

Teamwork and Its Impacts on Employees' Morale

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Today's business environment employees' morale is undeniable concept, every organizations concentrating to improve their employees' morale level. Teamwork increases the employees' morale. So, this study is an attempt to understanding and measuring teamwork impacting the morale of employees' in business process outsourcing organizations. The data is collected from structured questionnaire. Sample size is 110 and also descriptive research study is used as a research design and followed simple random sampling method. The respondents are the employees from the Business process outsourcing (BPO) industries in Chennai various. In this study one way ANOVA, Pearson's correlation and regression are used for analysis. Result of this study is teamwork positively impacting the employees' morale.

Keywords: Teamwork, Employees' Morale.

INTRODUCTION:

Employees' morale may be defined as an intangible concept that refers to how positive and supportive a group feels toward the organization to which it belongs (Haddock, 2010) and the special feelings members of the group share with others, such as trust, self-worth, purpose, pride in one's achievement, and faith in the leadership and organizational success. Seroka (2009) defines employee morale as the general level of confidence or optimism experienced by a person or a group of people, especially if it affects discipline and willingness. According to Finger (2005), morale is more influenced from the top down (that is by leadership) than from the bottom up. High or low morale is not just made up of a single factor; it is a combination of related factors. In addition, morale may be thought of not only as a group phenomenon but also an individual matter. Group morale depends on the morale of each individual in a group.

Teamwork: (Conti and Kleiner, 2003) that teams offer greater participation, challenges and feelings of accomplishment. Organizations with teams will attract and retain the best people. This in turn will create a high performance organization that is flexible, efficient and most importantly, profitable. Adeleke 2008, Teamwork

is the concept of people working together cooperatively, as in sales team, sports team etc. It has also become so valued that many large corporations have developed specific tests to measure potential employee's teamwork ability. Hence, it has become important goal in most work places, the belief is that teamwork gives employees a sense of ownership and encourages cooperation. Trust among the team members comes when member of the teams develop the confidence in each other competence. One research study concluded that trust among the team members develop the unique skills and coordination of individuals (**Erdem, Ferda, Ozen and Janset, 2003**).

REVIEW OF LITERATURE:

Mazin (2010) specifies that high employee morale leads to on-time recording of employees for work, and improving communication, recruitment and originality of employees. He further specifies that high employee morale keeps retention of employees in the organization.

Akintayo (2012) reveals significant relationships among working environment, workers morale and perceived productivity. The study also finds that supply working environment and workers morale have significantly contributed to workers productivity.

Tiwari (2014) stated that, morale is an employee's attitude toward his or her job, employer, and colleagues. Employee morale as the psychological state with esteem to satisfaction, confidence and resolution; the attitude of an individual or group of employees. Employee morale within an organization has a through impact on the satisfaction level of its customers and the company's ultimate success.

Bacon and Blyton (2006) highlighted the two important factors i.e. self-management team and interpersonal team skills. These factors enhance the communication as well as interpersonal relationship between team members and also boost the employee performances.

Mulika (2010) explained teamwork is a significant tool of new type of work organization. Teamwork is a precise organizational measure that shows many different features in all type of organizations including non-profit.

Ingram (2000) concluded that the good manager is the one who assigns the responsibilities to his/her employee in a form of group or team in order to take maximum output from employees.

Washer (2006) stated that it should be possible to design a system of team building within every organization for employees in order to promote and distribute best practice and maximize output. The main emphasis for designing and implementing such a system is ultimately to improve employee teaching.

Ingram (2000) teamwork is a strategy that has a potential to improve the performance of individuals and organizations, but it needs to be nurtured over time. Organizations need to look at strategies for improving performance in the light of increasingly competitive environments. Top managers need to have the vision to

introduce teamwork activities within the organizations, the sensitivity to nourish it and the courage to permit teams to play an important part in decision making.

OBJECTIVES OF THE STUDY:

- To examine the designation of employee towards employees' morale.
- To analyze teamwork and its relationship with employees' morale.
- To assess the influence of teamwork on employees' morale.
- To offer suggestions to improve teamwork which leads to the employees' morale.

HYPOTHESES OF THE STUDY

H₀₁: There is no significant differences between designation of employee and Employees' morale.

H₀₂: There is no significant relationship between teamwork and Employees' morale.

H₀₃: There is no significant influences between teamwork and Employees' morale.

LIMITATION

There is a chance of personal bias which affects the original data.

