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**CROSS-CASE ANALYSIS OF SUCCESSFUL CONSERVATION
PROJECTS IN MALACCA**

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ABSTRACT

Malaysia is a home to numerous heritage buildings, and it becomes a valuable asset to the country. Referring to the findings by the National Museum on the inventory of Malaysian heritage, there are 35,000 pre-war buildings in 265 cities that should be preserved in this country. Conservation practice is a significant strategy for preserving heritage building and avoiding demolition activities. However, the conservation activities cannot only consider the preservation of the heritage but ideally it needs to enunciate the original image that reflects upon the future of heritage. Therefore, this study aimed to examine the key factors of successful in conservation projects towards reducing destruction of heritage buildings. A qualitative approach using structured interviews was adopted for this study. The interview participants comprise the client, conservators and contractors from three selected case studies. The data was analysed through cross-case analysis to analyse the success factors for all three successful cases of conservation projects. The findings of this study revealed that communication, resources and implementation of conservation principles in conservation practice are the key success factors of conservation projects significant to the conservation practitioners to continue the successful of the conservation.

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CHAPTER 1

INTRODUCTION

1.1 GENERAL OVERVIEW

Heritage buildings are still existed through all nations in this world where it was built in the past and inherited to be preserved for future generation. This is due to historical buildings are a symbol of cultural characters and heritage of a certain category where it is the expression of the people and society who built them. The categories of the building are based to the age, stylistic influences and manner of construction that can be obtained in terms of its history. Nevertheless, some of these buildings are suffering from defect problems due to being abandoned and improper maintenance.

According to Rodzi, Zaki and Subli (2013) Malaysia witnesses a tremendous rise in tourist arrivals in Malacca with the listing of Malacca and Georgetown on The United Nations Educational, Scientific and Cultural Organization, UNESCO's world heritage list in 2008. Cultural tradition is one of the distinctive universal values that contributes in securing their place in the list. Both states have been listed under UNESCO World Heritage List due to their historical and aesthetic values. As a result, the great demand on the conservation of heritage building has transformed into a predominant planning and practice especially in tourism industry of this state.

Furthermore, this statement had been proved by Sodangi *et al.*, (2014) whereby the heritage buildings in Malaysia possess powerful impact in encouraging possible tourists to visit the nation since it is considered as highly valuable assets. This is