

The Relationship between Team Characteristics and Team Effectiveness of Clerical Employees in Banking Industry

Amarasinghe, A. M. J. M.¹ and Devadas, U. M.²

The objective of this study is to identify whether there is a relationship between team characteristics and team effectiveness. Accordingly five themes were derived from literature representing team characteristics i.e. Job Design, Interdependence, Composition, Context, and Process which assessed with a forty eight items questionnaire while team effectiveness was assessed with an eleven items questionnaire. Paying an individual interest, the researcher gathered data from fifty two clerical employee respondents who work in nine banks in Colombo district to conduct this research. The correlation and regression tests were used to test the developed hypotheses in order to check the validity of the research base. Research findings reveals that there is a positive relationships between team characteristics and team effectiveness, Job Design and team effectiveness together with a positive impact of team characteristics on team effectiveness except for Composition. The ultimate findings of this study will assist in implementing teams with positive characteristics in order to achieve the effectiveness towards the organization success. Finally, the researcher recommended that in order to achieve the effectiveness of teams through its characteristics, team characteristics should be clearly observed and managed when making teams and working in teams where in each stage of organizing the team, those characteristics should be adapted and developed accurately.

Keywords: *Team Characteristics, Team Effectiveness, Job Design, Interdependence, Composition, Context, Process*

¹ janithaamarasinghe1@gmail.com

² mohanudaya395@gmail.com