

Influences of Networking and Teamwork on Performance of Public Taxi Cooperatives in Bangkok

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Abstract

Networking, team working and team trust, all are positive factors at the workplace and cause positive outcomes. Networking and team working are employees' level of basic positive factors. The objective of this study is to studies the influence of networking and teamwork on the Performance of Public Taxi Cooperatives in Bangkok. A simple random sampling technique was sued. Data is collected via questionnaire and dropdown method. Items approved from prior studies designed on a 5-point Likert scale. Smart PLS used as the statistical tool.

Results direct that, networking and teamwork have a positive substantial influence on the performance of companies. It also recognized that teamwork has a positive influence on team trust. An increase in team trust also increases the performance of public taxi cooperatives. Team trust also mediates the relationship between teamwork and performance of public taxi cooperatives. It suggested to strategy architects that rise in performance of public taxi cooperatives via amassed networking, teamwork, and team trust amongst employees occupied in public taxi cooperatives operated in Bangkok, Thailand.

Keywords: *Networking, Teamwork, Team Trust, Taxi Cooperatives*

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. Introduction

When it comes to teamwork, the role of the team leader is not only to set goals and provide the resources to accomplish. The role of leaders is very vast because success and failure of any project are always subjected to the leader. It is very important to organize the team and their work activities among the workers. These activities need to be to accomplish the tasks. It requires a strong network among the people to remain in contact with each other. To get the work done it is coordination is essential between and employees and leaders. Networking is the process or action of interacting with others to

share information with or develop social or professional connections. It could be by any means. In the information technology industry linking of computers is known as networking (Choi & Yeom, 2019).

Incorporations' leaders coordinate between the teams or some time networking is developed so strong that the people remain connected to each other every time. Networking is the action or process of interacting with others to get or provide the information. It is also described as developing social or professional connections with others to exchange information daily. There could be two types of networking. Internal

networking is the coordination and communication of people with each other which is very helpful to accomplish the team task and useful for the timely sharing of information. While external networking is the coordination with the people or organizations working out of the firm. This type of networking helps to develop leads and enhance sales (Pahi, Hamid, & Khalid, 2016).

It is now considered as part of the job in many organizations. Creating a coordinated, team approach to networking can generate considerable rewards for your business. It opens doors, creates new business opportunities, and introduces your firm to potential customers. While teamwork is the collaborative effort of the group to achieve a common goal or to complete a task most effectively and efficiently. All members of the group work together toward a common goal. Networking is considered the base of teamwork. When there are good understanding and collaboration between team members it results in a good performance. Well, coordination gives a better understanding of the work and respond timely. It enhances the motivation level and efficiency as well. Organizations that focus on networking produce good results (Walumbwa, Hsu, Wu, Misati, & Christensen-Salem, 2019).

Public transport plays a very important role in the economy of the country. It contributes toward the healthy and green environment by reducing the number of vehicles in a region. It leads toward less consumption of fuel and saves the expense for the economy. It also may cause or create a department that creates job opportunities. The

provision of public transport is the most essential part of the convenient transportation of citizens. Thus, it is highly important to measure monitor and regulate public transport as a challenge free to ensure the shipping of dependable supply of other connected services (Dinçer, Yüksel, & Çetiner, 2019).

“The existing public transport services in developing countries are unable to cope adequately with demands due to numerous factors, including inadequate road infrastructure, uncontrolled expansion of cities, high population growth and low-level income and poor traffic management.” On the other hand, transport corporations are also facing the problems of regulating and networking of these vehicles within the city. For networking, a good team is required to communicate and handle the operations effectively. Getting around a taxi is the easiest and convenient in Bangkok. Their public taxis have a special identity. Most of them are traditional green-yellow and red-blue. Few of them are having other colors. Taxi corporations in Bangkok are also facing some challenges related to performance (Sirait & Rokhim, 2019). Due to these challenges performance of cooperatives is low depicted in Figure 1. The objective of this research is to find the impact of networking and teamwork on the performance of these corporations. It may help to deal with the challenges to enhance performance of public taxi corporations.

