



UNIVERSITI TEKNOLOGI MARA

**USERS' SATISFACTION TOWARDS
FACILITIES MANAGEMENT
SERVICES AT FEDERAL
BUILDINGS IN KEDAH**

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ABSTRACT

The facility management (FM) is an industry that has emerged as one of the fastest growing sectors over the years. Facilities management (FM) is a practice that contributes added value to organisations. A user become the most important parties to consider in providing the best facilities management services for an organization. Either public or private sector, they are relied on facilities management to achieve their organizational purpose and mission through the efficiency and effective delivery of their goods and services. This research aimed is to investigate a users' satisfaction that influenced by perceived FM services at federal buildings in Kedah. Besides, the objectives of this research are to investigate the quality of FM services provided, measure a users' satisfaction on FM services in federal buildings and examine the factors that affecting the quality for management facilities service. The methodology adopted for this research are through literature review and questionnaires for collecting the data. To achieve this objective of this research, the questionnaires was distributed to the users that have an experience using the service at these federal buildings which can be categorized into two which are building occupant and public user. The results revealed that overall study found users are satisfied with the service provided in federal buildings at Kedah in terms of the quality, satisfaction on FM provider and the factors that contribute to affect the quality of management facilities service.

Keyword: *Facilities Management, User Satisfaction, Federal Building*

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CHAPTER ONE

INTRODUCTION

1.1 RESEARCH BACKGROUND

A developing country certainly provides a buildings and physical facilities either in government or private agencies to meet the needs of the people or users. Facilities management services are an essential element of every organization to run its core business. Every facility provided must be in good condition and well functioned to enable the organization delivered its services without distraction. Therefore, being a user of every organization whether in the public or private sector nowadays has to accepted not all organizations will provide the best facilities management services.

Facilities is defined as something that designed, constructed and installed to serve a specific function that provides facilities or service to people. The facilities as mentioned includes all necessary interior and exterior fixed assets that formed the built environment supporting the functions and mission of an organization. The level of quality building facilities services in an organization is determined by various factors. The effectiveness of building maintenance management is an important factor to ensure that an organization functions and can achieve its objectives for the benefit of the people as a user. The present paper by Nazali, M., Noor, M., & Pitt, M. (2010) revealed that Facility Management (FM) can be defined as creating a cohesive environment to carry out the primary operations of an organization by taking an integrated view of infrastructure services and the use it to provide customer satisfaction and value for money through their support for enhancement of the core business. (Noor and Pitt, 2009). Since it defied a universal concept, FM was recognized as a multi-disciplinary area of development of growth and opportunity. (Nutt, 1999).

Users are the most important parties to consider in providing the best facilities management services for an organization or building. Customer or user satisfaction is