



**COLLEGE OF BUILT ENVIRONMENT  
UNIVERSITI TEKNOLOGI MARA**

**ASSESSING THE SAFETY AND SATISFACTION OF PUBLIC-SCHOOL  
BUILDING: PERSPECTIVES FROM SCHOOL STAFF**

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

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## **ABSTRACT**

In this academic project research, Maintenance is an ongoing imperative to ensure that school buildings, furniture, and equipment are in optimal condition for regular use. Regrettably, school maintenance often falls into neglect, leading to numerous incidents resulting in injuries and disruptions to the learning and teaching process. This research paper aims to assess the level of safety of school building conditions from the perspectives of school staff and determine the staff satisfaction toward the condition of school building. The study utilizes questionnaires distributed among respondents, comprising the staff of SMK Machang Bubuk. The questionnaire is structured into three sections to gather pertinent data. The collected data will be analyzed using SPSS software, and the results will be assessed based on the mean scores, which gauge respondents' agreement and satisfaction with the questionnaire's contents. Through this research, valuable insights will be gained to address safety concerns and improve overall satisfaction among school staff regarding the school building's condition.

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# CHAPTER 1

## RESEARCH BACKGROUND

### 1.1 Introduction

Building maintenance and management have evolved into complex tasks that rely on systems or frameworks that are implemented in each building. Building maintenance systems typically focus on several factors, including the building area, the types and functions of the building, its design, the materials used in its construction, and the location of the building. There are lots of building maintenance objectives that have been pointed out by several researchers, whose objectives remain the same and keep being repeated because they want to emphasise their importance so that the parties involved in the maintenance and management of the building can successfully perform their work.

Several maintenance objectives will be emphasised, including maintaining the structure in good and safe condition, preventing serious damage to buildings, preventing the deterioration of structures due to the adverse effects of weathering agencies, reinforcing the structures or maintaining the structure's standard, making some improvements if necessary in the building so that it can perform its purpose properly, and enhancing the facilities based on the modernization of the structure (Nur, 2022).

In Malaysia, the school maintenance management is still practiced in an unsatisfactory level which leads to negative impact to the facilities provided due to lack of awareness of the importance of maintenance management practice. There are many complaints appeared in the media and journals said that currently most of the school buildings have many building defects that can pose a danger to the students (Yong, 2015).