

أثر استخدام الذكاء الاصطناعي في إدارة المشاريع على اتخاذ القرارات للقطاع الخاص في
المملكة العربية السعودية

**The impact of using Artificial intelligence in projects
management Decision-Making within private sector in
the kingdom of Saudi Arabia**

الإعداد: -

م	الاسم	الصفة	الرقم الأكاديمي
1	عمر أبو فارح	عضو باحث	221000499
2	عبد العزيز جدعه	عضو باحث	221002146
3	محمد مصطفى بكر	قائد الفريق	221000662

الإشراف: -

- دكتور: وليد سليمان

العام الدراسي:

- الفصل الدراسي الثالث لعام 2023

Table of Contents:

1. Abstract.....	2
2. Introduction.....	3
3. Research Problems.....	5
4. The importance and objectives of the research.....	5
5. Research hypotheses.....	7
6. Literature review.....	8
7. Research methodology.....	11
8. Results.....	12
9. Research limits.....	16
10. Conclusion.....	17
11. Reference list.....	19
12. Appendixes.....	22
12A - Appendix – Survey.....	22
12B - Appendix – Interview.....	27

1. Abstract

Artificial intelligence (AI) has already transformed the world and has made an effective impact in a range of fields. It has gained a wide interest to ground itself into business and commercial use and has transformative potential for private sector organizations through enabling increased productivity and novel ways to deliver different services. We have found out that in the private sector AI appears to be lagging, and the phenomena has really limited attention from academic research community.

This paper outlines how AI technologies could help project managers to provide faster decision making in Project Management within the private sector.

We were able to understand that most Project Managers had difficulties in applying AI in decision-making processes. Although, the majority perceive this technology as being useful and would use it for their daily tasks.

Also, data was collected from different regions in KSA and primary research in which two of the biggest companies' COs were interviewed and a survey was done by more than 100 persons including project managers and team leaders in which to give the conclusion that AI application improves data quality and integrity leading to improved speed and effectiveness of decision making within the private sector in the Kingdom of Saudi Arabia.

Keywords

Artificial intelligence, (AI), Decision making, Project Management, Private sector, Saudi Arabia.

2. Introduction

The rapid advancements in technology, particularly in the field of Artificial Intelligence(AI), have revolutionized various industries and sectors around the world. One such sector that has witnessed significant transformations is project management, where the integration of AI has proven to be valuable in enhancing decision-making processes. This research focuses on exploring the impact of using AI in project management decision-making within the private sector in Saudi Arabia.

Saudi Arabia, known for its flourishing economy and substantial investments in various industries, recognizes the importance of effective project management for overall business success. Traditionally, project management decisions have primarily relied on human insights and experiences. However, with the emergence of AI, organizations are increasingly incorporating this technology to aid decision-making processes, streamline operations, and improve project outcomes.

The implementation of AI in project management decision-making has the potential to revolutionize the private sector in Saudi Arabia. By harnessing the power of AI algorithms, organizations can analyze vast amounts of data, identify patterns, and derive valuable insights to make more informed and accurate decisions.

This research aims to explore how the implementation of AI in project management decision-making affects operational efficiency, cost-effectiveness, and overall project success within the private sector in Saudi Arabia. By examining case studies and conducting interviews with industry

professionals, this study seeks to analyze the benefits, challenges, and potential risks associated with the integration of AI in project management decision-making in this specific context.

Furthermore, this research aims to provide practical recommendations and guidelines for organizations in Saudi Arabia looking to adopt AI technologies in their project management processes. It will shed light on the necessary infrastructure, skills, and training required to effectively utilize AI to improve decision-making, streamline operations, and ultimately enhance project outcomes within the private sector.

In conclusion, this research serves as a comprehensive exploration of the impact of using AI in project management decision-making within the private sector in Saudi Arabia. By examining the benefits, challenges, and potential risks associated with the adoption of AI technologies, this study aims to contribute to the growing body of knowledge in the realm of AI-driven project management decision-making. Ultimately, it seeks to provide valuable insights and recommendations for organizations to harness the full potential of AI in their project management processes and drive success in the competitive business landscape of Saudi Arabia.

3. Research Problems:

Project management decision-making, this research paper aims to provide answers to the following questions:

- What are the general problems that private sector faces in project management-decision making without AI technologies?
- Why organizations are increasingly incorporating AI technologies in decision-making processes?
- What are the impacts of Artificial Intelligence on project management in Saudi Arabia?
- What are the potential benefits, challenges, and risks of implementing AI technologies in project management within private sector in Saudi Arabia?

4. Importance & Objectives of Research:

The Importance of the Study:

- This study will focus on using AI in the project management decision making field.
- It may be helpful for the private sector organization in Saudi Arabia to increase accuracy and productivity.
- It may be helpful for other researcher to discover new area in using AI in project management decision making.
- It may be helpful for the organization to meet their goals without having labor constraints.

The objectives of the study are as follows:

- To identify the general problems that private sector has in project management decision making without AI technologies.
- To explain the outcome that organization get by incorporating Altechnologies in decision making processes.
- To identify the impacts of AI on project management in Saudi Arabia.
- To define the potential benefits, challenges and risks of implementing Altechnologies in project management within private sector in Saudi Arabia.

5. Research hypothesis:

The rapid increase incorporating AI technologies in project management has become difficult to ignore. Therefore, a lot of organizations across the world in private sectors are embracing AI technology to their business operation, processes and to have better insights which will lead them to new revenue opportunities.

