

EMERGENT TREND OF MALAYSIAN
CONSTRUCTION INDUSTRY :
THE RISE OF FACILITIES MANAGEMENT

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**EMERGENT TREND IN MALAYSIAN CONSTRUCTION INDUSTRY :
THE RISE OF FACILITY MANAGEMENT**

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To my beloved husband and kids, I love you very much. You are my soul.
To my beloved mother and father, you are queen of my heart. Thank you so much
for your full commitment and understanding.

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In the name of Allah the Most Benevolent and Most Merciful.

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ABSTRACT

Facility management is an upcoming trend in Malaysian construction industry. It is all about improving the operational quality, adding value to organisation and minimising the exposure to risk. It creates business opportunities, improve business relation but most of all it generates significant business returns. This research provides essential concept on the application of facility management (FM) in general and specific emphasis on construction per se. It reveals substantial opportunities embodied by FM through developing myriad of business services which is an emerging trend in Malaysian construction industry. The level of knowledge and awareness of construction industry players and the opportunities, all pertaining to FM are analysed to ensure that it enables the expansion of FM in the industry as well as its resistance or barriers. This research reveals that strategic decisions of an organisation substantiate changes either in market development, penetration or diversification to FM depending on the organisation, can enhance competitive advantages quality, add value and improve business relationships amongst its stakeholders. This research indefinitely provides an insight on the application and the opportunities of FM through its interface in the construction industry by acquiring appropriate strategic actions.

ABSTRAK

“Facility Management” (FM) atau Pengurusan Fasiliti adalah tren yang semakin popular di dalam industri pembinaan di Malaysia. Ia meningkatkan kualiti pengendalian, penambahbaikan organisasi dan meminimumkan pendedahan kepada risiko. Selain dari mewujudkan peluang perniagaan dan memperbaiki perhubungan perniagaan, ia juga dapat menjana peluang perniagaan yang besar. Kajian ini memberikan konsep asas penerapan FM secara am dan specific dengan tumpuan diberikan kepada sektor pembinaan. Ia mendedahkan peluang besar yang diwujudkan oleh FM dengan penghasilan lebih banyak perkhidmatan perniagaan yang merupakan tren di dalam industri pembinaan di Malaysia. Tahap pengetahuan dan keperihatinan mereka yang terlibat di dalam industri pembinaan dan manfaat-manfaat berkaitan FM dianalisa bagi menentukan FM berupaya untuk berkembang dalam industri ini begitu juga dengan halangan-halangan serta rintangannya. Kajian ini juga menunjukkan bahawa keputusan strategik sesebuah organisasi boleh menghasilkan perubahan sama ada di dalam pembangunan pasaran, penerapan atau diversifikasi kepada FM bergantung kepada organisasi tersebut yang boleh menyumbangkan kepada kelebihan pesaingan kualiti yang memperbaiki dan meningkatkan perhubungan perniagaan di kalangan peniaga. Kajian ini juga memberikan wawasan dalam penggunaan dan peluang FM dalam tempoh masa yang belum dipastikan melalui hubungkait di dalam industri pembinaan dan tindakan strategik yang sewajarnya.

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	DECLARATION	ii
	DEDICATION	iii
	ACKNOWLEDGEMENT	iv
	ABSTRACT	v
	ABSTRAK	vi
	TABLE OF CONTENTS	vii
	LIST OF TABLES	xiii
	LIST OF FIGURES	xiv
	LIST OF ABBREVIATIONS	xvii
	LIST OF APPENDICES	xviii
1	INTRODUCTION	1
	1.1 Introduction	1
	1.2 Significance of Study	3
	1.3 Problems Statement	4
	1.4 Objectives	9
	1.5 Scope of Study	9
	1.6 Hypotheses of Study	10
	1.7 Methodology Of Research	10
	1.7.1 First Phase: The Introduction Of The Study	10
	1.7.2 Second Phase: Data Collection	11
	1.7.2.1 Primary Data Source	11
	1.7.2.1.1 Questionnaire	12
	1.7.2.2 Secondary Data Source	12
	1.7.3 Third Phase: Analysis on Research Data and the Outcome	13

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	1.7.3.1 Primary Data Sources	13
	1.7.3.2 Secondary Data Sources	13
	1.7.3.3 Data Analysis	13
1.8	Structure Of Research	15
1.8.1	Chapter 1- Introduction to the Research	15
1.8.2	Chapter 2- An In- Depth Introduction to Facilities Management	15
1.8.3	Chapter 3- Facilities Management In Construction Industry	15
1.8.4	Chapter 4- Strategic Management In Construction Industry	16
1.8.5	Chapter 5- The Analysis	16
1.8.6	Chapter 6- Conclusion & Recommendation	16
2	AN IN-DEPTH INTRODUCTION TO FACILITIES MANAGEMENT	18
2.1	Introduction	18
2.2	The Chronicles of Facility Management	20
2.3	Definition of Facility Management	21
2.4	Skill of Facilities Manager	23
2.5	Scope of Facility Management	24
2.6	Function of Facilities Manager	26
2.7	Facilities Management Life Cycle	29
2.8	Facilities Management Organisation	31
2.8.1	Customer	31
2.8.2	In-House FM	32
2.8.3	Service Providers	32
2.8.4	Suppliers	33

