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**A STUDY ON THE ADMINISTRATION AND FACILITYMANAGEMENT
WITH SPECIAL REFERENCE TO HOSUR PAPERPRODUCTION
INDUSTRIES.**

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ABSTRACT

This article work was based on a study on administration & facility management .The main objectives of this research are to identify the how positive uses include measuring employee needs, obtaining consumers' opinions about the goods and services they receive, assessing employees' attitudes about the workplace, determining employee morale and motivation, assessing turnover intentions, and generating new days of reducing costs and increasing profits of the organization. For this study, the simple random sampling method is to



collect the primary data by using structured questionnaire and the data are analyzed by using statistical tools such as percentage method and chi-square test.

Key words: administration, obtaining consumers', assessing employees', employee morale

CHAPTER I

1.1. INTRODUCTION

Facility Management means all the services provided to the employer for smooth functioning of the organization. It includes Housekeeping, Transport, Electrical Maintenance, Plumbing, Carpentry, Security, Canteen, Building Maintenance, Pest control, Laundry, Travel arrangements, and is in general. Apart from this any work related to employee welfare and administration will fall under facility management. In some organization, statutory compliance with regard to contract labor also comes under facility management. Further interaction with Govt.officials like ESIC, PF, Labour department, Factory inspectorate, Police officials also comes under facility management.

Management services managers plan, coordinate, and direct a broad range of services that allow organizations to operate efficiently. They might, for example, coordinate space allocation, facilities maintenance and operations, and major property and equipment procurement. They also may oversee centralized operations that meet the needs of multiple departments, such as information and data processing, mail, materials scheduling and distribution, printing and reproduction, records management, telecommunications management, security, recycling,

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wellness, and transportation services. Management services managers also ensure that contracts, insurance requirements, and government regulations and safety standards are followed and up to date. They may examine energy consumption patterns, technology usage, and personal property needs to plan for their long-term maintenance, modernization, and replacement.

Specific duties for these managers vary by size of company or office and degree of responsibility and authority. In small organizations, a single administrative services manager, sometimes called an office manager, may oversee all support services. In larger ones, however, there may be several layers of administrative services managers that may specialize in different areas and report to directors of administration, or vice presidents of administration who oversee all administrative services.

The nature of these managerial jobs varies as significantly as the range of administrative services required by organizations. For example, administrative services managers who work as contract administrators oversee the preparation, analysis, negotiation, and review of contracts related to the purchase or sale of equipment, materials, supplies, products, or services. Other administrative services managers handle the acquisition, distribution, and storage of equipment and supplies, while others oversee the disposal of surplus or unclaimed property.

Administrative services managers who work as facility manager's plan, design, and manage buildings, grounds, equipment, and supplies. Increasingly, they develop and implement plans that incorporate energy efficiency into a facility's operations and structures. These tasks

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require integrating the principles of business administration, information technology, architecture, and engineering. Although the specific tasks assigned to facility managers vary substantially depending on the organization, the duties fall into several categories, relating to operations and maintenance, real estate, project planning and management, communication, finance, facility function, technology integration, and environmental factors. Tasks within these broad categories may include space and workplace planning, budgeting, purchase and sale of real estate, lease management, renovations, or architectural planning and design. Facility managers may oversee renovation projects to improve efficiency or ensure that facilities meet government regulations and environmental, health, and security standards. For example, they may influence building renovation projects by recommending energy-saving alternatives or production efficiencies that reduce waste. Additionally, facility managers continually monitor the facility to ensure that it remains safe, secure, and well-maintained. Often, facility managers are responsible for directing staff, including maintenance, grounds, and custodial workers.

Work environment

Administrative services managers spend much of their day in an office, but site visits around the building, outdoors to supervise grounds keeping activities, or to other facilities under their management are common. If overseeing a construction project, travel to the construction site is typical. Technology allows many facility managers to monitor equipment remotely and teleconferencing has reduced the need to travel as frequently to meet with off-site staff and vendors.

