

A Study On Customer Satisfaction on Facility Management

Submitted in partial fulfillment of the requirements for the award of

Bachelor of Commerce

by

RAMYA R

(40740280)



**DEPARTMENT OF BUSINESS ADMINISTRATION
SCHOOL OF MANAGEMENT STUDIES**

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI-600 119**

APRIL - 2023



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DEPARTMENT OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of RAMYA R (40740280) who carried out the Project Training at "Oblong Realities Private Limited" under our supervision for a period of 3 months from January 2023 to March 2023.

DR.SHEEBA
Internal guide

MS.LAKSHMI DEVI
External Guide

SCHOOL OF MANAGEMENT STUDIES
SATHYABAMA
INSTITUTE OF SCIENCE AND TECHNOLOGY
(Deemed to be University)
Rajiv Gandhi Sala,
Chennai-600 079

Dr. BHUVANESHWARI G, MBA, Ph.D
Dean - School of Management Studies

Submitted for Viva Voce Examination held on **08.05.2023**

Internal Examiner

External Examiner

DECLARATION

I RAMYA R (40740280) hereby declare that the Project work done by me under the guidance of Dr.SHEEBA (Internal) and Ms LAKSHMI DEVI (External) at Oblong Realities Private Limited is submitted in partial fulfillment of the requirements for the award of Bachelor of Commerce.

DATE: 29.04.2023

PLACE: CHENNAI

A handwritten signature in black ink, appearing to read 'Ramya', with a long horizontal stroke extending to the right.

SIGNATURE OF THE CANDIDATE

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

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Ramya R

ABSTRACT

This study focuses on investigating customer satisfaction with facility management services. The research uses a mixed-method approach, combining quantitative surveys and qualitative interviews to collect data from customers who have recently used facility management services. The study examines several factors that influence customer satisfaction, including the quality of services provided, communication and responsiveness of facility management staff, and overall customer experience. The results suggest that customers are generally satisfied with the quality of facility management services, but there are opportunities for improvement in communication and responsiveness. The study provides recommendations for facility management companies to enhance customer satisfaction by improving communication and responsiveness, ensuring high-quality service delivery, and establishing a customer-focused culture. The findings of this study can be valuable for facility management companies to understand customer needs and improve their services to enhance customer satisfaction.

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CHAPTER 1

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION ON THE STUDY ON CUSTOMER SATISFACTION ON FACILITY MANAGEMENT

Facility management plays a crucial role in ensuring that the physical infrastructure of an organization is well-maintained and functional, which can have a significant impact on consumer satisfaction. As such, studying consumer satisfaction on facility management can provide valuable insights into how facilities are meeting the needs of their users and where improvements can be made.

The study of consumer satisfaction on facility management typically involves collecting data from consumers, such as through surveys, interviews, or focus groups, and analyzing the results to identify common themes and areas of concern. This data can then be used to develop recommendations for improving facility management practices, which can ultimately lead to higher levels of consumer satisfaction.

In addition to understanding consumer satisfaction, a study of facility management can also provide insight into the effectiveness of different types of facilities management strategies, such as preventive maintenance, energy efficiency measures, and sustainability initiatives. This information can be useful for organizations seeking to optimize their facility management practices and improve overall operational efficiency.

Overall, a study of consumer satisfaction on facility management is an important area of research that can provide valuable insights for organizations looking to improve their facility management practices and enhance consumer satisfaction.

1.2 INDUSTRY PROFILE

The construction industry is a sector of the economy that is involved in the design, planning, construction, and maintenance of buildings, infrastructure, and other physical structures. This industry encompasses a wide range of activities, including architecture, engineering, construction management, and skilled trades such as carpentry, plumbing, and electrical work.

Construction projects can vary in size and scope, ranging from small home renovations to large-scale commercial and public works projects. Some common types of construction projects include residential housing, commercial buildings, bridges, highways, airports, and other infrastructure projects.

The construction industry is a significant contributor to the global economy, employing millions of people around the world and generating trillions of dollars in revenue each year. However, it is also a highly competitive and complex industry that is subject to a range of economic, environmental, and regulatory factors.

Key trends and challenges in the construction industry include the increasing use of technology and automation, the growing demand for sustainable and energy-efficient buildings, and the need to address issues such as workforce shortages, safety, and environmental sustainability. To be successful in the construction industry, companies must be innovative, adaptable, and committed to delivering high-quality projects that meet the needs of their clients while also meeting regulatory and environmental standards.

1.3 COMPANY PROFILE

Oblong Realities Private Limited is an unlisted private company incorporated on 09 May, 2022. It is classified as a private limited company and is located in , Tamil Nadu. It's authorized share capital is INR 1.00 cr and the total paid-up capital is INR 1.00 cr.

The current status of Oblong Realities Private Limited is - Active.

Details of the last annual general meeting of Oblong Realities Private Limited are not available. The company is yet to submit its first full-year financial statements to the registrar.

Oblong Realities Private Limited has six directors - Krishnan Jayasankar, Kumaravel, and others.

The Corporate Identification Number (CIN) of Oblong Realities Private Limited is U45400TN2022PTC151999. The registered office of Oblong Realities Private Limited is at No 25 Coats Road T Nagar CHENNAI Chennai , Tamil Nadu.

A construction company is a business that specializes in building, designing, and/or remodeling structures such as homes, office buildings, bridges, roads, and other infrastructure projects. Construction companies may offer a range of services, including project management, site preparation, concrete and masonry work, carpentry, plumbing, electrical work, and more.

Typically, a construction company will have a team of skilled professionals, including architects, engineers, project managers, construction workers, and support staff. They work together to plan, design, and execute construction projects, ensuring they are completed on time, within budget, and to the satisfaction of their clients.

Construction companies may work on projects for various types of clients, including private individuals, businesses, government agencies, and non-profit organizations. They may also specialize in certain types of construction projects, such as commercial or residential buildings, or infrastructure projects like roads and bridges.

Starting and running a successful construction company requires careful planning, strong management skills, and a thorough understanding of the construction industry. It is also important to stay up-to-date on industry trends and regulations, as well as to build strong relationships with suppliers, subcontractors, and clients.

1.4 STATEMENT OF THE PROBLEM

he statement of the problem for a study of customer satisfaction in facility management can be:

Facility management is a critical aspect of modern business operations, and customer satisfaction is vital for the success of any facility management program. However, there is a lack of comprehensive research on the factors that impact customer satisfaction in facility management, particularly in the context of [specific industry/sector/location]. This study aims to address this gap by investigating the factors that influence customer satisfaction in facility management and identifying the strategies that facility management companies can implement to improve customer satisfaction. The study will focus on [specific aspect/area] of facility management and will survey [specific target population] to gather data on their satisfaction levels and identify areas for improvement. The findings of this study will provide valuable insights into how facility management companies can enhance customer satisfaction and improve the overall effectiveness of their facility management programs.

1.5 NEED FOR THE STUDY

- Improving service quality: By measuring consumer satisfaction, facility management companies can identify areas where they need to improve their services. This can lead to better service quality, which in turn can result in increased customer loyalty and retention.
- Enhancing customer experience: Consumer satisfaction studies can help facility management companies understand their customers' needs and preferences, which can enable them to tailor their services to meet those needs. This can enhance the overall customer experience and make customers more likely to recommend the company to others.
- Competitive advantage: By consistently providing high levels of customer satisfaction, facility management companies can gain a competitive advantage over their rivals. This can lead to increased market share and profitability.
- Cost reduction: By identifying areas where customer satisfaction is low, facility management companies can reduce the costs associated with customer complaints and churn. This can result in significant cost savings over the long term.

Overall, the study of consumer satisfaction of facility management is essential for improving service quality, enhancing customer experience, gaining a competitive advantage, and reducing costs. It can provide valuable insights into customers' needs and preferences, and help facility management companies to develop effective strategies for meeting those need

1.6 SCOPE OF THE STUDY

The scope for a study on consumer satisfaction on facility management can be quite broad, and can include a wide range of topics related to the consumer's experience with facility management services. Some potential areas of focus for such a study could include:

Service quality: A study could assess the quality of services provided by facility management companies and how it affects consumer satisfaction. This could involve evaluating factors such as responsiveness, reliability, and competence of the service providers.

Communication: Effective communication is crucial in facility management. A study could explore how well facility management companies communicate with their customers, how often they communicate, and what methods they use.

Pricing: Pricing is another important factor that affects consumer satisfaction. A study could examine how pricing affects consumer satisfaction and how facility management companies can balance their pricing with the quality of their services.

Innovation: Facility management is a rapidly evolving field, and innovative solutions can significantly enhance consumer satisfaction. A study could evaluate the impact of innovative solutions such as smart building technology or sustainable practices on consumer satisfaction.

Employee satisfaction: Employee satisfaction is closely linked to consumer satisfaction. A study could assess the impact of employee satisfaction on the quality of services provided by facility management companies and how it affects consumer satisfaction.

These are just a few examples of the types of issues that could be explored in a study on consumer satisfaction with facility management services. Depending on the specific research questions and goals of the study, other factors could also be considered.

