

CENTRE OF STUDIES FOR BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITY TECHNOLOGY MARA

MAINTENANCE MANAGEMENT OF FOOD  
COURT IN SHAH ALAM

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Academic project submitted in partial fulfilment of requirement

for the degree of

Bachelor of Building Surveying (Hons)

Centre of Building Surveying

Faculty of Architecture, Planning & Surveying

JUNE 2015

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**“I hereby declare that this academic project is the result of my own  
research except for the quotation and summary which have been  
acknowledged”**

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Date : June 2015

# MAINTENANCE MANAGEMENT OF FOOD COURT IN SHAH ALAM

## APPRECIATION

Assalamualaikum

Alhamdulillah, grateful to Allah S.W.T. that finally I had finished my research report on time for course BSS 658 (Academic Project) about MAINTENANCE MANAGEMENT OF FOOD COURT IN SHAH ALAM.

First and foremost, I would like to thank both my parents because they always support me and pray for my successful in my education in UITM Shah Alam, Selangor Darul Ehsan

A special thanks to my dedicated supervisor, CIK NURMAHFUZH BINTI MOHD JAMIL who always guide and advise me during the preparation of this research report.

Besides, an exclusively appreciation to Mr. Azrul b. Fahmi Muhammad Ali as Mall Operations Manager at Tesco Extra Shah Alam and Mrs. Marlina Mazlan, Assistant Manager at AEON Bukit Raja Shopping Centre because give an opportunity for researcher to make the food court under their control or handling as a case study researcher. Thank you for their willingness to help advice and give me a lot of information for my research of my research report.

Lastly, I also appraise my fellow friends and other parties that involved in complementing this research report. Thanks for your cooperation.

## CHAPTER 1

### INTRODUCTION

#### 1.1 INTRODUCTION

Maintenance managements are still being practiced in improper procedure by the maintenance managers which subsequently caused bad impacts to the facilities and the services provided. It can be seen that the managers prefer carrying out reactive maintenance works rather than proactive works and at times do not consider for clients satisfaction and also the performance of services. There is an increasing concern that the maintenance management has been unprofessionally applied by the maintenance managers and no research has so far outlined the critical factors and deliberation on such impractical practices.

Hinks (2004) relates a maintenance management performance scenario from his interviews with the facility managers to find their agreed set of indicators. The managers were uninterested in considering any facets of maintenance management performance below an aggregated level of indicator for maintenance. He also claims that the business managers did not consider any management details as they relied more on reactive actions based on clients' or users' complaints. This indicates that maintenance managements are still being practiced in improper procedure by the maintenance managers.

This is worrying because according to Egbu (2008) the role of maintenance is a key driver of economic growth where it generates 45-60% of fixed capital formation in many countries and also generate 5-15% of Gross Domestic Product (GDP) so the researchers conducted a study regarding the appropriate and efficient method for managing maintenance of a food court and investigate the problems that often occur in the food court.

## MAINTENANCE MANAGEMENT OF FOOD COURT IN SHAH ALAM

### 1.2 PROBLEM STATEMENT

Ahmad et al. (2006) opined that in Malaysia, maintenance problems in buildings are common regardless of the size and owners of the buildings. Ahmad (2006) conducted a case study on 16 large properties (covering 381,804.55 m<sup>2</sup> net floor area) owned by Pertubuhan Keselamatan Sosial (PERKESO), a government subsidiary. On the basis of his findings, he concluded that the buildings lacked adequate maintenance despite the enormous resources committed to the maintenance activities.

According Noraziah (2006) a major problem faced by property developers in Malaysia was discovered to be poor collection of maintenance fees, the major reason being the dissatisfaction on the part of users with the condition of their buildings.

Besides that in The Restaurant Location Guidebook by John C. Melaniphy (2007) also has listed some of the problems that often occur, one of the problems that the list was the lack of chairs and tables. The lack of chairs and tables is a critical issue for businesses in the food court. This is because of the lack of chairs and tables will give impact to sales and customers.

Besides that, in The Restaurant Location Guidebook by John C. Melaniphy (2007) also reveals some of the problems that occur in the food court is seating is poor efficiency at the food court. Normally a table in the food court order a table for four people. But usually people who attended the food court is a singly or in pairs. So the table is not used as 100 percent efficiency. For that table only produces 50 percent efficiency and this differ with the use of a table for four people occupied with four people who produce 100 percent efficiency for seating.

The next problem is not enough seating and space is limited. It becomes a problem for traders who trade. Trade or shop space provided small and complicate the work of business management. This can be seen in the food court at the Giant Section 13 Shah Alam. Dealers were given limited space for cooking. So due to the broad masses of dealers there sell food that is easy to sell like sizzling, buffet food and traditional food.