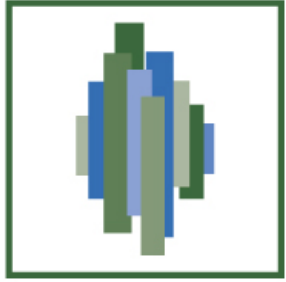


TECHNOLOGICAL INNOVATION AND FACILITIES MANAGEMENT PROFESSIONALS: IMPLICATIONS FOR SOCIAL SUSTAINABILITY

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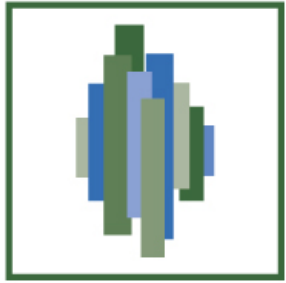
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Introduction: Technological Innovations

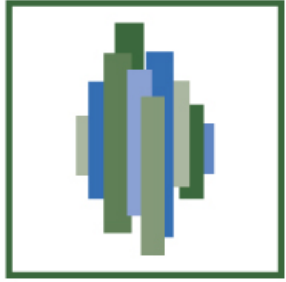
- FM profession emerged in response to advancement in technological innovation amongst other factors.
- Technology has continued to influence the development of FM practice afterwards.





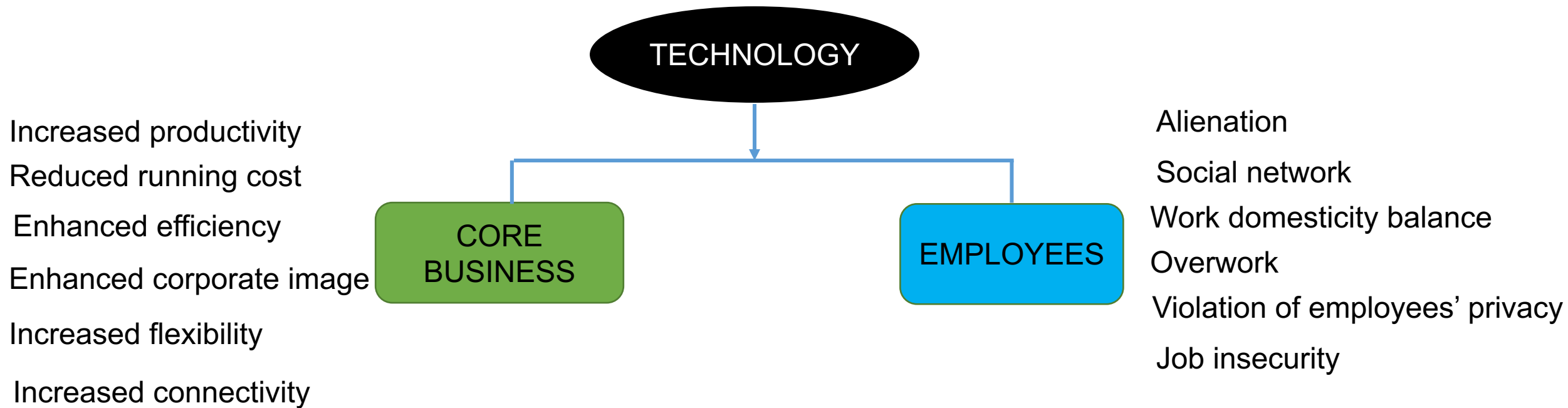
Some Technological Innovations in FM

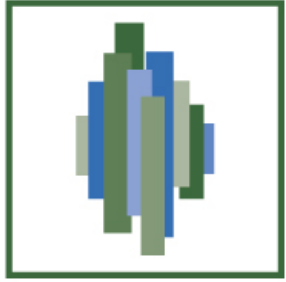




Impact of Technology in Organisation

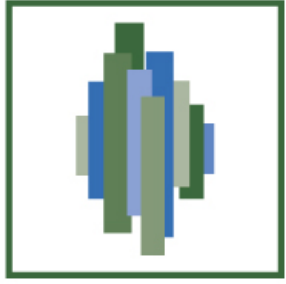
- The impact of technology in the organisation is both on the core business and the employees.





Argument

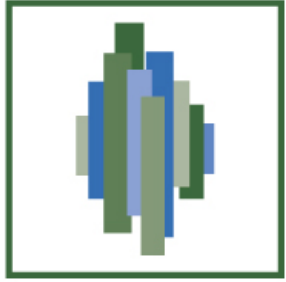
- All the factors under the employee axis have implications for social sustainability.
- This study argues that technological innovations can yield optimal added value to FM organisation when consideration is accorded the employees' social sustainability factors that may arise.



