

INFLUENCING FACTORS IN NON-LANDED RESIDENTIAL PROPERTY FACILITIES FOR MANAGEMENT

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DEDICATION

To ALLAH Almighty for HIS abundance merciful and guidance

To my beloved parents

MOHD RIDZA BIN HAJI MOHD YATIM and LAILI BINTI LAJIS

To my beloved siblings

For their Love, Patient, effortless Supports and Blessing

&

To my supervisor DR. CHITRAKALA MUTHUVEERAPPAN

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ABSTRACT

It has been found that the cost for housing maintenance especially for non-landed residential properties is relatively high due to poor maintenance practice. Management has made this requires payment of the occupants to ensure the building can work to meet the standards have been outlined. This scenario makes the most of the residents have often complained rise residential service charge is too high without being aware of the use and flow of the money. This paper aims to explore the facilities and service prioritization in maintenance and to analyse the influencing factors in facilities and services for non-landed residential properties. A quantitative approach was adopted that sought to gather factual data. The research first identified the critical factors through a literature review. A total of sixty questionnaires were then distributed to relevant respondents like building managers or supervisors. In total 40 completed questionnaires formed a database for descriptive and frequency analysis. The research concluded that seven components of the prioritization for the facilities and service were management, utilities, soft services, hard services, income, insurance and exceptional expenditure. Meanwhile, it was found that several of subs attributes as the most influencing factors in facilities and services for this type of building. Measure to minimize the housing maintenance cost were obtained, such as participation of property managers in housing management works and allows their acceptance of a lower standard expectation.

ABSTRAK

Hasil kajian telah mendapati kos untuk penyelenggaraan perumahan terutamanya bagi harta tanah kediaman jenis strata agak tinggi disebabkan amalan penyelenggaraan yang kurang efektif dan efisien. Pihak pengurusan bangunan telah menetapkan sejumlah pembayaran yang perlu dijelaskan oleh pemilik unit dalam bangunan bagi memastikan pengurusan dan penyenggaraan bangunan boleh mencapai piawaian yang telah digariskan. Walaubagaimanapun, senario ini telah menyebabkan kebanyakan penduduk sering mengadu caj perkhidmatan kediaman terlalu tinggi dan tidak selari dengan kepuasan mereka ke atas kualiti pengurusan dan penyenggaraan yang diterima. Kajian ini bertujuan untuk menganalisis komponen-komponen dan keutamaannya dalam tujuan kerja-kerja perkhidmatan, kemudahan dan fasiliti. Satu pendekatan kuantitatif digunakan untuk menghimpunkan fakta data. Faktor kritikal ke dalam kajian telah dikenalpasti melalui satu tinjauan literatur. Sejumlah 60 borang soal selidik telah diagihkan kepada responden-responden berkaitan seperti pengurus atau penyelia bangunan. Namun, sejumlah 40 maklum balas yang diterima dianalisis bagi membentuk sebuah pangkalan data. Analisis deskriptif dan analisis kekerapan telah digunakan bagi tujuan pemprosesan data. Hasil kajian menyimpulkan bahawa tujuh komponen telah dikenalpasti sebagai keutamaan bagi kemudahan dan perkhidmatan iaitu pengurusan, utiliti, perkhidmatan (“soft” and “service”), pendapatan, insurans dan perbelanjaan luar biasa. Sementara itu, kajian telah mengenalpasti sub-sub komponen yang menjadi keutamaan dan yang mempengaruhi gerak kerja pengurusan dan penyenggaraan bangunan jenis ini. Kajian sedikit sebanyak dapat menjadi indikator untuk mengurangkan kos penyelenggaraan perumahan jenis strata.