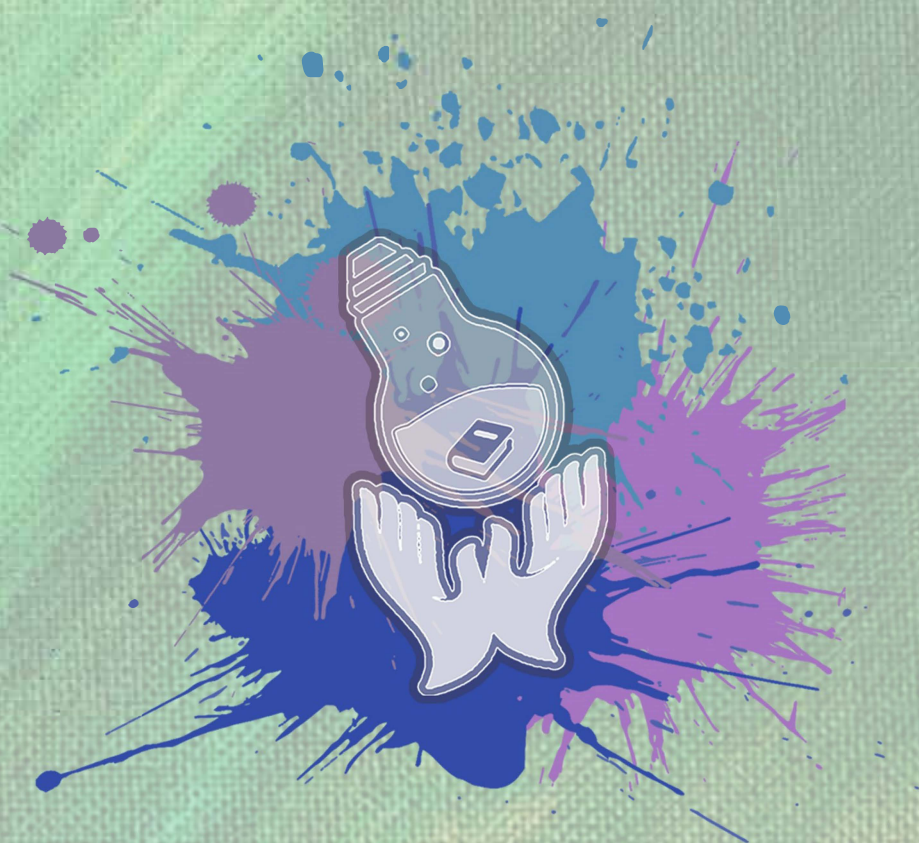




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SERI ISKANDAR CAMPUS

MEASURING MAINTENANCE PERFORMANCE OF FOOD COURT UNDER LOCAL AUTHORITY: IPOH CITY COUNCIL, PERAK MALAYSIA

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Abstract:

Measuring maintenance performance is fundamental aspect in maintenance management. One of the key issues in maintenance management is to ensure all the maintenance activities planned and executed have given the expected results and satisfied all the users. This can be measure by using maintenance performance indicators such as functional, technical and images. The aim of this paper is to measure the maintenance performance level of food court under Ipoh City Council, Perak Malaysia. A quantitative method was adopted with the selection of *Medan Selera Stadium Ipoh* as the case study. *Medan Selera Stadium Ipoh* covered the population of 70 food court's tenants, but only 59 food court's tenants being selected as the respondents. The total of 59 questionnaires was distributed to the food court's tenants and the finding shows that most of the food court's tenants satisfied with the service delivered by *Ipoh City Council*.

Keywords:

performance indicators, maintenance management, food court, local authority, Malaysia

1.0 INTRODUCTION

Considering the fact that poor maintenance leads to loss of productivity, a reduction in profitability and therefore, in many cases, to a loss of clients and a general bad company image, maintenance function has become more and more important. Today, maintenance function has an important role in keeping and improving availability, performance efficiency, quality products, on-time deliveries, environment and safety requirements, and total plant cost-effectiveness at high levels, so its impact in the corporate long-term profitability of complex systems has increased (Al-Najjar, 2002). As reported in newspaper The Star (2018), the food court's tenants are experiencing maintenance problem which make them inconvenience to operate their business. In addition, as reported by Utusan (2011), the food court's tenants are disappointed with Local Authority which not responds the complaint that has been made such as leaking roof. Supported by Velmurugan and Dhingra (2014), measuring the maintenance performance are importance because it can reveal the current performance gaps between the tenants need and the current services that being offered. Thus, it is crucial to measure the maintenance performance in order to evaluate the building services and monitor the condition of building.

2.0 LITERATURE REVIEW

This section will be explained about the importance of maintenance performance measurement and its indicators.

2.1 Importance of Maintenance Performance Measurement

Maintenance performance measurement serves as an important support within the organization to achieve the goals. The figure 1 shows the important of maintenance performance measurement.

