

**UNIVERSITI TEKNOLOGI MARA**

**THE ACCEPTANCE OF COMPUTERIZED  
MAINTENANCE MANAGEMENT SYSTEM  
(CMMS) IMPLEMENTATION IN BUILDING  
FACILITIES MANAGEMENT (FM):  
A CASE STUDY**

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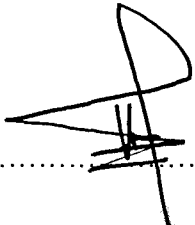
July 2016

## AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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## ABSTRACT

In the present century, post millennium, society are racing to create and building up the instruments or even high-tech buildings, yet the awareness for the vitality of building maintenance and preservation, their facilities and equipment are still lacking of attention. Thus, studies of the former maintenance concepts should be carried out, which related to the computerized maintenance system by the question of why the system is underutilized and why there were defaults in its operation? Simultaneously, with the increasing of global competition for the productions or services, there are numerous companies looking forward the measures to get extra competitive advantages in relation to the services, qualities, costs and productivity increment. In the industry, equipment failure means loss of lots, supposedly opportunities, revenue and clients. Hence, the particular maintenance organization is targeting to reduce the cost related to the maintenance operations. To achieve this goal, the maintenance tasks should no longer be done conventionally. By utilizing quantitative methods, this study is focusing on Facility Maintenance or FM contract provided by the Government Departments which are available in the vicinity of Kuala Lumpur and Putrajaya including all over Malaysia. From the results of the study, the root causes of why the maintenance management system is not being utilized or possibly the failures occurred throughout the implementation, could be determined. By utilizing computerized management system or better known as CMMS (Computerized Maintenance Management Systems), it would be benefited the particular organization in the collection of information or maintenance data. Nonetheless, by possessing these data, maintenance activities can be done more effectively and efficiently. Therefore, this study is expected to provide awareness and ideas to the organization on identifying the vitality of utilizing the system and the additional efficacy of implementation methods.

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