

Quality and Trust Relationships in Software Development

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Abstract

The organisational and multi-cultural settings of global software development increase the need for extensive, formal and practical, knowledge on trust and the need to relate trust concepts and types to software quality models and standards. In this paper we consider and analyse information on trust and its role in the software development process, as obtained from recent research literature. We particularly concentrate in identifying people's roles and their relationships through particular types of trust. We analyse our research findings and subsequently structure them as tabular representations. We prompt to the use of our derived information in academic research and in industrial application context for the improvement of the software process. We derived that trust can be a crucial factor for the planning, analysis, design and implementation of modern and post-modern software artefacts. We, finally, outline our ongoing and future research agenda towards the explication and formalisation of the identified trust types and their conceptual and pragmatic relation to software quality features in every stage of the software development lifecycle.