

بسم الله الرحمن الرحيم

(يَا أَيُّهَا الَّذِينَ آمَنُوا إِنِ جَاءَكُمْ فَاسِقٌ بِنَبَأٍ فَتَبَيَّنُوا أَنْ تُصِيبُوا

قَوْمًا بِجَهَالَةٍ فَتُصْبِحُوا عَلَىٰ مَا فَعَلْتُمْ نَادِمِينَ)

صدق الله العظيم

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ABSTRACT

Communication or delivering information represents the cornerstone for construction industry, look like blood flow inside the vines in human body.

This study aims to identify the role of communication in construction sites in Khartoum State, and to identify the suitable medium to delivering information beside that the factors and barriers affected communication and decrease the efficiency of communication in the Khartoum state.

Data was collected from a group of construction companies and a group of engineers and managers working at sites in the Khartoum State, as a sample questionnaire tools was used to obtain the data needed The sample size is 46 persons.

The results of this study showed that the most common types of media used in construction is the formal written.

The results also showed that the most influential barriers of communication is the dual reports and dual bosses.

The study also showed that the impact of communication on construction industry is reflected in cost and time.

In conclusion, the study recommended the importance of raising awareness of communication and establishing the communication plan beside that decreasing the distance between the top manager and employee, and avoid the dual reports, then consideration of interpersonal in communication.

المستخلص

يعتبر الإتصال ونقل المعلومة في صناعة التشييد هو من اهم ركائز نجاح المشروع حيث انه يشابه الدم في وظائفه بالنسبة للجسد.

تهدف هذه الدراسة الى التعرف على دور الاتصالات في مواقع التشييد في ولاية الخرطوم، و تحديد انسب الوسائط لنقل المعلومة وتحديد العوائق التي يمكن ان تحد من كفاءة الاتصال او نقل المعلومة داخل صناعة التشييد في ولاية الخرطوم.

تم جمع المعلومات من مجموعة من شركات التشييد ومجموعة من مهندسي ومدراء المواقع داخل ولاية الخرطوم باستخدام نظام الاستبانة للحصول على البيانات اللازمة للدراسة حيث بلغ حجم العينة 46 شخصاً. اوضحت نتائج الدراسة أن اكثر الوسائط شيوعاً في مشاريع التشييد هي الكتابات الرسمية.

كما اوضحت النتائج على ان اهم الاسباب التي تعيق الاتصال هي ازدواجية التقارير أو ازدواجية المدراء. و اوضحت الدراسة ايضا على ان تأثير الاتصالات في صناعة التشييد ينعكس بشكل مباشر على المشاريع من ناحية الكلفة والزمن.

اوصت الدراسة على رفع الوعي لدور الاتصال داخل صناعة التشييد وإعداد خطط للإتصال كما اوصت الدراسة ايضا الى تقليل الفجوة بين المدراء والعمال والتوجه للاتصال من اسفل للاعلى للتعرف على مشاكل العمال، والبعد عن ازدواجية التقارير، والاهتمام بالجانب الانساني في نقل المعلومة.

Table of Contents

Ayah.....	I
Acknowledgment	II
English Abstract.....	III
Arabic Abstract.....	IV
Table of Contents.....	V
List of Tables.....	IX
List of Figures	X

CHAPTER 1

IDENTIFICATION OF BROBLEM

1.1	Introduction.....	1
1.2	Signification & motivation of research	1
1.3	Research question.....	2
1.4	Research hypothesis	3
1.5	Research methodology.....	3
1.6	Scope and limitation.....	3
1.7	Research organization	4

CHAPTER 2

ORGANIZATION COMMUNICATION MANAGEMENT

2.1	Introduction	5
2.2	The model of communication.....	5
2.2.1	Information richness	8
2.2.2	Complexity of managerial problem	8

2.2.3	Contingency recommendation.....	9
2.2.4	Communication channels and persuasion	10
2.3	Direction of communication.....	11
2.3.1	Downward communication.....	11
2.3.2	Upward communication.....	12
2.3.3	Lateral communication.....	13
2.4	Interpersonal communication.....	13
2.4.1	Oral communication.....	15
2.4.2	Written communication.....	15
2.4.3	Nonverbal communication.....	16
2.5	Barriers effect on communication.....	16

CHAPTER 3

COMMUNICATION IN CONSTRUCTION INDUSTRY

3.1	Introduction.....	21
3.2	The important of effective communication.....	23
3.3	Communication structure.....	24
3.4	Communication tools in initiating process.....	25
3.4.1	Customer requirement.....	26
3.4.2	Forecast for future performance.....	26
3.4.3	The depth of approval.....	27
3.4.4	Project Charter.....	28
3.4.5	Statement of work.....	28
3.5	Communication tools in planning process.....	29
3.5.1	Blueprint/schematics.....	29
3.5.2	Sharing Budget Information.....	30
3.5.3	Communication plan.....	30
3.5.4	Cost baseline.....	31

