

## **CHAPTER 1**

### **INTRODUCTION**

#### **1.1 INTRODUCTION**

Facilities management (FM) previously knew as the poor connection within the land, architecture, engineering and construction engineers. This is because it was seen in the old-fashioned sense of cleaning maintenance and repairs. But now it's very wide specialty that's include real-estate management contract, contract management, safety and healthcare also in additional to building and engineering services and utilities supplies. It's obvious that (FM) covers allot of terms in wide range of functions and properties.

In western countries such as Japan, Australia, New Zealand, Hong Kong and Singapore, these countries effectively created and developed a setup in (FM).it is perceived in these nations as a movement that an accomplish more powerful administration at the structure, benefit and related workforce, in support of the strategic objectives of an organization. Professional association and institutions for example the international facility management association and the British institute of facilities management have been set up discrete trains in recognition of (FM). Those organizations give data on the cutting edge advancement of FM, which helps individual on more educated business choice through effective management unpredictability that may lead to providing advantages. Australia, Hong Kong and Singapore have

established associations of FM. (Kamaruzzaman and Zawawi 2010). As indicate by PILLY (2002), the development FM in Malaysia began in the second half 1990s. A major of the role was played by the government in the development of (FM) in Malaysia. In 1996, the government had privates the non-clinical support services in the government hospitals to three FM companies.it was without a doubt the greatest (FM) contract by the administration around then. It also marked the beginning of the new era of FM Malaysia.

In February 2001, during the opening of Kula Lumpur 21 convention and exposition, the then deputy prime minister of Malaysia in referencing to the condition of FM in Malaysia started with: unless Malaysians change their mentality to become more mindful of the need to give great administration and enhance upkeep of structures, we will forever be a third world country with first world infrastructure (prime minister of Malaysia, 2001).

Since then Malaysia has put incredible concentration and emphasis on the improvement of FM especially out in the public sector. Support towards settling FM issues and problems are being seriously looked at for better realization. Appropriate and more methodical observing of facilities is also in the find implementation. Comprehensive approach towards integrating effort and collective responsibilities is now the fundamental motivation for greater performance of FM in Malaysia. (Kamaruzzaman and Zawawi 2010)

## **1.2 BACKGROUND STUDY**

At present, there is no specific body that is leading FM in Malaysia. However, the practice of FM in the property area has been widely adopted in recent years. The non-existence of a specific organization to provide guidelines and control on the quality level as well as to assess the performance of FM practice is the reason why evaluations on this field is difficult to analyze. Comparisons thus cannot be made as no specific structure can be used to benchmark the performance of FM practice. The practice of

FM in the Malaysian property sector is being widely adopted by hospitals. Automated system that is computerized an integrated approach is the closest to define the adoption of FM. Listed in Table 1.2 is the type of buildings practicing and adopting FM. Examples of properties using integrated facilities management system are given in the following table.

**Table 1-1**

NO	Category	Property	Facilities system used	Examples
1	Service	hospitals	Total hospital integrated system	Putrajaya hospital
		warehouse	Computerized aided facilities management	KLIA cargo
		hotels	Building automation system	Pan pacific KLIA
2	Business	High-rise office tower	Building automation system	Central plaza
3	commercial	Shopping complex	Building automation system	KL central
4	Residential	condominium	Smart house system	Cyberjaya

FM in Malaysia is perceived only when building is automatically controlled by computerized software. It should be noted that the uses of specific facilities management information technology are only to promote advancements in FM. The concept of this is to put forward that an interaction is synergistic between the process of FM and the specialist information technology (IT) used for FM. However, the cooperation of this mechanism and of this interaction between specialist FM Information Technology and the process appears to be dependent in the relative capabilities of the process and the IT (Haris, Adnan, and Jusoff 2008). Definition of