

THE EFFECTIVENESS OF 1 MALAYSIA MAINTENANCE FUND ON
MAINTENANCE SERVICES FOR LOW COST APARTMENTS

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To my beloved parent, Ismail Bin Sidin and Darnawaty Binti Usman; my siblings Lismawaty, Hendra Susila, Herman Putera, Helmy Sutera, Erni Muliaty and Indawaty; my beloved foster, Yaakub Bin Satar and Yusnimar; my foster siblings Yuliagustina, Rizuan, and Siti Aisyah and all friends who always give me the spirit and strength during the research was carried out. They were a key of strength for me to success in this study. May Allah bless them.

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ABSTRACT

Previous studies on low-cost apartments in Malaysia were conducted only from a single view of the stakeholders such as from the customer and developers. There are many issues involved on maintenance services for low-cost apartment units. One way to improve the lives of the people in the country is to launch 1 Malaysia Maintenance Fund (TP-1M). This fund was launched by Prime Minister, Dato' Seri Najib Razak since 2010. The aim is to ensure the comfort of city dwellers whose inhabit high rise residential areas in a clean, perfect, safe and happy environment. But, it has no clear objectives. This study is to identify on how TP1M effectiveness on maintenance management services for low-cost apartment units in Malaysia. Specifically, it will examine the extent of its effectiveness in influencing the value of a building. Then, questionnaire survey will be provided to measure the level of customer satisfaction toward existing maintenance management services. Finally, the data will be investigated in order to achieve the objective of the study. The data will be collected questionnaire survey given to respondents who are living in low-cost apartments in Kuala Lumpur and through interview sessions with the management office of the case studies.

ABSTRAK

Kajian terdahulu ke atas pangsapuri kos rendah di Malaysia telah dijalankan hanya dari satu sudut pandangan pihak-pihak berkepentingan sahaja seperti pelanggan dan pemaju. Terdapat banyak isu-isu yang melibatkan perkhidmatan penyelenggaraan pangsapuri kos rendah. Salah satu cara untuk mempertingkatkan kehidupan rakyat di negara ini adalah dengan melancarkan Tabung Penyelenggaraan 1Malaysia (TP-1M). Dana ini telah dilancarkan oleh Perdana Menteri Malaysia, Dato 'Seri Najib Razak sejak tahun 2010. Tujuannya adalah untuk memastikan kesejahteraan warga kota yang menghuni di kawasan perumahan bertingkat dalam persekitaran yang bersih, sesuai, selamat dan harmoni. Tetapi, tabung tersebut tidak mempunyai sebarang objektif yang jelas. Kajian ini adalah untuk mengenal pasti bagaimana keberkesanan TP-1M terhadap perkhidmatan pengurusan penyelenggaraan ke atas pangsapuri kos rendah di Malaysia. Secara khususnya, ia akan mengkaji sejauh mana keberkesanan dalam mempengaruhi nilai suatu bangunan. Kemudian, kajian soal selidik akan disediakan adalah untuk mengukur tahap kepuasan pelanggan terhadap perkhidmatan pengurusan penyelenggaraan yang sedia ada. Akhir sekali, setiap data yang ada akan disiasat bagi mencapai objektif kajian. Data ini akan dikumpulkan melalui borang kaji selidik yang dijalankan ke atas responden yang tinggal di pangsapuri kos rendah di Kuala Lumpur dan sesi temuduga yang akan dilakukan bersama pihak pengurusan bangunan yang terlibat.