- The use of Artificial Intelligence (AI) in project management decision making within the private sector in Saudi Arabia leads to improved project outcomes and increased efficiency.
- Organizations that integrate AI technologies into their project management processes in Saudi Arabia experience higher levels of cost savings compared to those that rely on traditional decision-making methods.
- The adoption of AI technologies in project management decision making in the private sector in Saudi Arabia enhances risk assessment capabilities, leading to better risk management practices and improved project success rates.
- Companies that leverage AI for decision making in project management in Saudi Arabia demonstrate increased competitiveness and gain a strategic advantage in the market compared to those that do not use AI.
- The use of AI in project management decision making in the private sector in Saudi Arabia results in enhanced resource allocation and utilization, leading to optimized project delivery schedules and reduced project delays.

6. Literature Review:

Nations are transitioning from traditional economic models to a learning economy – leveraging technologies, including AI that is disrupting almost every sector. AI is massively transforming the world we live in, from businesses to industries, to human lives. The ever-expanding data volume and the exponential growth of computing power have led to promising breakthroughs and new AI applications in the real world.

Artificial Intelligence (AI) has emerged as a transformative technology in various industries, including project management. The utilization of AI in decision-making processes within the private sector in Saudi Arabia has gained significant attention in recent years. This literature review aims to provide a comprehensive overview of the existing research on the impact of using AI in project management decision-making within the private sector in Saudi Arabia.

AI in Project Management

The integration of AI in project management has been recognized as a means to enhance decision-making efficiency and effectiveness. Literature suggests that AI technologies such as machine learning, natural language processing, and expert systems can automate repetitive tasks, assist in risk assessment, optimize resource allocation, and improve overall project performance (Aston, J. (2019, January 15)).

AI and Decision Making

Researchers have focused on exploring how AI aids decision-making processes in project management. AI can analyze large volumes of data, identify patterns, and generate insights to support project managers in making

informed decisions. It enables project managers to assess risks, predict outcomes, and create realistic project schedules, leading to improved decision-making accuracy (Nayak, M.M. & Dash S.K. (2020)).

Application of AI in the Private Sector in Saudi Arabia

Saudi Arabia, being a rapidly growing economy, has shown increasing interest in AI adoption across industries. Several studies highlight the application of AI in project management decision-making within the private sector in Saudi Arabia. AI has been utilized to automate project scheduling, optimize resource allocation, identify project risks, and predict project outcomes, among other applications (Organization for Economic Co-operation and Development (OECD). (2020)).

Benefits and Challenges of AI Adoption in Saudi Arabia

Scholars have examined the benefits and challenges associated with AI adoption specifically in the private sector of Saudi Arabia. The benefits include improved efficiency, increased productivity, enhanced decision-making capabilities, and competitive advantage. However, challenges such as data privacy, lack of AI skillsets, and cultural resistance to change have been identified as barriers to effective AI implementation (OECD (2019b)), Roberts, A. (2017).

Future Trends

The literature also discusses potential future trends in AI adoption within project management decision-making in the private sector of Saudi Arabia. These include the integration of AI with Internet of Things (IoT) devices, the development of AI-driven project management platforms, and the advancement

of AI-based predictive analytics for project risk management (Vision 2030. (2017)), Zuiderwijk, A., Chen, Y. C., & Salem, F. (2021).

The literature review highlights the growing interest and potential impact of AI in projectmanagement decision-making within the private sector in Saudi Arabia. AI technologies offer numerous benefits, including increased efficiency, accuracy, and informed decision-making. However, challenges related to AI adoption and implementation need to be addressed for successful integration. Future trends indicate a promising trajectory for AI integration in project management, paving the way for improved project outcomes and competitiveness within Saudi Arabia's private sector.

7. Research Methodology

- *Quantitative research:* This methodology involves collecting numerical data through surveys, experiments, or existing datasets. It allows for statistical analysis to identify patterns, relationships, and trends in the data. We conducted a survey to gather information about the current usage of Alin project management decision making in Saudi Arabian private sector companies.
- *Qualitative research:* This methodology involves collecting non-numerical data such as interviews, observations, or focus groups. The aims were to understand participants' perspectives, motivations, and experiences. We conducted interviews with project managers or executives in private sector companies to explore their perceptions of AI's impact on decision making.
- *Mixed methods research:*
This methodology combines both quantitative and qualitative approaches to provide a comprehensive understanding of the research topic. It allowed us to gather different types of data and gain insights from multiple perspectives. We were able to use surveys to gather quantitative data on the adoption of AI in project management decision making and follow up with qualitative interviews to explore participants' experiences and opinions.

8. Results:

Based on the survey results conducted among 120 individuals in the private sector in Saudi Arabia, several key findings have emerged. Firstly, a significant proportion of respondents, 80%, are familiar with the concept of Artificial Intelligence (AI). However, only 39% are currently utilizing AI in their project management decision-making processes. This indicates that while awareness about AI is high, its implementation in project management is still limited. The main reasons for not using AI are identified as lack of technical expertise (35%) and lack of awareness about AI capabilities (33%).

For those who are using AI, the primary benefits reported include improved accuracy and efficiency (39%) and better resource allocation (21%). Additionally, respondents anticipate that utilizing AI in project management decision-making processes can lead to more accurate decision-making (37%), faster decision-making (26%), and improved project outcomes (37%). However, challenges in implementing AI include concerns regarding data privacy and security risks (49%) and resistance from employees (36%).

