Universiti Teknologi MARA

A Conceptual Framework of Collaborative Problem Solving during Software Development Activities

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DECLARATION

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I certify that this thesis and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline

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ABSTRACT

This study examines how to develop an effective solution while facing problem during software development activities. It also identify the major aspects of collaborative which is required to enhance group processing and team performance. The research is aim to obtain the effectiveness of collaboration among team members in problem solving. Several companies have been selected to make interviews with their team members consists of project manager, programmer, system engineer or anyone who involves in software development activity. It is because they are responsible in participation during problem solving process until implementation of the solution. In addition there also need studying journals and books to gather more information regarding the topic. Result shows that increased of team members' performance may affect the effectiveness of collaborative in problem solving. It also analyzes several factors which are support the relationship between problem solving model and team member's involvement.