

Assessment of Facilities Management Practices of Public Buildings in Enugu State

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ABSTRACT

Due to dwindling in the management of facilities management of public buildings there is need to develop strategies that will improve the performance of FM in public buildings particularly in Enugu State Nigeria.

One of these strategies is for the Facilities managers to understand properly the role and responsibilities they have in public establishment in Enugu State. These roles begin from the design, construction and operation stage of the building life cycle. Thus, the assessment of facilities management practice in Enugu state was the focus of this research work. There was achieved by setting the following objectives: First to determine the current state and extent of facilities management practice in public buildings in Enugu state, Secondly is to determine the relationship between facilities management practice and facilities management performance of public buildings in Enugu state, thirdly is to determine factors affecting facilities management practice of public buildings in Enugu state and lastly, is to analyze the facilities management practice in public buildings in respect to international best practices. The study population consists of the practicing facility managers, Estate Surveyor and valuer, Building occupants and Professional in the built Environment. Data was collected from primary source through oral interviews and the use of questionnaire while secondary Source was there is no significance on the perception of respondent on the relationship between facilities management practice and facilities management performance of public buildings. The study also revealed that facilities Managers plan ahead for future maintenance majorly through routine checks or through planned replacement. It further revealed that facilities Managers consider work needs in making decisions regarding building audit and that they frequently engage in suitable building practics but sometimes rarely engage in it.

Finally, the study recommended that there should be continuous enlightenment of facilities management in Nigeria, this can be done through seminars, trainings and symposiuna. More resources should geared towards educating student of tertiary institution in facilities management. Facilities management of any building should be considered at the design stage so as to make it more useful/beneficial at the post construction stage. Users satisfaction should be the key behind every facilities management practice. A survey should be conducted at interval to assess the users satisfaction on the facilities management services.

KEYWORDS: *Facilities management practice, Public building Performance, maintenance*

1. INTRODUCTION

Public Buildings are defined as buildings that are accessible to the public and funded from public sources (Van Baren, 2019). They are also buildings consisting of, or containing a theatre, public library, hall or other place of public resort, including schools, educational establishments and places of worship (Uk Building Regulations, 2010). In Nigeria, the National Insurance Act of 2003 (Federal Government of Nigeria, 2017), defined public building as any

building that is not wholly used by the owner for residential purposes. This definition is further broadened to include tenement houses, hotels, residential buildings occupied by tenants, and any other building to which members of the public enter and exit for purposes of recreation, education, or medical care. These definitions establish a wide range of characteristics that set public buildings apart from other construction. Public buildings should typically

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project the character, ideals, and philosophies of the communities they serve. This is critical, as they define the form and landmarks of towns and cities, and are therefore expected to accurately reflect the beliefs, priorities, and aspirations of the people (Serville, 2010). This suggests that the quality of public buildings in a community have a direct bearing on the quality of life of the people, and stand as valid indicators of the level of growth and advancement of the people. This further highlights their importance as not only economic, but social and cultural investments which should function optimally throughout their life span, with minimal downtimes for repairs, rehabilitation, and maintenance. Expectedly, huge budgetary allocations are expended in erecting public buildings, and they should therefore remain in good enough condition for a long period of time, to justify the expenditure.

Public buildings play host to large numbers of persons daily, and are therefore subjected to substantial wear and tear. They should as a result, be designed to withstand high volumes of traffic, and be maintained regularly, to retain them in good condition. Presently, buildings are not constructed to be completely maintenance free. However, ease and frequency of maintenance are important as they determine not only life cycle costs of a building, but also lifespan, fitness for purpose, and overall quality. It is important therefore that buildings are designed to create the right conditions that permit maintenance within reasonable effort and cost.

Facilities Management (FM) is a strategic approach to maintenance where a wide-range of use related functions may be brought together for the benefit of the organization and its employees as a whole. Its emphasis is always on: the management of relationship between people and facilities to achieve the goal of an organization). FM is one of the main approaches adopted by various organizations to realize the goal of meeting customer satisfaction while striving to achieve the objectives of the company.

2. LITERATURE REVIEW

2.1. Concept of Facilities Management

Concept of Facilities Management Practice

Facilities management is a fairly new concept which has evolved as a result of globalization and competition in the business field. Both private and Public Organizations strive to enhance quality and improve performance at work. They focus on a reduction of overheads in an effort to improve their bottom line and their position relative to competitors. These desires have created the need for facilities management.

