

REFERENCES

Aczel, A.D. and Sounderpandian, J. 2005, *Complete Business Statistics*, 6th ed. New York: McGraw-Hill.

Andres, HP 2002, 'A comparison of face-to-face and virtual software development team', *Team Performance Management*, vol. 8, no. 1, pp. 39-48.

Asian Development Bank 2001, Report and Recommendation of President to the Board of Directors on Proposed Loan, Partial Credit Guarantee and Technical Assistance to Democratic Socialist Republic of Sri Lanka for the SME Sector Development Program, RRP: SRI 33246 Retrieved August 10, 2007 from http://www.adb.org/Documents/RRPS/SRI/rrp_33246.pdf

Brooks, FP 1995, *The Mythical Man-Month: Essays on Software Engineering*, Anniversary ed. Addison-Wesley.

Curtis, B., Krasner, H., and Iscoe, N. 1988. 'A field study of the software design process for large systems'. *Communication of the ACM*, vol. 31, no. 11, pp. 1268-1287.

Cushing, J, Cunningham, K & Freeman, G 2003, 'Towards best practices in software teamwork', *J. Comput. Small Col*, vol. 19, no. 2, pp. 72-81.

Enger, N 1981, 'Communication skills required by computer professionals', In *Proceedings of the Eighteenth Annual Computer Personnel Research Conference* (Washington, D.C., United States, June 04 - 05, 1981), E. M. Awad, Ed. ACM Press, New York, NY, pp. 80-99.

Glinow, MAV and McShane, SL 2005, *Organization Behavior*, 3rd ed. New York: McGraw-Hill.

Highsmith, J & Cockburn, A 2001, 'Agile Software Development: The Business of Innovation', *Computer*, vol. 34, no. 9, pp. 120-122.

Kasser, JE & Shoshany S 2000, 'Systems Engineers are from Mars, Software Engineers are from Venus,' *Thirteenth International Conference Software & Systems Engineering & their Applications*, Paris, December.

Keil, M, Smith, HJ, Pawlowski, S & Jin, L 2004, '“Why didn't somebody tell me?” Climate, information asymmetry, and bad news about troubled projects', *Data Base for Advances in Information Systems*, vol. 35, pp. 65-84.

Keil, M and Robey, D 2001, 'Blowing the whistle on troubled software projects', *Communication of the ACM*, vol. 44, no. 4.

Keil, M. & Robey, D. 1999 'Turning around troubled software projects: an exploratory study of the de-escalation of commitment to failing courses of action', *Journal of Management Information Systems*, vol. 15, pp. 63–87.

Kirsch, LJ, Sambamurthy, V, Ko, DG & Purvis, RL 2002, 'Controlling information systems development projects: the view from the client', *Management Science*, vol. 48, pp. 484–498.

Marchewka, JT 2003, *Information Technology Project Management*, NJ: John Wiley & Sons Inc.

Milliken FJ, Morrison, EW & Hewlin, PF 2003 'An Exploratory Study of Employee Silence: Issues that Employees Don't Communicate Upward and Why*', *Journal of Management Studies*, Vol. 40, No. 6, pp. 1453-1476.

Morrison, EW & Milliken, FJ 2000, 'Organizational Silence: A Barrier to Change and Development in a Pluralistic World', *The Academy of Management Review*, Vol. 25, No. 4 (Oct., 2000), pp. 706-725

Nulden, U. 1996 'Escalation in IT Projects: Can We Afford to Quit or do We Have to Continue?', In Proceedings of the 1996 information Systems Conference of New Zealand (ISCNZ '96) (October 30 - 31, 1996). ISCNZ. IEEE Computer Society, Washington, DC, 136.

Paul, G, Keil, M & Mahring, M 2007, 'Reporting Bad News on Software Projects: the Effects of Culturally Constituted Views of Face-Saving', *Information Systems Journal*, vol. 17, pp. 59-89.

Project Management Institute (PMI) 2000, *A Guide to the Project Management Body of Knowledge (PMBOK Guide)*, Newtown Square, PA: PMI Publishing.

Reel, JS 1999, 'Critical success factors in software projects', *IEEE Software*, vol. 3, no. 3. pp. 18-23.

Rosen, S. and Tesser, A. 1970, 'On reluctance to communicate undesirable information: the MUM effect', *Sociometry*, Vol. 33, No. 3 (Sep., 1970), pp. 253-263

Sawyer, S 2004, 'Software development teams', *Communication of the ACM* , vol. 47, no. 12, pp. 95-99.

Schwalbe, K 2004, *Information Technology Project Management*, 3rd ed. Boston: Course Technology.

Seaman, CB & Basili, VR 1998, 'Communication and Organization: An Empirical Study of Discussion in Inspection Meetings', *IEEE Transactions on Software Engineering*, vol. 24, no. 7, pp. 559-572.

Sekaran, U 2006, *Research Methods for Business A Skill Building Approach*, 4 rd ed. NY: John Willy & Sons

Smith, HJ and Keil, M 1999, 'The Reluctance to Report Bad News on Troubled Software Projects: Toward A Theoretical Model', *Academy of Management Best Papers Proceedings*, Chicago, IL, August 8-11, 1999.

Smith, HJ, Keil, M & Depledge, G 2001, 'Keeping mum as the project goes under: toward an explanatory model', *Journal of Management Information Systems*, vol. 18, pp. 189-227.

Snow, AP & Keil, M 2002, 'The challenge of accurate software project status reporting: a two-stage model incorporating status errors and reporting bias', *IEEE Transactions on Engineering Management*, vol. 49, pp. 491-504.

Snow, AP, Keil, M & Wallace, L 2007, 'The effects of optimistic and pessimistic biasing on software project status reporting', *Inf. Manage*, vol. 44, no. 2.

Sommerville, I 2001, *Software Engineering*, 6th ed. New York: Pearson Education Ltd.

Thompson, RL, Smith, HJ & Iacovou, CL 2007, 'The linkage between reporting quality and performance in IS projects', *Information and Management*. vol. 44, no. 2, pp. 196-205.