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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2013/2014**

**COURSE NAME : FACILITIES MANAGEMENT FOR
CONSTRUCTION**

COURSE CODE : BPD 42502

PROGRAMME : 4 BPC

EXAMINATION DATE : DECEMBER 2013/JANUARY 2014

DURATION : 2 HOURS

INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF FOUR (4) PAGES

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- Q1** (a) There are common themes and approaches to facilities management.
- Analyse the approach of facilities management for construction company.
(10 marks)
- (b) Analyse **FIVE (5)** distinct areas of facilities management as described by British Institute of Facilities Management (BIFM) in dealing with sustainability.
(10 marks)
- (c) There are seven roles of facility managers in an organisation.
- Discuss **TWO (2)** of them.
(5 marks)

- Q2** (a) Organisational change can have many types, but regardless of the type, the critical aspect is for any company to endure the change and prosper. Organisations need to move forward into deciding what actions they need to perform that will help them be competitive and grow. In response to this, accessing need for change is vital to cope with organisational change. Hence, organisations must first access the need for change for their organisational changes.
- Analyse steps in accessing the need for change in a contractor's organisational development with respect to sustainability.
(9 marks)
- (b) In the 1970s, Kenneth Thomas and Ralph Kilmann identified five main styles of dealing with conflict in an organisation that vary in their degrees of cooperativeness and assertiveness.
- Analyse **FOUR (4)** of the styles in a landscaping company to solve conflict in facilities planning.
(8 marks)
- (c) From the context of change management, facility managers have been required not only technical skills and knowledge of physical facilities, but also business and managerial skills. Hence, dealing with shifting demands for resources, it will consist of four main factors.
- Describe those **FOUR (4)** main factors.
(8 marks)

- Q3** (a) The role of facility manager bears significant responsibility, accountability and authority for facilities within an organisation. In addition, facility manager is also responsible in the preventive maintenance programme for facilities to maintain the facilities' usability.

Analyse the role for facility manager in the preventive maintenance programme for building upgradability.

(9 marks)

- (b) Some skills are aimed at involving people and encouraging commitment to the change process. It may not be possible to overcome some change issues through communication. Therefore, four key skills for communicating are needed.

Analyse **ALL** those skills in management changes dealing with facilities.

(8 marks)

- (c) Discuss **FOUR (4)** elements that a facility manager can control and deliver in a high rise condominium projects.

(8 marks)

- Q4** (a) An efficient design is one that achieves its objectives within the constraints imposed from the start of a development project. It is therefore essential that the brief for the design is clear regarding constraints and objectives.

Analyse the design cycle process to solve facilities management's needs.

(9 marks)

- (b) Housing industry is one of the important agendas in Malaysia since Independence day. Since then, it has been placed in the list of the top government's priorities in the Malaysia's Plans. Therefore, the facilities must be planned accordingly to cater for the community. The facilities planning also must be a continuing activity in any organisation to keep abreast of developments in its field.

Analyse the importance of facilities planning for a contractor's low cost housing development project.

(9 marks)

- (c) Operations and Maintenance programme typically includes the day-to-day activities necessary for the building and its systems and equipment to perform their intended function. Therefore, maintenance programme is important to prevent a device from failing and to repair normal equipment degradation.

Discuss the operation and maintenance programme for 2-storey shopping complex building.

(7 marks)

- END OF QUESTION -