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LIST OF ABBREVIATIONS

AS	Assurance
COB	Central of Building
DBKL	Dewan Bandaraya Kuala Lumpur
EM	Empathy
EPU	Economic Planning Unit
FPL	Federal Poverty Level
JMB	Joint Management Body
JPPH	Jabatan Penilaian Dan Perkhidmatan Harta
KL	Kuala Lumpur
KPK	Konsultant Perkhidmatan Kontrek
KPKT	Kementerian Perumahan dan Kerajaan Tempatan
MC	Management Committee
MHLG	Ministry of Housing and Local Government
MP	Malaysia Plan
NGO	Non-Governmental Organization
NLC	National Land Code
NS	Negeri Sembilan
PIF	Private Initiative Fund
PPP	Public Private Partnership
PPR	Projek Perumahan Rakyat
PR1MA	Perumahan Rakyat 1 Malaysia
RA	Resident Association
REHDA	Real Estate and Housing Developers Association
RL	Reliability
RM	Ringgit Malaysia
RS	Responsiveness

SERVQUAL	Service Quality
SF	Square Foot
SPSS	Statistics Package for Social Science
STA	Strata Title Act
SWOT	Strengths, Weaknesses, Opportunities, Threats
TA	Tangible
TP-1M	1 Malaysia Maintenance Fund

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CHAPTER 1

INTRODUCTION

1.1 Preface

Property management is the operational process of maintaining and handling such activities that involve seeking out tenants to occupy the certain premises, collecting rental payment, cleaning and maintaining the building as well as keeping up the grounds. On the other hand, management identifies the need to be cared of, monitored, and organized and accountability given for its useful life and conditions. This is a key role of management in any business practices.

Moreover, it is also the management of individual assets and properties, machinery and equipment, tooling and physical capital assets that are derived and utilized to build, repair and maintain end items deliverables. Property management involves the systematic process of managing the life cycles costs of the building including acquisition, control, accountability, responsibility, liability, maintenance, utilization, operation and disposition.

In Malaysia, property management is managed by Joint Management Body (JMB) and Management Committee (MC). The Building & Common Property (Maintenance & Management) Act 2007 (Act 663) was enacted by the Malaysian government as guidelines for the proper maintenance and management of buildings

and the common properties. The act is applied before the Management Committee (MC) was formed and after delivery of vacant unit premises to the purchasers.

The new law became effective on April 12, 2007. It is valid only for Peninsular Malaysia and Federal Territory of Labuan. The JMB should be formed after 12 months of vacant possession of the building stratified. The main objectives of the JMB is to manage the common property to ensure it will achieve an acceptable standard and always in a good condition.

Maintenance is a combination of comprehensive technical, administrative and managerial actions during building life cycles that is intended to preserve or restore the building function as usual. This definition also makes clear that the interest of the building maintenance is very important to be examined in order to achieve the higher level of service quality performance. It will also help us in understanding what part of the organization is, somehow should be devoted to maintenance.

European Standards (2001) have described that maintenance management as *“all the activities of the management that determine the maintenance objectives or priorities (defined as targets assigned and accepted by the management and maintenance department), strategies (defined as a management method in order to achieve maintenance objectives), and responsibilities and implement them by means such as maintenance planning, maintenance control and supervision, and several improving methods including economical aspects in the organization.*

1.2 Background Of The Study

This study is made to explore the objectives of the 1 Malaysia Maintenance Fund (TP-1M) provided by the Malaysian government to low-income group regarding maintenance services for low-cost apartments. As stated in an article from Malaysia Kini (2010), the TP-1M scheme is the government initiative fund launched by Prime Minister of Malaysia, Dato' Seri Najib Razak in 2010.

The fund is designated for multi-storey buildings which are intended for low income groups. The aim is to repair and maintain low-cost apartment units under private ownership in Kuala Lumpur. The fund is obtained from the Federal Government (RM20 million), Kuala Lumpur City Hall (RM10 million), the Ministry of Federal Territory and Urban Wellbeing (RM5 million) and private firms (RM2.6 million). The total accumulated amount is RM37.6 million.

The purpose of the fund is to achieve a level of customer satisfaction to ensure the comfort of city dwellers of high rise residential areas in a clean, perfect, safe and happy environment. Prime Minister of Malaysia has said the allocation was to perform other maintenance of elevators, roof damage, painting buildings and various other general damages.

