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Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2016/2017**

**TERBUKA**

COURSE NAME : CONSTRUCTION FACILITY  
MANAGEMENT

COURSE CODE : BPD 42502

PROGRAMME CODE : BPC

EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017

DURATION : 2 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

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**Q1** Outsourcing is the act of one company contracting with an external company to provide services that might otherwise be performed by in-house employees under formal terms of engagement.

(a) Discuss **THREE (3)** reasons to implement outsourcing in the management of an organisation.

(9 marks)

(b) Differentiate **FOUR (4)** characteristics between outsource service and in-house service in facilities management.

(16 marks)

**Q2** (a) Change management can be defined as the process, tools and techniques to manage the people side of business change to achieve a required outcome and to realise that change effectively within the social infrastructure of the workplace.

*(Atkin and Brooks, 2009)*

Explain **ALL** the steps to assess the need for managing the people-side of business change.

(9 marks)

(b) From the context of change management there are several important factors required in managing change, facility managers required not only technical skills and knowledge of physical facilities, but also business and managerial skills.

Analyse **FOUR (4)** factors in dealing with shifting demands for resources in managing change.

(16 marks)

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**Q3** Maintenance management involves a number of strategies to ensure that the function of a building or premises are in good condition and able to provide facilities needed by the user.

(a) Discuss **THREE (3)** strategies used in the maintenance of facilities management.

(15 marks)

(b) Outline the scope of maintenance work involved in building maintenance management.

(10 marks)

**Q4** Facilities management (FM) is the process by which an organisation delivers and sustains support services in a quality environment to meet strategic needs of an organisation.

(a) Explain with the aid of the diagram the role of FM in assisting the organisation in their business. (10 marks)

(b) There are several FM issues highlighted by International Facility Management Associations (IFMA) in facing the challenges ahead of the organisation.

Outline **FIVE (5)** challenges that need to be considered by all key players of the construction industry to embrace future challenges.

(15 marks)

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**- END OF QUESTIONS-**