

IDENTIFICATION AND ANALYSIS OF THE SERVICE QUALITY GAP IN FACILITY MANAGEMENT SERVICES: A CASE STUDY IN OIL & GAS INDUSTRY

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ABSTRACT

Facility management is a relatively new industry, which has root since 1970. Nonetheless, facility management is understood differently by academic and professional institutions; the key focus is on meeting the expectation of customers. Despite a vast number of works of literature generated on service quality in the facility management industry, the available works of literature of facility management related to oil & gas industry are not many. Though the facility management function does not have a direct impact on the core business of an organisation, it has a significant role to create a productive working environment, which subsequently will lead towards a profitable business. FM department is responsible for providing facility management services for its sister departments in ABC (Oil & Gas company), such as the provision of facility services, facility maintenance services, recreation services, and HSE & security services according to the mandate of FM department. The objective of this study is to assess the effectiveness of facility management services delivered and examine the service quality gap. Self-administered questionnaires were used to have feedback from ABC employees on the services offered by the FM department. The outcomes of this study reflect the service quality gaps of Facility Management in the Oil & Gas industry. The comments received, along with the feedback, were analysed and revealed five key factors influencing the facility management service quality. A model is uncovered to illustrate the factors influencing Service Quality in Facility Management. Hence, the Facility Management Operators working Oil & Gas industry in particular and other industry, in general, can benefit from the outcomes of this study.

Keywords: Customer satisfaction, Service quality, Facility management, Oil and gas industry.