



## Facilities Management Business Opportunities

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**Abstract:** Facilities management is a profession that has an enormous scope of business opportunities; facility management (FM) has become one of the fastest-growing sectors in the recent decade. On the other hand, FM's scope and identity is a heterogeneous field of work that involves a wide range of tasks, responsibilities, and knowledge. The aim of this study is to explore the facilities management business opportunities; the study employed a systematic and intensive literature review to achieve the aim of the study. 93 numbers journals related to the subject study was collected and screened 50 numbers of the journal and 30 was used. The journals were collected from 3 search databases the science direct, Scopus and emerald. From the previous kinds of literature reviewed, it was found that there are numerous facilities management business opportunities, including maintenance, as a result of increases in the construction in our cities. There are numerous studies carried out on the facilities management and its scope of functions, a better understanding of the scope of the facilities management give a hint to several business opportunities that can retrofit the modern world. In the various aspects of human endeavors, it was confirmed in the previous studies that facilities management is necessary for integrating the other aspect of the system to work in coordination. And from the study's findings, it also shown that Due to the day-by-day usage of the facilities, we have the revenues we generated and the time we have will not allow us to renew the facilities, it takes an extended period, some feature of the facilities denies such, going with this, the maintenance role of facilities management business is thereby played. it is concluded that facilities management has numerous roles to play, and facilities management business opportunities go with the dynamism of the technological development of the globe.

**Keywords:** Business, opportunities, facilities management, profession

### 1. Introduction

Facilities management has generally been studied from the perspectives of business, industry, government, and various organizations and marketplace situations. It is now widely acknowledged that, regardless of the viewpoint or setting, achieving Leadership is required to provide strategic vision and to enable greatness to bring value and produce results to an organization through procedures, knowledge acquisition, and innovation (Shaw et al., 2021; Rink et al., 2022.).

Facility management, or facilities management as it is more commonly known, has been dubbed the hidden service, organizational network maintenance, and building investment management. It has evolved from the merger of maintenance management and entrepreneurial development to become a defined sector in most nations, accounting for around £115 billion in yearly revenue and employing 3% of the workforce in the UK alone. (Wang, et al., 2022; Pinti et al., 2022).

The term facilities management is very depth in terms of reality; the verse role of facilities management in our societies is not explored; facilities management is a medium that has retrofitted verse business opportunities.

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(Jones, 2000; Roper, 2017). With a lot of debate that continues to be raining among the academicians and the research society and research community yet the facilities management business opportunities are yet to be explored in the study of Gilleard, and Yiqun (1999), explore the "Challenge and opportunity: facility management in Shanghai", but there are still a lot of opportunities not covered. Facilities management (FM) is now regarded as a significant commercial area in various African countries, including Nigeria, South Africa, Ghana, Asian nations, including Japan, Malaysia, Singapore, etc. and many parts of the world, and FM approaches are being used employed. The variety of definitions and measurements linked to facility management expands as the discipline becomes more relevant and more individuals and organizations engage. (Salaj, & Lindkvist, 2020; Jones, 2000; Alfalah, & Zayed, 2020).

The International Facility Management Association (IFMA), for example, defines facility management as "the discipline of organizing a firm's activities and obligations into the working environment." "The discipline of organizing, designing, constructing, and regulating space in all sorts of projects, from commercial premises to process facilities," according to Engineering News-Record. It includes developing a business facilities strategy, making long-term projections, real estate, space inventory, projects (through design, construction, and restoration), building service and maintenance plans, and furniture and equipment inventories." (Chotipanich, 2004; Alfalah & Zayed, 2020). Therefore, going with the background of the study, the study has the primary aim of exploring the facilities management business opportunities through the systematic and intensive literature review.

## 2. The concept facility management (FM)

Various scholars' and professionals' conceptions of facilities management demonstrate the discipline's breadth. FM was still contesting its position as a profession and a subject of academic investigation (Tammo, & Nelson, 2012; Price (2002). According to Hilal, et al (2019). the effort of building a unified platform for the theoretical foundation of FM is hindered by many definitions. Smith and Pitt (2007) agreed, as did Drion et al. (2012), who indicated no consensus on what Facilities Management entails as a cohesive ocean of knowledge. So, over long decades, we're still discussing FM's position as a professional and academic subject of study.

