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A study on facility management system in Indian perspective

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Abstract

This paper aims to highlight the future scope of the Facility Management System from an Indian Perspective. The current research paper focused on facility management systems concerning sports clubs in India. This research paper was trying to find out the lacuna in the industry of facility management and tried to make some concrete solutions to cope with problems laid down in the FM industry. In this technological era mostly, industries are working with technology or in a planned working system so that they can save time as well as provide systematic solutions. This paper will help to increase customer walk-ins with more satisfaction. Based on previous research and responses collected from a simple convenience method of sampling through a systematic questionnaire. The researcher analyses the data with the SPSS tool and applied it with a correlation statistical method. Paper found that according to 7 decided attributes i.e., the satisfaction of club members, awareness of FM/Tried Service Providers, Security and safety, food court, entertainment, and other services, cleanliness and ambiance, updated equipment supportive staff & assistance, and renewal charges, membership fee & Grievance settlement. The findings of the research paper show relationship between various attributes and it will help to understand the future scope of this research paper as well as opportunities to build strong FM services in the existing system. Results will help many scholars in the same field, academicians, and people belonging to the service industry. We can conclude that there is a lot of opportunity in the field of facility management systems, that we may utilize with the help of third parties service provider or/ and our own through developing FM in the existing service system.

Keywords: Facility management service, sports club, quality service, customers' satisfaction, knowledge, consumers' perception

Introduction

The facility Management system is nothing but a process to provide a picture of the internal service management system which is provided by the industries to their customers. Previous scholars already said about it, and here researcher mentioned a few of them. Facility Management applied in the field of the Real Estate Industry, despite the massive challenges encountered in previous years, still, plays an important role in the economy globally [2]. They focused on the strategic side of the FM and how it will help value creation in real estate.

Key Factors come under Facility Management

Cleaning Services: This research study is based on the facility management services system available in sports clubs in India. Cleaning is the key factor that influences members to re-pay the membership fee and take the benefits of the club. Most important are aroma, internal environment, interior, and cleanliness at the club. Today's people are very concerned about their health and hygiene as well as they are aware of the merits and demerits of proper cleanliness. On the other side, the manager/ owner of the club also makes sufficient efforts to clean floors, gadgets, equipment, etc. nowadays clubs take feedback from their clients to reduce their problems and try to increase their comfort level.

Support Services: presently, such services are provided by a separate entity to the various organizations, which we call third-party services. Now it's a trend to avail such services from the outsiders on decided remuneration. The facility was looked at by the facility manager who

tried to maintain the client's satisfaction. Day to day services comes under this category of services. Services like- in-house staff, Janitorial services, Grounds maintenance, landscaping, private security services, Waste management services, Seasonal service providers, and Tradespeople and craftspeople.

Assistance at Gym: people generally take the gym as a club, and managers are responsible to provide all assistance to their clients during gym timings. Based on their services, clients create word-of-mouth publicity and it helps to create a favorable image in the market.

Security Services: security service is a part of the support system. Clubs appoint their security people at the club or they mostly hire people from facility management providers'. Nowadays most companies establish themselves as facility managers providing food, water, cleaning, and security guards for various organizations.

Diet plan assistance: As we can see now everyone is conscious about health and diet in this rearmost gyms are providing diet plans to their members. Even studies can show that many of the cubs are appointed to nutrition at the club.

Ambiance: people come to the gym to do exercise, for relaxing, and for feeling better with some physical and mental movements. In this situation, the internal environment plays a vital role to create a soothing atmosphere.

Equipment's Knowledge: this is the basics of facility providers that they should assure the attendants regarding knowledge of equipment and correct use of it, so they can efficiently assist the members as required.

Here is a list of some of the things a facility manager is responsible for:

1. Source new contracts and provide services for the function like- catering, cleaning, parking, security and technological, etc.

2. Publicity of business and measures to improve business and improve techniques for the cost-effectiveness of the facility.
3. Supervise with team members from time to time and check the efficiency of staff members.
4. To ensure facilities are well maintained and give assurance to clients regarding high maintenances of quality services.
5. Proper handling in case of any emergency occurred.
6. To manage budgets.
7. To ensure facilities that meet compliance standards and Government regulations.
8. To forecast future business.
9. Try to build new projects, renovations, and refurbishments.
10. Make maintenance reports.

Some of the qualities needed for expert facilities management include:

1. Should have good communication skills.
2. Ability to make healthy relationships and maintained them in long run.
3. Quality to prioritize tasks and should be multi-tasking.
4. Time management skill.
5. Ability to work with team, leadership quality and self-motivated by nature.
6. Should have negotiable skills.
7. Proactive and deep thinker.
8. Passionate about work.

The objective of the Study

1. To find out facilities and quality of services available at sports clubs.
2. To find out the role of third-party FM providers.
3. To analyse the opportunities and future perspectives of the FM system in India.

