



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER I
SESSION 2022/2023

- COURSE NAME : FACILITIES MANAGEMENT
COURSE CODE : BPE 35003
PROGRAMME CODE : BPD
EXAMINATION DATE : FEBRUARY 2023
DURATION : 3 HOURS
INSTRUCTION : 1. ANSWER ALL QUESTIONS.
2. THIS FINAL EXAMINATION IS CONDUCTED VIA **CLOSED BOOK**.
3. STUDENTS ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK.

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

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- Q1** Performance measurement in facilities management is a control procedure and aims to measure the actual performance and determine whether it is good or bad so that new actions or changes in existing actions can be planned. It is an ongoing process of ascertaining how well, or how poorly, a service is provided.
- (a) Explain **FOUR (4)** elements that can be measured in facilities management.
(10 marks)
- (b) Distinguish between the determinants and results dimension of performance evaluations in facilities management.
(15 marks)
- Q2** Due to the impact on the procurement lead-time and to guarantee a realistic time frame and the expectation for contract award is reached, procurement techniques are crucial and are best adopted early in the process. When sophisticated and intangible facility management services are procured using conventional methods and methodologies, the results are generally disappointing and the procurement objectives are not accomplished. The choice of the most efficient procurement method must be made at this point in the procedure. The intricacy of the many types of facility services and their monetary value will be essential elements to take into account when choosing a procurement technique.
- (a) Discuss **TWO (2)** procurement methods used in facility management related to its advantage and disadvantages.
(10 marks)
- (b) Examine **THREE (3)** suitable procurement contracts for security services and maintenance system development for a building.
(15 marks)

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- Q3** UOB Collage propose to build a new campus at Bukit Katil, on the outskirts of Melaka town, to replace its existing sites. The current estate is in poor condition, inflexible and not fit for purpose. The propose campus aims to have attractive, efficient and versatile space, which is both environmentally and financially sustainable.

A task force was established to investigate the decision-making steps leading to the project's relocation and rationalisation. The team will assess the amount of space it requires, significant modifications, and new working methods.

As FM task member, you are responsible for advising on space planning and strategic need analysis.

- (a) Discuss **TWO (2)** crucial components of space management planning for the project.

(10 marks)

- (b) Illustrate phases of strategic need analysis for designing the project.

(15 marks)

- Q4** A Public Private Partnership (PPP) project for the redevelopment of a bus terminal at Jalan Rogayah in Batu Pahat, Johor, is proposed by the Batu Pahat Municipal Council (MPBP) of Malaysia. The area appeared disorganised, with buses and taxis parked haphazardly. There were many hawker stalls there serving meals to travellers. The place was generally seen as immature because the surrounding region was filthy and ugly. As a result, the land's owner, MPBP, wanted to renovate the region to offer organised transportation to the general public. In order to do this, MPBP has taken steps to renovate the building's current amenities and promote stronger economic activity there and in the area around it. A private developer, ABEEI Group, who created the services' design, was invited to carry out the project. The management carefully examined the design before the board council meeting and the state government authorised it. In the proposed arrangement, the developer's managed parking lots' income would be split 60:40, with the council receiving the largest share, and the complex would be owned by the council after 60 years.

You are responsible for advising ABEEI Group on managing the PPP project setup and assessing the investment risk.

- (a) Illustrate components of PPP Project set-up for ABEEI Group.

(10 marks)

- (b) Analyse **THREE (3)** possible risk that the investment could cause for the ABEEI Group.

(15 marks)

-END OF QUESTIONS-