



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

**OPERATION AND MANAGEMENT OF BUILDING SERVICES IN  
HIGHER EDUCATIONAL INSTITUTION (UITM)**

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

**AHMAD SYAFIQ BIN IBRAHIM  
(2007122701)**

**OCTOBER 2009**

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

OPERATION AND MANAGEMENT OF BUILDING SERVICES IN HIGHER  
EDUCATIONAL INSTITUTION (UITM)

"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 : AHMAD SYAFIQ BIN IBRAHIM

SIGNATURE :



UITM NO : 2007122701

DATE : 25 NOVEMBER 2009

## **ACKNOWLEDGEMENT**

Great appreciation is expressed to all those who contributed to the successful completion of this dissertation either directly or indirectly. In particular, my heartfelt thanks to PM. DR. Sr. Hj Ahmad Ezanee Hashim as my supervising lecturer, for his valuable and constructive guidance. Much gratitude to my parent and friends for their support.

Next, I would like to thanks to the person in charge at my case study who helps me a lots in get the information and give much new knowledge to me beside good cooperation in doing my study. Special thanks to:

1. En. Hasnan Muniran
2. En. Shaharin Sharif
3. En Mohd Kamrol Rashid

## ABSTRACT

This study was aimed to general study about the operation and management of building services in higher educational institution (uitm) base on the maintenance aspects, operation and management, building services aspect and how the system function efficiency to the occupant. Recently, there are several cases that present situation of problem in higher education building from building user about the maintenance management work. The study is based on the maintenance management aspect and respondent information. In this study also, the main objectives is to generally study about the building services and its operation and management system of the building, and identify the maintenance practice of operation and management of building services. The area of study is in Facilities management department of University Teknologi Mara (UiTM) campus in Shah Alam (main campus), UiTM Jalan Othman Petaling Jaya and UiTM INTEC seksyen 17 and selected building user and more focus on Faculties buildings/academic buildings and Uitm administration buildings only. So this study will analyze and recommendation to improve the maintenance management system through the strategic planning for higher educational. In order to achieve the objectives identified, literature review was done, then the data was collected using questionnaires, the collected data was analyzed using SPSS analysis. Findings had shown that UiTM campus have their own maintenance management system but the condition of campus still at average level which means

performance fall shorts of requirement expectation and need improvement due to improper maintenance practice. Hence, to improve the current maintenance management system for campus, strategic planning has been suggested in order to increase performance, to provide an effective maintenance management, provide control for maintenance activities, improve quality, cost effective satisfaction, and to optimize the maintenance processes.