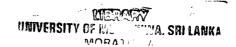
# AN EMPIRICAL STUDY OF MANAGEMENT AND PERCEPTION OF GLOBAL VIRTUAL SOFTWARE TEAMS



By

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This Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfilment of the requirement for the Degree of Master of Business Administration.

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#### Declaration

I certify that this thesis does not incorporate without acknowledgement to the material previously submitted for a degree or diploma in any university to the best of my knowledge and I believe it does not contain any material previously submitted for a written or orally communicated by other person except where due reference was made on this text.

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#### **Abstract**

Global virtual software teams are becoming an inevitable aspect of the modern competitive information technology marketplace and software development environments as they provide access to low cost and high expert resources while eliminating the time space barriers significantly. Team members are no longer located at a same place and they only communicate via electronic means. They belong to different cultures, time zones and have diverse work ethics, attitudes and career goals, still work towards achieving the common objectives of the team.

This research attempted to identify challenges when managing virtual software teams in Sri Lankan context and to investigate how those challenges correlate with success of team leadership. Apart from that, IT professionals' perceptions regarding global virtual software teams have also been examined.

The research design included a combination of qualitative and quantitative approaches. A sample of 45 TP professionals was selected and the correlation analysis was performed using Pearson's product-moment correlation coefficient with two-tailed test. Prior to this a pilot study was conducted in order to identify the variables that should be included in the conceptual framework and developing hypotheses.

The physical distance among team members of virtual teams amplifies the common challenges belonging to conventional face-to-face teams. Yet many people perceived these challenges as an interesting aspect. This study indicates that dealing with cultural differences, developing trust and relationships, dealing with different time zones and holiday, achieving cohesive team work, motivating distance team member, individual performance monitoring and effective requirement elicitation should be given a high priority and attention when managing a virtual software team in order to be a successful team leader.

**Keywords:** Virtual Software Teams, Management Challenges, Team Leadership, Manager Perception

### Acknowledgement

I would like to take this opportunity to thank all the people who helped me making this research a reality. First I would like to thank my supervisor Dr. Sanath Jayasena for all the support and advice given to me during the course of the thesis without which this thesis would not have been possible.

I would also like to thank all the lecturers at the department of computer science and engineering of the University of Moratuwa, especially Mrs. Vishaka Nanayakkara and Dr. Chandana Gamage for all of the feed back and advice provided. I would also like to take this opportunity to thank Mr. Thilina and Mr. Isuru for all the assistance given through out the entire MBA program.

It would be highly appreciated the support, encouragement and the guidance given by my colleagues and team members at Sabre Technologies (Pvt) Ltd. Their noble experience with virtual software teams greatly influenced the success of my research. I would thankful to my project manager Mr. Asitha Siriwardana for including my MBA research as an objective of my annual performance evaluation because it encouraged me a lot to complete the research successfully. My team leader Ms. Harshinie Dayarathne and QA leader Mr. Hemal De Alwis gave me immense feedbacks and suggestions to route my research to correct path. I should thankful to them for their patience and spending their valuable time for those comments.

Finally I would take this opportunity to thank all my batch mates of MBA IT 2007 at University of Moratuwa for their assistance during questionnaire distribution, research design and the encouragement during entire MBA program.

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#### **List of Abbreviations**

BPO - Business Process Outsourcing

ICTA - Information and Communication Technology Agency of Sri Lanka

IT - Information Technology

SPSS - Statistical Package for the Social Sciences