FM was defined by Alexander and Brown (2006) as a procedure through which companies may offer their services in a high-quality environment to accomplish their strategic objectives. Barrett and Baldry (2003) defined FM as an integrated strategy to maintain, improve, and adapt an organization's facilities to achieve its key goals. Others characterized. FM is an integrated profession that ensures operations are adjusted to meet the needs of people and locations but primarily as a reactive and technological approach (Ismail, 2017; Kelly & Hunter, 2005). On the other hand, FM was characterized by Smith and Pitt (2007) as a steady delicate balance between the competing constraints of time, money, and quality.

There are many other definitions of FM available from FM organizations and worldwide networks, including one from South Africa that describes FM as "a facilitator of sustainable firm performance via the full life management of the efficient system and effective entrepreneurial development" (SAFMA, 2005). FM is defined by the European Committee for Standardization (CEN) as "the integration of processes inside an organization to maintain and develop agreed-upon services that support and improve the efficacy of the organization's principal operations (Euro FM, 2006). National standards bodies and professional institutions have accepted this terminology across Europe. FM is described by the International Facility Management Association (IFMA) as "a multidisciplinary profession that ensures the effectiveness of the work environment by combining people, space, and process. "Organisms that approach FM as a commodities expense will be at a substantial strategic disadvantage" in the future, according to Drion et al. (2012). They went on to say that successful FM creates a "safe and efficient workplace environment, which is crucial to the performance of any organization, regardless of its size and scope" at the operational level. This means that viewing FM as an essential element of an organization's strategic strategy provides a competitive advantage.

Community-based FM is described as the inclusion of persons, processes, and locations to design, manage and sustain effective and efficient services that satisfy the society's socioeconomic and environmental goals. As a result, FM in the community remains critical in converting strategic plans into successful operational realities. The conventional FM strategy, which focuses on physical aspects such as building design, development, and maintenance, would have to give way to a shift in attention to productivity, effectiveness, and efficiency, as well as consideration of FM's social ramifications (Lilliendahl et al. 2011; Dela et al. 2021; van der Voort, 2017).

"The integrated management and execution of facilities, services, and other techniques that contribute to improved primary process performance (in terms of utility, adaptability, efficiency, and creativity) in changing circumstances," according to the FM definition (primary process, market, social and technological). This description results in integral administration (equal concentration on both terms), a commitment to the core firm, a restriction on building occupants, facilities and other techniques (equipment) for the staff and its environment, and the capacity to react to changes. Although FM is confined to building users, services, and other factors, it encompasses many activities. A customized, tailor-made package must be produced about the occupancy demands and the type of inhabitants (Kamaruzzaman, 2018; Koleoso et al., 2018),

On the other hand, layering the bundles might decrease variety: certain services are necessary everywhere, and the way the services are packaged necessitates a consistent approach toward the client and the business. As a result, facility management will operate on three levels: conceptual, tactical, and functional, with responsibilities ranging from policy advice to planning and controlling activities (Yousefli et al., 2017),

Facility management (FM) has become one of the fastest-growing sectors in the recent decade. On the other hand, FM's scope and identity are vague, as seen by the definitions and issues that attempt to define it. FM is a heterogeneous field of work that involves a wide range of tasks, responsibilities, and knowledge. Furthermore, it looks like FM is being pulled into every aspect of a company. I'm attempting to characterize the current scope of FM from a professional perspective by utilizing models and methods to conceptually represent both operational and strategic levels. We will begin by looking at FM's organizations and how they function (Lai et al., 2019)

These contain detailed definitions of FM's functions, characteristics, responsibilities, critical tasks, and the interrelationships between these functions that must be established at the same time. The current scope is then shown to show that FM is an intermediary and integrating agency to harmonize demand and supply elements of facilities within a single organization. Facility managers must be knowledgeable in a wide range of management and leadership skills. Furthermore, to be effective, FMs must have both operational and management skills (Hoxha et al., 2021),

The IFMA concept of a triangle of "Ps" highlights facility management issues in today's workplace: people, process, and place. These three factors are inextricably linked and have a one-to-one connection. Armstrong (1982) stated, "We know there is a requirement to manage the external conditions in combination with personnel and job processes." FM can discover management solutions by putting itself at the intersection of these three characteristics. Because the three fundamental parts of an organization are people, process, and location, and FM includes the whole company, this method makes sense. The fact that FM is in the centre means that relevant players in any company will collaborate more efficiently. On the other hand, FM is most active when it comes to issues with the location.