The readiness level for adopting AI in project management decision-making processes is perceived as moderate (35%), with a willingness to invest in AI technologies expressed by 88% of respondents. Online forums and communities were reported as the primary source of information about AI technologies in project management decision-making processes (50%).

Concerns about job security in the face of AI implementations are apparent, with 48% believing that AI will replace jobs. However, 38% believe that AI will also create new opportunities. Regarding the impact of AI on project

management decision-making, 50% anticipate a significant improvement, while 37% expect a moderate improvement in the next five years.

Most respondents (93%) believe that the implementation of AI in project management decision-making processes should be regulated, with government agencies identified as the primary responsible entity (63%). AI bias is a concern for 51% of respondents, highlighting the need for transparency and fairness in AI algorithms.

In conclusion, while there is widespread awareness and recognition of AI in the private sector in Saudi Arabia, its implementation in project management decision-making processes is still relatively low. The main barriers identified include a lack of technical expertise and awareness about AI capabilities. However, there is a growing recognition of the potential benefits of AI, such as improved accuracy and efficiency, faster decision-making, and enhanced project outcomes. As the country moves forward, there is an expectation of significant improvement in the impact of AI on project management decision-making processes but concerns about job security and the ethical considerations of AI algorithms remain prevalent.

Based on the interviews with the department managers, the findings suggest that there is a growing acceptance and recognition of the potential benefits of using artificial intelligence (AI) for decision-making in project management within the private sector in Saudi Arabia.

Both managers acknowledged the importance of data analysis, expert opinions, and past experience in their current decision-making processes. They expressed positive perceptions of AI and its potential applications in project

management decision-making. They highlighted the ability of AI to analyze large volumes of data, identify patterns, and provide valuable insights that can assist in making more informed decisions.

Both managers also provided examples of projects where AI was used in decision-making, and they perceived its impact to be positive. AI was found to enhance decision accuracy, improve overall project efficiency, optimize resource allocation, and help identify project risks.

Moreover, the potential benefits of using AI in project management decision-making discussed by the managers included improved decision accuracy, increased efficiency, enhanced risk management, better resource allocation, and faster identification of project bottlenecks. However, they also identified drawbacks such as the need for extensive data collection and analysis, potential biases in AI algorithms, and the initial cost of implementing AI systems.

The managers expressed concerns about trustworthiness, reliability, and potential job displacement associated with AI systems. They emphasized the importance of maintaining a balance between human expertise and AI capabilities in decision-making processes.

Barriers or challenges to adopting AI in project management decision-making within the private sector in Saudi Arabia were identified as data privacy and security concerns, resistance to change, lack of awareness and understanding about AI, as well as the need for adequate technology infrastructure.

The managers mentioned the need for training on AI technologies, data analytics, and understanding limitations and biases of AI systems. They also highlighted the importance of technical support and access to reliable AI tools.

Overall, the managers believed that the future holds significant potential for the use of AI in project management decision-making within the private sector in Saudi Arabia. They anticipated an increased focus on leveraging AI technologies to optimize project outcomes, enhance decision-making processes, and drive overall project success. However, they acknowledged that widespread adoption might take time due to investment and integration challenges, as well as the need for change management.

In conclusion, based on the interviews, it can be concluded that the private sector in Saudi Arabia is gradually becoming more receptive to adopting AI in project management decision-making. The potential benefits of AI, such as improved decision accuracy and efficiency, are recognized. However, concerns about trustworthiness, biases, and job displacement need to be addressed. To effectively utilize AI, training, support, and access to reliable AI tools are required. Over time, the private sector in Saudi Arabia is expected to increasingly embrace AI and its potential in project management decision-making.

9. Research Limits:

There are following limitations in this research project:

- the lack of previous studies
- samples
- access to additional information

There weren't a sufficient number of research papers in the region about the impact of artificial intelligence on project management within the private sector as it was mentioned earlier. Also, there was a limited number of survey participants as it turned out AI notion is quite new among private sector in Saudi Arabia.

10. Conclusions

The aim of this study is to answer the research questions on the integration of Artificial Intelligence (AI) in project management decision-making within the private sector in Saudi Arabia that holds great potential for enhancing operational efficiency, cost-effectiveness, and overall project success. In this research we were trying to provide a comprehensive understanding of the impact of AI technologies on project management decision-making in Saudi Arabia, specifically focusing on the benefits, challenges, and potential risks associated with their implementation.

Through an examination of existing literature, it is evident that AI technologies, such as machine learning and natural language processing, can automate repetitive tasks, identify patterns, and generate valuable insights for project managers. This enables them to make informed decisions, assess risks, optimize resource allocation, and create realistic project schedules. The application of AI in project management decision-making has been shown to improve decision-making accuracy and ultimately lead to improved project outcomes.

The private sector in Saudi Arabia, with its growing economy and emphasis on technological advancements, has increasingly recognized the value of AI in decision-making processes. Numerous benefits have been identified, including increased efficiency, productivity, and competitive advantage. However, challenges such as data privacy, lack of AI skillsets, and cultural resistance to change must be overcome for successful AI implementation.

