

evaluation per team was between 3 to 5, which is accepted based on Uhl-Bien, and Graen (1998). Table 2 shows the matrix of managers and teams in addition to expected and received replies for each team.

Examples:

- Four heads should evaluate team No.1, but only three evaluated the team with response rate of 75%.
- Quality control section head was asked to evaluate five teams (teams from 13 to 17).

The above sampling and sampling methods were compatible with Stevens and Campion (1999), and Leach et.al (2005).