LEADERSHIP PENTRU GESTIONAREA CONFLICTELOR ÎN CADRUL IMPLEMENTĂRII PROIECTELOR SOFTWARE. O VIZIUNE INDIANĂ

LEADERSHIP FOR MANAGING CONFLICTS DURING SOFTWARE PROJECTS IMPLEMENTATION. AN INDIAN SCENARIO

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Abstract: The first and foremost key challenge for the project managers is delivering the project on time within budget with quality. But during software project implementation, many project conflicts are arising between project managers, team members and with customers. Software project conflicts arising because of lack of Trust between Project Manager and Team regarding on time delivery of the project, lack of having proper communication mechanisms defined in the project with all stakeholders, lack of support and direction from senior management, rapidly changing requirements from customers, lack of coordination between Onsite and Offshore teams, lack of recognition mechanisms for high performers. To resolve these conflicts, Project Managers should create trust among team that project will be delivered on time, should define good communication mechanisms in the project, should create rationalized recognition mechanisms for recognizing high performers, should be able to get senior management support, should be able to mitigate role conflicts and should create comfortable working environment between onsite and offshore teams to work as one team to achieve project objectives. The present study has been conducted to understand the perception of software project's conflicts in various software industries located in Hyderabad and why conflicts are arising, leadership for conflict resolution.

Keywords: Software Project conflicts, On time delivery, communication mechanisms, Changing Requirements, Recognition mechanisms, Onsite-Offshore coordination, Role Conflicts