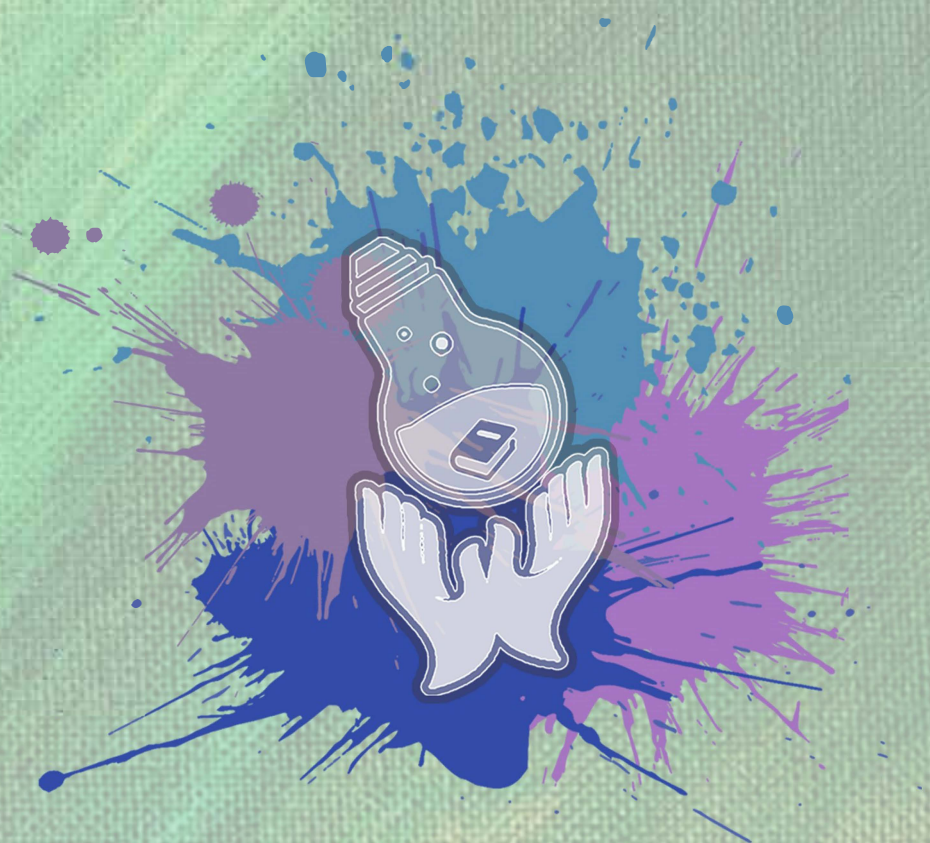




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# **USERS' SATISFACTION LEVEL ON MAINTENANCE MANAGEMENT PRACTICE IN PRIVATE HOSPITAL MANJUNG AND IPOH**

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## **Abstract:**

The hospital (health-care) building is a basic need for all and represents, perhaps the most difficult group of largely public sector buildings to maintain because of their complex engineering services and their heterogeneous nature. Besides, the facility manager needs to begin to develop the best maintenance strategy on early stage based on the vision, mission and goals of the organization in the hospital to keep in better performance. Furthermore, safety and hygiene considerations make the condition of these buildings a particularly sensitive issue. The aim of this research is to provide an overview of the types of maintenance strategies applied to maintain facilities while satisfying the end user. This paper will identify the maintenance management best practices that affecting users' satisfaction. The first objective of this research is to identify the maintenance management practices implemented in private hospitals. The next objective is, to determine and rank the performance that influence the users' satisfaction level and for the last objective, to recommend the best practice of maintenance management in private hospitals. To achieve the objectives of this research, the questionnaires were distributed to the maintenance management staff and users of hospital. The total of 20 questionnaires were distributed towards relevant respondents like building managers, building maintenance management workers and users. The totals of completed questionnaires received were 15 to designed an information for descriptive and ranking analysis. Results for this analysis can be concluded that there are 4 main factors the affecting users' satisfaction that are maintenance management staffs are lack of knowledge for hospital building, the execution of works takes time due to limited staff, procedure to complaint delayed and lack of supervision.

## **Keywords:**

Facilities Management; Healthcare; Maintenance; Users Satisfaction

## **1.0 INTRODUCTION**

Malaysian government is very serious about delivering health service to all Malaysians. In the 10th Malaysia Plan, the government highlighted that there would be enforcement of quality care in private health-care sectors. On the awareness of the importance of hospitals, the government has allocated about RM600 million for developing hospitals and clinic since was implemented. With the awareness of the importance of hospitals, Elyna (2010) stated that the government is also trying to track and map existing health-care providers in order to identify the gaps and streamline health service delivery with a review of financing options for managing rising costs and ensuring health care remains accessible and affordable. As cited by Alexis (2013), traditional method of maintenance practice need to be transformed strategically to achieve better performance with respect to facilities and the environment.

