



**COLLEGE OF BUILT ENVIRONMENT
UNIVERSITI TEKNOLOGI MARA**

**EXPLORING BUILDING MAINTENANCE PROCEDURE: A QUALITATIVE
STUDY AT UiTM SERI ISKANDAR**

**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 aims at understanding the building maintenance activities at UiTM Seri Iskandar in order to look for possible problem areas and solutions. Building maintenance is vital for the purpose of health, use and extension of university premises which are important for conduct of all academic and administration activities. The study is qualitative in nature and uses interviews with maintenance workers as well as secondary data analysis. The findings show a few of the constraining concerns including budget limitations, poor infrastructure and poor management regimes, which prevent best practice maintenance. The research recommends that there be changes in budgets in order to improve resource allocation, as well as in the methods used to implement preventative maintenance plans. The study, therefore, provides practical solutions to optimize maintenance works in order to achieve effective usage of infrastructure at the university. It can be inferred that this research adds to the knowledge of maintenance management in higher education institutions and enhances the practical ways of improving the efficiency of service delivery and resource allocation.

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
CHAPTER 1	RESEARCH BACKGROUND	
	1.1 Introduction	1
	1.2 Background of Study	2
	1.3 Problem Statement	4
	1.4 Research Aims	5
	1.5 Research Questions	5
	1.6 Research Objectives	6

CHAPTER 1

RESEARCH BACKGROUND

1.1 Introduction

Building maintenance is a primary function of property management, it maintains and repairs the equipment in place to ensure that no facility falls into disrepair. Buildings are used intensively in an academic setting, but it keeps the staff and students safe when they practice efficient maintenance of properties. The same applies to many other institutions of higher learning, UiTM Seri Iskandar has a task of ensuring that its facilities can meet the requirements of the education system. At UiTM Seri Iskandar, maintenance works cover quite a number of areas from cleaning, landscaping to more technical services such as electrical and mechanical maintenance.

UiTM Seri Iskandar maintenance procedures include various types of work, from technical services like electrical and mechanical repair, cleaning, landscaping, and so on. These procedures are divided into planned maintenance and unplanned maintenance, which occur as the need arises. While efforts have been made to maintain standards, scarcity of resources, inefficient planning and obsolete management practices have resulted in inefficiencies and undesirable outcomes.