## 2.1 Raining Facilities Management Business Opportunities

Because FM is still a relatively new subject in most places throughout the world, there are many chances. As a result, many components of FM are more flexible to different methods and approaches in the United States than they are in other countries. The following factors contribute to the world's potential for FM development:

- Poor economic development has slowed building activity in most of the world's countries. Recognizing the need to broaden the construction industry, the government encourages consultants and contractors to specialize in more specialized areas, including service and maintenance administration, brick buildings, and conservation programmes, to help the sector compete more effectively in the global marketplace.
- Maintenance and inspection fees are growing in most nations, including Nigeria, Malaysia, South Africa, and others, and FM is being seen as a replacement for planned and proper management, which can handle and monitor total building expenditures. FM also provides critical planning, which keeps track of all relevant data in the FM region.
- Leading actors on both the inside and outside of the sector gradually respond to critical business demands. They accomplish this by addressing a more fundamental strategic issue by structuring service contracts that free up essential company capital tied to facilities while cutting costs and enhancing quality. The well-known instruments of performance-based or incentive contracting, as well as improved operational management practices, are now considered as standard as a pre-requisite for many of today's critical outsourcing participants.
- Various urban areas worldwide, such as Abuja and Lagos in Nigeria, Kuala Lumpur and Johor Bahru in Malaysia, and many more, are considered congested and overcrowded, impeding further development expansion. As a result, structures in city centres must be preserved due to the exorbitant cost of destruction. Furthermore, because the cost of services and maintenance is high, FM is seen as a means to cut down on unnecessary maintenance expenditures that may have arisen in the past due to poor maintenance.
- Another issue that has developed is the inability of the estate or building management to collect the rental fee for rented space, amenities, and utilities from tenants, resulting in a shortage of funds to meet required expenditures. FM is used to ensure that rent is collected on time, as failure to do so may result in the renters' utilities being disconnected, such as hydraulic and electrical.

## 2.2 Impediment of Facilities Management Business Opportunities

The previous studies of the following challenges are found to be the thread to the raining facilities management business opportunities Bin Syed Mustapa et al. (2008).

- **Lack of professional standardization:** The absence of standards that may be used to evaluate the quality and efficacy of traditional and integrated FM services supplied by building/property management. The

current situation in Malaysia indicates that, depending on the services provided or the structures employed, procedures change from one company to the next. The sluggish pace of implementing adequate FM standards or regulations is another factor that needs quick response and action.

- **Responsiveness:** There is a dearth of local expertise to respond swiftly to service failures, as well as a lack of FM implementation advice or assistance from researchers and practitioners in the local market today. Despite the importance of property information, the local industry is cautious and guarded. A paradigm shift is necessary, mandating more aggressive attempts to change the beliefs of real estate and construction industry experts.
- **Awareness:** The adoption of FM is considered late for specific properties because there are currently many older structures with severe levels of damage. FM can help you standardize future maintenance allocations, but it won't save you money on maintenance if your building's utilities are in poor condition owing to prior neglect.
- **Technological Advancement:** many countries in work are Integrated FM may be prohibitively expensive at first until computerized programmes are accessible locally, which is presently missing in terms of FM software development. Most building managers say their revenues aren't what they expected and that financing assistance is needed to adopt this integrated system. The installation of an integrated FM demands space for any automation mechanisms required to operate the integrated support system. It may not be a concern with new constructions, but as previously said, there are many ageing structures and highly populated buildings. The positioning of the monitoring devices may demand some service changes and rearrangement, and costly restoration work.

