

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 its 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 managed properly in order to meet the need of the Institution's end-user (Local and International students). This research provides essential concepts 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' requirements and recommend measures necessary to meet the shortfalls of these requirements. 210 questionnaires were administered to seven colleges and quantitative analysis techniques were used in the analysis of the results. The findings show that 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. Findings also show that 55% and 85% of the respondents complained about road signage and catering services. On college facilities, between 58% and 70% of the respondents are satisfied with the college facilities (rooms, desks, beds, sport facilities, parking space). Results indicate that 70% of the respondents complained about the chairs provided in their rooms (not to ergonomic standards). Overall results show 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*