Looking towards the future, the integration of AI with other technologies, such

as the Internet of Things (IoT), holds promise for further enhancing project management decision-making. Advancements in AI-based predictive analytics for project risk management and the development of AI-driven project management platforms are also anticipated.

Additionally, this research seeks to contribute to the growing body of knowledge on AI-driven project management decision-making within the private sector in Saudi Arabia. By examining the benefits, challenges, and potential risks associated with AI implementation, this study aims to provide practical recommendations for organizations looking to adopt AI technologies in their project management processes. Ultimately, the successful integration of AI in project management decision-making has the potential to drive success and competitiveness in the private sector of Saudi Arabia.

11. References

1. Ahmadishey Khsarmast S., Sonmez R., Smart contracts in construction industry, in 5th International Project & Construction Management Conference, 2018
2. Ashehri, R. (2019). Governance of artificial intelligence in KSA (Neom as model). International Journal of Advanced Studies, 9(1).
3. Aston, J. (2019, January 15). Prepare For These 7 Project Management Trends Transforming the PM Role.
4. Aziz R.F., Hafez S.M., Abuel-Magd Y.R., Smart optimization for mega construction projects using artificial intelligence, Alex. Eng. J. 53 (3) (2014).
5. Bodea C., Mitea C., Stanciu O. Artificial Intelligence Adoption in Project Management: Main Drivers, Barriers and Estimated Impact. October (2020)
6. Chou, J.S.; Cheng, M.Y.; Wu, Y.W. Improving Classification Accuracy of Project Dispute Resolution Using Hybrid Artificial Intelligence and Support Vector Machine Models. Expert. Syst. Appl. 2013 <https://www.sciencedirect.com/science/article/abs/pii/S0957417412011608?via%3Dihub> (accessed on July 2023).
7. Endo, H.; Kohda, Y. Case Study on Applicability of Artificial Intelligence for It Service Project Managers with Multi Value Systems in the Digital Transformation Era. Adv. Intell. Syst. Comput. 2020.
8. Kadi, S. & Hida, S. (2020). The use of artificial intelligence applications in

-
- improving the decision-making process in the Economic Corporation (Adrar Electricity and Gas Production Company). MSc Thesis, Université Ahmed Draia
9. McCarthy, J. What Is Artificial Intelligence? 1998. Available online: <http://www-formal.stanford.edu/jmc/whatisai/whatisai.html> (accessed on June 2023).
 10. Makridakis, S. (2017). The forthcoming Artificial Intelligence (AI) revolution: Its impact on society and firms. *Futures*, 90.
 11. Nayak, M.M. & Dash S.K. (2020). Role of artificial intelligence in market decision- making: knowledge-based framework. *International Journal of Advanced Research in Engineering and Technology*.
 12. Niederman, F. Project Management: Openings for Disruption from AI and Advanced Analytics. *Inf. Technol. People* 2021.
 13. Nilsson, N. (2010). The quest of artificial intelligence: a history of ideas and achievements. Cambridge University Press.
 14. OECD (2019a), Artificial Intelligence in Society, OECD Publishing, Paris, https://www.oecd-ilibrary.org/science-and-technology/artificial-intelligence-in-society_eedfee77-en
 15. OECD (2019b), "Scoping the OECD AI principles: Deliberations of the Expert Group on Artificial Intelligence at the OECD (AIGO)", OECD Digital Economy Papers, No. 291, OECD Publishing, Paris, <https://doi.org/10.1787/d62f618a-en>

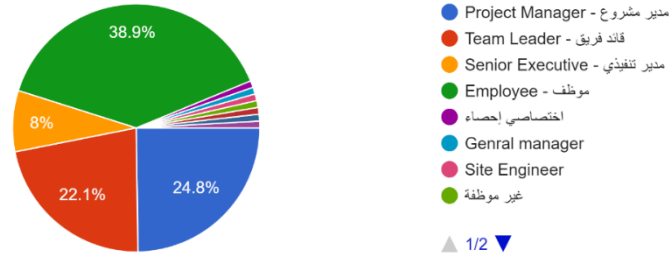
-
16. Organisation for Economic Co-operation and Development (OECD). (2020). EXAMPLES of ai national policies. Report for the G20 Digital Economy Task Force. Retrieved July 11, 2023, from <https://www.oecd.org/sti/examples-of-ai-national-policies.pdf>.
17. PricewaterhouseCoopers (PwC). (2019). The potential impact of AI in the Middle East. Retrieved July 2nd, 2023, from: <https://www.pwc.com/m1/en/publications/documents/economic-potential-ai-middle-east.pdf>
18. Roberts, A. (2017). Five big challenges to AI adoption and success. In Edited by click Z. Retrieved July 10, 2023, from <https://www.clickz.com/five-big-challenges-to-ai-adoption-and-success/112795/>
19. Vision 2030. (2017). Vision 2030 Kingdom of Saudi Arabia, National Transformation Program. Retrieved July 1st, 2023, from: <https://www.my.gov.sa/wps/portal/snp/content/saudivision>
20. Wilson, H. J., Laverie, D. & Shukla, P. (2018). How Human and Machine are Better Together.
21. Zuiderwijk, A., Chen, Y. C., & Salem, F. (2021). [Implications of the use of artificial intelligence in public governance: A systematic literature review and a research agenda](#). Government Information Quarterly, 101577