**Table 1: Literature matrix table**

Author& year	Year	Database			Scope		Method		Opportunity		Findings	Remark
		S	E	G	R	con	O	Q	Q	Y		
		c	m	.	e	stru	t	u	u	e		
		o	e	s	e	ctio	h	a	a	s		
		p	r	c	a	n	e	n	li			
		u	a	h	r		r	ti	t			
		s	l	o	h		s	ta	a			
			d	l	g			ti	ti			
				a	a			v	v			
				r	e			e	e			
Aziz et al.,	(2016)	*					*	*	*	*	Use of BIM in exploring facilities management opportunity	BIM is seen as a tool to be used in FM.
Bin Syed Mustapa et al.,	(2019)				*	*		*	*		Due to the increase in the construction sector, the government encourage people to involve in maintenance work.	The opportunities of FM business emerged as the construction increases
Alexander, and Brown	(2006)		*				*	*	*		The study showed results of initial literature findings, draws tentative conclusions and offers a framework for evaluating the potentiality and performance of organizations.	The study aims to explore opportunities for the development of a socially inclusive approach to facilities management.
Atkin, & Bildsten,	(2017)		*				*	*	*		Current debates are focused chiefly on operational improvement; few are directed at more strategic objectives.	The study shows the future direction of the

Baldwin,	(2003)	*	*	*	*	The study explores the opportunities and lessons to learn in future	research community and facility management. explore these opportunities and identify what, if any, lessons have been learnt for the future
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### 3 Methodology

This study aimed at exploring the business opportunities of facilities management; facilities management is a profession that encompasses verities of business opportunities. It is only encapsulated in the scope of “integral managing and execution of housing, services, and numerous roles. In the process of achieving the aim of the study, the systematic and in-depth literature review was employed, the use of the following academic literature database is used the research gate, google scholar, science direct and emerald where the literature is search are done systematical using the years and relevance of keywords. The literature gathered was analyzed qualitatively, and the content was analyzed qualitatively where exploration and descriptive strategy are employed.

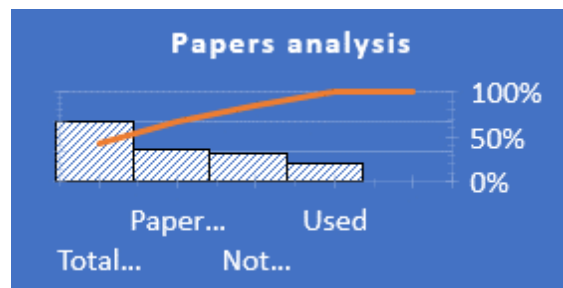
### 4 Result and Discussion

This study attempted to explore the facilities management business opportunities; in this exploration, several studies are revied related to the study subject from the different databases and different years. The findings were discussed based on the order of the research questions as follows.

**Table 2 - papers reviewed/ collected**

Total papers collected	93	100%
Papers screened	50	53.8%
Not used	43	46.2%
Used for the analysis	30	32.3%

Table 2: above shows the statistical result of the number of the previous studies on the subject study collected for reviews. It indicated that 93 numbers of papers were collected 50 numbers with 53.8% were screened, and 30 numbers of the papers with 32.3% of the paper were used for the study's analysis. And 43 numbers of the papers with 46.2% was not used. The result is also interpreted using the histogram chat below in fig 4.1.



**Fig 1 - Showing the result of the paper collected**

**Table 3 - Search Database of the papers reviewed**

	Scopus	Emerald	Research gate
<b>Number of the papers</b>	10	15	5

Table 3. above shows the search database of the paper reviewed, where the result indicates that 10 papers are searched in the science direct (Scopus Database), 15 numbers papers are from the emerald database, and 5 the papers used are from the research gate. The result shows that most papers are from the emerald, which is going with the fact that emerald is most social science and management related paper which facilities management papers are usually found in the database.

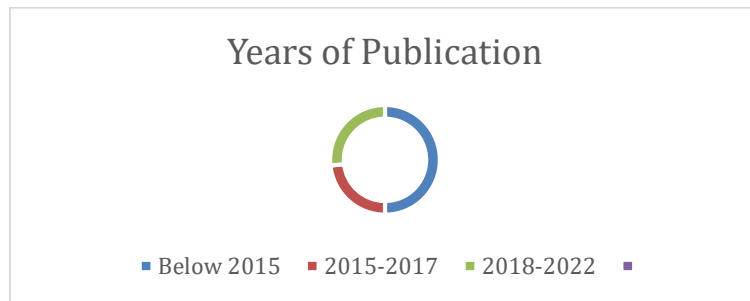


Fig 2: above is the sunburst: showing the database where the papers used in this study has been searched. The result indicated that most papers are obtained from emerald followed by the Scopus, that is science direct and then research gate.

