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FACIOVATION

FMR REPORT



Facilovation on behalf of NHTV Real Estate and Facility Management, Breda for Eurest Services

FMR report

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List of terms

Faciovation: a fictive company that is assigned by Euresst and the NHTV to conduct a qualitative research.



1. Introduction

Welcome, we are Facilovation. We are a company that is asked by NHTV and Euresst to perform a qualitative research. This research had the following focus; what is the experience of the end user towards the facility services. Within this document we want to give you a clear insight in how we conducted this research. We have tried to make this clear by stating a management problem and related questions. At the end of this document you can find the coded interviews and the research guide we used to conduct these interviews.

We hope that with document you will have a better understanding of how the facility employee experiences the facility services within a company.

2. Problem

2.1 Management problem

In collaboration with Eurest, NHTV facilitates a research to gain insight in the experience of facility services by end users.

Eurest already conducted a quantitative research to gain insight in improvement points regarding the current offer of services. As an addition to this interview, students of the second year Real Estate and Facility Management conducted qualitative interviews within the work field. All the companies interviewed make use of services provided by Eurest.

The Interviews are conducted to gain better insight in the factors which are valuable in the experiencing of facility services.

2.2 Research problem

2.2.1 Main problem

Eurest wants to gain insight in the factors which are of added value to the experience of the facility services from the side of the end-user.

2.2.2 Additional problem

Which factors are important in the work environment of the end-user?

In what matter do the facility services provided by Eurest help to raise the total satisfaction of the end-users in their work environment.

2.3 Research questions

The questions are asked within the following five services

- Catering
- Cleaning
- Security
- Reception
- Housing

For every service the following questions were set up:

- How do you experience this service?
- Describe a positive experience with this service
- Which factors are important for this positive experience?
- Describe a negative experience with this service
- Which factors are important for this negative experience?

2.4 Research approach

With the interview guide provided by the NHTV, Facilovation went to the following companies:

- DAF Trucks
- De Efteling

- Deloitte
- Metaal Company Brabant
- Stichting Valkenhof, Taxandria
- Tom Tom

Facilovation choose these companies to get a good view on different companies. In all the companies we already had a contact person, and that was our entrance to get inside the companies to conduct the interviews. It is no accident that we have chosen for a semi- government organization, a theme park, and several commercial companies in different segments of the market.

We would like to thank the following interviewees:

- Erwin Planting for Tomtom
- Frans van Zutphen for Metaal company brabant
- Hannie Smits for De Efteling
- Ine van Houts for Stichting valkenhof taxandria
- Ron Verbrugge for De Efteling
- Ruud Snoeijen for DAF trucks
- Toon Boelens for Tomtom
- Vincent van Huijgevoort for Deloitte

Facilovation conducted interviews with men and women, from different age categories, to get a good representation of the work field.

2.5 Our interview guide versus school's interview guide

We examined both research guides, from this research we can concluded that the main difference between our interview guide and the guide made by school was that in our research guide we were more eager to know the opinion of the interviewee. This opinion was based on what kind of improvements he or she would like to see in their facility services.

2.6 Our coding versus school's coding

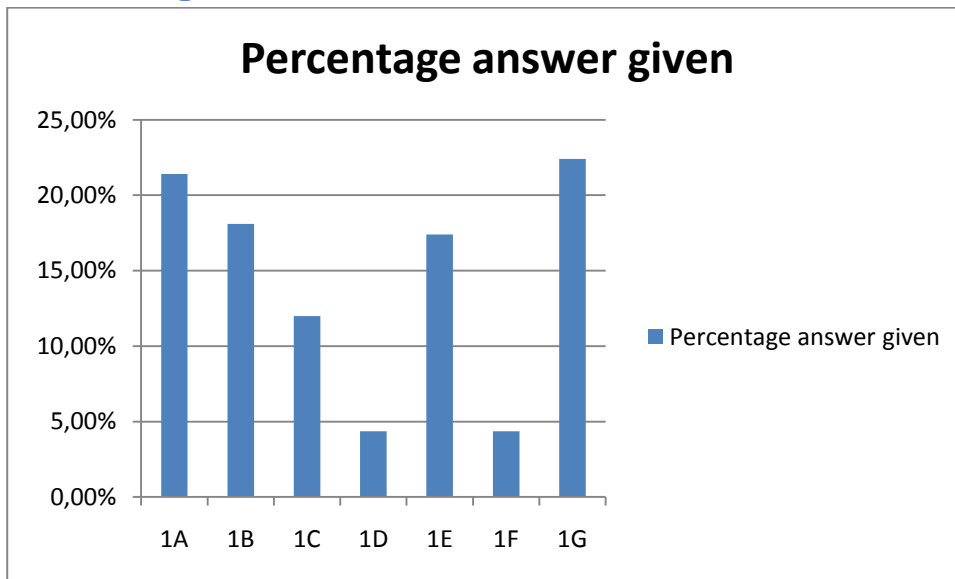
We have analyzed the coding, both this analysis we concluded that our coding and the coding provided by school was almost the same. There were some minor difference but the main focus was the same in these two codings.

