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# Investigation of a holistic property management approach in a Government Department

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## ABSTRACT

There is a growing recognition and adoption of asset management strategies amongst public organisations. This is due to the potential improvements asset management has on property management. This trend has been identified by the National Department of Public Works (NDPW) and has created the Property Management Trading Entity (PMTE) on achieving the full benefits from implementing an asset management strategy. Some of the factors contributing to the current property management problems in NDPW are such as lack in leadership and reactive management. This study seeks to identify the opportunities and weaknesses in the Department of Public Works adopting an asset management strategy.

The literature review conducted was used to determine asset management strategies adopted in government/local organisations. Some of the opportunities were then highlighted from the benefits of asset management, such as improved service delivery and cost saving whereas some of the weaknesses were highlighted from the challenges such as strategy implementation. A qualitative case study methodology was chosen as the appropriate method to identify possible opportunities and weaknesses. Three sources of data collection methods were utilised which included, documentation, semi-structured interviews and participant observation.

The findings suggest that the current property management at the NDPW is reactive and does not meet the accommodation needs of its user clients. The implemented asset management strategy (PMTE) achieves the requirements of an asset management model with support from employees in the organisation. The opportunities and weakness identified coincided with literature, however were specific in the South African context.