



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

Student Name	أحمد جعبل محمد السعيد	اسم الطالب
Students I.D	2021202824	الرقم الجامعي

Section

Master

Date

Thursday

18 / 03 / 2021.

Course Code

(PMG506)

Advanced project Management

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 الإنجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج 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 يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: Eng. Amaal Aburumman

The communication in Hajj and Umrah

Introduction:

The advanced project management is one of the most important way to start a project is the way of collection of process that includes planning initiation and progress and performing. The connection in the advanced project management one of the most important way to control and manage the project.

In our project in Hajj and Umrah communication very important because we deal with international countries, different time zone different language culture etc.

One of the most problem to have good communication with our brothers from other countries was timing and language. the internet is weak in some countries such as Asia or Africa, other reason is the electricity. so we had to do solution and the best solution way to solve this issue is to create E-portal for hajj so we can communicate easily with Hajj Consulate in all over the world. It has full communication and the Hajj Mission can do their job easily at any time such as hotels contracts, transportation, food, Etc.

In this research we will discuss about the best ways of communication whether external communication or internal communication, how the communication is going with all Hajj Missions and Ministry of Hajj and Umrah.

It's about 84 Hajj Mission and more than 7000 companies who work in Hajj and Umrah section it's very important section as we all know its hajj is only one time in a Year so our communication must be fast and automated to make work easy and fast, that's why the best way was to build the E-portal for Hajj and Umrah.

In very simple words Communication is the process of sharing ideas, information and messages with others in particular time and place. Communication includes writing and talking, expressions and body language.

In this research I wish to reach to my goal by explaining the benefit and the important of the communication in any work field or even in our normal life with our family, friends, and neighborhoods.

Literature Review and conceptual framework:

every society, humans have developed spoken and written language as a means of sharing messages and meanings. The most common form of daily communication is interpersonal- that is, face-to-face, at the same time and in the same place.

In addition to mistakes and missed deadlines, a lack of consistent communication is at the root of many other critical workplace problems, such as low employee morale and poor job performance. Managers should spend the time required to ensure that project priorities and guidelines are clear and to create an atmosphere that facilitates open discussion.

Communication, the heart of business, is the most important of all entrepreneurial skills. The destiny of the business depends on the quality of your relationships. Your ability to transmit information helps both clients and employees feel they can communicate with and ultimately trust you.

in the workplace, supervisors and their employees have opportunities to develop non-threatening, mutually rewarding relationships.

These can be quite conducive to individual and corporate health. They are akin to what in our personal life we call meaningful relationships. Supervisors who attain such relationships with employees are said to practice " positive human relations." True. But it's done through communication.

Methodology:

Communication is the best way to collect information and contact with others whether internal or external countries. In our project to do communication we use many tools such as email, call center to receive their calls in 24/7, Zoom, whatsapp, aimo, and google duo, etc. we are dealing with so many countries in different time zone in different culture, what to say and how to talk with other country is very important.

In communication with Hajj Mission and Umrah and how to Get information from the customers it's kind of communication cycle, for example suppose a company has an issue and he does not know how to solve, we communicate with him and get details about the issue, search the main effect on the issues and open ticket for it if it needs than send it to the next level which is customer support responsible to solve any technical issue, after solving the issue from the technical support they will send it back to us to communicate

with our customers to inform them that issue been solved and we stand with the customer till we make sure that issue is solved and everything is alright.

Results and Discussion:

according to the result and the deference's in how the Hajj Mission and Umrah Companies used to work and how they are working now is big different. In the past years the Hajj Missions and Umrah Companies they must come to finish all their work such as hotels contract, food contract, meeting with Hajj and Umrah Ministry, spending a lot of money just to finish all that, but now we developed a new way that help them to finish almost 95% of their job from their country, we change it to E-portal a new way of work portal in Hajj and Umrah help all the pilgrims and Mutamer to finish all their work and payment from one portal easily, it was difficult in the beginning to explain the new business and the new way of work because they used to work on papers and most of them were scared of transfer their money from their own country. After explaining to them the benefit and advantage by using the portal and confines them to try it.

After using the portal it was very clear to them how much is good to use it and saving a lot of money by spending it on Airline ticket, hotels booking, food, etc.

For example, if a person wants to perform Hajj, it's very simple now, he can come with his Hajj Mission or Hajj Company, the Hajj Mission or Hajj Company will take care of the rest by applying for him through Hajj E-portal by preparing everything for him such as, hotels, food, transportation, after that the will apply for the Pilgrim the Hajj Visa also online it will take only few minutes to issue the Hajj Visa no like the old way by going to the Embassy or Consulate to issue the visa and wait for some days to get it.

After getting the visa the Pilgrim will have his own Hajj program from the day of traveling from his country till he leaves from Saudi back to his country.

The conclusion of this experience is Communication not only through call or face to face it's also through the technology it's like steps communication by the departments.

For example, if there is an issue by default as technical issue the first department who will receive the issue is Customer Center, then the Customer Center will rise it to the Technical support department to solve the issue. That is the benefit of Communications

And to be sure there is no gap between the departments.

References:

1-Encarta Premium Magazine Center (2005). Poor Communication Stifles

2-Brennan, J. (1 974). The Conscious Communicator; making communication work in the workplace. Addison-Wesley Publishing Co. Reading, MA

3-Charles, K. (1998). Peak Performance the art of Communication. [Electronic version]. Black Enterprise. August 1998, pl17(1)

4-Brennan, J. (1 974). The Conscious Communicator; making communication work in the workplace. Addison-Wesley Publishing Co. Reading, MA