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**IN-HOUSE AND OUTSOURCING IN FM SERVICES FOR
OFFICE BUILDING IN KUCHING, SARAWAK**

Final project submitted in partial fulfilment of the requirement for the award of
Bachelor of Quantity Surveying (Honors)

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DECLARATION

'I declare that this Final Project/ Dissertation is the result of my own research and all sources are acknowledged in the references'

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ABSTRACT

Facilities manager is not just about maintenance, repair and faulty of the building but have a bigger role and responsibility to plan and monitor-all the equipment. They have to make sure that the daily operation is and need to enhance the building's performance to operate better and efficiency and using the latest technology to improve the competitiveness of building. In United Kingdom, facilities management id firmly established as an academic discipline in the higher education sector. Facilities manager also consider as a building doctor which apply the principles and procedures of the correct way to caters to the needs and the overall health of its building and the occupants. This research aim is to identify the in-house and outsourcing in FM services for office building in Kuching, Sarawak. There are three objective in this research which is to explore the in-house and outsourcing practice of FM services. Next, is to evaluate risk from implementation of in-house and outsourcing in FM services. Lastly, to determine the strategies to improve the in-house and outsourcing in FM services. Interview survey had been conducted and 3 respondents is been chosen to explore on the practice in office building in Kuching, Sarawak. The finding are from the literature review and the respondent answer that had been thoroughly analyze. Finally, finding shows that the in-house and outsource services had been used popularly for ages by the office building and there are still risk while implementing the practice. The risk that always occur are losing control of vendor and also Selecting the wrong vendor which both risk incurred extra cost for the Client organization. Thus, it is very important to appoint the right vendor.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

On this millennium, the facilities manager roles are not just about maintenance, repair, and faulty of the building but have a bigger role and responsibility to plan and monitor all the equipment. Moreover, as stated by (Reeves, 1999), even in the 1999 this industry has rapidly known by people and the expanding of competence person in this field. The number of competent people in this field is increasing throughout several years local and international. Whereas referred to the statistic on the International Facility Management Association (IFMA, 2019) has stated 23,000 members from more than 100 countries have registered to this association. They must make sure that the daily operation needs to enhance the building's performance to operate better and efficiently. As referred to (Facilities, 1990) this sector cover much more than the usual work environment such as cleaning, building maintenance, and so on.

The facilities manager also considers as a building doctor who apply the principles and procedures of the correct way to caters to the needs and the overall health of its building and the occupants. Over the year, facilities management has progressed and develop from the base to become more of management discipline. (Kathy roper, 2014) The facilities management act as the umbrella to cover deep knowledge of the entire business and physical planning cycle which will include infrastructure, building, disaster recovery, and many more. One of the many strategies to improve the quality of the building is to the facilities management roles.