

The impact of the new technology on project management with migrants as the external stakeholder during the pandemic of SARS COVID-19

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Abstract

Purpose of the article The objective of this research was to examine the helpfulness of new IT tool which are used to project management. IT tools have been an important part of project management for a long time but after the pandemic time became an absolute necessity. The authors of this research examined whether project managers dealing with big international projects based on soft skills with the necessity of quick communication with internal and external stakeholders are convinced to work with a new tool and find it helpful.

Methodology/methods As a research sample, four consortiums of Interreg Central Europe have been chosen. Each consortium consists of 10 to 12 participant institutions, among them institutions of higher educations, NGO's and municipalities. The main objective of all chosen projects is to support groups of migrants and refugees from program countries. For the purpose of the research the survey was designed and delivered to all institutions and project managers involved in four chosen projects.

Scientific aim The aim of the paper was to identify the problems regarding project management and risk management before and during the pandemic of SARS COVID-19 within Interreg Central Europe programs considering internal and external stakeholders of the four chosen projects.

Findings The study showed that thanks to the use of new IT tools, it was possible to maintain and improve communication in international project teams during the pandemic. The study also showed that surveyed project managers find helpful to work with new IT tools however they recognize risks related to communication with external project stakeholders. Most of those surveyed stated that new IT tool boosted the project teams' communication, but didn't affect communication with digitally excluded stakeholders.

Conclusions In the authors' opinion, the results confirm the purposefulness of using and developing the new IT tools despite problems with reaching external stakeholders. In the next step the research will focus more on the external stakeholders' problems with access to digital technologies, especially IT tools themselves.

Keywords: Project management, IT tools, Risk management, Digital technologies, Team communication, International research projects, Digital exclusion

JEL Classification: M15, M21

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