

Likewise, the fifth factor affecting SCE is that “the project manager is knowledgeable and competent in ICT”, which is under the people dimension. Although the programmer develops the software, the project manager role substantially affects the success of a project. The project manager is responsible for controlling the project so that it is on track with the estimation. This includes the time, cost, and quality of the software, which has been stated in the scope and requirements of the project. Furthermore, the fourth factor is under the process dimension, which is “Risks that occurs during the software development project are managed well.” Software cost estimation has many uncertainties. Thus, many risks might occur during the software development project. Consequently, the most critical factors that significantly impact software cost estimation in the Public Sector are the people and process dimensions.

IV. CONCLUSION

Many factors contribute to the inaccurate results of software cost estimation, which include technology, process, project team capability, and organizational factor dimensions. These factors should be considered, especially as each factor has a meaningful impact on the software cost estimation result. Furthermore, six critical factors influence software cost estimation, which fall under the people and process dimensions such as top management, project manager, and risk management sub-dimensions. Hence, many aspects need to be considered because the software cost estimation process is complex and many uncertainties might occur during software development.

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