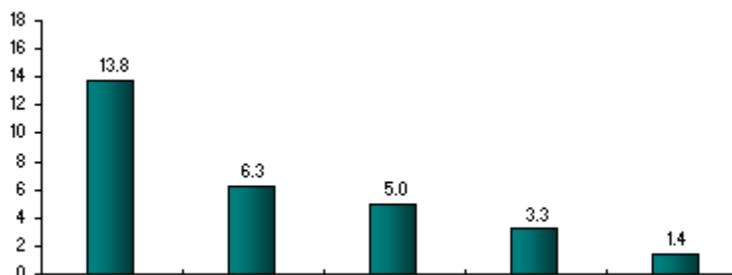


Figure 1. Taxi cooperatives performance (2020)

Source: nextbigfuture.com

Team work is the process of working with people collaboratively to achieve a common goal. Teamwork is the fuel that allows common people to achieve uncommon results. Action performed in groups is always considered as positive force for the organizations. It creates the sense of motivation for competition to perform better. Teams support the members and empower them to get the benefits from the group activities and from skills of others with whom they are engaged in group. Working with others also promote the understanding about the work and organization. It helps to learn the soft diversified skills which later helps to increase the performance. Employers always stress the need for employing those (Employees) that can be able to work with a team and they (Employers) generally talk of teamwork when they want to emphasize the need to various talents possessed by different employees (Sari, Bahari, & Hamat, 2016). At the same time to make the team work affective, well coordination is equally important. When members are able to get information at the required time it put them on the ease to work which provide a push for better performance.

The organization is a special unit of people that is structured to meet a goal set by the directives of the organization. Operations are managed to pursue a specific purpose by the systematic way of management. For all type of corporation teamwork and networking is highly important. It

helps to upgrade management and improve productivity (Frankenhaeuser, 1991). These studies have been conducted to check the performance of employees. Some of the studies also have been conducted on the organizational performance but those are very few and in a different region other than Bangkok. Most of the related studies have taken different sectors as samples but none of the studies have been found to work on the public taxi sector (Chick et al., 2020). The focus of the current study is to work on the corporations of the public taxi sector of Bangkok which is currently facing some management and coordination problems. The study aims to find the impact of networking and teamwork on the performance of these corporations. Team trust will be observed as a mediator between the teamwork and performance of companies. The scope of the research shows that it will help to improve the public transport sector and performance of the public taxi corporations in Bangkok.

2. Literature review

Life in a country heavily depends on the transport of the country. It helps people to move from one to other places for professional and personal purposes. Transport is owned public and privately both. Public transport provides many facilities to the general public. Any public and private transport corporations are working around the world. Every corporation has its

management and they try to perform best for maximum productivity. Each sector faces different challenges. Similarly, the public transport sector of Bangkok also facing efficiency challenges nowadays. The objective of the study is to contribute to the performance of

corporations in the public sector. The public taxi sector of Bangkok is taken as a sample for the study. Teamwork and networking are being taken as independent variables which may affect the team trust later may cause to improve the performance of these corporations.

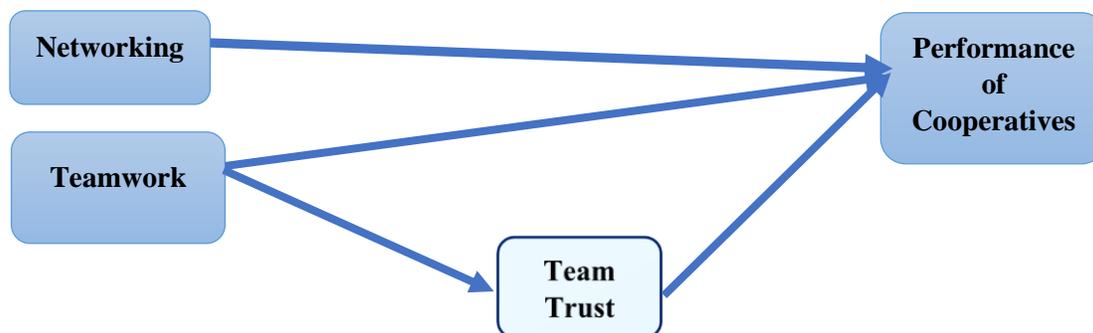


Figure 2. Theoretical framework of the study shows the relationship between Networking, Teamwork, Team Trust, and Taxi Cooperatives

