



**COLLEGE OF BUILT ENVIRONMENT,
UNIVERSITI TEKNOLOGI MARA PERAK**

**CHALLENGES IN MANAGING HIGH-RISE OFFICE BUILDING:
A CASE STUDY OF GOVERNMENT BUILDING, IPOH CITY COUNCIL IN
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

The research focuses on the challenges in managing high-rise office buildings, a case study of government buildings at Ipoh City Council, Perak where a lack of standard operating procedures for maintenance has led to disputes over costs and inadequate management practices. The study aims to identify maintenance practices, common challenges with objectives to assess and rank these challenges. The significance of this research lies in promoting sustainability, enhancing user experience, and contributing to academic knowledge in urban and facility management. Findings indicate that budget constraints, poor planning, and substandard workmanship hinder effective maintenance, resulting in occupant dissatisfaction. Recommendations include developing standardized maintenance procedures, ensuring adequate budget allocation, and improving communication between management and users to enhance overall building management and user satisfaction.

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CHAPTER 1

RESEARCH BACKGROUND

1.1 Introduction

The term “*government property*” refers to real estate or others that are owned by the federal, state, or municipal governments which also can refer to a government-owned company. Government buildings come in various shapes and designs, they were also can be either low-rise or high-rise buildings. However, every building has its management team. The growing number of high-rise buildings emphasizes the importance of good property management and ownership to ensure a positive living experience for people, Malaysia’s presented property management practices cause issues for all parties involved which includes developers and high-rise building management teams, (Abbood, 2021).

In general, the building's purpose is to provide its residents with a safe, comfortable environment that supports their activities and improves their behaviour, as well as to meet their needs and expectations. Because user satisfaction research has the potential to ensure process improvement and sustainability as well as increase user loyalty and sense of belonging, it has gained considerable weight in recent years, (Ahmad Atef Faggal, 2023). The majority of research on building user pleasure has concentrated on assessing the state of buildings or contrasting user satisfaction between renovated and unrenovated, or green and non-green, buildings. Additional studies look at the connection between the level of user happiness and the building or service quality. Furthermore, some research looks at how well design factors predict customer pleasure, (Rashidul Islam, 2021)