The hypothesis of the Study

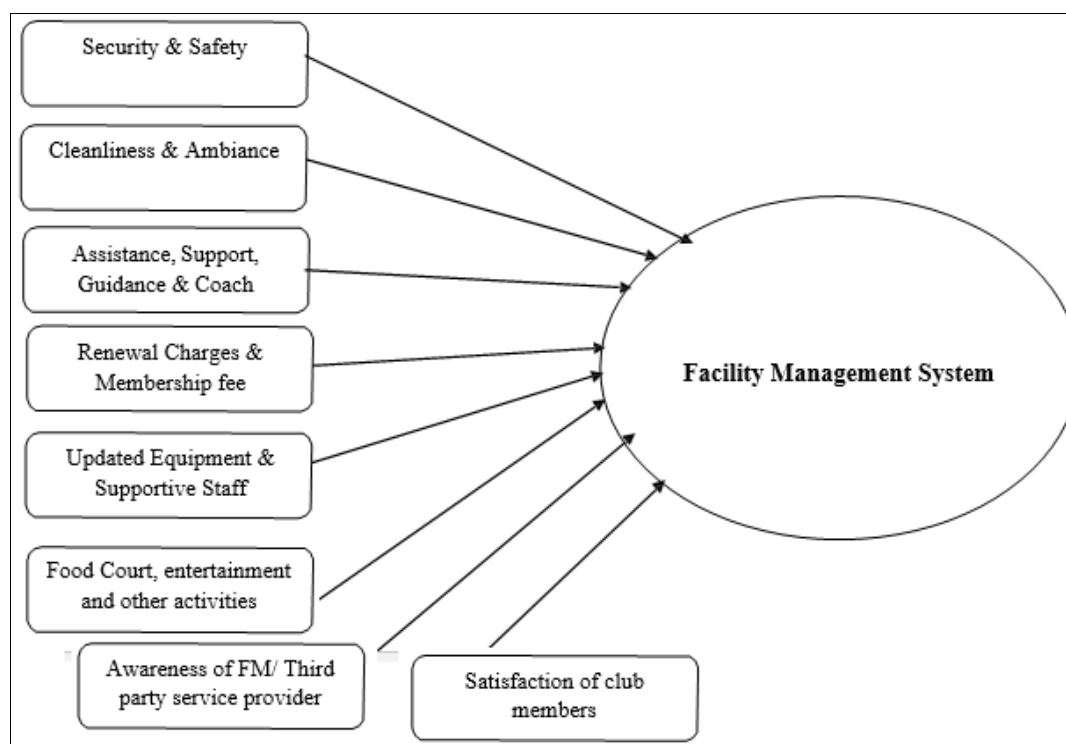


Fig 1: Model for Facility Management System

H₀: There is no significant relationship between facilities provided available at the club and the renewal of memberships

H₀: There is no significant importance of services provided by third-party institutions and by the club there own

H₀: There is no impact on services currently available and the future growth of the clubs

Research Methodology

This research paper studied the existence of Facility Management and its future for sports clubs in India. Responses were collected from existing members in sports clubs in various cities in India. Responses were collected from a structured questionnaire that was based on five points Likert scale-based statements. 300 questionnaires distributed to club members with the help of clubs; where club managers/owners are ready to assist in the completion of this research paper. 267 complete questionnaires were received by the researcher and taken this figure as a sample size for further research. All the above-mentioned attributes are considered by the researcher for this study. These are the attributes that tell us about the role of FM concerning sports clubs.

Analysis and Interpretation of Data

H₀: There is no significant relationship between facilities provided available at the club and the renewal of memberships

The correlation table resulted in value shows that there is a positive correlation between membership fees and facilities. According to the satisfaction level of the existing members, managers are planning to provide the facility expected by the members. The statement “I am used to availing services from the sports club”, “I am highly satisfied by the internal environment at the gym”, and “food court facility”, first aid facility, various activities, and safety are the major attributes that help to measure the correlation between membership fee and facilities. Value from the correlation table for the first H₀ is 0.00 significant at the level of .005 for the first four statements are significant. Hence, we can conclude that there is no significant relationship between facilities provided available at the club and the renewal of memberships accepted. So, it is showing that facilities are separate and membership fees are the separate attribute to make any perception for the club regarding facility management services.

Table 1: Attributes related to facilities and membership fee

Descriptive Statistics			
	Mean	Std. Deviation	N
Renewal Charges, Membership Fee & Grievance Settlement	12.52	.501	267
Awareness of FM, Third Party Service Providers	12.56	1.502	267
Safety & Security	8.52	.501	267
Food Court, Entertainment, and Other Services	10.56	1.502	267
Cleanliness and Ambience	7.34	1.123	267
Updated Equipment, Supporting Staff	15.08	2.002	267

