



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

**TO STUDY AN APPLICATION OF CONTRACT FRAMEWORK FOR  
OUTSOURCING OF FACILITY MANAGEMENT  
IN UITM BRANCH: FOLLOWING AN IMPLEMENTATION STAGE**

**KHIRUL SYAZWANI BINTI ZULKIFLI  
(2013846058)**

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## ABSTRACT

Basically, framework contract outsourcing facility management contain three stage which is services start, implementation, ongoing service development, review and close the project. This study, only focused on the implementation of outsourcing contracts only. In addition, there are several requirements to be evaluated the performance of the overall outsourcing contract to ensure that it truly meets the needs and benefits expected by users. Out-sourcing as identified as one of the best options for FM in Malaysia, which may involve more companies and more tender contracts to meet the needs of the future. Therefore, the implication of this situation occur the gap which is lack on the implementation of outsourcing facility management contract. This study seeks to deserver on the implementation of contract outsourcing in facility management system for outsourcing among University Technology Mara (UiTM) building campuses at North Region in Malaysia. The purpose of this case study is to identify, determine and added value of the implementation of the contract for maintenance management used by the selected buildings campus. Method that using for this study were distribute and collected questionnaire from case study analysis. All the respondent from staff of Facility Management Division. As the final result from finding and analysis, it will to suggest an improvement of the implementation of contract that carried out of outsourcing in facilities management entire building campus UiTM in North Region in Malaysia. And the other results from this study show that the best practice outsource Facility Management contract in Malaysia almost fulfill in implementation contract stage for branch UiTM campus.

**Keywords :** *contract outsourcing; facility management; outsourcing framework; implementation contract stage; public higher education;*

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 BUILDING BACKGROUND**

Facility management (FM) can be defined as the International Facilities Management Association (IFMA, 2010), that is a profession or services provision encompasses multiple disciplines to ensure the satisfaction functionality the Built Environment by the integrating people, places, processes, technologies and environments. FM also is an important part of operating a building for launching any use in the building. It can be categorized as one of the sourcing strategy for the management of a facility. According Alexander (1996), "total of the quality approach to sustaining an operational environment and providing support services to meet the strategic needs of an organization". It's also can be an ads value of the organization in a variety ways.

Therefore, FM can also be a concerted approach to maintaining, improving and adapting buildings and other infrastructure organizations in creating an environment that fully supports the main objectives of the organization (SFMS,2006). According to Cotts and Lee (1992) states that, FM can be categorized as one of the important business function that provides effectiveness not only on a cost, but also yield and production, the quality of labor, health and safety, good working environment and ability in the recruitment and retention of staff.

In addition, according Connors (2003) concluded that the practice of FM correctly can provide many benefits to the company such as strategic plan for facility match corporate plan that ensuring use of FM to achieve the objectives, space available for when and where is needed, planned and control of the capital expenditure and minimized the costs.

In contractual overview, outsourcing is a service provided to an external organization that based on a formal contract agreement on terms and conditions that existed in the agreement service level (Barrett and Baldry, 2003). Moreover, outsourcing is one of the process that consists of pre-