THE EFFECT OF THE COMMUNICATIONAL ROLE OF THE TEAM LEADERS ON THE SUCCESS OF OR/MS PROJECTS

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This paper is to report on an empirical study on the importance of the communicational role of the team leaders in multi-departmental OR/MS projects. It also considers the influence of a project characteristic in terms of the degree of innovativeness and the roles being played by the managers of concerned departments. In order to measure the degree of communication role a sociometric method was used.

It was found that in multi-departmental OR/MS projects, the presence of managers who act as communication centers among departments plays a vital role in their success. Especially when a project is oriented toward innovative type, the role of a team leader at higher rank becomes very important.