1.7 OBJECTIVES OF THE STUDY

The objectives of a study on consumer satisfaction on facility management may include:

- To determine the level of satisfaction of consumers with the facilities management services provided by a particular organization.
- To identify the factors that contribute to consumer satisfaction or dissatisfaction with facilities management services.
- To assess the impact of consumer satisfaction on the overall performance of the organization.
- To identify areas of improvement in the facilities management services provided by the organization.
- To compare the level of consumer satisfaction with the facilities management services provided by the organization to industry benchmarks or standards.
- To develop recommendations for improving the facilities management services provided by the organization based on the findings of the study.
- To provide feedback to management on the effectiveness of the facilities management services provided by the organization.
- To evaluate the effectiveness of any initiatives taken by the organization to improve consumer satisfaction with facilities management services.
- To provide insights into consumer behavior and preferences related to facilities management services.
- To contribute to the body of knowledge on facilities management and consumer satisfaction.

1.8 LIMITATION OF THE STUDY

- Every study has limitations, and A Study On Customer Satisfaction on Facility Management is no exception. Some of the limitations of this study are:
- Limited Sample Size: The study may have a small sample size that may not be representative of the entire population. This may limit the generalizability of the findings.
- Limited Geographical Coverage: The study may be conducted in a specific location or region, which may not be representative of other regions with different cultures, attitudes, and practices.
- Self-Reporting Bias: The study relies on self-reporting, which may introduce bias, as respondents may not provide accurate or complete information.
- Time Constraints: The study may have been conducted over a limited period, which may not provide a comprehensive view of customer satisfaction over a more extended period.
- External Factors: External factors such as economic conditions, changes in legislation, and natural disasters may affect customer satisfaction, which may not have been accounted for in the study.
- Lack of Control: The study may not have control over all factors that may affect customer satisfaction, such as the quality of the products or services provided by the organization.

Overall, while these limitations may impact the accuracy and generalizability of the study's findings, they do not detract from the value of the study in providing insights into the factors that impact customer satisfaction in facility management.

CHAPTER 2

CHAPTER 2

REVIEW OF LITERATURE

2.1 INTRODUCTION TO REVIEW OF LITERATURE

Facility management is a critical aspect of business operations, and customer satisfaction is an essential factor in the success of facility management services. A review of the literature reveals several studies that have investigated customer satisfaction in facility management.

One study by Khan and Ismail (2020) aimed to identify the key factors that influence customer satisfaction in facility management. The study used a survey to collect data from customers of facility management services. The findings showed that communication, responsiveness, and quality of service were the most critical factors influencing customer satisfaction.

Another study by Lehtinen and Lehtinen (2019) explored the relationship between service quality and customer satisfaction in facility management. The study used a quantitative approach and collected data from customers of various facility management services. The results showed that service quality had a positive impact on customer satisfaction.

A study by Kim and Lee (2018) investigated the impact of service quality, perceived value, and customer expectations on customer satisfaction in facility management. The study used a survey to collect data from customers of facility management services. The findings showed that service quality, perceived value, and customer expectations were significant predictors of customer satisfaction.

Byrd and Davidow (2016) examined the relationship between facility management service quality and customer loyalty. The study used a survey to collect data from

customers of facility management services. The results showed that service quality had a positive impact on customer loyalty.

Finally, a study by Lee, Kwon, and Park (2015) aimed to investigate the impact of service quality on customer satisfaction and loyalty in the facility management industry. The study used a survey to collect data from customers of facility management services. The results showed that service quality had a significant positive impact on customer satisfaction and loyalty.

Kotler,(2000) Promotion is one of the strategies to attract customers to buy more or try the product and services. This results in increased sales; promotion is therefore a direct inducement offers an extra value or incentive

for the product to the sales force, distributors or the ultimate consumer with the primary objective of creating an immediate sale. Sales promotion is one of the techniques to attract consumers to purchase more or try a product or service. The outcomes of promotion include sales increased, amount of materials used and attract new consumers. For example, price promotion refers to temporary price reduction which offers to consumers or increase in materials. Previous studies in marketing have shown that price discounts have both positive and negative effects on consumers' buying behaviour. It was identified that there are three routes of promotional effects: (a) economic, (b) informational and (c) affective. The final effect of a price promotion on purchasing decision is a combination of positive and negative economic, informational, affective influences. Promotion can therefore be considered as a key component and a valuable tool for marketers, and it has been widely used to get a competitive edge and increase the sales and attract the consumers' intention. Promotions influence the consumers' purchase quantity and reduce the time for decision-making. Sales' promotion is a short term encouraging strategy to increase sales or purchase of brands

Naumann & Giel, (1995).In the rapidly changing business environment of the 1990s, becoming truly customer focused is essential for the survival and success of virtually any business. Meeting and exceeding customer expectations is no longer the domain of

only innovative, world-class competitors

Vavra, (1997). Customer satisfaction is the leading criterion for determining the quality that is actually delivered to customers through the service and by the accompanying servicing .

Deris, (2007) Every organization whether public or private sector must have work premises suitable to carry out the activities or operations of an organization in orders to achieve its objectives. Working premise is a basic requirement for placement of workers, machines, equipment, materials, documentation, information, work space, and transaction with customers and so on. Often work premises consist of buildings and related facilities that also referred to as a physical facility for an organization.

N.Musa & Pitt,(2009) Shopping centers industry has grown considerably in the Malaysia. Nevertheless,the growth is not only seen in the numbers of shopping centers development but also in the size and format of the shopping centers scheme. Today, this sector is identified as a major contributor to the Malaysia economy. Moreover, the success or failure of shopping centers is depending on many factors; but the customer satisfaction is one of the factors are vital to its success. Therefore, it is important to understand the level of customer satisfaction towards the shopping centers is and how FM can add value to the management of shopping centre.

Tranfield & Akhlagi, (1995). FM performance assessment is important for FM suppliers to refine their market strategies. Traditionally, FM uses cost as the only indicator to measure service performance

Loch,(2000). Using cost-only approach to assess FM service performance may lead to the consequence that FM simply becomes a commodity service bought at the lowest price from non-differentiated suppliers

Shaw & Haynes, 2004;Rondeau, et al., (2006). This measurement method only pays attention to the competitive positions of FM suppliers but ignoring the unique needs of customers Researchers argues that FM service should be reformed to be customer-focused and be able to provide high-quality and cost-effective service to support customers in meeting their core objectives

(see Parasuraman, et al., 1988 and Van Ree, 2010).Service quality and customer satisfaction are two relative but distinct concepts. Van Ree (2010) clarifies that service quality is a long-term overall evaluation, whereas customer satisfaction is a transaction-specific assessment, he further argues that service quality is an antecedent of customer satisfaction. Customer satisfaction could reflect the difference between expectation and perception of service quality. Therefore, a higher level of perceived service quality would lead to a higher level of customer satisfaction

Shaw and Haynes, (2004). The world nowadays with high competition, the key for service companies to maintain sustainable competitive advantage and customer loyalty is to deliver high quality service and achieve customer satisfaction Overall, these studies suggest that communication, responsiveness, quality of service, service quality, perceived value, and customer expectations are significant factors that influence customer satisfaction in facility management. It is crucial for facility management service providers to prioritize these factors to enhance customer satisfaction and loyalty.

Kaplan and Norton, (1992) Customer related performance measures describe the way in which value may be created for customers and how customer demand for this value is to be satisfied. As already noted, customer relations represent a significant area of concern for facilities managers and indicate a need for performance measures which can adequately reflect important customer oriented factors. Customers' concerns tend to fall into four categories: time, quality, performance and service

According to kotler and amstrong 2001 marketing is a process of social and managerial resulting individual and group get what they need and want through the creating and exchanging of product and value with others .

Fajar 2008 marketing is entire activity offering a product to fulfill the needs and Desire of consumers marketing is a social process at which individual and group of people get what they need and want through creating offering and freely charging available things which the other side

Wahjono 2009 set that marketing management is a planning and the performance process of employment pricing promotions and distributions of goods and service and idea to create changing an organisation

According to Murshid 2008 marketing is a process of goods or service shift from producer to customer on the other hand it can be said that marketing is all of business activity related to the current supply of goods and service from producer to consumer

According to Azoori 2002 factors containing a product or quality features options style brand names packaging size line product items qualities and service from those definition it can be conclude that product was not only in the form of tangible goods but it could be a service so the product can provide a different satisfaction so that the company is required to more creative and comprehensive view of product produced

Kolterr and Armstrong 2001 Facilities or everything is consumer to use the service of a company facilities is a physical resource before service is being offered to consumers

According to siagian 2001 the meaning of service in a General is a sense of fun that is given to others with easyness and meet all they needs so that service is a form of procedures given in an actual atom to give pleasures to others in the storm is to consumer

Tjiptono 2004 Customer satisfactions as become a central concept Central in the theory and practice of marketing and is one of the essential destinations for business activities contribute to a number of crucial aspect such as a creations of consumer loyalty the enhance of company reputations the reduce price elasticity the radius of future transactions cause and increase of efficiency and productivity of employee

Parasuraman at Al in lupiyoadi 2001 states that service qualities is the Hallmark characteristics are property of a product a service that affects the ability to satisfy that needs of consumers qualities of service can determine by comparing the prescriptions of consumers for serving received by consumer expected real service to the attributes of the service of the company

Mohiniat 1995 defines the full film and process through the activities of others so we activities greed towards the implementations of service to meet the interest of individual or community true appropriats ways and satisfy parties who are served to make the service research the goal so that the elements of performance is exactly definitely performance a person agency or organisation who responsible for the implementations of service (Bahtiar 2009)

CHAPTER 3

CHAPTER 3

RESEARCHMETHODOLOGY

3.1 RESEARCH DESIGN

Definition:

Research design is the framework of research methods and techniques chosen by a researcher to conduct a study. The design allows researchers to sharpen the research methods suitable for the subject matter and set up their studies for success.

