**Business Case**

**Rationale**

An employee's teamwork skill is needed to become successful business company.

An employee’s teamwork capability is very important, needed to be enhanced on a regular basis. According to Forest and Swanton (2021), for people who wants to apply a job, not only hard skills but also soft skills are becoming more and more important in recent decades in Australia. Du et al. (2022) demonstrate that employees who possess outstanding soft skills in leadership and creativity can contribute to the company's growth and success. In fact, most work teams face challenges and dilemmas related to conflicts and unfairness. Therefore, it is essential to have a good leader with excellent leadership skills to resolve disputes. Additionally, creativity is another skill that employees cannot afford to ignore. While solving problems may not be an easy task, team members can utilize their creativity by exchanging ideas and information within their team, thereby finding the most suitable solution. This business case will first demonstrate the weight of teamwork in an IT context, and then discuss how these two soft skills may be applied in the actual information technology industry, along with their potential consequences.

**Scope**

In the current IT industry climate, it is impossible to overlook teamwork skills crucial for helping an employee’s success in collaboration and work performance. Based on the research written by Sweeney (2003), soft skills such as creativity helps employees combine two or more ideas or objects simultaneously, resulting in out-of-the-box and innovative ideas. Discovering potential cybersecurity vulnerabilities from an innovative perspective from time to time; or an ordeal with an inventive scheme occasionally led to the birth of an excellent useful solution. Moreover, better collaboration can further help employee in maintaining positive relationship between their colleagues with a stable emotion during their business hours. In such an easy-going work environment, they can support each other in overcome a can of worms in the rapidly evolving IT industry, which often presents unexpected complexities.

**Business case**

Excellent capability of leadership in an IT group might help employees improving their work performance by increasing their project efficiency and overcoming uncertain problems. In order to increase efficiency within the IT project team, it is essential to have a team member with leadership skills who can manage and divide the project into smaller parts and ensure that each part is completed by specific dates (Akhmetshin et al., 2019). Compared to other industries, task delays are a serious problem in IT projects since data always needs to be delivered between team members and even departments of the other companies for further data processing. Thus, when a small task is delayed, it will have a significant impact. According to Cho et al. (2011), leadership has a positive effect on organizational relationships, and meanwhile, this perspective can make up the deficiency that has been illustrated by Buyl et al. (2014), which is that making technology decisions and objective judgments is becoming more challenging than in the past due to the rapid growth of IT technology. A balanced team relationship can address various IT problems, especially when the team member is thrown in at deep end which is outside his or her field of profession. For instance, a data analyst may be in deep trouble with cyberattack issue; or when bridging the communication gap between technical experts and administrators. Even though leadership does help the IT specialist in terms of brilliant career, it is important to acknowledge that that may unexpectedly lead to unfair treatment behaviour within the group, potentially affecting team dynamics and morale.

Unfairness and autocratic work environment could be the problems with leadership in the IT industry. It is hard to treat every team member in the totally same way when the team is processing the project; however, the trivial difference of treatment could make the other of them feel unpleasant. In keeping with Du et al. (2022), since there is a strong relationship among team members, unfair treatment can lead team members to feel disappointed, which is possible that directly influence their work performance and efficiency, influencing the project’s handover. It has thus been suggested that make an effort to build trustworthy relationships with team members as doing so would allow the team to work more imaginatively, respectfully, and rapidly (Du et al., 2022). On the other side, autocratic IT project team is another negative situation that leadership can create, as it may arise when one team member holds excessive control. Part of team member may have little say in such a situation, where decision-making is excessively centralised, which discourages creativity and cooperation. In order to promote employee’s efficiency and a healthy work environment, the IT project team should acknowledge and address the autocratic of its members. It involves providing the team a voice in decision-making, asking for their advice and comments, and enabling them to assume responsibility and accountability. Furthermore, while leadership is an essential capability in collaboration of IT filed, creativity is another valuable skill that may considerably contribute to it.

Creativity is the other capability could assist employee having improvement in success in IT area. The field of information technology encompasses a diverse range of professionals, including programmers and criminal psychologist, who contribute their specialized expertise and skills. Therefore, IT work can be undoubtedly described as a creative field of work (Collin et al., 2018). As IT is high related with other profession, “interdisciplinarity” can be seen as a significate feature to the IT industry whether in working or studying (Zhou et al., 2014). By enhancing employee’s creativity, the team members can experience a smoothly efficiently communication between team members and departments of the company, getting a successful collaboration while processing a project. Furthermore, it is essential to prevent errors in information transformation that could lead to significant issues, such as delivering a project that does not align with the client's requirements. Besides, the solving a thorn problem can also be addressed by creativity capability. Both businesses and academic institutions have proven that they can teach and successfully apply creativity-enhancing methods across a wide range of problem areas (Sweeney, 2003). L'Heureux et al. (2012) suggest that computing and programming are considered creative human activities, where problem-solving depends on the creative development of logical thinking. However, despite the benefits of fostering creativity in IT area, two potential challenges seem to arise: deviations from instructions and conflicts of ideas.

Zhou et al. (2014) demonstrate a tendency for project work to deviate from instructions when creative IT workers do not engage in sufficient discussions about the client's needs.

This situation particularly occurs among front-end developers, as their primary responsibility involves designing and developing the webpages that users interact with. So, if these workers do not carefully check the details, which include designing style, target audience, and the content of the webpage, the final outcome may not meet the client's expectations.

Indeed, to enhance the situation, the team could benefit from establishing a group that includes a team member with inspiring leadership qualities. This individual can lead and oversee the entire team, ensuring that their progress aligns with the client's expectations, and aiding ensure that every small step follows the structure. On the other hand, clash between the ideas in one thing is the other challenge that creative IT workers may face. This happens because multiple ideas enter their minds simultaneously, and when these workers cannot immediately identify which one they need, it can lead to the emergence of complex questions that, instead of aiding progress, cause delays. Therefore, developing a dependable system for managing new ideas can be a reliable solution in this scenario. The usage of the system may resemble a decision tree, where conditions are set at each yes-or-no thinking step. Finally, this process can show employees to discern the best idea clearly. Overall, although leadership and creativity are important skills for success in an IT career, there are certain areas where their positive impact can be further enhanced.

**Closing statement**

To achieve employee’s success in the fast-changing IT environment, it seems worthwhile to enhance capabilities in leadership and creativity for fostering collaboration within the organization indeed. Whether leadership or creativity, their contribution in the aspect of collaboration has been demonstrated in this article with some possible limitation. This article has demonstrated the important contributions of both leadership and creativity to collaboration, although with some possible limitations. Moreover, these skills can be instrumental in bringing additional advantages to employees working in technology companies, such as facilitating the development of new information technology through multidisciplinary integration and allowing unprecedented product inventions.

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