



**UNIVERSITI TUN HUSSEIN ONN  
MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2010/2011**

SUBJECT : FACILITIES MANAGEMENT  
CODE OF SUBJECT : BPE 4203  
COURSE : 4 BPD  
DATE : NOVEMBER/DISEMBER 2010  
DURATION : 3 HOURS  
INSTRUCTION : ANSWER **FOUR (4)** QUESTIONS  
OUT OF SIX (6) QUESTIONS.

THIS QUESTION PAPER CONSISTS 3 PAGES

- Q1 The job of a Facilities Manager represents a “manager of change”, being concerned with preventing the demise of a building resulting from functional or technological obsolescence. This contrasts with the role of a Maintenance Manager who attempts to combat the effect of physical deterioration to maintain the status quo of the building.
- (a) Explain the above circumstances by the use of a conceptual graph. (10 marks)
- (b) Discuss the manner in which a Facilities Manager could monitor, respond and bridge the gap arising from changes in building users’ requirements throughout a building’s life. (15 marks)
- Q2 The effectiveness of an organisation can be enhanced by adding value to its operations using core skills and tools of value management.
- (a) Explain the meaning of value management. (10 marks)
- (b) Discuss the manner in which organisations can achieve greater cost effectiveness in carrying out their functions and services by managing the optimum mix of in-house and contracted support. (15 marks)
- Q3 A knowledge workplace can be defined as the support to information transfer and knowledge exchange through various communication strategies at all operational levels in the organisation.
- (a) Explain the process in which knowledge exchange is facilitated in an organisation. (10 marks)
- (b) Discuss how facilities management could assist in planning knowledge workplaces that are flexible and accommodate the diversity of requirements of knowledge workers. (15 marks)

- Q4 Facilities management is about providing support to an organisation's core business. An effective facilities management comes from being able to devise and implement practices that reduce or eliminate the risks and that add value to the core business. From the real estate point of view:
- (a) Describe the common definitions of facilities management within an organization. (7 marks)
  - (b) Explain **THREE (3)** levels of classifications facilities management tasks within an organization. (9 marks)
  - (c) Explain **THREE (3)** distinctive characteristics of facilities management within an organization. (9 marks)
- Q5 Facilities management support services are often seen as adding value. The provision of the support services marketplace therefore continues to grow and become broader due to the increased complexity of relationships between the purchasers (buyers) and the providers (suppliers) as they evolve to meet the demands of dynamic business.
- (a) Explain **THREE (3)** basic ways to provide facilities management support services. (9 marks)
  - (b) Explain **FOUR (4)** key issues that need to be identified during any decision-making process for the provision of support services. (16 marks)
- Q6 The role of facilities management within the management of organisational change has led to the consideration of the management of representations and its facilities. Models of management of change now often emphasis methods that create strategic and operational flexibility.
- (a) Explain the concept of flexibility as an approach to facilities management in managing organisational change. (10 marks)
  - (b) Discuss how facilities management could contribution to the management of change. (15 marks)

**END OF QUESTION PAPER**