

UNIVERSITI TEKNOLOGI MARA

**ASSESSING THE RELATIONSHIP
BETWEEN MAINTENANCE
PERFORMANCE
CHARACTERISTICS AND A
CONDUCTIVE SCHOOL
ENVIRONMENT**

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Thesis submitted in fulfillment
of the requirements for the degree of
**Doctor of Philosophy
(Built Environment)**

Faculty of Architecture, Planning and Surveying

August 2021

AUTHOR'S DECLARATION

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis 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

School maintenance performance is directly associated with providing a conducive school environment (CSE) for the teaching and learning process. It is well acknowledged that many scholars have discussed school maintenance performance. However, school maintenance performance persists, and it is viewed as a challenge to meet teaching and learning demands. In addition, CSE has long been a topic of discussion among Malaysian scholars and stakeholders. It is seen as a persistent and prolonged issue. Therefore, this research aims to develop a maintenance performance framework to assess the relationship between identified MPCs and CSE. Three objectives were set for the study. The first research objective is to identify the School Administrator (SA)'s attributes in maintenance performance for the National Religious Secondary School (NRSS). The second research objective is to examine the relationship between the MPCs for the NRSS and CSE. Finally, the third research objective is to develop a maintenance performance framework for the NRSS towards CSE. This research specifically focused on the entire 60 NRSS as the case studies throughout Malaysia. This study employed the philosophy of positivism with a deductive approach and survey strategies. The conceptual framework is developed based on SERVQUAL theory and an extensive review of the existing literature. The findings from this phase laid the initial MPCs that will be further investigated in the second phase of this study. The main data collection method is through a questionnaire distributed during the survey. The data were collected from the entire NRSS in Malaysia. The data were initially analysed using Statistical Package for Social Science (SPSS 21) for factor analysis and Structural Equation Modelling (SEM-PLS 3.0) to achieve this study's second and third objectives. The final Maintenance Performance Framework as the main outcome of this study was produced based on the findings from the literature and further analysed using SPSS and SEM-PLS. The framework concludes that Behaviour (BHV), Leadership (LED) and Safety (SAF) have a significant relationship. Comparatively, Complaint Management (COM), Service Delivery (SER) and Islamic Work Ethic (IWE) minimally affect the developed framework. The findings of this study indicated that Maintenance Performance Characteristics (MPCs) is essential in creating a CSE. As an implication, this final framework could potentially be a guide for policymakers, practitioners and scholars. The developed framework will assist in improving school maintenance performance at large. These findings have contributed to filling the knowledge gap by explaining the MPCs and relationship to provide a CSE. Since the study in this area is still evolving, an overview of the MPCs can create awareness and enhance knowledge among relevant stakeholders.

ACKNOWLEDGEMENT

Firstly, I wish to thank the Almighty for giving me an opportunity to acquire my PhD and complete this time-consuming and challenging journey. My gratitude and special thanks go to my main supervisor Dr Hj Hairul Nizam Mansor, and my second supervisor Associate Professor Dr Hj Ashrof Zainuddin.

My highest gratitude to my beloved wife, Azila Azura Alias, for all the sacrifices, understanding, love, care, motivation, support and many more. Also, to all my inspiring kids, 'Awatif Najihah, 'Awatif Nabilah, 'Awatif Syamimi and Muhammad Amir Ashraf, your smiles have always eased my pains, and your joy brightens the colour of our canvas.

My special appreciation goes to my late father, Hj Mohd Radzuan bin Mohd Halim and my devoted mother, Hjh Arba'yah binti Hassan, for the vision and determination in providing me with education and for all their endless prayers. This piece of victory is dedicated to you both. Constant support and encouragement from my family-in-laws and friends have also provided me with the sustenance and energy to complete my study.

Finally, I want to express my gratitude to UiTM Cawangan Perak for providing me with study leave, allowing me to finish my studies. I would like to express my eternal thanks to the Ministry of Education (MOE), Education Policy Planning and Research Division for giving me the consent and approval letter to collect data from every NRSS throughout Sarawak, Sabah and Peninsular Malaysia. I am also grateful to all School Administrators selected as respondents from the entire NRSS in Malaysia. They willingly spent their precious time sharing their valuable insights, without which this study would not have been possible. My gratitude is also extended to all my friends and colleagues in the Centre for Post Graduate Studies of UiTM Cawangan Perak, who have consistently supported my studies.

This thesis is dedicated to all who supported me throughout my PhD journey.

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