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**TEAMWORK ON EMPLOYEE PERFORMANCE :  
A CASE STUDY OF ROYAL MALAYSIAN CUSTOMS,  
KUCHING, SARAWAK.**

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## **Abstract**

This research analyzes the teamwork on employee performance in Royal Malaysian Customs, Kuching, Sarawak. Cohen & Bailey (1999) stated that an organization which emphasize more on teams have resulted in increased employee performance, greater productivity and better problem solving at work. The main purpose of this study is to identify the main factors in teamwork which are team trust, esprit de corps, recognition and reward that contribute to the employee performance. The researchers examine the relationship between the variables which are team trust, esprit de corps, recognition and reward on employee performance. The influence of gender on the employees' work performance was also being analyzed in this study. In addition, the researchers have provided recommendations on improving the teamwork. There were 165 respondents participated in this survey. Based on the findings, it shows that team trust become the main factor in enhancing teamwork and these variables which are esprit de corps, team trust and reward and recognition have a significant and positive relationship with the employee performance. The study also reveals that gender has no influence on their work performance. In order to improve the teamwork effectiveness, the organization could emphasize on the group cohesion, encourage an active participation from the team members as well as increase an effective communication and interactions among the employees in Royal Malaysian Customs, Kuching, Sarawak.

## CONTENTS

### Chapter I :

#### 1.0 Introduction

#### 1.1 Background of study

1

#### 1.2 Problem Statement

3

#### 1.3 Research Questions

5

#### 1.4 Research Objectives

6

#### 1.5 Scope of Study

7

#### 1.6 Significant of the Study

8

#### 1.7 Definitions of terms/concepts

10

### Chapter II : Literature Review & Conceptual Framework

#### 2.0 Introduction

12

#### 2.1 Teamwork and Employee performance

12

##### 2.1.1 Esprit de Corps

15

##### 2.1.2 Team Trust

17

##### 2.1.3 Recognition & Rewards

19

#### 2.2 Conceptual Framework

# **CHAPTER 1**

## **INTRODUCTION**

### **1.0 Introduction**

This chapter will be focused on the background of the study which is the teamwork on employees' performance. Section 1.1 will discuss on the background of the study, Section 1.2 on the problem statement, while Section 1.3 identified the research questions. Section 1.4 discusses on the research objectives, Section 1.5 on the scope of study, Section 1.6 explained on the significance of study and lastly Section 1.7 on the definition of terms and concepts.

### **1.1 Background of the study**

Nowadays, teamwork is the most crucial part in an organization which leaders recognize the importance of teamwork as a mechanism to improve the employee's abilities and also to boost up motivation level. Recent study shows that employee working within the team can produce more output as compared to individual (Jones et. al, 2007). The results are more productive when it is carried out by a group of people compared to the individual. However, some organizations did not realize the effectiveness of working in a team and this has led to the lower job performance of the employees. Research shows that an organization improves when they effectively employ team and teamwork will remain a critically important organizational concept in the foreseeable future (M. DeGrosky, 2006).