3. Results

The results of the conducted interviews are explained in this chapter. With the coding provided by NHTV, Facilovation coded all the interviews of all the groups. We counted the times an interviewee had spoken about the subject. Facilovation made graphs about all subjects. This creates an easy and good overview in the answers given.

Underneath you can find the graphs per provided service and our conclusions and recommendations.

3.1 Catering:



Graph 1 Catering

- A= Behulpzaamheid / bereidheid van het catering personeel.
- B= Vriendelijkheid en houding van het personeel.
- C= Snelheid van afhandeling/ alertheid.
- D= Gezelligheid/ Sfeer van de catering ruimte.
- E= Versheid/ kwaliteit van de producten.
- F= Toegankelijkheid
- G= Aanbod/Assortiment

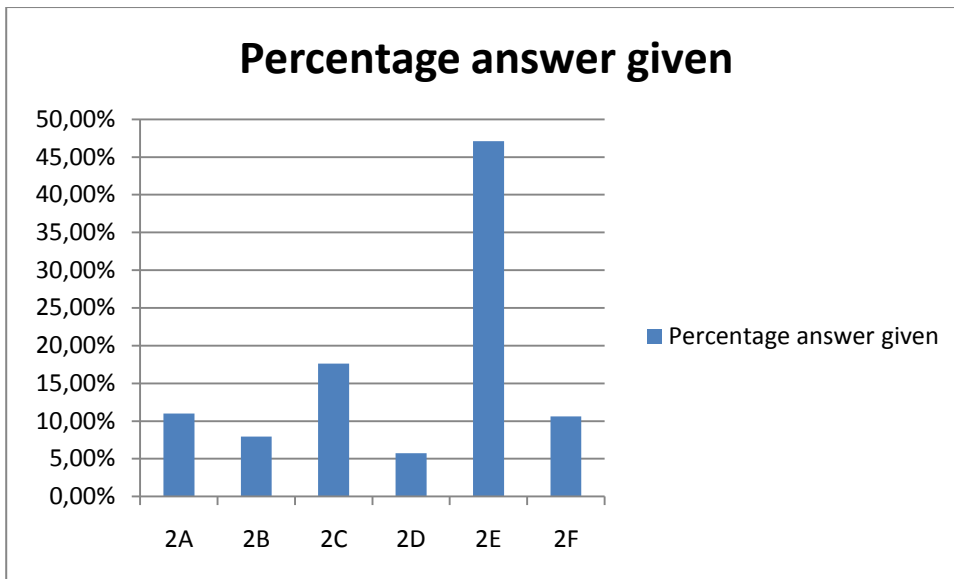
3.1.1 Conclusion

As shown in Graph 1, an extreme low percentage of the employees talk about the atmosphere in the catering area and the accessibility of the catering area. More important is the assortment and the willingness to help of the catering employees.

3.1.2 Recommendation

Give a broad variety of goods for gaining a good experience by the employees, and take care of education of the catering employees. This is regarded as a high priority.

