

**A CASE STUDY OF FACTORS AFFECTING TO IMPROVE JOB  
SATISFACTION OF EMPLOYEES ON SCOPE CREEP  
SOFTWARE DEVELOPMENT PROJECTS**

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## **Abstract**

The main objective of this research study was to identify the factors affected to improve job satisfaction when a software development project is in a scope creep stage. Therefore, the researcher has defined research objectives and research hypothesis at the beginning. Furthermore, this research conducted as a case base study and the survey questionnaires are design based on the research objectives and defined variables in earlier stage.

In here the researcher conducted this research by selecting ABC Pvt Ltd to gather data from the target audients. ABC Pvt Ltd is a multinational IT Company in Sri Lanka. And it is running as a project base company, certified from CMMI level 5. Currently this company is executing both foreign and local software development projects. But unfortunately some of the projects are run under a risk as a result of scope creep.

The researcher has been able to identify major benefits that can be gathered for ABC Pvt Ltd. After completing the analysis with gathered data, the researcher has identified different set of factors which leads to poor job satisfaction of the employees in scope creep projects of the selected company. At the same time, it allows to recognize existing issues faced by employees in scope creep project and to find solutions to overcome those problems. But on the other hand, this research was not designed to identify job satisfaction levels of the employees in other projects in ABC Pvt Ltd.

Quantitative data analysis techniques have been used to analyze the gathered information. Therefore, SPSS was used as the main statistical tool to analyze data and measure the reliability of the questions in the survey questionnaire. At an early stage, 120 employees in a scope creep project has been selected as a sample to gather data. However, at the end only 104 employees responded for the questionnaire.

By analyzing responses provided by the employees, it was obvious that most of the employees in scope creep projects were not satisfied about the remuneration packages, working conditions, work load and the recognitions they got from the particular project or organization. Hence, the researcher has proposed some solutions to overcome these issues in near future by revising the compensation structure, redesigning the roles and responsibilities and redesigning the facilities for the scope creep project.

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