



**DEPARTMENT OF BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA MALAYSIA**

**THE PROBLEM OF MAINTENANCE MANAGEMENT  
IN GOVERNMENT BUILDING**

**MUHAMAD RAQIB BIN SHAARI**

**2006699310**

**BACHELOR OF BUILDING SURVEYING (HONS)**

**APRIL 2009**

## **ABSTRACT**

Maintenance of building being faced trivial for some society in Malaysia, this is because lack of concern encouragement and value on building condition. Building also requires neat care to be sure its function and last. We often heard of defect problem in government buildings in Malaysia, this is because system still weak maintenance management either from government side such as Ministry Of Works, Public Works Department and Economic Planning Unit and maintenance management also weak in private party namely maintenance contractor. There Have been lots issues rising against maintenance problem government building in Malaysia, as has been state in news paper and television , this matter also can be embarrassing the government sector, as a couple of incidents has happened in government building. The Government building is important because it its function to handle operation in country. This building does not cause profit but it its give priority to aesthetic value as integrity symbol a government agency. So it is a responsible to do maintenance to maintain that value. The objective of the study is to identify problem in maintenance management in government building, to identify the factor that course of problem in maintenance management at the government building. To identify the effect of the problem in maintenance management to the government building and to provide recommendation to solve the problem. The aim of this study are, Can help government to improve the maintenance management for government building, Can help in planning government building maintenance management with over efficient and effective in the future and Can help the Ministry Of Works

and Public Work Department know the problem that face by the maintenance contractor and maintenance contractor also can know the problem that face by the Ministry Of Works, Public Work Department, and Economic planning Unit. This study use Delphi Method, the information obtained through interview with certain parties or group professional about this subject. The interview session have been done with, Mr. Muhd Fathi Bin and Nazri Bin Darus( Ministry Of Works),Mr. Muhd Hadzin Bin Ahamad ( Economic Planning Unit ),Mr. Harun Ar-Rashid ( Public Works Department ), Norazhana Binti Abdul Rahman ( Harta Maintenance Sdn Bhd) , Mr. Mahathir Bin Ismail ( Rahajaya Sdn Bhd).The information achieved from interview will analysis to find the final answer of this study.From these studies, the result of problem can be categories into Maintenance Organization, Maintenance Budget, Maintenance Planning, Workers or Staff, Procedure and statutory control.

## TABLE OF CONTENT

ACKNOWLEDGEMENT	I
ABSTRACT	II
ABSTRAK	IV
LIST OF FIGURE	Vii
<b>1. CHAPTER 1- INTRODUCTION</b>	
1.1 Introduction	1
1.2 Problem Statement.	2
1.3 Objective of study	6
1.4 Aim of study	6
1.5 Scope Of Work And Limitation.	7
1.6 Limitation	10
1.7 Research Methadology.	10
<b>2. CHAPTER 2- LITERATURE REVIEW (MAINTENANCE MANAGEMENT)</b>	
2.1 Introduction	14
2.2 Definition And Concept	
2.2.1 Definition Of Maintenance Management	15
2.3 Maintenance Objectives	17
2.4 Maintenance Standard	22
2.5 Maintenance Need	24
2.5.1 Retaining Investmen	25
2.5.2 Building Design	26
2.5.3 Building Function	26
2.5.4 Heritage Stuff	27
2.5.5 The Satisfaction Of Building Needs	27
2.6 Maintenance Strategy	30
2.6.1 Maintenance Strategy Developement Technique	30
2.7 Maintenance Planning	32
2.8 Problem In Maintenance Management	34

<b>3. Chapter 3- ROLE AND FUNCTION OF GOVERNMENT BUILDING</b>	
3.1 Introduction	37
3.2 Definition	38
3.3 Overview Government Building In Malaysia	39
3.4 Government Building Maintenance	42
3.4.1 Local Authority Properties Maintenance	42
3.4.2 School Maintenance	43
3.4.3 National Health Services	44
3.4.4 Local Authority Housing	45
3.5 Statutory Requirement	46
3.5.1 Planning Act	47
3.5.2 Building Act 1984	47
3.5.3 Building Regulation	49
3.5.4 Housing Act	49
<b>4. Chapter 4 – CASE STUDY</b>	
4.1 Background Ministry Of Works	51
4.1.1 Mision	55
4.1.2 Vision	55
4.1.3 Core Services	55
4.1.4 Organization Structure	59
4.2 Maintenance Regulatory Division	60
4.2.1 Mision & Vision	61
4.2.2 Objective	61
4.2.3 Organization Structure	61
4.2.4 Maintenance Contractor Scope Of Works By Ministry Of Works	62
4.2.5 Client Charter	66
4.2.6 Starategy Of MOW To Control Maintenance Contractor	67
4.3 Public Works Department	
4.3.1 Background	71
4.3.2 Vision & Mision	72
4.3.3 Organization Structure	73
4.4 Department Of Building Facilities Maintenance	
4.4.1 Background	76
4.4.2 Vision, Mision And Objective	77
4.5 Economic Planning Unit	
4.5.1 Background	78
4.5.2 Vision And Mision	79
4.5.3 Objective	79
4.5.4 Function Of Epu	79
4.5.5 Budget Provision Procedure	80
4.6 Maintenance Contractor	
4.6.1 Introduction	82
4.6.2 Maintenance Contractor 1: Rahajaya Sdn Bhd	83
4.6.3 Organization Structure	84