

DEPARTMENT OF ESTATE MANAGEMENT FACULTY OF ARCHITECTURE, PLANNING & SURVEYING MARA UNIVERSITY OF TECHNOLOGY

MAINTENANCE OF GOVERNMENT SCHOOL IN MALAYSIA
CASE STUDY: SMK DATO' SULAIMAN, SMK PENGHULU SAAD, SK PARIT
SULONG, SK SERI CHANTEK AND SK PERMATANG RENGAS BATU
PAHAT JOHOR

Dissertation submitted in partial fulfillment of the requirement for the award of Bachelor of Estate Management (Hons.)

NOR ALIFAH BINTI SABAH@SAABAN 2008360973 SEMESTER: JULY 2010- DECEMBER 2010

STUDENT'S DECLARATION

A CASE STUDY ON

MAINTENANCE OF GOVERNMENT SCHOOL IN MALAYSIA

CASE STUDY: SMK DATO' SULAIMAN, SMK PENGHULU SAAD, SK PARIT

SULONG, SK SERI CHANTEK AND SK PERMATANG RENGAS BATU

PAHAT, JOHOR

I declare that this Final Project is the result of my own research and that all sources are acknowledged in the references.

| Student's signatu | re: |
|-------------------|---------------------------------|
| Student's name | : NOR ALIFAH BINTI SABAH@SAABAN |
| Date | : 13/10/2010 |

-- 11

ACKNOWLEDGEMENT

With high gratitude to The Almighty Allah S.W.T. who gave the ideas and physical strength in preparing this final project. Completion of a final project of this nature requires more than just the efforts of the author. I take this opportunity to express my gratitude to the persons and all parties who responded in many ways and also offered their invaluable contributions in carrying out this final project.

First of all, I would like to express my sincere gratitude and appreciation to my supervisor, Miss Nur Medeena Bte Mahamood who has given me guidance and unfailing support and contribution of ideas in preparing this final project. Also, a special thanks for their insightful supervision, encouragement, throughout the research and their creative suggestions.

My gratitude also goes to all those agreed to be interviewed formally and informally and gave me the benefit of their knowledge, views and experience I also indebted to all my friends for their moral support and encouragement during the preparation of this final project.

Finally I thank to my beloved parents and families, who never stops giving me their encouragement and full support in order for me to complete my dissertation. Thank you for all understanding given to me when I really need it. Hopefully, may Allah S.W.T protect all of you.

ABSTARCT

The responsibilities of public property management in Malaysia including public school are fall under government department and often manage in reactive manner. The process of application on maintenance works are identified to find out the factors of it's happen. This study focus on identify the common practice of maintenance management of public school, identify the factor of late and not been carried out thoroughly of maintenance management work in public school and identify the satisfaction level with the maintenance provided. In order to achieve objectives identified, literature review was done then the data was collected using questionnaires, the collected data was analyzed using Microsoft excel. Finding had shown that although many school applied both in-house and out source maintenance management system but the condition of school still at average level which means performance fall shorts of requirement expectation and need improvement due to improper maintenance practice.

CONTENTS

| CHAPTER | ITEN | 1S | PAGE |
|-----------|--------|-------------------------|------|
| | Title | page | į |
| | Decla | aration | ii |
| | Dedic | cation | iii |
| | Ackn | owledgement | iv |
| | Abstr | ract | v |
| | List o | of content | vi |
| | List o | f table | ix |
| | List o | of figure | x |
| | List o | of abbreviation | χi |
| | List o | of appendices | ilix |
| CHAPTER 1 | INTR | ODUCTION | |
| | 1.1 | Introduction | 1 |
| | 1.2 | Problem statement | 2 |
| | 1.3 | Objective of the study | 3 |
| | 1.4 | Scope of research | 3 |
| | 1.5 | Important of research | 4 |
| | 1.6 | Methodology | 4 |
| | 1.7 | Arrangement of chapters | 6 |