However, financing for home repairs and low-cost apartments will be released through matching grants; the government would give the same allocation of fund generated by the joint management body building. As they said before, all inmates' apartments or low-cost private ownership should together with Joint Management Body (JMB) or Management Committee (MC) for their home after it was repaired.

Anyway, the Malaysia government is willing to provide grants if the occupants are ready to contribute their money together with the Management Committee (MC) in repairing their own properties. For instance, if a developer issues RM100,000 the government would then issue RM100,000 for the maintenance work and repair.

1.3 Problem Statement

Investment for building maintenance conserves a huge amount of maintenance for property management around the world. According to Lateef (2008) have found that the building maintenance represents almost 50 per cent of the

total turnover of the construction industry in most countries. This is a rather big number to accommodate in the construction industry to ensure life cycle costs have always been maintained. The building value is only depends on the service quality of the maintenance invested in them. Maintenance management involves erecting maximum profit from the investment made in the maintenance activities.

Recently, the cost of building maintenance in Malaysia always increases every time regardless of type, size, location, and ownership. In property management, many issues arise in maintenance management services of low-cost apartments. The current practice of maintenance management system in Malaysia is reaction based. Previous studies have found that the implementation of proactive maintenance management on low-cost apartments are very low compared to medium cost apartments managed by Joint Management Body (JMB), Corporate and Non-Governmental Organization (NGO).

Previous research has found that many buildings in Malaysia lack adequate maintenance (Mohd Zulakhmar, 2006; Zainal Abidin and Roslan, 2006). The issues due to maintenance are more costly compared to a new construction work. According to Chanter and Swallow (2007) the cost of maintenance work is normally higher than the cost of new construction work. This is because maintenance work has always been carried out in small scale which leads to diseconomies of scale. Another factor is the need to cease the existing work before the replacement work and repairing activity may be carried out.

Therefore, the maintenance work should be carried out in enclosed and confined area. Besides, the cost of construction work and general clearing is much parallel to disproportionately high; and it deserves to substantial disturbance costs on the building operation and probably vanishes or lost of production. Apparently, the root cause of the problem for low-cost apartment comes from the pre-development stage. The use of non-standardized quality materials, poor workmanship and unskilled labor also contribute to decreasing value of low-cost apartments.

Meanwhile, lack of highly skilled workers during pre-development phase will result in deterioration of the building. Thus it is very crucial to optimize the maintenance management strategy for low-cost apartments in Malaysia. This study will investigate the effectiveness of 1 Malaysia Maintenance Fund (TP-1M) in enhancing the value of the building in order to change perception of the people towards low-cost apartments to achieve a satisfactory level. However, the terms and conditions applied to TP-1M should be clearly stated to see how far the effectiveness of the fund on maintenance management services.

1.4 Aim Of The Study

The aim of the study is to examine the effectiveness of 1 Malaysia Maintenance Fund (TP-1M) scheme on maintenance management services for low-cost apartments implemented by the Malaysian government that might influence the value of property market.

1.5 Research Questions

In conducting a full research study, there are many questions to be raised to achieve the objectives of the study. The questions will be based on issues such as:-

- a) What does 1 Malaysia Maintenance Fund (TP-1M) actually mean?
- b) Who are qualified to receive the fund?
- c) What is the current status of maintenance services for low-cost apartments?
- d) Who are responsible to take actions on maintenance services for low-cost apartments in Malaysia?
- e) How to compare the effectiveness of 1 Malaysia Maintenance Fund (TP-1M) on maintenance services for low-cost apartments?

1.6 Objectives Of The Study

The objectives of the study can be highlighted as follows:-

- a) To investigate the customer satisfaction level for low-cost apartment units on the existing maintenance services.
- b) To identify the existing maintenance services for low-cost apartments in Kuala Lumpur area.
- c) To compare the two case studies (with TP-1M and without TP-1M) using SWOT Analysis and Comparison Matrix.