The use of the term facilities management can be dated to the creation of the facilities management institute of Ann Arbor, Michigan in 1979 and the founding of National (later changed to International) Facility Management Association in 1980.

However, facility management of large and diverse facility has long been practiced by the military government and North American colleges and university campus official, usually under the name of post engineering, public works or plant administration (Cotts, 1999). The term facilities management has been misconstrued by many to mean the management of infrastructures such as telecommunication, equipment's, water, electricity, seems, roads and other services relevant to the use and occupation of buildings, such as lifts and elevators, electricity-generating plants, water reserve and treatment plants, sewage treatment plant etc.

Facilities management entails much more than this, it involves premises policy formulation long range planning, space management building maintenance and day-to-day administration and control of manpower, and related resources (Odiete, 1998). According to David Cotts (1998) facility management is the quintessential business function, affecting not only revenues and costs but production, quality of life for employees, health and safety, the work environment and increasingly, areas such as the ability to recruit and hold employees. The widened view of facilities management have become increasingly important today with changes in organizational structures, corporate styles, technological developments environmental issues, and employment patterns. Thus facility management is far beyond looking after buildings and its facilities.

2.2. Performance Measures of Selected Buildings

The FFC of the USA, in its technical report No. 145 (2001) recommended "Performance Based Approach" and "Balanced Scorecard" as performance measures that can be used to evaluate performance of facilities management, but maintain that the use of performance based approach to facility acquisition and evaluation is a worldwide trend. According to the report, a performance-based approach that could be used to measure the quality of services delivered by facilities management requires the support of individuals or groups, involves the use of scales created by the International Center for facilities (ICF), while the balanced scorecard is a business tool that assesses four categories of performance, financial business process, customer relations, learning and growth.

This is process of evaluating buildings as a financial asset within a portfolio or inventories which the report confirmed to be more difficult.

The scale in reference as approved and published by the American society for testing and materials (ASTM) is known as ASTM standards on whole building functionality and serviceability ASTM (2000). Szigeti et al (2005) described ASTM as methodology and tools that provide a way both to define requirements and to perform building performance evaluation in a structured, calibrated manner so that results can be compared at each phase of the building performance evaluation (BPE).

According to them, the ASTM standard scales include two matched, multiple-choice questionnaires. One questionnaire used for setting work place requirements for functionality and quality describes customer needs (demand) as the core of front end planning. The other, matching is used for assessing the capability of a building or design to meet these levels of need which represents its serviceability. It rates facilities (Supply) in terms of performance as a first step toward outlining certain specification.

According to ASTM (2000) standards, it is a set of scales that form a methodology to:

1. Link real estate decisions to the mission of the organization or to the objectives of the decision-makers
2. Create and use calibrated scales to define requirements (demand) on a wide range of topics and to assess the capability of facilities (supply) to meet these stated requirements at a matching level.
3. Define demand
4. Rate Supply
5. Match demand to supply, and
6. Analyze the gaps

This is the method adopted for the measurement of the quality of services delivered by the selected public buildings within the Enugu metropolis in this study.

In line with the report, an earlier work by then and tan (1988) proposed that facility management practices according to its performance can be grouped under four broad categories or facts of asset performance measures, economic, functional, physical and service performance measures. However, for the selected buildings, the functional and service measures in conformity with the performance based approach in the report is adopted.

Then and Tan, (1988) in their grouping of building performance measures defined functionality and service measures as follows.

A. Functional Metrics: The functional fact of asset performance is principally concerned with management decision that relate to the creation of the desired working environment in line with preferred organizational culture and workplace standards. The objective of measurement here is to ensure conscious alignment in supply of appropriate functional space to anticipated service demands as far as possible.

B. Service Metrics: The service fact of asset performance is principally concerned with decisions and actions relating to quality perception by end-users, in terms of working environment and quality of support services delivery by service providers (facility managers) necessary for the operations of the building assets.

The objective of measurement here is to ensure the non-financial impact of the building facilities on occupants and visitors that is aligned with the core business policies and users expectations, as well as ensuring that business context and organizational culture are appropriately reflected in aspects of service delivery and are aligned with core business requirements.

