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## International Journal of Multidisciplinary Research in Science, Engineering and Technology (IJMRSET)

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# Impact of Teamwork and Collaboration on Organizational Success at Cognizant Technology Solutions (CTS)

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**ABSTRACT:** Teamwork and collaboration are essential factors that contribute to organizational success in modern IT companies. In organizations like Cognizant Technology Solutions (CTS), employees work in cross-functional teams to achieve common goals and deliver quality services. Effective collaboration improves communication, coordination, problem-solving, and productivity.

This study examines the impact of teamwork and collaboration on organizational success at CTS. The findings reveal that effective teamwork reduces workload stress, enhances job satisfaction, and improves performance outcomes. However, challenges such as communication gaps and unequal workload distribution influence teamwork effectiveness. Therefore, strengthening collaborative practices can significantly enhance organizational growth and employee satisfaction.

**KEYWORDS:** Teamwork, Collaboration, Organizational Success, Employee Satisfaction, Coordination, CTS, Productivity.

### I. INTRODUCTION

In today's competitive business environment, organizations depend on teamwork and collaboration to achieve strategic goals. Individual efforts alone are not sufficient to handle complex projects, especially in the IT sector. CTS follows a team-based structure where employees from various departments work together to complete tasks efficiently.

Teamwork enhances communication, knowledge sharing, trust, and coordination among employees. When employees collaborate effectively, it improves productivity and reduces stress. Organizational success depends not only on technical skills but also on the ability of employees to work together harmoniously.

### II. OBJECTIVES OF THE STUDY

- To explore the CTS's work culture supports or restricts teamwork and collaboration.
- To identify the challenges employees, face while working in team at CTS.
- To find out whether teamwork reduces workload stress and Improves job satisfaction.

### III. SCOPE OF THE STUDY

- To examine the level of teamwork and collaboration practiced at CTS.
- To analyses the challenges faced by employees while working in teams.
- To study the impact of teamwork on stress reduction and job satisfaction.
- To understand how collaboration contributes to organizational success.



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### IV. RESEARCH METHODOLOGY

**Research Design:** Descriptive Research Design

**Data Type:** Primary Data

**Data Collection Method:** Structured Questionnaire **Secondary Data:** Journals, Books, Company Websites **Tools Used for Analysis:**

- Simple Percentage Analysis
- Chi-Square Test
- ANOVA

#### SAMPLING TECHNIQUE AND SAMPLE SIZE

**Sampling Technique:** Convenience sampling

**Sample Size:** 77 Respondents

Respondents were selected based on availability and willingness to participate in the study.

#### DATA ANALYSIS AND INTERPRETATION

The data collected indicates that teamwork and collaboration significantly influence employee satisfaction and organizational performance at CTS.

#### SIMPLE PERCENTAGE

**Table No.1.1**  
**MAJOR CHALLENGES YOU EXPERIENCE IN TEAMWORK AT CTS**

S. No	Category	No. of Respondents	Percentage
1	Communication gaps	26	33.77
2	Unequal workload	27	35.06
3	Interpersonal conflicts	16	20.78
4	Poor Leadership	8	10.39
	<b>Total</b>	<b>77</b>	<b>100</b>

**Source: Primary Data**

#### INTERPRETATION

The data indicates that 35.06% reported unequal workload as a major challenge. About 33.77% identified communication gaps, while 20.78% mentioned interpersonal conflicts. Only 10.39%-pointed out poor leadership as a challenge. This shows workload imbalance and communication issues are dominant concerns. Overall, operational challenges affect teamwork quality.

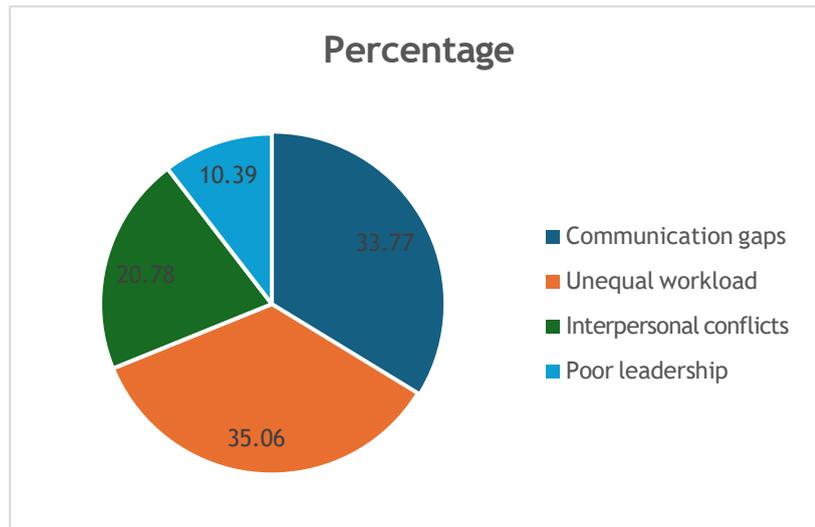
#### INFERENCE:

It is inferred that fair workload distribution is essential for effective teamwork. Improving communication can reduce conflicts. Strong leadership can enhance team coordination.



