

Everyone's Smart University

Project (Spring 2021)

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Section	Date	Course Code
Master	Thursday 18 / 03 / 2021.	(PMG511)

PROJECT LEADERSHIP

Instructions:

- ☐ آخر موعد للتسليم هو يوم الخميس 20-05-2021 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

The Impact of Leadership Skills on Project Success in My Mobile Phone Store

Introduction:

There are many challenges that organizations face nowadays to confirm their existence. Some of these challenges include remaining competitive; increasing shareholder value, and sustainability. These organizations need wise leadership to achieve their goal and the desired results. I have a mobile phone store in Riyadh. In this project I'll shed some light on my leadership for this mobile phone store. Leadership is described as the capacity of making decisions, having power, having a sense of responsibility; trust; and pride in control; however Daft (2007:4) explains leadership as a powerful relationship among leaders and members who intend real changes and outcomes that reveal they are shared goals. Burke (2007:28) thinks that without effective leadership, the project teams responsible for the delivery of organization goals would be like a rudderless boat. A rudderless boat is described as moving without control. Summers (2009:126) says that the purpose of leadership should be to assure that there is a development of people and equipment, to develop quality standards, to assure that there is a substantial quantity of delivery; and to take pride in workmanship to people. Yudelowitz, Koch, and Field (2002:2) state that leadership is a quality, a culture, a role, a mindset, and a set of activities. Leadership includes everything that is required to induce a constructive change. I studied all those definitions carefully and applied all the ideas of successful leadership which help my project to grow and succeed.

Literature Review

Project management is defined as the employment of experience, skills, and methods to project actions to meet the needs of project requirements, according to Heagney (2011:25). Leadership, in these applications, is needed to improve successful project chances. With different leadership styles and methodologies, this can be done. Kerzner (2013) states four factors, which are necessary when running good project management leadership methodologies, namely efficient communication, efficient cooperation, productive teamwork, and confidence.

Efficient communication can be performed within the project team, amongst internal clients, and the wider organization. Effective co-operation is required within the broader organization to join with its objectives.

Effective teamwork is achieved within the internal projects team and the factor of trust is used throughout the life cycle of a project.

Rad and Leven (2002:56) state that project leaders should be skilled in all of the parts of the technical area of the project

Kerzner (2013) proved that stakeholder engagement is necessary to achieve the following goals:

- Know the expectations of the client;
- Know the needs of the consumer;
- Estimation of the needs of the client; and
- Know any stakeholder's problems.

Causes of project failure:

When you start a project you should think about three elements; time, cost, and quality. Time is described as the timeline for which the products need to be found; cost is determined as the budget decided to the project, and quality is described as the standard of the products. In fact, project leaders find it challenging to achieve those three elements accurately.

A successful organization and goal orientation are important leadership qualities. Firstly, a successful organization is required to understand various cultures, religions, and characters of the people. Secondly, as a leadership quality, it is important to understand the circumstances of the environment within an organization, and the skills, which are needed to achieve an organization's goals.

One of the most important leadership skills is Influencing

Leadership is about influence, and influence comes from power, and power is the capacity to influence. Maxwell (2004:242) cited in McElroy Charles (1998) asserts that power is regularly known as an excellent short-term anti-depressant. There are a lot of people who try to achieve power over others by influencing them positively or negatively.

Daft (2007:363) introduces five different kinds of power that leaders have, and these are presented in Table below:

Types	Description
Legitimate, coercive and reward power	Positional leaders who have a great influence over the organization's policies and methods.
Expert power and referent power	Individual's personal characteristics

These kinds of powers, which a leader practices are recognized as a type of leadership style, which could affect successful project performance. To achieve this power, active engagement within the organization and within project teams are necessary to be successful.

Types	Description
Positional power	Described as influencing a person that is employed within an organization.
Personal power	Described as the personal characteristics of an individual.
Resource power	A person's influence over critical resources needed for a special project.
Dependency power	An individual or team is acquired when others depend on them and the products that they can provide.
Centrality power	Described as an individual that is connected to the primary actions of the organization.
Non- substitutability power	The thought that the individual owns a skill that cannot be copied by someone else, namely have special talents, and lastly, coping with uncertainty, where the power is determined from the ability to effectively cope with environmental change.

Methodology

Purpose of the study

This research is descriptive, which tried to decide whether there is an enhancement rate in project success when using several leadership skills, styles and characteristics within an organization. Essential variables that are connected with the problem were used in this study to decide whether critical qualities are required for project success.

Study approach

The questionnaire was offered electronically. An email of the questionnaire was sent in the English Language. The questionnaire was given to Heads of Departments, Project leaders, Project Teams, Operational Clients and Business Investigators in different gulf countries. There were about 150 questionnaires given of which 100 answers were collected. The distribution process was in an effort to gather answers to the questionnaire from a variety of stakeholders who are affected by project performance within the organization's client care department.

Research strategy

A strategy was formed to discuss the research question. Therefore, the type of research questions that were put in this study led to the choice of a quantitative survey-based study, which used a self-administered structured questionnaire (Appendix A) that was supervised by the researcher. Thus, a quantitative survey-based study was regarded as most suitable to investigate the role of project leaders and project teams and their special styles and techniques of working. The instrument employed for this study was a questionnaire distributed to members within the largest mobile phone companies in Saudi Arabia such as STC, Mobily, Zain, and the biggest mobile phone stores around the kingdom.

Method of Data Collection

A structured questionnaire was used to gather data, which included closed-ended questions and some open-ended questions. English is the formal language and means of communication within the organization and every individual is required to use the language. All questions were clearly understood by the respondents.

Results

This research showed and explained the results of the survey. The research included some tables to clarify information and find answers to questions that were put for this study. The Chi-Square was tested against the success standard on project performance variable to examine whether there is a difference in understanding based on the success standard on project performance levels versus influence over important and beneficial stakeholders, orientation towards driving change, easily adaptable to change, having a trusting association, engagement to work hard, showing trust, showing honesty, showing excellent endurance, showing responsiveness, show high level of power, and understanding expectations. The question was posed: Do leadership skills have a great impact of on project success? According to the data collected, the respondents who answered yes were 75% and 25% answered no. this result proved that a successful leader has a great influence on the success of the project. The goal of this question was to measure the success rate of all projects within the skillful leaders and the projects team.

References:

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