

**CENTRE OF STUDIES FOR BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA**

**THE STUDY OF FACILITIES MANAGEMENT AT PUBLIC  
HOSPITALS**

**RAFIZZA BT AHMAD  
(2011780899)**

**Academic Project submitted in partial fulfilment of the requirements  
for the degree of  
Bachelor of Building Surveying (Hons)  
Centre of Studies for Building Surveying  
Faculty of Architecture, Planning & Surveying**

**December 2013**

**DECEMBER 2013**  
**CENTRE OF STUDIES FOR BUILDING SURVEYING FACULTY**  
**OF ARCHITECTURE, PLANNING AND SURVEYING**  
**UNIVERSITI TEKNOLOGI MARA**

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HOSPITALS**

**“I hereby declare that this academic project is the result of my own  
research except for the quotation and summary which have been  
acknowledged”**

**Student's Name : RAEIZZA BT AHMAD**

**Signature :**

A handwritten signature in black ink, appearing to be 'Raeizza Bt Ahmad', written over a faint rectangular box.

**UiTM No : 2011780899**

**Date : January 27th 2014**

**CENTRE OF STUDIES FOR BUILDING SURVEYING FACULTY  
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**ACADEMIC PROJECT  
BSB 658**

**CONFIRMATION OF ACADEMIC PROJECT AMENDMENTS**

**This is to confirm that the student has amended his/her  
academic project as directed and therefore allowed to compile**

<b>Marks</b>	<b>Grade</b>
<b>65</b>	<b>B</b>

**Student's Name : RAFIZZA BT AHMAD**

**UITM No. : 2011780899**

**Title : The study of facilities management at public  
hospitals**

**Supervisor's Name : Sr. Rohimah Khoiriyah bt Mohd Arifin  
Harahap**

**Signature :**

**Date : January 27<sup>th</sup> 2014**



**CENTRE OF STUDIES FOR BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING  
UiTM SHAH ALAM**

**SUPERVISORY CONFIRMATION**

I \_\_\_\_\_  
(Student's name)

with matric no. of \_\_\_\_\_ from group \_\_\_\_\_  
(Please specify)

accept \_\_\_\_\_  
(Supervisor's name)

to be the appointed Supervisor of Academic Project I and II (BSS608 & BSS658 or BSB658) for my research titled:

\_\_\_\_\_

The supervision period: **SEPT. 2013** – \_\_\_\_\_ / **UPON COMPLETION**

I understand the Supervisor may exercise his/her right to terminate this agreement should I fail to fulfil the Supervisory Requirement of the Department; such as:

- i. Failure in research progress and not complying with the Supervisor's advices.
- ii. Failure to attend at least four (4) sessions of consultation with the Supervisor per semester. The minimum nos. of consultation session throught the study is eight (8) for every two semesters (one year).
- iii. Intentionally change the research topic without prior notification to the Supervisor and the Academic Project Coordinator.
- iv. Termination or expel from the University.

Confirmation of the Supervisor

Signature:

Name:

Official stamp:

Date:

Confirmation of the Student

Signature:

Name:

Matric No.:

Group:

Date:

The completed form to be duplicated into two (2) copies & to be submitted to:

- 1) The Academic Project Coordinator - the original copy
- 2) The Supervisor – copy no 1
- 3) The Student – copy no 2

## **ABSTARCT**

Services and facilities are an important aspect in our daily lives. There are many facilities and services provided that we always used, however, the most important services that is related with our lives are medical services. Hospitals are built in order to help people in the country to stay healthy in terms of solving many health problems. Generally, hospital are not only focusing on the physical facilities only, it is also must including man other aspect of the services. The definitions of facilities need to be explored and focus more, in order to achieve the maximum level of users' satisfaction. This is also important to measure the quality of facilities management performance. the study was done to identify the scope of work of facilities management at public hospital specifically and also to measure the users' satisfaction on their performance. the study are focusing the government hospital which have a different company of facilities management. Normally, government hospitals are appoint a private company which is to be their concession company especially for facilities management. A study was conducted by using questionnaire distribution to visitors and administration staff in the hospitals. Other method that is used is interviewing the facilities management manager, who is responsible to know their scope of work and apply it to the facilities and services work. The results showed that quality of service and facilities management in government hospitals still not reach the level of excellence and should be further improved. In addition, the concession company need to done their work properly by following the Ministry of Health (MoH) guideline and requirements. Thus in overall results of both studies found that hospitals need to overcome problems that cause dissatisfaction to visitors to make both hospitals achieve the level of excellence.