

ABSTRACT

Based on results from previous studies a theoretical model of managing Information Technology project is formulated incorporating leadership, team diversity, and culture. The study is concerned with IT projects conducted in a cross-functional environment taking into account the literature on leadership and focused on the growing research work on transformational leadership. In addition, the data is analyzed in order to determine the extent to which key characteristics of team mainly diversity and culture are evident in the team processes and ultimately the project performance. The model is tested and developed using data collected by questionnaire from a sample of 253 users in Thailand. The results confirm the importance of factors reported in previous studies and identify casual effects of leadership, team diversity and culture to team performance in project environment which few studies have explored.