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	2.8.5 Consultants	33
	2.8.6 Managing Agents	33
2.9	Service Level Management	34
	2.9.1 Service Level Requirement	34
	2.9.2 Service Level Agreement	35
	2.9.3 Service Review	35
2.10	Procurement of Facilities Services	35
	2.10.1 In-House	36
	2.10.2 Outsource	37
	2.10.3 Combination of In-house and Outsource	37
	2.10.3.1 Company Mission	41
	2.10.3.2 Perceive Need for Change	41
	2.10.3.3 Demand for Change	41
	2.10.3.4 Identify Needs & Expectations	42
	2.10.3.5 Define Scopes & Standards	43
	2.10.3.6 Prequalification of Service Provider	44
	2.10.3.7 Award of Contract	45
	2.10.3.8 Implementation & Performance Monitoring	45
2.11	The Business of Facilities Management	46
	2.11.1 Quality of Services 1 Product	49
	2.11.2 Business Needs	50
	2.11.3 Business Opportunities	51
	2.11.4 Business Relationships	51
	2.11.5 Competitive Advantage	52
	2.11.6 Add Value	52
2.12	Summary	53

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
3	FACILITY MANAGEMENT IN CONSTRUCTION INDUSTRY	54
3.1	Introduction	54
3.2	Definition & Scope of Construction Industry	55
3.3	Scope of Facility Management Application in Construction Industry	58
3.4	Facility Management Application in Construction Phase	60
3.4.1	Phase I – Project Initiation	61
3.4.2	Phase II – Construction	67
3.4.2.1	Design Phase	68
3.4.2.2	Tender Phase	69
3.4.2.3	Construction Phase	70
3.4.2.4	Handover	71
3.4.3	Phase III – Operation & Maintenance	71
3.4.3.1	Operation	71
3.4.3.2	Maintenance	73
3.4.3	Phase IV – Revitalisation / Demolition	74
3.5	Summary	74
4	STRATEGIC MANAGEMENT IN CONSTRUCTION INDUSTRY	77
4.1	Introduction To Strategic Management	77
4.1.1	Definition of Strategic Management	77
4.1.2	Strategic Formulation and Implementation	78
4.1.3	Strategic Management Process	80
4.1.3.1	Strategic Analysis	80
4.1.3.2	Strategic Choice	81

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	4.1.3.3 Strategic Implementation	81
4.1.4	The Strategic Hierarchy & Strategic Management Decision Criteria	82
	4.1.4.1 Corporate Level	82
	4.1.4.2 Business Level	82
	4.1.4.3 Functional Strategies	83
	4.1.4.4 Operational Strategies	84
4.1.5	Benefit of Strategies Management	84
4.2	Trends Affecting Construction Industry	85
4.3	Driving Forces in Construction Industry	87
	4.3.1 Competition Among Competitors (Rivalry)	88
	4.3.1.1 Number of Competitors	88
	4.3.1.2 Divers Competitors	89
	4.3.1.3 Exit Barriers	89
	4.3.2 Threat of the Substitute	89
	4.3.3 Bargaining Power of Buyers	90
	4.3.4 Threat of New Entrants	91
	4.3.5 Bargaining Power of Suppliers	92
4.4	Business Strategy in Construction Industry	92
	4.4.1 Market Development	94
	4.4.2 Integration	94
	4.4.2.1 Vertical Integration	95
	4.4.2.2 Horizontal Integration	95
	4.4.3 Diversification	95
	4.4.4 Strategic alliances	96
	4.4.5 Differentiation	96
4.5	Summary	97

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
5	DATA ANALYSIS – FACILITY MANAGEMENT IN CONSTRUCTION INDUSTRY	98
5.1	Introduction	98
5.2	Sample Analysis	99
5.3	Data Analysis	99
5.3.1	Section I – Detail of Respondents	99
5.3.1.1	Background of Organization	99
5.3.1.2	Size of Organization	100
5.3.1.3	Position in Organization	101
5.3.1.4	Working Experience & Highest Education Level	101
5.3.1.5	Professional certification	102
5.3.2	Section II – Knowledge in FM	103
5.3.2.1	Heard of FM	103
5.3.2.2	Discovery of FM	104
5.3.2.3	Categories of Depth on Knowledge in FM	105
5.3.2.4	Functions Best Described FM	105
5.3.2.5	Knowledge of Facility Manager Should Posses	106
5.3.2.6	General Knowledge in FM	108
5.3.3	Section III – Facility Management in Construction Industry	109
5.3.3.1	Engagement in FM Activities	109
5.3.3.2	Type of FM Activities	109
5.3.3.3	FM Services Engaged in	110
5.3.3.4	Current Level of FM	111
5.3.3.5	Procurement of Facilities	112

