

**CENTRE OF STUDIES FOR QUANTITY SURVEYING
FACULTY OF ARCHITECTURE, PLANNING &
SURVEYING
UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK**

**DIFFICULTIES FACED BY FACILITY
MANAGEMENT EMPLOYED IN HOTEL**

**Final Project submitted in partial fulfillment of the
requirement for the award of Bachelor of Quantity Surveying
(Honours)**

**PREPARED BY: SYAZA NURAFIQA BINTI
BOLHASSAN (2018817298)**

SEMESTER: MARCH 2020 – JULY 2020

DECLARATION

I declare that this Final Project is the result of my own research and that all sources are acknowledged in the references. It is carried out under the regulations of Universiti Teknologi Mara and that this work has not been submitted for any other degree or professional qualification except as specified.

Student's signature : 

Student's name : SYAZA NURAFIQA BINTI BOLHASSAN

Date : 1ST SEPTEMBER 2020

ABSTRACT

As the hotel industry was a high demand for accommodation and competition in business, hence the facilities provided in the hotels must meet the customers' satisfaction. Facility management was crucial in the hotel industry, to monitor and organize the hotels' facilities, especially on operation and maintenance works. However, there were some difficulties that occurred during the operation and maintenance of facilities in the hotels. Thus, this research aims to identify the difficulties faced by facility management employed in the hotel. A semi-structured interview was conducted with the 5-star hotels in Kuching, Sarawak. The study revealed that the total number of hotel rooms, total space area occupied in the hotel, cost for the consistency schedule of facilities maintenance and the shortage of workforce sources would cause difficulties faced by facility management. Therefore, a systematic management system, hires a more specialized workforce and responds to the customers' feedback are recommended to assist in operation and maintenance work and increase facility management productivity.

Keywords: Facility Management, Hotel Industry, Facilities, Difficulties

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter comprises the research background, research questions, research aim, research objectives, problem statement, scope, research methodology and research process. This section is brief in general on the research information and details. The main points in this part will be discussed further in the next chapter.

1.2 RESEARCH BACKGROUND

The research is conducted to understand the facility management role and responsibilities, especially in the hospitality industry of hotels. According to Salaj et al. (2018), facility management acts as supporting service in the operational stage of the construction and pursues development from the first start of the user phase until its end. Besides, they assist and facilitate the owners to create a place better environment and services for customers' satisfaction. The hotels usually have many facilities and services to fulfill the customers' basic needs and demands.

However, there are different and specific types of hotels, such as full-service hotels, limited-service hotels, suites hotels with and without food and beverage will determine customer satisfaction and dissatisfaction with the hotels (Xu and Li, 2016). They encourage the hoteliers to improve the service to satisfy the customers' needs, depending on the types of hotels the hoteliers own. Customer satisfaction is