



**CENTRE OF STUDIES FOR ESTATE MANAGEMENT
COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**SATISFACTION LEVEL OF PUBLIC ON MAINTENANCE AND
MANAGEMENT OF PUBLIC FACILITIES IN KULIM, KEDAH**

**An academic report submitted in partial fulfillment of the requirement
for the award of Bachelor in Estate Management (Hons)**

**PREPARED BY:
NUR AINA ADRIANA BINTI MOHAMAD NAZARUDIN
2021492344
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ABSTRACT

Public facilities are provided and managed by the government or the local authority to be shared by a lot of people at once to ease the daily lives of the people thus that is why it is important to ensure the public facilities are always in a good condition. However, due to some issues and challenges faced by local authority in maintain the public facilities, it might be little hard for the local authority to maintain and manage the public facilities. The public facilities provided must able to fulfil people wants and needs. So as the purpose of this study, the researcher wants to identify the satisfaction level of the people regarding the maintenance and management of public facilities. The objectives of this research are to identify the satisfaction level of the public people on maintenance and management of public facilities in Kulim, Kedah and to determine the current maintenance and management practice by local authority in maintaining and managing public facilities. Mixed of qualitative and quantitative method will be used and the data analysis using thematic analysis and descriptive analysis will be analysed. The questionnaires will be distributed to the public people and the semi-structured interview will be carried out with Local Authority. The results from this finding will provide explanations and understandings on the level of satisfaction of people on maintenance and management public facilities and the current maintenance and management practice by local authority in maintaining and managing public facilities.

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CHAPTER 1

BACKGROUND OF THE STUDY

1.1 Introduction

The government or local authority offers and administers public facilities so that a large number of people can share them equally in order to facilitate the daily lives of citizens. Thus, it is important to make sure the public facilities are well-maintained and managed. Few examples of public facilities are schools, healthcare, colleges, public transport and many else. Public facilities that will be discussed in this research are public facilities that available in Kulim, Kedah such as Mini Stadium Keladi, Kulim Bus Terminal, Kulim Lake Garden and many more.

Satisfaction level of the public becomes an indicator for the Local Authority to measure their own performance in managing and maintaining public facilities. The feedbacks, complaints, praises from the users act as measurement tools in determining the performance level of the public facilities. Thus, the main thrust of this paper is to identify the satisfaction level of the public on the maintenance and management of public facilities provided by the local authority in Malaysia. This study employs mixed of qualitative and quantitative approaches to explore primary data to achieve the objectives of this research.

The fact that the local government is the primary owner of the facilities demonstrates their responsibility to maintain the public facilities in perfect working order at all times. Local agencies are responsible for constructing and maintaining a significant portion of their communities' infrastructure and public facilities. (Institute for Local Government, 2015). To accomplish sustainable and cost-effective