

ABSTRACT

RODRIN, C, R., “Causes and Effects of Risks in Software Development in Companies in Eastwood, Quezon City” Master in Business Administration – Techno, De La Salle University – Dasmariñas, Cavite. March 2010. Adviser: Prof. Marilou C. Jopillo

This study aimed to identify and analyze the causes and effects of risks in software development in companies in Eastwood City specifically on the most recent project that they have handled on the year 2008. The study was able to determine (a) the software development phase in which the project frequently experience risk; (b) the causes of risks based on employee’s perception in terms of employee skills, tools, project scope, budget, schedule, and number of project members; (c) the factors that affect software project’s delivery time, cost, and required functionality; and identify the relationship of causes of risks in terms of employee skills, tools, project scope, budget, schedule, and number of project members with the effects of risks in terms of delivery time, cost, and required functionality in software development.

The study used the descriptive, causal/explanatory and correlational research designs. The survey respondents included the software development project team members in the persons of the project manager, team leader, business analysts, system analysts, quality personnel, developers, engineers, or programmers. These are from the 6 software development companies in Eastwood City that agreed to answer the survey questionnaire. The respondents gave information on project profile and their perception on the identified cause variables, software development phase and

effect variables in software development through a respondent survey form. A total of 35 respondents participated in the survey. The data were statistically treated using percentage, mean, standard deviation, frequency count, correlation, and multiple regression analysis.

Results show that the implementation phase in software development has a low level perception of being carried out based on the mean of the responses. This may mean a higher presence of risk.

Results show that employee skills, tools, project scope, and number of project members are positively correlated with delivery time as well as project initiation, requirements analysis, system analysis and design, implementation, and integration and testing. It was found that there is a positive significant relationship among cost, tools, budget and number of project members. There is also a positive correlation between cost and project initiation and implementation. Required functionality was found to have a positive correlation with employee skills, tools, project scope, and number of project members. Correlation computed between required functionality and software development phases indicated that there is a positive correlation between required functionality and all of the identified software development phase.