



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2023/2024**

- COURSE NAME : STRATEGIC FACILITIES MANAGEMENT
- COURSE CODE : BPF 23703
- PROGRAMME CODE : BPD
- EXAMINATION DATE : JULY 2024
- DURATION : 3 HOURS
- INSTRUCTIONS :
1. ANSWER **ALL** QUESTIONS
 2. THIS FINAL EXAMINATION IS CONDUCTED VIA
 - Open book
 - 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 **FOUR (4)** PAGES

TERBUKA

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Q1 Prestige Healthcare Group (PHEG) is a large healthcare based real facilities management company that manages a portfolio of private hospitals services across Malaysia. Their business model is to ensure that healthcare environments are safe, efficient, compliant, and conducive to the delivery of high-quality patient care. Achieving this involves a multifaceted approach encompassing various aspects of facilities management specific to the healthcare sector. PHEG must also ensure that they are able to deliver a top-notch healthcare facilities management services to attract and retain patients. In any healthcare settings, successful FM delivers in part through a complex set of relationships which is probably wider than that of any other organizational function. The primary relationship for FM deliverables is between the Demand Organization (DO), Facilities Managers, FM Stakeholders and the FM Service Providers. The DO is defined in ISO41011 as an entity which has a need and the authority to incur costs to have requirements met.

- (a) Organise a set of relationship between Demand Organisation (DO), Facilities Managers, FM Stakeholders and FM Service Providers in a private hospital in Malaysia.

(15 marks)

- (b) Facility Managers should understand both the values and culture of the Demand Organisation (DO).

Differentiate between Organisational Value and Organisational Culture.

(10 marks)

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Q2 James Tukman is a newly appointed General Manager for Oddeto Facilities Inc. providing Integrated Facilities Management services for several premium residential strata estates in Johor Bahru. Before the newly appointed position, he served Oppapo Realty & Co. as an Assistant General Manager for over 20 years. With Oppapo Realty & Co. he delivered a multifaceted and involves overseeing various aspects of property operations, tenant relations, financial management, and strategic planning. Changing his position from Property Management (PM) to Facilities Management (FM) based company is something new and a very challenging task for him. This is due to the two terms, Property Management (PM) and Facilities Management (FM), are closely related and often used interchangeably in a built environment setting. James has to understand significant differences between them. This lack of distinction might lead to confusion and practical issues if incorrectly applied in professional contexts.

(a) Explain both Property Management (PM) and Facilities Management (FM).

(10 marks)

(b) Discuss **FIVE (5)** key differences between Property Management (PM) and Facilities Management (FM)

(15 marks)

Q3 Renewable energy is energy that has been derived from earth's natural resources that are not finite or exhaustible, such as wind and sunlight. Renewable energy is an alternative to the traditional energy that relies on fossil fuels, and it tends to be much less harmful to the environment.

(a) Describe **FIVE (5)** factors that have motivated Facilities Management (FM) service providers to prioritize environmental sustainability.

(10 marks)

(b) Over the last 20 years, solar energy has emerged to become an attractive source of energy, especially the photovoltaics (PV) solar cell.

Outline **FIVE (5)** advantages and disadvantages applying solar energy to UTHM.

(15 marks)

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Q4 Vulnerable groups refer to segments of the population that are at a higher risk of experiencing adverse outcomes or facing discrimination due to various factors such as socio-economic status, age, gender, ethnicity, disability, or other characteristics. These groups often have limited access to resources, face social exclusion, and may be disproportionately affected by social, economic, or environmental challenges.

- (a) Explain **EIGHT (8)** vulnerable groups managed by the Department of Social Welfare in the context of Malaysia.

(16 marks)

- (b) Facilities management service providers can demonstrate social value through their commitment to ethical business practices, corporate social responsibility initiatives, and community engagement activities.

Relate **THREE (3)** responses on how Facilities Management (FM) service providers can assist vulnerable groups during the event of a flood disaster.

(9 marks)

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- END OF QUESTIONS -