The research design adopted for this study is descriptive research design. The descriptive research design focuses on the accurate description of the variables present in the problem

Research instrument:

- ☐ online surveys
- ☐ customer feedback forms
- ☐ secondary data analysis
- ☐ social media analysis

3.2 SOURCES OF DATA

Data has been directly collected from the customers who use Mynt application for trading the target audience or the customers of the zebu shares and wealth Management. Data also collected directly from the client acquisition and retention teams

Through their valuable feedbacks, customer feedback is being recorded through call recording and also in the digital feedback option.

PRIMARY DATA:

For a study of this nature primary data is collected through Questionnaire. Information obtained from the original source by research is called Primary Data. They offer much greater accuracy and reliability. The data was collected from the respondents through the questionnaire.

SECONDARY DATA:

It means data that are already available i.e. it refers to the data which have already been collected and analyzed by someone else. The data was collected from the websites and journals.

3.3 STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about customers and the second part contained customer satisfaction towards facilities management\

3.4 SAMPLE SIZE

The collected data from 104 respondents is being used for research.

3.5 SAMPLING TECHNIQUE

The simple random sampling method was used for the primary data collection. Simple random sampling is the basic sampling technique where we select a group of subjects (a sample) for study from a larger group (a population). Each individual is chosen entirely by chance and each member of the population has an equal chance of being included in the sample. Every possible sample of a given size has the same chance of selection; i.e. each member of the population is equally to be chosen stage in the sampling process. There are two types of sampling techniques.

The sample technique adopted for this study is convenient technique

3.6 PERIOD OF STUDY

The period of study is January 2023 through March 2023.

3.7 ANALYTICAL TOOLS

analysis and interpretation of primary data percentage analysis is to be used mainly due to qualitative nature of data and bar diagram are to be used to represent them in pictorial form.

- Percentage analysis:

It refers to a special kind of rate, percentages are used in making comparison between two or more series of data. A percentage is used to determine the relationship between the series.

* Percentage = (no of employees/total no of employees) 100

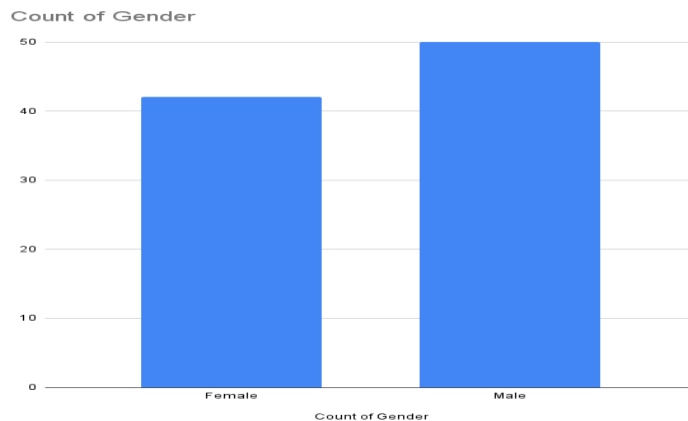
CHAPTER 4

CHAPTER 4 DATA ANALYSIS AND INTERPRETATION

4.1. PERCENTAGE ANALYSIS

4.1.1: Table showing Gender wise classification of the respondents

Gender	No.of Respondents	Percentage
Male	59	53.8
Female	45	45.2
Total	104	100%



4.1.1: Chart showing Gender wise classification of the respondents

Interpretation From the above table no .of male respondents are 53.8% and number of female respondents are 45.2%

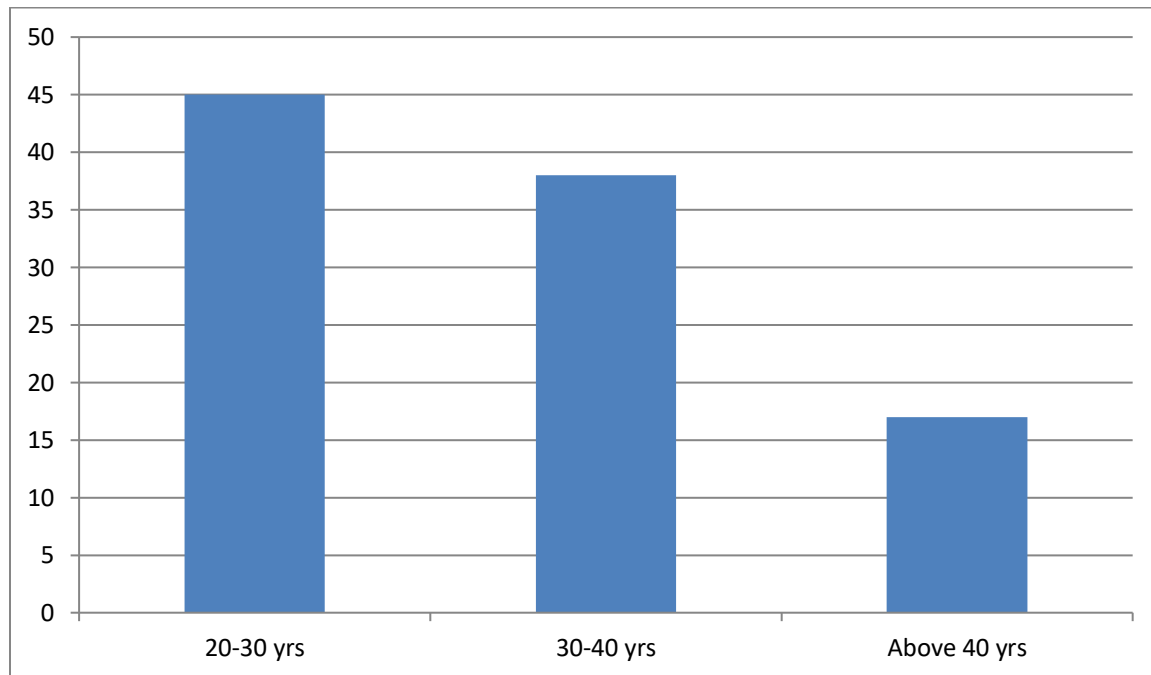
Inference

Majority (53.8%) of the respondents are male

4.1.2: Table showing Age wise classification of the respondents

AGE	No.of Respondents	Percentage
20-30 yrs	49	45%
30-40 yrs	38	38
Above 40 yrs	17	17%
Total	104	100%

4.1.2.1 Chart showing Age wise classification of the respondents



Interpretation From the above table interpreted 45% of the respondents are in the age group of 20-30, 38% of the respondents are in the age group of 30-40 and 17% of the respondents are in the age group of Above 40.

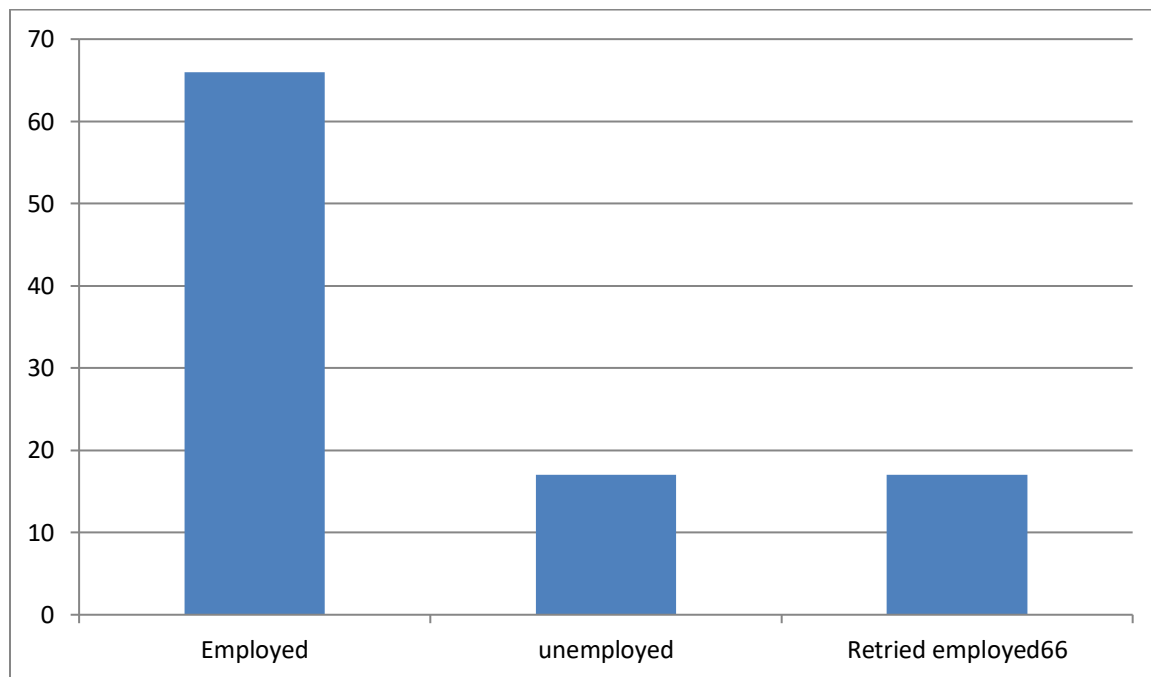
Inference

Majority 45% of the respondents are 20-30

4.1.3: Table showing Occupation wise classification of the respondents

Occupation	No.of Respondents	Percentage
Employee	66	66
Unemployed.	18	17
Retried employee	20	17
Total	104	100%