Sustainability

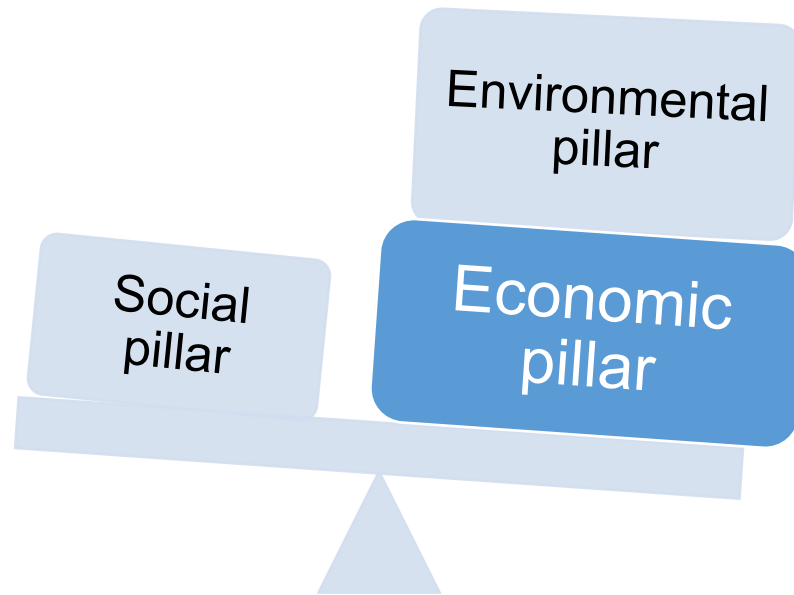
- Sustainability is the use of resources by the current generation in ways that does not foreclose the chances of use by the future generation.
- Employees social sustainability is managing the impact of business both positively or negatively on the employees.
- Sustainability consists of three interdependent pillars (Hodges 2005; Dillard & King 2008; Teodorescu 2015).

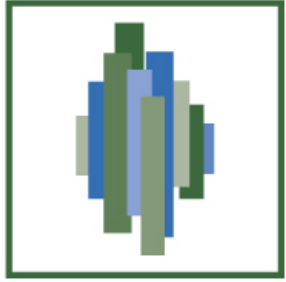




Sustainability / Sustainable FM

- Sustainability is not holistic in FM because of the unbalanced treatment of the pillars.

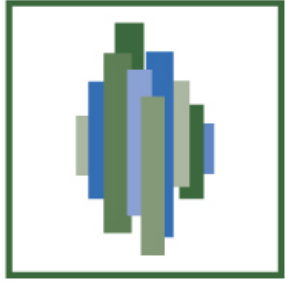




The Gap/Measuring Social Sustainability

- Measuring social sustainability in FM is not clear because of the subjective nature of social factors.
- Literature revealed that social sustainability is anchored in the framework of

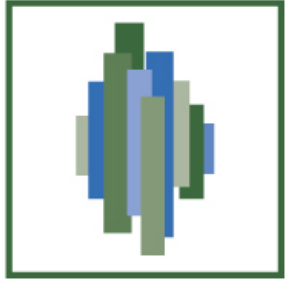




Methodology

- An interdisciplinary literature search on the factors that have direct influence on employees' welfare and societal well-being between 2000-2016 revealed sixteen (16) factors.
- These factors were classified as **social relationship**, **job satisfaction** and **knowledge development** to form the constructs of this study.

Classification of factors



Social relationship (Trust)

- Alienation
- Social network
- Work and domesticity balance
- Overwork
- Social isolation

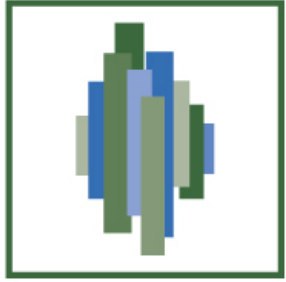
Job satisfaction (Wellbeing)



- Remuneration
- Autonomy
- Job security
- Interpersonal relationship
- Professional status
- Task requirement
- Organisation policy

Knowledge development
(Competence)

- Workshops and seminar
- Professional development plan
- Retirement development plan
- On the job training

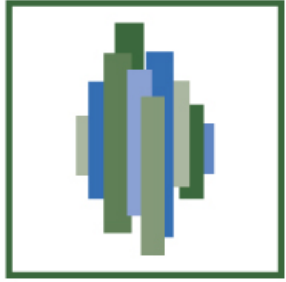


Social Relationship

Social relationship is the connection with at least one or more people acting harmoniously in some social activities.

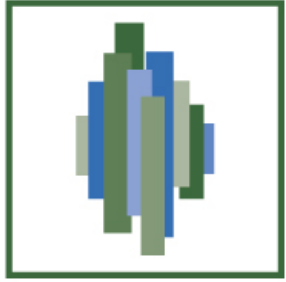
Breakdown of social relationship results in a sick and socially unsustainable society.





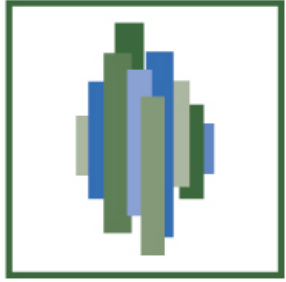
Job Satisfaction

- Emotional state resulting from the appraisal of one's job and the attainment of one's values (Locke, 1969, Cranny, Smith, and Stone, 1992).
- There is significant relationship between a low level of job satisfaction and the rate of employee turnover (Lance, 1991; Irvine and Evans, 1995).



