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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2018/2019**

COURSE NAME : FACILITIES MANAGEMENT
COURSE CODE : BPE 42003
PROGRAMME CODE : BPD
EXAMINATION DATE : DECEMBER 2018 / JANUARY 2019
DURATION : 3 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

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Q1 (a) Disaster means natural or human-caused event which causes intensive negative impacts on people, goods, services and/or the environment, exceeding the affected community's capability to respond. Define the following based on the context of facilities management and business continuity during extreme weather event.

- (i) Disaster management
- (ii) Hazard
- (iii) Emergency
- (iv) Disaster
- (v) Vulnerability

(10 marks)

(b) Facilities management as defined by British Institute of Facilities Management (BIFM) encompasses multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace. In order to build community resilience there are a very wide range of factors perceived as contributing to community safety and resilience.

Evaluate **FIVE (5)** factors contributing to safe and resilient communities.

(15 marks)

Q2 (a) Taking care of patients is what healthcare is all about. The word patient originally meant 'one who suffers'. Healthcare Facilities Management (HCfm) classified patients into several different types depending on their need.

Define the following terminologies:

- (i) Out Patient.
- (ii) In Patient.
- (iii) Tourism Patient.
- (iv) Elderly Patient.

(8 marks)

(b) It is necessary for the Ministry of Health Malaysia to provide a national standard of requisite knowledge for healthcare facilities managers; thereby assisting employers, the public and members of health professions in assessing the quality of healthcare facilities managers.

(i) Define the concept of HCfm based on Construction Industry Development Board (CIDB), Malaysia-02.

(2 marks)

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- (ii) Explain **FIVE (5)** primary job responsibilities for healthcare facilities manager. (15 marks)

Q3 (a) Outsourcing is a current trend in the Facilities Management (FM) side of the industry, according to a newly released survey of facilities managers. There are a number of practical reasons why outsourcing may, in certain cases, work to the core business advantage.

- (i) Define outsourcing in the context of FM. (2 marks)
- (ii) Explain the concept of flexibility in outsourcing. (2 marks)
- (iii) Explain lost of management control in outsourcing. (2 marks)
- (iv) Describe how bad publicity can become one of the disadvantages of outsourcing. (4 marks)

(b) In 2013, The Hindu magazine estimated the attendance for Maha Kumbh Mela was 120 million. Certainly, this global mega event is subject to potential threats, delays, vulnerabilities, disruptions in a number of forms. Therefore, KABALIGO Resources is seeking to appoint 50 suitable contractors for the next event of Maha Kumbh Mela to ease the event process.

Propose **FIVE (5)** most needed support services to KABALIGO Resources. (15 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) Differentiate between warehouse and distribution centre. (5 marks)
- (ii) Explain **FIVE (5)** impacts 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.

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

– END OF QUESTIONS –