3.5.5	Design specification.....	32
3.5.6	Kickoff meeting agenda.....	33
3.6	Communication tools in executing process.....	34
3.6.1	Telephone logs.....	35
3.6.2	E-mail and sharing internal information.....	35
3.6.3	Technical documents.....	35
3.6.4	Action Item register.....	36
3.6.5	Effort statement.....	36
3.6.6	Gantt chart.....	37
3.7	Communication tools in controlling process.....	37
3.7.1	Dashboard report.....	38
3.7.2	Earned value analysis.....	39
3.7.3	Performance reports.....	39
3.7.4	Status meeting agenda.....	40
3.7.5	Team report.....	40
3.7.6	Variance report.....	41
3.8	Communication tools in closing process.....	42
3.8.1	Closeout meeting agenda.....	43
3.8.2	Final report.....	44
3.8.3	User acceptance Documents.....	44
3.8.4	Lessons learned.....	45
3.9	Verbal communication.....	45
3.10	Informal verbal communication.....	46
3.11	Formal verbal communication.....	46

CHAPTER 4

RESEARCH METHODOLOGY

4.1	Research Methodology.....	47
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4.2	Data Collection.....	47
4.3	Questionnaire Design.....	47
4.4	Data Analysis.....	50

CHAPTER 5

RESULTS ANALYSIS AND DISCUSSION

5.1	Communication mediums through project life-cycle	54
5.2	Importance of communication.....	57
5.3	Factors and barriers affect communication.....	60
5.4	Companies Information.....	61

CHAPTER 6

CONCLUSIONS AND RECOMMENDATIONS

6.1	Conclusions	64
6.2	Recommendations	66
6.3	Recommendations for Future Studies.....	66

REFERENCE

Reference.....	67
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APPENDICES

Questionnaire.....	69
Project communication plan.....	75
Stakeholders analysis.....	76

List of Tables

Table	Table Name	Page
Table 2.1	Characteristics of Information Richness for Different Media	8
Table 5.1	Show ranking of mediums at Initiation phase	51
Table 5.2	Show ranking of mediums at planning phase	52
Table 5.3	Show ranking of mediums at executing phase	53
Table 5.4	Show ranking of mediums at controlling phase	54
Table 5.5	Show ranking of mediums at closing phase	55
Table 5.6	Show ranking of mediums through project life-cycle	56
Table 5.7	Show importance of communication to processes of construction projects	57
Table 5.8	Show factors and barriers effect on communication in construction industry	60

List of Figures

Figure	Figure Name	Page
Figure 2.1	The communication process model (Adopted from managing organizational behavior for quality and results)	6
Figure2.2	Zones of communication: Source (R. Lengel and R. Daft).	9
Figure 2.3	Communication Flows: Source Adapt from Smith and Cronje	11
Figure 2.4	The sources and application of organization behavior theory, (Adopted from Armstrong)	14
Figure 2.5	Communication Barriers (Adopted from Stephan P. Robbins, Organizational Behavior)	17
Figure 3.1	Four management functions constituting the management process	22
Figure 3.2	The management process (Adapted from Smit & Cronje, 2002: 10)	22
Figure 3. 3	The framework for analyzing projects adopted from (Aakar, 1992)	25
Figure 3.4	The communication tools in the initiating processes by researcher adopted from (Carl Pritchard, 2004, the project management communication toolkit)	25
Figure 3.5	The communication tools in the planning processes by researcher adopted from (Carl Pritchard, 2004, the project management communication toolkit)	29
Figure 3.6	The communication tools in the Executing processes by researcher adopted from (Carl Pritchard, 2004, the project management communication toolkit)	34

Figure 3.7	The communication tools in the Controlling processes by researcher adopted from (Carl Pritchard, 2004, the project management communication toolkit)	38
Figure 3.8	The communication tools in the Closing processes by researcher adopted from (Carl Pritchard, 2004, the project management communication toolkit)	43
Figure 5.1	Show ranking of mediums at Initiation phase, by Researcher	51
Figure 5.2	Show ranking of mediums at Planning phase, by Researcher	52
Figure 5.3	Show ranking of mediums at Executing phase, by Researcher	53
Figure 5.4	Show ranking of mediums at Controlling phase, by Researcher	54
Figure 5.5	Show ranking of mediums at Closing phase, by Researcher	55
Figure 5.6	Show ranking of mediums through project life-cycle, by Researcher	56
Figure 5.7	Show importance of communication to processes of construction projects, by Researcher	59
Figure 5.8	Show factors and barriers effect on communication in construction industry, by Researcher	60
Figure 5.9	Communication plan or communication strategy in the companies in Khartoum state, by Researcher	61
Figure 5.10	Department of communication and gathering information In Sudan Industry companies, by Researcher	62
Figure 5.11	Upward communication in Khartoum state, by Researcher	62
Figure 5.12	Vital role of communication, by Researcher	63