



**COLLEGE OF BUILT ENVIROMENT
UNIVERSITI TEKNOLOGI MARA**

**USER'S SATISFACTION TOWARDS MAINTENANCE WORK
IN AIRPORT TERMINAL AT KLIA**

**Academic Project Submitted in Partial Fulfilment of the Requirements
for the award of the Degree
Bachelor of Estate Management (Hons)**

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MARCH – AUGUST 2023**

ABSTRACT

Kuala Lumpur International Airport (KLIA) is an international airport that has been a border control allowing passengers to travel between countries. Airport development may require having a good quality of facilities to make the airport operate efficiently in the post-development stage. However, from the opening of KLIA, it has faced several problems in both fundamentals of operation and the facilities. The problem happens affect the users' satisfaction level. This research finding being achieved is to fulfil the objectives which are to identify the types of maintenance work required for the facilities provided at the airport terminal in KLIA and to measure the satisfaction level of the airport terminal users regarding the effectiveness of the maintenance work delivered by KLIA. This research focusing on the physical facilities provided in the KLIA terminal. Several factors on users' satisfaction related to airport terminal are enjoyment, confidence, cleanliness, layout arrangement and efficiency of the facilities provided. The research was conducted by using the quantitative method, which incorporates desktop research and questionnaire instrument in collecting the data. This research questionnaire implementing the Likert scale approach in collecting perception and satisfaction levels from the respondent. The desktop research being answer through the list of types of maintenance work delivered in KLIA terminal that are in three categories that are building services, check-in facilities and waiting area facilities. Besides the survey result is answering and fulfilling the second research question and objective, which shows that the users satisfy with the maintenance work delivered by the management teams through the frequency and means analysis. Thus, KLIA needs to keep a good, maintained facilities management to ensure the airport terminal can give satisfaction to the users with good maintenance work to ensure all the facilities operate efficiently and Federal Government shall rear the airport terminal building in Malaysia as it is one of the investment mediums for a better country's economy.

ACKNOWLEDGEMENT

Alhamdulillah, it has finally materialized after around a year of hard work to finish and complete this research. First, let me express my gratitude to Dr Fatin Syazwina Binti Abdul Shukor, who served as my supervisor and helped me to accomplish my study.

Second, University Technology MARA, the institution that gave me the chance to study real estate in depth. Many thanks to the instructors at the Faculty of Architecture, Planning, and Surveying's Centre of Studies for Estate Management who have generously shared their knowledge and experience with me.

Next, I want to express my gratitude to all of my friends, particularly who gave me the idea for this research topic. Please remember to thank all of my classmates and close friends who shared information with you for your investigation. Your assistance with everything was greatly appreciated.

I want to express my gratitude to both of my parents, my father and my mother for helping me with my research and being there for me anytime I needed some solace from all of life's challenges.

Finally, I would like to express my gratitude to everyone who helped me, directly or indirectly, to complete this research. I dedicate my research to everyone who has been mentioned here because they will always occupy a special place in my heart and mind. Once again, I would want to express my gratitude for all of your support and assistance.

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CHAPTER 1

BACKGROUND OF RESEARCH

1.1 Introduction

Airports are vital infrastructures that serve as air transportation centres, connecting people and goods from around the globe. To ensure their proper operation, the safety of their users, and their overall satisfaction, these complex facilities require continuous maintenance. Airport maintenance encompasses a vast multitude of activities, such as inspections, restorations, upgrades, and cleaning of various airport facilities and systems.

Kuala Lumpur International Airport (KLIA) in Malaysia is one of the busiest airports in Southeast Asia, handling a significant number of domestic and international passengers each year. As a vital transportation hub, KLIA strives to offer its passengers efficient services and a pleasurable travel experience. By ensuring that airport facilities are in exceptional condition, maintenance is essential for achieving these goals.

Airport maintaining procedures must be efficient for a variety of factors. First, maintenance is required for the functionality and readiness of essential airport systems and facilities. This includes, among other infrastructure components, the maintenance of runways, taxiways, admission gates, baggage handling systems, and security systems. Regular inspections and maintenance help identify and resolve potential issues before they escalate, minimising disruptions and ensuring the safe and efficient movement of passengers and aircraft.