2.1 Networking and Performance of Cooperatives

Networking is considered the collaboration of team members to accomplish the assigned task for a common goal. There have been many studies conducted that have shown the relationship of networking with performance. A study has discussed some issues of public transport communication which cause due to poor networking of transport companies. Similarly, work has given a very comprehensive study on the challenges of public transport. He has mentioned that poor communication can affect the performance of companies. Managerial networking can positively impact the performance of any organization. Many other similar studies have also worked on the same field and concluded that networking could be a strong variable for the betterment of corporations (Qureshi et al., 2013). The focus of the current study is to check the networking as an

independent variable for the public transport sector of Bangkok, Thailand. From the above discussion and previous studies, it can be hypothesized as:

H1: Networking has a positive significant impact on the performance of cooperatives.

2.2 Teamwork and Performance of Cooperatives

Teamwork is to perform a common task by the group of people for the common interest, most of the time set by the directors according to the mission of the company. Teamwork is considered an effective part of the management to perform well and deliver the information timely as required by the group. Ability to work in teams is now considered as the most demanded skills in organizations. Now organizations are centralized and most of the departments are connected. The whole system works as a team for a single task. Teamwork is the latest variable contributing toward the performance. Many

researchers have conducted studies on the relevant fields. Some study has worked on a multi evolution study of the Teamwork Improve Performance in the Operating Rooms. They found a positive relation. Another study on the management team's certainty and performance has found a direct relation (Marston, Brown, Rainey-Smith, & Peiffer, 2019; Prasad, Vaidya, & Anil Kumar, 2015). It shows that teamwork can be useful while increasing performance. From the above discussion, a hypothesis can be designed as:

H2: Teamwork has a positive significant impact on the performance of cooperatives.

2.3 Teamwork, Team Trust and Performance of Cooperatives

Where teamwork provides the opportunities to learn diversified skills it also helps the member working in the same group to develop social relations. Good relations at work decrease the anxiety and motivate the employees. Motivated employees give high productivity. Many types of research have been conducted for the motivation and improvement of the employees. If People working together have a better understanding of each other can share their ideas and problems. Good understanding lets others believe in one another. This causes the social bonding of employees which enhances the performance of employees. Work has also given the results for his study as teamwork promotes social relations and good relations can improve the performance of the organization (Aruddy, Achسانی, Wijayanto, & Sartono, 2019; Asngari, Marwa, Susetyo, Suhel, & Kadir, 2018). Above discussion can be concluded as:

H3: Teamwork has a positive significant impact on team trust.

Trust is the key to relations. Trusted employees are the assets of any organization. Trust is the result of many good qualities. A person having the honesty and required technical skills for the work need to be done may consider trustable for the required work. Therefore, when a corporation is having more hardworking and trustable employees that are working in a group may give good results when working without being a monitor. On the other hand, trust in employees enhance their loyalty and gives them ownership of the organization. It has been concluded by many previous studies that the trust of employees or on the employees both benefits the organization (Hussain, Rizwan, Nawaz, & ul Hameed, 2013). A recent study includes the impact of teamwork on the trust of working members in the same group. From the above discussion based on the previous hypothesis could be developed as:

H4: Team trust has a positive significant impact on the performance of cooperatives.

When members are working in a team, the goal is taken as shared for everyone. In teamwork, none is rated individually for the task assigned. So, for this type of work, it is very essential to know and communicate with other members. If there is a good relation with the members there are chances to have more trust. Trust can give the confidence to work on instructions that need to be followed to accomplish the task. San 2011 has given the conclusion for his research as trust is the base of social relations at the workplace. Another study has also suggested building trust to improve the work environment and productivity for the organization (Chiu, Chien, Lin, & Yun Hsiao, 2005). From the discussion and studies now it can be derived as:

H5: Team trust Mediates the relationship between Teamwork and performance of cooperatives.

