



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**EXPLORING BUILDING MAINTENANCE PROCEDURE: A QUALITATIVE  
STUDY AT UiTM SERI ISKANDAR**

**Academic Project Submitted in Partial Fulfillment of the Requirements  
For the award of the Degree  
Bachelor of Estate Management (Hons)**

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SEMESTER MARCH 2024 – FEBRUARY 2025**

## **ACKNOWLEDGEMENT**

Alhamdulillah by the grace of God, He gave me the idea, strength and time to finish this research. Without His will, I certainly will not be able to complete this dissertation with the specified time.

First of all, I would like to thank my supervisor, Dr Sr Siti Nadiah Binti Mohd Ali who gave me the encouragement and motivation in completing this research. My gratitude also goes to all my lecturers for all their guidance in the course of my study to obtain my degree.

Special and greatest appreciation towards my beloved parents,  
for always supporting me ever since I  
was born. Sincere love towards my lovely friends,  
and all who are involved directly or indirectly in  
my study experience. The continuous support and encouragement given have  
provided great motivation to the success of completing this Academic project.

Last but not least, thanks to all respondents for giving a good cooperation in the process of collecting and managing the data of this research. Only Allah is able to repay the kindness, moral support and courtesy that all of you have given to me. Thank you from the bottom of my heart.

## **ABSTRACT**

This research aims at understanding the building maintenance activities at UiTM Seri Iskandar in order to look for possible problem areas and solutions. Building maintenance is vital for the purpose of health, use and extension of university premises which are important for conduct of all academic and administration activities. The study is qualitative in nature and uses interviews with maintenance workers as well as secondary data analysis. The findings show a few of the constraining concerns including budget limitations, poor infrastructure and poor management regimes, which prevent best practice maintenance. The research recommends that there be changes in budgets in order to improve resource allocation, as well as in the methods used to implement preventative maintenance plans. The study, therefore, provides practical solutions to optimize maintenance works in order to achieve effective usage of infrastructure at the university. It can be inferred that this research adds to the knowledge of maintenance management in higher education institutions and enhances the practical ways of improving the efficiency of service delivery and resource allocation.

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## **CHAPTER 1**

### **RESEARCH BACKGROUND**

#### **1.1 Introduction**

Building maintenance is a primary function of property management, it maintains and repairs the equipment in place to ensure that no facility falls into disrepair. Buildings are used intensively in an academic setting, but it keeps the staff and students safe when they practice efficient maintenance of properties. The same applies to many other institutions of higher learning, UiTM Seri Iskandar has a task of ensuring that its facilities can meet the requirements of the education system. At UiTM Seri Iskandar, maintenance works cover quite a number of areas from cleaning, landscaping to more technical services such as electrical and mechanical maintenance.

UiTM Seri Iskandar maintenance procedures include various types of work, from technical services like electrical and mechanical repair, cleaning, landscaping, and so on. These procedures are divided into planned maintenance and unplanned maintenance, which occur as the need arises. While efforts have been made to maintain standards, scarcity of resources, inefficient planning and obsolete management practices have resulted in inefficiencies and undesirable outcomes.