

Competencies Framework For The Property Manager Of Shopping Malls

Marliah Ab Wahab, Mariah Awang, Aminah Mohsin, Wilson Rangga Anthony Jiram, Siti Radiaton Adawiyah, Mohd Shahril Abdul Rahman

Abstract: The property management profession in Malaysia is registered under the Akta Penilai, Pentaksir, Ejen Harta Tanah dan Pengurus Harta 1981 (Akta 242)/ Valuers, Appraisers, Real Estate Agents and Property Managers Act 1981 (Act 242). A property manager is required to carry out management and control of any land, building and any interest in the land or building, excluding business management based on the property on behalf of the owner for a fee. In Malaysia, property managers have previously been free to manage their property under their custody, most of whom manage the assets on the basis of their own guidelines and standards. Therefore, in order to address these issues, this study was conducted in order to develop a competencies framework for property managers in the shopping mall. Proposed framework that based on knowledge, skills, abilities and other characteristics (KSAOs), could assist the organization in determining the competencies of property managers in their shopping centers for day-to-day tasks as well as for the purpose of hiring. Future research on the relationship between knowledge, skills, abilities and other characteristics of job performance is recommended.

Index Terms: Property Manager, shopping mall, competencies, knowledge, skills, abilities and other characteristics, KSAOs, Malaysia, competencies.

1 INTRODUCTION

The property management profession in Malaysia is registered under the Akta Penilai, Pentaksir, Ejen Harta Tanah dan Pengurus Harta 1981 (Akta 242)/ Valuers, Appraisers, Real Estate Agents and Property Managers Act 1981 (Act 242)[1]. By virtue of Section 19 of Act 242 [1], the Board of Valuers, Appraisers, Real Estate Agents and Property Managers (LPPEHT) authorizes registered valuers to practice the property management profession. The demand for competent property managers increases with the development of the shopping malls. Property managers in Malaysia should be qualified, competent and experienced in real estate management and must be registered with the LPPEHT. Real estate managers must be honest and independent and must comply with the ethical and ethical codes set out in Act 242 and other statutes and regulations. In Malaysia, property managers are free to manage and/or manage any property under their care in the past. Management is therefore based on its own guidelines and standards, as there is a lack of a standard guideline for property management [2]. Added to that, there is a lack of property management competencies among many property managers. If these issues were left unattended, they would have an impact on the profession and properties as reported in previous studies. A study conducted by Tiun [2] found that management systems in Malaysia did not incorporate long-term planning strategies, particularly for the maintenance of public facilities. The system is based on crisis and routine management based on the day-to-day needs of the population. The lack of experience in property management results in property managers acting unprofessionally and practicing a management style that is unethical and inefficient. This, in turn, creates a lot of problems for their residents and their property.

As a result, individuals eligible for property management are individuals registered under the LPPEHT only [3] and a study on this issue is needed. The aim of this study is to propose a framework that listing a list of the competencies of property managers of shopping malls. At the same time, this seeks to achieve the government's aspiration for property managers to provide the best quality of service and to comply with the provisions of property management and practice.

2 LITERATURE REVIEW

2.1 Definitions

Thorncroft [4] defined that the real estate manager is a person who always focuses on the implementation and interpretation of the owner's current policy on property management and advises on the possible outcome of any proposed alternative action. While Ring [5] asserted that the property manager is the one who advises on the establishment of an appropriate framework to achieve the objectives set for the owner of the property and, in particular, with regard to the purpose of the property being situated. Singh [6] argues that the real estate manager is a person who searches and manages property in order to maintain the value of capital in line with the objectives of the investor through effective land management and building management. Jenkin [7] says that the property manager is the person who leads a team that provides, oversees and regulates property management activities in order to archive the objectives and objectives of the landlords. Shankel [8] describes a real estate manager is a specialist who manages property on a fee-based basis and manages property in order to realize the benefits of holding property. These benefits are in the form of maximizing income, providing adequate coverage, reducing taxes and maintaining a high appreciation of capital. Scarrett [9] suggested that the owner of the estate is a person who controls the property of interest by taking into account the short-term and long-term objectives of the owner of the estate and, in particular, for the purposes for which the interest is held. It is therefore concluded, on the basis of the discussion, that the property manager is a person appointed or elected by the owner of the building to perform the property management services.

- , Real Estate Department, Faculty of Built Environment and Surveying, Universiti Teknologi Malaysia (UTM), Johor Bahru, Johor, Malaysia (Emails - 1First author: marliahmar94@gmail.com & 5Co-responding author: mshahril.ar@utm.my)
- Department of Civil Engineering Technology, Faculty Engineering Technology, Universiti Tun Hussein Onn Malaysia, Johor, Malaysia