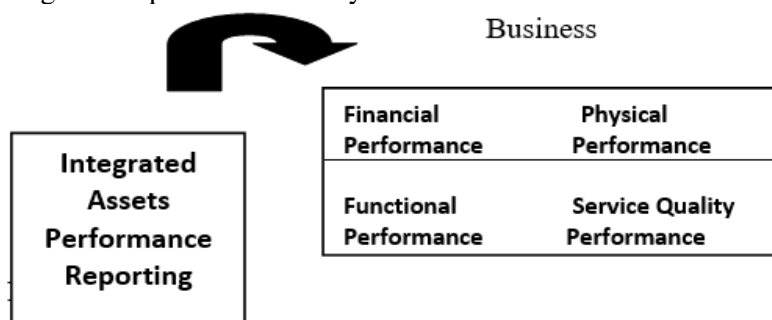


Fig. 2.2: Performance Framework

2.2.1. Facility Management Practice in Public Building

Facility management is of significance to organizations of all forms and, as an emerging discipline it has grown into the target for the major issues of leading worth and customer satisfaction within the management of supporting services. Well-managed service qualify an organization to function at its most efficient and effective level, offering real added value improvement to the organization’s core business and more importantly – cost savings, this is where the concept of facility Management practices comes in (Adewale et al.,2022). With this advantages, it is not sure whether public organization in Enugu are benefiting as such. Whereas public building

like Enugu secretariat complex which hosts the headquarters of public service in Enugu state seems to be significant to effective delivery of public service in Enugu state, likewise Polo Park mall Enugu, Enugu state ministry of land and urban dev. and NYSC Secretariat.

The extent of which the stakeholders are contented with FM service delivery remains unanswered. Yet, the level of satisfaction will suggest how other public properties organization will embrace FM. It is also unsure the type of challenge that FM delivery in such organization is encountering. This is because identifying the challenges and possible solutions will assist the professional body in Nigeria to develop appropriate practice for local economy.

3. RESEARCH METHODOLOGY

The study adopted both primary and secondary sources of data. Primary data were generated through the use of well structured questionnaire designed specifically for the study. The questions in the questionnaire are based on the key variable highlighted in the literature review and the research questions. The questionnaire was distributed to facilities managers, Estate Surveyor and Valuers and professionals in the built Environment in the public buildings in Enugu State.

Secondary data were retrieved through Textbooks, periodicals, magazines, Journals, Internet Sources, Officials publications, Periodicals, Officials gazettes etc.

Table 4.1: Questionnaire Distribution in the Study Area

Professionals	No. distributed	No. Returned	Percentage returned (%)	No. not returned	Percentage not returned (%)
Registered estate surveyors and valuers	45	38	84.4%	7	15.6%
Building users	85	70	82.4%	15	17.6%
Professionals in built environment	55	52	94.5%	3	5.5%
Total	185	160	86.5%	25	13.5%

Source: Researcher's Field Data (2023)

From the Table 4.1, the percentage of the questionnaire returned by respondents is 86.5%. However, Mugenda and Mugenda (2003) explained that response rate of 50% is adequate for analysis and reporting. Therefore, the respond rate of this study is adequate as they exceed the average percentage in accordance to Mugenda and Mugenda (2003) postulation.

3.1. Respondents Characteristics

In other to understand the background of respondents that participated in the questionnaire exercise, the frequency and percentage representation of the respondents' gender, age, educational qualification, category of respondent, were computed using SPSS and presented in Table 4.2, 4.3 and 4.4.

Table 4.2: Distribution of Respondent's Characteristics.

Variables		Frequency	Percent	Cumulative Percent
Gender	Male	115	71.9	71.9
	Female	45	28.1	100.0
	Total	160	100.0	
Age	25-30	54	33.8	33.8
	31 - 50	66	41.3	75.0
	51 & Above	40	25.0	100.0
	Total	160	100.0	
educational qualification	HND	33	20.6	20.6
	BSc	13	8.1	28.7
	MSc	54	33.8	62.5
	MBA	60	37.5	100.0
	Total	160	100.0	
category of respondent	Facilities Manager	38	23.8	23.8
	Property User	70	43.8	67.5
	Professionals in built environment	52	32.5	100.0
	Total	160	100.0	

Source: Researcher's field survey 2023.

Table 4.2 reveals the characteristics of Respondents that responded to the questionnaire of this study. Result of Table 4.2 shows that the Gender which participated most in the exercise was male with a total frequency of 115 (97.9%). The result also reveals that the age range of the respondents that participated most in the questionnaire exercise are people between the ages of 25-30 years (33.8%) followed by 31 – 50 years (41.3%) then finally 50 and above years which has (25.0%). Furthermore, the result shows that the academic qualification of respondents, those with HND were 33 (20.6%), BSc were 13 (8.1%), MSc were 54 (33.8%) and MBA were 60 (37.5%). Finally, the category of respondent were facilities manager (23.8%), Property users 43.8%), and Professionals in built environment (32.5%). All the participants are domicile at Enugu State, Nigeria.

