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**SELF-AWARENESS AS THE COMPONENT OF EMOTIONAL INTELLIGENCE ON  
TEAMWORK AMONG TEAM MEMBERS IN PZ CUSSONS, ABA**

**by**

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**ABSTRACT**

Self-awareness among employees in organizations is not being handled effectively by managers. In this direction, the study examined the effect of self-awareness as a component of emotional intelligence on teamwork among employees in PZ Cussons, Aba, Nigeria. The specific objective of the study is to determine the nature of the relationship between self-awareness and teamwork. To achieve these objectives, the study adopted a survey research design. A sample size of 298 staff was selected. Data collection was done by means of self-structured questionnaire which was designed using a five-point Likert scale. Data collected were presented and analysed using, SPSS package version 20. The result of the analysis revealed that: there is a positive significant relationship between self-awareness and teamwork. The study concluded that self-awareness has a positive influence on teamwork among team members. Based on the findings, managers need to set up human resource management procedures that will enable them to attract and get emotionally intelligent persons, that is, employees who are self-conscious as well as being able to cooperate with other colleagues.

**Keywords:** Self-awareness, Teamwork, Survey, Sample Size, Data, Employees

**1. INTRODUCTION**

One of the main elements of emotional intelligence is self-awareness. Being aware of one's surroundings is known as awareness, but being self-conscious involves knowing one's own experiences. Knowing oneself is one of the main elements of emotional intelligence. Being aware of one's surroundings is known as awareness, but being self-conscious involves knowing one's own experiences (Kendra, 2023). Being self-aware is having the capacity to recognize one's actions and comprehend the motivations behind them. The capacity to comprehend one's actions and the reasons behind them (Jeffery 2017). Self-awareness is also referred to as consciousness. Being unconscious means not being aware of oneself. (Jeffery, 2017). Avolio (2005); Muenjohn (2011); Klenke (2007); Diggins (2007) and Atwater (2005) assert that having a high level of self-awareness can help one recognise their strengths and weaknesses, become more conscious of their feelings and how they affect other people, and use their emotional awareness to solve problems. Self-awareness is critical to the functioning of the organisation since it fosters collaboration and trust among team members. Bradberry & Greaves (2009), define self-awareness as the capacity to recognize and comprehend one's own feelings and behaviours in a variety of contexts. The capacity to recognise and acknowledge one's emotions as they arise is another aspect of self-awareness. Understanding one's talents and weaknesses and looking for both personal and professional growth opportunities might help one become more self-aware. Employee self-awareness is crucial to success in the workplace, and everyone involved should

cultivate and use it to meet the difficulties of globalization and cutthroat competition in business. (Kahtani,2013). An employee who possesses self-awareness will be able to articulate and communicate their own emotions, recognise the emotions of others, manage the outcome, and utilize their moods and feelings to inspire appropriate actions. (Kahtani, 2013). Using emotional intelligence to manage a situation and base plans and decisions on feelings experienced is another aspect of self-awareness. (Khokhar & Kush, 2009).

Knowing oneself has always been a source of obsession for the most successful leaders (Razzetti,2023). Learning to see oneself through the eyes of others and yourself as well is the foundation of self-awareness, which goes well beyond a personality evaluation. Being aware of your surroundings is necessary to prevent yourself from falling victim to ignorance. People can prevent negative habits like controlling talk, ignoring others, acting haughty, or trying to force their opinions on others by becoming more conscious of their thoughts and actions. (Razzetti,2023). However, when it comes to the workplace, teamwork is only when a collection of individuals from various backgrounds collaborate to finish a task or project. (Jennifer, 2023). However, a variety of factors, including personalities, objectives, and skill levels, affect how well they get along. The attitudes of the team members are also crucial since a cohesive unit performs better when its members can work well with one another and show respect for the opinions of others. In an organisation, teamwork is crucial since the advantages of having a cohesive team at work only materialize when the abilities and qualities of each team member are combined with common objectives and an emphasis on group performance. Benefits of working as a team include open communication, effective dispute resolution, unity of direction, cooperation and blending of strengths, willingness to help when required, and faith in colleagues to deliver on their promises.