The study was conducted among 110 employees working in BPO industry. Employees were classified into three groups such as grade 1, grade 2 and grade 3 according to the designation of the employees in the organization. Grade 1 is managerial level, grade 2 is team leaders and grade 3 is executive's level.

Data Collection

The instrument used for the collecting data was a structured questionnaire. The questionnaire consisted of 20 questions, with a close-ended questions. The statistical tools used in this study are one way ANOVA, Pearson's Correlation and Regression.

Research Methodology

The research design used is descriptive in nature the procedure using questionnaire, and analyzes these to make critical evaluation of the performance.

Sources of data collection

Data is collected through primary and secondary sources

Primary Source of data: Data is collected using Questionnaire Method.

Secondary source of data: The data is collected reputed journals and using internet websites.

Sampling: Simple random Sample Design

Universe of Study: Universe covers the whole defined finite on which the study is based. The whole study is carried in BPO industries. The universe was all the employees of BPO industries in chennai.

Sampling units: The sampling units of the research study within the organization.

Sample Size: Sample size of the research is 110 samples.

ANALYSIS AND INTERPRETATION

H₀: There is no significant difference between designation of the employee and employees' morale.

Table:1

	N	Mean	Std. Deviation	F	P
Executives	67	2.8696	.919	54.69	.001**
Team leaders	32	3.5486	.967		
Managers	11	4.0000	1.210		
Total	110	3.2219	1.302		

Source: Primary data **significant at one percent level.

From the above table it is inferred that the calculated significant value (0.001) which is less than (0.01), hence alternative hypothesis (H₁) is accepted and the null hypothesis (H₀) is rejected. Hence there is significant difference between designation of the employee and employees' morale.

H₀: There is no significant relationship between teamwork and employees' morale.

Table: 2

		Employees' morale
Teamwork	Pearson Correlation	0.772
	Significance(2-tailed)	0.002*
	N	110

Source: Primary data; *significant at one percent level.

In order to test the relationship, Pearson correlation was applied. From the result it is observed that there is positive correlation between independent variable and employees' morale. The teamwork has least r value ($r=0.772$); From the p value in the correlation matrix, it is observed that the level of independent variables relationship was significant at 0.01 level. Hence the hypothesis is rejected. So it is concluded that there is significant strong relationship between teamwork and employees' morale.

Ho: There is no significant influences of teamwork and employees' morale.

R	R Square	Adjusted R Square	F	Sig.
0.931	0.866	0.866	1802.1	0.001*

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	0.100	0.400		0.250	0.803
EmployeesMorale	1.014	0.024	0.931	42.452	0.001

Source: Primary data; *significant at one percent level.

Above table indicates that the influences of teamwork on employees' morale in the business process outsourcing (BPO). Here, welfare facilities is considered as independent variables and employees' morale is considered as dependent variables.

Further, Linear regression is employed, to test the above stated hypothesis. In the regression model, the p-value is found to be significant at one percent level. Hence, the stated hypothesis is rejected. The measure of strength of association in the regression analysis is given by the co-efficient of regression determination which is denoted by the adjusted R-square value. The adjusted R-square value is found to be 0.866 which implied that 86.6 percent of the variation on the level of dependent variable is explained by the independent variables.

From the regression equation, it is inferred that the teamwork is having positive influences with the employees' morale.

FINDINGS OF THE STUDY:

In this study, Anova analysis that shows the calculated significant value (0.001) which is less than (0.01), so it show there is significant difference between designation of employee and employees' morale.

In this study, Pearson Correlation analysis used to test the relationship with independent variables, the employees' morale r value is ($r=0.772$); From the p value level was significant at 0.01 level. So it is concluded that there is significant strong relationship between teamwork and employees' morale.

From the regression equation, it is inferred that the teamwork is having positive influences with the employees' morale.

SUGGESTIONS

Based on the study, the following suggestions are proposed.

- The company should pay more attention towards teamwork and encourage them with rewards.
- Supervisor should co-ordinate with the workers in more friendly manner and offer them better recognition and needed guidance.
- Plan and implement training methods for team development in the organization.
- Clarity of goal that will enable the teamwork and employees to attain management objectives.

CONCLUSION

In an organization, teamwork has impact with the employees' morale. It is evident from the literature review that when an organization motivates its employees then the resultant morale in the organization will be equally high. There is a need for continuous monitoring and improvement of employee morale in an organization. Through the proposed study that teamwork directly and indirectly influence that employee morale is identified. Researcher suggested that the management can take required steps to improve the employee morale by following the suggestions that were suggested and introduce the schemes by considering factors associated with the employee morale.

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