

**PROGRAM OF STUDIES QUANTITY SURVEYING  
DEPARTMENT OF BUILT ENVIRONMENT  
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UNIVERSITI TEKNOLOGI MARA  
PERAK BRANCH**

**SELECTION CRITERIA OF FACILITIES MANAGEMENT  
CONTRACTOR FOR PERFORMANCE-BASED  
MAINTENANCE PROJECTS**

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**PREPARED BY: NUR ADLIN SOFIYA BINTI  
KHAIROL' AZAM  
(2019467898)  
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## **ABSTRACT**

Selecting contractor involved a complex and time-consuming undertaking riddled with risk. The aim of this research is to identify the selection Facility Management (FM) contractor's criteria for performance based-maintenance project. The first objective of this research is to identify issues of facilities management (FM) contractors in managing building maintenance for performance-based maintenance project and the second objective is to determine the important criteria for selecting the suitable facilities management (FM) contractor for performance-based maintenance projects. A quantitative approach was adopted in the research. A total of 110 respondents within Selangor and Kuala Lumpur were selected and participate in the survey using a random sampling method. Data gathered from the survey where then be analysed using the Statistical Package for Social Science (SPSS) version 26 quantitative software. The findings, revealed that there are five (5) criteria for selecting the suitable maintenance contractor for building maintenance projects. The findings of this research may benefit practitioners to further improve the selection of Facilities Management (FM) contractor for performance-based maintenance projects by considering the appropriate important criteria.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 INTRODUCTION**

This chapter discusses the context of the research which is about facilities management (FM) contractors for performance-based maintenance projects. This chapter also outlined the research problems, research aims, research objectives, research questions and scope of the research. This research comes out with two (2) research objectives and two (2) research questions. Besides, several terms have been defined such as FM contractors, performance-based maintenance projects, criteria and facilities management. In addition, the summary of the research methods for this study is covered in this chapter. As a result, this introduction chapter focuses on the structure of this study from the beginning to the end.

### **1.2 BACKGROUND OF RESEARCH**

Facilities Management (FM) can be defined as creating a cohesive environment in which an organization's primary operations can be carried out, as well as taking an integrated view of infrastructure services and using it to provide customer satisfaction and value for