

Everyone's Smart University

Project (Spring 2021)

Student Name	Samar Ibrahim A. Abahussain	اسم الطالب
Students I.D	2021201164	الرقم الجامعي

Section

Master

Date

Monday

17/05/2021

Course Code

(PMG506)

Advanced project Management

Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-20 في تمام الساعة 9 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 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~~ **Eng. Dr. Akram M. S. Ali**

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically. **This report will be between three to six pages in length.** This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

1. Identify and describe the purpose, scope, and objectives of the project. **Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
5. Identify project milestones and activities. **Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team. **Display this information using an appropriate tool.**
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. سيتكون هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك ~~كل~~ **احد** القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

Project Communications And Strategies of GPS System Implementation

TABLE OF CONTENTS

SECTION 1: INTRODUCTION	1
SECTION 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK	1
SECTION 3: METHODOLOGY	2
3.1 Project Methodology	
3.1.1 Plan Communications Management	3
3.1.2 Manage Communications	3
3.1.3 Control Communications	3
3.1.4 Project Communication Plan	4
3.2 Research Methodology	5
SECTION 4: RESULTS AND DISCUSSION	6
SECTION 5: REFERENCES	7
SECTION 6: APPENDIX	8
Effective Communication and Project Success Survey	8

SECTION 1: INTRODUCTION

In SAMARATEC organization, as the management decided to make a transformational change of lowering the accidents rate and monitoring drivers' attitude, implementing GPS tracking system was the solution to solve this problem. This project has been assigned to me as a project manager to set the bases and take this project from initiation to the execution phase to go life. Creating the vision, building the team, communicating with team members and the supplier as a third-party and reporting to the management are all in my responsibility scope. Many people assume that a group's or project's success or failure is ultimately determined by the manager's communication effectiveness. Since the project is in the middle of execution phase, this project research has been conducted to examine how far the communication plan has been effectively implemented and how effective communication could enhance the success of the project by delivering it on time, within the budget and meeting the objectives. The aim of this project is to implement GPS tracking system in 3 months. This part is mainly to develop a successful and affective project communications where the process will be in 3 stages: 1] Plan, 2] Manage and 3] Control and Monitor Communications.

SECTION 2: LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

It is estimated that more than 80% of a manager's job involves communication that includes: providing project direction, decision making, negotiation, reporting and attending meetings (Harold, 2017). Communication is essential for work groups and organizations to operate and perform effectively. the better the channels of communication between the leader and followers, the more likely is that the two will be able to cooperate to get the task done (Johnson & Bechler, 1998). After clearly identifying project work and deliverables, implementing and following up with a communication plan is vital. Poor communication is considered as a significant contributor to project failure. Having a robust communications plan can go a long way toward mitigating project problems and can ensure that customers, team members, and other stakeholders have the information to do their jobs (Erik & Clifford, 2018).

Communication can be defined as the process by which a person, group, or organization (the sender) transmits some type of information (the message) through a channel to another person. Group or organization (the receiver) (Jerald & Robert, 2008). It is ongoing circular complex process which involves more than just one person sending a message to another. As the number of participants increase, the number of channels increase too. Communication has many types such as: Formal/ Informal, Internal/ External, Verbal/ Nonverbal ...etc. Regardless of communication type, potential blockers could disturb the transmission quality involving language and culture, technical issues, unknown context and so many other blockers. Coming over these blockers will enhance the understanding and sharing information between parties.

In the organization, there are different types of information typically travel in different directions. It could be: **1] Upward communication:** where the information flows from lower level (subordinates) to higher level (supervisors). **2] Downward communication:** where communication from people at higher organizational level to those at lower organizational level. **3] Lateral communication:** where communication is usually between individuals or groups at the same organizational level (Jerald & Robert, 2008). it is particularly important to listen and understand others points of view. In fact, effective listening considered as one of the most important skill for effective communication.

Poor communications can have a costly impact on projects as they progress through project life cycle. When communications fail in the beginning, as defining project goals, the chance to fix and correct the situation later becomes more costly and difficult rather than correcting or avoiding it in earlier stages (Ralph, 2007). Any later attempt to rectify communication problems could result in losing the momentum and causing rework.

SECTION 3: METHODOLOGY

3.1 PROJECT METHODOLOGY

A qualitative research approach was the method adopted in this part. Brainstorming sessions have been conducted with the team members and collecting information from other research studies to set the foundation of managing project communications by planning, managing, monitoring and control communication throughout the project life cycle.

3.1.1 PLAN COMMUNICATIONS MANAGEMENT:

Points	Details
✚ Who needs the information?	- Top Management - Team members
✚ What type of project information do they need?	- Access to timeline of project implementation. - Access to GPS tacking database. - Access to employees' database. - Forms to issue warning letters and penalties. - Policies and procedures to implement penalties. - Status report of violations' cases.
✚ How the information will be communicated?	- Department meetings - Email - Project newsletters
✚ How often you will communicate?	- Daily, weekly and monthly
✚ What is the format for your communications?	- Presentation at the meeting - Documents
✚ How do you know your plan is working?	- Using Communications Performance Measuring tool

After explaining the project goals to the team, gathering the feedback is essential step to make sure that there is no misunderstanding in any point.

