

UNIVERSITI TEKNOLOGI MARA

**STRATEGIC INTERVENTION
TOWARDS SPORTS FACILITIES
MANAGEMENT PERFORMANCE**

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ABSTRACT

Facilities Management (FM) is a profession that integrates people, place, process, and technology to ensure functionality, comfort, safety, and efficiency in the built environment. Performance Management (PM) assesses success against goals and provides information on resource transfer, efficiency, and performance. Malaysia's FM industry is still in its infancy and requires development to compete globally. Strategic intervention problems in Malaysia include inconsistent decision-making, service, lack of knowledge, financial analysis, safety and an ageing structure. The purpose of this study is to look at the role of Strategic Intervention (SI) in sports facilities management performance. This research aims to propose a strategic intervention for improving the performance of sports FM. The first research objective is to identify the strategic intervention indicators for improving strategic sports facilities' performance. The second research objective is to determine the relationship between identified strategic intervention indicators and strategic sports FM performance. Finally the third research objective is to develop a model of strategic intervention in improving strategic sports FM performance. This research specifically focused on the entire 29 football stadiums. This study used positivism paradigm, a deductive methodology, and survey strategies. The conceptual framework was created using strategic facilities management theory and a thorough analysis of the current literature. This phase's findings established the first SI that will be studied further in the second phase of this investigation. The major technique of data collecting is a questionnaire delivered during the survey. The information was gathered from Malaysia's 29 football stadiums. To fulfil the second and third aims of this study, the data were originally analysed using the Statistical Package for Social Science (SPSS 23) for factor analysis and Structural Equation Modelling (SEM-PLS 3.0). Based on the findings from the literature, the final Strategic Intervention Model was created and further analysed using SPSS and SEM-PLS. The model finds that there is a substantial link between Operational Facilities Management (OFM), Services Internal, Finance (FIN) and Customers (SIC). External Customers (SEC) and Technology (TEC) have a minor impact on the created model. After that the expert validation proses was conducted to verify the research model. The finding of the research found only three variables are significance for strategic intervention model consist of OFM, FIN and SIC towards performance of sports facilities. As a result, the final model might serve as a reference for policymakers, practitioners, and stadium management. The created model will aid in the overall improvement of sports facilities management performance. By understanding the SI in Sports Facilities Management Performance, our studies have helped to bridge a knowledge gap.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter introduces the overall focus of the research, including the background, research problem, research objectives, research questions, significance, scope, and limitations of the study. The background of this research is set out to provide context for the study. It is then elaborated further in the research problem that articulates the issues of the research study. The research aims and objectives set the study's goals, while the research questions guide the process. The significance of the research explains why the study is important, and the scope and limitations define the study's boundaries. Finally, a thesis structure is presented to serve as a guide for the entire research process.

1.2 Research Background

Over the years, Facilities Management (FM) has evolved and revolutionised within the industry since the early 1980s (Bröchner et al., 2019). Despite this, FM has experienced numerous challenges and played a significant part in any organisation, ensuring and accommodating efficient operations in meeting diverse user expectations (Amos, 2022; Chen, 2015). According to the International Facilities Management Association (IFMA) (2020), “FM is a profession that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology”. Similarly, the International Organisation for Standardisation (ISO) (2017) defined the “FM is an organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business”. Meanwhile, Hamid et al. (2021) mentioned that FM has become a multidisciplinary topic encompassing various practices, roles, and skills. It also asserted that the fundamental existence of FM is to support and add value to the organisation’s core business (Amos, 2022). Thus, FM encapsulates many disciplines, combining resources and the need for company success (Gao et al., 2020; van der Voortd, 2017; Noor & Pitt, 2010).