4.1.3.1 Chart showing Occupation wise classification of the respondents



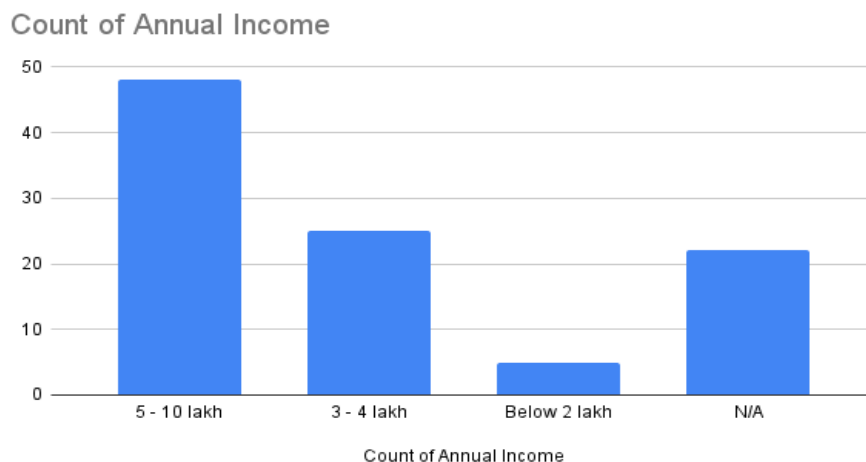
Interpretation From the above table interpreted that the no of employee respondents are 66% , no of Un employee respondent are 17% and no of retried employee respondent are 17%

Inference Majority 66% of the respondents are Employee

4.1.4: Table showing classification of Annual income of the respondents

Annual income	No.of Respondents	Percentage
5 - 10 lakh	48	48
3 - 4 lakh	25	25
Below 2 lakh	5	5
N/A	26	22
Total	100	100%

4.1.4.1 Chart showing Annual Income wise classification of the respondents



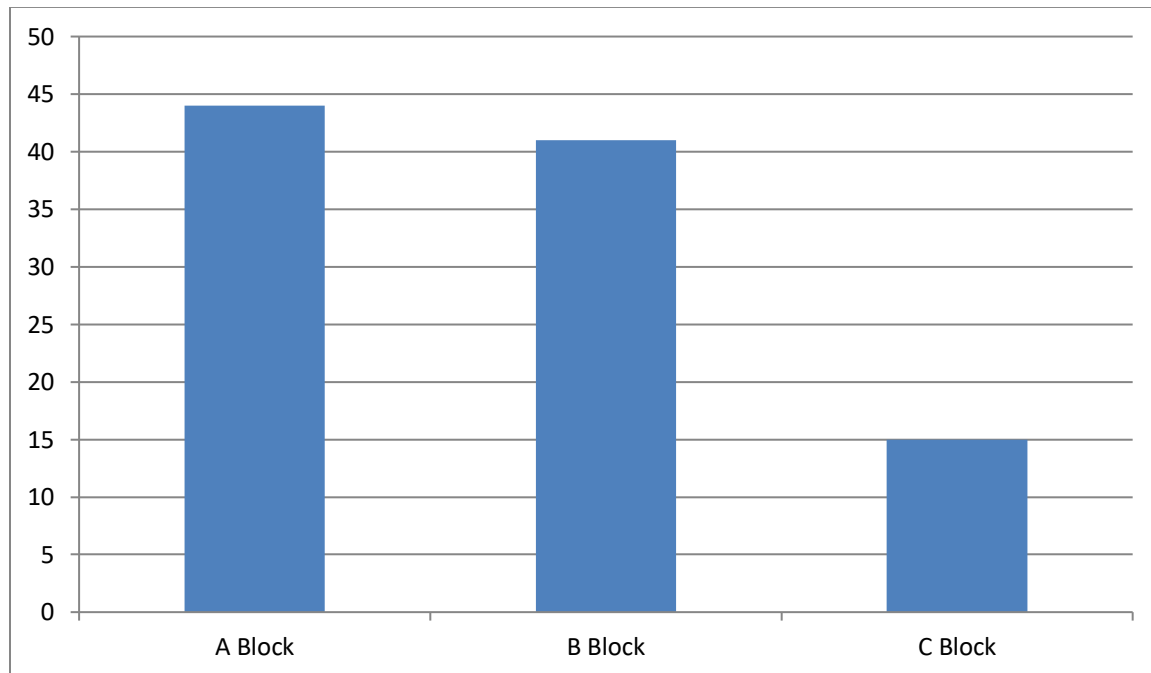
Interpretation From the above table 48 % of the respondents are getting 5 to 10 lakh salary ,25 % of the respondents are getting 3 to 4 lacs salary and 5 % of the respondents are getting below 2 lakh salary and 22% of respondents are not getting salary

Inference Majority 48% of the respondents are 5-10 lakhs

4.1.5: Table showing Block wise classification of the respondents

Block	No.of Respondents	Percentage
A Block	44	44
B Block	43	41
C Block	17	15
Total	104	100%

4.1.5.1 Chart showing Block wise classification of the respondents



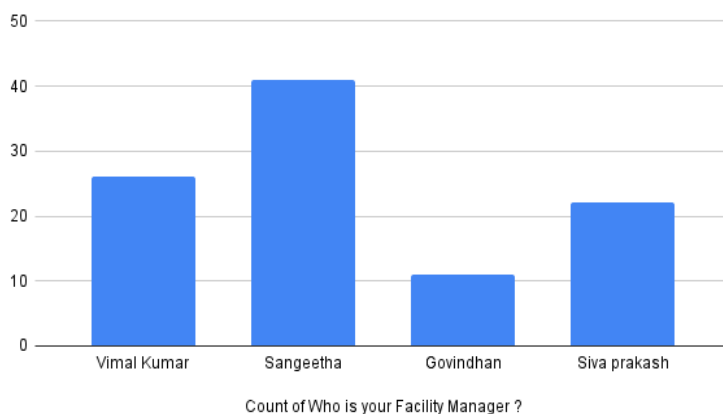
Interpretation From the above table 44% of the respondents are living in A block, 41% of the respondents are Living B Block and 15% of the respondents are living in C Block

Inference Majority 44% of the respondents are A block

4.1.6: Table showing satisfaction of facility manager of the respondents

Facility Manager	No.of Respondents	Percentage
Vimal Kumar	27	25.5
Sangeetha	42	40.5
Siva prakash	23	22
Govindhan	12	11
Total	104	100%

4.1.6.1 Chart showing Facility Manager classification of the respondents



Interpretation From the above table 25.5% of the respondents are satisfied with the Facilities manager Mr Vimal Kumar , 40.5 percentage of the respondents are satisfied with the facility manager Sangeetha, 22% of the respondent are satisfied with the facility manager Siva 11% of the respondent are satisfied with facilities manager govindhan

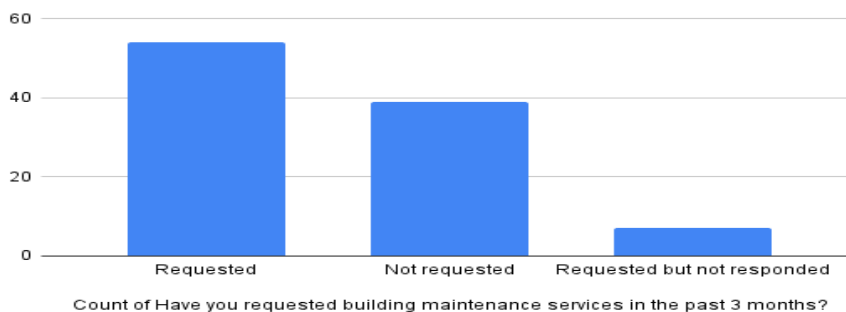
Inference Majority 41% of the respondents Choose sivaprakash

4.1.7 Table showing “Have you requested building maintenance services in the past 3 months?”

Options	No.of Respondents	Percentage
Requested	55	54
Not requested	38	39
Requested but not responded	9	7
Total	104	100%

4.1.7.1 Chart showing building maintenance services in the past 3 months?

Count of Have you requested building maintenance services in the past 3 months?