TABLE 4.3: Respondents' Information on the Field Of Study

Variable	Frequency	Percent	Cumulative Percent
How timely does FM Manager respond to faults?	within 1 – 5 years	24	15.0
	within 2 weeks	56	35.0
	after months	61	38.1
	Never	19	11.9
	Total	160	100.0
Evaluate management care for this facility	Very high	41	25.6
	Satisfactory	84	52.5
	Fair	28	17.5
	Poor	7	4.4
	Total	160	100.0
Do you have a premises maintenance policy for this organization?	Yes	69	43.1
	No	91	56.9
	Total	160	100.0
How many building users do you have?	1-10	8	5.0
	11-20	88	55.0
	21-50	64	40.0
	Total	160	100.0
In what ways do you plan ahead for future maintenance of Facilities in this property?	Budgeting	15	9.4
	Thorough routine checks	86	53.8
	Thorough planned replacement	59	36.9
	Total	160	100.0
How often do you assess the level of occupant's satisfaction with your services?	Very often	78	48.8
	Often	66	41.3
	Rarely	16	10.0
	Total	160	100.0
Does the facility manager consider your work needs in making decisions regarding the building audits?	Yes	102	63.7
	No	58	36.3
	Total	160	100.0
how frequent does FM manager engage in suitable building practice	Frequent	91	56.9
	Rarely	45	28.1
	Never	24	15.0
	Total	160	100.0
Do you have an organized computer network system?	Yes	123	76.9
	No	37	23.1
	Total	160	100.0
Which among these facilities management best practice is the facility manager good at?	Scheduling	87	54.4
	Budgeting	36	22.5
	Records	37	23.1
	Total	160	100.0

Source: Researcher's field survey 2023.

Table 4.3 reveals that Facilities Manager respond to faults mostly after months (38.1%) while some Facilities Manager respond within 2 weeks (35.0%), finally, others respond within 1 – 5 years (15.0%) whereas some do not at all (11.9%). In the same vein, evaluating management care for facilities shows that it was satisfactory 84 (52.5%), and very high 41 (25.6%). On the issue of maintenance policy, the findings shows that most premises do not have maintenance policy (56.9%) while few have the policy (48.1%), and the maximum building users for each organization is within 11 – 20 (55.0%) seconded by 21 – 50 users with percentage of (40.0%).

The findings also reveal that Facilities Manager plan ahead for future maintenance is majorly through routine checks (53.8%) or through planned replacement (36.9%). Finally, on the aspect of assessing the level of occupant’s satisfaction with services, the finding shows that the exercise is performed very often (48.8%) and sometimes often (41.3%).

The study reveals that Facilities Management consider work needs in making decisions regarding business audit (63.7%) and that they frequently engage in suitable building practice (56.9%) and sometimes rarely engage in it (28.1%). Finally, the findings shows that the organization have an organized computer network system with frequency of 123 ((76.9%) and that the best practice the FM is food at are scheduling with frequency of 87 (54.4%), Records 37 (23.1%) and Lastly Budgeting with frequency of 36 (22.5%).

3.2. Current State and Extent of Facilities Management Practice in Public Building in Enugu State

Table 4.4 will present the respondents perception on the current state and extent of facilities management practice in public building in the state in frequency and percentage of acceptance to illicit their knowledge.