**Table 4 - years of publications of the papers used**

	<b>Below 2015</b>	<b>2015-2017</b>	<b>2018-2022</b>
<b>Number of papers</b>	15	7	8

Above table 4. shows the years of publications of the papers used; the result indicates that 15 numbers papers were published below 15 years, seven numbers papers were published between 2015-2017, and 8 numbers papers were published between 2018-2022. This result indicates a dearth of research on the subject topic; also, there is a need for such studies to explore the current opportunities as there is the constant transformation in the world due to technological Advancement. This is also depicted in the pie chart below.



**Fig 3 - Doughnut pie chat of the years of publications of the papers revied**

#### 4.1 Finding on the Facilities Management Business Opportunities

There are numerous studies carried out on the facilities management and its scope of functions, a better understanding of the scope of the facilities management give a hint to several business opportunities that can retrofit the modern world. In the various aspects of human endeavors, it was confirmed in the previous studies that facilities management is necessary for integrating the other aspect of the system to work in coordination.

Among the raining opportunity reviewed in the previous studies is that with the increase in the construction sector in most developed and developing countries, including Malaysia, professional field facilities management has become the field of numerous business opportunities. This finding is strengthened by the study of Aziz, Nawawi, & Ariff (2016), where the government of Malaysia called the attention of the professional to utilize the opportunities as the construction increases.

The discussions in facility management tend to have either a solid operational slant or a strategic view, depending on where one looks. This shows how verse the scope of facilities management is. The debate on the future of the facilities management, which will inculcate the business opportunities, has not ended point where it continues day by day it was captured in the study of Atkin & Bildsten (2017); Ishiyaku, (2016) and bin Syed Mustapa et al. (2008). Owners and operators of national facilities and assets. The latter appears to be dominated by the service industry. Providers, the majority of which are huge and operate on a global scale. Their disagreements may be heated at times. It's been described as speculative or visionary, lacking proof of concept. They're meant to be used to entice facility/asset owners and operators seeking more than incremental improvements, which could be prepared to take a chance on something new that could enhance operations might provide them with a distinct competitive edge in their industry.

Due to the day-by-day usage of the facilities, we have the revenues we generated and the time we have will not allow us to renew the facilities, it takes an extended period, some feature of the facilities denies such, going with this, the maintenance role of facilities management business is thereby played. Various urban areas, such as the new United Kingdom, New York and in Malaysia Kuala Lumpur and Johor Bahru, Nigeria, Abuja and Lagos, Nigeria and many



other capital cities in the developed, developing and underdeveloped countries are considered congested and overcrowded, impeding further building expansion. As a result, structures in city centers must be preserved due to the exorbitant cost of destruction. Furthermore, because the cost of services and maintenance is high, FM is seen as a means to cut down on unnecessary maintenance expenditures that may have arisen in the past due to poor maintenance.

Lastly, facilities management is said to the profession is available in all our places of work, health, recreation and residential area facilities managements has numerous business opportunities where it changes with the technological transition of the globe

## 5. Conclusion

This study with the aim of exploring the facilities management business opportunity the study was quantitative systematic review paper which the study contained the introduction, the literature review, the methodology, result and discussion and conclusion From the literature reviewed and the Numerous research on facilities management and its spectrum of activities have been conducted; a greater understanding of the extent of facilities management may lead to different business prospects that can refit the current world. Facilities management is required for integrating the other components of the system to function in coordination, according to past research in numerous domains of human activity. And, according to the findings of the study, we have the revenues we generated due to the day-to-day usage of the facilities, and the time we have will not allow us to renew the facilities, it will take an extended period, and some features of the facilities will deny such, so the maintenance role of the facilities management business is thus played. It has been decided that facilities management has a variety of responsibilities to play, and that facilities management business potential are growing in tandem with the world's technological growth. It can be concluded that facilities management is considered the profession that goes with the dynamism of the technological transition of the world, where the large the expansion of the development, the more comprehensive the opportunities for facilities management business. The facilities management scope cannot be comprised as it has a role to play in any laded facilities and even some non-landed facilities.

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