

## Abstract

The mixed methodology approach research stresses on facility management guidelines for commercial government buildings by studying a case study of Government Center Changwatthana. The guidelines can support shop customer needs and can increase service effectiveness. Data from 81 government staff and visitors were collected through a questionnaire survey and 9 business owners were in-depth interviewed. Questioning data were analyzed by descriptive statistics: frequency, percentage, mean and standard deviation of the customers' interest. In-depth interview data were analyzed by content analysis. All of analyzed data were presented in details.

The analysis showed that the customer satisfaction remains high; they are more price and quality sensitive. To improve the efficiency of facility management, it is suggested that the service providers (the FM team) should pay a greater attention on orderliness, appropriateness, standards and functionality of the commercial areas. Growing the users' satisfaction is another point of concern. The rental fees and the central service fees should, therefore, be more flexible by taking the scale of operation and economic situation into account. The quarterly meetings with the FM team are important in order to offer the shop owners a platform to exchange views with the FM team as well as to find how to satisfy a more complex shop owners' needs. The research also recommended that all involved parties should promptly develop a better understanding on the facility management and the proactive FM performance improvement should be put in place.