

اجندة طالب الدراسات العليا



اسم الطالب : أثير محمود توفيق

التخصص: إدارة مشاريع

تاريخ الالتحاق بالدراسة: ٢٠١٤/١٠/٢١

رقم وتاريخ امر المناقشة: ١١٢٦ في ٢٠١٦/١١/٣٠

أسماء لجنة المناقشة:

١. أستاذة دكتور أنغام عز الدين الصفار /جامعة بغداد /رئيسة
٢. أستاذة مساعد دكتور رائد سليم عبد علي /الجامعة التكنولوجية /عضوا
٣. الدكتور الخبير أزهار حسين صالح /وزارة التخطيط /عضوا
٤. أستاذة مساعد دكتور فراس خيري جابر /الجامعة التقنية الشماليه /عضوا ومشرفا
٥. مدرس طارق عبد المجيد خليل /الجامعة التكنولوجية /عضوا ومشرفا
- ٦.

اسم المقوم العلمي: د.وضاح عامر حاتم /المعهد التقني /بعقوية

اسم المقوم اللغوي: أياد جهاد شمس الدين

عنوان البحث للرسالة او الاطروحة:

**Assessment and improvement methodology of communication management
in engineering consultant bureaus at Iraqi universities**

تقييم وتحسين منهجية إدارة الاتصالات في المكاتب الاستشارية الهندسية للجامعات العراقية

عناوين البحوث المستقلة:

1-Statistical evaluation for communication management in Iraqi consultant
bureaus

2- exploring communication management system in management and constructions sector :a review for research and applications

تقدير المناقشة: جيد جدا



Abstract

مستخلص البحث

The communication management system(CMS) plays an active role in Iraqi consultant bureaus , the work of consultant bureaus characterized by a special nature which includes many barriers in the communication field such as a technical and financial barriers and the barriers that are related to communication management system efficiency (CMSE) .

The purpose of this study is to asset and improve the communication management system in the engineering consultant bureaus , through the personal interviews that were conducted by the researcher with a group of engineers and consultants in the engineering consultant bureaus , has been identified a problem that is represented by high cost , time delay and weak performance due to use of traditional communication tools .

A questionnaire form was prepared and distributed among fifteen(15) consultant bureaus in Iraqi Universities that represent population study , one hundred fifty (150) form were distributed and sixty eight (68) forms were received , and then analyzed statistically by statistical packages for social science (SPSS) program during the period between December /2015 till April/ 2016.

The data were analyzed , the most of communication technology used in the consultant bureaus was the mobile at rate (82.35%) , and Facebook was the most social media used at rate (50%) , in addition (78%) of study sample confirmed that there were department to communication management system in the consultant bureaus , and

(97%) of the study sample confirmed there are no program in the bureaus to train the engineers in the communication management system , the study refers to that the paper post is the most commonly used among consultant bureau and the top administration and the bureau and customer at rate (64.4%) , (50%) respectively .

In order to evaluate and improve the communication management system , many solutions and suggestions were put to reduce the barriers that face these bureaus in the field of communication , by making communication management program(CMP) that is made by using (Visual Basic) language , through deriving a two main equations to measure the efficiency and the barriers of communication management system(CMS).

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The (CMP) was verified by an evaluation questionnaire that was distributed among fifteen (15) engineers, it shows the result that all of study samples (100%) referred to the easy use of the program , and (73%) of study sample confirmed that the program discusses three issues of time , cost and performance , while the result showed half of study sample confirmed the accuracy of (CMP) to assess reality of CMS , then the analyzed result showed that (53%) of study sample shows that program is very good for both raising the performance among the staff of the C.B in the terms of importance .

The program was applied to five consultant bureaus for the purpose of validation the program , and the researcher found the C.B of Al-Kufa University got a highest degree in (CMSE) and lower degree in (CMSB) , while the C.B of Diyala University got a lower degree in CMSE and higher degree in CMSB . The CMSE is increasing when reapplied the CMP and after taking in consideration the proposed tools in CMP . Finally the researcher can be rebuild the CMP by (HTML) in order to be available for all .