McQuerrey (2019) asserts that teamwork enhances production, morale, and the general calibre of the company's goods or services by enabling individuals to collaborate effectively. It can significantly increase organizational productivity and efficacy and aid in the resolution of conflicts among employees. It is in this light that Froebel and Marchington (2005) assert that team members develop their abilities, knowledge, and skills through working in groups. Becoming self-aware at work will benefit the company and foster a strong sense of camaraderie among employees. It's a pleasure to collaborate with self-aware people because they can recognise and communicate their feelings, make thoughtful decisions, and behave with respect in a group setting (Perry, 2022).

## **2. STATEMENT OF PROBLEM**

Employee self-awareness is essential for productive teamwork, which ultimately contributes to the success of the company. Employees who are self-aware and cooperative at work foster mutual understanding, strong bonds, trust, excellent communication, the production of high-quality work, and the ability to solve difficulties under pressure. The majority of businesses today place less emphasis on having employees who are self-aware and capable of working as a team. Instead, they concentrate more on meeting goals, improving product quality, and ensuring that their target market is satisfied, all at the expense of helping employees develop strong self-awareness and teamwork. under duress. They forget that as organisations increasingly recognise the transformative power of collaboration, fostering a culture of teamwork becomes not just a strategic imperative but a gateway to unlocking the full potential of each team member. When management fails to make an effort to develop self-awareness and cooperation among staff members, it can result in fear, guilt, shame, conflicts, disappointment, anger, and a lack of confidence among staff members, which can ultimately lead to the organisation's demise. As a

result, organisational performance will decline if nothing is done to foster employee cooperation and self-awareness. Furthermore, a lack of emphasis on self-awareness in teamwork can impede the development of cohesive and productive team dynamics.

### **3. OBJECTIVES OF THE STUDY**

The broad objective of this study is to examine how self-awareness as the component of emotional intelligence affects teamwork among employees in PZ Cussons, Aba. The specific objective is to ascertain the nature of the relationship between self-awareness and teamwork among employees.

### **4. LITERATURE REVIEW**

#### **Concept of self-awareness**

Kendra (2023) asserts that awareness of one's thoughts, feelings, strengths, weaknesses, and vulnerabilities is a critical first step in discovering one's true self. Self-awareness is essential to controlling emotions that influence how one responds to circumstances and other people. It helps people see themselves more clearly. Wareosh (2019) asserts that self-knowledge, feeling, and awareness stem from the individual's observation of himself and the full awareness of his or her own feelings. Therefore, awareness plays a crucial role in the development of the self and its effective upgrading towards areas of excellence and success. It also helps to identify emotional strengths and weaknesses and sells in behavioural aspects. Awareness helps one try to see oneself from a different, more positive perspective and consider the possibility of viewing oneself as a positive role model instead of as a negative one (George, 2020). Collins (2023) asserts that self-awareness is a catalyst for personal growth. It serves as a compass, guiding individuals towards their aspirations and prompting a genuine alignment with their authentic selves. Through self-reflection, individuals can identify areas for improvement, set meaningful goals, and embark on a journey of continuous self-improvement. In the realm of social dynamics, self-awareness plays a pivotal role, it fosters empathy by enabling individuals to comprehend the perspectives and feelings of others. The empathetic understanding forms the foundation for building healthy and meaningful relationships, both personally and professionally. Furthermore, self-awareness is a multifaceted and enriching aspect of the human experience. It involves a continuous exploration of one's inner self. Encompassing emotions, values, and aspirations. Embracing self-awareness opens the door to personal growth, emotional, and more meaningful connections with oneself and others (Jennifer, 2023).

#### **4.1 Types of self-Awareness**

Perry (2022) asserts that there are two distinct kinds of self-awareness, public and private.