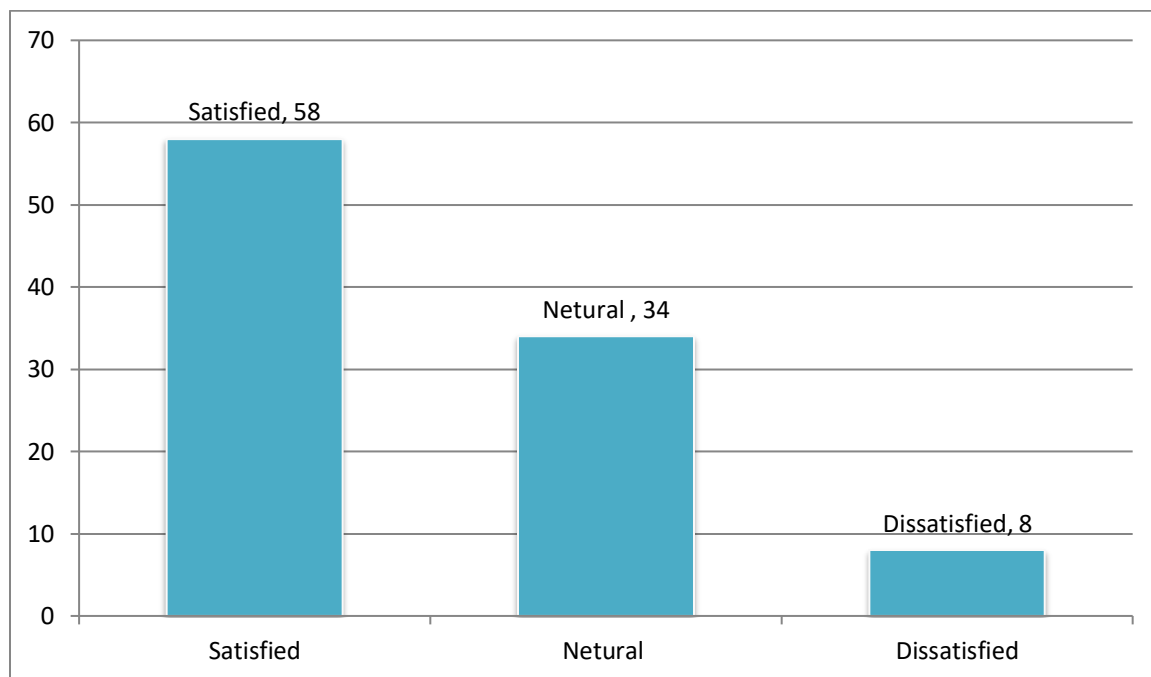
Interpretation From the above table 54 percentage of the respondent have requested building maintenance service in the past 3 months 39% of the respondents are not requested for building maintenance service in the past 3 months and 7% of the respondents are requested but management didn't respond to the building maintenance service in the past three months

Inference Majority 54% of the respondents requested

4.1.8 Table showing “Cleanliness of restroom areas.”

Options	No.of Respondents	Percentage
Satisfied	59	58
Neutral	35	34
Dissatisfied	10	8
Total	104	100%

4.1.8 Chart showing “Cleanliness of restroom areas.”



Interpretation

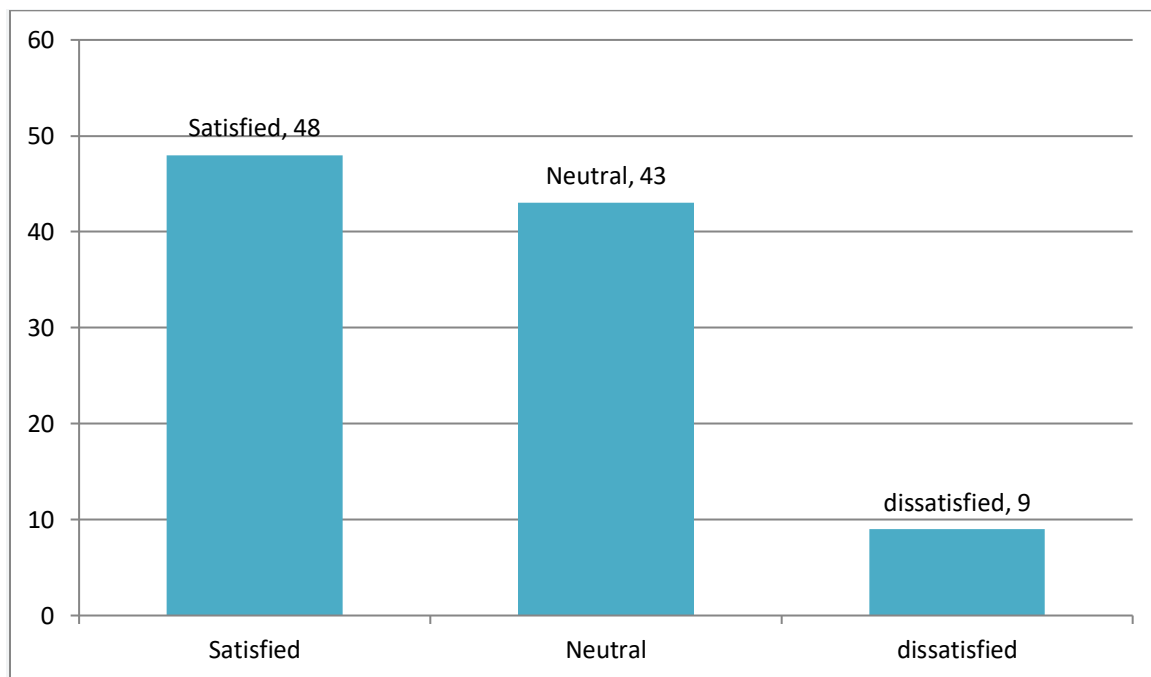
From the above table 58% of the respondents are satisfied with the cleanliness of restroom areas 34% of the respondent are gives neutral opinion fare cleanliness of restroom areas 8 percentage of the respondents are dissatisfied with the cleanliness of restroom areas

Inference Majority 58% of the respondents satisfied

4.1.9 Table showing “Cleanliness of hallways and stairwells”.

Options	No.of Respondents	Percentage
satisfied	49	48
Neutral	44	43
Dissatisfied	11	9
Total	104	100%

4.1.9 Chart showing “Cleanliness of hallways and stairwells”.



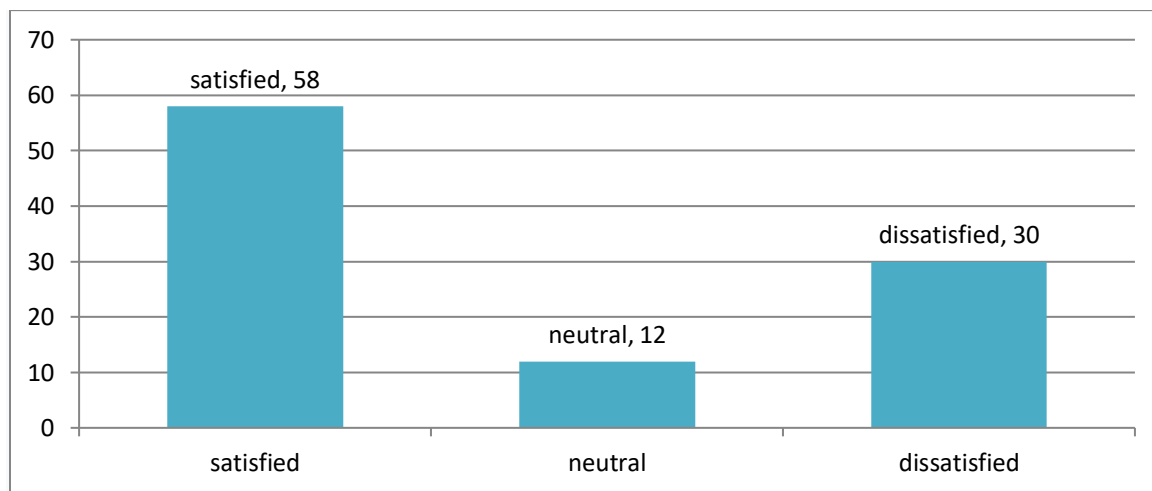
Interpretation from the above table 58% are satisfied with timely answering to enquiries 20 percentage of the responents are giving neutral opinion fare timely answers to increase 22 percentage of the respondents are dissatisfied with timely answer fare enquiry

Inference Majority 48% of the respondents satisfied

4.1.10 Table showing “Timely response to cleanliness concerns.”

Options	No.of Respondents	Percentage
satisfied	60	58
Neutral	14	12
Dissatisfied	30	30
Total	104	100%

4.1.10 Chart showing “Timely response to cleanliness concerns.”



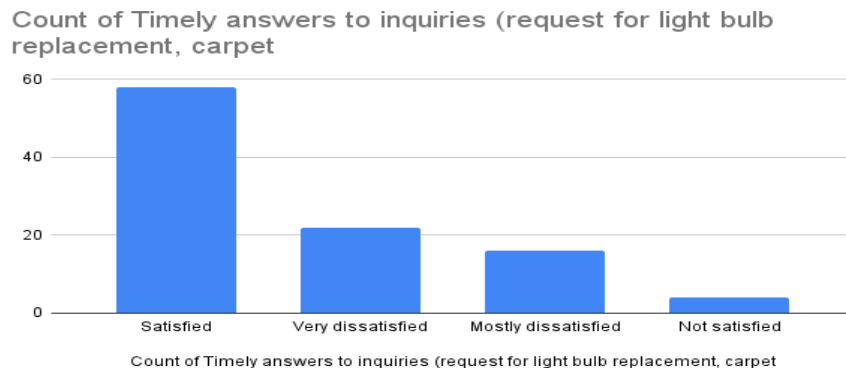
Interpretation From the above table 58% page of the respondents are satisfied with the timely respondents to cleanliness concerns 12th percentage of the respondents of giving neutral opinions fare the timely respondentse to cleanliness concern 30% of the respondents have dissatisfied with the timely respondentse to cleanliness concern

Inference Majority 58% of the respondents satisfied

4.1.11 Table showing “Timely answers to inquiries (request for light bulb replacement, carpet shampooed, etc.)”

Options	No.of Respondents	Percentage
satisfied	60	58
Neutral	21	20
dissatisfied	23	22
Total	104	100%