12. Appendixes

12-A Appendix – Survey

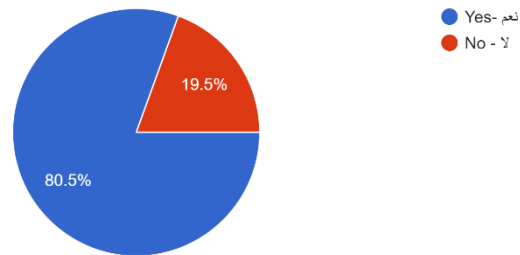
1. What is your current role within the private sector in Saudi Arabia? ما هي وظيفتك الحالية في القطاع الخاص في المملكة العربية السعودية؟

113 responses



2. Are you familiar with the concept of AI (Artificial Intelligence)? هل أنت ملم بمفهوم الذكاء الاصطناعي؟

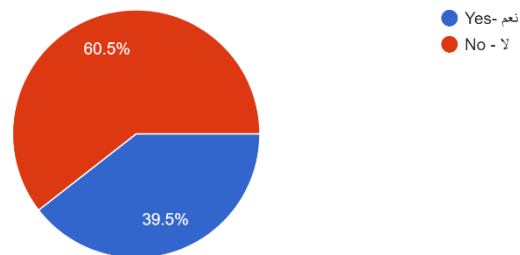
113 responses



3. Are you currently using AI in your project management decision-making processes? هل تستخدم حالياً

الذكاء الاصطناعي في عمليات صنع القرار في إدارة المشاريع؟

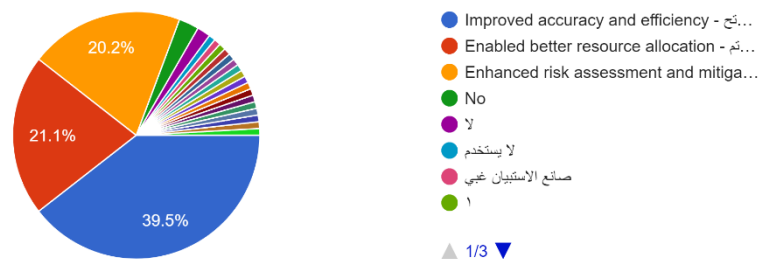
114 responses



4. If yes, how has AI impacted your project management decision-making processes? إذا كانت الإجابة

نعم، كيف أثر الذكاء الاصطناعي على عمليات صنع القرار في إدارة المشاريع؟

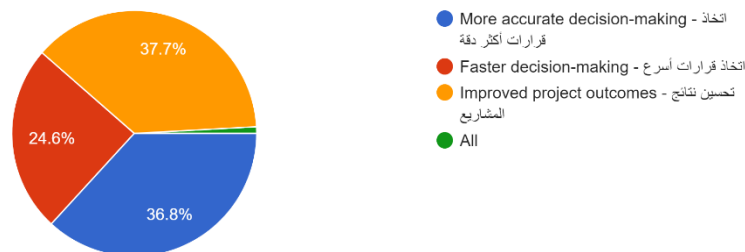
114 responses



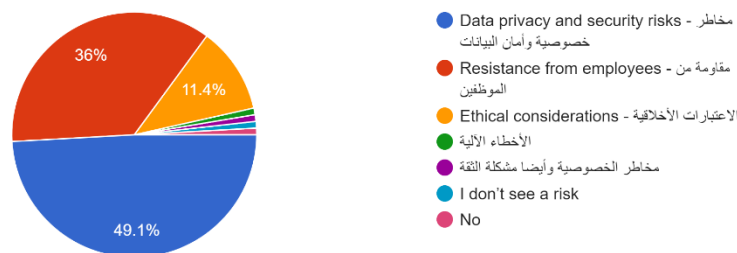
5.If no, what are the reasons for not using AI in your project management decision-making processes? إذا كانت الإجابة لا، ما هي الأسباب التي تمنعك من استخدام الذكاء الاصطناعي في عمليات صنع القرار في إدارة المشاريع؟
114 responses



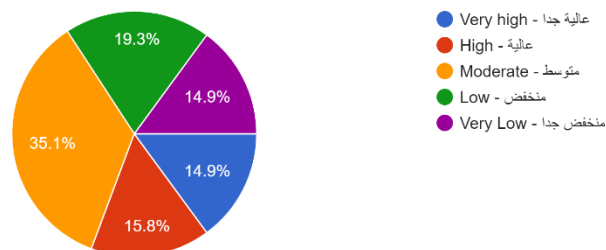
6.In your opinion, what are the potential benefits of using AI in project management decision making? في رأيك، ما هي المزايا المحتملة لاستخدام الذكاء الاصطناعي في صنع قرارات إدارة المشاريع؟
114 responses



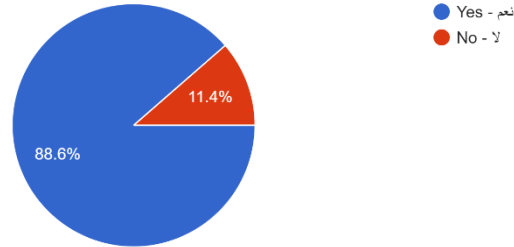
7.What are the main challenges or concerns you anticipate in implementing AI in project management decision making? ما هي التحديات الرئيسية أو الم...عها في تنفيذ الذكاء الاصطناعي في صنع قرارات إدارة المشاريع؟
114 responses



