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USER'S SATISFACTION ON MAINTENANCE MANAGEMENT OF POLICE QUARTERS IN ALOR SETAR, KEDAH

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ABSTRACT

Occupants' satisfaction level on maintenance works for high rise building is vital to the facilities management in meeting occupants' expectation with their various maintenance works. Despite the significant roles of housing in the socioeconomic development, majority of the Malaysian government's quarters are in the deplorable condition and a state of disrepair. Hence, it is important to maintain the governments' residential to prolong the building sustainability and improve the occupants' comfort. Ideally, the occupants' satisfaction level towards the maintenance is very important to fulfill the occupants' comfort in regards to the building structure, services and facilities. This research is aimed to identify the defect's occurrence in the government quarters, by focusing to police quarters in Kedah and recommend ways to improve the maintenance issues towards fulfilling the occupant's satisfaction. A quantitative method approach is used in this study where questionnaire is used as the main instrument for this study in the chosen building samples, i.e. police quarters in Alor Setar, Kedah. The data were analysed using simple descriptive statistics where the presented in mean for each variable by using SPSS of version 25. This study significantly fulfills the government's initiative in the programme of MyBeautiful Malaysia (MyBM) under the National Blue Ocean Strategy (NBOS). The MyBM programme is categorized in the impact area of Community Transformation, where it focuses on the initiatives of repairing and improving living quarters of government and civil servants and police quarters

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CHAPTER 1

1.1 INTRODUCTION

A building is built to cater the human needs for a place to stay and as a mean to seek shelter from the elements in nature. A building's life span is at least for 99 years usage, then only can be demolished or renovated. Despite that, in recent years, the majority of government quarters are being neglected in terms of its maintenance works. These are most significant as in order to ensure the prolongation of the building's life span, a proper maintenance and high performance. However, Hashim et al. (2012) stated the maintenance management and rectifying problems of maintenance in residential are still remain inflexible and not purely solved. Thus, Au, Y., et al. (2016) mentioned that the introduction and implementation of preventive maintenance measures is highly recommended to solve the problem of high maintenance costs. This could lead into a situation that requires the relevant stakeholders to look into the roots of the problem from another perspective, such as the purpose of the government quarters are built as necessity for the government staff, and at the same time, it aligns with the government's intention to provide necessary housing and a comfortable living environment for government employee to live in. As mentioned by Mohd-Noor, et. al. (2011), the government has also given instructions to all their agencies to carry out maintenance works of all their building in every early stage so that to reduce the maintenance cost and to avoid the risk of having to pay higher maintenance cost due to negligent through time. Ideally, the aspects that need to be thoroughly assessed depend on the evaluation purposes; which includes the needs of fulfilling the occupants' needs and comfort to the building users.