Reexamining Software Project Success: The Perspectives of Developers and Users

Wooje Cho
University of Illinois at Urbana-Champaign

Ramanath Subramanyam
University of Illinois at Urbana-Champaign

Fei Lee
University of Illinois at Urbana-Champaign

M.S. Krishnan
University of Michigan

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Reexamining Software Project Success: The Perspectives of Developers and Users

Fei Lee  
University of Illinois at Urbana-Champaign  
feilee2@uiuc.edu

Ramanath Subramanyam  
University of Illinois at Urbana-Champaign  
rsubrama@uiuc.edu

M.S. Krishnan  
University of Michigan  
mskrish@umich.edu

Wooje Cho  
University of Illinois at Urbana-Champaign  
wcho2@uiuc.edu

Abstract

Previous research gives a relatively incomplete picture of understanding project success by focusing on user and developer viewpoints separately. In this paper, we aim to bridge this gap by simultaneously examining developer and user perceptions while adopting the generic framework of software development models. Specifically, we empirically study the effect of user participation, software complexity, and software scope on three principle project success criteria: development time, development cost, and perceived user and developer satisfaction. We use both archival and survey data from 117 projects (746 respondents) at a Fortune 100 firm during a four-year time period to investigate software-development project success. Our preliminary findings show that user participation in complex projects is associated with increased software scope change. We also find that increased levels of scope change are negatively related to project targeted schedule and that users are more concerned than developers with schedule delay.

Keywords: Software development, user participation, software complexity, satisfaction, project success.