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A STUDY ON EFFECT OF TEAM WORK QUALITY OF IT
PROFESSIONALS
ON JOB PERFORMANCE AND JOB SATISFACTION IN THE
SOFTWARE INDUSTRY IN SRI LANKA

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By

A.R.Hewavitharana

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Master of Business Administration Degree
Faculty of Commerce and Management Studies

University of Kelaniya



Abstract

Teamwork is the work performed by a team. The quality of teamwork may be measured by analyzing the effectiveness of the collaboration using Communication, Coordination, Mutual support, balance of member contribution, effort, cohesions.

Organizations are increasingly relying on the use of teamwork processes to meet the challenges of global competition. Software projects often involve teams to handle different project tasks. It is a well known fact that Project success depends on the teams in the software projects. The good team work increases the success of software projects. Extensive body of literature supports that Success of team depends on the Performance and job satisfaction of each team member.

As per the ICT work force survey 2007, The overall turnover rate for the IT workforce has doubled from 6.6% in 2004 to 13% in 2006. The high turnover of Software professionals considered as a serious issue among the IT firms in Sri Lanka due to the lack of job satisfaction and job performance.

Validation of the effect of team work quality on job performance and satisfaction of the software industry deems necessary in Sri Lankan context as there are no current researches in this topic. The present study was conducted taking arbitrarily selected 300 IT professionals to examine how Team Work Quality (TWQ) effect the job performance and to see whether there is any relationship among TWQ and Job performance, TWQ and Job Satisfaction, Job Performance and Job Satisfaction in Sri Lankan context. Data were collected through a structured questionnaire and were analyzed using Pearson correlation and regression. The findings indicate that the TWQ of Sri Lankan IT professionals are positively related to the Job Performance and Job Satisfaction. It seems that Job Performance, Job Satisfaction can be increased by increasing the TWQ of the IT professionals in Sri Lanka.