



# A STUDY ON DECISION MAKING IN MANAGING MAINTENANCE AND BUILDING SERVICES IN MILITARY ORGANIZATION

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## ABSTRACT

Maintenance of assets particularly a building is an important as to maintain the high moral of soldiers and to uphold their standard of well-being. Poorly maintained buildings will somehow tarnish the image of Malaysian Armed Forces (MAF). Recently, the maintenance works carried out were questionable as there were many complaints among the occupants. This research is to highlight the management approach on decision making focusing on the military personnel who are lived in the military married quarters (RKAT) under 4 Brigid Mechanize, Kem Batu 10, Kuantan, Pahang. The study come across that all the variables; decision making, building maintenance, quality maintenance and budget allocation have a degree of relationship, and the variables indicates that there are positively and negatively correlated. Thus, it signifies a moderate to strong positive relationship related with effective decision making.

## INTRODUCTION

Buildings are assets, the value of which changes in accordance with the quality of the maintenance invested. Maintenance works will be expected to increase, since it is not always cost-effective to demolish, reconstruct, or rebuild new ones.

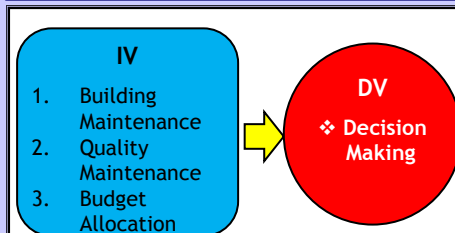
Managing maintenance and building services currently practiced are piece-meal instead of holistic planning as a whole. Management and user should be involved prior to final decision been made before maintenance works take place.

## OBJECTIVES

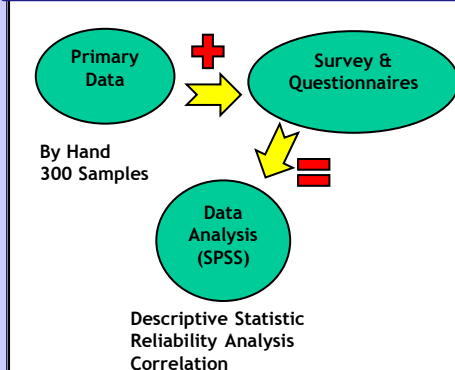
**RO1** - To identify the management approach on decision-making in implementing maintenance work.

**RO2** - To evaluate the current practices of the existing maintenance procedure used in the maintenance process.

## RESEARCH FRAMEWORK



## METHODS



## RESULTS

### Reliability Statistics

Cronbach's Alpha	N of Items
.724	16

Variable	Number of Item	Cronbach's Alpha Value
Decision Making	5	.832
Building Maintenance	4	.805
Quality Maintenance	5	.856
Budget Allocation	2	.692

### Tests of Normality

	Kolmogorov-Smirnov <sup>a</sup>			Shapiro-Wilk		
	Statistic	df	Sig.	Statistic	df	Sig.
Building_Maintenance	.240	275	.000	.788	275	.000
Quality	.181	275	.000	.871	275	.000
Budget_Allocation	.242	275	.000	.865	275	.000
Decision_Making	.160	275	.000	.870	275	.000

a. Lilliefors Significance Correction

**Significant value = 0.000**

### Correlations

		Decision_Making	Building_Maintenance	Quality	Budget_Allocation
Decision_Making	Pearson Correlation	1	-.480**	.629**	.550**
	Sig. (2-tailed)		.000	.000	.000
	N	275	275	275	275
Building_Maintenance	Pearson Correlation	-.480**	1	-.674**	-.576**
	Sig. (2-tailed)	.000		.000	.000
	N	275	275	275	275
Quality	Pearson Correlation	.629**	-.674**	1	.781**
	Sig. (2-tailed)	.000	.000		.000
	N	275	275	275	275
Budget_Allocation	Pearson Correlation	.550**	-.576**	.781**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	275	275	275	275

\*\* . Correlation is significant at the 0.01 level (2-tailed).

**Degree of Relationship = Moderate to strong positive relationship**

IV 1 =  $r$  -0.480 (weak negatively correlated)

IV 2 =  $r$  0.629 (moderate to strong positively correlated)

IV 3 =  $r$  0.550 (moderate positively correlated)

## CONCLUSIONS AND RECOMMENDATION

The study come across useful information from data analysis that all the variables; decision making, building maintenance, quality maintenance and budget allocation have a degree of relationship, and the variables indicates that there are positively and negatively correlated each other's. Thus, it signifies a moderate to strong positive relationship related with effective decision making. We can conclude that not all the independent variables have strong positive relationship with decision making. Among these independent variables, quality maintenance presents the strong positive relationship. As a conclusion, this study is considered success and all the research objectives achieved, and research questions was resolve with the result that shown at above.

Future researchers should expand the scope of this research. It's recommended that they go more in depth about these topics to find more information to reach a best outcome of research. They can conduct a studies on satisfactory to further enhance on quality of maintenance works.