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**MAINTENANCE MANAGEMENT OF FACILITIES PROVIDED AT  
TOURISM TERMINAL JETTY**

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**SUPERVISOR'S DECLARATION**

Academic Project Title:

MAINTENANCE MANAGEMENT OF FACILITIES PROVIDED AT TOURISM TERMINAL JETTY

I admit that I had read this report and from my opinion it has fulfilled the requirements and qualified for the purpose of conferment of Degree of Bachelor of BUILDING SURVEYING (Hons.).

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## ABSTRACT

The development of the tourism industry this time had already shown positive signs. This is evidenced by the increasing number of tourists visiting Malaysia in the world from year to year. Based on increased of visiting from tourists, especially tourists with eco holiday form, making many countries in the world to develop a holiday like this. Therefore, facilities that provided for the tourists must be ensuring in good condition and acceptable standard. The purpose of this research being conducted is to identify the maintenance system implemented at the Tourism Terminal Jetty, to determine the satisfaction level of users or tourists/ users towards facilities provided at Tourism Terminal Jetty and to obtain the recommendations or solutions to overcome the problem related to facilities at the Tourism Terminal Jetty. The selections of the tourists as the respondents due to the facilities provided at terminal jetty are for the tourists. Besides, Tourism Terminal Jetty Kuala Besut and Tourism Terminal Jetty Lumut are chosen as the case studies are precisely due to both of the terminal jetty are commonly used. This study will carry out with mixed method of methodology which is quantitative and qualitative method. The satisfaction level for the facilities provided at both of terminal jetty was identified and the result shows the different for several aspects. Based the observation, there are some issue in several aspect of the facilities provided. The result of this research shows that the need of sufficiency of each facility is crucial.

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