

**UNIVERSITI TEKNOLOGI MARA**

**A STUDY ON USERS SATISFACTION OF MAINTENANCE  
MANAGEMENT IN HIGHER EDUCATION INSTITUTION**

**NIK MUHAMMAD HANIFF BIN NIK RAZALI**

**(2014864656)**

Dissertation submitted in partial fulfillment of the requirements  
For the Bachelor of  
**Building Surveying (Hons)**

**Faculty of Architecture, Planning & Surveying**

July 2016

## **STUDENT'S DECLARATION**

### **A STUDY ON USERS SATISFACTION OF MAINTENANCE MANAGEMENT OF HIGHER EDUCATION INSTITUTION**

I hereby declare that this academic projects is the result of my own research except  
for the quotation as cited in the references and summary which have been  
acknowledged

**Signature** : .....

**Author's Name** : **NIK MUHAMMAD HANIFF BIN NIK RAZALI**  
**(2014864656)**

**Date** : **25<sup>th</sup> JULY 2016**

## **ABSTRACT**

Higher education institution is the tertiary level of education after secondary school. This is where students, researchers, lecturers and other academic individuals undergo the process of learning, brainstorming and researching which bringing a huge impact to the country. These processes require a conducive and comfortable place to ensure the processes are smooth and welcoming. This is where maintenance of the higher education institution plays an important role to ensure the reliable condition for learning process can be created.

With the challenge in maintaining higher education such as inadequate funding and planning, and old building age which can lead to difficulties to maintain the building, an extensive measure is crucial to be taken into account to put these challenges aside. Nowadays, with the presence of technology including in construction and real estate industry, these challenges can be reduced to become a small matter.

Maintenance department is enforced to provide a service – a very subjective matter when it comes to determining the quality of works. This makes its contribution to the organization and end users difficult to identify. In order to ensure a maximum capability of maintenance department to deliver their work, obtaining end users perception and expectation is important. This intangibility can be assessed by a numerical index of users' satisfaction for example in mean index.

## **ACKNOWLEDGEMENT**

Before I would like to thank to every individuals who involved in the completion of this study, I would like to thank to The Almighty Allah S.A.W for blessing me through my beloved parents and family, dearest lecturers and teachers, sincerest friends, health and wealth from the beginning of my life until now. No words can express my thankfulness of your blessing in finishing this study.

First of all, I would like to express my deepest gratitude to my beloved supervisor, Sr. Nor Amin Bin Mohd Radzuan for your nonstop guidance and advice, patience and criticism from the beginning of this study until completion. Without your countless effort, it would be a huge load for me, including my course-mate, Farhan, to complete our study. I would also like to thank to every lecturers in the Department of Building Surveying for their effort and suggestion since the first day I become a building surveying student. Nothing can repay your efforts.

Not to forget, my dearest parents and family who become my biggest strength in completing this study. All the encouragement mentally and physically is my strongest catalyst to finish this study. Last but not least, I would like to thank to all my classmates and every individual who involved directly and indirectly in the completion of this study. Your sincerity will always be in my mind.

I would like to add the respondents from all case studies to my acknowledgement for their cooperation and sincerity in completing my questionnaire survey forms. Your generosity is beyond my gratitude.

## TABLE OF CONTENT

TITLES	PAGE
Abstract	i
Acknowledgement	ii
Table of Content	iii - v
List of Figure	vi
List of Chart	vii – viii
List of Table	xi - x
<b>CHAPTER 1 : INTRODUCTION</b>	
1.0 Introduction	1
1.1 Problem Statement	2
1.2 Aim and Objectives	3
1.3 Scope of Research	3
1.4 Research Methodology	5
1.5 Significant of Study	6-7
1.6 Chapter Outline	8
1.7 Summary of Chapter	9
<b>CHAPTER 2 : LITERATURE REVIEW</b>	
2.0 Introduction	10
2.1 Users' Satisfaction	10-11
2.2 Building Maintenance	11-14
2.3 Higher Education Institution	14-16
2.4 Building Maintenance Management	16-24
2.5 Building Maintenance in Higher Education Institution	25
2.5.1 Introduction	25