



**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
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**MAINTENANCE MANAGEMENT OF PUBLIC BUILDING
MAJLIS PERBANDARAN KOTA BHARU (MPKB)**

**This academic project is submitted in partial fulfillment of the
requirement for the Bachelor of Building Surveying (Hons.)**

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ABSTRACT

Maintenance management is an important aspect in building or property, this management can be listed as a planning, controlling, co-ordinating, and motivating process of maintenance works. This aspect is to make sure the maintenance management can achieve the purpose of maintenance in maintenance definition. The BS3811: 1984 defined 'a combination of any actions carried out to retain an item in, or restore it to an acceptable condition'.

Maintenance is one of important activity for all building includes public building. Public building is property which owned by a government or community, the maintenance programme for public building will be managed by their own state government methods such as their own department of maintenance management or others outside contractors. In maintenance management, it has a proper programme and strategy to create a good management. This programme and strategy is to solve problem occur in maintenance management such as overstaff in organization, over budget of costing and the schedule of maintenance work.

This dissertation is research about maintenance management by Kota Bharu's local authority. The local authority management for Kota Bharu is Majlis Perbandaran Kota Bharu and public building owned by Majlis Perbandaran Kota Bharu will be managed by Maintenance Unit under Building and Electrical Division.

Maintenance management of MPKB practiced is divided to in-house maintenance and outsources maintenance. In-house maintenance will manage by their own maintenance unit, but certain factors of work will be managed by outsource contractors. The aims of this research are to identify maintenance management of public buildings at Majlis Perbandaran Kota Bharu (MPKB). The writer also makes observation, interview and distribute questionnaires to analysis satisfaction or perception of user due to maintenance management at Kota Bharu and define problem may occur in maintenance management at their maintenance unit.

Lastly, several recommend to upgrading maintenance management by Majlis Perbandaran Kota Bharu also given and some of suggestion also proposed based on maintenance view.

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