

Everyone's Smart University

Project(Spring 2021)

Student Name	Mohammad Alswadany	اسم الطالب
Students I.D	2021203215	الرقم الجامعي

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PROJECT LEADERSHIP

Instructions:

- ☐ اخر موعد للتسليم هو يوم الخميس 2021-05-20 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 SKILLS ON PROJECT SUCCESS IN **YOUR ORGANIZATION**: A CASE OF YOUR OWN.

Different leadership styles are the key factor in the success of any project. Project Leaders are responsible and accountable for the success/failure of the project. There are numerous responsibilities that are assigned to a Project Leader during the leadership journey.

YOUR MISSION:

Your research/project must provide an overview of information and knowledge in a corporate environment with an underlying theme of **defining leadership styles within applying the hard and soft skills** for that style needed by the leader to ensure successful project delivery in your organization. (You are required to demonstrate your understanding of the relevant body of works to real-life business research).

Choose one only of the following project leadership skills using the tools that we learned during the project leadership course; starting from identifying and assess the case till executing the project.

- Prioritization (Using tools for Estimation – Scheduling – Tracking–prioritizing stakeholders).
- Team management (Using Team structures – Team development stages – Team needs).
- Embracing Accountability (Using RASCI)
- Conflict resolution (Using the Thomas-Kilmann conflict mode instrument).
- Motivation (Using one theory of motivation–Types of motivators).
- Communication in the project.
- Influencing (Using different sources of LEADER POWER).

What you have to do:

Your project task requires the preparation of a full project proposal that should contain the following components:

- **Introduction:** A detailed statement of the problem, research aim, and objectives that you would like to investigate and discuss. **(2 points)**

- **Literature Review and Conceptual framework:** An analysis of the literature relevant to the research topic that will give you the conceptual basis for conducting your research from the previous studies. **(2 points)**
- **Methodology:** Based on the conceptual framework, research aim(s), and objectives, you need to provide a detailed description of the data collection tools, data sources. **(2 points)**
- **Results and Discussion:** Description about the main findings of a research, outline your thoughts to defend your research and to emphasize the significance of it. **(4 points)**
- **References:** Lists all the resources you've used in your project, and your refereed journal articles as well. **(2 points)**
- **Appendices (If it is available in your study):** Any supplementary material you need to add. (Optional)

[Write the names of the chapters/sections of your research/ project and briefly discuss what you will write in those chapters/sections] .

Best of luck...

Dr. Sara Adel

تأثير مهارات القيادة على نجاح المشروع في مؤسستك: حالة عملية خاصة بالطالب

أساليب القيادة المختلفة هي العامل الرئيسي في نجاح أي مشروع. قادة المشروع مسؤولون عن نجاح / فشل المشروع. وهناك العديد من المسؤوليات الموكلة لقائد المشروع خلال رحلة القيادة.

مهمتك:

يجب أن يوفر بحثك لمحة عامة عن المعلومات والمعرفة في بيئة المؤسسة الخاصة بك وهي موضع الدراسة مع تحديد أنماط القيادة في إطار تطبيق المهارات الخاصة بالقائد والمناسبة لهذا النمط الذي يحتاجه القائد لضمان تسليم مشروع ناجح في المؤسسة. (أنت مطالب بإثبات فهمك لما تم دراسته وتطبيقه بالأبحاث الواقعية في مؤسستك).

اختر واحدة فقط من مهارات قيادة المشروع التالية باستخدام الأدوات التي تعلمناها خلال مقرر القيادة في المشاريع.

- Prioritization (Estimation – Scheduling – Tracking–prioritizing stakeholders).

- Team management (Team structures – Team development stages – Team needs).
- Embracing Accountability (RASCI)
- Conflict resolution (The Thomas-Kilmann conflict mode instrument).
- Motivation (Using one theory of motivation – Types of motivators).
- Communication in the project.
- Influencing (Using different source of power).