## **2.0 LITERATURE REVIEW**

In moving towards world-class service delivery, many institutions are realizing a need for the use of appropriate maintenance of operation facilities and equipment. Health-care institutions, machines and equipment are becoming technologically more advanced and at the same time more complex and difficult to control every equipment that has been provided (Shohet, 2002). There are some difficulties in predicting the types of maintenance that can be implemented by facilities maintenance management (Nahdatul and Hadi, 2015). According to Ahmad et al, (2006), in Malaysia, the issue of the maintenance of the building is a very prevalent disregarding the size and the owners of the building itself. Based on



(Lavy and Shohet, 2009) the building is required for maintenance works and need serious attention in order to prevent it from any serious damages which deterioration and decay. Every user that uses the facilities of a hospital should feel optimal satisfaction with the services provided by the hospital management (Geisler, 2002).

The user that comes for treatment should not feel upset in unknown and provoking situations. Hospital management needs to have a strategic maintenance plan to monitor each facility and to help it perform well with less opportunity for failure as cited by Matthew, (2004). Hence, facilities for end users in hospitals should be maintained and monitored based on their function (Yaakob, 2005). Moreover, the hospital users will be the right person to evaluate on performance as mentioned by Bupe (2015). It is not the problem of cost or user, but the main point is maintenance is an important need to plan ahead (Ali et. al, 2009). However, Horner et al. (1997) stated that currently building maintenance strategy, whether based on planned or unplanned maintenance is more likely to be budget driven.

### 3.0 METHODOLOGY

Pantai Hospital Manjung and KPJ Specialist Ipoh were taken as a case study for this research. Both buildings already operated more than 5 years. For the Pantai Hospital Manjung, newly finish constructed and started operated at 2014. This study used quantitative method (questionnaire survey form) and qualitative method (structured interview). The questionnaire survey consists of Part A and B. For the Part A, describes the demographic profile of the respondents and Part B consists of the question on user's satisfaction and maintenance management practices for both private hospitals.

Four main factors the affecting users' satisfaction which are maintenance management staffs are lack of knowledge for hospital building, the execution of works takes time due to limited staff, procedure to complaint delayed and lack of supervision. Thus, the total of 20 questionnaires survey form were distributed to all building manager, maintenance management staff, building users and visitors that experienced in hospital buildings more than 3 years that can helpfully provide valuable information related to users' satisfaction level on maintenance management practices. The structured interview was conducted to validate the results from the questionnaire from the expertise on recommendation proposed by researcher based on the problems that had been identified.

All the data that were collected from the questionnaire survey were analyzed using Statistical Package for the Social Sciences (SPSS) version 22. Two types of analysis were used, categorized as descriptive and ranking. First analysis was to derive the score for every variable. Second, analysis was to rank the variables accordingly to the most users' satisfaction level on maintenance management practices.

### 4.0 ANALYSIS AND FINDINGS

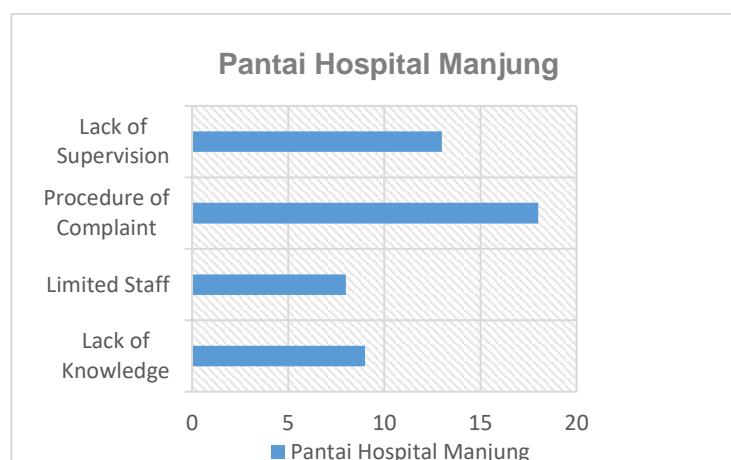


Figure 1 : Users satisfaction level towards maintenance management practices

From the 20 questionnaires survey form were distributed, the analysis and observation that were made at Pantai Hospital Manjung, the maintenance management staff have a difficulty in identify the best maintenance management practices to be implemented. The lack of knowledge (45%) and lack of supervision (65%) can affecting the users' satisfaction of hospital. For the procedure of complaint, (90%) we agreed that execution of work when received complaint delayed. Hence, the limited staff (40%) are facing by building maintenance management for this hospital.

## 5.0 CONCLUSION

This research provides beneficial useful information that related to users' satisfaction level on maintenance management practices in private hospital. The knowledge to maintain hospital building always become an issue towards building manager and maintenance management manager. Moreover, most of the big scale building facing the same problem which is limited staff for maintenance management staff. Thus, maintaining hospital building really needs an expert and huge knowledge and experience to maintaining the hospital building. Lastly, this research will help to give knowledge and awareness about hospital building for every researcher regarding of the best maintenance management practices to be implemented.

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