

team performance example: Leach et.al (2005), Stevens & Campion (1999), McClough & Rogelberg (2003), Brown et.al (2001). Other research did not support the relationship between teamwork KSA and Team performance example: Miller (2001). It was concluded that the adding value for using KSA test in industrial companies in Jordan is high, as it contains many details in measuring the team characteristics. In addition, the use of WUE survey is more suitable in measuring the team performance rather than using the self-evaluation or team head evaluation.

Chapter 3 presented the two instruments used to achieve the research objective (teamwork KSA test developed by Stevens and Campion in 1994 and WUE survey developed by Uhl-Bien and Gran in 1998). It also discussed the research methodology and design, and explains how the two methods were used to test the teamwork KSA and team performance are covering most items presented in many models and theories discussed in the literature review. Both instruments are valid and reliable, teamwork KSA test internal consistency done by Stevens and Campion (1999) was 0.8 and it was 0.83 for this research. The Cronbach alpha for WUE was 0.88 according to Uhl-Bien and Graen (1998); and it was 0.90 for this research.

Chapter 3 also discussed the population and sampling methodology, which was compatible with previous practical research (Stevens and Campion 1999, Leach et.al 2005) and compatible with the scientific approach presented by Sekaran (2003). Regarding teamwork KSA test, the company was divided into teams according to organization structure, which considers sections and departments as teams, and then a representative sample from each team was taken to conduct the teamwork KSA test. Regarding WUE survey, all managers and section heads that have influence and affected