ما عليك القيام به:

تتطلب مهمة مشروعك إعداد مقترح مشروع كامل يجب أن يحتوي على المكونات التالية:

- **مقدمة:** بيان تفصيلي للمشكلة محل الدراسة، تحديد هدف البحث والأهداف التي ترغب في التحقيق فيها ومناقشتها من خلاله.
- **دراسات علمية سابقة:** تحليل الأدبيات والدراسات السابقة ذات الصلة بموضوع البحث والتي ستساعدك في مجال الدراسة لإجراء هذا البحث.
- **المنهجية وطريقة البحث:** بناءً على أهداف البحث، تحتاج إلى تقديم وصف تفصيلي لأساليب وأدوات جمع البيانات ومصادر البيانات والأساليب / الأدوات التي ستستخدمها.
- **النتائج ووصف المناقشة حول النتائج الرئيسية للبحث:** شرح مفصل للمشكلة محل الدراسة.
- **المراجع:** تسرد جميع المصادر التي استخدمتها في مشروعك، ومنها مقالات المجلات المحكمة أو المواقع المستخدمة للبحث.
- **الملحقات** (إذا كانت متوفرة في دراستك): أي مواد تكميلية تحتاج إلى إضافتها. (خيارية).

{ اكتب أسماء فصول وأقسام (البحث / المشروع) الخاص بك، وناقش بإيجاز ما ستكتبه في كل قسم }.

كل التوفيق لكم جميعاً.....

Dr. Sara Adel

- **(Team management (Team structures – Team development stages – Team needs).**

Introduction:

The challenges of the customer service industry make leadership styles a key factor for success in delivery of customer service projects. This study provides insight into information and knowledge in a corporate environment with a theme that underlies the definition of leadership styles within customer service project environment to ensure successful project delivery.

Study the perception of the necessary leadership styles and the factors that contribute to the success of the project delivery efficiency in a service environment for telecommunications customers. A concept the research model is formulated and followed by a quantitative research process and analysis. The results of the study revealed that employees have a neutral perception of leadership styles; different leadership styles are important to them and the organization.

Today's organization has many challenges face to justify its existence. Some of these challenges include staying competitive; INCREASE shareholder value and sustainability. Those organizations participate and implement a magnitude of initiatives to achieve its objective, whatever it may be those goals could be. To reach them goals, organizations often face the challenge of finding the right skills and leadership deliver the desired results. For example, today mobile telecommunications company, KSA offers modern and efficient facilities for the city areas, including cellular and internet services. 20 years ago, the Saudi telecommunications network introduced the cellular world communications and today the cell phone industry continues to grow from power to power offering improved technology every day. At the time, there are five mobile operators that are part of it competitive industry.

When starting a project, there are three factors that take into consideration: time, cost

and quality. Hour is defined as the schedule for which products need to be collected; cost is defined as the budget amount assigned to the specific project, which must be adhered to, considering the scope of the work; Quality is defined as the standard of the products. About In reality, project managers find it difficult to guarantee that the three factors are satisfied simultaneously. That is why, projects or certain project deliveries often fail because one of the three factors is not fulfilled according to the objectives of the organization. Organizations are sometimes very concerned with achieve their ultimate goals that they neglect serious consequences when budgets are exceeded; have limited resources and time constraints, all of which have a negative effect on quality.

Literature Review and Conceptual framework:

Project management is defined as an application of Knowledge, skills and techniques for project activities. To meet the needs of the project requirements, according to Heagney (2011). Leadership in these applications, it is necessary to improve the success of the project deliverable. With various leadership styles and methodologies so that this can be achieved. Kerzner (2013) establishes four elements, which are essential when exercise good leadership in project management methodologies, namely effective communication, effective cooperation, effective teamwork and trust. Effective communication can be implemented within the project team, among internal customers, and the organization in general. Effective cooperation is required within the larger organization in order to align with your goals. Effective teamwork is obtained within the internal project team, and the the element of trust is exercised throughout the life cycle of a project.

Rad and Leven (2002) state that the project managers must be competent in most or all details of the technical area of the project to ensure that those who manage projects have the skills to achieve project or company success. To understand the technical areas of a project, people's commitment is of vital importance. When delivering successful

projects, Kerzner (2013) stipulates that stakeholder participation is essential when you physically meet with key stakeholders and determine your needs and expectations. OR the objectives of physical participation sessions should have the following objectives:

- Understand customer expectations;
- Understand the client's needs;
- Assess the customer's needs;
- Identify stakeholder problems.

Three intellectual dimensions are

Intellectual Dimensions	Managerial Dimensions	Emotional Dimensions
Critical Analysis and Judgment	Resource Management	Self-Awareness
Vision and Imagination	Engaging Communication	Emotional Resilience
Strategic Perspective	Empowering	Intuitiveness
	Developing	Interpersonal Sensitivity
	Achieving	Influence
		Motivation

Methodology:

Three types of project methodology follow with different characteristics are

1. Concrete:

- Full-time leader
- Full-time visible team members with clear roles, expertise and hierarchy
- The project owner and sponsor are named and active
- Allocated resources and formal decision-making
- Project team and organization with a lot of experience.

