

# **CHAPTER II**

## **REVIEW OF RELATED LITERATURE AND PREVIOUS STUDIES**

### **2.1. Introduction**

Different research discussed the team definition, team importance, teamwork performance, characteristics and factors that has relationship or could affect team effectiveness. The literature review and previous studies in this chapter indicates some of the studies that discussed these factors. In addition, this chapter discusses the main instruments that were being used to measure the teamwork performance and the factors that affect teamwork performance. Then there is a review on the studies specialized in the teamwork KSA test and its relation with the team performance.

### **2.2. Literature Review**

#### **2.2.1. Teams and Teams Importance:**

Governments, businesses, and community groups are increasingly depending on work teams to streamline processes, enhance participation, and improve performance (Baker, Horvath, Campion, Offermann, & Salas, 2006). Parker (2008) argues that effective teamwork is critical for success regardless of the industry activities. West (2012) advocates also that teams are important to enact organizational strategy and enable organizations to speed up the development and delivery of products and services and cost effectiveness. Nowadays, teams are developed in almost every organization and the majority agrees to the advantageous position of teams rather than individuals (Rosenhouer, 2009).