

IMPACT OF TEAMWORK ON EMPLOYEE PERFORMANCE: THE CASE OF COMMERCIAL BANKS IN LAGOS STATE, NIGERIA

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Abstract

This paper examined the impact of teamwork on employee performance among deposit money banks in Lagos, Nigeria. The survey research design was adopted for this paper. The sample size of one hundred respondents was selected from five selected banks in the study area, using the purposive sampling procedure. The study revealed that teamwork leads to better quality and speed of operations which results to enhanced productivity and improved performance. In addition, teamwork was found to be vital in harnessing the energies, competencies and potentials of individual organization members in order to speedily achieve the overall business objectives. It was recommended that the team approach must exist in the micro business environment of work as a means of enhancing employees' performance. Furthermore, banking organizations should adopt policies that support team efforts within the workplace in order to encourage collaborative and stake-building knowledge sharing amongst members. Participative goal-setting should be adopted in teams to enhance commitment and to give room for employees to align their personal goals with the team goals. Moreover, managers should endeavour to ensure that the teams have the necessary skills to enable them perform effectively.

Keywords: Teamwork; Team trust; Employee development; organizational performance.