**External self-awareness:** This means being conscious of our public personas. We are more likely to follow social standards and act in ways that are acceptable to others because of this consciousness. This kind of awareness has advantages, but there's also a risk of becoming overly self-conscious. Particularly high performers in this area could worry excessively about what other people think of them (Perry 2022). This involves understanding how one's actions, behaviour and communication impact others. This awareness of external perspective is crucial for effective social interactions, communication and building positive relationships with others. External self-awareness enables one to understand their environment (Marlow,2023).

**Internal self-awareness:** This is the capacity to become aware of and contemplate one's inner state. Individuals possessing private self-awareness are reflective, treating their emotions and responses with interest. (Perry 2022). This refers to an individual ability to recognize and

understand their own emotions, values, strengths and limitations. It involves introspection and a deep understanding of one's thoughts and feelings, contributing to personal growth and effective self-management (Ackerman, 2020).

#### **4.2 Importance of self-awareness**

Self-awareness influences how someone interacts with other people. A robust sense of self is essential for fulfilling and healthy relationships. Conversely, a low sense of self-worth frequently warps a person's views of how other people regard him, leading to feelings of unease in interpersonal interactions. (Richard, 2023). Self-awareness enhances one's ability to make decisions, listen more intently, and better comprehend oneself, as well as one's beliefs and strengths and shortcomings. (Soken-Huberty,2023). Self-awareness is a cornerstone of personal development, influencing how one navigates relationships, makes decisions and handles challenges. By understanding one's emotions, strengths and areas for improvement, one can gain insight into one's behaviour. Self-awareness is crucial as it enables individuals to understand their emotions, motivations, and behaviours. This introspection empowers one to communicate more effectively, make informed choices and cultivate a continuous journey of self-improvement. Elizabeth (2022) contends that in the realm of teamwork, self-awareness becomes a catalyst for collaboration, fostering an environment where individuals contribute authentically and complement each other's strengths. It's not just a trait; it's a skill that propels personal and professional success.

#### **4.3 TEAMWORK**

Richard (2024) argues that success in the workplace requires teamwork. Similar to a basketball team collaborating to create the ideal shot, each team member has a distinct role to perform in completing duties related to their employment. Even though it would appear that just one player made the basket, several people's preparation, teamwork, and coordination were necessary to get the ball to that player. Organizations want individuals who can collaborate successfully with others and who recognise that not every team member will or can get the ball. Everyone succeeds more at work when co-workers collaborate to attain objectives. One of the most crucial abilities in today's employment market is the capacity for teamwork. Companies seek employees who can not only contribute their own ideas but also collaborate with others to design and develop initiatives and strategies. Building relationships and cooperating with others requires a variety of critical abilities and behaviours, which are all part of teamwork:

Perry (2022) posits that collaborating in a team environment; bringing ideas, proposals, and effort to groups; communicating (giving and receiving); feeling accountable; maintaining a healthy regard for individual preferences, customs, and differences in opinion; and being able to take part in collective decision-making, everyone gains when workers collaborate to achieve a goal. When members of a team collaborate and use their unique talents to accomplish a shared objective, teamwork takes place. The team members assist one another during this process and work together to complete the assignment and reach the objectives. The team's goal needs to be well-defined. If the goal is vague then the team members can't work collectively towards achieving it. For teamwork to be successful and goals to be achieved, proper planning and suitable coordination amongst the members are of utmost importance. Most especially when employees are self-aware of their emotions.

#### **4.4 Importance of Teamwork in the Organization**

Middleton (2023), Eurich (2018), Emily (2023) and Tracy (2023) identify the importance of teamwork which are;



**Teamwork gives opportunities for growth:** Workplace collaboration is similar to baseball teamwork in that a team has a better chance of winning when the pitcher and outfielders both perform well in their respective positions (Eurich, 2023). Furthermore, working within a team provides an individual with the opportunity to refine their interpersonal skills. Effective communication, conflict resolution and the ability to leverage each team member's strengths become essential components of successful collaboration. As team members navigate through these dynamics, they do not only enhance their own emotional intelligence but also contribute to the creation of a harmonious and affluent working environment. Teamwork provides professional growth by offering exposure to diverse roles and responsibilities (Tracy,2023).

