



**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA MALAYSIA**

**THE EFFECTIVENESS OF MAINTENANCE MANAGEMENT OF
SERVICES IN SHOPPING COMPLEX BUILDING :
PLAZA ALAM SENTRAL, SHAH ALAM**

**SYED MOHAMAD FAHMI WAFA B. SYED JALALUDDIN
(2006699374)**

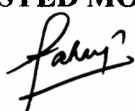
BACHELOR OF BUILDING SURVEYING (HONS)

APRIL 2009

**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**THE EFFECTIVENESS OF MAINTENANCE MANAGEMENT OF SERVICES
IN SHOPPING COMPLEX BUILDING :
PLAZA ALAM SENTRAL, SHAH ALAM**

“I hereby declare that this academic project is the result of my own research except for the quotation and summary which have been acknowledged.”

Student Name : SYED MOHAMAD FAHMI Wafa B. SYED JALALUDDIN
Signature : 
UiTM No : 2006699374
Date : 27 MARCH 2009

ACKNOWLEDGEMENT

First of all, I would like to thank Allah SWT for giving me the strength to successfully accomplish this project work in time. In preparing this project report, I was in contact with many people, researchers, and academicians. They have contributed towards my understanding and thoughts.

In particular, I would like to express highly appreciation to my supervisor, Surveyor Mahayudin b. Mahmood who gives me support, guidance, invaluable assistance, and understanding through out the research work and especially during the writing of this report. His idea has assisted me a lot in completing this research. Not forgettable, millions of thanks to the second reader of my dissertation, Prof. Hj Ezzane B. Hasim for his time and concentration on reading this report.

I am especially thankful to my parents for their supportive words, patience and understanding through out my study and during the writing of this report.

I am very grateful to the representative of MRCB Sentral Properties, maintenance department and all persons that have supported and helped me in responding to the questionnaires and reacted kindly to my entire question in the interviews.

Last but not least, my sincere thanks fly to the Faculty of Architecture, Planning & Surveying, especially Building Surveying Department for giving me the opportunity to pursue the Bachelor of Science in Building Surveying.

ABSTRACT

Maintenance Management is a combination of several actions in which to retain or restore an item to perform its required action. Plaza Alam Sentral Shah Alam as a Shopping Complex is one of the main commercial building in Klang Valley that has many building services, thus needs maintenance to prevent the assets from deterioration. Maintenance in Plaza Alam Sentral Shopping Complex was monitored and controlled by MRCB Sentral Properties Sdn. Bhd. and Semasa Services Sdn. Bhd.

There are three maintenance system presently implemented at Plaza Alam Sentral building : Planned Preventive maintenance, Curative Maintenance and Emergency Maintenance. The maintenance of the services system is carried out by combination of in house and outsources contractors.

Aim of this study is to recommend a step to improve the effectiveness of the maintenance management system to this shopping complex building especially in the aspect of building services. To achieve the aim of this study, four objective has been setting up. The objectives are to study the maintenance management that presently implemented in shopping complex buildings, to find out the satisfactory levels of tenants in the shopping complex building, to measure the effectiveness of maintenance management of the services system in the buildings as a commercial shopping complex and to give recommendation on improving the quality and maintenance management of services systems in shopping complex buildings.

This research focused on the greatest shopping complex building in Shah Alam at current time. To obtain the data the following knowledge acquisition methods were used that is by literature review, interview, and questionnaires. The result shows that the current performance of the building services provided cannot fulfill the tenants' needs and satisfaction. Some recommendation has been provided to improve the effectiveness of the maintenance management of the building.