

UNIVERSITI TEKNOLOGI MARA

**FACILITIES MAINTENANCE MANAGEMENT
PRACTICES AT HIGHER EDUCATION
INSTITUTIONS (COMMUNITY COLLEGE
CAMPUS)**

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Dissertation submitted in partial to fulfillment.
of the requirements for the degree of
Master of Science
Facility Management

College of Built Environment

March 2024

ABSTRACT

Higher education institutions (HEIs) are very important for the development of the country because they generate knowledge, improve the quality of human resources and encourage innovation. The infrastructure built by HEIs is important, serves multiple purposes and has a high occupancy rate, which highlights the need for good maintenance procedures. However, there is a significant lack of maintenance focus in management at HEIs despite being dedicated to improving the efficiency of the academic structure. The maintenance of university buildings is always seen as an unimportant activity. Therefore, this study is to examine the practice of Facility Maintenance Management applied in 3 Premier Community Colleges that have been operating for over 20 years in Selangor, namely Sabak Bernam Community College, Selayang Community College and Kuala Langat Community College. The data obtained was analyzed using IBM SPSS version 27.0 software. The objective of this study is to identify the current maintenance management practices used in Community Colleges in addition to examining the issues and problems that arise in maintenance at Community Colleges and to suggest the best maintenance management practices in campus buildings for Community Colleges. The research questions were addressed by adopting a quantitative method approach, which is through survey. The respondents are among the users who use the facility services at the Community College such as top management, academic staff, administrative staff and students at the community college. For the research findings, it can be concluded that Community College prioritizes planned preventive maintenance while using corrective maintenance techniques and responding to problems that arise. Respondents favoured preventive maintenance, emphasizing the value of technical personnel with proper training and effective communication in dealing with maintenance problems. Maintenance management also requires a committed budget, a proactive strategy and effective communication, and prevention is considered to be economically beneficial in the long term. Meanwhile, the problems and issues identified in the maintenance management at the Community College stem from the lack of long-term planning, inefficient monitoring systems, insufficient maintenance for building systems, lack of data and technology management, insufficient maintenance staff, absence clear maintenance policies, and budget constraints in managing building maintenance. Through the research that has been carried out, the researcher has suggested some best practices in maintenance management for community college campuses with the objective of improving more strategic maintenance in the organization so as to preserve the lifespan of the facility for the use of educational facilities.

ACKNOWLEDGEMENT

Firstly, I want to thank Allah for giving me the opportunity to start my Master's and for completing this long and challenging journey successfully. My gratitude and thanks to my supervisor Sr Dr. Siti Suhana Binti Judi. Thank you for your support, patience, and ideas in helping me with this project.

My appreciation goes to the Department of Polytechnic and Community College Education (JPPKK) and the management of the Community College in Selangor State who provided the facilities and assistance during sampling.

Special thanks to my husband, Yusma Juzaili Bin Mohd Idros, and children who gave me infinite support in completing this dissertation and not to be forgotten for the loving memories of my mother with my beloved siblings because of your perseverance in providing education to me and the motivator in continuing this effort. Last but not least, thank you to my friends and lecturers who always give support. Alhamdulillah.

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CHAPTER ONE

INTRODUCTION

1.1 Research Background

A higher education institutions (HEIs) is a unique company in the service sector. The university's aim is to provide a high-quality environment that effectively and efficiently satisfies the needs of consumers, as other organisations are beginning to realise (Shafie et al., 2012). Higher education institutions (HEIs) that are publicly funded fall under the category of a service organization. Similar to others, the university aims to provide an excellent environment that meets user needs in an effective and efficient manner. It is well known that there are three groups of people who use the services and products provided by the university: students, faculty, and administration staff. However, providing services that would satisfy users as needed and anticipated is one of the most challenging issues higher education institutions (HEIs) face (Shafie et al., 2012). Higher- educational institutions (HEIs) show a crucial role in the process of carrying on national development because of their ability to improve the quality of human resources, generate new knowledge, improve practice, and promote innovations (Budihardjo et al., 2021). Higher education buildings also are real estate that can accommodate many different activities within higher education, have a wide range of functions, and have high occupancy rates (Gooding et al., 2021).

Buildings require maintenance to function properly. While there are commitments to improve the performance of the university building, there is minimal attention on upkeep. There is a need to link building maintenance to academic sector production (Olanrewaju & Abdul-Aziz, 2015). Furthermore, the building is a core component in higher education infrastructure, where it is the main place to carry out educational activities, teaching and learning process. In addition, educational buildings are also valuable institutional resources because they require significant capital to manage their equipment and support services. Therefore, it should be carefully managed and used efficiently and optimally. Academic activities that would ordinarily not be carried out as effectively or at all in a natural environment can now be housed in university facilities. As a result, university buildings offer an