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### CHI – SQUARE ANALYSIS

**Hypothesis:**

**Null Hypothesis (H<sub>0</sub>):**

Null Hypothesis (H<sub>0</sub>): There is no significant difference in the main reasons identified for teamwork dynamics at CTS.

**Alternative Hypothesis (H<sub>a</sub>):**

There is a significant difference in the main reasons identified for teamwork dynamics at CTS.

TABLE NO:1.2 TEAM WORK DYNAMICS

RESPONSE	OBSERVED COUNT	EXPECTED COUNT
Encouragement	15	19.3
Shared responsibility	38	19.3
Competition	14	19.3
Lack of trust	10	19.3
<b>Total</b>	<b>77</b>	<b>77</b>

### Chi-Square Tests

	Value	Df	Asymptotic Significance (2-sided)
Person Chi-Square	25.078	3	0.000
N of Valid Cases	77		

Source: Primary Data



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### INFERENCE:

Since the P-value (0.000) is less than 0.05, the Null Hypothesis is rejected. This reveals that the reasons influencing teamwork dynamics differ significantly among employees. "Shared responsibility" has the highest observed responses, indicating that employees mainly associate teamwork with collective accountability and cooperation.

### ANOVA ANALYSIS

#### Hypothesis:

#### Null Hypothesis (H<sub>0</sub>):

There is no significant difference in the rating of CTS's support for teamwork among different age groups.

#### Alternative Hypothesis (H<sub>a</sub>):

There is a significant difference in the support rating across age groups. There is no significant difference in the perceived utility of team meetings for planning and coordination.

TABLE NO:1.3 ANOVA

Source Of Variation	Sum Of Squares	Df	Mean Squares	F	Sig.
Between Growth	14.244	3	4.748	6.050	0.001
Within Growth	57.289	73	0.785		
<b>Total</b>	<b>71.533</b>	<b>76</b>			

### Source: Primary Data INFERENCE:

The calculated P-value (0.001) is less than the 0.05 level of significance. Hence, the Null Hypothesis is rejected and the Alternative Hypothesis is accepted. This indicates that there is a significant difference in how employees of different age groups rate the support provided for teamwork. The higher variation between groups compared to within groups shows that age influences employees' perception of organizational support for teamwork at CTS.

### FINDINGS

- The majority of employees rated teamwork as good or excellent, indicating that CTS has established a generally positive and collaborative work culture.
- A significant proportion of employees believe that teamwork reduces workload stress by distributing responsibilities equally among team members, thereby improving emotional support and task efficiency.
- Communication gaps and unequal workload distribution were identified as the most common challenges affecting team effectiveness. These issues may reduce coordination and overall productivity if not addressed properly.
- Most respondents agreed that collaboration enhances coordination, problem-solving ability, and faster project completion, which directly contributes to organizational success.
- Employees actively participate in discussions and share ideas within teams, showing that knowledge-sharing practices are encouraged in the organization.
- Statistical analysis through Chi-Square test confirms that teamwork has a significant relationship with organizational performance, proving that collaboration is a key success factor.
- ANOVA results reveal that perception of teamwork support differs across age groups, suggesting that employees of different age categories experience collaboration practices differently.
- Overall, teamwork positively influences employee satisfaction, productivity, coordination, and organizational effectiveness at CTS.



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### SUGGESTIONS

- The organization should implement structured communication channels such as regular team meetings with clear agendas to minimize misunderstandings and improve coordination.
- Management should ensure fair and balanced workload distribution among team members to avoid stress and dissatisfaction within teams.
- Periodic team-building programs and workshops should be conducted to strengthen trust, cooperation, and interpersonal relationships among employees.
- Team-based reward and recognition systems should be introduced to encourage collective responsibility and motivate employees to work collaboratively.
- Leadership training programs should be organized for team leaders to enhance their conflict management and coordination skills.
- Cross-generational mentoring programs can be implemented to bridge perception gaps between younger and senior employees regarding teamwork practices.
- Digital collaboration tools should be optimized to improve communication efficiency, especially for cross-functional and geographically distributed teams.
- Regular feedback mechanisms should be established to identify teamwork-related challenges and implement timely improvements.

### V. CONCLUSION

The study concludes that teamwork and collaboration have a significant positive impact on organizational success at Cognizant Technology Solutions (CTS). Effective teamwork enhances communication, coordination, and problem-solving among employees, leading to improved productivity and job satisfaction. The findings indicate that most employees perceive teamwork positively and believe that collaboration helps in reducing workload stress and achieving organizational goals efficiently. Statistical analysis further confirms that teamwork is strongly associated with organizational performance.

However, certain challenges such as communication gaps and unequal workload distribution need attention to strengthen collaborative practices. Differences in perception across age groups suggest the need for inclusive teamwork strategies. By promoting trust, transparent communication, and fair task allocation, CTS can further enhance employee engagement and sustain long-term organizational growth.

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