Table 2: Results from correlation analysis statistical

		X7	X2	X3	X4	X5	X6
Renewal Charges, Membership Fee & Grievance Settlement	Pearson	1	1.000*	1.000*	1.000**	.081	1.000*
	Correlation		*	*			*
	Sig. (2-tailed)		.000	.000	.000	.186	.000
Awareness of FM, Third Party Service Providers	Pearson	1.000**	1	1.000*	1.000**	.081	1.000*
	Correlation			*			*
	Sig. (2-tailed)	.000		.000	.000	.186	.000
Safety & Security	Pearson	1.000**	1.000*	1	1.000**	.081	1.000*
	Correlation		*				*
	Sig. (2-tailed)	.000	.000		.000	.186	.000
Food Court, Entertainment and Other Services	Pearson	1.000**	1.000*	1.000*	1	.081	1.000*
	Correlation		*	*			*
	Sig. (2-tailed)	.000	.000	.000		.186	.000
Cleanliness and Ambience	Pearson	1.000**	1.000*	1.000*	1.000**	.081	1.000*
	Correlation		*	*			*
	Sig. (2-tailed)	.000	.000	.000		.186	.000
Safety & Security	Pearson Correlation	.081	.081	.081	.081	1	.081
	Sig. (2-tailed)	.186	.186	.186	.186		.186
Food Court, Entertainment and Other Services	Pearson	1.000**	1.000*	1.000*	1.000**	.081	1
	Correlation		*	*			
	Sig. (2-tailed)	.000	.000	.000	.000	.186	

** . Correlation is significant at the 0.01 level (2-tailed).

b. List wise N = 267

H₀: There is no significant importance of services provided by third-party institutions and by the club there own.

Results from the calculation show that the value of standard deviation is high for the statement “I feel that facilities at Club are functional in every required aspect (including economical, room temperature, lighting, aroma, guidance, and

assistance)” and have maximum frequency; that means most of the members believe that they found a quality of facility regarding functions of the club. Value from descriptive statistics table is resulted value is 1.502 and mean value is 12.56 shows that only approx. 6% is aware of such a facility. So, there is huge scope and opportunity to capture a big market through aware people.

Table 3: Attributes related to Awareness of FM

Descriptive Statistics	N	Mean	Std. Deviation
Awareness of FM, Third Party Service Providers	267	12.56	1.502
Valid N (list wise)	267		

H₀: There is no impact on services currently available and the future growth of the clubs

From the tabulated value it shows that the 3.504 standard value is the top higher side and shows the satisfaction of club members it is a positive symbol to boot ourselves and provide quality FM services. Hence, we can conclude that there are

opportunities to grow in the future compared to the current situation. The P-value for the four statements is found significant at the level of 0.05 level of significance. Hence it shows that rejects the null hypothesis and concludes that it doesn't matter which kind of services clubs are providing and it helps to build a good image in near future.

Table 4: Descriptive analysis of Attributes related to current and future growth of Clubs

Descriptive Statistics			
	Mean	Std. Deviation	N
Renewal Charges, Membership Fee & Grievance Settlement	12.52	.501	267
Awareness of FM, Third Party Service Providers	12.56	1.502	267
Safety & Security	8.52	.501	267
Food Court, Entertainment, and Other Services	10.56	1.502	267
Cleanliness and Ambience	7.34	1.123	267
Updated Equipment, Supporting Staff	15.08	2.002	267
Satisfaction of Club members	27.64	3.504	267

Table 5: Results from Correlation analysis

Correlations								
		X7	X2	X3	X4	X5	X6	X
Renewal Charges, Membership Fee & Grievance Settlement	Pearson	1	1.000**	1.000**	1.000*	.081	1.000*	1.000**
	Correlation				*		*	
Awareness of FM, Third Party Service Providers Safety & Security	Pearson	1.000**	1	1.000**	1.000*	.081	1.000*	1.000**
	Correlation				*		*	
Food Court, Entertainment and Other Services Cleanliness and Ambience	Pearson	1.000**	1.000**	1	1.000*	.081	1.000*	1.000**
	Correlation				*		*	
Updated Equipment's, Supporting Staff	Pearson	1.000**	1.000**	1.000**	1	.081	1.000*	1.000**
	Correlation					.186	.000	.000
Awareness of FM, Third Party Service Providers Safety & Security	Pearson	.081	.081	.081	.081	1	.081	.081
	Correlation	.186	.186	.186	.186		.186	.186
Food Court, Entertainment and Other Services	Pearson	1.000**	1.000**	1.000**	1.000*	.081	1	1.000**
	Correlation	.000	.000	.000	.000	.186		.000
Updated Equipment, Supporting Staff	Pearson	1.000**	1.000**	1.000**	1.000*		.081	1.000*
	Correlation				*			*
Supporting Staff	Pearson	.000	.000	.000	.000	.186		.000
	Correlation							

** Correlation is significant at the 0.01 level (2-tailed).

b. List wise N=267

Findings & Conclusion

The above studies show that there is huge scope and opportunities in the market for the growth of the Facility Management system. Currently, members are aware of the kinds of services hired by the organization from the third parties but when we are talking about the non-members, they don't have much knowledge about this system. Researchers conclude that; this is a big opportunity for the small as well as big club owners that they must include planned, structured

and required facility management system within the organization for smooth functioning of the clubs.

Future scope of the study

This research paper provides basic information regarding the facility management system in India. It covers a very vast area to know about the current and future scope of facility management. Hence, the study will help the students, researcher, academics as well non-academics regarding

opportunities in prospects.

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