



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

Student Name	Reem Abdullah Al-Saleh	اسم الطالب
Students I.D	2021200287	الرقم الجامعي

Section

Master

Date

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Course Code

(PMG510)

Project Risk Management

Instructions:

- اخر موعد للتسليم هو يوم السبت 2021-05-08 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 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 موحّد 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. Mosaab M. Hamed

Project:

Risk Identification and Analysis (Based on the project you chose in APM)

The objective of this report is to identify project risks, prepare a risk probability matrix, and carry out an analysis of selected risks. Referring to the project you select in **Advanced projects management APM course**, your task is to prepare a risk management plan that identifies potential risks in **the selected stage of the project** and identify risk management strategies.

From the course content and readings, you know that the overall purpose of risk planning is to anticipate possible risk events and be ready to take appropriate action when risk events occur—to eliminate or reduce negative impacts on the project.

You may wish to begin this exercise with a brainstorming about potential risks to get candidate risks “on the table” for consideration. And then identify and refine that wording for risks that have some realistic chance of occurring in this stage. For example, potential weather problems present a real obstacle to completing field data collection by the planned completion date. It is also an issue that the project manager will ultimately have to plan for, as opposed to other issues such as a major disaster (e.g., your office burning down), is not a high-enough probability event that requires much time in planning. As described below, you will select several of the identified risks and carry out a risk analysis.

You will use the distilled list of risks to make a risk probability/impact matrix. The matrix will have at least three categories (high/medium/low) for probability and impact.

Remember that it is important to name risks effectively—use words that describe the risk event and point to the impact on the project (e.g., “injury of field technician disrupts data installation work”).

After completion of the risk matrix, document a risk analysis for the selected risks. This detailed documentation for that selected risk will include:

- a description of the risk and potential impacts (schedule, quality of work, cost, etc.) on the project.
- indicators or triggers that would be monitored to help identify the risk as early as possible.
- specific risk response strategies to take.

Using probability and impact matrix calculate the **Expected Monetary Value (EMV)** for all risks that have the impact in terms of cost \$\$.

Best of luck...

المشروع:

التعرف على المخاطر وتحليلها (بحث مبني على مشروعك الذي اخترته في مادة ادارة المشاريع المتقدمة)

الغرض من هذا التقرير هو التعرف على المخاطر المحيطة بالمرحلة التي تختارها المرحلة من مراحل مشروعك (نفس المرحلة التي اخترت التطرق لها في مشروعك لمادة إدارة المشاريع المتقدمة Advanced project management) حيث أن مهمتك هي تحضير خطة متكاملة لإدارة المخاطر تشمل التعريف بالمخاطر المحتملة التي تحيط بتلك المرحلة وتحضير مصفوفة احتمالية المخاطر ومن ثم القيام بالتحليل لهذه المخاطر المختارة وتحديد استراتيجيات ادارة المخاطر المناسبة لكل خطر على حدة.

من محتويات المقرر والمصادر الأخرى المتاحة أصبحت تعلم الان أن الغرض العام لمرحلة التخطيط للمخاطر هي توقع أحداث المخاطر المحتملة والتجهز لاتخاذ ردة الفعل المناسبة عند وقوع الخطر – لمنع أو تقليل الاثار السلبية على المشروع.

قد تحبذ بداية هذا البحث بعصف ذهني عن ماهية المخاطر التي قد تحيط بتلك المرحلة من مراحل مشروعك, وذلك للحصول على قائمة بتلك المخاطر. ومن ثم تحديد وتصفية هذه القائمة للوصول إلى قائمة مختصرة بالمخاطر التي لها فرصة واقعية أكبر في الحدوث. على سبيل المثال: المشاكل الجوية المتوقعة والتي تمثل عقبة حقيقية أمام اكتمال جمع البيانات من المواقع في أو قبل الوقت المحدد، هذه تعتبر مشكلة على مدير المشاريع أن يضعها في الحسبان. من ناحية أخرى، فإن المخاطر غير الواقعية مثل الكوارث الطبيعية والأعاصير (تلك التي تسبب حريقاً بمكتبك وفقدان الأوراق المهمة) ليست لها احتمالية وقوع عالية وبالتالي لاتستدعي تضيق الكثير من الوقت في التخطيط لها. كما سيتبين لك، ستقوم باختيار عدة مخاطر من تلك التي قمت بالتعرف عليها لتحليلها.

ستقوم باستخدام هذه القائمة المختصرة لعمل مصفوفة المخاطر (الاحتمالية/الأثر). المصفوفة ستحتوي على الأقل على ثلاث تصنيفات (عالي/متوسط/منخفض) للإحتمالية والأثر.

لاتنس استخدام أسماء تصف طبيعة المخاطر بصورة فعالة – قم باستخدام كلمات تصف الحادثة الخطرة وتشير الى أثرها على المشروع (مثل: إصابة أحد الفنيين في الموقع مما يؤثر على أعمال التركيب).

