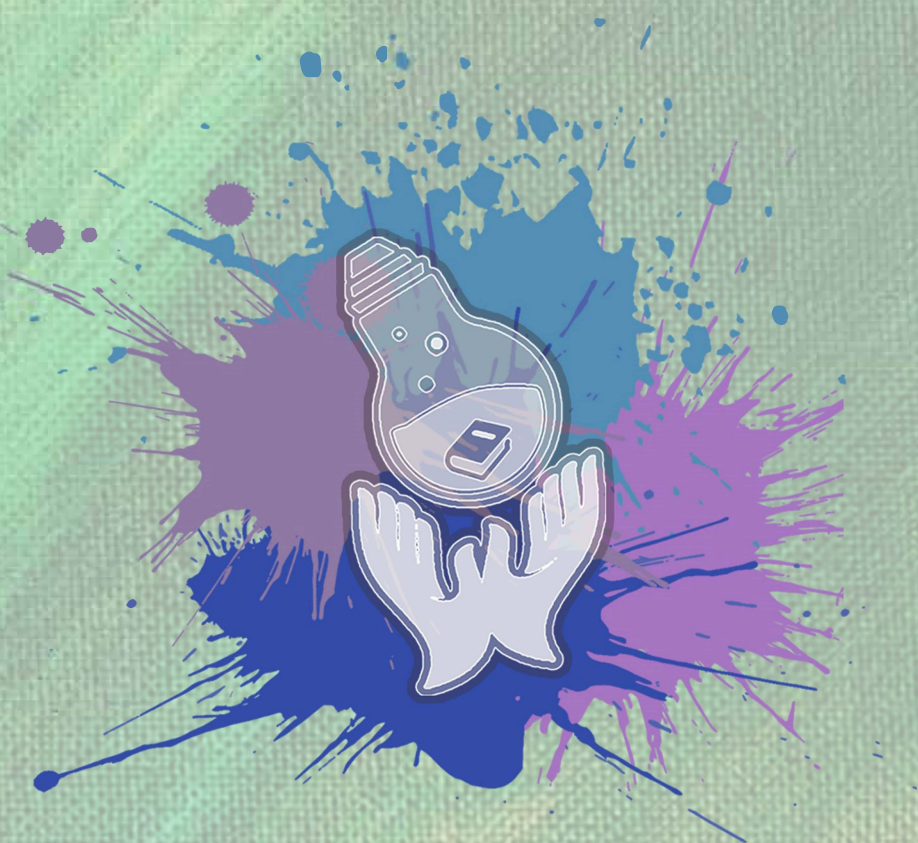




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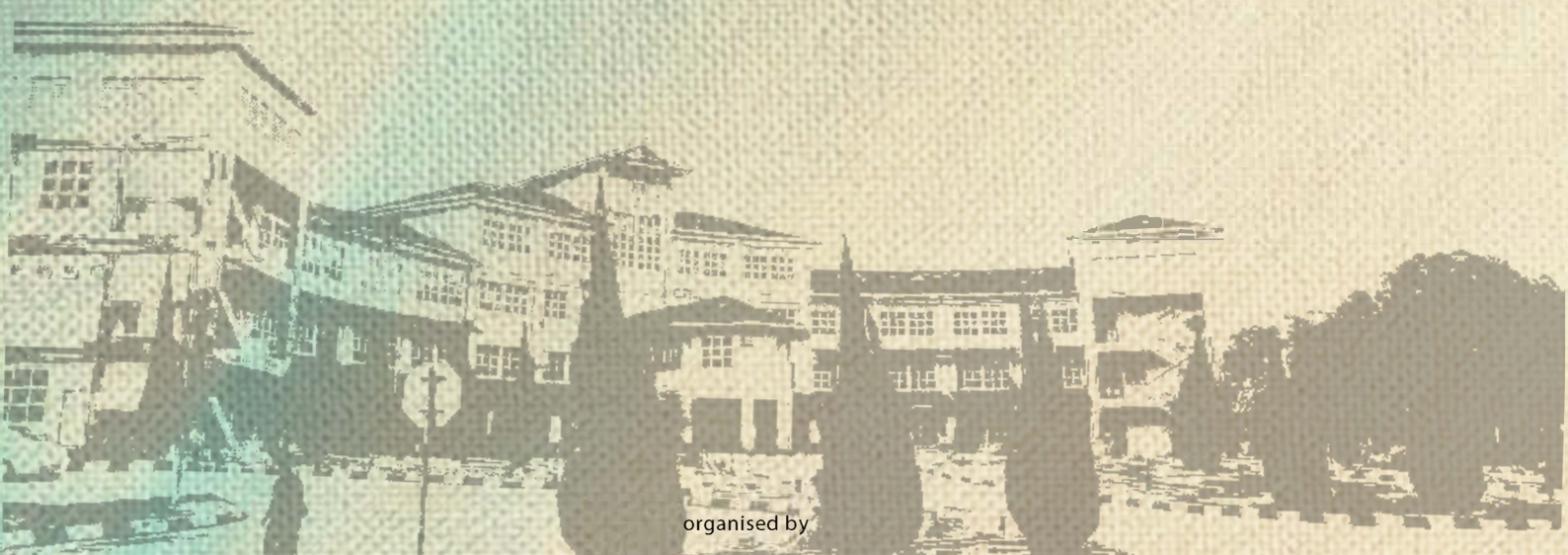
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# **JOB SPECIFICATION ON FACILITIES MANAGEMENT OF LOCAL AUTHORITIES AND ITS RELATION TOWARDS TENANT SATISFACTION IN KELANTAN**

