

Sudan University of Science & Technology
College of Graduate Studies

The Role of Teamwork in creating
Employee Satisfaction

دور عمل الفريق في رضا العاملين

A Research Presented in Partial Fulfillment of the
Requirements for the M.Sc. Degree in Managing
Quality Excellence

By

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2010

ACKNOWLEDGEMENTS

I would like to gratefully and sincerely thank Prof. Elhadi Tigani for his guidance, understanding, patience, and his encouragement. His patience and support helped me overcome many crisis situations and finish this dissertation. I hope that one day I would become as good an advisor as Prof. Elhadi Tigani has been to me.

I would also like to thank Prof. Tony Bendell for his assistance.

I believe I gained more knowledge through oral communication. Special thanks in this respect go to my colleagues in master group, who invested a lot of time in keeping reading groups, seminars, guest lectures and other events.

Finally, and most importantly, I would like to thank my husband for his support and encouragement.

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ملخص البحث

تزايد الاهتمام بتبني منهجية عمل الفريق لتنظيم وترقية العمل في مختلف مؤسسات القطاع العام والخاص في العالم، فقد إتضح جلياً بأن من فوائد العمل كفريق هو زيادة الإنتاجية وزيادة رضى العاملين والعلماء وذلك لمصلحة العمل والعاملين. ففي مؤسساتنا نجد أن مستوى إتباع منهجية عمل الفريق في مختلف مؤسسات القطاع العام والخاص ليس كما ينبغي له أن يكون، والمشكلة هي في طبيعتها فنية وثقافية.

عوامل نجاح أي فريق يتمثل في التعليم، التدريب، التشجيع من القيادة العليا، التحفيز المعنوي والمادي. و رضى العاملين يتمثل في الرضاء الوظيفي بتحقيق النجاحات عبر عمل الفريق، الرضى بالعلاقات الجيدة بين أعضاء الفريق، الرضى بقرب العلاقة مع القيادة، الرضى من الإحساس يرضى الزملاء في الفريق ، التدريب والتطوير ، التقدير والعرفان من القيادة العليا والعائد المادي من أي إنجاز يتم. نلاحظ أن من هنا نلاحظ أن عوامل نجاح أي فريق هي عوامل لرضى العاملين.

هدف البحث هو المحافظة على وظيفة العمل الجماعي في المؤسسات وعكس ذلك على رضى العاملين وذلك من خلال: وصف لأشكال تكوين الفريق في المؤسسة ،كيفية الحفاظ على وظيفة عمل الفريق في المنظمة، العوامل التي تبعث الرضى لدى العاملين وتأثير العمل الجماعي على رضى العاملين.

الوسائل التي تم استخدامها لتتقي أثر عمل الفريق على رضى العاملين تم أخذ الهيئة القومية للكهرباء كحالة دراسة وتم تصميم استبيان أسئلته تحوى كل العوامل التي تدعم نجاح عمل الفريق وتلك التي تؤثر في رضى العاملين وبعد تحليل البيانات بلغت نسبة الراضين عن عمل الفريق 67% والغير راضين 25% والمحايدين 8% وهذه النتيجة تعبر عن الأثر الايجابي لعمل الفريق في رضى العاملين

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