HIGHER EDUCATION FACILITIES MANAGEMENT: READY FOR INTERNATIONALIZATION?

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Abstract – The last ten years has seen dramatic growth in Facilities Management (FM) activities worldwide, including Malaysia. Facilities Management is responsible for coordinating all efforts related to planning, designing and managing physical structure and it equipment, furniture and fixtures to improve the organization’s ability to compete successfully in a fast changing world. The facilities of a Higher Education Institution (HEI) like Universiti Teknologi Malaysia are one of its most valuable assets and must be manage properly in order to meet the need of the Institution’s end-user (Local and International students). This research provides essential concept on the application of facility management in general and specific emphasis on Higher Education facilities like library, class rooms, transportation services, catering services among others. The purpose of this study is to identify and assess whether the facilities provided in Universiti Teknologi Malaysia (UTM) meet the International students’ requirement and recommend measure necessary to meet the shortfalls of these requirements. 210 questionnaires were administered to seven colleges and quantitative analysis technique was used in the analysis of the result. The finding shows 70% of the respondents (male and female) are satisfied and comfortable with the academic facilities which include (Library, class rooms) however, 30% were not. Similarly, 65% of the respondents said the transportation service (bus) on campus is inefficient. Finding also shows that 55% and 85% of the respondents complained on road signage and catering services. On college facilities, between 58% and 70% of the respondents are satisfied with the college facilities (rooms, desk, bed, sport facilities, parking space). Results indicate that 70% of the respondents complained of the chair provided in their rooms (not to ergonomic standards). Overall result shows that 65% of the respondents are satisfied with the campus facilities while 35% are not satisfied.

Keywords: Facilities Management, Asset, Customer satisfaction, International Student, Higher Education