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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2021/2022**

COURSE NAME : FACILITY MANAGEMENT
TECHNOLOGY

COURSE CODE : BNB 41403

PROGRAMME : BNB

EXAMINATION DATE : JULY 2022

DURATION : 3 HOURS

INSTRUCTION : 1. ANSWER ALL QUESTIONS.
2. THIS FINAL EXAMINATION IS CONDUCTED VIA **CLOSED BOOK**.
3. STUDENTS ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK.

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

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Q1 (a) As one of the members of the facilities management team in a company, define term of facility management and explain **FIVE (5)** main role of facility manager.

(15 marks)

(b) Give **TWO (2)** way to deliver negative feedback to employees as manager fairly and effectively.

(4 marks)

(c) As a facility manager at an apartment building in Johor Bahru, you to handle difficult employees. Prepare **THREE (3)** steps how to be dealing with poor performance staff.

(6 marks)

Q2 (a) You are appointed as Facilities manager of Amanda Berhad. One of the Key Performance Indicator of your organization need to achieve is Strategic, Tactical and Operational Facilities Management.

i) Differentiate the Key Performance Indicator

(10 marks)

ii) Classify clearly each one of Key Performance Indicator with example

(10 marks)

iii) State responsible person for each facilities management

(5 marks)

Q3 (a) The whole world is experiencing the Covid 19 situation, as a manager in a facilities management company you need to classify the procedures facilities management required and explain **FIVE (5)** of them with examples.

(15 marks)

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- (b) You are the manager of a 30 - story condominium facility, you have been assigned to plan **FIVE (5)** related activities to maintain the Key Performance Indicator set by the company.

(10 marks)

- Q4** (a) In project management, there are people or groups that are involved in the project or which are limited or restricted by the project or may affect the project. Investigate **FIVE (5)** steps that need to be implemented for successful project objective.

(15 marks)

- (b) Budget must be allocated and justified accordingly to ensure that sufficient resources are provided for the Facility Management delivery and optimum utilization of funds is achieved. Classify **FIVE (5)** factors to be considered for cost benefit planning to the Facility Management department respectively.

(10 marks)

-END OF QUESTIONS-

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