3. Research Methodology

The methodology is an important part of any research (Nadeem, Alvi, & Iqbal, 2018). In this current research article quantitative research design was used. The unit of analysis for this study were employees working in public taxi cooperatives of Bangkok. Bangkok is the capital city of Thailand. Data is collected from the employees working in public taxi cooperatives operated in Bangkok, Thailand. For sample calculation, a simple random sampling technique was used. This technique is considered a simple

and easy technique. 300 sample size is enough for data analysis or for checking the hypothesis that is made in the literature part of this study. Data is collected via the dropdown survey method. The questionnaire was used for data collection, the questionnaire includes the demographics information and also questions related to variables like (Networking, Teamwork, Team trust and performance of cooperatives). Variable related research items were adopted from previous studies and designed on a 5-point Likert scale. The author drops the questionnaire at respondents' place and collects filled questionnaires after two to three days. After removing the outliers and missing value from the collected data. The remaining collected data further used for analysis.

4. Data Analysis

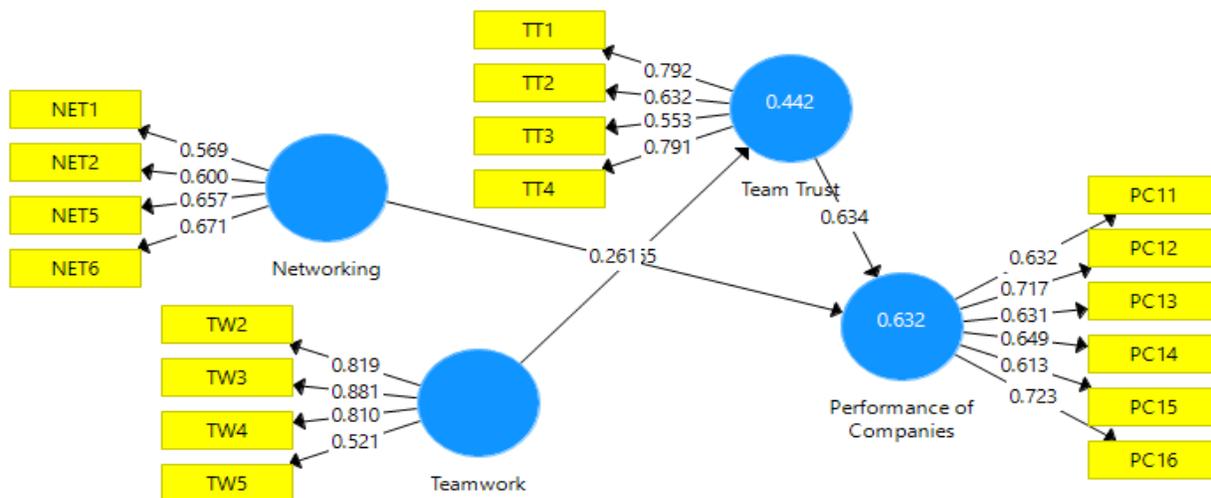


Figure 3. Measurement Model

First of all, reliability and validity of data are measured. Smart PLS used as a statistical tool. The measurement model of Smart PLS is used for analyzing the normality of data. For the reliability of data, factor loadings, the value of alpha, composite reliability, and value of average

variance extracted (AVE) is tested. For validity test of Cross loading was applied. All values are depicted in Figure 3 and Tables 1, 2, and 3. All given values of reliability and validity are under the acceptance level.

Table 1. Factor Loadings

	Networking	Performance of Companies	Team Trust	Teamwork
NET1	0.569			
NET2	0.6			
NET5	0.657			
NET6	0.671			
PC11		0.632		
PC12		0.717		
PC13		0.631		
PC14		0.649		
PC15		0.613		
PC16		0.723		
TT1			0.792	
TT2			0.632	
TT3			0.553	
TT4			0.791	
TW2				0.819
TW3				0.881
TW4				0.81
TW5				0.521

Table 2. Reliability and Convergent Validity

	Alpha	rho_A	CR	AVE
Networking	0.781	0.785	0.719	0.591
Performance of Companies	0.744	0.747	0.824	0.539
Team Trust	0.764	0.712	0.789	0.589
Teamwork	0.757	0.787	0.85	0.594