3.2 Cleaning:



Graph 2 Cleaning

- A= Behulpzaamheid / bereidheid van het schoonmaakpersoneel.
- B= Vriendelijkheid schoonmaakpersoneel.
- C=Snelheid van afhandeling/ alertheid.
- D= Schoonmaaktijden
- E= Niveau van schoonmaak/ hygiëne
- F= Regelmaat en structuur in de schoonmaakwerkzaamheden

3.2.1 Conclusion

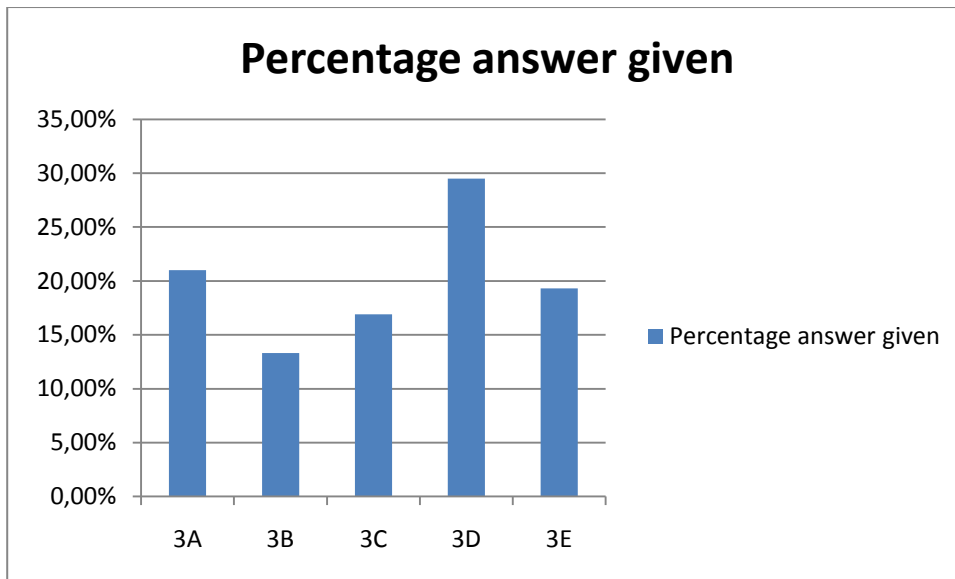
When looking at Graph 2 we can concluded that almost half of the interviewees think that the level of the cleaning services provided is important.

The cleaning times and the friendliness of the cleaning employees are not of any interest within the companies.

3.2.2 Recommendation

Make sure that when you make a tender for the cleaning contract the level of cleaning is well defined and requires a high level. We could also call this a performance based contract. Next to that, take in consideration that the time of cleaning and the friendliness of the personnel are not of any significance to the employees. So you don't need to keep this in mind.

3.3 Security:



Graph 3 Security

- A= Behulpzaamheid / bereidheid van het beveiligingspersoneel.
- B= Vriendelijkheid beveiliging.
- C= Snelheid afhandeling/ alertheid beveiliging.
- D= Aanwezigheid beveiliging.
- E= Afbakening kantoor.

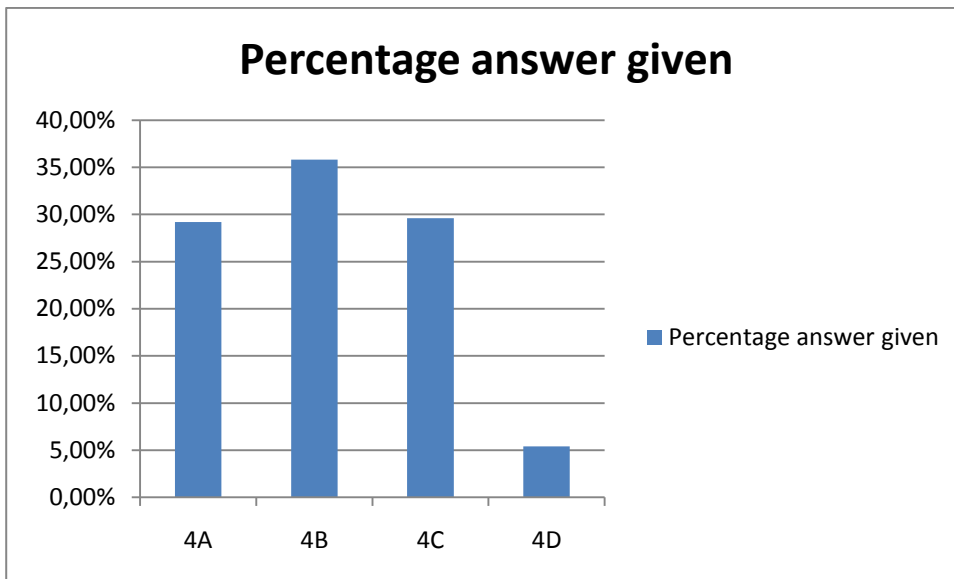
3.3.1 Conclusion

When taking a look at graph 3 we can conclude that the presence of a security employee is of the highest importance within this graph. Next to this the interviewee does not have high value of the friendliness of the security employee. So we can conclude that the interviewee wants to see the security personnel but they don't want any contact with them.