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About half of administrative services managers work a standard 40-hour week; most of the remaining workforce work longer hours. However, uncompensated overtime frequently is required to resolve problems and meet deadlines. Facility managers often are “on call” to address a variety of problems that can arise in a facility during nonworking hours.

Education and experience requirements for these managers vary widely, depending on the size and complexity of the organization. In small organizations, experience may be the only requirement. In large organizations, however, administrative services managers may need a bachelor’s degree and appropriate experience.

Education and training

Specific education and training requirements vary by job responsibility. Office managers in smaller operations or lower-level administrative services managers with fewer responsibilities may only need a high school diploma combined with appropriate experience, but an associate degree is increasingly preferred.

In larger companies with multiple locations, equipment, and technologies to coordinate, higher-level administrative services managers need at least a bachelor’s degree. Managers of highly complex services, such as contract, insurance, and regulatory compliance, generally need at least a bachelor’s degree in business administration, human resources, accounting, or finance. Lower-level managers may also need a bachelor’s degree, but related postsecondary technical training may also be substituted for managers of printing, security, communications, or

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information technology. Those involved in building management should take a drafting class. Regardless of major, courses in office technology, accounting, computer applications, human resources, and business law are highly recommended.

Most facility managers have an undergraduate or graduate degree in engineering, architecture, construction management, business administration, or facility management. Many also have backgrounds in real estate, construction, or interior design, in addition to managerial experience. Whatever the educational background, it must be accompanied by related work experience reflecting managerial and leadership abilities. Many administrative services managers obtained their experience by specializing in one area at first, then augmenting their qualifications by acquiring work experience in other specialties before assuming managerial duties.

Managers of property acquisition and disposal need experience in purchasing and sales, and knowledge of the variety of supplies, machinery, and equipment used by the organization. Managers concerned with supply, inventory, and distribution should be experienced in receiving, warehousing, packaging, shipping, transportation, and related operations. Contract administrators may have worked as contract specialists, cost analysts, or procurement specialists.

Other qualifications

Persons interested in becoming administrative services managers should have good leadership and communication skills and be able to establish effective working relationships with many different people, ranging from managers, supervisors, and professionals, to clerks and

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blue-collar workers. They should be analytical, detail-oriented, flexible, and decisive. They must be able to coordinate several activities *and advancement* once, quickly analyze and resolve specific problems, and cope with deadlines

Certification

Most administrative services managers in small organizations advance by moving to other management positions or to larger organizations. The Association of Professional Office Managers offers online training geared towards small businesses that indicate a level of professionalism and commitment to office management.

Advancement is easier in large firms that employ several levels and types of administrative services managers. A master's degree in business administration or a related field can enhance a manager's opportunities to advance to higher-level positions, such as director of administrative services. Some experienced managers may join or establish a management consulting firm to provide administrative management services to other companies on a contract basis.

Advancement of facility managers is based on the practices and size of individual companies. Some facility managers transfer among departments within an organization or work their way up from technical positions. Others advance through a progression of facility management positions that offer additional responsibilities. Completion of the competency-based professional certification program offered by the International Facility Management Association

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can give prospective candidates an advantage. In order to qualify for the Certified Facility Manager (CFM) designation, applicants must meet certain educational and experience requirements. People entering the profession also may obtain the Facility Management Professional (FMP) credential, a stepping stone to the CFM.

Employment change

Employment of administrative services managers is projected to grow by 12 percent over the 2008-18 decade, about as fast as the average for all occupations. Continued downsizing by companies and increasing use of office technology may result in a more streamlined organizational structure with fewer levels of management, reducing the need for some positions. Demand should be strong for facility managers because businesses increasingly realize the importance of maintaining, securing, and efficiently operating their facilities. Cost-cutting measures to improve profitability, streamline operations, and compete globally will continue to be addressed by many organizations, resulting in more firms outsourcing facility management services or hiring qualified facility managers who are capable of achieving these goals in-house.