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## **Abstract:**

Facilities Management is significant for any local authorities in providing adequate and sufficient services to its community. Facilities Management is not only focused on managing the building to reduce the cost of maintenance, but also need to provide the satisfaction among the users in the building with efficient services. The organization who responsible to ensure that the services been delivering to the users need to understand clearly the function of the managing the facilities in the local authorities. This study aim to determine the level of tenant satisfaction towards facilities management of local authority and to identify the existing job specification among local authority officers involved in facilities management. 100 questionnaires have been distributed to the tenants who rented out the building under local authorities namely Pasar Siti Khadijah, Pasar Siti Fatimah and Pasar Besar Bandar Tasek Raja from two different districts. Interviews have been conducted with two officers from Kota Bharu Municipal Council (KBMC) and Pasir Mas District Council (PMDC). The results show that there are need of improvement in building maintenance of the building to fulfill the tenant satisfaction and understanding the job specifications among officers in delivering the services.

## **Keywords:**

Facilities Management; Local Authority; Tenant Satisfaction; Existing Job

## **1.0 INTRODUCTION**

Local Authorities is an organization that responsible to provide a number of services and facilities to the property owners in their area. The services or facilities that have been provided include garbage collection, cleaning of drains and streets, maintenance of playing fields, provisions of street lightings and public utilities. Managing local authority properties is still lacking of understanding in facilities management aspects and the process delivering the services has not be done in the right way. Facilities Management (FM) in Malaysia among local authorities is not efficient and effectively delivered the services and provides public facilities adequately. That is the reason why the growth of facilities management is still slow and this field is at new phase (Moore & Finch, 2004). There are many things that need to be taken by the local authority in order to satisfy customers need. This research aims to determine the level of satisfaction towards facilities provided by local authorities and provide better understanding among the job specification of facilities management staffs as officers who are properly trained to be able to carry out their responsibilities effectively and efficiently in delivering the services to the public and its relation towards the tenant satisfaction. Managing the facilities provided by local authorities is very important as to keep the buildings in good conditions because less maintenance of the buildings show the objectives in management are achieved.

## **2.0 LITERATURE REVIEW**

The function of facilities management is also to rectify the demand and supply aspects of the organisation. In other words, facilities management should integrate knowledge of both facilities and management for better support in the flow of productive processes and add value while reduce the management costs. Therefore, local authorities need to ensure the effectiveness and efficiency of services delivery as it is very important to give the public better facilities. This is need to fulfil the strategic operational objectives of organization and integrating the main functions like processes and

technologies with people for the future.(Isa, Kamaruzzaman, Mohamed, Jaapar, & Asbollah, 2016). This would lead to not only tenant satisfaction but also improve on the image of the local authorities.