8.How would you rate the level of readiness of your organization in adopting AI for project management decision making? كيف تقيم مستوى استعداد منظمته لاعتماد الذكاء الاصطناعي في اتخاذ قرارات إدارة المشاريع؟
114 responses



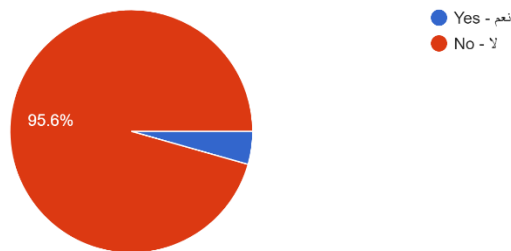
9. Would you be willing to invest in AI technologies for project management decision making if the potential benefits outweighed the costs? هل ترغب في استثمار...رات إدارة المشاريع إذا تفوقت الفوائد المحتملة على التكاليف؟
114 responses



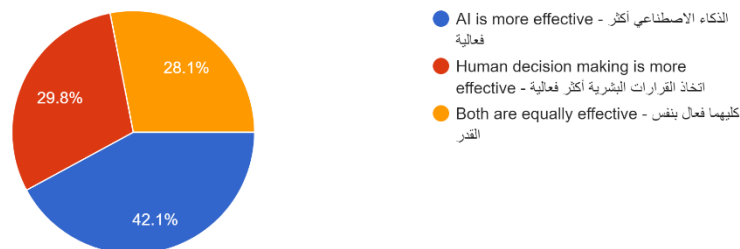
10. What sources do you rely on to stay updated about AI technologies in project management decision making? ما هي المصادر التي تعتمد عليها للبقاء على اطلاع على تقنيات الذكاء الاصطناعي في اتخاذ قرارات إدارة المشاريع؟
114 responses



11. Have you encountered any ethical dilemmas in using AI for project management decision making? هل واجهت أي مشاكل أخلاقية في استخدام الذكاء الاصطناعي لاتخاذ قرارات إدارة المشاريع؟
114 responses

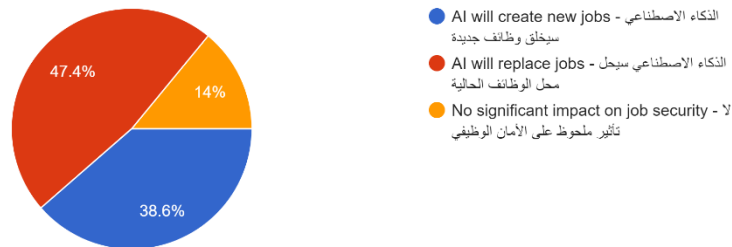


13. How would you rate the effectiveness of AI in project management decision making compared to human decision making? كيف تقيم فاعلية الذكاء الاصطناعي في اتخاذ قرارات إدارة المشاريع مقارنة باتخاذ القرارات البشرية؟
114 responses



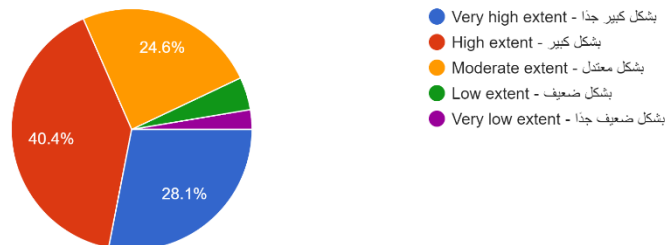
14. How do you perceive the impact of AI on job security within the private sector in Saudi Arabia? كيف ترى تأثير الذكاء الاصطناعي على الأمان الوظيفي في القطاع الخاص في المملكة العربية السعودية؟

114 responses



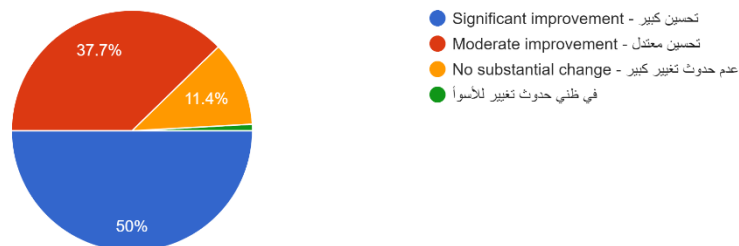
15. To what extent do you believe that AI can enhance project management decision making in Saudi Arabia? إلى أي مدى تعتقد أن الذكاء الاصطناعي يمكن أن يعزز صنع القرار في إدارة المشاريع في السعودية؟

114 responses



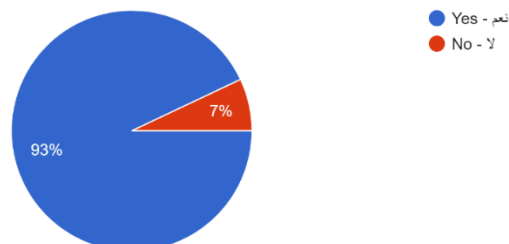
16. What are your expectations regarding the impact of AI on project management decision making in the private sector in Saudi Arabia in the next five years...؟ ربيع في القطاع الخاص في السعودية خلال الخمس سنوات القادمة؟

114 responses



17. Do you think the implementation of AI in project management decision making should be regulated? هل تعتقد أن تنفيذ الذكاء الاصطناعي في صنع القرار في إدارة المشاريع يجب أن يكون تحت ضوابط وقوانين؟

