

Title: THE DEMOGRAPHIC TRENDS OF MAINTENANCE PERSONNEL OF HERITAGE BUILDINGS IN MALAYSIA: AN ANALYSIS

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THE DEMOGRAPHIC TRENDS OF MAINTENANCE PERSONNEL OF HERITAGE BUILDINGS IN MALAYSIA: AN ANALYSIS

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ABSTRACT

Maintenance personnel are among the most important source for maintenance organizations. Without them, it is impossible for maintenance works to be done in a building. However, the literature review found that most of today's personnel of those who are not well trained and qualified. Therefore, this study is done to obtain demographic trends amongst the maintenance personnel of a heritage building in Malaysia. Set of research questionnaires which consist of demographic backgrounds are distributed to the personnel involved in the maintenance work of selected heritage buildings. Study found that the current demographic trends of maintenance personnel of heritage buildings are dominated by those who do not have appropriate academic qualifications and less experience. At the end of the discussion, a conclusion is formed as a response to the findings. It is hopefully that this research will lead for further improvement in maintaining and managing the heritage building more effectively

Keyword: Demographic trends, Heritage buildings, Maintenance, Personnel

INTRODUCTION

The building that has been listed as a national heritage, the need of maintenance cannot be ignored (Mohammad Ashraf et. al., 2012). The building which has been preserved need care and control of the condition and function to ensure the life span in future. Without maintenance, it is impossible for the building to survive accordingly.

Nevertheless, the heritage on the whole has undergone the conservation process before gazzatted, but this does not means it does not have any deficiency. Ahmad Ramly (2002) said that the problem of today's building is difference with the need of conservation of previous years and the difference can be seen in years to come. The statement can be concluded that the performance of a building is related with maintained. In short, a building that is not maintain will developed problems in years to come. In conjunction with the need of National Heritage Act

2005 (Act 645), maintenance activity of a building that has been gazette, need to be conducted professionally based on the correct principle and procedure. A. Ghafar (2006) stated that maintenance not only needed during the conservation stage but also it is important at a post-conservation stage. This is to ensure any wrongdoing or negligence that can lead the damages to the fabric, content and placing of a heritage building can be avoided. Therefore according to Kayan and Zuraini (2003), it is important for the management in ensuring the personnel who involve in the maintenance work are certified, skilled and experienced.

However, the maintenance profession is no longer desired nowadays (Mohammad Ashraf et. al., 2012; Zainal et. al., 2011). This is because to some people, maintenance profession has been labeled as a unpopular, dirty and unpleasant work. Hence, this profession is dominated by those who are unskilled (Adi Irfan et. Al., 2009) and maintenance organization has taken this opportunity to cut cost in employing labourer. The wags paid depend on the ability and skill of the personnel. The wag varies among personnel. Those who have no qualification, unskilled, not experience are will be getting the lowest pay roll in the organization. This situation benefits the maintenance organization but in a way it gave a great impact in the sense of quality work.

For further explanation, this research work will discuss on the demography trend involving the maintenance management in heritage building in Malaysia. For a start, 3 main component of personnel demography has been experimented that is gender, academic and working experience. The further research then is to study on main personnel problem and enhance the strategic personnel quality in increasing the maintenance quality in future.

METHODOLOGY

The research respondents are from the maintenance personnel who are involved directly in managing the heritage building. About 88 people respond in this research. Every respondent is given a questionnaire which consists of 2 main sections. The first section is about the personnel demography. There are 3 multiple choice questions. The section reaction is mainly on the problem arising and suggestion to upgrade the personnel. Respondents are asked to answer according to the scale 1-5, based on likert scale. The data has been analysis as follow;

$$\left(\sum_{i=1}^5 w_i \times f_{xi} \right) \times 100/5n \quad (1)$$

where;

- w_i = respon scale; i = 1,2,3,4 or 5
- f_{xi} = respon frequency; i = 1,2,3,4 or 5
- n = respondence number

RESULT AND DISCUSSION

Results from the respondents are shown in graphics (Diagram 1-3). The data later are being discussed precisely.

Cluster 1: Gender Demographic

Out of 88 maintenance personnel only 19 are ladies who involve in this profession. They are mainly involved in management and clerical work. Only a hand girl of the female involve in technical work such as cleaning and washing.

Discussion: From the research done, most male involve in this profession is due to the physical activity and tough work. Nevertheless, the lack of women workers in this sector is not a hindrance. The female workers are most found at the management and clerical section.

