



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2015/2016**

COURSE NAME : FACILITIES MANAGEMENT
COURSE CODE : BPE 42003
PROGRAMME : 4 BPD
EXAMINATION DATE : DECEMBER 2015 / JANUARY 2016
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

- Q1** (a) The scale of growth in the built environment and the consequential growth of the Facilities Management (FM) sector is anticipated to be enormous. Choosing a green certification for FM business means choosing a business which is positively working towards being sustainable.
- (i) Explain the concept of green accreditation. (5 marks)
- (ii) Interpret the concept of Green Building Rating System. (5 marks)
- (iii) In the context of sustainable FM, explain the concept of Green Tourism. (5 marks)
- (b) The concept of Going Green for sustainable FM has developed in parallel with the overarching concept of sustainable development and the growing appreciation of the scale of predicted climate change.
- Discuss **FIVE (5)** benefits of Going Green in FM business operation. (10 marks)

- Q2** (a) Outsourcing is a current trends in the Facilities Management (FM) side of the industry, according to a newly released survey of facilities managers. By outsourcing FM support services, the business owner has more time to focus on what it does best for his/her core business.
- (i) Define outsourcing in the context of FM. (2 marks)
- (ii) Differentiate between on-site and off-sited outsourcing. (3 marks)
- (b) The decision to outsource is certainly not one that any organisation should enter into lightly. Any company looking to outsource must keep in mind the pros and cons of outsourcing before deciding to take the plunge.
- Outline **FIVE (5)** advantages and disadvantages of outsourcing to your business organisation. (20 marks)

Q3 (a) The Hajj, the annual Muslim pilgrimage, has been beset by disasters since the 1980s, leaving thousands dead and more injured. The Hajj is the largest mass gathering in the world today and this global mega event is subject to potential threats, vulnerabilities or disruptions in a number of forms.

(i) Describe stampede in the context of disaster management. (5 marks)

(ii) Explain **FIVE (5)** factors contributing to the human stampede for this particular mega event. (10 marks)

(b) In September 2015, more than 700 people died September 24 in Mina, Saudi Arabia, in a stampede of Muslim pilgrims on their way to Mecca. Hundreds more were injured. Disaster management experts highlight the need for effective crowd management and risk reduction strategies to prevent human stampedes during religious festival.

Propose **FIVE (5)** stampede safety precautions that are potentially associated with the Hajj mega event. (10 marks)

Q4 (a) The outlook for the growth of customer businesses and logistics cluster demand is strong. Rents are spiking in a wider range of logistic real estate markets such as in retail, food, high street, internet etc. This phenomenon made popular U.S. online retailer Amazon.com opened three logistics centers in Western Poland, completing a network that covers the European market for its business operation and distribution.

(i) Define logistics cluster from the context of logistic real estate. (5 marks)

(ii) Explain **FIVE (5)** importance of logistic real estate to global economy. (5 marks)

(b) Property consultants and logistics property developers said there had been an upturn in investment interest in logistics and business parks in recent months as a way to tap into the growth of e-commerce and rising domestic consumption.

Explain **FIVE (5)** factors contributing to the expansion of logistics cluster particularly in logistic real estate all over the world. (15 marks)

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