3.1.2 MANAGE COMMUNICATIONS

- ✚ Collecting project information and storing it in the database to be easily retrieved.
- ✚ Using approved documents and technologies for distributing information.

3.1.3 CONTROL COMMUNICATIONS

These methods can be used to communicate (e.g., daily progress meeting, weekly emails, monthly management meetings, etc.) and ask individuals if there are particular ways that will work better for them than others. At the end of the project, report findings is essential by presenting the project review and project closure report to management.

3.1.4 PROJECT COMMUNICATION PLAN

Communication	Method	Frequency	Goal	Owner	Audience
Project Team Meeting	Meeting	Daily	Discuss what each team member did yesterday, what they'll do today, and if any blockers	Project manager	Project team
Task progress updates	TeamGantt /Database	Daily	Share daily progress made on project tasks	Project manager	Project team
GPS tracking report	Email	Weekly	Review the status of ongoing cases and point any potential issues or delays	Project manager	Project team + top Management
Project Review (Management meeting)	Meeting	Every 2 weeks	Present project deliverables, gather feedback, and discuss next steps	Project manager	Top Management
Contribution to department newsletter	Email	Quarterly	Section of newsletter to point out the effect of implementing GPS System.	Project manager to deliver to administration department	Wider development
Check list clearing meeting	Meeting	At the end of the project	Asses what worked and what did not work and discuss actionable takeaways	Project manager	Meeting1: Project team Meeting2: top Management

3.2 RESEARCH METHODOLOGY

In this part quantitative approach has been used to examine the relationship between effective communication and project success. A survey is a comprehensive tool in which participants are asked to respond to a series of questions or statements related to a specific subject. For this research, a questionnaire has been developed and distributed among the team members where they need to evaluate each statement using a five-pointer liker scale (1= Strongly Disagree, 2= Disagree, 3=Neutral, 4= Agree, 5= Strongly Agree). All qualitative data from respondents have been collected and electronically captured to Microsoft Excel. The feedback has been analyzed and summarized to establish the relative frequency as a percentage value. The display of graphical representations was used as necessary to simplify and support research findings.



More than half with almost 62% of the respondents agree that effective communication is a major factor of the success in GPS implementation project. 22% are strongly agree, 16% as neutral with 0% responses as disagree.

SECTION 4: RESULTS & DISCUSSION

As mentioned earlier, project managers spend most of their time communicating on projects. Based on the studies of other researchers, communication remains as a major component of confronting projects and project managers. As a result of this research study, these findings support the statement of other studies as communication is a significant differentiator between project success and failure.

To succeed, projects require an effort to communicate effectively between parties. It is the manager's responsibility to lay the foundations for effective communication during a project's life cycle. And to make sure that effective communication continues to each and every end of the project.

Poor communicating with the project team will have a tremendous impact on the success of the project, that results in:

- Misunderstanding project goals and objectives
- Missed deadlines
- Conflicts between team members
- Decreased productivity on the project leading to increased timelines and going over budget
- Lack of commitment of project team members in accomplishing the work of the project

Proper communications planning means that we understand our stakeholders and how they want to be communicated, so that we engage them in the project and get what we need to be effective in meeting the goals of the project.

The use of technology enables for better control of communications on projects. Effective communication will enhance the commitment of team members to the project which will enable for increased project success.

SECTION 5: REFERENCES

1. Jerald Greenberg., & Robert A. Baron. *Behavior in Organizations* (9th ed.). New Jersey: Upper Saddle River; 2008.
2. Erik W. Larson, Clifford F. Grar. *Project Management: The Managerial Process* (7th ed.). New York, NY: McGraw-Hill Education; 2018.
3. Harold Kerzner. *Project Management: A System Approach to Planning, Scheduling, and Controlling* (12th ed.). New Jersey: John Wiley & Sons, Inc.; 2017.
4. Johnson, S. D., & Bechler, C. *Examining the relationship between listening effectiveness and leadership emergence: Perceptions, behaviors and recall*. Group Research;1998.
5. Ralph L. Kliem. *Effective Communications for Project Management*. NW: Taylor & Francis Group, LLC.; 2007.

SECTION 6: APPENDIX

Effective Communication and Project Success Survey

Dear participant,

I am Samar Abahussain, the project manager of GPS implementation project., I am conducting a study about “The Impact of Effective Communication on Project’s Success” among team members as a part of my project proposal. Kindly, assist by answering the following questions below.

Please circle one number of each question that comes closest to reflecting your opinion about it.

	How do you think effective communication has impact on project’s success?	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
COMMUNICATION	1. My project manager provides clear understanding of the vision and goals to be achieved.	1	2	3	4	5
	2. My project manager is open and honest in communication.	1	2	3	4	5
	3. I have access to the information I need to do my job well	1	2	3	4	5
	4. My project manager has regular meetings with me to discuss my progress.	1	2	3	4	5
	5. My project manager provides valuable feedback that allows me to improve my performances	1	2	3	4	5
	6. My project manager is available to coach and develop team members.	1	2	3	4	5