TABLE OF CONTENTS

CHAPTER	TITLE	PAGE
	5.3.3.6 FM Contribution To Business	113
	5.3.3.7 Expansion of FM	113
5.3.4	Section IV – Strategic Management in Construction Industry	114
	5.3.4.1 Organisation’s Mission Statement	114
	5.3.4.2 Strategic Actions	115
	5.3.4.3 Forces for Industry Competitiveness	116
	5.3.4.4 Continuous Learning	116
5.3.5	Section V – Barriers in FM : Construction Industry Growth	118
	5.3.5.1 Barrier in FM	118
5.4	Summary	120
6	CONCLUSION AND RECOMMENDATIONS	122
	6.1 Introduction	122
	6.2 Hypotheses	123
	6.3 Findings and Conclusion	124
	6.4 Recommendations	126
	6.5 Summary	128
	REFERENCE	129
	APPENDICES	132

LIST OF TABLES

TABLE NO.	TITLE	PAGE
2.1	Facilities Management Definitions	22
2.2	Improvised version of CFM	25
2.3	Advantage and Disadvantage of In-House	36
2.4	Advantage and Disadvantage of Outsource	37
3.1	Classification and Approaches of FM in Construction Industry	59
3.2	Possible Areas of Assessment at Project Initiation Phase	64
3.3	Support Activities Possible Areas of Assessment at Project Initiation Phase	65
3.4	The integration of management and technical functions	70

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE
1.1	Construction Sector Growth (Year 1990 - 2003) & Malaysia GDP	5
1.2	Government Projects (Year 1999-2004)	6
1.3	Methodology of Research	14
1.4	Structure of research	17
2.1	3P Model	18
2.2	Common Function of Facilities Manager	29
2.3	Facilities Management Life Cycle	30
2.4	In-house route	39
2.5	Out-house route	40
2.6	Out-house route	48
2.7	The Quality Journey	50
3.1	The Construction Industry	57
3.2	The FM Scope in Construction Industry	59
3.3	Four Phases of FM in Construction	61
3.4	The Key Activities in Project Initiation Phase	62
3.5	Process at Strategic Project Initiation Phase	66
3.6	Key Activities in Construction Phase	68
3.7	Key Selection at Tender Stage	69
3.8	Comparison of Key Players in Construction Value Chain	75
4.1	Strategic Management Process Model	80
4.2	Business Strategies for Construction Model	93
4.3	Building Activity Chain and Integration	94
5.1	Background of organisation	100

LIST OF FIGURES

FIGURE NO.	TITLE	PAGE
5.2	Size of organization	100
5.3	Position in Organisation	101
5.4	Working experience	102
5.5	Highest education level	102
5.6	Professional certification	103
5.7	Percentage of respondents have heard of FM	104
5.8	Discovery of FM	104
5.9	Categories on Depth on Knowledge in FM	105
5.10	Frequency of best described of FM	106
5.11	Percentage of important knowledge facility manager should posses.	107
5.12	FM promoting focus on core business	108
5.13	View on FM as asset or liability	108
5.14	Engagement in FM activities	109
5.15	Organisation engaged in type of FM activities	110
5.16	FM services organisation engaged in	111
5.17	Current level of FM	111
5.18	Frequency of FM services procurement	112
5.19	Frequency of FM contribution to business	113
5.20	Expansion of FM	114
5.21	Key principles of mission statement	115
5.22	Strategic action undertaken	115
5.23	Forces for industry competitiveness	116
5.24	Forces for change	117
5.25	Resistance for change	117
5.26	Barrier to FM in construction industry	119

LIST OF ABBREVIATIONS

BIFM	-	British Institute of Facilities Management
CFI	-	Customer Feedback Index
CFM	-	Centre of Facility Management
FM	-	Facilities Management
GDP	-	Gross Domestic Product
IFMA	-	International Facility Management Association
ISO	-	International Standardisation for Organisation
IT	-	Information Technology
JKR	-	Jabatan Kerja Raya
KPI	-	Key Performance Indicator
O&M	-	Operation & Maintenance
R&D	-	Research & Development
SLA	-	Service Level Agreement
SLM	-	Service Level Management
SLR	-	Service Level Requirement
TQM	-	Total Quality Management

LIST OF APPENDICES

APPENDIX	TITLE	PAGE
1	Questionnaire	132