**Teamwork boosts productivity:** Tracy and Emily (2023) assert that an employee's motivation may be increased by a supervisor's pat on the back, but praise from a teammate might have an even greater impact. One key facet of teamwork contributing to enhanced productivity is the efficient distribution of tasks. By leveraging individual strengths and expertise, teams can allocate responsibilities based on skill sets, ensuring that each member contributes optimally to the overall goal.

**Teamwork enhances personal growth:** Middleton (2023) contends that every team member may succeed by exchanging knowledge and practically training one another. According to Murphy one may learn new ideas from co-workers with varying backgrounds. Additionally, one can avoid making the same mistakes twice by learning from other people's mistakes. Teamwork propels individuals beyond the boundaries of their comfort zones. Collaborating with diverse personalities and a willingness to embrace new challenges. Effective teamwork is inherently intertwined with the development of crucial interpersonal skills. The ability to navigate and build relationships within a team setting translates into enhanced interpersonal effectiveness, a skill set that extends far beyond the professional realm. In essence, teamwork serves as a transformative journey of self-journey of self-discovery and growth.

**Teamwork makes for happier employees:** In the course of our ongoing study on collaboration, we polled over a thousand team members from a variety of industries. We discovered that when open communication, mutual respect, and honest criticism were promoted, team members were eighty percent more likely to report feeling emotionally well. (Middleton, 2023). Teamwork also provides opportunities for skill development and growth. The collaborative nature of team projects allows employees to learn from one another, share knowledge and expand their skill set. The sense of personal and professional progression contributes to a positive work experience as individuals find fulfilment in their continuous development within the team (Emily, 2023).

## **5. THEORETICAL REVIEW**

### **5.1 Bar-On Mixed Theory**

This study was anchored on Bar-On Mixed theory which was propounded by Bar-On (2006). Based on this theory, emotional-social intelligence is a composite of interconnected emotional and social competencies, abilities, that affect how well a person can relate to others, understand themselves, and manage daily responsibilities. This theory went on to say that it is more about how people believe they can handle emotional problems than it is about acting appropriately or finding solutions to difficult emotional situations. Emotional intelligence consists of five components: the capacity to identify, comprehend, and communicate emotions and feelings; the capacity to relate to and understand the feelings of others. This theory regulates and controls emotions, deals with change, adapts, and resolves issues of a personal and interpersonal nature, inspires motivation in oneself and to feel good, composed of personality traits that may be

quantified through an individual's self-perception, it makes use of personality factors like optimism and empathy. Finally, the theory does not always support the idea that improving one's EQ is a good thing, but it does admit that there is some space for development and change. However, recognising one's own emotions, strengths, and limitations, helps individuals contribute effectively to a team by understanding their impact on others and adapting their behaviour accordingly.

## 6. METHODOLOGY

This study employed a survey research design with a questionnaire serving as the measuring tool. For this investigation, primary and secondary data were both employed. Survey data was analysed using SPSS version 20 in order to investigate the study's propositions and extract meaningful meaning from the data. The statistical software for social sciences, or SPSS, was utilized to evaluate the hypotheses using the Spearman Rank Coefficient. The ideal statistical method to utilize in this study is the Spearman rank correlation, a non-parametric test that assesses the strength of the relationship between two variables. It measures the relationship between the independent and dependent variables. A total of 248 copies of the questionnaire were returned after 298 staff members of PZ Cussons Company Aba were given copies to complete.