بعد انتهاءك من مصفوفة المخاطر، قم بتوثيق تحليلك للمخاطر المختارة. هذا التسجيل المفصل للمخاطر يجب أن يتضمن:

- وصف للخطر واثاره المحتملة (الجدولة، جودة العمل، التكلفة، الخ)
- المؤشرات والمحفزات التي يجب مراقبتها للمساعدة في التعرف على هذا الخطر قبل وقوعه
- تفصيل للاستجابة المقترحة للتصدي لهذا الخطر

باستخدام مصفوفة الاحتمالات والتأثير ، احسب **القيمة النقدية المتوقعة (EMV)** لجميع المخاطر التي لها تأثير من حيث التكلفة \$\$.

مع تمنياتي بالتوفيق..

The barrier to good workplace contact

Introduction:

One of our fundamental needs is communication. We need to interact for personal and professional purposes with many people. But we face many obstacles or challenges when talking. The message is often not passed or missed correctly. The sender or recipient is likely to be misunderstood. Even the contact language is not correctly interpreted. In the dialogue method, there are several explanations for the difficulties. Let's research in-depth the barriers to communication.

The capacity of parties to understand and respond appropriately to one another determines effective and substantive workplace communication. It is essential to achieve effective contact in the workplace (Keyton, 2011).

According to Shaw (2011), the biggest problem with contact is the belief that it was finished. This misconception can trap people (in particular) that employers are judged as persons who cannot obey orders. Both obstacles will block the message as encoded and sent and decoded and received, filter, or distortion (Hussain, 2013).

In another analysis, the researchers pointed out that the key contributor to communication is the different language (Valithern, 2014). He noticed that participants saw foreign language as something that troubles them often when communicating on a construction site in Malaysia. In his investigations

Communication Barrier Concept:

Any obstruction or problem in the communication process that impedes/obstructs the communication process is called Barrier." Barriers belong to the communication mechanism. We encrypt and decode each time we communicate. For passing messages, we use different networks. There can be contact difficulties at any level or any moment or stage. The sender will sometimes not use the appropriate vocabulary that the recipient understands.

Importance of the study:

We live in a world where there are many other beings. We share a home, a workplace, and a recreational space. We need each other for protection, warmth, fellowship, and love in our personal

lives. To accomplish our goals and priorities in the workplace, we depend on one another. None of these objectives will be met until people communicate with one another (Alessandra, Hunsaker, 1993).

Purpose of the study:

1. To examine how much more management decides and controls connectivity obstacles.
2. To analyze patterns and efficiency of production, inadequate means of organization growth through managed inter-department-in trade contact barriers, etc...

Methodology of the study:

The quantitative method was used to address the research questions in this study. According to Creswell (2014), quantitative analysis is a systematic method of gathering and interpreting data from various sources. A quantitative methodology is used to evaluate objectives by investigating the interaction between variables. Those factors must be those that can be calculated on instruments.

Previous Research:

1. According to Evans and Suklun (2017), some local employees were aware of and noticed the role of non-local employees working alongside them in their study. Some said that getting them around was not an issue while carrying out jobs, but they also acknowledged that dealing with such foreign employees made the job more complex. This was due to the differences in their accents, cultures, and perception. According to the study, some employees may have differing expectations and viewpoints on administrative contact.
2. Bergman, Dellve, and Skagert (2016) analyzed to investigate coordination mechanisms in a Swedish healthcare company at workplace meetings. Overall, the meetings were seen as a way to share knowledge from the top down and as a way for workers to affect decision-making and progress at work.

3. One cause of the environmental obstacle is acoustic sound or also known as background son, based on the study carried out by Jelani and Nordin (2019). An air conditioning and even an unusual sound are examples of the background sound. 4.9 percent of respondents

replied, according to the results of the survey, that the sound of air conditioning interrupts the communication process.

4. During his research, Aneesh (2012) also pointed out that the number of trips foreigners undertake in pursuit of work opportunities has also increased, namely intercultural employment and social diversity. The differing understanding in the workplace can therefore vary particularly with regards to communication.

Communications barriers:

Types of Barriers:

Although we communicate, we face many obstacles. These challenges will cause difficulties in the course of communication. The following categories of barriers are classified: (Communication Theory, n.d.).

1) Environmental or natural barriers:

The physical barriers are the barriers in the setting or the climate.

- A. Loud sound:** Transportation Noise or noise of factory equipment cause contact disruptions. Noise pollution is India's most significant source of pollutants to the atmosphere.
- B. Time and Relief:** Physical distances between persons can cause significant communication problems. Worldwide, time zones aren't the same. We must adapt to this country's time differential since there are variations in times between nations.
- C. Connectivity System Deficiencies:** The networking tools or devices, such as telephones, faxes, and computers, may also lead to difficulties. There may be a failure of the Internet network or loud noise from the Mike or Microphone in the programs.
- D. Incorrect medium selection:** Medium refers to communications objects such as emails, mobile phones or phones, etc. A suitable medium is needed. Some computers will delay the misuse of communications, such as emails.

