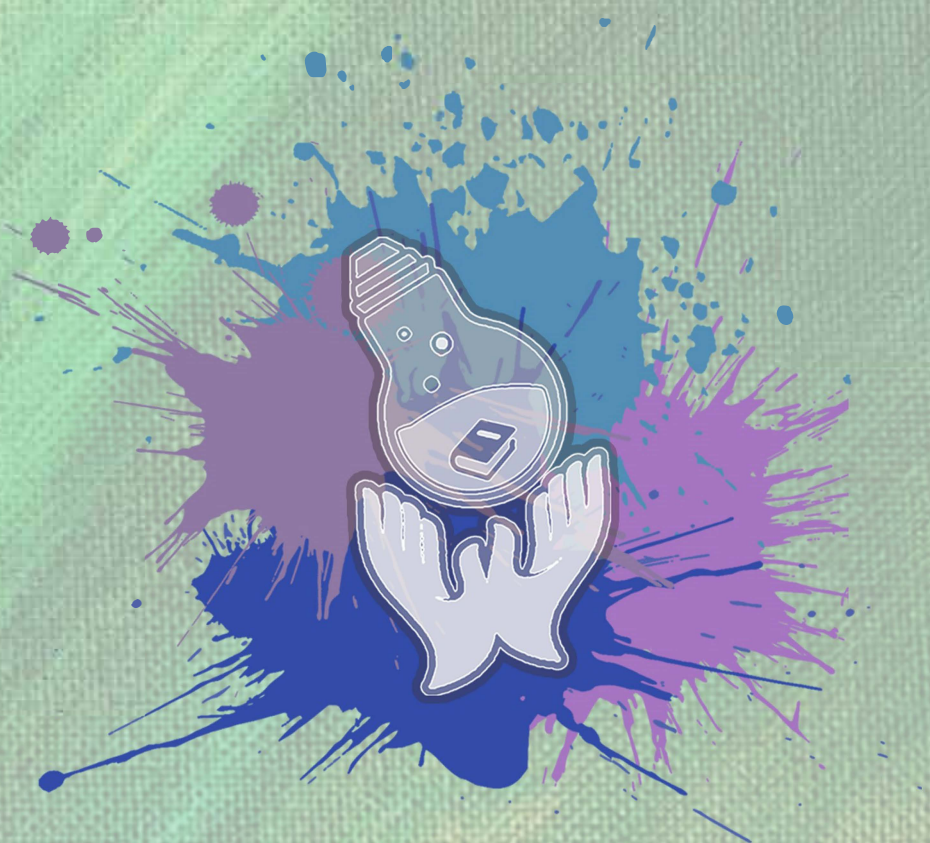




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2019



# 4<sup>th</sup> UNDERGRADUATE **SEMINAR** 2019

BUILT ENVIRONMENT & TECHNOLOGY

**e-PROCEEDING**

eISBN-978-967-5741-97-5



organised by

**FACULTY OF ARCHITECTURE, PLANNING & SURVEYING**

UNIVERSITI TEKNOLOGI MARA PERAK BRANCH

SERI ISKANDAR CAMPUS

# THE PROCESS OF FACILITIES MANAGEMENT IN PUBLIC SCHOOL AT PERAK TENGAH DISTRICT

**Khairul Azman Bin Ali<sup>1</sup> and Md Yusof Bin Hamid<sup>2</sup>**

<sup>1,2</sup>Department of Building Surveying, Faculty of Architecture, Planning and Surveying,  
Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, 32610 Seri Iskandar, Perak  
Email: [azman95ali@gmail.com](mailto:azman95ali@gmail.com)<sup>1</sup>, [yusof344@uitm.edu.my](mailto:yusof344@uitm.edu.my)<sup>2</sup>

## **Abstract:**

The public school is a place where students going to get all the knowledge. The school management and District Educational Office are the first parties who responsible for managing the facilities at public school. There are several processes that must be undertaken by certain parties to ensure that school facilities are in good condition and maintained. The problem that found in this research is efficiency of facilities management process, budget for facilities management and understanding facilities management process. The aim of this research is to study the existing facilities management process in Public School at Perak Tengah District. The method that is used for this research is primary data such as interview and questionnaire, for the secondary data such as books, journals, newspaper. The result revealed that the long process of determining and providing budget has caused maintenance work delayed on public school. The result on both quantitative and qualitative concluded that performance within process school facility management needs to be improved.