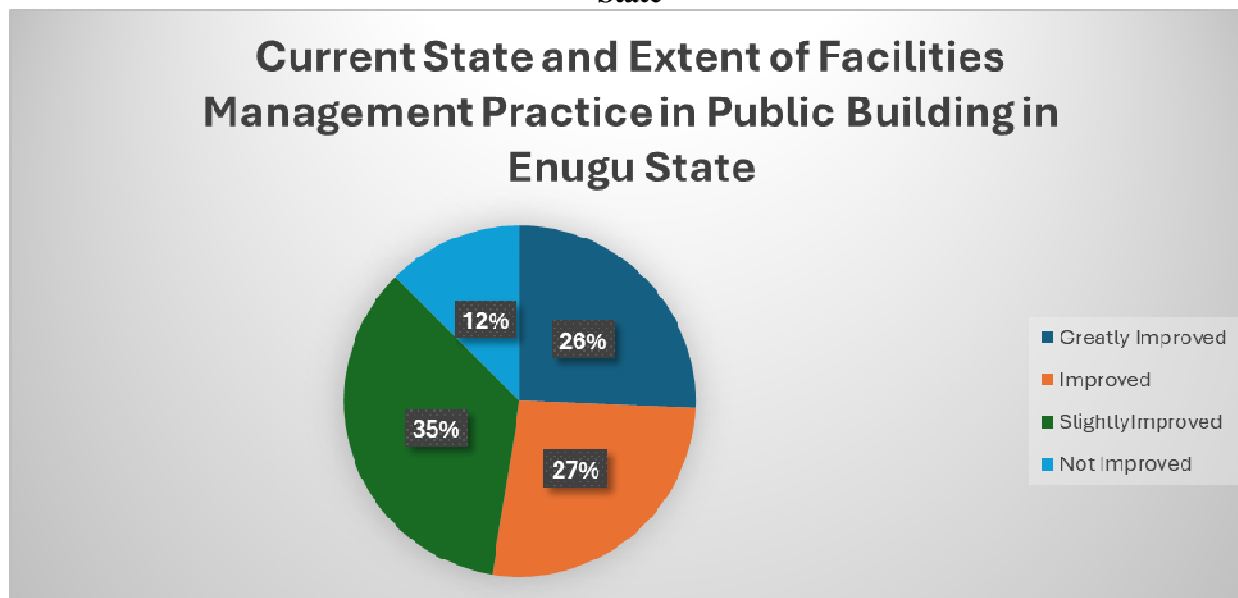
Table 4.4 What is the Current State and Extent of Facilities Management Practice in Public Building in Enugu State?

Variable	Frequency	Percent	Cumulative Percent
Greatly improves	41	25.6	25.6
Improved	43	26.9	52.5
Slightly improved	56	35.0	87.5
Not Improved	20	12.5	100.0
Total	160	100.0	

Source: Researcher’s field survey 2023.

From the table, the current state and extent of facilities management practice in public building has slightly improved with frequency of 56 (35.0%), improved in some locations 43 (26.9%) and improved greatly 41 (25.6%) while some do not at all. The summary of the response is presented in chart 1 below.

Chart 1: Current State and Extent of Facilities Management Practice in Public Building in Enugu State



Source: Researchers’ field survey 2023

Table 4.5 Projection to the future of facilities management practice in Enugu and other factors.

Variables		Frequency	Percent	Cumulative Percent
What is your projection as to the future of facility management practice in Enugu?	Very Good	61	38.1	38.1
	Good	83	51.9	90.0
	Fair	16	10.0	100.0
	Total	160	100.0	
Holistic meaning of Facilities Management practice	Management of people	29	18.1	18.1
	Management of property	56	35.0	53.1
	Management of process	47	29.4	82.5
	A discipline that combines people in support of the organization	28	17.5	100.0
	Total	160	100.0	
Facility management contribute to public building performance	very relevant	48	30.0	30.0
	Moderately Relevant	101	63.1	93.1
	Rarely Relevant	11	6.9	100.0
	Total	160	100.0	

Source: Researcher's field survey 2023.

Considering the perception of respondents as presented in table 4.5 on the projection to the future of facilities management practice in Enugu, the result shows that it has a great projection as it was rated good with frequency of 83 and very good 61 with percentage of 51.9% and 38.1% respectively. Similarly, the respondent posited that the holistic meaning of facilities management practice is the management of properties which was rated with 56 (35.0%). Finally, facilities management has some contributions to public building performance as it was posited by respondents that it is moderately relevant with frequency of 101 with percentage of 63.1%.

3.3. Relationship between Facilities Management Practice and facilities management Performance of public buildings in the study area

Table 4.6 reveals the respondent's perception on Relationship between Facilities Management Practice and facilities management Performance of public buildings in the study area. It presents the Mean item score of the respondent, which represent their knowledge of the 4-item test (variables) and also the group Mean of the 3respondent which is the bases for deciding their perception on the Relationship between Facilities Management Practice and facilities management Performance.

Table 4.6 What are the relationship between Facilities Management Practice and facilities management Performance of public buildings in the study area?