Table 3. Cross-Loadings

	Networking	Performance of Companies	Team Trust	Teamwork
NET1	0.569	0.318	0.325	0.343
NET2	0.6	0.348	0.281	0.403
NET5	0.657	0.354	0.299	0.276
NET6	0.671	0.406	0.329	0.408
PC11	0.455	0.632	0.536	0.571
PC12	0.304	0.717	0.521	0.54
PC13	0.34	0.631	0.42	0.37
PC14	0.352	0.649	0.465	0.366
PC15	0.375	0.613	0.467	0.528

PC16	0.43	0.723	0.591	0.501
TT1	0.372	0.678	0.792	0.624
TT2	0.295	0.367	0.632	0.263
TT3	0.314	0.374	0.553	0.276
TT4	0.395	0.609	0.791	0.553
TW2	0.462	0.588	0.559	0.819
TW3	0.515	0.6	0.544	0.881
TW4	0.41	0.552	0.537	0.81
TW5	0.371	0.513	0.385	0.521

The direct effect between the networking, team trust, teamwork, and performance of cooperatives represent in Table 4 and Figure 4. This direct effect was analyzed by t values. Given t values are greater than 1.96 that means direct

impact between variables is present (Albassami, Hameed, Naveed, & Moshfegyan, 2019). The intensity of relation is shown through the beta values. All beta values are positive which means positive relation exists.

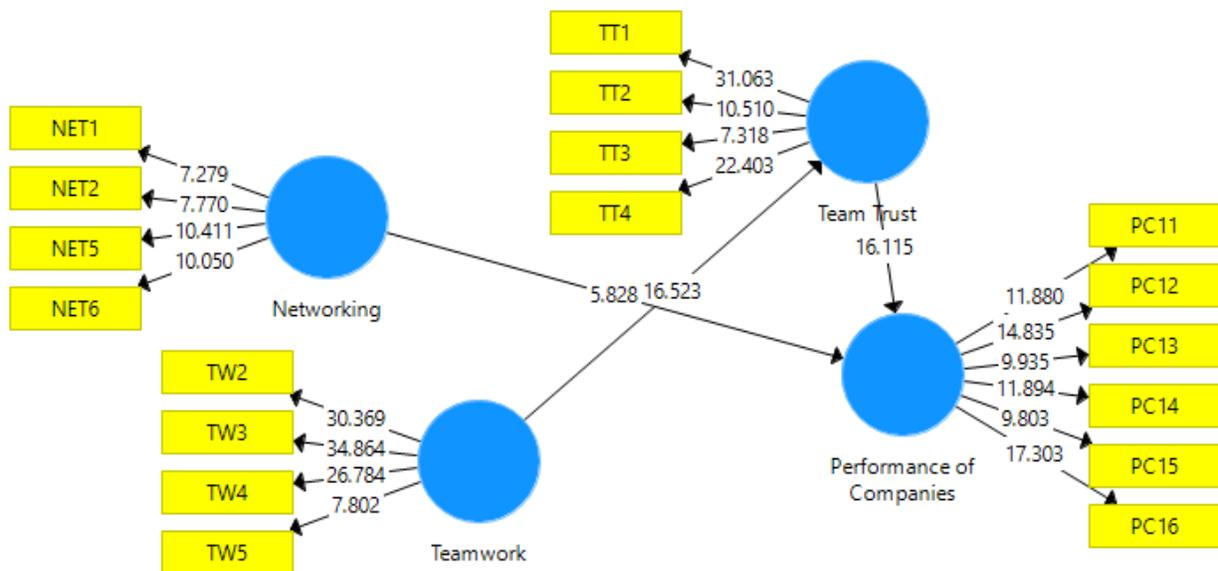


Figure 4. Structural Model

Table 4. Direct Effect Results

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values
Networking -> Performance of Companies	0.261	0.27	0.045	5.828	0
Team Trust -> Performance of Companies	0.634	0.632	0.039	16.115	0
Teamwork -> Team Trust	0.665	0.669	0.04	16.523	0

Figure 5 and Table 5, depict the mediation of team trust among teamwork and performance of public taxi cooperatives. Table 5 showed that the t value is 11.26, and this value is greater than

1.96, and beta values are positive that showed the mediation exists in between the teamwork and performance of public taxi cooperatives.

