

**CENTRE OF STUDIES FOR BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**THE QUALITY OF MAINTENANCE WORKS
PERFORM BY MAINTENANCE CONTRACTOR
IN PUTRAJAYA**

**MUHAMMAD AMIRUL HAZIQ BIN RATUAH
(2011387721)**

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**“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's Name : Muhammad Amirul Haziq bin Ratuah

Signature :



UITM No. : 2011387721

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ABSTRACT

Putrajaya is the federal government's administrative, and equipped by world class infrastructures. Thus the maintenance works that need to be taken at there must be according to designated regulation, so that it will remain the quote as federal government's administrative. The contractors need to be in a full knowledge and skills about maintaining the building, so that the building will remain in its own class. This study is to identify the quality of maintenance works that were performs by maintenance contractor at Putrajaya. The objective of this research is to study the maintenance management concept and practice that performs by maintenance contractor in Putrajaya, to determine the factor that influenced the quality of maintenance management, and to give a recommendation and proper suggestion on maintenance practice. From the data that has been collected, all the information was arranged and analyse by using two methods, which are comparative method and questionnaire analysis. Comparative method is the method for comparing two case studies with all the information that have been collected. And questionnaire analysis is analyzing the data from set of questionnaire that have distributed at both case studies, through bar chart and pie chart. The quality and effectiveness of maintenance management can be seen by relating the condition of the building by occupant's view and the services given by maintenance worker. In that sense, the hypothesis of this study is 'the better the performance by maintenance management, the better the condition of the building'. This study had found that lack of policy, mission and vision awareness among the employees can highly influence the performance of the company. Hence the implementation of good policy is necessary in determining the good performance of maintenance management.



CHAPTER 1

INTRODUCTION

1.0 INTRODUCTION

Maintenance schedule is one of the crucial elements in depending the effectiveness of maintenance management. The pointed maintenance contractor must well organize their maintenance schedule, so that the maintenance contractor can conduct their maintenance works without any mistakes can occur. The Maintenance Schedule specifies how often the contractor should have done and what things need attention. It is essential that the contractor maintain as scheduled to retain its high level of safety, dependability, and cleanliness control (A. Abdul-Mohsen, 2008).

Putrajaya is the federal government's administrative, and equipped by world class infrastructures. Thus the environment of the Putrajaya must be well maintained so that the Putrajaya's environment always fresh and clean (Kosmo, 2012). Maintenance works that need to be taken at there must be according to designated regulation, so that it will remain the quote as federal government's administrative. When it comes to maintaining the world class environment, it is definitely not an easy job. The contractor needs to be in a full knowledge and skills about maintaining the building, so that the building will remain in its own class.

In Putrajaya, there is various number of Sub-Contractor that maintains the buildings at Putrajaya. All those contractors are likely appointed by