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UNIVERSITI TEKNOLOGI MARA CAWANGAN SARAWAK**

**FACILITY MANAGER COMPETENCIES FOR
BUILDING PERFORMANCE AT PUBLIC BUILDING**

Dissertation submitted in partial fulfilment
of the requirement for the award of
Bachelor of Quantity Surveying (Honours)

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SEMESTER: MARCH 2021 – JULY 2021

ABSTRACT

Facility manager has so many competencies in manage and also handling the facilities that provided in any type of building. This research is focus on the how the facility manager's competencies play an important role in order to make sure that the building can perform well. There are different types of building either it is private building or public building. This study is focus on public buildings which are public hospital, shopping mall, office building and also educational building. Hence, the study is being carried out and the aim of this research is to study the competencies of the facility manager to manage the facilities management in the building. There are three objectives of this study which are to identify the competencies of facility manager in public buildings, to understand the relation of facility manager competencies with the building performance and to suggest the recommendations to facility manager on how to improve their competencies. This research was carried out in Malaysia and there are two different methods for data collection which were primary data collection and also secondary data collection. For primary data collection method, questionnaires have been distributed to gain the data from the respondents. As for the secondary data collection method, the data obtained from various sources such s articles, previous research papers, websites and also biographies. The data analysed by using the SPSS software where the descriptive analysis is used. based on the data analysis and findings made, it shows that most of facility managers are aware with the competencies that they need to practice and develop. Furthermore, the findings also shows that most of the respondents are agreed that all the competencies are affect the performance of the building and it does play important role for the building to perform better.

Keywords: Facility Manager, Competencies, Building Performance, Public Building in Malaysia

ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and the Most Merciful.

All praise to Allah SWT, for all the blessings and guidance that He grant to me, I am able to come an end of my dissertation journey, finally. Here, I would like to express my gratitude to all people with me from the start to the end. first and foremost, I would like to express the deepest appreciation to my supervisor, Sr Awang Ihsan bin Awang Yunus, the one who help and guided me all the way to complete this research paper. All the advices, the constructive criticism, all the recommendations, motivations as well as good words that given from him to me that gave me strength and brought me the success of the dissertation paper.

Not to forget, to all the lectures in Quantity Surveying department of Universiti Teknologi Mara, Campus Samarahan that being so supportive, I would like to express my sincere gratitude for all the knowledges given for me to complete this research as well. To those who involve directly or indirectly that have helped and shared me their knowledge and also expertise that played a big part in producing my dissertation, I would like to sincerely express my warm appreciation. Indeed, without all these great people, it would almost impossible for me to complete this dissertation.

To all my best friends, Nur Azmina, Nadia Syuhada, Dayang Maizatul Khairina, all the moral support and motivation from all of them helped me to go through my dissertation journey. Same goes to all my batch mates who go through the same lane of fighting the same battle as me, thank you for always having each other's back until the point that we complete this dissertation.

Last but not least, my deepest gratitude and biggest appreciation to my dad, Kamaluddin bin Mohd Wasli, my mom, Norhayati Binti Marawi, and my siblings for their endless support be it in physically, mentally and financially in ensuring me to complete this dissertation. I might not able to make it until the end without them.

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CHAPTER 1: INTRODUCTION

1.1 INTRODUCTION

This research study is basically about the competencies of the facility manager for the building performance at public buildings in Malaysia. This study is basically to investigate how far the competencies that the facility manager in handling the facility management in the public buildings. This study also wants to study facility managers preferences and opinions with the relation between the facility manager competencies with the performance of the building. Based on the International Facility Management Association (IFMA) (Fm, n.d.), there are numerous numbers of core competencies that the facility needs to develop during the management process. This research decided to focus on six (6) core competencies of facility manager which are project management, leadership, knowledge, communication, performance and quality and also risk management. As a result, future facilities managers will need a various of abilities that includes an understanding of the relative relevance of various knowledge categories in order to function effectively and adapt to manage the public buildings (Dipthi Prakash Raavi, 2015). The public buildings basically can be accessed by everyone. According to (Jennifer VanBaren, 2019), she mentioned that public buildings is any building that accessible to the public and is supported by public funds. There are various types of public buildings in this construction field and this study is focusing on public buildings which are public hospital, shopping malls, offices buildings as well as educational buildings. The targeted respondents for this research are basically the facilities managers in those public buildings in Malaysia.