Variable	Property User Mean	Professionals in built environment Mean	Facilities Manager Mean	Group mean	Ranks
Both are intentional about achieving building longevity	3.26	3.19	3.21	3.22	2
Both are Intentional about User Satisfaction	3.26	3.17	3.23	3.22	2
Both are Intentional about monitoring Progress and Driving change	3.29	3.16	3.25	3.23	1
Both are Unintentional about repairs and maintenance policies.	2.97	2.74	2.94	2.88	4

Source: Researcher's field survey 2023.

Table 4.6 shows 4relationship between Facilities Management Practice and facilities management Performance of public buildings in the study area. The results in Table 4.6 ranked the mean item scores. The result presented in Table 4.6 reveals aggregated mean for the respondents with Both are Intentional about monitoring Progress and Driving changeranked 1stwith mean (3.23). Also, both are intentional about achieving building longevity, and both are Intentional about User Satisfactionranked 3rd as a tie with mean (3.22). Finally, both are Unintentional about repairs and maintenance policies ranked 4th with mean (2.88).

Table 4.7: what extent has the facility manager performed as regards to user satisfaction?

Variable	Frequency	Percent	Cumulative Percent
what extent has the facility manager performed as regards to user satisfaction	Satisfactory	38	23.8
	Non-Satisfactory	22	13.8
	Moderately satisfactory	40	25.0
	Extremely satisfactory	60	37.5
	Total	160	100.0

Source: Researcher's field survey 2023.

Table 4.7 reveals the extent of Facilities Managers' performance regarding Users satisfaction. It shows that their performance is extremely satisfactory as it has a percentage of 160 (37.5%) while some respondent related that it is moderately satisfactory with a frequency of 60(25.0%).

3.3.1. Kruskal Wallis H-Test for significant variation among the perceptions of the relationship between Facilities Management Practice and facilities management Performance of public buildings among respondents.

The Kruskal Wallis H-Test was used to determine if the first hypothesis of this study (There is no significant variation in the perceptions of the relationship between Facilities Management Practice and facilities management Performance of public buildings among respondents.) is to be accepted or rejected. Table 4.8 show the result of the test.

Table 4.8: Test for significant variation among the perceptions of the relationship between Facilities Management Practice and facilities management Performance of public buildings among respondents.

Professionals	N	Mean rank	Chi-square	Df	P-value	Rule	Decision
Property User	4	9.00	3.860	2	0.145	P-value > 0.05 accept H ₀₃ hypothesis	Accepted
Property User	4	4.00					
Property User	4	6.50					

Source: Researcher's field survey 2023.

The table shows the mean rank of 3respondents as 9.00, 4.00 and 6.50 respectively. The table further shows that there is no significant variation among the three groups of respondent of this study on relationship between Facilities Management Practice and facilities management Performance of public buildingsas the P-value 0.145 is greater than the critical value 0.05. Thus, the null (H₀₁) hypothesis is accepted. This implies that the respondents are in agreement with the relationship between Facilities Management Practice and facilities management Performance in Enugu State.

3.4. What are the Factors Affecting Facilities Management practices of public Building in the study area?

Table 4.9 reveals the respondent's perception on Factors Affecting Facilities Management practices of public Building. It presents the Mean item score of the respondent, which represent their knowledge of the 11-item test (variables) and also the group Mean of the 3 respondent which is the bases for deciding their perception on the Factors Affecting Facilities Management practices of public Building.

Table 4.9 Factors Affecting Facilities Management practices of public Building

Variable	Property User Mean	Professionals in built environment Mean	Facilities Manager Mean	Group mean	Ranks
Insufficient funding	3.32	3.27	3.39	3.32	11
Inadequate facility usage information	3.42	3.34	3.46	3.41	6
Poor handling and misuse	3.42	3.39	3.54	3.45	3
Low technical knowhow	3.66	3.73	3.48	3.62	1
Insufficient FM personnel	3.32	3.27	3.39	3.33	9
Age of the building	3.42	3.34	3.46	3.41	6
Overcrowding in the building	3.42	3.39	3.54	3.45	3
Inadequate FM personnel skill level	3.66	3.73	3.48	3.62	1

Problem of policy implementation	3.32	3.27	3.39	3.33	9
Lack of maintenance information manual to user	3.42	3.34	3.46	3.41	6
Corruption	3.42	3.39	3.54	3.45	3

Source: Researcher's field survey 2023

Table 4.9 shows 11 Factors Affecting Facilities Management practices of public Building in the study area. The results in Table 4.9 ranked the mean item scores. The result presented in Table 4.9 reveals aggregated mean for the respondents with the low technical knowhow, and inadequate facilities management personnel ranked 1st as a tie with mean (3.62). Poor handling and misuse, corruption, and overcrowding in the building ranked 3rd as a tie with mean (3.45). Also, age of the building, lack of maintenance information manual to user and inadequate facility usage information ranked 4th as tie with mean (3.41). Similarly, problem of policy implementation, and insufficient FM personnel ranked 9th as ties with mean (3.33), finally, insufficient funding ranked 11 with mean 3.32.

