

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

**THE EFFECTIVENESS OF MAINTENANCE MANAGEMENT THROUGH  
BUILDING MAINTENANCE POLICY IMPLEMENTATION FOR HIGH  
RISE OFFICE BUILDING IN PERAK**

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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**

Building maintenance in high rise office building is quite complex where most of major maintenance activity will be carried out by facilities and maintenance management .In Malaysia, high rise buildings mostly carried out the operation and maintenance activities based on contract agreement and company regulation where they claim that is a maintenance policy. The research objectives are to identify the level, effectiveness and significant of existing building maintenance policy implementation in building maintenance management. There were four (4) high rise office buildings in Perak have been selected by distributing fifty four (54) questionnaire surveys and also conducting interview session with building maintenance personnel. The research found that the only twenty nine (29) respondents replied and agreed the implementing building maintenance policy can improve the performance of the building and the level of effectiveness of building maintenance policy is high because there have many significant by implementing building maintenance policy. The level of implementation building maintenance policy is still low because not all maintenance personnel in high rise office building carried out the maintenance work based on policy that can use as guidance such as to develop the maintenance strategy, maintenance standard, and also allocation of maintenance resources.

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