4.1.11 Chart showing “ Timely answers to inquiries (request for light bulb replacement, carpet shampooed, etc.).”



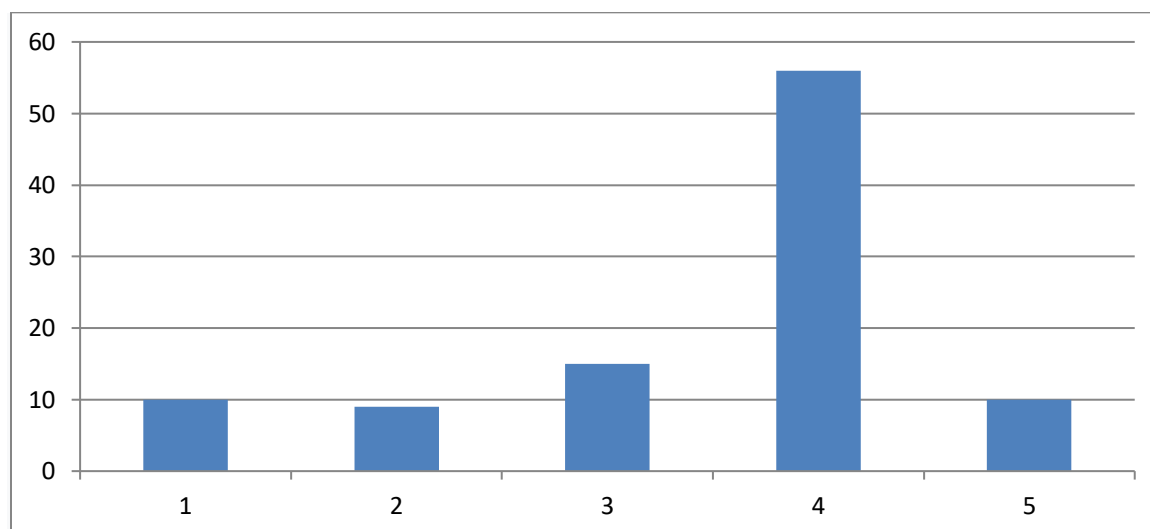
Interpretation From the above table 48% page of the respondent are satisfied with cleanliness of always understand Wells 43 percentage of the respondent are giving neutral opinion fare cleanliness of always and farewells 9 percentage of the respondents are this satisfied with the cleanliness of always understand Wells

Inference Majority 58% of the respondents are satisfied

4.1.12 Table showing rating of the overall availability of staff from 1 – 5

Options	No.of Respondents	Percentage
1	10	10
2	9	9
3	15	15
4	56	56
5	10	10
Total	100	100%

4.1.12Chart showing rating of the overall availability of staff from 1 – 5



Interpretation From the above table 10% of the respondents are rated

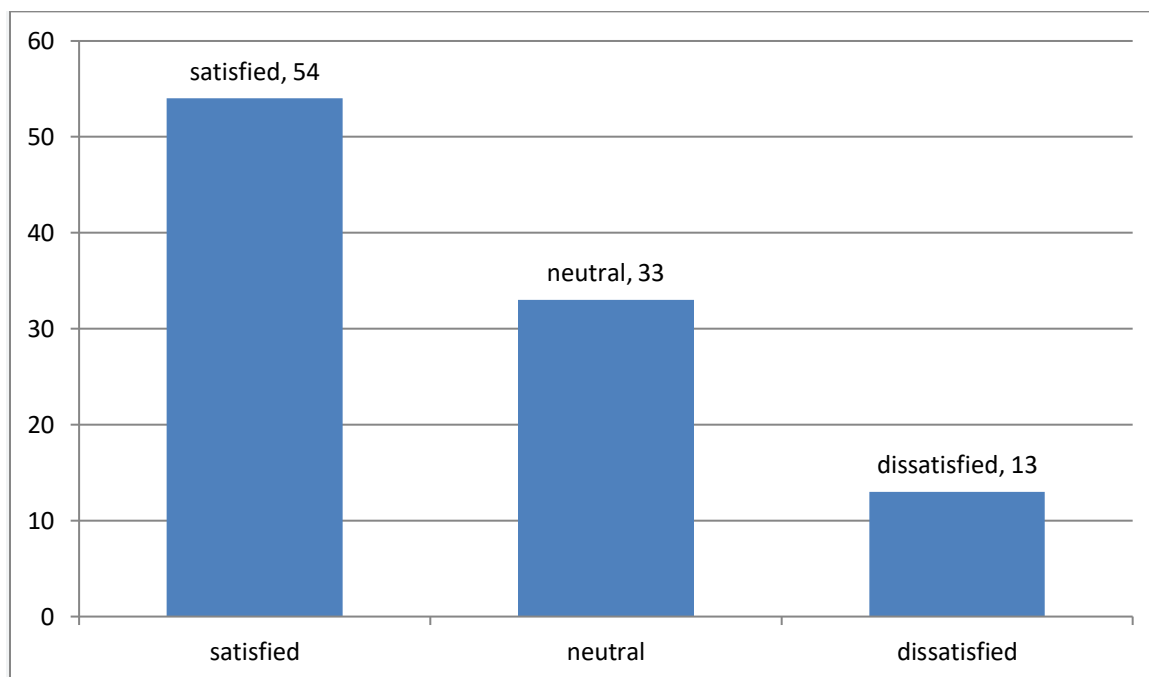
1 points fare overall availability of staff 9 percentage of the respondent are gives
2points fare overall availability of staff 15% of the respondents are rated 3 points fare
overall availability of staff 56 percentage of the responents are a rated 4 points fare
overall availability of staff 10% of the respondents are rated 5.4 overallavailability of
staff

Inference Majority 56% of the respondents gives 4

4.1.13 Table showing indication of overall satisfaction with the services provided by Facilities

Options	No.of Respondents	Percentage
satisfied	54	54
Neutral	36	33
Dissatisfied	14	13
Total	104	100%

4.1.13 Chart showing indication of overall satisfaction with the services provided by Facilities



Interpretation From the above table 54 percentage of the respondent are a satisfied with the service provided by facilities 33 percentage of the respondents are giving neutral opinion fare service provided by facilities 13% of the respondents are dissatisfied with service provided by facilities

Inference Majority 54% of the respondents are satisfied

4.1.14 Table showing ratings of the information systems help desk

Options	No.of Respondents	Percentage
Excellent	38	36
Very good	41	40
Poor	25	24
Total	104	100%

4.1.14 Chart showing ratings of the information systems help desk



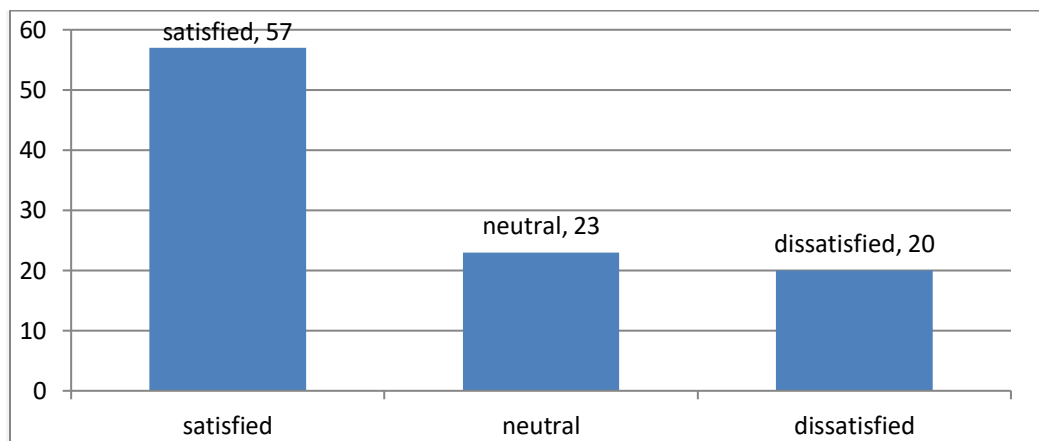
Interpretation From the above table 36 percentage of the respondents feels that infarementation systems help desk is very excellent 40 percentage of the responents feel such infarementation system help desk is very good 24 percentage of the responents feels that infarementation systems help desk is poare

Inference Majority 36% of the respondents are Very good

4.1.15 Table showing the effectiveness of Information Systems' communications to the campus community (newsletters, web pages, periodic emails, tech forums, etc.).

Options	No.of Respondents	Percentage
satisfied	60	57
neutral	26	23
Dissatisfied	18	20
Total	104	100%

4.1.15 Chart showing the effectiveness of Information Systems' communications to the campus community (newsletters, web pages, periodic emails, tech forums, etc.).