3.5. What are the facilities management practice in public buildings with respect to international best practice?

Table 4.10 reveals the respondent's perception on facilities management practice in public buildings with respect to international best practice. It presents the Mean item score of the respondent, which represent their knowledge of the 14-item test (variables) and also the group Mean of the 3 respondent which is the bases for deciding their perception on the facilities management practice in public buildings with respect to international best practice.

Table 4.10 Facilities Management practice in public buildings with respect to international best practice

Variable	Property User Mean	Professionals in built environment Mean	Facilities Manager Mean	Group mean	Ranks
Manage Risks and return	3.32	3.27	3.39	3.32	11
Non – Maintenance of Building	3.42	3.34	3.46	3.40	7
Establish Assets Inventory	3.42	3.39	3.54	3.44	4
Encourage Decoration in Buildings	3.66	3.73	3.48	3.63	1
Leverage on Technology & Predictive Analytics	3.32	3.27	3.39	3.32	11
Implement Preventive Maintenance Plan.	3.42	3.34	3.46	3.40	7
Operate alone without team structure	3.42	3.39	3.54	3.44	4
Manage Risks & Returns	3.66	3.73	3.48	3.63	1
Digitalize & Automate in FM operations	3.32	3.27	3.39	3.32	11
Ignore a Customized FM Approach	3.42	3.34	3.46	3.40	7
Improve space utilization in the workplace	3.42	3.39	3.54	3.44	4
Enable Mobile Access	3.66	3.73	3.48	3.63	1
Ignore the building users complains	3.32	3.27	3.39	3.32	11
Set and manage team structure	3.42	3.34	3.46	3.40	7

Source: Researcher's field survey 2023.

4. SUMMARY OF FINDINGS

This chapter summarizes the results of the assessment of FM practice in selected public buildings in Enugu State.

The survey findings revealed that FM practice in Enugu state is achieving its goal in term of performance as shown in Fig 2:1 where we saw the

diverse roles FM managers play in different stages of the project design.

In the course of this study, we understood the vital role FM managers plays and the need for facilities management in public building in Enugu state which includes enhancing the cleanliness of the property, orderliness, safety, data compilation, analysis and also to help extend the useful life of the building.

Moreso, an assessment was also carried out on the level of Effectiveness of FM managers service in Enugu, and result shows that a four step benchmarking tools should be adopted in other to achieve this as seen in Fig 2:3.

Furthermore, this project research was able to identify factor that limits / affects the seamless performance of FM management services in public buildings in Enugu which includes Technology, health, safety, customers demand and preferences and so on.

In other to curtail these limitations, a universal acceptable FM best practice was profound as a remedy to the above challenges.

5. Conclusion

The practice of facilities management has revealed over the years from what used to be described as estate management to an all-embracing wide range of service provision which includes financial management, human resources management, health and safety, contract management, in addition to building maintenance, soft services (e.g. cleaning and security) and utilities supplies.

Though maintenance culture has always been low in Nigeria, the profession of FM is seeking to change all that by making sure, that public buildings are well maintained, managed and taken care of in other to improve its life cycle. As shown in Fig 2.2, facilities management is here to stay and has been a blessing to our society at large. The building landscape of a country is what determines its level of success. A shabbily and ugly looking building landscape speaks of a countries backwardness. And this often results from poor maintenance and management. But where a proper maintenance is put in place a country can raise its shoulders and be counted as a successful country/economy. So far, facilities managers are doing a good job and they should be encouraged. Government should pass a facility management bill especially as regards public buildings which largely forms the bigger part of our countries landscape. By doing that, all government owned buildings will be controlled by a maintenance code that will empower

them to ensure that public buildings are well taken care of.

Sustainable building practices are an aspect of FM which must not be left out. It changes the whole building approach to design, construction and operation which brings about financial, environmental and social benefits to both the facilities manager and its stakeholder.

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