2) **Semantic or language barriers:**

Barriers that arise from different languages or language differences can cause communication problems. Semantic barriers are the challenges due to the various interpretations of the terms.

- A. Various Languages:** Various languages or lack of a common language can generate communication obstacles. No one will speak well if they do not understand the language or even the foreign language. This is becoming quite complicated.
- B. Various vocabulary expression:** Words might have various meanings. Word influence is a blessing to humans, but at the same time, multiple meanings or wording can cause communication issues.
- C. Check-out instructions:** Meaning, when transferring the messages, shortcuts are sometimes used. E.g., the recently named secretary was told by a manager to go to burn the C.D. She boiled it, literally. He was supposed to copy the C.D.
- D. Terms in Technique:** Used for engineers/doctors or some other expert. Professional. Jargon terms are also found inadvertently. However, ordinary citizens or those who do not appreciate the significance of these terms face problems.

3) **Psychological Barriers:**

The psychological obstacles are barriers or difficulties that arise from stress or psychological challenges. These challenges are hard to embrace and transcend. (Skills you need, 2011).

- A. Ego:** 'I' means that I feel fantastic that can build a barrier of mind. Ego obstacles create conflicts in human relationships.
- B. The thoughts and emotions:** Emotional disturbances can distort contact between senders or recipients
- C. Self-Concept:** The way we see the universe depends on whether we have a positive or negative view of ourselves. Communication may be harmed or destroyed by a negative self-image. Those people are still pessimistic and do not take life or situations seriously.
- D. Interests and Attitudes:** The interests and attitudes of individuals determine communication policy. Failure to act or misconception may lead to unsuitable contact.
- E. Day dreams:** Some students dream or hear of some matter while a lesson occurs or when talking is taking place. This prevents contact and addresses are not correctly reached.

4) **Socio-Cultural Barrier:**

We also face gaps in contact because of differing socioeconomic conditions or cultural obstacles. Those hurdles are social and spiritual.

- A. Timing concept:** The period is not comparably used in all civilizations. Time is significant in Western culture. Time is taken quietly in Asian society. Cultures vary in their definition of punctuality.
- B. Labels and handling:** Various forms of mannerisms are found in each community or tradition. This requires a rule of ethics or how such rules of conduct should be followed. Multiple modes of address and greeting or various dressing practices [formal or casual wearing] are observed. Sometimes that can be overwhelming.
- C. Body Language:** Worldwide processes aren't identical. Because of this, there might be misunderstandings.
- D. Method of Value:** Cultures are not the same. In our lives, we are driven by values and moral conduct or ethical rules. However, the methods of this belief system worldwide are not the same.

risk matrix

A risk matrix is often referred to as the probability or impact matrix. This is an important instrument that can assist in risk assessment by concentrating on the likelihood of risk. You can measure project risk easily by using a matrix for risk management. It does that by finding the wrong items and weighing the possible harm. This makes the prioritization of problems simple. www.tms-outsource.com

Benefits that can be used for risk matrix creation:

1. The threats should be prioritized with application severity.
2. For the severity of the application, you can prioritize risks.
3. With minimum effort, it allows you to find the possible danger.
4. It records and audits information.
5. It reflects the capacity of the company to manage risk.

	impact			
		Low: (> 5% divergence of cost or time, minor	Medium: (5-10% divergence of cost or time,	High: 10-20 % divergence of cost or time, major

		effect on function or quality	significant effect on function or quality)	effect on function or quality)
probability	Low: (10 -25% less likely to happen than not)	2	6	10
	Medium: (25 – 75% just as likely to happen than not)	4	8	12
	High: (75-90% more likely to happen than not)	5	10	15

Analyze the risks

Risk	Probability	Impact	Rating (P×I)	Risk treatment
Environmental or natural barriers	Low 1	Medium 6	Medium 6	Avoid the loud sound, improving time and relief
Semantic or language barriers	Low 1	Medium 7	Medium 7	Improving the vocabulary expression
Psychological Barriers	Medium 5	Medium 5	High 25	Careful about Interests and Attitudes
Socio-Cultural Barrier	Medium 6	Medium 5	High 30	Interesting in Attitudes and body language

Expected Monetary Value Calculation:

Risk	Risk Probability (P)	Cost Impact(IC)	Risk Contingency (P×IC)
A	0.3	6.000\$	1.800\$
B	0.5	8.000\$	4.000\$
C	0.9	12.000\$	10.800\$
D	0.12	14.000\$	1.680\$

Conclusion:

Workplace communication is essential in the establishment and maintenance of quality working relationships in organizations. Effective communication in the workplace is vital to communicate knowledge and comprehension from person to person because any administrative role or action requires some direct or indirect contact.

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