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Fuzzy COPRAS Methodology for Project Provider Selection in Turkish Banking Sector

Mehtap Dursun¹, Nazli Goker¹

¹Galatasaray University, Turkey

ABSTRACT

Business technology, product development, sales, human resources, and accounting construct the basis of the organizations while working together. Companies make use of project management to improve each of these components and to survive in competitive markets. Project management provides efficiency to the organizations for achieving organizational goals. Project management processes in whole company necessitate big effort, time, and money, yet also they become crucial in order to manage all the processes effectively, which may be quite difficult for organizations. Hence, outsourcing is an alternative manner to manage the projects in an efficient way while being able to focus on the core competencies. To that end, project provider selection is a significant managerial decision problem, which should be constructed as a multiple criteria decision making problem because of the presence of conflicting criteria. This work aims to determine the most suitable agile project provider alternative by employing fuzzy COPRAS, which identifies a solution relative to the ideal solution. The case study is conducted in Turkish banking sector for an IT project to be outsourced to a third party provider.

KEYWORDS Project Management; Provider Selection; Outsourcing; Fuzzy Decision Making; Fuzzy COPRAS
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