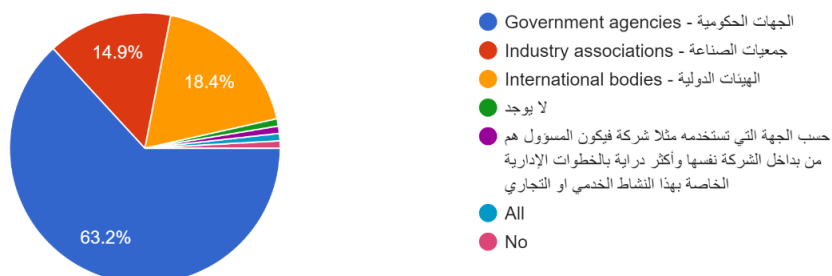
114 responses



18.If yes, who should be responsible for regulating AI in project management decision making? إذا

كانت الإجابة بنعم، فمن ينبغي أن يكون مسؤولاً عن تنظيم الذكاء الاصطناعي في صنع القرار في إدارة المشاريع؟

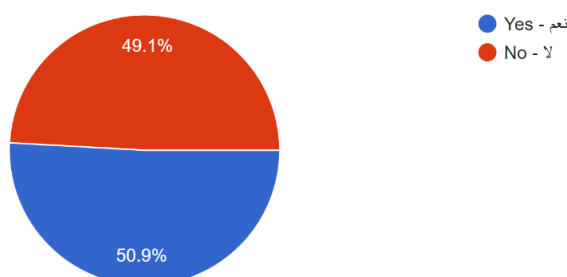
114 responses



19.Are you concerned about AI bias (i.e., AI algorithms showing favoritism or discrimination)? هل

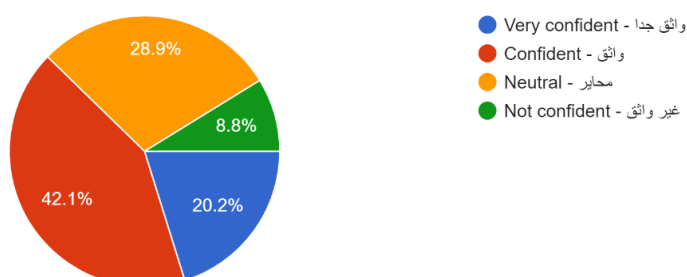
أنت قلق بشأن تحيز الذكاء الاصطناعي (أي: خوارزميات الذكاء الاصطناعي تظهر ميلاً أو تمييزاً)؟

114 responses



20.How confident are you in the transparency and explain ability of AI algorithms used in project management decision making? مدى ثقتك في شفافية وقدرة شرح...الذكاء الاصطناعي المستخدمة في صنع القرار في إدارة المشاريع؟

114 responses



12-B Appendix – Interview

Using more than 10 questions, an interview was conducted with a few department managers of AL-Kifah company and Al-YAMAMA company which are two of the leading companies in the Eastern Province of KSA, we have chosen best usable answers for one manager for each.

Interview with Al-Kifah company department manager:

1. *Can you briefly explain your role and responsibilities within project management in the private sector?*

I am currently a project manager, responsible for overseeing the execution and completion of various projects. My role involves coordinating team members, setting project goals, managing resources, and ensuring timely delivery of projects.

2. *How do you currently make decisions in project management? Are there any specific factors or methods you rely on?*

In my current decision-making process, I heavily rely on data analysis, expert opinions, and experience. I also consider factors such as project objectives, stakeholder requirements, and risk assessments while making decisions.

3. *What are your thoughts on artificial intelligence (AI) and its potential applications in project management decision-making?*

I believe that artificial intelligence will have immense potential in project management decision-making. AI can analyze large volumes of data, identify patterns, and provide valuable insights that can assist in making more informed decisions.

4. *Have you come across any projects where AI was used in decision-making? If so, what was your perception of its impact?*

Yes, I have come across projects where AI was utilized in decision-making. Its impact has been quite positive as it has helped in identifying potential risks, optimizing resource allocation, and predicting project outcomes more

accurately. It has also improved overall project efficiency and reduced the likelihood of errors.

5. *In your opinion, what are the potential benefits and drawbacks of using AI in project management decision-making?*

The potential benefits of using AI in project management decision-making include improved decision accuracy, increased efficiency, enhanced risk management, better resource allocation, and faster identification of project bottlenecks. However, drawbacks may include the need for extensive data collection and analysis, potential biases in AI algorithms, and the initial cost of implementing AI systems.

6. *Are there any concerns or reservations you have about integrating AI into project management decision-making processes?*

I have concerns about the trustworthiness and reliability of AI systems, particularly when it comes to critical decision-making. Additionally, the lack of human judgment and intuition in purely AI-driven decision-making processes can be a limitation. It is important to strike a balance between human expertise and AI capabilities.

7. *From your perspective, what barriers or challenges might exist in the adoption of AI for project management decision-making within the private sector in Saudi Arabia?*

This may include data privacy and security concerns, resistance to change, lack of awareness and understanding about AI, and the need for adequate technology infrastructure.

8. *What kind of training or support would you require to effectively utilize AI in project management decision-making processes?*

I would require training on AI technologies, data analytics, and understanding the limitations and potential biases of AI systems. Additionally, having technical support and access to reliable AI tools would be essential.

