

**CENTRE OF STUDIES FOR BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA**

**USERS SATISFACTION TOWARDS MAINTENANCE SERVICE  
QUALITY ON UNIVERSITY BUILDING**

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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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## **ABSTRACT**

University building is an important place to get the proper maintenance management because the good environments for the occupants can help to boost the positive energy from them to more motivate while learning or working at the university. In Malaysia, building maintenance management for building university are lacking in giving the good maintenance service quality for the occupant cause the occupant also did not take the maintenance as a big issue to be considered. This study involves to improving the service quality of building maintenance management system for University building. The goal is to identify the current practices and procedures of building maintenance management for University. This had been done by using interview session method to gain the information about the University's current practices and procedures at the selected case study. The case study was at three (3) local University in Malaysia such as UiTM (Universiti Teknologi Mara), UPM (Universiti Putra Malaysia) and UKM (Universiti Kebangsaan Malaysia) by conducting the interview with the maintenance management officers of each University. While conducting the interview session, researcher also gets to know the problem faced by building maintenance management for managing the University building. Other finding method used, was questionnaire survey to investigate the satisfaction of the students and staffs towards maintenance service quality on University building.

# CHAPTER 1

## INTRODUCTION

### 1.0 Introduction

This chapter explains about the general background of the study, purpose of the study, an explanation of problem statement of the study, aims and objectives targets to be achieved, scope and limitations of this study and also research outline of the study. Building maintenance is an important service management that need to be treat as a valuable assets or main priority by the building owners, building shareholder's, occupant and etc. This is because without the good service management of building maintenance, the building life cycle can last longer than average building life cycle such as from 50 years to more upcoming years or the building can be still be use till the end of the building life cycle. Compare to poor service management of building maintenance, the building life cycle can end early from 50 years. Olanrewaju Abdul Lateef (2010) stated that a building exists to serve the user ' s space requirement. The essence of maintenance is, therefore, to maximize the service life of a building, by delaying deterioration, decay and failure. Building maintenance management is a complex and multi-faceted thought process that involves planning, directing, controlling and organizing resources for the sustenance of the building ' s functional performance.

Barrie Chanter and Peter Swallow (2007) stated that building maintenance has consistently been treated as the 'poor relation' of the construction industry, attracting only a tacit recognition of its importance, both within the industry and amongst building owners. My study is to focus on university building maintenance management include the occupant which