Cluster 2: Academic Demographic

Academic background portrays ones education. Based on diagram 2, less than 20 personnel obtained a higher learning at diploma and degree level. Most of the personnel at this level are female who hold a post in the management sector. About 35% personnel have skill certificate and most of them dominate the technical site. A large amount of them receive formal education at school level and do not have the technical and skill knowledge.

Discussion: Based on the above analysis, the maintaining work is not a choice to those who are highly educated. Even though some of the personnel have degree or diploma, only few are graduated in the maintenance field while the rest of them are in accountancy and economic sector. The number of skilled workers is not many. The lack of highly educated and skill personnel give an impact to the work management and this situation influence the implementation of the work. The maintenance work needs a higher understanding in all aspect. Failure in understanding the aspect may expose the building to more problems.

Cluster 3: Working Experience Demographic

From the survey almost 50% maintenance personnel has experience less than 2 years. Only 8 have working experience of more then 6 years and all of them are working in the management site. The remainder 38 has working experience of 2 to 6 years. This can be further seen in diagram 3.

Discussion: On the whole many of the personnel have working experience more than 2 years. This shows that the maintenance section is full of less experience workers. As refer to the analysis, less than 10 personnel has experience more than 6 years and all of them held the main post in the organization.

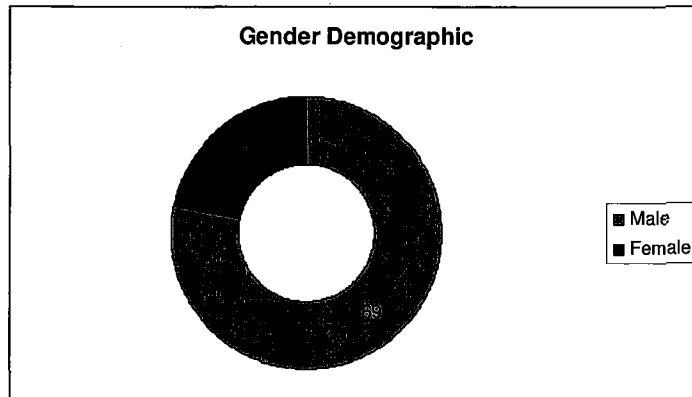


Figure 1 – Gender demographic

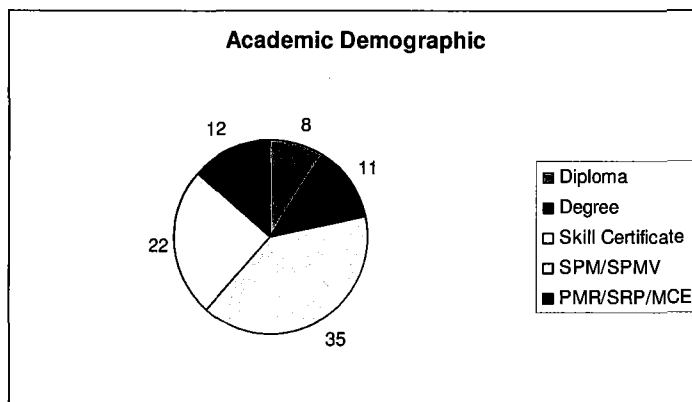


Figure 2 – Academic background

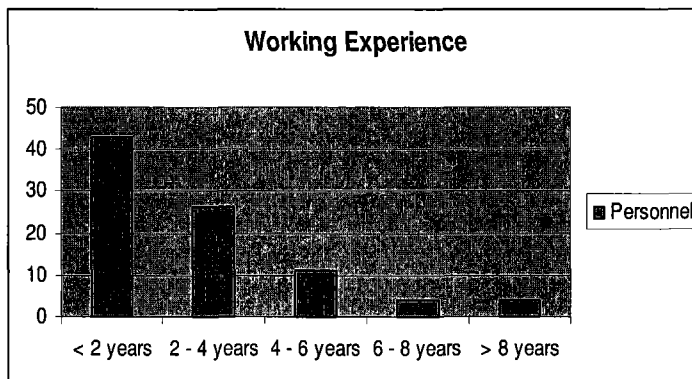


Figure 3 - Working experience

CONCLUSION

In conclusion, on the whole it is proved that the current maintenance personnel demographic trend is dominated by those who do not have appropriate academic to qualification and lack of experience. Even though there are involvement from the educated and experience personnel but they are small in numbers. Most of the qualified personnel involved themselves in the management section. They are involved in the maintenance work indirectly. These trends influence the quality work and have an impact on the conservation that is being carried out.

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