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A STUDY MAINTENANCE MANAGEMENT PRACTICES AT
PUBLIC SCHOOL BUILDINGS

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ABSTRACT

Challenges and problems in maintenance management often due to lack of knowledge in maintain works and also due to the budgets seem frequently happen at public schools. Efficiency and effectiveness of a maintenance program are accomplished if the maintenance of the school plant is scheduled instead of only responding to emergencies. , maintenance management at school involves all the activities that is being carried out to sustain the use of value of school facilities result in their wear and tear in order to ensure the uninterrupted usage, maintenance therefore become imperious. The concept of maintenance management is to ensure the safety and health if the occupants is well cared. Maintenance management is a need for every schools building, especially publics school to ensure the environment and buildings condition is safe for its occupants. This research aim is to investigate how publics school management manages the maintenance work in the schools. This research is based on data gathered from interview with officer from state educational department, district educational office and schools administrative. Other than that, respondents from each case study data regarding their satisfaction level towards the case study is obtained from questionnaire. The data is analyzed to evaluate the main objectives of this research which are to investigate the types of maintenance applied at public school at 3 districts in Kelantan, identify the challenges faced by the maintenance management of the selected schools and identify the end users' satisfaction level towards the condition of school buildings selected. The research suggested to schools management to hire a professional in handling maintenance scope at schools. The research result also recommended for schools to charge facilities fees to students and teachers and lastly develop e-complaints website for occupants to report for damages.

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CHAPTER 1

RESEARCH PROPOSAL

1.1. RESEARCH BACKGROUND

The maintenance management is a one of the most important components in the process of having safe environment. Challenges and problems in maintenance management often due to lack of knowledge in maintain works and also due to the budgets. These problems seem frequently happen at public schools since most of the public school in Malaysia is old or can be called heritage for some schools which aged more than 50 years. Efficiency and effectiveness of a maintenance program are accomplished if the maintenance of the school plant is scheduled instead of only responding to emergencies (Alonsabe, 2011). A study has stated that maintenance culture is very negative because repairing works only done when any problems reported arises due to breakdown (Xaba, 2012). Furthermore, maintenance management at school involves all the activities that is being carried out to sustain the use of value of school facilities result in their wear and tear in order to ensure the uninterrupted usage, maintenance therefore become imperious (Ekpoh, 2018).

An effective maintenance is aimed to provide the end-users who is not only students and teachers but also the other workers and guests with comfortable effective quality environment with minimum resources to enhance organizational effectiveness (Leung et al, 2004). Moreover, maintenance is very crucial as it plays a big role in the performance of the publics school as publics school are the asset of the government and being used by a lot of people. Negligence on maintenance at schools will affected the quality of works and students' achievement badly (Spending et al., 1995). Other than that, maintenance is importance in ensuring school buildings continue remains its state over a long period of time and could provide a safe and conducive environment for the occupants (Odediran et al., 2012). Building maintenance management practical technique is at uncoordinated, reflecting the range and diversity of organizations which are involved in maintenance works. Its quality and efficiency also depend on how the