



**UNIVERSITI TEKNOLOGI MARA**

**THE BARRIER OF FACILITIES  
MANAGEMENT FOR FOOTBALL  
STADIUM IN MALAYSIA**

**MUHAMMAD ZAIFUL AKMAL BIN ZAMZURI**

**2018222136**

**BACHELOR OF BUILDING SURVEYING**

**(HONS)**

**JULY 2021**

## **ABSTRACT**

Malaysia has developed many building and facilities related to sport building. However, issues regarding maintaining the facilities arise where it cannot be fully utilized. The aim of this research is to obtain information related to barrier of maintenance management practices faced by stadium management teams in Malaysia, to understand the current maintenance practices implemented by the maintenance management team and to understand the maintenance practices in sport building in Malaysia. The findings of this research focus on the barriers that are faced by maintenance management in Malaysia. The survey questionnaire was distributed among the maintenance management team, involving 76 respondents consisting of the maintenance manager, maintenance staff, and maintenance service provider. This research is intended to offer critical information that will assist administrators in better understanding the problems surrounding sports facility maintenance management, thus elevating the quality of sports facility maintenance management in Malaysia.

## **ACKNOWLEDGEMENT**

Alhamdulillah and praise to Allah S.W.T, I express my sincere gratitude to all those people who have been helping me to finish my thesis. First and foremost, I would like to give a special thankful and appreciation to my supervisor, Sr. Mohd Asrul Bin Hassin who contribute to me a lot in giving opinion, motivate and encourage me completing this thesis.

Next, I would like to give gratefulness toward my beloved parents for their prays and wishes to me for succeeding my completion of this thesis and also for their support towards me. Not to forget to all my beloved classmate, AAP229D6A who always helping me in giving their best opinion and ideas.

Finally, without the people I mentioned above, I would face many challenges while doing this thesis. In addition, I would not obtain many information and knowledge regarding my studies without them.

## TABLE OF CONTENT

<b>ABSTRACT</b>	i
<b>ACKNOWLEDGEMENT</b>	ii
<b>TABLE OF CONTENT</b>	iii
<b>LIST OF FIGURES</b>	v
<b>LIST OF TABLES</b>	vi
<b>LIST OF CHARTS</b>	vii
<b>LIST OF ABBREVIATION</b>	x
<b>CHAPTER ONE: INTRODUCTION</b>	1
1.1    Research Background	1
1.2    Problem Statement	3
1.3    Aims and Objectives	3
1.4    Scope and Limitation	4
1.5    Research Methodology	4
1.6    Significance of The Study	5
1.7    Chapters Outline	5
<b>CHAPTER TWO: LITERATURE RIVIEW</b>	7
2.1    Introduction of The Chapter	7
2.2    Meaning of Stadium	8
2.3    Meaning of Facility Management	8
2.4    Current Maintenance Practice	8
2.5    Barrier of Facilities Management	11
2.6    Conclusion	15
<b>CHAPTER THREE: RESEARCH METHODOLOGY</b>	16
3.1    Introduction	16

# CHAPTER ONE

## INTRODUCTION

### 1.1 RESEARCH BACKGROUND

According to the International Facility Management Association (2020), facility management is a career that bound multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology. However, the definition of the term may be varied depend on the particular organization or individual that interpreted differently. In the 1980s, many management skills have been developed in the Malaysia country which led people to realize how importance the management services not only for building but also the facilities provided within the building (Isa et al., 2016). Generally, the type of building that is maintain regularly are commercial building and residential building due to the occupied frequency is higher. According to the Kamaruzzaman et al. (2018), the facilities management is important role which facilitating organizational performance, and thus in providing a competitive advantage, is widely recognized.

A stadium is a large venue in which sports can be played and watched, with perimeter terraces that allow the crowd to stand or sit with sight lines allowing them to see the playing surface. According to Lee et al. (2012), the stadium is an important place where sport audiences directly consume and observe sports. Generally, there are many types of stadium constructed such as fully roofed stadium, semi-roofed stadium and open roof stadium. The stadium shape is varied according to the variety of uses for which they were built (Zetlin, L. 2016). The stadium is vital to a nation due to not only it served the Malaysian but also help to increase national income for government (Star, 2010). According to Star (2012), Menteri Besar Abdul Khalid said that transformation of sport in Malaysia can help to generate income as well as employment towards Malaysian . In addition, sports can industry in Malaysia could be developed and generate incomes if it was developed as the tourism industry brought in millions of visitors and the return of billion ringgit. There are numbers of stadium or sport facilities were provided but mostly of the building were in dilapidated condition due to poor maintenance routines.