## **Keywords:**

Public Schools; Facilities Management; School Management

## **1.0 INTRODUCTION**

Damage problems at school facilities faced by public schools at this time are very worrying as there are many improvements to school facilities that have not been implemented. This study was conducted to study the process of facility management and causes of delay maintenance and repair of school facilities. The problem that found in this research is efficiency of facilities management process, budget for facilities management and understanding facilities management process. The objectives of this research are to identify the requirements of the school facilities and components based on the planning standards and guidelines of school development, to study the process of Facilities Management in Public School at Perak Tengah District and to provide recommendation in order to improve the development of school facilities in Public School at Perak Tengah District.

## **2.0 LITERATURE REVIEW**

According to *British Institute of Facilities Management* (BIFM, 2009), Facility Management is a multi-disciplinary activity integrating in combining an environment and management that affects people and workplaces. According to (Hasbullah, 2012), the purpose of the management of facilities is not only emphasizing physical matters alone, but also focusing on the effectiveness of the latest information technology, workforce, and well-functioning communication systems.

### **2.1 The Process Of Facilities Management At Public School**

The parties who involved in managing facilities at public school is a Government of Malaysia, Ministry of Education, Ministry of Public Work, State Education Department, District Education Office, Department of Public Work (State), Department of Public Work (District). The first step of facilities management is the Head Master of the school should report the problem to District Education Offices. After that, the District Education Offices (DEO) will create a proposal for a budget from the State Education Department (SED). The proposal will be applied to the Treasury Ministry of Education (MoE) for approval the budget. Lastly, the State Education Department (SED) will give the proposal to the Public Work Department (PWD) for solving the building problem (Sharifah, 2011).



## 2.2 Government Asset Management Policy (Gamp)

Table 1.0: Part of the official document of maintenance management and its contents.

Documents	Contents
Surat Pekeliling Am Bil.2 Tahun 1995 MAMPU, JPM Economic Planning Department	Maintenance management: Creation of a planned maintenance system
Damage Report Management and Development Department School, PPD, JPN, KPM	Report damage at school
Maintenance Document Management and Development Department School, PPD, JPN, KPM	Reports of activity and maintenance records at school.
Maintenance Application Report Management and Development Department School, PPD, JPN, KPM	Information about applying for school funding

Source: Sharifah (2011)

