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CAWANGAN PERAK**

**A STUDY ON THE SATISFACTION LEVEL OF ROAD MAINTENANCE
WORK DONE BY PRIVATE CONCESSION**

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SUPERVISOR'S DECLARATION

Academic Project Title:

**A STUDY ON THE SATISFACTION LEVEL OF ROAD MAINTENANCE WORK
DONE BY PRIVATE CONCESSION**

I admit that I had read this report and from my opinion it has fulfilled the
Requirements and qualified for the purpose of conferment of
Degree or Bachelor in
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ABSTRACT

Road Facilities is one of the biggest assets in the country. Taking care of these facilities is essential as it can be the main factor in the development of the country. In Malaysia, Public Work Department (PWD) Malaysia is the main custody to make sure the roads is in a good condition especially for Federal roads network. PWD Malaysia has applied Pavement Management System (PMS) that utilizes Highways Development and Management (HDM-4) as the engine to analyze in term of economic and technical perspective to generate work program to be implemented in state level by private company. Privation of the road maintenance work has bring question whether it is sufficient due to cases arise regarding the quality of the road in Malaysia. PWD Malaysia as the responsible party need to address whether they are satisfied with the work done by the private concession company. This study has covers the type of routine road maintenance works done by these private concession company in district level for federal and state road which has different private concessions companies to undertake the maintenance work. An observation made to the area to give clear view about the routine road maintenance work done by these concession companies. There are two types routine maintenance work done which are on-carriageway and off carriageway. Questionnaires have been distributed to the PWD of district level to identify the level of satisfaction of the work done by these private concession companies. The study has shown that, there is different satisfaction level between private concessions companies of Federal Road and State road maintenance work.

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