003) said that managers of the current world of business are consigning increased number of team projects which helps the employees to broaden their knowledge and also to elevate their level of skill to perform a task. As per the words of Jones, Richard, Paul, Sloane & Peter (2007), several studies of the current age show that work performance of employees is more when they work in teams when compared to their work as individuals.

### **Work Performance**

In any work, the ultimate goal of the organization as well as the employees is to attain maximum output or result in performance. The concept of performance has been defined by different authors. It is the result produced by them in contrast to what is expected by the management from them (Colquitt, Scott, & LePine, 2007; Lemieux, MacLeod, & Parent, 2007). While Bommer, Dierdorff, & Rubin, (2007); Thomas & Feldman, (2008) say that it is the achievement of the goals and purposes of the organization through the firm's building blocks. Several researches had been done to express performance in two different concepts- organizational performance and employee performance. According to Gilboa, Shirom, Fried, & Cooper, (2008); Kieffer, Schinka, & Curtiss, (2004), the level of achievement of objectives and goals by the organization is referred to be as the organizational performance. On the other hand employee performance refers to the result of physical, cultural and behavioral aspects of an individual and this should be associated and linked with that of the goals of the organization for the purpose of receiving rewards and recognition. The glory and success of the organization is dependent on the performance of the employees which ultimately is possible through elevated extent of commitment, innovation and creativity.

### **IT Sector's Concept Of Teamwork**

An individual is not recruited in by any successful company in the IT sector, if the individual is not capable or willing to perform or execute work in teams. Teamwork in the company is necessary to resolve any conflicts and to accomplish a task efficiently. This concept of teamwork is considered to be the most important and essential skill needed for by an IT company. The concepts of teamwork in IT companies' helps employees to complete any project within the stipulated period, overcome any problem, and strengthen their confidence of working and also to take appropriate decisions in work as well as family, thereby maintaining a good balance in work and personal life.

### **Objectives:-**

The main aim of the study is to identify the effect of team work on the work performance of the employees.

### **Statement Of Problem**

In the world today with excessive competition, people have forgotten the benefits and importance of working in groups, may it be in personal life or in work life. As far as the work area is concerned, non-existence of teamwork has led to poor productivity, inefficiency and lack of creativity, ultimately leading to failure to achieve industrial

goals. Hence, in the current study, an attempt is being made to focus the importance of teamwork, performance appraisal, trust, rewards and leadership in the elevation of the work performance of the employees.

### **Need For The Study**

The current study has been performed to express the importance of teamwork and its influence on the performance of employees. Teamwork results in excellent results both in the performance of the employees as well as the organization. So this study is a major effort to explain the significance of teamwork to the managers of companies and make them to promote this teamwork concept for successful survival of the company. This study will also prove to be beneficiary or researchers who wish to re-examine the teamwork concept which is not widely prevalent in many organizations today.

### **Review**

Shouvik Sanyal and Mohammed Wamique Hisam (2018) had made a research on the influence of teamwork on the work performance of employees. The purpose of this study was to examine the impact of teamwork on the performance of the staff of Dhofar University. Effort was also made to identify the elements that are related with teamwork in the work environment. Factors such as structure and leadership, trust, evaluation of performance and their rewards were examined and analyzed. A very strong and noteworthy correlation was found to exist between these elements and the performance of the staff members of the Dhofar University of the Sultanate of Oman.

Emmanuel Osei Boakye (2015) had reported that much more importance is being given nowadays on the individual achievement and pride at the workplace. As a result of this, employees and the managers do not give more importance to the teamwork concept and subsequently the organizations too does not lay their importance on the effectiveness of teamwork to be as the management tool for enhanced productivity and performance in the business market. Hence the author has tried to examine the influence of teamwork on the effectiveness of organizational performance. The main aim of the study was to investigate the elements of teamwork, assess the influence of teamwork on the organizational performance and also to examine the effects of teamwork on the employees, either positive or negative. The research was carried on among the employees of the Komfo Anokye Hospital for Teaching and also in the Ejisu Government Hospital. Elements of teamwork like trust, rewards and recognition were analyzed. The employees were selected through convenience sampling technique and the management of the organization was selected through purposive sampling. Data was collected through a questionnaire which was self-structured. For analyzing the relation between organizational performance and teamwork was examined using techniques of correlation. The results of the study showed that teamwork was positively related with work performance. Further the study also showed that teamwork has an influence over the organizational performance.