## 2.3 Theoretical Framework The Facilities Management Process

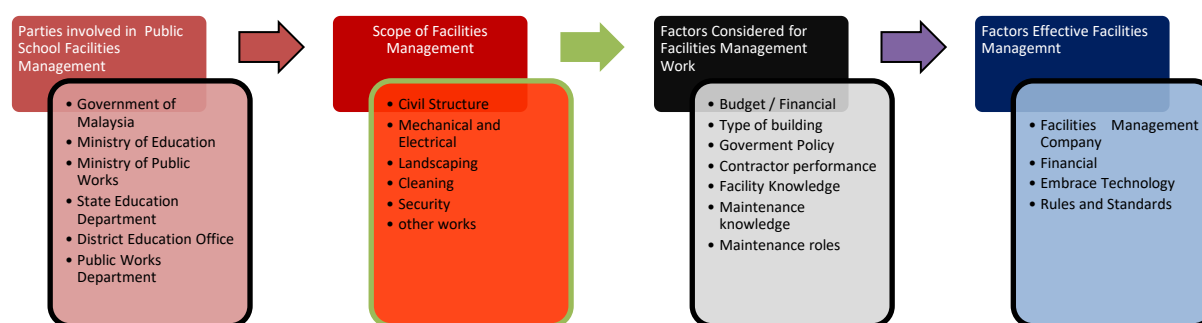


Figure 1: Framework of Facilities Management

## 3.0 METHODOLOGY

The first method was problems identification. This stage has analysed the content of the literature and the gaps. Data collections obtained by using interviews and questionnaire surveys. Data analyses have conducted using primary and secondary data. The last stage provides recommendations and conclusions based on the analysis findings in the last stages. The primary data collected through are interviewed and questionnaire survey in order to obtain information regarding the research.

## 4.0 ANALYSIS AND FINDINGS

The total of respondents from Primary and Secondary school is 30 responders. The current process of facilities management at public school is very unsystematic and costs are incurred by the government as there is no system that can prevent damage from occurring. There are problems faced by the parties involved in the process of facility management, such as funds, competent, and systematic regulation. In managing the maintenance of school buildings, schools in Malaysia need to refer to Government Asset Management Policy (GAMP).

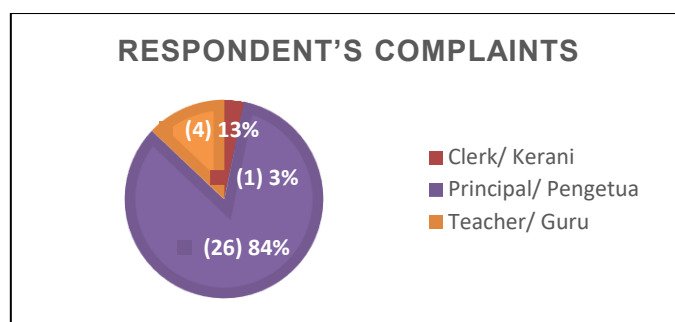


Figure 2: Respondent's complaints

Based on the Figure 2 the person who is responsible for making complaints about damage to school facilities is a principal with 84 %, clerk and teacher have a very little responsibility in carrying out the responsibility to make complaints about the damage that occurred in the school building. The parties who handling the complaint is Development Unit at the District Education Office. The time taken by the District Education Office to solve the problem of facilities in the school is dependent on the problems and costs to solve the problem. The most of the respondents stated they had no difficulty in managing the facilities at school with 55 %. There are 77 % of the respondents stated that they had an experience in managing the facilities at their schools. 81 % of respondents agreeing that the ministry took a long time to solve the problems faced by the school in terms of facilities and buildings. Most respondents say that there are many complaints that have been left without action from the ministry.

The most of respondent strongly agreed that the budget constraint, longer process of maintenance work, heavy load work as a teacher, clarity of the process and procedure of maintaining facilities and understanding of the importance maintenances has been causing that delay the maintenance work at a public school. That causes would be affected in the learning process in public school. The District Education Officer should submit a continuing complaint to the Ministry of Education (MoE) for response to that complaint.

There are 55 % of respondents strongly agree that is the Ministry of Education (MoE) should provide an appropriate budget or funds for each school at Perak Tengah District. The funds can solve the many problems that encountered by schools, especially when want to maintain that school building. 61 % respondents strongly agree if the Ministry of Education (MoE) wants to appoint a competent person at each District Education Office (DEO) level such as Building Surveyor. Building Surveyor very much needed because it has the ability to do an inspection and managing the building. Most of respondent strongly agrees that the Government of Malaysia should provide proper facilities management procedures for public school.

## 5.0 CONCLUSION

The process of facilities management is very importance at public school to develop good environment. The government should properly manage the process of facilities management at public school. There are many weaknesses in the existing facilities management process that should be improve steps by steps. The solution for this problem is government should provide one Building Surveyor at District Education Office to manage the facilities management at public school, especially district area, appropriate funding for each school by the Ministry of Education (MoE) and improve the existing guideline and policies.

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