

UNIVERSITI TEKNOLOGI MARA

**LOCATION MARKERS TO IMPROVE
INFRASTRUCTURE MAINTENANCE**

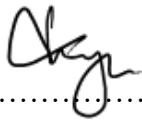
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Faculty of Computer and Mathematical Sciences**

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DECLARATION

I certify that this report and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline.



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CHAPTER 1

INTRODUCTION

This chapter provides the background and rationale for the study. It also gives details of the problem statement, project scope, objectives, and research significance that leads to this research.

1.1 Problem Statement

Public infrastructure is very costly; hence it is rarely upgraded. However, as time goes by, some issues will occur but processes to solve these issues would be pending due to incomplete reports of the infrastructure issues.

The first problem is that the addresses given during report sessions are often not accurate. What is the reason for this inaccuracy? Well, not everyone is familiar with the surrounding buildings, so it might be quite confusing even with directions. The location area might also be growing fast, with new buildings and facilities being added gradually, so there will be a lot of times most people cannot find the destination according to Cardei et al. (2013). Hati et al. (2013) writes that if they are in a new place, they might require longer time to know the routes to the place. Therefore, in this research, the location markers mobile application is proposed to develop a platform for people to directly report precise locations of where the infrastructure issues happen, to improve the maintenance processes.

Next is the processes of infrastructure maintenance take longer time to be noticed and settled. This can be quite stressful to both parties; people who lodge the issues report and the responsible agencies, especially considering people are often on a schedule and need to get to a certain location on time, as what Cardei et al. (2013) said. Those who avoid hassles will just ignore the problems