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Impact and importance of team in an organization (with reference of project management consultants in construction industry)

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ABSTRACT

Studies on Team in an organization within its department have been an area of interest for researchers in this modern era because of the working culture has changed drastically in few decades, as now many organizations rely on their Success if they have a good team. Teamwork is important in an organization because it provides employees with an opportunity to bond with one another, which improves relations among them. Improved employee relations also result from the fact that teamwork enhances unity among members. Now if we discuss the importance of Team in Project Management Consultants its play a vital role, as Nations infrastructure is developing rapidly, Organizations like Project Management Consultants who is working as a Third Party in developing Infrastructure between Client and Contractor, There work is to Supervise that the construction is as per the government norms, now a day demand of such organization increase because of transparency in construction. Here Teamwork in the aspect of HR Department plays an important role because we have to recruit Engineers from all over India and to retain them in our organizations till the project ends. Hence the study was undertaken in Project Management Consultants Firm in Bhopal (Madhya Pradesh) to identify the impact of Team in the success of such kind of Organizations.

Keywords— Project management consultants, Construction industry, Teamwork, Contractor, Clients, Infrastructure

1. INTRODUCTION

Impact of Teamwork in an Organization is a wide research area nowadays, results of studies from different sectors of Organizations, have been time and again showing that Teamwork has a significant impact on organizational performance. But unfortunately, very insufficient numbers of studies have been conducted in this area among the Project Management Consultants Sector. To argument the contemporary knowledge based on Teamwork impact on such organizations, this study was taken in a Project Management Consultants sector.

The construction industry generally deals with the various types of construction sectors Real Estate & Infrastructure. Real Estate Sector is segmented in Residential, Industrial, Corporate, and Commercial. Whereas Infrastructure sector in Roads, Railways, Urban Infrastructures, Ports, Airports and Power.

To manage such kind of unique projects requires an expertise with organizations and a thorough body of knowledge. Project Management Consultancy plays a multifaceted part in such projects and provides the services from inception to completion of projects. At every stage of the project life cycle, the principles of pro-activeness and creating the win-win situation is necessary keeping in mind the customer/client's requirements. Use of Project Management Consultancy (PMC) offers one of the effective management solutions to increase and improve the efficiency and outcome of a project in construction. This sector is one of the largest growing sectors in India. As India is a developing county and Indian Government has a vision of becoming a developed country by the Year 2025, hence the infrastructure developing boosted in the top gear and construction of Residential, Roads, Highways and Expressway's construction are rapidly increasing hence the demand of Project Management Consultants are rapidly increased in the current decade and is one of the fastest growing sectors now a day. In view of this, candidates seeking for a job in these sectors are also increased, as employees came from different education background (Technical and Non-Technical) Proper Team management will be the only key for a success for such organizations, hence the study was conducted to improve the output of such organization with aspects of Teamwork Impact.

2. SCOPE

A growing organizations like this have a very bright scope to become top contributors in an economy hence to increase its output the Teamwork will play a vital role as employees are the topmost assets for any kind of organizations and Teamwork is the only

process which makes every employee more productive and Accountable towards organizations, Following Importance of Teamwork in organizations, are:

- 1. Improve Productivity:** Teamwork enables you to accomplish tasks faster and more efficiently than tackling projects individually. Cooperating together on various tasks reduces workloads for all employees by enabling them to share responsibilities or ideas. Teamwork also reduces the work pressure on every worker, which allows him to be thorough in the completion of the assigned roles. In sharing ideas or responsibilities, every employee should have a role that suits his specialization. You should also consider employees' levels of interest in the project at hand, which positively influences the efficiency or speed of their output in accomplishing the task.
- 2. Employee Bonding:** Teamwork is important in an organization because it provides employees with an opportunity to bond with one another, which improves relations among them. Workers who constitute a team working on a project often feel valued upon the successful completion of such tasks. A situation in which all of them find a chance to contribute towards the tasks improves relations within the team and enhances their respect for each other. Improved employee relations also result from the fact that teamwork enhances cohesion among members, thanks to increased trust among them.
- 3. Increase Sense of Responsibility:** Teamwork increases the accountability of every member of the team, especially when working under people who command a lot of respect within the business. Team members do not want to let each other down and hence do their best to contribute to the successes of their teams. In contrast to working solo on a project, peer pressure is usually high within teams such that cases of low morale are less likely to impact individuals. As a business owner, you would benefit from increased productivity through efficient team projects, which may be completed well ahead of the deadline.
- 4. Sharing a Different kind of skills and experiences:** Cooperating on a project is an opportunity for new workers to learn from more experienced employees. Teams often consist of members who differ from one another in terms of skills or talents. Working together is a great opportunity to acquire skills that an employee never had beforehand. Unlike working alone on a project, teamwork affords people the opportunity to challenge the ideas of each other and come up with a compromise solution that contributes to the successful completion of the task.

