



**DEPARTMENT OF ESTATE MANAGEMENT
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
MARA UNIVERSITY OF TECHNOLOGY**

**A COMPARISON STUDIES ON FINANCIAL IMPLICATION IN
MANAGING RESIDENTIAL PROPERTY
(IN-HOUSE Vs. OUTSOURCING)**

**Dissertation submitted in partial fulfillment
of the requirement for the award of
Bachelor of Estate Management (Hons.)**

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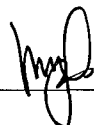
SEMESTER: JULY 2010- DECEMBER 2010

STUDENT'S DECLARATION

ACADEMIC PROJECT TITLE:

A COMPARISON STUDIES ON FINANCIAL IMPLICATION IN
MANAGING RESIDENTIAL PROPERTY
(IN-HOUSE Vs. OUTSOURCE)

I declare that this Final Project is the result of my own research and
that all sources are acknowledged in the references.

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ACKNOWLEDGEMENT

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

In particular, I would like to express highly appreciation to my supervisor, Miss Nur Medeena Mahamood who gives me support and guidance during my study, for her invaluable assistance, guidance, and understanding through out the research work and especially during the writing of this report. Through this study and report writing, she had thought me to be more systematic and professional in my works. I am very grateful to the Property Maintenance Manager of both properties which is Mr. Syed and Mr. Ahmad Farhan and all the occupants of Pangsapuri Baiduri and Sri Alam Condominium that have supported and helped me in responding to the questionnaires and reacted kindly to my entire question in the interviews.

I am especially thankful to my parents for their patient and understanding through out my study and during the writing of this project academic report. Last but not least, my sincere thanks go to the Faculty of Architecture, Planning & Surveying for giving me the opportunity to pursue the Bachelor of Science in Estate Management.

ABSTRACT

High rise buildings is really needed nowadays since the population of the Malaysian citizens are growing faster and this kind of building is the best solution to reduce the people's density. In Malaysia, peoples who have right on the high-rise unit parcel of the building can decide to run the building by either in-house or outsources their management. On deciding the management implementation, the most factors to be consider is financial. This is the crucial agenda faced by management team because they have to collect monthly management fund to run maintenance of the common property. This study focused on to identify the different on budget between in-house and outsource management; to describe and analyzed the factor that related to the choice of management practice; to investigate the link between financial budget and user satisfaction on managing residential property. In order to achieve the objectives identified, literature review was done; the data was collected by using interview and questionnaires. Either in-house or outsource management, they are using different resources, budget allocation and expenses which will influence quality of work and level of satisfaction which can be analyzed by analyzing level of occupant's satisfaction. The main findings reveal that the financial resources have a giving impact to the level of occupant's satisfaction. In simple words if management has enough money in-hand, the maintenance aspects will run well, or vice versa.

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