

individual team members to understand their strengths and weaknesses with regard to KSA to work effectively as one team.

3.2.2. Work Unit Effectiveness (WUE) Survey

The second instrument that is used is the WUE survey, which was measured by a nine-item measure tapping dimensions of team performance, (a) teamwork effectiveness and (b) team dynamics (Uhl-Bien & Graen, 1998). The nine items measured by this instrument are:

A) Teamwork effectiveness items are:

- 1- The performance of work unit as whole
- 2- The effectiveness of teamwork.
- 3- The quality of working relationship among unit members.
- 4- How well members worked together within unit.

B) Team dynamics items are:

- 5- The morale of the unit.
- 6- The effectiveness of communications within the unit.
- 7- Trust among work unit members.
- 8- The amount of interest or involvement among members of the unit.
- 9- The commitment to goals of unit members.

The survey is detailed in Appendix A.

3.2.3. Permission to Use Research Instruments

A) Teamwork KSA Test Instrument (Stevens and Campion, 1994)