

CHAPTER III

METHODOLOGY

3.1. Research Methodology

This research is a case study research; the methodology depends on utilizing two valid and compatible instruments: (teamwork KSA developed by Stevens and Campion, 1994 and WUE Survey developed by Uhl-Bien and Graen, 1998). These two instruments were used to measure the team members' knowledge, skill and abilities at Fine Company and to test if it has significant relationship with teamwork performance in this company. In addition, some demographic data is collected about team members includes: age, years of services at company, gender, job level and educational level to test if team member KSA results could change due to changes in his/her demographic variables.

This research follows both qualitative and quantitative approach to achieve its objectives. The qualitative approach involves revising current literature and previous studies and quantitative approach is followed by using the above two mentioned instruments. The sample consists of managerial and non-managerial employees working at different level inside Fine Company.

Teamwork KSA test is filled by set of teams that represent the departments and sections at the company, the total number of teams were 20. Then a sample of four to five employees is taken from each team to answer the test, and the demographic variable is taken for each team member to examine if team members' KSA test results could change due to changes in their demographic variables. Then the average of teamwork KSA for these team members is taken as one sample. The team performance is measured using