

CENTRE OF STUDIES FOR BUILDING SURVEYING
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A STUDY ON MAINTENANCE AND OPERATION AT PUBLIC BUS
TERMINAL

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ABSTRACT

Maintenance in the building is a process of restoration and refurbishment activity of structure and elements of the building. The operation in the building also must be considered in order to maintain the quality of the building. Terminal is a place where it is handled a transportation process and it is where any location where freight and passengers either originates or terminates. Well planned and managed bus terminal will act as catalyst to the social and economic development of the surrounding areas. The purpose on the academic project is to study type of maintenance planning used in the public terminal bus and to identify the user's satisfaction on performance of public bus terminal. There are two type of research methodologies being used. There are qualitative and quantitative methodologies. Observation, interview and questionnaire being used in collecting the data. The three case studies being conducted at Putra Sentral, Terminal One Seremban and Kuala Terengganu Terminal. The conclusion of this study, the maintenance and operation is very important to the users of the public bus terminal. Without a better maintenance and operation, the users of terminal will not feel comfortable using the terminal.

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TABLE OF CONTENTS

ITEM	PAGE
ABSTRACT	i
ACKNOWLEDGEMENT	ii
LIST OF CONTENT	iii - v
LIST OF FIGURES	vi - viii
LIST OF TABLES	viii

CHAPTER ONE - INTRODUCTION

1.1	Introduction	1
1.2	Background of Study	2
1.3	Problem Statement	3
1.4	Aim and Objectives	4
	1.4.1 Aim	4
	1.4.2 Objectives	4
1.5	Scope and Limitation of Study	4-5
1.6	Research Methodology	6
1.7	Significance of Study	7
1.8	Chapter Outline	7-8

CHAPTER TWO - LITERATURE REVIEW

2.1	Introduction	9
2.2	Maintenance	10
	2.2.1 Definition of Maintenance	10
	2.2.2 Aim of Maintenance	11
	2.2.3 Type of Maintenance	12-16

2.2.4	Principles of maintenances	16-17
2.2.5	Factor Influencing Maintenance Work	17-18
2.3	Bus Terminal	19
2.3.1	Definition of Bus Terminal	18-19
2.3.2	Type of Bus Terminal	19-21
2.3.3	Guideline of the Physical Planning at Bus Terminal	21 - 22
2.3.4	Concept in operation and capacity for bus	22 - 25
2.3.5	Terminal Bus Design or Construction	25 - 27
2.3.6	Importance of Maintenance in Bus Terminal Building	28

CHAPTER THREE - RESEARCH METHODOLOGY

3.1	Introduction	29
3.2	Type of Research Method	30
3.2.1	Primary Data	30-31
3.2.2	Secondary Data	32
3.3	Research Method Strategy	33
3.4	Summary of Chapter	34

CHAPTER FOUR - CASE STUDY

4.1	Introduction	35
4.2	Case Study One : Putra Sentral, Kuala Lumpur	36
4.2.1	Background	36-37
4.2.2	Amenities	38-43
4.3	Case Study Two : Terminal One Seremban, Negeri Sembilan	44
4.3.1	Background	44-45
4.3.2	Amenities	46 - 49
4.4	Case Study Three: Kuala Terengganu Bus Terminal, Terengganu	50