Administrative services managers employed in management services and management consulting should grow as companies increasingly look to outside specialists to handle a myriad of administrative tasks that have become increasingly complex and expensive. Administrative services managers specializing in contract administration will also be in demand as outsourcing of administrative tasks becomes increasingly prevalent for activities such as food and janitorial



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services, space planning and design, energy, telecommunications, and grounds and equipment maintenance and repair. Other areas that administrative services managers will increasingly plan and coordinate include information technology, data and personal security, records management, wellness, and energy conservation.

Job prospects

Applicants will face keen competition for the limited number of higher-level administrative services management jobs; competition should be less severe for lower-level management jobs. Job prospects will also be better for those who can manage a wide range of responsibilities, than for those who specialize in particular functions. In addition to the new administrative services management jobs due to growth in the occupation, many job openings will stem from the need to replace workers who transfer to other jobs, retire, or leave the occupation for other reasons.

Job opportunities may vary from year to year because the strength of the economy affects demand for administrative services managers. Industries least likely to be affected by economic fluctuations tend to be the most stable places for employment.

Human Resources Management Issues

‘People are our greatest asset’ is a mantra that companies have been chanting for years. But only a few companies have started putting Human Resources Management (HRM) systems

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in place that support this philosophy. There are a number of challenges in the Indian industry which require the serious attention of HR managers to 'find the right candidate' and build a 'conducive work environment' which will be beneficial for the employees, as well as the organization. The industry is already under stress on account of persistent problems such as attrition, confidentiality, and loyalty. Other problems are managing people, motivation to adopt new technology changes, recruitment and training, performance management, development, and compensation management. With these challenges, it is timely for organizations to rethink the ways they manage their people. Managing HR in the knowledge based industry is a significant challenge for HR managers as it involves a multi task responsibility. In the present scenario, HR managers perform a variety of responsibilities. Earlier their role was confined to administrative functions like managing manpower requirements and maintaining rolls for the organization. Now it is more strategic as per the demands of the industry

Managing People



In view of the industry dynamics, in the current times, there is a greater demand for knowledge workers. Resumes abound, yet companies still fervently search for the people who can make a difference to the business. Often talented professionals enjoy high bargaining power due to their knowledge and skills in hand. The attitude is different for those who are taking up responsibilities at a lesser age and experience. These factors have resulted in the clear shift in approach to individualized career management from organization career commitment.

Motivating the Workforce

As the competition is growing rapidly in the global market, a technological edge supported by a talent pool has become a crucial factor for survival in the market. Naturally, as a result every organization gives top priority to technology advancement programs. HR managers are now performing the role of motivators for their knowledge workers to adopt new changes.

Competency Development

Human capital is the real asset for any organization, and this makes the HR role important in recruiting, managing, and retaining the best. The HR department has a clear role in this process and determines the success tempo of any organization. An urgent priority for most of the organizations is to have an innovative and competent HR pool; sound in HR management practices with strong business knowledge.



IJRREM

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Indexed by



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Recruitment and Training

Recruitment has become a major function from an imperative sub system in HR, particularly in the industry. HR managers play a vital role in creating assets for the organization in the form of quality manpower. Attracting new talent also is a top priority for software companies, but less so for smaller companies. Another challenge for HR managers is to put systems in place to make the people a perfect fit for the job. Skill redundancy is fast in the industry. To overcome this problem, organizations give the utmost priority to training and skill enhancement programs on a continuous basis. Many companies are providing technical training to the employees on a quarterly basis. These trainings are quite useful also in terms of providing security to the employees.

The Trust Factor

Low levels of trust inhibit tacit knowledge sharing in the knowledge based industry. It is essential that Our Company takes more initiatives to improve the security levels of the employees.

Work life Balance Factor

Another dimension to the challenges faced by our company is the growing pace of talent acquisition. This aspect creates with it the challenge of a smoother assimilation and the cultural



Indexed by



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ISSN NO (Online)Application No:19702, RNI Application No :2017103794

binding of the new comers into the organization fold. The pressure of delivering the best of quality services in a reduced time frame calls for ensuring that employees maintain a work life balance.

