



THE EFFECTIVENESS OF TEAMWORK AMONG STAFFS AT
BANGUNAN PERSEKUTUAN IPOH, PERAK.

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ABSTRACT

The objective of this study is to study the effectiveness of teamwork among staff at Bangunan Persekutuan Ipoh, Perak. The method chosen in this study is simple random sampling. The questionnaires were distributed to the staff at Bangunan Persekutuan Ipoh, Perak. The return rates of the questionnaires was 40 (100%) out of all. Data was analyzed descriptively by using Statistical Package for Social Sciences (SPSS). The findings of the research had shown that most respondents agreed that staff must be aware about policies and procedures of the organization in order to encourage them to work better as a team.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Staffs in Bangunan Persekutuan Ipoh, Perak play an important role in managing the process and the workflow in the organization. Besides being treated as part of organization asset, they were actually an engine of the economic growth of Malaysia. Therefore, the staffs must not only technically competent, but they were also must able to work in a team and self-develop for greater improvement and advancement (Berger, Fisek, Norman & Zelditch, 1977).

Teamwork was a popular study conducted by many researchers because it occurs in every organization. Without the presence of accountability as a collective responsibility, teamwork within an organization will not be successful. In fact, when cooperative between staffs and leader was non-existent, individual development and team interdependence will suffered and contributions will not be recognized. In order to achieve organizational success, interdependence should exist in various factors of an organization. Teamwork was defined as “where a group of people come together to effectively achieve a goal through leadership of an individual” (Kam 2012). Effective teamwork produced extravagant results either in workplace, classmates or