### 2.1 Customer Satisfaction and Job Specification

Customer satisfaction also can be defined as the achievement received by the company when the company meets or exceeds customer expectations on the product and services over the lifetime. It can be seen when the service or product features respond by the customers (Juran, 1981). There are a few items that can be used to measure the customer satisfaction which are landscape maintenance, cleaning services, building maintenance, waste and environmental services and security services to measure the user satisfaction (Ikediashi, Ogunlana, & Odesola, 2015). On the other hand, training needs analysis (TNA) could be described as the process of gathering and interpreting data to enable the identification of both personal and organisational performance improvement within the local authorities. Within this context, officers of local authorities need to know their job specification and requirement in order to fulfil the needs from the public in delivering the services (Manaf & Razali, 2006)

### 3.0 METHODOLOGY

This study employed mixed method of both quantitative and qualitative approaches. This study used both of sampling which are probability and non-probability. For the questionnaire, cluster sampling were used and for interview, judgmental sampling have been chosen. The researcher used survey method, using the questionnaire as the instrument for this study and supported by qualitative data gained from structured interviews about the existing job specification among the local authorities. In analysing the qualitative data from the interviewed with the officers of Kota Bharu Municipal Council (KBMC) and Pasir Mas District Council (PMDC), the researcher used thematic analysis to obtain the result. The data collected from the questionnaire was distribution to 100 tenants of the buildings under the two administrative of local authorities. Then, mean scores were calculated to rank and analyse the satisfaction level of the tenants.

### 4.0 ANALYSIS AND FINDINGS

The analysis of data collection is based on the data that had been obtained from the questionnaires that had been distributed to the respondents who rent the building under KBMC and PMDC and the researcher used the software of Statistical Package for the Social Science (SPSS). All the respondents who answered the questionnaires represent the tenant of the building under the district councils. The Cronbach Alpha for this survey is 0.791 which indicate the good result according to the (Griethuijsen et al., 2014). Once necessary amendment has been made to the questionnaire, 100 questionnaires have been distributed to KBMC and PMDC to determine the tenant satisfaction level towards facilities management of local authorities' properties.

Table 1 indicates the satisfaction level which show majority of the respondents were satisfied with the landscape and cleaning services in contrary. The respondents were not satisfied with the building maintenance managed by local authorities. Therefore, the management should focus on good services for the buildings in particular building maintenance.

Table 1: Rank for the public satisfaction on facilities management

Items	Average Mean Score	Rank
Landscape Maintenance	3.18	1
Cleaning Services	3.06	2
Waste and Environmental	2.86	3
Security Services	2.50	4
Building Maintenance	2.42	5

Based on Table 2, the level of importance that users need at the buildings was parking facilities. This was because the properties owned by local authorities are strategically located and could attract more visitors to shop there. Then, public toilet was necessary for the convenience of the users and customers. Since the majority of the tenants are Muslims, the place of worship or prayer hall was very important

for them. These facilities need to be in good condition to meet their religious need. Security and emergency factor are also important because security protects both tenants and users from harm or other external threats particularly during emergency cases. Next is landscape which could improve the well-being and quality of life. Least important is public transport as they were considered not important to the locals.

Table 2: Rank of importance by the public users

Interest of Facilities	Mean	Rank
Parking facilities	3.85	1
Public toilet facilities	3.80	2
Place of worship	3.78	3
Security and emergency facilities	3.69	4
Landscape facilities	3.12	5
Public transport facilities	2.07	6

After conducting the interview with the respondents from two different councils, the result shows that facilities management were placed under different authority or management units within the district councils. Facilities management under KBMC is under Property Management while PMDC is under Engineering Unit which have different job specification and work scope in managing the properties. The complaints from the tenant under KBMC were directly reported to the property management unit and immediate action will be taken by relevant units for further action. As the management of facilities of PMDC is under the Engineering Unit, there was a lack of action in solving the complaints from the tenants causing the building maintenance as they were not well-managed by the right person. PMDC should emulate the method or system particularly the job specification and work scope used by KBMC to ensure that they meet their tenant needs particularly in building maintenance.

## 5.0 CONCLUSION

The buildings under local authorities are known as tourism attractions whether from local or foreign visitors. As these places are the tourists' attraction, the facilities need to be provided adequately to make sure that the buildings are in good conditions. The users who rented out the premises under local authorities pay the rental at the lowest rate. The management of local authorities need to manage the collected rental as revenue and manage these for good facilities management. From this study, the tenants are not satisfied with the security and building maintenance of the building. The building need to be well-maintained because these properties owned by local authorities could help the tenant with their business activities. In the future, facilities that provided by the local authorities need to improve more to give the satisfaction for tenants. Therefore, it is a need of a person who really understand the job specification on facilities management of local authority. To make sure that the buildings are well-managed, the facilities management need to plan their priorities to the needs and wants of the tenants as well as the users of the buildings.

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