

to evaluate the performance of the working unit as whole. The teamwork effectiveness items rated the effectiveness of teamwork are the quality of the work relationships among unit members and how well members work together within a unit. The group dynamics questions asked about the morale of a unit, the effectiveness of communications, trust among work unit members, the amount of interest or involvement among members of the unit, and the commitment to goals of unit members. All items were assessed on a five-point scale ranging from “very low” to “very high”. The Cronbach alpha for effectiveness was 0.88.

#### **2.4. Contribution to Knowledge**

Teamwork KSA test was first introduced in 1994 and validated in 1999 by Stevens and Campion, it was widely used in developed countries to measure the working teams’ knowledge, skills and abilities. The test was also used in many organizations as a tool for selection and recruiting (Miller, 2001; Stevens & Campion, 1999). This instrument is new to be introduced in Jordan and Arab countries. Therefore the use of an international instrument enriches the knowledge base of organizations in Jordan and other Arab countries and will enable them to examine and utilize the special characteristics of teamwork KSA test that depend on real data and field research rather than subjective opinion.

Using Teamwork KSA test hopefully could establish for a validated measuring instrument that could be used in benchmarking between teams, organizations in order to measure the level of teamwork performance.