



**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA (UiTM)
SHAH ALAM**

FACILITIES MANAGEMENT IN HYPERMARKET

**SYAMSUL AMMAR BIN YAHYA
2003330097
B.Sc. (Hons) BUILDING SURVEYING**


MAY 2006

DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
MARA UNIVERSITY OF TEKNOLOGY, SHAH ALAM

DISSERTATION (BSV 695)

CONFIRMATION AMENDMENT OF DISSERTATION

**This is to confirm that the student has made amendments as directed
and allowed to compiled her dissertation**

Student : Syamsul Ammar Bin Yahya
UiTM ID : 2003330097
Title : Facilities Management in Hypermarket
Session : 2003/2006
Supervisor's Name: En. Mazlan Bin Abu Bakar, MISM.
Signature : 
Date : 9-05-2006

ABSTRACT

Retailing is a subset of the commercial sector that has contributed significantly to Malaysia GDP. Retailing of various scales, co-exist side by side. This is especially true in the highly urbanised areas where small-scale retailing co-exist with the large-scale retailing. In the states of Selangor, the small-scale retailing in the form of shophouses still continue to grow in spite of the advancing hypermarkets. On the other hand, in Selangor also especially Shah Alam, the retail trend seems to be changing from shophouses to large-scale retailing like supermarkets and hypermarkets. Shopping complexes and hypermarkets have outgrown shophouses in recent years in Selangor.

Having looked at the retail trend in Malaysia, this dissertation then proceeds to look into facilities management of hypermarket which has offer different approach to compare to other retail outlet.

On the other hand facilities management also main important role to manage the hypermarket. Therefore this dissertation come out with what are defining by facilities management and how it work for achieved good practice in hypermarket and user satisfaction.

TABLE OF CONTENT

Contents	Pages
Acknowledgement	i
Abstract	ii
Table of Contents	iii
List of Table	viii
List of Figure	ix
List of Picture	x
<hr/>	
CHAPTER ONE - AN INTRODUCTION OF DISSERTATION TOPIC	1
1.1 Introduction	1
1.2 Issue	4
1.3 Aim And Objective Of Research	5
1.4 Scope Of Research	5
1.5 Research Methodology	6
1.6 Arrangement of Each Chapter	10
CHAPTER TWO - EVOLUTION FROM MARKET TO HYPERMARKET	13
2.1 Introduction	13
2.2 Types of Retailing	13
2.3 Retail in Malaysia	16
2.4 Retailing Trend	18
2.5 Public Market	20
2.5.1 Wet Market	21
2.5.1.1 Tradition wet market	21
2.5.1.1 Modern wet market	22

CHAPTER ONE

AN INTRODUCTION OF DISSERTATION TOPIC

1.1 Introduction

Hypermarkets, generally defined as extremely large mass retail shopping outlets with a warehouse appearance retailing products at discount prices. In other word hypermarket is a commercial property that gains the most interest of the developers as this type of development has the highest profit generation compared to other commercial or business properties. In fact, hypermarket is among the famous place for consumers in big city such Kuala Lumpur, Shah Alam, Klang Valley and other cities in Malaysia. Hypermarket started coming into Malaysia in the early 1990s. From 1993 until 2005, there are now a total of 22 hypermarkets all over Malaysia. Current development in Kuala Lumpur and other cities in Malaysia indicates that more and more hypermarket are being developed as it is one of the property that encourages the booming of economic sector.