3.3.2 Recommendation

When managing the security personnel make sure that the security personnel is always in line of sight, this will increase the safety feeling of the employees. The security personnel do not have to have a lot of social skills they are only meant, in the eyes of the employee, to secure the building and not for chit chatting.

3.4 Front of House:



Graph 4 Front of House

- A= Behulpzaamheid/ bereidheid receptie.
- B= (klant) Vriendelijkheid en houding van de receptie.
- C= Snelheid van afhandeling/ Alertheid.
- D= Representatieve functie.

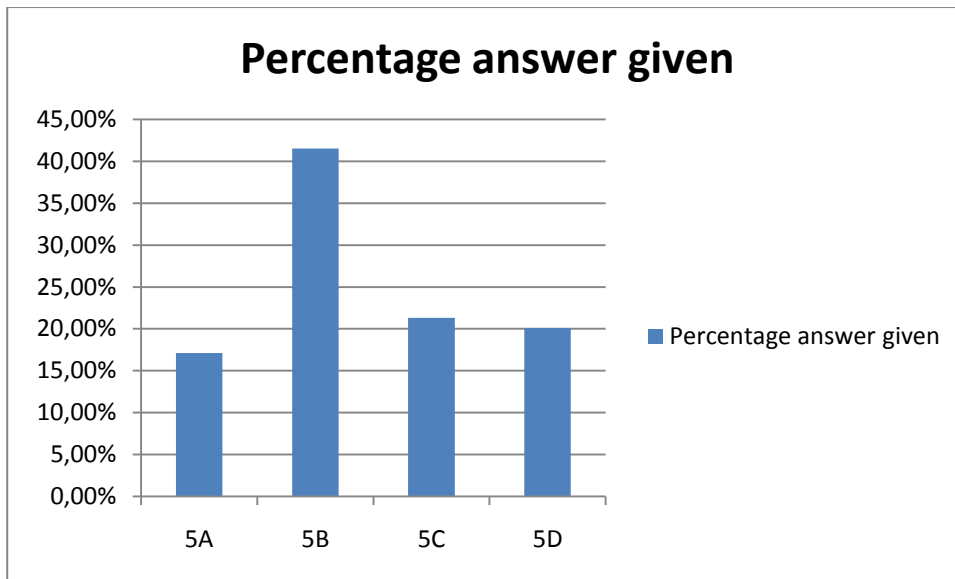
3.4.1 Conclusion

When taking a look at graph 4 we can concluded that the speed of work, friendliness and willingness to help the employees are the top priorities of this division. what is remarkable to see is that the representation of the person behind the desk is of no significant importance, this is not a point that the employee concerns.

3.4.2 Recommendation

When hiring employee for the front of house you must take in consideration that the quality of the work and the willingness to work is of key importance for this job. You do not have to select the employee on appearance or looks, this is not one of the main priorities of a employee visiting the front of house.

3.5 Housing:



Graph 5 Housing

- A= Sfeer en comfort.
- B=Opbouw/indeling van het pand.
- C= Bereikbaarheid van het pand.
- D=Licht, lucht en temperatuur.

3.5.1 Conclusion

Graph 5 shows us that employees give high priority to the structure of the building. They want their key department within walk able distance from each other. Inefficient distances are out of the ordinary and not welcomed by the employees. The atmosphere, light, temperature and reach ability of the premises are of equal importance, but the structure of the building stands out.

3.5.2 Recommendation

When moving to a new location, take in mind that there must be a logical and efficient floor plan. This will help the employees to get familiar with the new building easier. Next to be sure that the temperature and reach ability of the premises are arranged in a proper way. Not too cold and not too hot. Make sure that the premises are reachable by public or private transport. When arranging these points in a correct manner. You will ensure yourself that the atmosphere and comfort will also be of high quality.

