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THE EFFECTIVENESS OF COMPUTERIZED MAINTENANCE
MANAGEMENT SYSTEM (CMMS) TOWARD GOVERNMENT
BUILDING IN MALAYSIA

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Abstract

In summary, this dissertation aim is to analyze the effectiveness Computerized Maintenance Management System (CMMS) towards government building in Malaysia. The purpose of this research is to study the current practice of CMMS in maintenance management. Other than that, this research also carried out to identify the barrier of CMMS implementation toward government building and to identify the benefit by the use of CMMS in government building. The number of case study for this research is three (3) building that applied this system in their building around Selangor and Kuala Lumpur. The others section will explain about brief methodology of this research and method of collecting the data where I have choose qualitative structured interview method. The target respondent is the competent person who handle and taking care of CMMS. That is because to obtained the detail and accurate data from the person that had been interviewed. Then, all the data will be analyzed to get the finding and to achieve the objectives of this research. The result of finding shows that maintenance management knows the function and purpose of CMMS being installed in the property. They also have a basic knowledge about how to conduct the system to achieve a preventive maintenance planning. Basically, to implement CMMS is not be a tricky and difficult thing. The problem may occur in managing the system is normally from elements within the organization itself. For the initial cost, the result of the finding indicate that it is quite expensive for installation but many of the maintenance management still willing to bet for a profit in the future. That is what the CMMS vendor has promised. As a result, most of the CMMS users are able to enjoy the benefits of using a CMMS with proper use. The result of findings from the research demonstrate that the effectiveness of CMMS can be achieve based on how much the management implement the capability of CMMS in maintenance management, the level of knowledge in order to manage and set up the CMMS and the consistency of maintenance department to commit with the used of CMMS. From this research, it can be conclude that CMMS have a potential to be applied widely in Malaysia as many large span and high technology building have been developed in our country. This is to allow for systematic work management and widely use of plan preventive maintenance in maintenance management.

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