Attrition/Retention of the Talent Pool

One of the toughest challenges for the HR managers in the industry is to deal with the prevalent high attrition levels. Though there is an adequate supply of qualified staff at entry level, there are huge gaps in the middle and senior level management in the industry. Further, the salary growth plan for each employee is not well defined. This situation has resulted in increased levels of poaching and attrition between organizations. The industry average attrition rate is 30–35 per cent and could range up to 60 per cent.

HR managers have to bridge the gap between the demand and supply of professionals. They have to maintain consistency in performance and have to keep the motivation levels of employees high, despite the monotonous nature of work. The same also leads to recurring training costs. Inconsistent performance directly affects revenues. Dwindling motivation levels lead to a loss of interest in the job and a higher number of errors.

1.2. OBJECTIVES OF THE STUDY

- ❖ To find out the facilities given by the management Staff reference to the Company.



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Indexed by



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- ❖ To find out the Effectiveness of motivation given to the staff, working in the organization.
- ❖ To cover and highlights the needs of the staff who are working in the organization
- ❖ To suggest any necessary improvements regarding the facilities given by the organization

1.3.NEED FOR THE STUDY

- Facility management provides a better relationship between the employer & employee
- It helps to know the needs of the employees in organization
- It facilitates the management to easily identify the budget provided to the employees
- It makes the employees work with more enthusiasm
- Management easily could know who are utilizing the travelling facility
- It takes about the extra care given to the employees in the organization
- Facility management improves the morale among the employees & also the good will of the company
- Its reduce the attrition rate in the organization.

1.4. LIMITATIONS OF THE STUDY

- The study is limited only to regional office and therefore the finding of the study cannot be extended to other branches.
- Time and cost are other constraints, the so the study of the sample has been limited to only 50 members.



IJRREM

Tamilnadu -636121, India

Indexed by



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- The information collected by the researcher is based only on the questionnaires and so the study is limited to what is being collected.

CHAPTER II

2.1. RESEARCH METHODOLOGY

This book gives a detailed study on the research methods and techniques. The book gives an idea about the research methodology, research meaning, defining the problem, selection of the problem, sample design, methods of data collection, data analysis etc. This book has helped the researcher in framing the entire report.

Research will often help us reduce risks associated with a new facility, but it cannot take the risk away entirely. It is also important to ascertain whether the research has been complete

A research cannot be conducted abruptly. Researcher has to proceed systematically in the already planned direction with the help of a number of step in sequence. To make the research systemized the researcher has to adopt certain methods. The methods adopted by the researcher for completing the project is called Research Methodology

In other words, Research Methodology is simply the plan of action for a research which explains in detail how data is to be collected, analyzed and interpreted.

Data becomes information only when a proper methodology is adopted. Thus we can say Methodology is a tool which process the date to a reliable information. The present chapter attempt to highlight the research methodology adopted in this project.

RESEARCH DESIGN



Indexed by



Scribd Impact Factor: 4.7317 Academia Impact Factor :1.1610

ISSN NO (Online)Application No:19702, RNI Application No :2017103794

A research design is a arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.

Fundamental to the success of nay research project is the sound research Design a research design is purely and simply the framework and plan for the study that guides the collection and analysis of data. It is a blue print that is followed in completing a study.

TYPES OF RESEARCH DESIGN

There are 3 basis types of research design

1. Exploratory Research Design
2. Descriptive Research Design
3. Experimental Research Design

Out of the research design said above the research design took for the study was Exploratory Research Design

EXPLORATORY RESEARCH DESIGN

The Exploratory Research throws light on defining a problem, in discovering new ideas, and sights deep into the problem at hand.

Importance of Exploratory Research Design

Exploratory study can be used to establish priorities in studying the competing explanation of the phenomenon.

It helps in formulating a problem in terms of problem definition or Hypothesis Data

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Indexed by



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Collection Methods

DATA USED:

Primary data is used to collect the opinion, feeling and attitude of the public.

