

Final Project 1

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Project title

The Impact of Project Communication Efficiency on
Project Success in the Events Industry

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Table of Contents

1. Chapter 1: Introduction	3
1.1. Research Background.....	4
1.2. Research Problem.....	5
1.2.1. Theoretical Gaps	5
1.2.2. Practical Gaps	5
1.3. Research Significance	5
1.3.1. At the theoretical level	5
1.3.2. At the practical level	5
1.4. Research Questions	6
1.5. Research Objectives	6
1.6. Research Hypotheses.....	6
1.7. Research Model.....	6
1.8. Research Methodology.....	7
1.9. Scope of The Study	7
1.10. The Suggested Project Structure.....	7
2. Chapter 2: Literature Review	8
2.1. Introduction	9
2.2. The independent variable	9
2.3. The dependent variable	9
2.4. The relationship between the independent and the dependent variables	9
2.5. Conclusion.....	10
References.....	10

1. Chapter 1: Introduction

1.1. Research Background

Businesses today lean heavily on solid project execution to reach their strategic goals and keep growing. But the events industry presents a uniquely volatile and time-constrained environment. It is a high-stakes environment where project delivery isn't just about hitting milestones, it's about surviving unyielding deadlines and real-time execution. As events become more layered and complex, the way people communicate has emerged as a critical determinant of project outcomes. Whether it's planners coordinating with suppliers or directors cueing technical crews, good communication is often the only thing keeping the whole team pulling in the same direction under immense pressure (PMI, 2021).

Communication isn't just a secondary soft skill here; it's the engine. It takes a reliable, structured flow of information to keep things moving. In event management, being effective means making sure critical details like last-minute venue changes, vendor schedules, or AV requirements reach the exact right of people precisely when they need them. Done right, it grounds high-stress decisions and helps teams adapt effectively when the inevitable on-site roadblocks pop up (Kerzner, 2022; Silvers, 2012).

But talking isn't the same as communicating efficiently. Efficiency means the information flows smoothly without the drag of misunderstandings or lost details. In the live-action world of events efficiency creates vital transparency. It keeps multidisciplinary teams tightly aligned and builds real trust with corporate clients and sponsors. On the flip side, poor communication instantly sparks internal friction, tangles up event blueprints, causes redundant work, and worst of all blows deadlines that physically cannot be moved (Robbins & Judge, 2022; Bowdin et al., 2012).

The stakes are incredibly high because modern events are inherently chaotic. A single project might stretch across external catering partners, local authorities, AV crews, and internal marketing teams. A single communication breakdown in this web can cause a domino effect that ultimately ruins the attendee experience. That's why event organizations are finally looking closer at building communication habits that actually safeguard live execution (Kerzner, 2022; Getz & Page, 2016).

At the end of the day, an event is successful if it hits its scope, schedule, budget, and quality targets while keeping stakeholders happy. Nailing these drives long-term brand value. Research consistently points to communication as the deciding factor here, mainly because it cements teamwork and manages volatile vendor networks (PMI, 2021).

Yet, despite knowing this, event organizations incur significant financial losses due to logistical failures and delays caused by poor information flow. This ongoing disconnect proves we need a deeper understanding of how communication efficiency actually works in a zero-leeway environment (Sekaran & Bougie, 2016).

1.2. Research Problem

Even with top-tier project management frameworks and specialized software, a frustrating number of event organizations still struggle to cross the finish line without last-minute chaos (PMI, 2021).

If you investigate the root causes of event failures, the same culprit appears repeatedly: a breakdown in communication between the core planning team and their extended network of vendors, contractors, and stakeholders (Silvers, 2012; Kerzner, 2022).

When pipelines break down in a live setting, it triggers an immediate chain reaction. Confusion sets in, on-site tension spikes, and logistical balls are dropped all of which drastically lower the event's chances of success (Robbins & Judge, 2022).

Because of this persistent issue, this study is designed to explore just how much impact communication efficiency really has on project outcomes within the unique, unforgiving constraints of the events industry (Sekaran & Bougie, 2016).

1.2.1. Theoretical Gaps

We all know communication matters the literature is certainly full of praise for it. But we are still missing a nuanced picture of how efficiency dictates success across temporary, highly volatile project teams like those in events. Most existing research looks broadly at traditional sectors like IT or construction. Findings that specifically address the operational efficiency of communication in the fast-paced events world remain fragmented and sometimes even contradict one another (Getz & Page, 2016; Kerzner, 2022).

This creates a major blind spot, highlighting the need for targeted research that maps out exactly how efficient information-sharing translates into successful live delivery (Sekaran & Bougie, 2016).

1.2.2. Practical Gaps

On the event floor, the costs of poor communication are painfully obvious. Management teams constantly battle delayed supplier updates, siloed production crews, misinterpreted floor plans, and mismanaged client expectations (Bowdin et al., 2012; PMI, 2021).

These aren't just minor headaches. In a live setting, they cause immediate operational failures, legal risks, and damaged reputations. To fix this, event directors need more than just a "gut feeling." They need empirical evidence that proves the concrete value of streamlined

communication so they can justify optimizing their workflows and protecting their financial investments (Robbins & Judge, 2022).

Based on these practical challenges and theoretical gaps, this study seeks to answer the following main research question:

What is the impact of project communication efficiency on project success in the events industry?

1.3. Research Significance

The value of this study is two-fold, bridging the gap between academic theory and real-world event operations. Instead of treating communication as a broad, vague concept, this research digs directly into the mechanics of efficiency translating textbook concepts into the high-pressure reality of live events.

1.3.1. At the theoretical level

This study brings hard evidence to the project management conversation regarding communication efficiency in a highly dynamic, non-traditional sector. It shifts the narrative from viewing communication as a generic "soft skill" to treating it as a measurable, critical driver of live project outcomes. Additionally, it gives future researchers a specialized foundation for studying how temporary teams manage risks and share information under strict time limits (Sekaran & Bougie, 2016; Getz & Page, 2016).

For event managers, production agencies, and corporate planners, this study offers highly actionable insights. The findings can directly help organizations build faster information channels, tear down the dangerous silos between creative and technical crews, align volatile stakeholders, and catch logistical snags before they turn into public, expensive disasters. Ultimately, it provides event businesses with a practical blueprint to deliver flawless attendee experiences and get the absolute best out of their teams

(Silvers, 2012; PMI, 2021; Kerzner, 2022).

1.3.2. At the Practical level

Beyond its theoretical contributions, this study offers actionable insights for event organizers, project managers, and industry stakeholders navigating high-pressure operational environments. By examining the direct mechanics of information flows, the findings provide event management teams with a framework to optimize information sharing and synchronize coordination across diverse networks of organizers, vendors, and sponsors. Mitigating these systemic communication friction points directly safeguards live execution, ultimately driving higher project success rates and elevating overall event performance (PMI, 2021; Kerzner, 2022).

Furthermore, diagnosing specific communication barriers allows organizations to transition away from reactive troubleshooting toward proactive, strategy-driven workflows. These empirical insights support event directors in designing targeted communication strategies that dismantle operational silos, deepen stakeholder trust, and structurally secure the delivery of complex events within their strict scope, schedule, and quality constraints (PMI, 2021).

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THANK YOU.