These abovementioned factors are the perfect ingredients to make any person become a productive employee and team of such productive employees can lead an organization to become successful.

3. PROCESS

The Process of Team Development in Project Management Consultants Sector are slightly different from other sectors, as the projects in which particular sector are involved are Executed in different parts of India, and the employees hired for the same are also came from different backgrounds (Geographical, Religion, Educational – Technical and Non-Technical), to synchronize each of them is a very complex process for HR Department hence following steps were taken by HR department to make a good team out of them:

- 1. Orientation:** This is simply the bringing together of a group of individuals. At this stage, members are - Moderately eager; Have generally positive expectations; Have some anxiety about why they are there and what it all means; Have some anxiety about other members such as who they are and what they are like

During orientation, the factors which are considered is How to approach Goals, and what skills are needed. The length of this stage will depend on how clearly the task is defined. This is an important stage because it serves to clarify the team's mission and bond team members. Teams that pay attention to building the relationships as well as focusing on the task successful outcome.

- 2. Observation:** In this stage HR Department observes how the individuals are responding in a team as some negative factors always arise when synchronizing peoples from different backgrounds like an argument, conflict, a dip in morale; It results from differences between initial expectations and the reality of the situation as perceived by the members. Members may have varying opinions of what the group was to do and how to accomplish it. Members are also beginning to confront the differences in their personalities and values, a condition that is present anytime strangers meet. Members may feel anger or frustration with the task or with other members or may even resent the presence of formal leadership. Generally, the dissatisfaction stage is relatively short. Some groups, however, may become stuck in this stage and continue to be both demoralized and relatively unproductive. In the worst cases, some groups never emerge from this stage and, if possible, disband in frustration.
- 3. Outcome:** In this stage HR Department try to resolve issues by setting up group policies, procedures and values like clarifying the mission and roles, Telling more about each other and create bonding between them which make members less dissatisfied as in the previous stage, because they are now learning more about each other, this step will help them making progress toward their goals, and the group is developing into a team.
- 4. Output:** The team starts accomplishing work effectively. The production becomes high with positive climate. Member attitudes are characterized by positive feelings and eagerness to be part of the team. Members are confident about the outcome, enjoy open communication, exhibit high energy, and disagreement is welcome and handled without emotional conflict.

These 4 O's Process of team making helps organization to accomplish the project successfully, but this is a never-ending process as when another project start the same process continues.

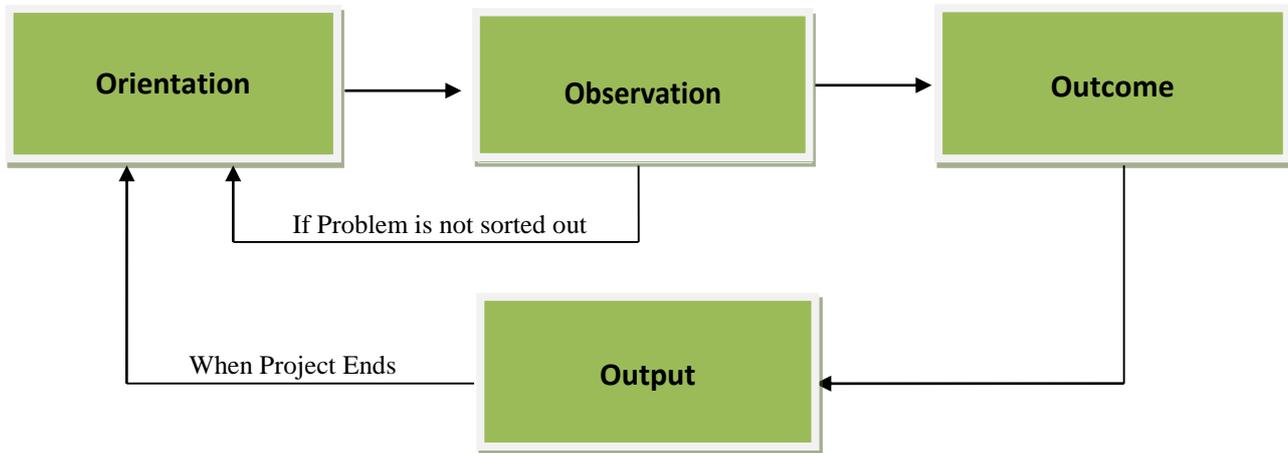


Fig. 1: Team building process in Project Management Consultants (PMC) sector

4. CONCLUSION AND RECOMMENDATION

Teamwork is one of the most important essences of a successful organization. The absence of teamwork can lead to a lot of problems in the organization. The most challenging part in team building is to understand the needs and expectation of each and every individual and bring them at the team level so that all can move forward together. The problem is that what may seem right to one team member, may seem absolutely inappropriate to another team member, therefore the first and foremost should be to select a team leader that can understand, counsel, convince and motivate each of the team members to work together as one.

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