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**BUILDING MAINTENANCE FACTORS INFLUENCED END USERS
SATISFACTION LEVEL IN UITM PERAK**

**Academic Project Submitted in Partial Fullfillment of the Requirements
for the award of the Degree
Bachelor of Estate Management (Hons)**

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ABSTRACT

Maintenance refers to the process of regularly inspecting, repairing, and preserving equipment, machinery, buildings, or systems to ensure their proper functioning, reliability, and longevity. It involves routine checks, preventive measures, and corrective actions to prevent breakdowns, reduce downtime, and extend the lifespan of assets. Maintenance can be applied to various fields, including mechanical, electrical, electronic, and structural components, as well as software systems and infrastructure. Proper maintenance practices help to keep equipment and facilities in optimal condition, ensuring they operate efficiently and safely. The satisfaction level of end users towards building maintenance in the UiTM Perak has been investigated. Defects in faculty buildings appear to harm the buildings' performance, particularly because they can lead to accidents or disasters and result in higher long-term maintenance costs. Therefore, it can pose potential hazards to building occupants or users, as well as have an impact on the safe operation and use of building facilities. The researcher adopted quantitative approach in which a set of questions that consists of 6 items has been distributed using an online survey. The researcher's attempt to investigate the satisfaction level among academic staff and students of UiTM Perak, assumes that the people is the users of the faculty building. This research has gathered 130 responses, making it an acceptable sampling size. Using the mean score, the level of important factors was ranked through the value of the index. The survey has observed that the most of end users are satisfied with cleaning services in the building.

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TABLE OF CONTENT

CHAPTER	ITEM	PAGE
	Title page	i
	Student's Declaration	ii
	Supervisor's Declaration	iii
	Acknowledgement	iv
	Abstract	v
	Table of Content	vi
	List of Tables	ix
	List of Figures	x
	List of Appendices	xi
CHAPTER 1	RESEARCH BACKGROUND	
	1.1 Introduction	1
	1.2 Problem Statement	2
	1.3 Research Question	4
	1.4 Research Objectives	4
	1.5 Significance of Study	5
	1.5.1 Societies	5
	1.5.2 National	6
	1.6 Scope of Study	6
	1.6.1 Scope	7
	1.6.2 Limitations	7
	1.7 Research Methodology	8
	1.7.1 Primary data	8
	1.7.2 Data Analysis	9
	1.8 Chapter Summary	9
CHAPTER 2	LITERATURE REVIEW	
	2.1 Introduction	10
	2.2 Terms Definition	10
	2.2.1 Satisfaction level	10
	2.2.2 End user satisfaction	11
	2.2.3 Defect occurs in building	12
	2.3 Building maintenance factor	12
	2.3.1 Maintenance of disposal services/waste disposal	13
	2.3.2 Building maintenance services	14

CHAPTER 1

RESEARCH BACKGROUND

1.1 Introduction

As the number of students in higher education institutions grows year after year, it is critical to ensure that the building functions properly throughout its lifecycle (Khalil, N., Husin, H. N., & Nawawi, A. H. .2012). If the building experiences poor performance conditions, the educational process may be disrupted, thus, affecting the student's academic achievement. Therefore, every completed building must be maintained so that it can serve its intended purpose (Radzuan, N. A. M., Mansor, H. N., & Zainuddin, A., 2021).

Buildings should be made to remain in the state for which they were constructed in order to continue to serve their purposes, which can only be achieved through adequate maintenance, which in most cases is not carried out, resulting in various defects that may eventually prevent these buildings from continuing to serve their purposes. Researchers also discovered that students' learning performance improved when they were more satisfied with the faculty building's maintenance. Moreover, cleanliness and upkeep are also important aspects of facilities, whereas, in higher education, the occupant's satisfaction is the most important factor for the end users of the building.

Maintenance is work done to retain or restore all facilities, such as a site, building, and contents, to an acceptable standard so that they can serve their intended functions for the remainder of their existence without severely interrupting their essential features and use is known as maintenance. (Wong, W. Y., Olanrewaju, A., & Lim, P. L. 2021). Maintenance aims to keep the building in its original functional, structural, and aesthetic states. Nowadays, building maintenance is required and widely practiced in this world. Building condition has a significant impact on its value, both financially and in terms of the satisfaction, which provides to its users. In general,