Sheikh Raheel Manzoor, HafizUllah, Murad Hussain and Zulqarnain Muhammad Ahmad (2011) had made a research. The main aim of this paper was to examine the impact of teamwork on the performance of the employees. The study was carried on among the members of staff in the department of higher education in khyber pakhtoon khawa (kpk) in the Peshawar province, Pakistan. Elements for analyzing performance of employees were employed like esprit de corps, rewards, recognition and team trust. Data was collected through a questionnaire. For analyzing the relation between work performance and teamwork, analysis was done through correlation and regression. This study also exhibits a positive relationship between teamwork and employee's work performance. The author also makes suggestion to the organization for employing teamwork in order to enhance employee as well as organizational performance.

Dr. Sheeba Khan and Ms.Layal Said Al Mashikhi (2017) had made a research to assess the impact of teamwork on work performance. The main aim of this paper was to examine this impact among the employees of the banking sector. It has become a challenging work for the banks to magnetize and hold the customers due to the increase in the number of banks, both regional and international. As a result the banks are nowadays striving hard to improve the performance of their employees to attract more customers and make a hold of them. The authors of the current paper had made use of the techniques of correlation to assess the relation between employee's performance and teamwork. The sample size of the study was 120 employees of a bank. Various tools employed in the study for statistical analysis of the data showed that there is a direct and positive relation between employee performance and teamwork. Further, regression and correlation analysis exhibited the fact that teamwork has a significant influence on the work performance of employees.

**Research Methodology:-**

Teamwork is taken to be as the independent variable and the dependent variable was work performance. The professionals of the IT sector constituted the sample population for the study. The sample size was fixed at 100 for the purposes of the study. This sample population of the study was selected through simple random sampling. Findings were extracted by applying regression analysis on the data collected through sampling.

**Analysis And Interpretation**

**Model Summary**

R	R Square	Adjusted Square	R	F	Sig.
.819(a)	.670	.653		38.218	.000(a)

Predictor: (Constant), team work

**Coefficients(a)**

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1.627	.266		6.109	.000
All the teams at our IT organization work well together.	.417	.121	.568	3.442	.001
My team is effectively managed by Team Leader	.142	.050	.195	2.830	.006
The IT people in our team work well together.	-.083	.043	-.115	-1.931	.056
Innovation/new ways of doing things are liked by all team members.	.028	.048	.039	.579	.564
My work in team is appreciated and recognized	.087	.122	.121	.709	.480

**Dependent Variable: work Performance**

In order to find the statistical significance, focus was made on the 6 predictors of the study. If it was found that there exists a difference, the next pace was to examine the direction through which they are found to be related. Findings show that every statement of teamwork factors was significant. The table also revealed a positive coefficient, which means that among all the statements, three statements were seen to have an influence on the work performance of employees. There was a relation found between the dependent variable and the teamwork. The analysis done through regression exhibits that among five, three factors are having an influence over the work performance. The coefficient value, R<sup>2</sup>, was found to be 0.670 through multiple regression, which shows that 67% of the independent variables had an influence on the work performance of the professionals.

In order to examine whether the value of coefficient (R<sup>2</sup>) is significant or not, ANOVA was executed. The F value so got was 38.218 which means p<0.000. This finding shows that there was a significant relation between the dependent and the independent variable. It was also reported that team work was seen to predict work performance.

Findings show that the work performance of the professionals of IT sector is highly influenced by the teamwork among them. IT business can be run successfully if it implements the concept of teamwork in work. Lack of teamwork and poor coordination among professionals in IT sector may lead to problems like, neglected deadlines, conflict among the professionals and even poor organization.

**Conclusion:-**

Results and suggestions were made on the basis of the findings of the study. It was noticed that teamwork better influenced the work performance. A work done in team is seen too be finished more effectively and efficiently when compared to a work done in isolation. Furthermore, teamwork also saves a lot of time in the completion of a project and the employees can go in for a new project quickly through teamwork. The management of the organization is also benefited through teamwork. It can be seen that work runs smoothly without any hurdles. There arises no conflict among the employees if they work in teams. Projects can be accomplished far before the deadline, if teamwork is followed. In short, teamwork has a far reaching influence on the work performance of employees.

### **Limitations And Future Scope**

Limitations and drawbacks are sure to arise in every field of study. The present study is not an exception in this regard. The current research was done only among the IT professionals of Chennai, which is the major drawback of this study. This can be rectified in the future studies by examining the influence of teamwork on work performance of employees in other cities too.

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