

**CENTRE OF STUDIES FOR BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING  
UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON THE SATISFACTION LEVEL OF STAKEHOLDERS  
FOR HIGH RISE OFFICE BUILDINGS PROVIDED BY CLOSED-  
CIRCUIT TELEVISION (CCTV) CAMERAS: CASE STUDY  
PERAK STATE, MALAYSIA**

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**“I hereby declare that this academic project is the result of my own research  
except for the quotation and summary which have been acknowledged”**

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## ABSTRACT

Closed-circuit television cameras (CCTV) are being used and known for a decade as a surveillance system in the building and public space. According to the previous researches, there are many crime cases in the building were not considered to CCTV installation and safety awareness of building occupants. Nowadays, it is enforced by the Royal Malaysian Police (PDRM) to the fulfillment installing CCTV in order to encounter the criminality in the public areas and building that classified as risky. The objectives of this research are to identify the perception of building stakeholders towards the ability of CCTV and to analyse the significance of CCTV installation based on the building maintenance management and risk management practice. Four (4) high rise office buildings in Perak, Malaysia have been selected by distributing fifty-two (52) questionnaire surveys and also carried out structured interviews to the building maintenance personnel. It was found that, most of the respondents agree that safety awareness and closely monitoring by CCTV are a very significant tool to overcome the criminal activities around the building and it also related as well as significant towards the effectiveness of the building maintenance management and risk management in high rise office buildings. As a conclusion, CCTV installation is the part of the surveillance system in implementing a good risk management and building maintenance management in the future as the result of this result shown that the CCTV can reduce the crime in the high rise office buildings by one (1) case per years .

**Keywords:** *Building maintenance management, CCTV, high rise office building, risk management.*

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