4. Sources

Website:

<http://managementhelp.org/evaluatn/intrview.htm> date: 8 December 2009

Interviewees:

- Erwin Planting for Tomtom
- Frans van Zutphen for Metaal company brabant
- Hannie Smits for De Efteling
- Ine van Houts for Stichting valkenhof taxandria
- Ron Verbrugge for De Efteling
- Ruud Snoeijen for DAF trucks
- Toon Boelens for Tomtom
- Vincent van Huijgevoort for Deloitte

Appendix #1 Coding

Totaal gegeven antwoorden per onderwerp:

Catering	299
Cleaning	227
Security	166
Reception	240
Housing	258

Verdeling antwoorden per onderwerp:

Catering	Answers given	%	Cleaning	Answers given	%
1A	64	21,40%	2A	25	11,00%
1B	54	18,10%	2B	18	7,95%
1C	36	12,00%	2C	40	17,60%
1D	13	4,35%	2D	13	5,75%
1E	52	17,40%	2E	107	47,10%
1F	13	4,35%	2F	24	10,60%
1G	67	22,40%			
	299	100,00%		227	100,00%

Security	Answers given	%	Reception	Answers given	%
3A	35	21,00%	4A	70	29,20%
3B	22	13,30%	4B	86	35,80%
3C	28	16,90%	4C	71	29,60%
3D	49	29,50%	4D	13	5,40%
3E	32	19,30%			
	166	100,00%		240	100,00%

Housing	Answers given	%
5A	44	17,10%
5B	107	41,50%
5C	55	21,30%
5D	52	20,10%
	258	100,00%

Appendix #2 Interview guide by Facilovation

- *Bepaalde hoeveelheid van de onderwerpen
 - *Bepaalde structuur -> flexibel, moet kunnen veranderen als de vragen ergens anders heen gaan.
 - *Geen leidende verhalen stellen.
 - *Positie in 't bedrijf, aantal jaren in dienst, leeftijd.
 - *formuleer interview vragen zo dat ze kunnen helpen met het beantwoorden van de research vragen.
-
- *Create a certain amount of order on the topic areas, so that your questions about them flow reasonably well, but be prepared to alter the order of questions during the actual interview.
 - *Formulate interview questions or topics in a way that will help you to answer your research questions (but try not to make them too specific).
 - *Try to use a language that is comprehensible and relevant to the people you are interviewing.
 - *Just as in interviewing in quantitative research, do not ask leading questions.
 - *Remember to ensure that you ask or record 'facesheet' information of a general kind (name, age, gender, etc.) and a specific kind (position in company, number of years employed, number of years involved in a group), because such information is useful for contextualizing people's answers.

Practical details

- *Make sure you are familiar with the setting in which the interviewee works or lives or engages in the behaviour of interest to you. This will help you to understand what he or she is saying in the interviewee's own terms.
- *Silent Area
- *Tape recorder
- *Prepare yourself for the interview by cultivating as many of the criteria of a quality interviewer suggested by Kvale as possible.

Formulating questions for an interview guide

General Research Area -> Specific research questions -> Interview topics -> formulate interview questions -> Review/revise interview questions -> Pilot Guide -> Identify novel issues -> Revise interview questions -> Finalize guide.

Interview Guide

Semi-structured interview

What do we want to know from the interviewee?

Experience of the facility services

Topics

Introduction

Introduce yourself, explanation of the interview.

-Name, Gender, Age etc.

More specific; -Position in company, number of years employed.

Subject 1

Cleaning

1. Did you ever have a bad experience with cleaning?
2. How important is cleaning for you?
3. What is the most important? Why?
4. What can be improved?

Subject 2

Catering

1. How often do you make use of the catering?
2. How would you evaluate the catering
3. What is an improvement point for the catering?

Subject 3

Security/Safety

1. Do you feel safe in at your company?
2. How important is security/safety for you?
3. What can be improved?

Subject 4

Maintenance

1. How do you experience the maintenance at your company?
2. How important is maintenance for you?
3. What is the most important? Why?
4. What can be improved?

Subject 5

ICT

1. Did you ever have a bad experience with the ICT at your company?
2. How important is ICT for you?
3. What can be improved?

Subject 6

Climate Control

1. How do you experience the climate control at your company?
2. How important is Climate control for you?
3. What can be improved?

Subject 7

Facility Services

1. Can you prioritize the facility services?
2. How would you grade the facility services in general?
3. What are the most important improvement points?



Appendix #3 Coded interviews conducted by Facilovation

We would like to refer to enclosed document: FMR Report interviews.pdf

Click on the following link for the coded interviews.

[FMR Report interviews](#)