1.7 Scope and Limitation

In line with the objectives of the study, several scopes of work have been determined to ensure the objectives are achievable. Due to time constraint, the study will focus on the following items:-

- a) The scope of the study is on the maintenance management services for low-cost apartment units in Kuala Lumpur area.
- b) The study will focus on 1 Malaysia Maintenance Fund (TP-1M) programme.
- c) The scope of this study will refer to Management Committee (MC), tenants and occupants of the selected case studies.
- d) Analysis of the study will focus on existing maintenance services and customer satisfactory level only.
- e) The limitation of this study will refer to the 5-storey walk-up apartments in Kuala Lumpur area.

1.8 Methodology

This study can be accomplished using The Phase Method. The method is to ensure the study will be done systematically. The research methodology of the study will be described in the six (6) chapters as follows:-

a) **Chapter 1: Study Background**

In this chapter the introduction of the study will cover all the overview in general about the problem statement, objective of the study, scope and limitation, importance and methodology of the study. The purpose of the study might be elaborated further in this chapter.

b) **Chapter 2: Literature Review**

Chapter two will be the process of collecting literature review, data and information. The literature review in this part highlights desk top studies using secondary data such as books, articles, and journals whose emphasis is on the identifications of the issues on maintenance services and cost including the housing policy.

This secondary data will interpret historical data such as property market report, national economic report, structure plan and local plan. Reading materials such as journals, newspapers, text books and relevant articles can be used to achieve the research objectives.

c) **Chapter 3: Data Collection**

Primary data will be collected by conducting the interview session together with Joint Management Body (JMB) or Management Committee (MC). Questionnaires survey among respondents in the area should be conducted to achieve the objectives of the study.

d) **Chapter 4: Data Analysis**

In this chapter, the data analysis will be performed. All the data extracted from the questionnaire survey (SERVQUAL Analysis) will be analyzed by using SPSS software (Version 18) and the result will be entered into Crosstab and Paired Sample T-Test. On the other hand, the data extracted from the interview survey with management office (JMB or MC) will be analyzed by using Comparison Matrix.

e) **Chapter 5: Results and Findings**

The outcomes from questionnaire and interviews survey will be discussed in this chapter. All the information will be compiled scientifically by using SWOT Analysis namely Strengths, Weaknesses, Opportunities and Threats and Comparison Matrix (Microsoft Word 2007). The high impact of the results will be sorted out and lead the overall outcomes of the result.

f) **Chapter 6: Conclusion and Recommendation**

A conclusion from this study will be made to sum up the research objectives. Several recommendations should be provided to produce the best course of action. The result might be concluded to ensure all objectives being achieved at the end of the study. Overall conclusion of this study will create

a sufficiently good recommendation based on outcomes. In addition, further study should be requested to fulfill the gap of research objectives.

1.9 Significance Of The Study

The findings from this study could benefit in the following ways:-

a) Theoretical Contribution

The outcome of the study can be used to provide an academic research that discusses the effectiveness of 1 Malaysia Maintenance Fund (TP-1M) on maintenance management services for low-cost apartments.

b) Practical Contribution

The outcome of the study can benefit the Joint Management Body (JMB) or Management Committee (MC) to facilitate maintenance work for the long period of time. It also can alleviate the burden of customers who are willing to spend money for maintaining or repairing cost for their properties.

1.10 Conclusion

As a conclusion, the chapter summarizes a general introduction to the research study. The overall scope of this study is about the maintenance of management services for low-cost apartments and the significance of 1 Malaysia Maintenance Fund (TP-1M) that might influence the value of property. The scheme only focuses on the private low-cost ownership for apartment units in Malaysia.

On the other hand, this chapter also describes the issues related to maintenance services for low-cost apartments in Malaysia which have been stated in the problem statement of the study. The first objective of the study is to investigate the customer satisfaction level for low-cost apartment units on the existing maintenance services.

The second objective is to identify the existing maintenance services for low-cost apartments in Kuala Lumpur area and the third one is to compare cases (with TP-1M and without TP-1M) using SWOT Analysis. However, the literature review on identification of factors affecting maintenance costs for low-cost apartments in Malaysia might be discussed on the next chapter of the study.

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