Improving the Effectiveness of Club Team Work

for

Franky Chen, President

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by

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**1. Introduction**

**1.1 Background**

UBC Taiwan Association Student Club (UBCTA) is a student organized club intend to provide members the occasions meet with one another by hosting semi-formal dances, clubbing events, work seminars and cultural events. UBCTA is founded in 1990 and is the oldest Taiwanese club on campus, with an average of 500 members annually. It has several major events, such as annual icebreaker and semi-formal dance. The icebreaker usually attracts around 300 people to come, which is always the most among all Taiwanese clubs on campus.

**1.2 Description**

As a member of the UBC Taiwan Association Club for three years, I understood how the club was structured and formed with different teams. The team was divided into four smaller groups: a senior group, an internal group, an external group, and a graphic group. The team planned and held several networking and entertaining events together. The senior group assigned one leader to the internal group and another to the external group. The internal group was responsible for planning and organizing the event, as well as assigning roles of each team member. The external group was in charge of finding sponsorships for events and promoting events. The graphic group was responsible for event poster design.

If the team did not communicate well, some people in the internal group might need to do external group’s work and end up having trouble planning the event well. Seniors were responsible for helping resolving conflicts and communication problems, but sometimes they might look at things in a subjective way, which made the situation even worse.

**1.3 Intended Audience**

The intended audience is the UBCTA president and directors. This report is intended to help the president to improve senior directors training and have better communications among directors. Directors are able to see how communications help or hinder event qualities.

**1.4 Statement of Problem**

The responsibilities of each group were not clearly defined and mentioned before the team election, so that some team members did not know what they should do before and during the events. The unclear responsibilities caused conflicts and misunderstanding between team members. Conflicts and misunderstandings further caused decrease in teamwork effectiveness, which influenced event quality and team unity.

**1.5 Importance of the Problem**

It is important to realize the importance of the problem because teamwork is almost essential in every work environment nowadays. There are always disagreements in a team because everyone has different personalities and experience. Be able to solve divergent perspectives and find common grounds in a debate will help the team to deal with similar situations in the future. Secondly, improving effectiveness will also improve event qualities. By having better communications and trainings, the team will be able to find the best solutions to problems occurred during event planning. When an event is well planned, it has higher chances to be successful.

**1.6 Scope of Inquiry**

To assess the feasibility of improving the effectiveness of club teamwork, I plan to pursue five areas of inquiry:

1. Is every team member clear about what his/her responsibilities are?
2. Can every team member list out a few responsibilities?
3. What are the consequences of being irresponsible?
4. Are the consequences reasonable and agreed by every team member?
5. Are the group leaders trained and how are they trained to be objective when resolving conflicts?

**2. Method**

My primary data comes from a list of anonymous questionnaires given to group members and interviews with seniors. I read through them and figure out what common problems are and emphasize on them during a general meeting. I also make sure each team member knows the consequences of not fulfilling their responsibilities. Every team member is allowed to give suggestions. Lastly, I look at team leaders’ performance on resolving conflicts and communication problems before an event is held.

Secondary source includes publications on teamwork and the effectiveness of dividing up work in a team.

**3. Results**

**3.1 Interviewing Senior Directors**

Interview before training:

Most of the seniors were not able to resolve disagreements involving their friends. They were concerned that having fair judgments may affect the relationship with their friends.

Interview after training:

Most of the seniors were able to make fair judgments even if their friends were involved. They were able to use their soft skills to resolve disagreements but maintain strong relationships with their friends at the same time.

Interpretation: Most seniors clearly demonstrated their improvements in resolving disagreements after training.

**3.2 Surveying Directors**

**3.21 Data Explanation**

Only people who voted yes for the question would be shown in the graph. Only graphic design directors should vote yes for Question 1, so internal and external directors who voted yes for this question were unclear about their duties. Question 2 and Question 4 were external directors’ responsibilities, so other directors should not vote yes for these questions. Question 3 and 5 were for internal directors, so other directors should not vote yes for these questions. Question 6 was asked to get an idea of how satisfied directors were with their workload, so the higher the number meant they were more satisfied with the workload.

**3.22 Data Interpretation**

Surveying before listing out responsibilities and emphasizing them in a meeting.

Directors were confused about their job as an internal or an external director. Some of the directors included work that is out of their responsibilities, and that was why they think their workload was more than others’.

Surveying after listing out responsibilities and emphasizing them in a meeting:

Directors were clearer about their job and what their responsibilities were. Most of them thought the tasks of an event are divided evenly.

Interpretation: Most directors clearly showed their understanding towards responsibilities after learning about their duties.

**3.3 Secondary Research**

**4. Discussion (may be combined with Data Analysis)**

**5. Conclusion**

In conclusion, senior directors improve their performance after proper training was given. Directors also showed improvements in understanding their responsibilities after the duties were emphasized and clearly defined. Team effectiveness was definitely improved with better communications and clarifications of duties.

**6. Recommendation**

As for recommendation, the team may see if the success rate of future events is higher than before. If the success rate of events increases, that means improving teamwork effectiveness actually help in holding quality events, which is the ultimate goal we want to achieve.

**7. Works Cited**