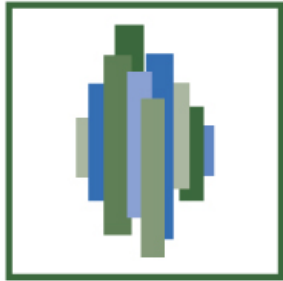
Knowledge Development

- A process that provides effective understanding of current work advancement to the employees.
- Seeking current knowledge is a means by which organisations can be sustainable (Drucker, 1993; Nutt, 1999).
- Organisations seek employees that are able and willing to update their knowledge on a continuous basis (Bhatt, 2001; Ware, 2003; Wiewiora et al., 2010; Dempsey et al., 2011).



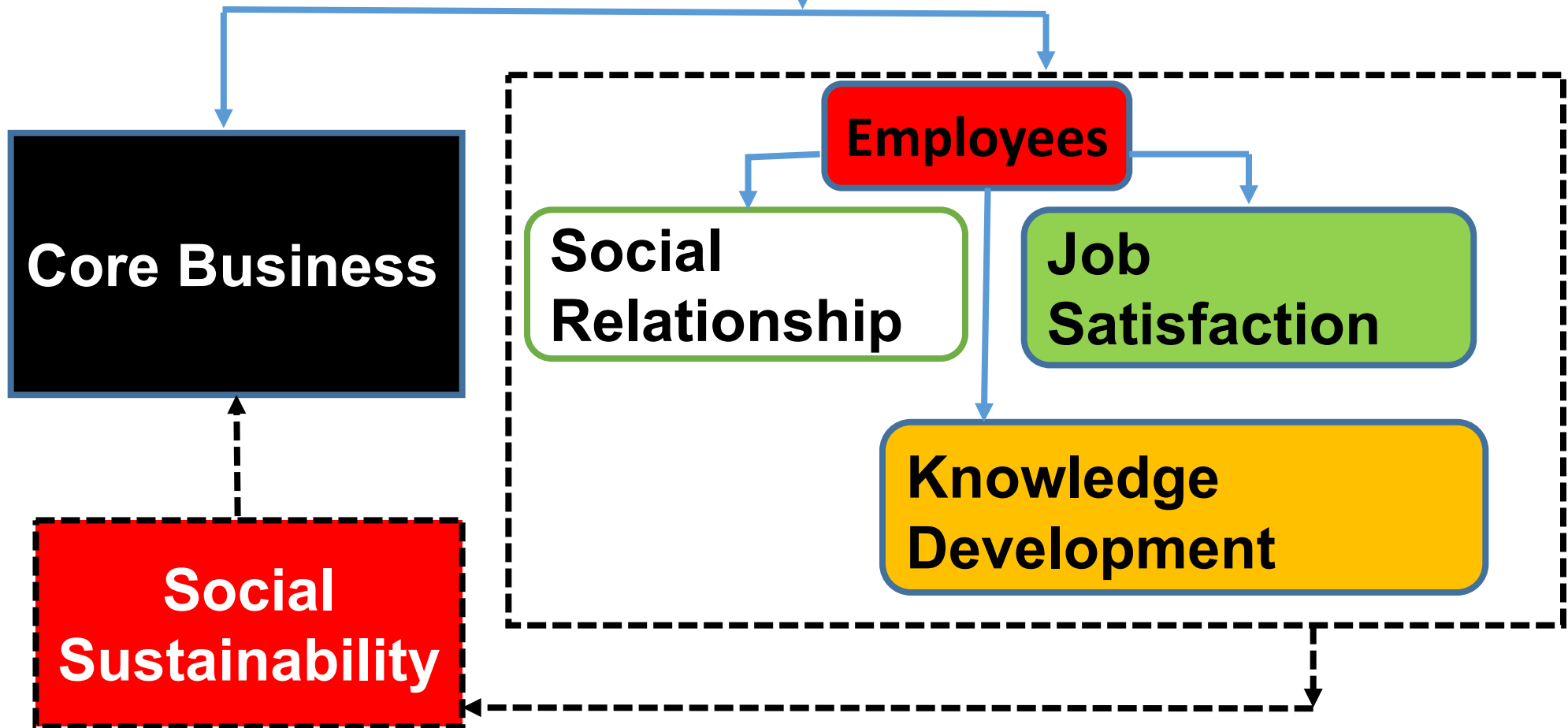
Towards the Proposed Framework

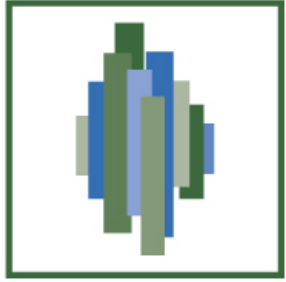
- The broader ways through which organisations contribute socially to society is well established in literature.
- However, the contribution from specific segments of the organisation to social well-being of society is not clear.
- This study adopted FM employees as an internal stakeholder in organisations through which society can be socially influenced.



Technological innovations

FM





Premise of the framework

- This paper represents a preliminary stage of an ongoing PhD research that seeks to assess the **influence of technological innovations on facilities management practice and the implications for social sustainability in South Africa.**

Thank you

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