Trust Building Process for Global Software Development Teams. A review from the Literature

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ABSTRACT

Due to increasing globalization tendencies in organization environment, Software Development is evolving from a single site development to multiple localization team environment. In this new scenario, team building issues must be revisited. In this paper components needed for the construction of the Trust Building Process are proposed in these new Global Software Development Teams. Based in a thoroughly state of the art analysis of trust building in organizations, this new process comes to narrow the gap between dynamics of trust building and intrinsic characteristics of global teams. In this paper, the components for Trust Building Process are justified and presented, with the purpose of a future assembly in further publications, leaving testing of this assembly far behind.

Keywords: Global Software Development, Human Factors in Software Engineering, Team Socialization, Trust, Trust Building Process

INTRODUCTION

Software Engineering (SE) has evolved steadily since its foundation in the conferences sponsored by NATO Science Committee at the end of the 1960s, and will continue its evolution due to internal improvements and some adaptations brought about external changes (Campbell-Kelly, 2003). One of the most important external changes in today's market is Globalization (Wolf, 2004). This new phenomenon has influenced software evolution and has multiplied the production and demand of software products (Arora & Gambardella, 2004). The SE research has also evolved in order to adopt some Globalization characteristics; as a result, a new field called Global Software Development (GSD)