DATA COLLECTION METHOD:

A survey method has been used to collect the data.

INSTRUMENT USED:

Questionnaire has been use for the purpose of survey and questionnaire is structured one and it consists of multiple choice of question followed by dichotomous question.

PERIOD OF SURVEY:

The duration of the study has been for the two months.

SAMPLING

Sampling may be defined as the selection of some part of an aggregate or totality. On the basis of which a judgment or inference about the aggregate or totality is made. Research conducted by considering only a few units of population is called as Sampling. Sampling is an important and persuasive activity. Sampling technique has got its own Range of advantages

- Reduce cost owing to a study of selected units from the population
- Greater speed is there due to smaller units to be studied
- Greater accuracy is results
- Greater depth of information



IJRREM

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Indexed by



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- Reservation of units for reuse in destructive nature of experiments is possible

METHODS OF SAMPLING

In this study non probability sampling has been adopted. Under the non probability sampling convenience sampling has been taken for the purpose of study.

CONVENIENCE SAMPLING

The sampling units are chosen primarily on the basis of convenience to the researcher is known as Convenience Sampling.

SAMPLE SIZE

One can say that the sample must be an optimum size that it is should be neither excessively large nor too small. Technically, the sample size should be large enough to give a confidence interval of desired width and as such the size of the sample must be chosen by logical process before sample is taken from the universe

Data Collection and Analysis

Exhaustive list of the entire employee is obtained. A sample size of 50 is chosen to be representative of the population (nearly 10%). Sample interval is determined by dividing total no. of employee by the sample size (=18.32).Every tenth individual appearing in the exhaustive list is then selected. Samples drawn are used to collect data pertaining to employees' satisfaction as well as importance towards the 15 attributes listed.

Statistical Tools Used



The statistical tool used to find the stress level among the executives is Random sampling method. Sampling methods are classified as either **probability** or **non-probability**. In probability samples, each member of the population has a known **non-zero probability** of being selected. Probability methods include random sampling, systematic sampling, and stratified sampling. In **non probability** sampling, members are selected from the population in some **non-random** manner.

In **non probability** sampling, the degree to which the sample differs from the population remains unknown. Random sampling is the purest form of probability sampling. Each member of the population has an equal and known chance of being selected. When there are very large populations, it is often difficult or impossible to identify every member of the population, so the pool of available subjects becomes biased.

2.2.REVIEW OF LIERATURE

Facilities Management as an emerging profession in the built environment is receiving due attention in research endeavour. Though the practice of Facilities Management is widely embraced in the developed countries, it is still in its infancy in many developing countries. There are numerous works on Facilities Management as a profession, the organizational structure, operational systems, and other related subjects. There are broad based discussions on Facilities Management operations in the industrial sector, hospitality, health and higher education institutions. In the industrial, hospitality and to a lesser extent in the health sectors operating from multi-sites, the performance of Facilities Management Unit has

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immediate (positive or negative) effects on the particular site and eventually the product(s) of the respective industry as a whole. By contrast, the performance of the Facilities Management Unit in the education industry does not have immediate effects; but its poor performance gradually erodes the credibility of the educational institution over a long period of time if not checked. In the same sense, the development, operation and maintenance of the required support facilities that enable the institution to execute its core functions and achieve its goals require sustained commitment from the Facilities Management Unit, the academics and the administrators of the institution. Therefore, the focus of this section will be on literature that has direct bearing on Facilities Management practice in institutions of higher education and in particular assessing the performance of Facilities Management units in the achievement of the core functions of teaching and research“.

