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**A STUDY ON MAINTENANCE MANAGEMENT:
(Case Study : Kementerian Tenaga, Teknologi Hijau dan Air)**

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ABSTRACT

Maintenance management is a combination of several measures to prevent or repair an item to indicate the direction of the required response. Kementerian Tenaga, Teknologi Hijau dan Air (KeTTHA) is one of the statutory bodies in Malaysia which definitely has a lot of assets, requiring the maintenance of the system to protect assets from being damaged. In KeTTHA, Bintang Fadzilat Sdn. Bhd. units are fully responsible for controlling and coordinating all KeTTHA's property, especially KeTTHA's building. The aim of this study was to investigate the maintenance management systems for KeTTHA's building in Putrajaya. In order to achieve the aim of this study, four objectives have been defined as the maintenance management research conducted in KeTTHA at Putrajaya. Among these objective are to identify the actual condition in KeTTHA building, to study the level of occupant satisfaction on maintenance services in KeTTHA;s building, and to proposes several recommendations for the maintenance management in KeTTHA's building. Several methods were used in the success of this study including gain knowledge from the energy unit of KeTTHA, KeTTHA's building occupant, and the administrator of KeTTHA's building. The results showed that the respondents were represented by the consumer for the overall condition of the building facilities and services are poorly. In order to achieve occupant satisfaction, a new maintenance management system was proposed.

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