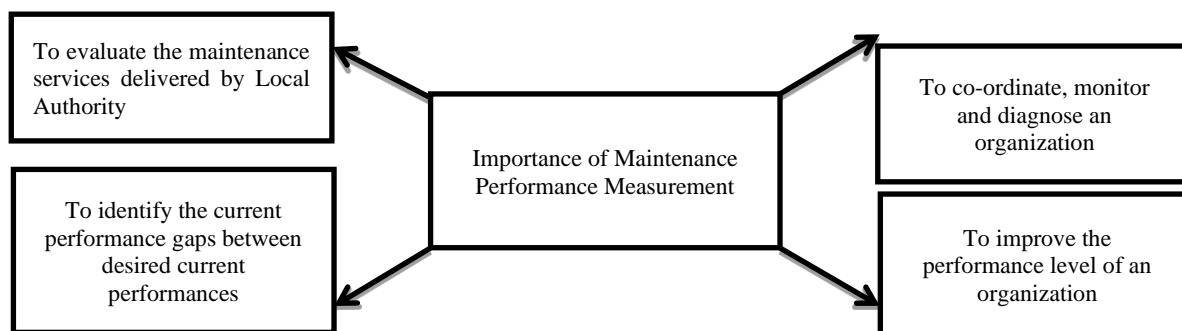


Figure 1: Importance of Maintenance Performance Measurement

2.2 Maintenance Performance Measurement Indicators

According to Myeda and Kamaruzzaman (2011), the performance measurement indicators include functional, technical and image. First of all, the functional indicator can be described as management service delivery held by the management. Other than that, the technical indicator focuses on the daily and scheduled maintenance services that provided by maintenance management team to the end users. Moreover, the image indicator is to analyse the internal and external of the building either it is in a good condition or not. The figure 2 shows the maintenance performance indicators.

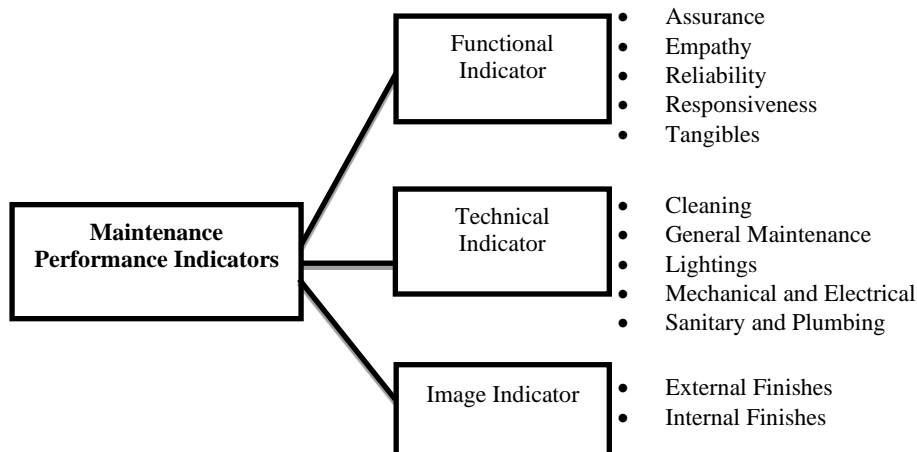


Figure 2: Maintenance Performance Indicators

3.0 METHODOLOGY

Medan Selera Stadium Ipoh under Ipoh City Council was chosen as the case study. The population of the case study is 70 food court’s tenants. According to Krejcie and Morgan (1970), only 59 tenants were selected as the sample size. The quantitative approach has been used in this study. Moreover, the questionnaires were distributed to selected tenants. The food court’s tenants were asked about their personal background and the level of satisfaction towards performance maintenance level at *Medan Selera Stadium Ipoh* offered by Ipoh City Council.

4.0 ANALYSIS AND FINDINGS

This study adopts a Likert Scale to measure the maintenance performance level at *Medan Selera Stadium Ipoh* under Ipoh City Council. The questionnaires cover three main indicators of maintenance performance which are functional, technical and image. Those questions were asked under Section B, C and D. The analysis of maintenance performance level only focuses on food court’s tenant’s perspectives. Table 1, 2 and 3 shows the ranking of each maintenance performance indicators.

Table 1: The ranking of maintenance performance level on functional indicator

Maintenance performance level on functional indicators	Mean	Ranking
Tangibles	4.0567	1
Empathy	4.0275	2
Responsiveness	3.9817	3
Reliability	3.958	4
Assurance	3.93	5

Table 1: The ranking of maintenance performance level on technical indicator

Maintenance performance level on functional indicators	Mean	Ranking
Sanitary and Plumbing	4.1	1
Lightings	4.02	2
Mechanical and Electrical	3.97	3
General Maintenance	3.96	4
Cleaning	3.91	5

Table 1: The ranking of maintenance performance level on building image indicator

Maintenance performance level on functional indicators	Mean	Ranking
External Image	4.06	1
Internal Image	4.03	2

5.0 CONCLUSION

Overall, most of the tenants satisfied offer by Ipoh City Council. Moreover, the Local Authority should take an initiative to increase the level of awareness among the maintenance personnel in term of maintenance management of food court. In addition, the maintenance personnel should take an action immediately on the complaints that have been made by the food court's tenants. Last but not least, the Local Authority should provide a proper schedule to the maintenance team. It is because, to ensure the maintenance works will be carry out smoothly.

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