

SULIT



**BAHAGIAN PEPERIKSAAN DAN PENILAIAN
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI
KEMENTERIAN PENDIDIKAN MALAYSIA**

JABATAN KEJURUTERAAN AWAM

PEPERIKSAAN AKHIR

SESI 1 2018/2019

BCF2053 : FACILITIES MANAGEMENT 1

TARIKH : 31 DISEMBER 2018

MASA : 9.00 PAGI – 12.00 TENGAH HARI (3 JAM)

Kertas ini mengandungi **LIMA (5)** halaman bercetak.

Esei (4 soalan)

Dokumen sokongan yang disertakan : Tiada

JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIARAHKAN

(CLO yang tertera hanya sebagai rujukan)

SULIT

INSTRUCTION:

This section consists of **FOUR (4)** essay questions. Answer **ALL** questions.

ARAHAN:

Bahagian ini mengandungi EMPAT (4) soalan esei Jawab SEMUA soalan.

QUESTION 1**SOALAN 1**CLO1
C2

- a. Explain the main purpose of strategic facilities management.

Terangkan tujuan utama pengurusan fasiliti yang strategik.

[5 marks]

[5 markah]

CLO1
C3

- b. Explain **FIVE (5)** scopes of facility management services that can be provided by facility management company for the hospital.

Terangkan LIMA (5) skop perkhidmatan dalam pengurusan fasiliti yang boleh diberi oleh syarikat pengurusan fasiliti bagi hospital.

[10 marks]

[10 markah]

CLO1
C4

- c. Facility management focuses on quality of services and improving customer orientation. With reference to the above statement, determine the skills required for facility manager.

Pengurusan fasiliti fokus kepada kualiti servis dan memperbaiki orientasi terhadap pelanggan. Merujuk kepada kenyataan ini, tentukan kemahiran yang patut ada bagi seorang pengurus fasiliti.

[10 marks]

[10 markah]

QUESTION 2

SOALAN 2

CLO1
C2

- a. By using an appropriate example, differentiate between core business and non-core business activity for an organization.

Bezakan diantara aktiviti teras dan aktiviti bukan teras bagi sesebuah Organisasi dengan contoh yang sesuai.

[5 marks]

[5 markah]

CLO1
C3

- b. "Built to cater all customers' needs since 2012, Paradigm Mall welcomes you to immerse yourself across 300 outlets that spans over six levels with 700,000 square feet of retail paradise. From amazing dining delights to great entertainment pleasure, to top and trendy fashion highlight and exciting promotions, expect more than just the ultimate in retail therapy"

Based on the above statement , explain the role of a facility manager in achieving the company's business objectives.

"Dibina bagi memenuhi kehendak pelanggan sejak 2012, Paradigm Mall meraikan pelanggan dengan lebih 300 lot kedai dengan keluasan 700000 kaki persegi yang merupakan syurga membeli belah. Bermula dari hidangan makan hinggalah kesgembiraan hiburan, melangkaui ke bidang fesyen yang ternama dan terkini beserta promosi. Ianya lebih dari terapi membeli belah"
Berdasarkan pernyataan diatas, jelaskan peranan pengurus fasiliti dalam mencapai objektif syarikat.

[10 marks]

[10 markah]

CLO1
C4

- c. The effectiveness of the facility management operation depends on the delivery teams and organizational strategies.

Elaborate in depth the strategic facility management strategies for an organization.

Keberkesanan pengoperasian pengurusan fasiliti adalah bergantung kepada pasukan pelaksana dan strategi organisasi.

Huraikan secara mendalam pengurusan fasiliti yang strategik.

[10 marks]

[10 markah]

QUESTION 3

SOALAN 3

CLO1
C2

- a. Explain the concept of outsourcing services in facility management

Terangkan konsep perkhidmatan luar dalam pengurusan fasiliti.

[5 marks]

[5 markah]

CLO1
C3

- b. Elaborate FIVE (5) reasons to outsource service for an organization.

Huraikan LIMA (5) sebab pemilihan penyumberan luar bagi sesebuah syarikat.

[10 marks]

[10 markah]

CLO1
C4

- c. The aim of outsourcing is to ensure that the business or organization is more competitive by staying focused on its core competencies. Explain FIVE (5) common risks during the implementation of out-sourcing.

Tujuan penyumberan luar adalah untuk menjadikan perniagaan atau organisasi lebih berdaya saing dengan tetap memberikan tumpuan kepada kecekapan terasnya. Terangkan LIMA (5) risiko pelaksanaan penyumberan luar.

[10 marks]

[10 markah]

QUESTION 4

SOALAN 4

CLO 1
C3

- a. The policy and procedures for outsourcing services in facility management are divided into three main stages which are sourcing strategy, tender document and tendering process. Choose and interpret FIVE (5) clauses in Service Level Agreement (SLA).

Polisi dan prosedur bagi penyumberan luar dalam pengurusan fasiliti terbahagi kepada tiga peringkat utama iaitu strategi, dokumen tender, proses tender. Pilih dan tafsirkan LIMA (5) klausa perjanjian dalam Service Level Agreement (SLA).

[10 marks]

[10 markah]

CLO1
C4

- b. The facility management department of Hospital Suajaya received complaints regarding their cleaning services. Elaborate how the facility manager can improve their cleaning services. Your explanation must include the cleaning services methods .

Bahagian pengurusan fasiliti Hospital Suajaya menerima aduan ketidakpuasan hati pelanggan bagi kerja pembersihan. Huraikan bagaimana untuk mepertingkatkan perkhidmatan pencucian. Penerangan anda mestilah merangkumi kaedah pencucian.

[15 marks]

[15markah]

SOALAN TAMAT