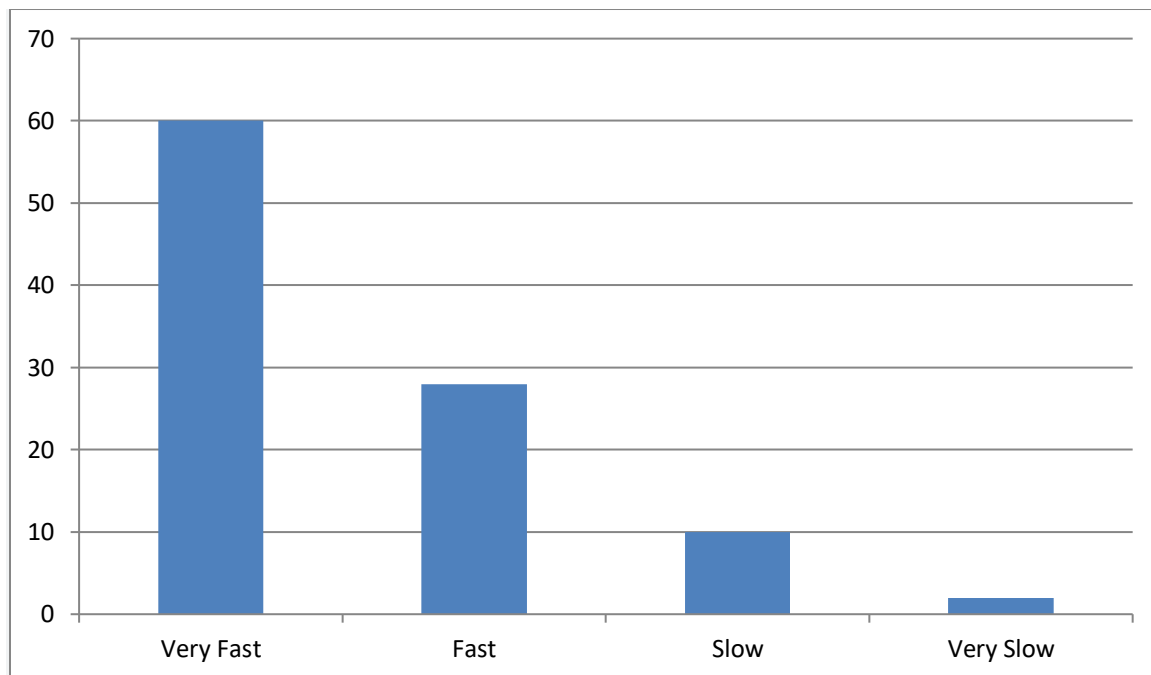
Interpretation From the above table 57 percentage of the respondents are satisfied with the effectiveness of Information Systems communications to the campus community 23 percentage of the respondents are gives neutral opinion fare the effectiveness of information system communications to the campus community 20% of the respondent are this satisfied with the effectiveness of Information Systems communications to the campus

Inference Majority 57% of the respondents are satisfied

4.1.16 Table showing how soon the problem was sloved after you complaint

Options	No.of Respondents	Percentage
very fast	61	60
Fast	29	28
Slow	11	10
very slow	3	2
Total	100	100%

4.1.16Chart showing how soon the problem was sloved after you complaint



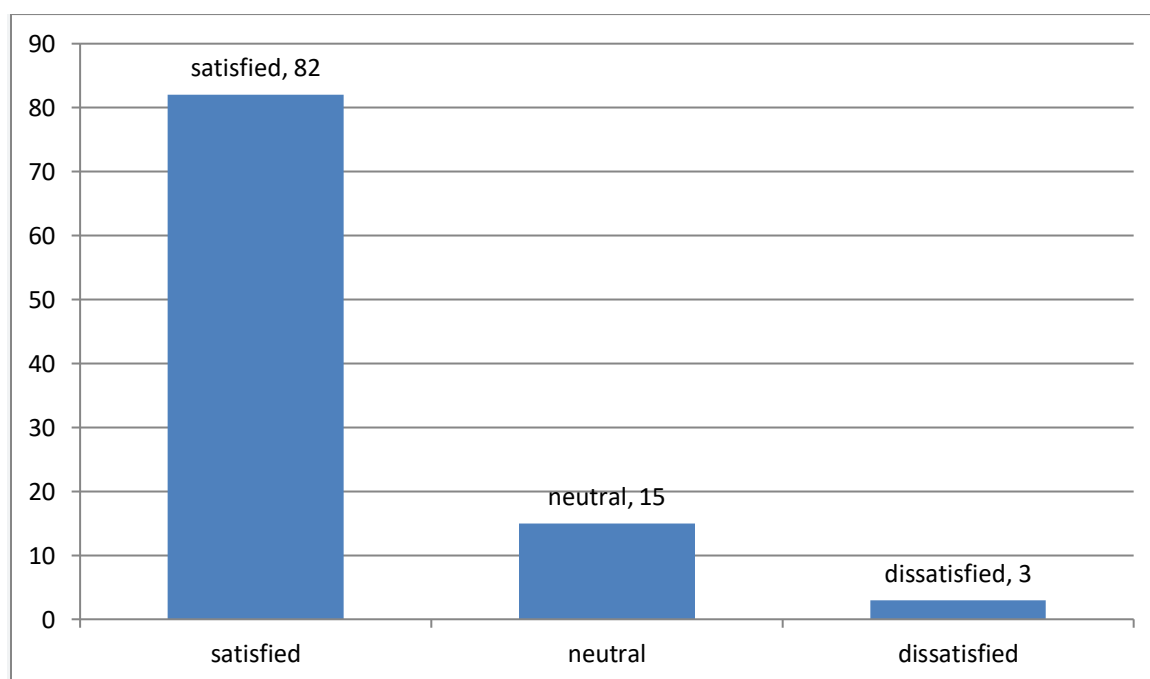
Interpretation From the above table 60% of a respondents feels that the problem was solved with after your complaint is very fast 28% is of the respondents feels that the problem was solved after your compliant is fast 10% of the respondents feels that the problem was solved after your complaint is slow 2 percentage of the respondents feels that that the problem was solved of after your complaints is very slow

Inference Majority 60% of the respondents chosen very fast

4.1.17 Table showing how the car parking spaces in apartment

Options	No.of Respondents	Percentage
satisfied	84	82
Neutral	16	15
dissatisfied	4	3
Total	100	100%

4.1.17 Chart showing how the car parking spaces in apartment



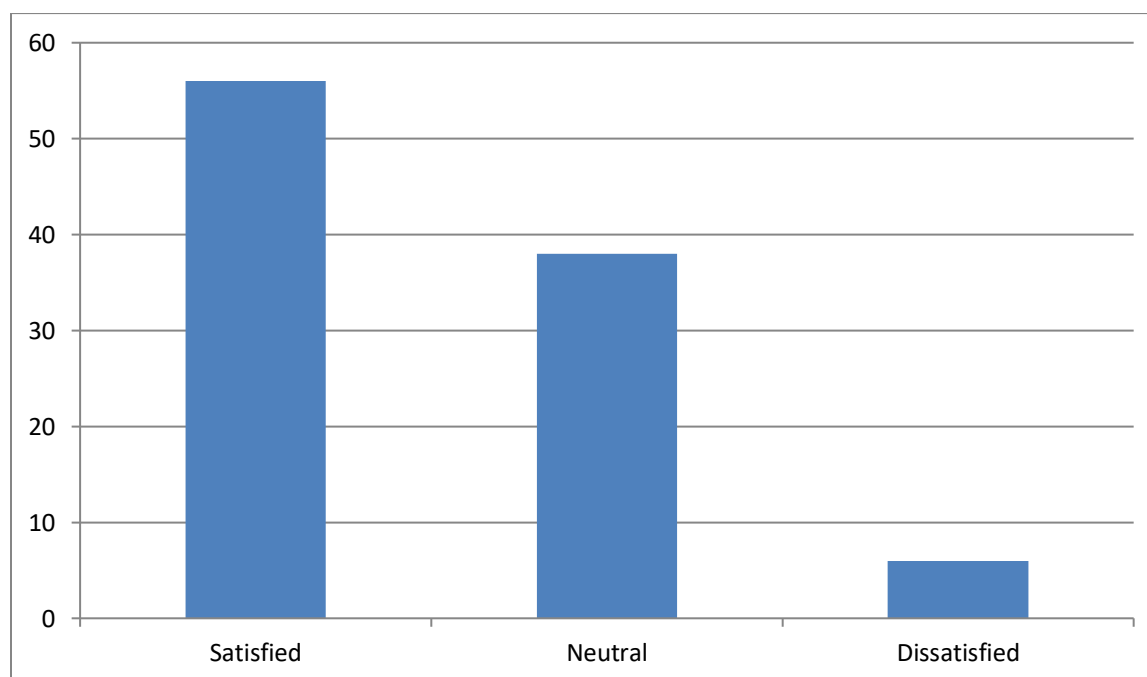
Interpretation 82 percentage of the respondent are satisfied with the caree parking spaces in the apartment 15 percentage of the respondents are gaze neutral opinion fare the car parking spaces in apartment three percentage of the respondents are dissatisfied with the car parking spaces in apartments

Inference Majority 82% of the respondents chosen satisfied

4.1.18 Table showing kindly give overall facilities services provided by our management

Options	No.of Respondents	Percentage
Satisfied	56	56
Neutral	39	38
dissatisfied	9	6
Total	104	100%

