

Everyone's Smart University

Project (Spring 2021)

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PROJECT LEADERSHIP

Instructions:

- ☐ آخر موعد للتسليم هو يوم الخميس 2021-05-08 في تمام الساعة ٩ مساءً.
- ☐ الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- ☐ يتم تسليم المشروع في صيغة ملف pdf مع الالتزام بنموذج الجامعة ولن تقبل أي مستندات أخرى.
- ☐ يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- ☐ يجب الالتزام بـ Theme موحد كما يلي:
 - حجم الخط 12.
 - نوع الخط Arial.
 - لون الخط أسود.
 - المسافة بين الأسطر 1.5 line spacing.
 - عدد صفحات البحث (لا تقل عن ثلاث صفحات ولا تزيد عن ستة صفحات).

Instructor's Name: **Dr. Sara Adel**

THE IMPACT OF LEADERSHIP COMMUNICATION SKILLS ON PROJECT SUCCESS IN DALLAH HOSPITAL ORGANIZATION - NEW CARDIAC BUILDING CONSTRUCTION

1. INTRODUCTION

Now a days, many projects we hear from the media either being late, over budget or below customer expectations [1]. Even though, some people claim that those projects have been successfully delivered [1]. In the principle of successful project management, all aspects related to the success of the project must be taken into account. Project success can be affected by many factors such as communication in the project, team management and conflict resolution. Mavuso & Agumba (2016) reveal that communication has been generally studied as significant factor to project success. Therefore, the communication management factors that influence the project success will be discussed widely in this paper.

2. LITERATURE REVIEW

The aim of this study is to investigate the impact of the communication skills and leadership on project success. Benita Zulch (2016) studied the importance of leadership and core communication skills that a project manager must have to enhance project success. He circulated a research questionnaire which focus on the importance of communication skills to the successful management of projects to engineers, construction managers, construction project manager, quality surveyor and architects. The results of Benita Zulch (2016) research was that the core communication skills and leadership such as reinforcement, reflecting as skill, explaining, self-disclosure, humor and laughter, negotiation, presentation, skill of writing, public and mass communication, meetings, conflict management, decision-making and problem solving, team development and team building, motivation, listening, persuasion and trust are the most significant factors to project managers that lead to enhance the execution and success of projects. As Benita

Zulch (2016) conclude that “Communication is fundamental to produce successful projects”. Another study was done by Hedieh S. & Mohammad K (2011) focus on the information distribution among both external and internal project stakeholders which considered to be a main factor on the success of projects. The research targets was to determine sequences and relationships factors that affecting the success of project communication. In order to avoid the costs caused by lack of effective and timely communication, the informed communication strategy will allow managers to structure the information flow in a better and more controlled manner. As stated on the research, there are factors affecting the success of project communications such as leadership, trust, stakeholders, geographical dispersion, culture, skills, communication tools, communication variety, knowledge, organizational structure and participation, infrastructure, technology and levels of information provision and information updating [3]. Hedieh S. & Mohammad K (2011) conclude that in order to establish better communication among stockholders, communication planning should be considered especially in complex projects. Additionally, a good communication strategy will definitely lead to increase the likelihood of project success.

3. METHODOLOGY

This paper derived information from related sources such as journals, books, published conference papers and theses that has relationship with the objectives of the study. The study divided into two groups as shown in below tables#1&2. The questions shown in table#1 are being asked to the project manager and his assistance (Group#1). Table#2 shows that questions that asked to team members including two engineers, two supervisors, two draftsman and two workers (Group#2). The questions including communication and leadership factors that affecting the project success and should these factors be included in lesson learned or not.

Table#1: Group#1

Factors	Affecting project success		Will include in lesson learned
Presentation	YES		NO
Public and mass communication	YES		YES
Meetings	YES		YES
Stakeholders	YES		YES
Persuasion	YES		NO
Negotiation	YES		YES
Geographical dispersion	YES		YES
Leadership	YES		YES
Decision-making & problem solving	YES		YES
Culture	YES		NO
Conflict management	YES		YES
Team development	YES		YES
Knowledge	YES		NO
Organizational structure	YES		YES
Infrastructure	YES		YES

Table#2: Group#2

Factors	Affecting project success		Will include in lesson learned
Motivation	YES		YES
Trust	YES		NO
Skill of writing		NO	NO
Skill of speaking	YES		NO
Listening	YES		NO
Explaining	YES		YES

4. RESULTS AND DISCUSSION

Reference to the above mentioned tables#1&2, Group#1 agreed that all the questions are being asked are the main and core of projects success which score 100%. Some skills such as presentation, persuasion, culture and knowledge are important, but as in cardiac building construction history, they were good enough and no need to be included in the lesson learned which score 26.66%. While the remaining 73.34 must be included in the lesson learned. The other Group#2, shows only the skill of writing out of the other skills was not major of project success at rate 16.6% out of 83.4%. Motivation and explanation were weak and the only two skills that should be included in lesson learned at rate 33.33% out of 66.67%.

5. CONCLUSION

Globally, the majority of construction projects face challenges with related to leadership and communication skills that prevent the successful of projects delivery. Additionally, as stated in Hedieh S. & Mohammad K (2011), project communication has a great impact on the success of the projects. Heldman (2011) also mentioned that, “the most important skills a project manager possesses are communication skills”. Therefore, establish effective communication in projects are highly required for project manager in order to reduce the number of failed projects. In the other hand, it is important to invest to improve the leadership in the skills related to knowledge of project manager. Enhanced knowledge of project managers on the factors that affect the project success can be very efficient to prevent the loss of cost and time of the project.

6. REFERENCES

- [1] Guru P. P., Bristol B. S. (2008). What is project success: literature review. International journal of business and management.
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- [4] Mavuso N.M., Agumba J.N. (2016). Factors of communication management for successful project delivery in the Swaziland construction industry. Proceedings of the 9th Annual Quantity Surveying Research Conference, Port Elizabeth.