Table 5. Indirect Effect Results

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values
Teamwork -> Team Trust -> Performance of Companies	0.421	0.423	0.037	11.26	0

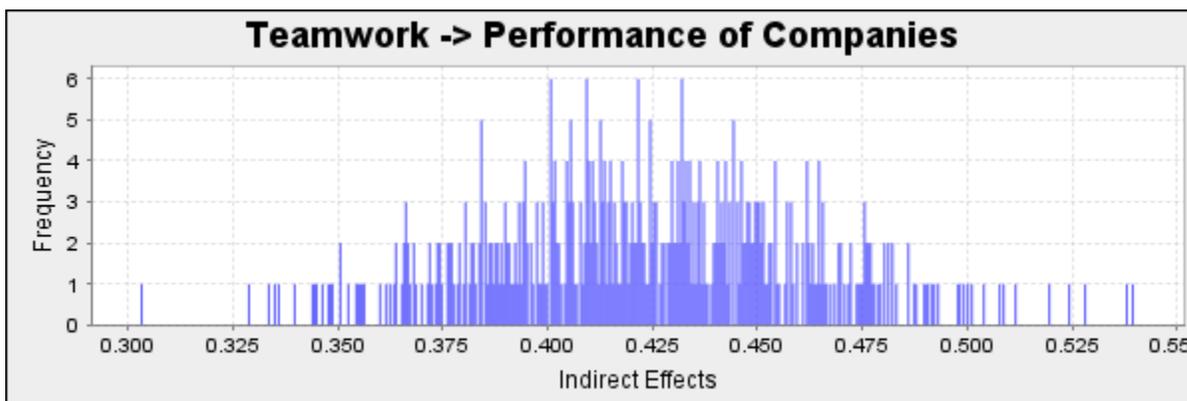


Figure 5. Teamwork -> Team Trust -> Performance of Companies

The value of the adjusted R square is 0.632. It means that a 63.2% change in performance of public taxi cooperatives is due to the networking teamwork and team trust. This value is depicted in Figure 3.

5. Discussion and Conclusion

For analyzing the impact of networking and teamwork on the performance of public taxi cooperatives, the different hypothesis was made and after it tested through data analysis. Results revealed that. Networking has a positive significant impact on the performance of public taxi cooperatives operated in Bangkok, Thailand. Networking is simply the act of sharing knowledge and making contact with each other. That’s why, this networking has increased the performance of taxi cooperatives (Samsinar, Hamid, & Rasyid, 2019). Teamwork also has a positive significant impact on team trust and also on the performance of public taxi cooperatives operated in Bangkok, Thailand. Teamwork and team trust both are a positive factor in employees that working in companies and this positive

factor also increase the performance of cooperatives and also creates other positive outcomes (Tulangow, Saerang, & Rumokoy, 2018). Team trust also mediates the relationship between team working and performance of cooperatives of public taxies.

The main aim of this study is to analyze the influence of networking and teamwork on the performance of public taxi cooperatives operated in Bangkok, Thailand. Data is collected from employees working in public taxi cooperatives operated in Bangkok, Thailand. A simple random sampling technique was sued. Data is collected via questionnaire and dropdown method. Items that were adopted from previous studies designed on a 5-point Likert scale. Smart PLS used as the statistical tool.

Results that get from statistical tools indicate that networking and teamwork have a positive significant impact on the performance of companies. It also identified from results, that teamwork has a positive impact on the team trust. Team trust also positively impact on the performance of public taxi cooperatives. Team trust also mediates the relationship between teamwork and performance of public taxi cooperatives. It recommended to policymakers that increase in performance of public taxi cooperatives by increasing the networking, teamwork, and team trust among employees working in public taxi cooperatives operated in Bangkok, Thailand.

7. Implications

This current study full filled the gap that exists in previous literature by studying the impact of networking and teamwork on the performance of public taxi cooperatives working in Bangkok, Thailand. There are the theoretical implications of this study. From a practical point of view, this study has recommendations for the policymakers because the performance of public taxi cooperatives is very important and it is gained by teamwork and networking between the employees. Public taxi cooperatives are the main source of public transport. Due to this purpose performance of these cooperatives is very crucial and this performance is achieved by giving the focus on the networking and teamwork of employees. This phenomenon proved from this current study.

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