4.1.18 Chart showing kindly give overall facilities services provided by our management



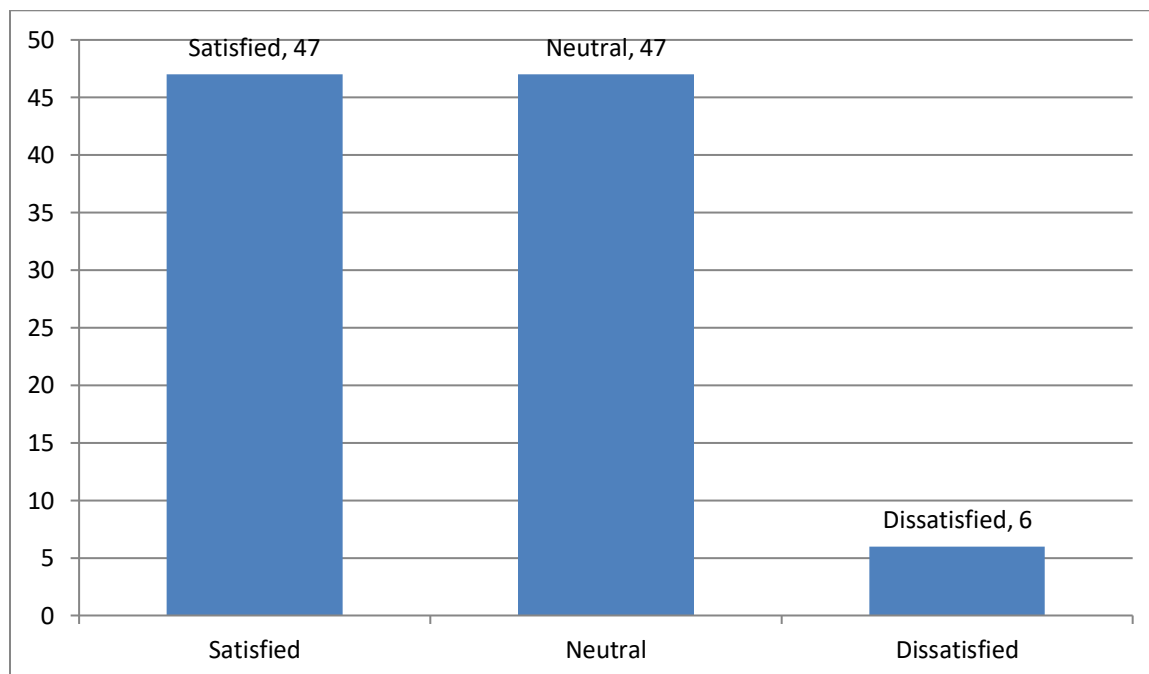
Interpretation 56 percentage of the respondents are satisfied with the facility service provided by our management 38 percentage of the respondents are gives neutral opinions fare facilities service provided by our management 6 percentage of the respondents are as a satisfied with facilities service provided by our management

Inference Majority 56% of the respondents chosen satisfied

4.1.19 Table showing an overall rating of the custodial services (i.e. the cleaning of the rest rooms, or the other rooms, deliveries, events set-up, etc.)

Options	No.of Respondents	Percentage
satisfied	49	47
Neutral	48	47
dissatisfied	7	6
Total	104	100%

4.1.19 Chart showing an overall rating of the custodial services (i.e. the cleaning of the rest rooms, or the other rooms, deliveries, events set-up, etc.)



Interpretation How many episodes already once 47% of the respondents are as satisfied with the custodial service providing by facilities management 47 percentage of the people's gives neutral opinions fare the custodial service providing by facilities management 6 percentage of the spontaneous are a dissatisfied with the custodial service providing by facilities management

Inference Majority 47% of the respondents chosen satisfied

CHAPTER 5

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 FINDINGS

Facility management involves a range of activities that are critical to ensuring the proper functioning and maintenance of buildings and infrastructure. These activities may include cleaning, maintenance, security, and other services that are necessary for creating a safe, comfortable, and productive environment for occupants.

Customer satisfaction in facility management is often measured through surveys and feedback mechanisms that assess the quality of services delivered, the responsiveness of the facility management team, and the overall level of customer service. Some of the key factors that can influence customer satisfaction in facility management include:

- ✓ Quality of service delivery: Customers expect high-quality services that are delivered efficiently and effectively. This may include timely response to requests, thorough cleaning and maintenance, and prompt resolution of issues.
- ✓ Communication and transparency: Customers appreciate open and transparent communication from facility management teams, including regular updates on service delivery, clear explanations of maintenance issues, and opportunities to provide feedback.
- ✓ Responsiveness to customer needs: Facility management teams that are responsive to customer needs and willing to go above and beyond to address issues are likely to generate high levels of customer satisfaction.
- ✓ Cost-effectiveness: Customers also value facility management services that are cost-effective and offer good value for money. This may include optimizing maintenance schedules and implementing energy-efficient practices to reduce costs.

Overall, the key to achieving high levels of customer satisfaction in facility management is to prioritize quality service delivery, effective communication, and responsiveness to customer needs.

- ✓ Majority (53.8%) of the respondents are male
- ✓ Majority 45% of the respondents are 20 up to 30 years
- ✓ Majority 66% of the respondents are Employee
- ✓ Majority 48% of the respondents are 5-10 lakhs of annual income
- ✓ Majority 44% of the respondents are living in A block
- ✓ Majority 41% of the respondents Choose sivaprakash as a facility manager
- ✓ Majority 54% of the respondents requested requested building maintenance services in the past 3 months?"
- ✓ Majority 58% of the respondents satisfied "Cleanliness of restroom areas."
- ✓ Majority 48% of the respondents satisfied "Cleanliness of hallways and stairwells"
- ✓ Majority 58% of the respondents satisfied "Timely response to cleanliness concerns."
- ✓ Majority 58% of the respondents are satisfied Timely answers to inquiries
- ✓ Majority 56% of the respondents gives 4 rating of the overall availability of staff
- ✓ Majority 54% of the respondents are satisfied with the services provided by Facilities
- ✓ Majority 60% of the respondents chosen very fast ratings of the information systems help desk
- ✓ Majority 82% of the respondents chosen satisfied the effectiveness of Information Systems' communications to the campus community

- ✓ Majority 56% of the respondents chosen satisfied the problem was sloved after you complaint
- ✓ Majority 47% of the respondents chosen satisfied for overall rating of the custodial services
- ✓ Majority 82% of the respondents chosen satisfied the car parking spaces in apartment
- ✓ Majority 47% of the respondents are satisfied with the services provided by Facilities

5.2 SUGGESTIONS

- ✓ Communicate effectively: Clear and timely communication is essential for customer satisfaction. Ensure that you communicate any changes or issues that may impact your customers, such as maintenance or repairs, and respond promptly to any queries or concerns.
- ✓ Maintain high standards of cleanliness and hygiene: Keeping your facility clean and well-maintained is critical to customer satisfaction. Regularly clean and disinfect high-touch areas such as door handles, light switches, and bathroom fixtures.
- ✓ Address customer complaints promptly: If a customer has a complaint or issue, it's important to address it quickly and efficiently. Listen actively to their concerns, and take appropriate steps to resolve the problem to their satisfaction.
- ✓ Provide excellent customer service: Customer service is crucial to customer satisfaction. Ensure that your staff is trained to provide courteous and helpful service, and that they are knowledgeable about the facility and its services.
- ✓ Use technology to enhance the customer experience: Technology can be used to streamline facility management and enhance the customer experience. For

example, using a mobile app to allow customers to book facilities or report issues can make it easier and more convenient for them to engage with your facility.

- ✓ Seek feedback and act on it: Regularly seeking feedback from your customers can help you identify areas where you can improve your facility management. Take action on the feedback you receive to show your customers that you value their opinions and are committed to providing the best possible service.

By implementing these suggestions, you can improve customer satisfaction on facility management and create a positive experience for your customers.

5.3 CONCLUSION

customer satisfaction on facility management can depend on several factors such as the quality of services provided, responsiveness to customer needs and concerns, effective communication, transparency, and fair pricing.

Facility management companies that prioritize these factors and consistently meet or exceed customer expectations are likely to have higher levels of customer satisfaction. Additionally, seeking regular feedback from customers and using that feedback to improve services can also lead to higher satisfaction levels.

In conclusion, providing high-quality services, being responsive and transparent, and regularly seeking feedback from customers are some of the key factors that can contribute to customer satisfaction in facility management.

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ANNEXURE
(Questionnaire)

1.Name

2.Age

a)20-30

b)30-40

c)40 above

3.Gender

a)Male

b)Female

c)Other:

4.Occupation

a)employed

b)unemployed

c)retried employed

5.Annual Income

a)5 - 10 lakh

b)3 - 4 lakh

c)N/A

6.Which Block do you Reside in ?

- a)A Block
- b)B Block
- c)C Block

7.Who is your Facility Manager ?

- a)Vimal Kumar
- b)Sangeetha
- c)Siva prakash
- d)Govindhan

8.Have you requested building maintenance services in the past 3 months?

- a)Requested
- b)Not requested
- c)Requested but not responded
- d)Other:

10. Cleanliness of restroom areas.

- a)Satisfied
- b)Neutral
- c)dissatisfied

11.Cleanliness of hallways and stairwells.

- a)satisfied
- b)Neutral
- c)Dissatisfied

12. Timely response to cleanliness concerns

- a) satisfied
- b) Neutral
- c) Dissatisfied

13. Timely answers to inquiries (request for light bulb replacement, carpet shampooed, etc.).

- a) satisfied
- b) Neutral
- c) Dissatisfied

14. the overall availability of staff from 1 – 5

- a) 1
- b) 2
- c) 3
- d) 4
- e) 5

16. Please indicate your overall satisfaction with the services provided by Facilities.

- a) satisfied
- b) Neutral
- c) Dissatisfied

17. Please rate the Information Systems Help Desk

- a) Excellent
- b) Good
- c) Poor

18. Please rate the effectiveness of Information Systems' communications to the campus community (newsletters, web pages, periodic emails, tech forums, etc

- a) satisfied
- b) Neutral
- c) Dissatisfied

19. how soon the problem was solved after you complaint

- a) very fast
- b) fast
- c) slow
- d) very slow

20. kindly suggest feedback

21. how the car parking spaces in apartment

- a) satisfied
- b) Neutral
- c) Dissatisfied

22. kindly give overall facilities services provided by our management

- a) satisfied

b)Neutral

c)Dissatisfied

23Please give an overall rating of the custodial services (i.e. the cleaning of the rest rooms, or the other rooms, deliveries, events set-up, etc.)

a)satisfied

b)Neutral

c)Dissatisfied