Grimshaw (1999) quoting Donald (1994) says that: “...FM holds the ring between an organization, its employees and its physical space” (Grimshaw, 1999:2). This ring is what Carder (1997) refers to as “the interface between an organizations core business and its physical working environment” (Carder, 1997: 84), and the facilities manager, he referred to as “interface manager” (Carder, 1995 in Carder 1997: 84). The burden of the facilities manager is to develop, operate and maintain standard and functional infrastructure and technology in an environment conducive for the employee to carry out his function in line with the organizations objective. If the dynamics of the workplace interface are to be fully explored, there is need for in-depth research, strategic planning, responding to the changes in the workplace, taking culture and setting into consideration, and facilities managers need to be proactive (Grimshaw, 1999). The

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strength of research is that it “must provide tools which help facilities managers to deal with diversity and uncertainty...”

(Grimshaw, 1999) peculiar to the respective industry to which the research is targeted. The facilities manager, as a manager of change, needs to form a close and cordial relationship with the main actors in the workplace, develop a feedback mechanism as a means of measuring how effective his support service is in enhancing performance in the core functions of the organization. In practice, the structure and functions of a typical Facilities Management Unit reflect the organization it serves.

There is yet no consensus on what could be regarded as the ideal organizational structure or delimitation of the functions performed by a typical Facilities Management Unit. Instead most authors agree that the structure and function of Facilities Management Units are dictated by the type of the organization, the relationship between core and support function, methods of execution of development, operation and maintenance services as well as the Facilities Management Units recognition by senior management. Customers’ satisfaction is central in the assessment of the Facilities Management Units performance of its support services and the review of the relevant literature suggested several tools for these assessments.

The synthesis of the literature consulted, especially those works that have direct information on the operations of Facilities Management Unit in the higher education institution, and the gap observed in the literature is provided in section 2.6. This is followed by a discussion on the focus of the present research. Most of the literature cited is fairly generalized, so



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information about Facilities Management Units in a number of universities was obtained from their respective websites, and therefore has not been subjected to analysis or peer review.

2.1 An overview of Facilities Management

Facilities Management as an emerging profession has been described in several ways. Efforts are still been made to construct a boundary for the activities or functions executed through the 12profession of Facilities Management. Reference will be made to some of the definitions commonly referred to in literature.

Atkin and Brooks (2000) see Facilities Management as: An integrated approach to operating, maintaining, improving and adapting the building and infrastructure of an organization in order to create an environment that strongly supports the primary objectives of that organization (Atkin and Brooks, 2000:1).

The definition of the American Library of Congress provides that: Facility management... is the development, co-ordination and control of the non-core specialist services necessary for an organization to successfully achieve its principal objectives (American Library of Congress, 1989; in Mole, 1993; in Barrett, 1993: 23).

The International Facility Management Association, the parent body of the profession defines it thus: Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology (www.ifma.org/what_is_fm/index.cfm).



Indexed by



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Furthermore, Then (1999) opined that: Facilities management“ (FM) has been described as a hybrid management discipline that combines people, property and process management expertise to provide vital services in support of the organization (Then, 1999: 462).

These definitions reveal that Facility Management performs several sub-functions: its main function is to manage the facilities that support the accomplishment of the core function of the organization it is meant to serve. A further analysis of these definitions suggests that Facilities Management provides a supporting management function to the core business of an organization; concentrates on the area of interface between physical workplace and people (Then and Akhlaghi, 1993; Carder, 1997). The boundary defining the function of Facility Management is still fluid.

2.1.1. Functions of Facilities Management unit.

The functions performed by a typical Facilities Management Unit vary, depending on the size, objectives and core activities of the organization it serves. These functions could be as complex as strategic planning to as menial as cleaning services and a range of activities in between. Price (2003) constructs the boundary thus:

The facility management (FM) industry can basically be divided into three categories: facility managers, specialist consultants and service providers. Facility managers are responsible for particular facilities either for one organization or on behalf of a number of organizations and function largely at a strategic level. Specialist consultants provide targeted expertise in areas as diverse as architectural, structural, fit-out, services and landscape design, cost management, project management, environmental assessment, due diligence, energy planning and dispute



IJRREM

Indexed by



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resolution, and function largely at a tactical level. Service providers include cleaning contractors, insurers, furniture suppliers, security, construction, catering, fleet management and a range of other support services, and function largely at an operational level (Price, 2003; in Best et al, 2003:49).

