

UNIVERSITI TEKNOLOGI MARA

**A SERVQUAL-BASED
FRAMEWORK FOR ASSESSING
FACILITIES MANAGEMENT
SERVICE QUALITY FOR THE
MALAYSIAN GOVERNMENT
OFFICE BUILDINGS**

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ABSTRACT

Effective facilities management (FM) is vital for sustaining government office buildings. Despite significant government spending and established KPIs, user satisfaction remains under explored, as current evaluations overlook qualitative aspects. Assessing FM service quality is complex, influenced by diverse stakeholder expectations and service delivery challenges. Therefore, this study aims to develop a framework for assessing the quality of FM services in Malaysian government office buildings using the SERVQUAL approach. Employing a mixed-methods design, the study first identifies relevant FM service quality dimensions and evaluates their applicability to current practices. It then examines the relationship between these dimensions and end-user satisfaction, where cause-effect relationships are tested through hypotheses, resulting in a validated framework. Data collection was carried out in three stages. Stage 1 involved preliminary semi-structured interviews with end-users, facility managers, and verifiers from the Public Works Department to confirm the study direction. Stage 2 used a questionnaire survey targeting government office occupants to assess their perceived and expected service levels. Buildings were selected based on specific criteria, including FM service scope, office designation, location in Klang Valley and Putrajaya, a minimum contract period of six months, building size (50,000m² to 100,000m²), and satisfaction scores below 80%. Gap analysis revealed shortcomings in service quality dimensions—reliability (-0.218), responsiveness (-0.183), assurance (-0.160), empathy (-0.175), and tangibility (-0.214). Results showed that reliability, responsiveness, tangibility, and assurance significantly influence end-user satisfaction, while empathy showed no significant correlation (0.299). In the second phase of Stage 2, SmartPLS 4.0 was used to assess the reliability and validity of the measurement model, with the SRMR score within the acceptable threshold (0.059). In Stage 3, FM experts from the Public Works Department and academia validated and endorsed the framework. This study refines the SERVQUAL model for FM applications and provides insights into service quality challenges in the Malaysian public sector.

Keywords: Facilities Management, Service Quality, SERVQUAL, Government Office Buildings, Malaysia,

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CHAPTER 1

INTRODUCTION

1.1 Background Of Study

Government office buildings in Malaysia are essential public assets that play a crucial role in the effective functioning of the government and its services to the public. These buildings must be properly maintained to ensure operational efficiency, sustainability, and user satisfaction. Facilities Management (FM) is key to achieving these objectives, encompassing a variety of activities, including routine maintenance, energy management, and space utilisation. Table 1.1 presents the area of purpose-built office space throughout Malaysia, totalling 25,090,648 m². Kuala Lumpur commands 40.8% of the market (10.24 million m²), underscoring its status as the nation's principal commercial centre. Subsequently, Selangor (18.67%) and Putrajaya (10.13%) collectively with Kuala Lumpur comprise nearly 70% of the total office space. Conversely, other regions like Perlis (0.52%) and Labuan (0.27%) exhibit negligible contributions, underscoring the spatial concentration of purpose-built offices in the Klang Valley and the administrative capital. This distribution highlights the concentration of economic and administrative functions in Malaysia's urban centre, with peripheral states contributing minimally to office space availability.

Table 1.2 delineates the allocation of state expenditure for building maintenance from 2021 to 2024, indicating significant annual variations. In 2021, the allocation was RM1.813 billion, which escalated markedly to RM5.027 billion in 2022, representing the peak allocation during that timeframe