-
9. *In your experience, how receptive do you think the private sector in Saudi Arabia is to adopting AI in project management decision-making?*

The private sector in Saudi Arabia is gradually becoming more receptive to adopting AI in project management decision-making. However, there is still a long way to go in terms of widespread adoption, as some organizations may have concerns around the initial investment, integration challenges, and change management.

10. *Based on your knowledge and experience, what do you think the future holds for the use of AI in project management decision-making within the private sector in Saudi Arabia?*

I believe the future holds significant potential for the use of AI in project management decision-making within the private sector in Saudi Arabia. As organizations continue to recognize the benefits AI can bring, there will likely be an increased focus on leveraging AI technologies to optimize project outcomes, enhance decision-making processes, and drive overall project success.

Interview with AL-YAMAMA company department manager:

1. *Can you briefly explain your role and responsibilities within project management in the private sector?*

I am responsible for assisting the project manager in planning, organizing, and controlling project activities, ensuring adherence to schedules, and facilitating effective communication among team members.

2. *How do you currently make decisions in project management? Are there any specific factors or methods you rely on?*

Currently, decision-making in project management primarily relies on the expertise and experience of the project manager and the team. We consider factors such as project objectives, stakeholder expectations, and resource availability. Additionally, we consult relevant data and use analytical tools to

support decision-making.

3. *What are your thoughts on artificial intelligence (AI) and its potential applications in project management decision-making?*

Artificial intelligence has the potential to revolutionize project management decision-making by augmenting human capabilities. It can process and analyze vast amounts of data, identify trends and patterns, and provide insights that might be overlooked by humans alone. AI can also assist in automating routine tasks, freeing up time for more critical decision-making.

4. *Have you come across any projects where AI was used in decision-making? If so, what was your perception of its impact?*

Yes, I have had the opportunity to work on a project where AI was used in decision-making. The impact of AI in that project was quite significant. It allowed us to analyze large amounts of data quickly and accurately, which helped us make more informed decisions. AI also assisted in identifying potential risks and suggesting mitigation strategies, which enhanced the overall project outcomes. Overall, the use of AI in decision-making positively influenced the project's efficiency and success.

5. *In your opinion, what are the potential benefits and drawbacks of using AI in project management decision-making?*

There are several potential benefits of using AI in project management decision-making. Firstly, AI can help automate repetitive tasks, freeing up time for project managers to focus on more critical aspects of the project. Secondly, AI algorithms can analyze large datasets and provide insights that might not be easily identified by humans alone. This can lead to better decision-making based on objective data analysis. However, there are also some drawbacks to consider. AI relies heavily on data accuracy, so if the data used is flawed or incomplete, it could lead to incorrect decisions. There is also the concern of potential job displacement and the need for upskilling or reskilling of project management professionals to effectively work with AI technologies.

6. *Are there any concerns or reservations you have about integrating AI into project management decision-making processes?*

As we integrate AI into project management decision-making processes, there might be some concerns or reservations. One concern is the potential loss of the human element in decision-making. While AI can provide data-driven insights, it may not fully understand the nuances or context of a project. Additionally, there might be a fear of over-reliance on AI, where human judgment and experience take a backseat. Security and privacy issues related to the handling of sensitive project data are also valid concerns. It is important to strike a balance between leveraging AI capabilities and maintaining human involvement and expertise in the decision-making process.

7. *From your perspective, what barriers or challenges might exist in the adoption of AI for project management decision-making within the private sector in Saudi Arabia?*

From my perspective, there are several barriers or challenges that might exist in the adoption of AI for project management decision-making within the private sector in Saudi Arabia. One major barrier could be the lack of awareness and understanding of AI technologies among project management professionals. Many may not be familiar with the potential applications and benefits that AI can bring to their decision-making processes. Additionally, the initial cost of implementing AI systems and the need for appropriate infrastructure and resources could be potential challenges. There might also be resistance to change and cultural barriers that hinder the adoption of AI within traditional project management practices.

8. *What kind of training or support would you require to effectively utilize AI in project management decision-making processes?*

To effectively utilize AI in project management decision-making processes, the training and support required would primarily involve developing a good understanding of how AI works and its potential applications in the project management context. Project management professionals would benefit from training programs that focus on AI technologies, data analysis, and interpretation of AI-generated insights. Additionally, there should be support in terms of access

to AI tools and platforms, as well as assistance in integrating AI systems into existing project management frameworks. Continuous learning and upskilling would be essential to adapt to emerging AI technologies and maximize the benefits they can offer.

9. *In your experience, how receptive do you think the private sector in Saudi Arabia is to adopting AI in project management decision-making?*

Based on my experience, the private sector in Saudi Arabia is becoming increasingly receptive to adopting AI in project management decision-making. There is a growing recognition of the potential benefits that AI can bring, such as improved efficiency, better decision-making, and enhanced project outcomes. However, it is important to note that the level of readiness and receptiveness might vary across different organizations and industries. Some companies may have already started implementing AI solutions, while others may still be in the early stages of exploration or testing. Overall, the private sector in Saudi Arabia is gradually embracing AI and its potential in project management decision-making.

10. *Based on your knowledge and experience, what do you think the future holds for the use of AI in project management decision-making within the private sector in Saudi Arabia?*

Looking into the future, I believe the use of AI in project management decision-making within the private sector in Saudi Arabia will continue to grow. As AI technologies advance and become more accessible, we can expect increased adoption and integration into project management practices and AI can help.