



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

FACILITIES MANAGEMENT IN CONVENTION CENTRES

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

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APRIL 2009

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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 acknowledge”

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ABSTRACT

The research is focus on the facilities management in the convention centres. This is to measure the level of satisfaction among the building occupants towards the facilities that being provided by the building owner in the convention centres in term of performance, function and comfortability in the convention centres. The equipment that being used during the research is using a set of questionnaire. The questionnaire consists of category of satisfaction among the building occupants whether they very satisfy, satisfy, moderate or not satisfy with the performance of the facilities. This is to measure whether the facilities is sufficient to support the number of occupants during event and whether item of the facilities are being provided by the building owner and well managed by the facilities department. It is to know the effectiveness of the facilities management in the building from the collection data during the research that being analyze. The convention centres that being research are Putra World Trade centre (PWTC) and Putrajaya International Convention Centre (PICC).

ACKNOWLEDGEMENT

السلام عليكم ورحمة الله وبركاته

Firstly, I would to thank to my God the Almighty who gave me the spirit and ability to finish this dissertation successfully as it has been challenging task to run the practice and produce this dissertation. Overall, I am satisfied with this dissertation and hope to do the best in the future.

Secondly, I wish to acknowledge with gratitude and appreciation to my lecturer and also my supervisor for the dissertation of this subject **BSB 608** and **BSB 658, Encik Ghazali bin Mohd. Amin** who played an important role in my achievement to fulfill the task given and always support and guide me in completing this dissertation. I would like to especially thank to my parents who gave the financial support to complete this research. I also wish to extend my appreciation and thanks to my colleagues, who have contributed their idea, share their knowledge and skills with me that was helping me in this task. Last but not least, I deeply thankful to those who have involved in helping me.

Lastly after all hardships and challenges to finish this dissertation, I have learnt a lot from that. To be more precise, this task made me aware the importance of skill and relevant knowledge in solving problems and how to relate all my knowledge to solve problems in real situation. This has given me some advantageous exposure and act as an eye-opener for me to get some flavor of the future career.

Thank you.