**Table 7.2. Teamwork among Team Members**

No	ITEMS	SD	D	U	A	SA	Total
		1	2	3	4	5	
1	I assist my colleague who is finding it difficult to perform a task.		4(2)	13(5)	131(53)	100(40)	248
2	I effectively interact with my colleagues in order to understand them and be understood.	-	-	11(4)	102(41)	135(54)	248
3	I freely encourage the sharing of information and resources among my colleagues.	-	-	5(2)	102(41)	141(57)	248
4	My colleagues and I are compatible working together as a team.	-	-	7(3)	110(44)	131(53)	248
5	There is interaction among my team members on how to go about achieving assigned tasks.	-	-	-	116	132(53)	248
	Total	-	4	36	561	639	1240
	Average Total	-	1	7	112	128	248
	Percent	-	-	3	45	52	100

Source: Field Survey, 2023.

The table shows the responses of the employees as it relates to cooperation among team members. From the table, it shows that an average of 128 (52%) respondents strongly agreed, 112 (45%) agreed and 7 (3%) respondents were undecided respectively on the statement about cooperation among team members as it relates to emotional intelligence.



**7. ANALYSIS**

**7.1. Research Question Analysis**

**Table 6.1.1: Respondents Opinion on Self-Awareness**

No	ITEMS	SD	D	U	A	SA	Total
		1	2	3	4	5	
1	Being conscious of my behaviour is one of the things that makes my life worth living in the workplace.	-	-	13 (5)	150 (61)	85 (34)	248
2	I know when to speak about my personal problems to my colleagues and team members.	-	-	8 (3)	102 (41)	138 (56)	248
3	My colleagues and team members find it easy to confide in me.	-	-	11 (5)	110 (44)	127 (51)	248
4	I have better understanding of my strength and weakness.	-	-	5 (2)	96 (39)	147(59)	248
5	There is trust and cooperation among my colleagues and I.	-	-	21(9)	87(35)	140(56)	248
Total		-	-	58	545	637	1,240
Average Total		-	-	12	109	127	248
Percent				5	44	51	100

Source: Field Survey, 2023.

The table shows the responses of the employees as it relates to self-awareness. From the table, it shows that on an average 127 (51%) respondents strongly agreed, 109 (44%) respondents agreed and 12 (5%) respondents were undecided on statement about self-awareness in the organization as it relates to emotional intelligence.

**Test of Hypothesis**

This section, was analysed using the Spearman rank correlation analysis with SPSS version 20 applied.

**Test of Hypothesis One**

H<sub>0</sub>: There is no significant relationship between self-awareness and teamwork among team members.

H<sub>1</sub>: There is a significant relationship between self-awareness and teamwork among team members.

**Correlations**

		Teamwork among team members	Self-awareness
Spearman's rho	Cooperation among team members	Correlation	.967**
		Coefficient	.000
	Sig. (2-tailed)	.000	
	N	248	
	Self-awareness	Correlation	.967**
		Coefficient	1.000
Sig. (2-tailed)		.000	
N		248	
		Sig. (2-tailed)	.000
		N	248

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Result:** The results of the tests examining the relationship between teamwork and self-awareness among team members show a strong level of significant relationship (correlation coefficient =.907; and  $P < 0.05$ ) between self-awareness and teamwork among team members.

**Decision:** The findings indicate a substantial association between team members' collaboration and self-awareness (correlation coefficient =.907; and  $P < 0.05$ ), therefore, reject the null hypothesis and accept the alternative.

## 8. DISCUSSION OF FINDINGS

The study revealed that there is a significant relationship between self-awareness and teamwork among team members.

## 9. CONCLUSION AND RECOMMENDATION

The paper concludes that self-awareness enhances teamwork among team members based on the study's findings. This indicates that self-awareness is crucial for the success of the company and helps team members trust and work together. Managers must establish human resource management practices that will allow them to draw in and hire emotionally intelligent workers—that is, workers who are both self-aware and able to work well with others—in order to preserve team members' self-awareness and teamwork. Furthermore, to enhance self-awareness in teamwork, one has to reflect on communication style, recognize strengths and weaknesses, actively seek feedback, and be open to understanding others' perspectives. Regular self-assessment and a willingness to adapt contribute to effective collaboration.

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