- Well-established estimation, planning and control systems.

2. Occasional:

- Often a part-time leader
- Part-time team members with conflicting time and interest priorities
- Unclear roles and relationships
- Limits between organizations or professionals
- Unclear functions for sponsors and customers
- Planning and control methods are unknown
- Resources to evaluate

3. Open:

- No formal leader
- Team members were self-selected, attracted by the idea or opportunity.
- Self-organized activities and follow-up
- Experiment with simple experiments until something works

There are 4 characteristics of an effective team:

Common objective: It is the point of reference that manages to combine efforts individual, so members of an effective team share a common goal common. They know what “work” the team has to do and the reason for it importance. This vision of what the team wants to achieve makes everyone its members know where the team is moving and how its individual effort will help to achieve it.

Empowerment: There is a sense of collective strength that produces confidence in the

team's ability to cope with obstacles and materialize the vision they have. The team has a feeling of mutual respect what makes sharing responsibilities and taking initiatives with which to face the challenges that arise. All of this encourages opportunities for development and learning new skills.

Relationship and Open Communication: It is the basic means for a team to work. The existence of an environment of open relationship and communication makes that members feel free to express opinions, thoughts and feelings. Therefore, the ability to listen is considered so important like talking. Through a feedback or "feedback" the team members are aware of their strengths and weaknesses in the team.

Flexibility: team members must perform roles and tasks different depending on the needs that arise, so they must be flexible. Adaptability must also occur in relation to other aspects of team maintenance, such as leadership, motivation, and not only in aspects in technical. Responsibility for team and leadership development is shared.

Study approach:

The questionnaire was administered electronically. An email was sent with the questionnaire in English.

Language. The questionnaire was distributed to Executive heads of departments, project managers, Project teams, operational, operational directors Customers and business analysts within a the organization's customer service division, specifically in the Eastern regions. There was 201 questionnaires distributed, of which 100 responses were received. The distribution process was in an attempt to collect responses to the questionnaire from a variety of stakeholders who impacted by the delivery of projects within organizations customer service division.

Method of Data Collection:

A structured questionnaire was used to collect data, including closed questions and some open questions. English is the official language and means of communication

within the organization, and each of the individual is expected to use the language. Therefore, the research instruments were developed and presented in English to avoid any ambiguity in the questionnaires, and to make sure that all questions are clearly understood by the interviewees.

Data collection procedure:

Before starting this investigation, a letter, which authorized the survey was required and issued by the administrative director of the cell phone telecommunications company within the client division of care. The questionnaire was administered by the investigator. A brief description of the researcher and the objective of the research was provided to interviewees in order to obtain their consent to participate in this research. OR The questionnaires have been comprehensively designed to facilitate quick and easy completion.

Data tools with sampling method:

A stratified random sampling method was used to extract a sample size of 100 units from a population size of 201 units. In this study, the levels were based on the position he occupies in the organization, age group and work experience (number of years in organization). The stratified random sampling was, therefore suitable for this study, since the employees would have different opinions depending on your level of work experience and direct interaction with the project team.

Results and Discussion:

This section presents and discusses the results which presents the results of the investigation. Bid on the project delivery variable for testing difference in perception based on success by category of project implementation versus impact on important and helpful stakeholders, guidance manage change, easily adapt to change, have a relationship of trust, commitment to work tough, confident, decent, showing extraordinary persistence, showing responsiveness, shows a high degree of energy, shows humility, show courage in the implementation of the project, produce timely

delivery and understanding Expectations.

The question was raised: The project unit has which characteristics where there is great influence on criticism and beneficial stakeholders?

According to received, respondents who indicated that they were 32% and 44% respectively. Less than half respondents showed that leaders have a wide range of impact on stakeholders; this result indicates

that leaders do not necessarily have broad impact on stakeholders. Results the questionnaire to which the respondents answered effective participation of people and does this lead to the success of the project has shown that in terms of efficiency participation through regular bi-weekly rules appointments and personal meetings that less than 50% of respondents indicated yes. The results of the survey show that the project success does not depend on effective people commitment.

It can be seen that all respondents are fully aware of constantly changing environment, and sometimes the results are beyond the control of the project team, namely the implementation / improvement of the system, and coming soon.

The purpose of this question was to assess the success of all projects on the project team that have been successfully implemented so far. This is a positive answer, as it is simple 49% of the total population managed to complete a questionnaire with all the attributes and skills much appreciated.

References:

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