



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2012/2013**

COURSE NAME : FACILITIES MANAGEMENT FOR CONSTRUCTION

COURSE CODE : BPD 4252 / BPD 42502

PROGRAMME : 4 BPC

EXAMINATION DATE : DECEMBER 2012 /JANUARY 2013

DURATION : 2 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF FIVE (5) PAGES

- Q1** (a) The building services industry is becoming more aware of the seriousness of maintenance and the consequences of ignoring it.
- Analyse the importance of operations and maintenance of a building in facilities management. (10 marks)
- (b) Compare the property management with facilities management. (6 marks)
- (c) There are seven roles of facility managers.
- Explain **THREE (3)** of them. (9 marks)
- Q2** (a) All the facilities planning must help an organization achieve supply chain excellence.
- Analyse the importance of facilities planning (8 marks)
- (b) Integrate the design and location into facilities planning. (8 marks)
- (c) Plan the strategies to manage changes in an organization's facility management. (9 marks)
- Q3** (a) Outsourcing is an appropriate management strategy for acquiring business benefits from the systematic purchasing and non-core services.
- Compare single outsourcing with multiple outsourcing. (6 marks)
- (b) In the perspective of facilities management, "quality must be motivated by the top management, guided by the rules and be judged by the results".
- Explain the statement. (10 marks)
- (c) Explain **THREE (3)** types of facilities maintenance. (9 marks)

- Q4** (a) Facilities management is a total quality approach to maintain the operating environment and provide the supporting services to meet the strategic needs of the organization.

Integrate human resource management into facilities management for organizational business agenda.

(8 marks)

- (b) The life cycle of a building did not start on the submission of the building, but at the beginning of the briefing where the results of financing operations, and the determination of the life cycle.

Analyse the statement with regards to facilities management.

(8 marks)

- (c) Compare the operation and maintenance of facilities management for hospitals, universities and shopping complexes.

(9 marks)

- END OF QUESTION -

- S1** (a) Industri perkhidmatan bangunan semakin menyedari tentang betapa seriusnya penyelenggaraan dan akibatnya jika diabaikan.
- Tafsirkan kepentingan penyelenggaraan dan operasi bangunan dalam pengurusan fasiliti. (10 markah)
- (b) Bandingkan pengurusan hartanah dengan pengurusan fasiliti. (6 markah)
- (c) Terdapat tujuh peranan pengurus fasiliti.
- Terangkan **TIGA (3)** daripada peranan tersebut. (9 markah)
- S2** (a) Semua perancangan fasiliti dapat membantu organisasi mencapai kecemerlangan rantaian bekalan.
- Tafsirkan kepentingan perancangan fasiliti. (8 markah)
- (b) Integrasikan rekabentuk dan lokasi kedalam perancangan fasiliti. (8 markah)
- (c) Terangkan strategi untuk menguruskan perubahan dalam pengurusan fasiliti sesebuah organisasi. (9 markah)
- S3** (a) Penyumberan luar adalah satu strategi pengurusan yang sesuai untuk memperolehi manfaat perniagaan dari pembelian sistematik dan di perkhidmatan bukan teras.
- Bandingkan antara penyumberan luar tunggal dengan penyumberan pelbagai. (6 markah)
- (b) Di dalam perspektif pengurusan fasiliti, "kualiti mesti dimotivasikan oleh pihak pengurusan atasan, dibimbing oleh peraturan dan dinilai oleh keputusan".
- Terangkan pernyataan di atas. (10 markah)
- (c) Terangkan **TIGA (3)** jenis penyelenggaraan fasiliti. (9 markah)

- S4 (a) Pengurusan fasiliti adalah pendekatan kualiti menyeluruh untuk mengekalkan persekitaran operasi dan menyediakan perkhidmatan sokongan untuk memenuhi keperluan strategik sesebuah organisasi.

Integrasikan pengurusan sumber manusia di dalam pengurusan fasiliti untuk agenda perniagaan sesebuah organisasi.

(8 markah)

- (b) Kitaran hidup bangunan tidak bermula pada penyerahan bangunan, tetapi pada peringkat taklimat awal di mana keputusan mengenai operasi pembiayaan, dan kitaran hidup ditentukan.

Tafsirkan pernyataan tersebut dan kaitkan dengan pengurusan fasiliti.

(8 markah)

- (c) Bandingkan operasi dan penyelenggaraan bangunan dalam pengurusan fasiliti untuk hospital, universiti dan kompleks membeli-belah.

(9 markah)

- SOALAN TAMAT-