

**ABSTRACT**

This study was assigned to determine the relationship between teamwork quality and personal success of members of team leaders and agents employed in TPN Company Limited. To answer the research objectives, two independent variables, ie., demographic factors (age, gender, educational level, and number of working years), teamwork quality (communication, coordination, balance of member contributions, mutual support, effort, and cohesion) were used. The dependent variable set for the study was the personal success of members (individual growth, work satisfaction, and learning).

The research reviewed several areas of literature on teamwork quality and personal success of members, theories related to team and teamwork, and new research in teamwork. The population of this study was composed of team leaders and agents employed in TPN Co.,Ltd. A questionnaire survey method was used to collect data from the respondents. The survey was pretest for validity and reliability, using 20 agents.

The findings demonstrated a correlation between teamwork quality and individual growth, shown that there is significant relationship with all variables in terms of communication, coordination, balance of member contributions, mutual support, effort, and cohesion. Effort was the teamwork quality variable that had the highest correlation with individual growth.

The test of correlation conducted to examine the relationship between teamwork quality and work satisfaction revealed that cohesion variable had the highest correlation in the teamwork quality. The test of correlation conducted to examine the relationship between teamwork quality and learning demonstrated that the cohesion variable was also highly correlated with teamwork quality of the agents' learning. The final test, shown that there is a strong significant relationship between respondents' teamwork quality and personal success of members.

These findings led to the recommendations that TPN should put more focus on the interpersonal communication between team leaders and agents. TPN needs to create more effective team building, to hold more team meetings, the top management should provide continuous on- the- job training, and concentrate on ethical principles.

