MAINTENANCE MANAGEMENT OF MOSQUE IN KOTA BHARU KELANTAN:

CASE STUDY OF MASJID MUHAMMADI, MASJID AL-SULTAN ISMAIL PETRA KUBANG KERIAN, MASJID SULTAN MUHAMMAD II TELIPOT, & MASJID SULTAN MANSOR KG.SIREH

SITI NUR FAR’AIN BT SALAHUDDIN
(2013631708)

Academic Project submitted in partial fulfillment of the requirements for the degree of Bachelor of Building Surveying (Hons)

Centre of Studies for Building Surveying
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STUDENT’S DECLARATION

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A THESIS ON MAINTENANCE MANAGEMENT OF MOSQUE IN KOTA BHARU KELANTAN

I declare that the work in this thesis was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and the result on data analysis is my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any other degree or qualification.

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Name of Candidate : Siti Nur Far’Ain Bt Salahuddin
Candidate’s Id No : 2013631708
Programme : Bachelor in Building Surveying (Hons)
Faculty : Faculty of Architecture, Planning & Surveying
Signature of Candidate : ............................................
Date : June 2015
SUPERVISOR'S DECLARATION

Academic project Title:

A THESIS ON MAINTENANCE MANAGEMENT OF MOSQUE IN KOTA BHARU

KELANTAN

I admitted that I had read this report and from my opinion it has fulfilled the requirement of Universiti Teknologi MARA and qualified for the purpose of conferment of Degree on Bachelor in Building Surveying (Hons)

Signature : ..............................

Supervisor's Name : Prof. Sr.Dr.Md. Najib Ibrahim

Date : June 2015
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ABSTRACT

Maintenance management on mosque is very important to make sure the buildings are functional and have good attraction to occupants. Besides, maintenance work or activities cannot separate with the involvement of cost which sometimes high depends to type of damages occur. Maintenance work of mosque is more focus to cleaning aspect, security, and others aspect. This research aim to assess maintenance management of mosque in Kota Bharu. The objectives of this research are to understand the maintenance management of mosque, to observe the effectiveness of maintenance management of mosque, and to identify better solution in maintenance management of mosque. This study focus on maintenance management of mosque in Kota Bharu. Interviews session and observation were conducted. Interviews session involved the parties from mosque management and maintenance team work. Based on data analysis, mosque in Kota Bharu did not use in-source method of contractor, only out-source method was practice. Usually, out-source contractor quote the highest maintenance cost, does not produce the best quality of maintenance work, and it take time to find out-source contractor. Cleaning routine team work is provided by Majlis Agama Islam dan Adat Istiadat Melayu Kelantan. Mosques in Kota Bharu applied planned and unplanned maintenance. Only daily maintenance is effective, others are not effective to maintenance of mosques. Maintenance management of mosques in Kota Bharu should be improved by introducing in-source method of contractor which is have their own maintenance team workers with proper budget and schedule.