



DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA

EFFICIENCY AND EFFECTIVENESS OF MAINTENANCE
MANAGEMENT IMPLEMENTATION BY
LOCAL AUTHORITY

This academic project is submitted in partial fulfillment of the
requirement for the Bachelor Of Building Surveying (Hons.)

JAZRIL EZLAN BIN JAMALUDIN
(2007122527)

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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"

STUDENT'S NAME : JAZRIL EZLAN BIN JAMALUDIN

SIGNATURE :

UITM NO : 2007122527

DATE : 9 DECEMBER 2009

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ABSTRACT

Maintenance management is an item that people must to pay attention. Especially the owner of the building such as office building to ensure the user can work in comfortable condition. So maintenance should be made to maintain the condition of the building with together can fulfill the users' satisfaction especially in local authority building.

The effectiveness of maintenance element such as planning, controlling and organization management is very necessary in order to performance of building always in good condition every time. To determine the current practice of maintenance, one case study has been made at local authority in Pahang. The data was collected via interview with person who involved in maintenance also through questionnaire to identify the level of satisfactory of the user on the maintenance work.

This case study has been made because there are many complain, or report about the issue of maintenance management at the local authority. So this case study is to determine what practice that made by the local authority and find the efficiency and effectiveness of the maintenance management.