

## **ABSTRACT**

### **The Relationship between Team Members' Knowledge, Skills & Abilities and Team Performance in the Industrial Companies in Jordan: The Case of Fine Hygienic Paper Company-Part of Nuqul Group**

By

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This research aims to examine the knowledge, skills and abilities of team members that have relationship with team performance at industrial companies in Jordan. To achieve this objective, Fine Hygienic paper Company part of Nuqul group in Jordan is selected as a case study. A sample of 99 individuals from most departments were selected to represent 20 teams inside the company to conduct teamwork Skill, Knowledge and Ability (KSA) test developed by Stevens and Campion (1994) which measures the individuals' KSA to work in teams. To measure the team performance, a sample of relative departments' managers and section heads were selected to evaluate the 20 teams' performance using Work Unit Effectiveness (WUE) survey developed by Uhl-Bien and Graen (1998). Mini-tab test was used as statistical software for analysing the data.

Results revealed that the level of teamwork KSA at Fine Company is low when compared with standard norms provided by Stevens (2014). The team performance has significant relationship with the level of teamwork KSA with correlation coefficient ( $r$ ) =0.68. Team performance has significant relationship with both interpersonal KSAs and self-management KSAs with  $r=0.59$  and  $0.65$  respectively. Both team effectiveness and