

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

**PERFORMANCE AND SATISFACTION LEVEL TOWARDS THE
MAINTENANCE OF FACILITIES IN GOVERNMENT BUILDINGS**

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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

This paper focuses on the performance and satisfaction level occupants towards the maintenance of facilities. The purpose of this study was to determine the types of facilities that are commonly available in the building. The study was conducted on 90 user in three building which are Ministry of Finance, Ministry of Youth and Sports and Ministry of Rural Regional Development in Putrajaya. Instrument study involved a questionnaire containing 15 questions. The results showed which building performance and satisfaction level occupants towards the maintenance of facilities excellent or satisfactory. In addition, observation and interview session was also conducted to obtain performance of the maintenance in the building. Thus, it can be concluded some additional suggestions and proposals submitted to the facility as a guide for further studies.

CHAPTER 1

INTRODUCTION

1.1 Introduction

The government facilities are open to the public needs such as from the business activities, commercial area and recreational activities. At the office also have to provide the facilities in the building to ease the personnel and visitors to the buildings. In addition, the facilities elements contribute to the protection and security system for the example access control system and closed circuit television system to make sure the occupants in the buildings feel comfortable and secure.

The common public facilities provided at the government buildings such as kindergarten, banking facilities, cafeteria, parking lot and others facilities. According to (Kennedy, 2014), states to get the fair and cost effective manner have provided timely, efficiently, professional advice and high-quality services. According to (Hamimah Adnan, 2012), public services and facilities are urban items designated to fulfil supportive functions connected to the comfortable to being of the citizens of an urban area.

According to (Anon, 2013), describe the facilities of public services and facilities in the urban environment has a notable impact on the quality of life occupants in the buildings. Nowadays people impress the good quality public services, including education and training opportunities, health care and community facilities. All the facilities are identified as key elements for a Sustainable Communities Plan connected with crime reduction and community safety.