The above description of the functions of the facility management could be further expanded into four major divisions with multiple sub-divisions to suit the particular needs of the respective organization. The four generic structures and their sub-functions suggested by Barrett and Baldry(2003) are itemized below:

a. Facility Planning

- Strategic space planning
- Set corporate planning standards and guidelines
- Identify user needs
- Monitor space use
- Define performance measure

b. Real estate and building construction

- New building design and construction management
- Acquisition and disposal of sites and buildings
- Negotiation and management of leases
- Advice on property investment
- Control of capital budget



IJRREM

Indexed by



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c. Building Operation and Maintenance

- Run and maintain plant
- Maintain building fabric
- Energy management
- Security
- Monitor performance, supervise cleaning and decoration; waste management and recycling

d. General/office service

- Provide and manage support services
- Office purchasing (stationery and equipment)
- Non-building contract service (catering, travel, etc)
- Housekeeping standards
- Health and safety (Barrett and Baldry, 2003: 48)

The list above is not exhaustive: it shows that the Facilities Management Unit performs different functions to support the core objectives of the particular organization. The development, operation and maintenance of infrastructure and technology are critical support services to the core functions of „teaching and research in higher education institutions. These form the major preoccupation of the Facilities Management Unit in any institution of higher education

CHAPTER III



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FINDINGS,SUGGESTION AND CONCLUSION OF THE STUDY

3.1.FINDINGS

- **68%**of the respondents have expressed that they are extremely satisfactory with working environment,
- **54%**of the respondents have expressed that they are extremely satisfactory with convenient work location
- **58%**of the respondents have expressed that they are extremely satisfactory with recognition the organization is providing for your work accomplished,
- **44%**of the respondents have expressed that they are extremely satisfactory with flexible working,
- **64%**of the respondents have expressed that they are extremely satisfactory with maintenance,
- **74%**of the respondents have expressed that they are extremely satisfactory with facility given by office,
- **44%** of the respondents have expressed that they are satisfactory with interesting and enjoyable work,
- **44%** of the respondents have expressed that they are satisfactory with sense of achievement
- **64%**of the respondents have expressed that they are extremely satisfactory with additional training and education



- 72% of the respondents have expressed that they are extremely satisfactory with job security,
- 50% of the respondents have expressed that they are extremely satisfactory with personal development
- 44% of the respondents have expressed that they are extremely satisfactory with promotional career,
- 60% of the respondents have expressed that they are extremely not satisfactory with the extra benefits provided by organization like gym, facility , LTT,
- 76% of the respondents have expressed that they are extremely satisfactory with food served by canteen
- 44% of the respondents have expressed that they are extremely satisfactory with employee suggestion scheme

3.2.SUGGESTION

1. The organization should keep a track on the staff members to know whether the facilities provided by them are utilized for the relevant purposes & not for their personal uses.
2. Regarding the call centre branch or department the organization should lock the phone lines instead of the phones when a person leaves the seat. Why?
3. To use parental control software to lock the unnecessary websites.
4. To cut costs, the organization can make use of non-conveyance service agreement with regards to the generator.



5. Similarly the organization should make conveyance service agreement with regard to ups, floor cleaning, pest control, building maintenance etc.,
6. The organization should take extra care related to government like electricity , water facility, drainage, etc.,
7. The working environment should be improved to make the staff member feel happier. How and what would be the cost involved?
8. Financial assistance could be designed in such a way so as to improve the facilities given to the employees which in term improves the efficiency of the employees. How?

3.3.CONCLUSION

A study to find out whether the employees are satisfied by the facilities given to them in the organization. The study was carried out by selecting 50 members working in regional office. The data was collected through questionnaire and discussion. The data collected was analyzed based on pre-determine objectives. The analysis helped to come out with the mentioned findings and suggestions. All suggestions are given to regional administrative and facility manager. Hoping that they would incorporate my suggestions, which will raise the satisfaction of the employees.

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