



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**THE MAINTENANCE MANAGEMENT AND CHALLENGES
OF 4-STAR HOTEL IN IPOH, PERAK**

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

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ABSTRACT

This research investigates the maintenance management practices of 4-star hotels in Ipoh, Perak, with a focus on understanding the challenges faced by hotel managers. The study aims to identify 4-star hotel rated in Ipoh, Perak with the current maintenance management practices employed in these establishments and to find the challenges that faced by hotel managers. Utilizing a qualitative research methodology, data through open-ended interviews with hotel managers, supplemented by secondary data from relevant literature is created. The findings reveal key themes related to maintenance management practices, including the importance of proactive maintenance, staff training, and the integration of technology in operations. Additionally, the research highlights the challenges faced by hotel managers, such as budget constraints and the need for continuous staff development. The study contributes to the existing body of knowledge in hospitality management by providing insights into the operational dynamics of 4-star hotels and offering recommendations for enhancing maintenance management practices. It emphasizes the significance of fostering a culture of open communication and feedback among hotel staff to improve operational efficiency and guest satisfaction. It proves that the research objectives were met, as the study successfully identified the specific 4-star hotels, identified the various maintenance management practices they use, and highlighted the challenges that hotel managers face in maintaining operational efficiency and guest satisfaction.

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CHAPTER 1

RESEARCH BACKGROUND

1.0 Introduction

In this chapter, it provides general explanations on the background of the research which about a study on hotel maintenance management of 4-star hotel in Ipoh, Perak. The background of research will help to determine an appropriate scope of the study. It also helped to explore more about the research and establish the value of the research.

This chapter also briefly explains the problem statement for this research which triggers the importance and the needs of this study to be carried out by the researcher. An understandable research problem statement should contain clear and specific problems so that it helped people to understand the research better.

With the aid of relevant problem statements, the researcher comes up with research questions, research aims and research objectives which are also included in this chapter. The research questions should be included in this chapter which aims to find the solution for the questions to solve the problems stated. Meanwhile, the objectives of the research should be specific and measurable so that the researcher can aim to achieve it by doing this research.

Besides, this chapter also explains the scopes and limitations for this research. This is because this research only covers a certain range of the research. It also has some limitations and boundaries to specific aspects to conduct this research. The scopes and limitations of this research must be