

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

THE PRACTICE OF QUALITY MAINTENANCE IN GOVERNMENT  
BUILDINGS

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

NAZIMAH BINTI MOHD NASIR  
(2005362236)

APRIL 2009

## ACKNOWLEDGEMENT

In preparing this dissertation, I was in contact with many people, researchers, and academicians. They have contributed towards my understanding and thoughts. In particular, I would like to express highly appreciation to my supervisor, Sr. Mohamad Sufian bin Hasim who gives me support and guidance during my study. My sincere appreciation also extends to my younger brother, parents and all family members, thank you for everything. Many thanks to all my colleagues and other who have provided assistance at various occasions. Their view and tips are useful indeed.

## **ABSTRACT**

Quality as a measure of excellent, means different things to different people and such as is totally subjective. The quality is an approach to manufacturing that focuses on customer satisfaction. Government is the body within any organization that has the authority to make and the power to enforce laws, regulations, or rules. Malaysia government structure where did purpose to give the instruction or work more be arrange smoothly. This study focused on state of government building (MPKB Kota Bharu, JKR Pasir Puteh and JPS Machang)

The research done to identified how far government building was achieved the quality for their maintenance practice. The quality maintenance is required for every building. Every maintenance work must have quality requirement especially for users safety and comfortable.

Methodologies of the research to complete this dissertation were involved in three steps ; Firstly make an interview with staff in maintenance department to get some data about their maintenance practice. Secondly, distributed questionnaire for building users to determine the level of their satisfaction with quality maintenance in the building. Then make observation on site. Lastly make references by secondary data.

The conclusion, from my case study, mostly of government building still not fulfill all quality requirement for maintenance.

## Table of Content

### **CHAPTER 1**

#### **INTRODUCTION TO GOVERNMENT BUILDING**

1.0 Introduction	1-2
1.1 Problem Statement	3-4
1.2 Aim and Objective	4
1.3 Scope of Study	5
1.4 Research Methodology	6-7
1.5 The Organization of Dissertation	8-9

### **CHAPTER 2**

#### **QUALITY & GOVERNMENT BUILDING**

2.0 Introduction	10
2.1 Definition of Quality	11
2.2 The Impact of Quality Maintenance	11
2.3 Policy	12
2.4 Guideline & Standard	13-14
2.5 Quality Standard	14-17
2.6 Quality Control	17
2.7 Quality Assurance	18
2.8 Quality of Organization	19

Table of Content	Pages
2.9 Quality Term	20
2.10 Definition of Government	21 -27
2.11 Definition of Building	28
2.12 Government Standard Building	28
2.13 Maintenance Practice in Government Building	29
2.14 Government Building Policy	29-30
2.15 Summary	31

### **CHAPTER 3**

#### **MAINTENANCE MANAGEMENT**

3.0 Introduction	32
3.1 Definition of Maintenance	33-34
3.2 Definition of Management	34
3.3 Maintenance Management and Practice	34
3.4 Classification of Building Maintenance	37-39
3.5 Maintenance Activity	39-40
3.6 Objective Building Maintenance	40-41
3.7 Factor of Good and Quality Maintenance Management	42-49
3.8 Maintenance Policy	49-51