

THE DEVELOPMENT BUILDING  
MAINTENANCE TRAINING MODEL OF  
HEALTHCARE INDUSTRY

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DOCTOR OF PHILOSOPHY

UNIVERSITI MALAYSIA PAHANG



## **SUPERVISOR'S DECLARATION**

I hereby declare that I have checked this thesis, and, in my opinion, this thesis is adequate in terms of scope and quality for the award of the degree of Doctor of Philosophy.

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I hereby declare that the work in this thesis is based on my original work except for quotations and citations which have been duly acknowledged. I also declare that it has not been previously or concurrently submitted for any other degree at Universiti Malaysia Pahang or any other institutions.

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THE DEVELOPMENT BUILDING MAINTENANCE  
TRAINING MODEL OF HEALTHCARE INDUSTRY

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## ABSTRAK

Tesis ini membentangkan penyelidikan mengenai pembangunan model latihan penyelenggaraan bangunan di perawatan kesihatan di Malaysia. Pembangunan model kajian ini berdasarkan integrasi pelbagai teori, berdasarkan data bagi mengukuhkan perpindahan ilmu di bidang penyelenggaraan bangunan. Penyelidikan ini dilakukan dengan menggunakan pendekatan *'Grounded Theory'*. Kaedah pengumpulan data awalan menerusi kajian pemerhatian lapangan di organisasi-organisasi penyelenggaraan bangunan menerusi wawancara bersemuka dengan pengurus, penyelia dan pengurus, Berdasarkan teori berlandaskan, para peserta dipilih menggunakan metode spesifik atau *'purposive'* memilih individu-individu yang berpengalaman dan berpengetahuan dalam kerja-kerja penyelenggaraan bangunan. Pembangunan tematik penyelidikan digunakan, *Grounded Theory*, sebagai satu kaedah holistik untuk menyiasat pengalaman untuk membina pengamal penyelenggaraan dalam kajian konteks ini. Teori *Grounded* adalah metodologi sosiologi yang dirancang untuk merumuskan teori baru dari 'daerah substantif', iaitu kumpulan peserta yang biasanya terdiri daripada peranan atau aktiviti teknikal bersama. Teori Berlandaskan merangkumi penekanan pada konsep-konsep berdasarkan induksi dari petunjuk peserta deskriptif dan perbandingan berterusan data untuk kemunculan 'kategori teori' atau kod. pengumpulan data oleh kajian tematik. Dengan membina model teori yang dijelaskan melalui beberapa proposisi, tesis ini menunjukkan bahawa kecekapan membuat keputusan dipengaruhi oleh persepsi selektif, keberkesanan komunikasi, tahap kepercayaan, dan sumber daya yang ada, dengan hubungan yang kuat antara setiap teori dibina berdasarkan mengintegrasikan teori dan literatu. Konsep kemampuan menyesuaikan diri diterapkan dan diuji untuk kesesuaian dan keberkesanan dalam bidang penyelidikan, dengan hasil yang positif. Landasan Teori oleh Glaser & Strauss digunakan untuk menyiasat fenomena ini sehingga mengungkapkan keprihatinan utama para peserta dan menghasilkan proposisi teoritis tertentu yang didasarkan pada data. Temu ramah pengamal penyelenggaraan bangunan dalam kajian ini mengenal pasti perkara utama penyelenggaraan bangunan yang berkaitan dengan pengalaman pekerja dalam interaksi kerja-kehidupan. Fokus kajian kemudian diselaraskan untuk membatasi teori yang muncul di sekitar empat kategori utama dalam data. Secara keseluruhan, wawancara dilakukan sebagai sebahagian dari proses pengkodan yang dinamis dan lancar, pensampelan teoritis, tinjauan literatur dan penafsiran yang berlandaskan teori. Tesis ini diakhiri dengan perbincangan mengenai implikasi amalan, penyelidikan, dan cadangan untuk penyelidikan masa depan. Dari penelitian ini, model pemeliharaan bangunan mengutarakan untuk industri perawatan kesihatan sebagai berikut, iaitu arsitektur atau seni bina, perkhidmatan Bangunan dan keselamatan. dan kesihatan. Komponen-komponen ini diintegrasikan bagi pembinaan *'BIMO'* model teori sebagai sumbangandari pada penulis dan sumbangan pengetahuan dan bidang pengkajian ini.

## ABSTRACT

This thesis deals with investigated the building maintenance aspects in maintenance organization of healthcare industry in Malaysia. The aim is to develop a model for building maintenance training for health care industry. The intention of this qualitative study was to generate a theory, grounded in data. The purpose of this study was to develop a theory, grounded in data that conceptualizes the main concern of building maintenance. The main contribution of the thesis was to generate new model for training in building maintenance for healthcare industry. The study contributes to the body of knowledge for training development in building maintenance for healthcare industry. This research was conducted using Grounded Theory approach. The methods of initial data collection were: face-to-face interviews with the technical managers and technical supervisors. The Grounded Theory requirements, the participants were selected using purposive sampling method taken from the list of workers who have experienced the maintenance works which were held during preliminary study. The study applies Grounded Theory as an holistic methodology to investigate the experience of building maintenance practitioners in this study context. Grounded Theory is a sociological methodology designed to formulate a new (Grounded) theory from a substantive area, i.e. a participant group typically comprising a shared technical role or activity. Key elements of Grounded Theory include an emphasis on induction-based conceptualization of theory from descriptive participant indicators and the continuous comparison of data for the emergence of 'coding categories' due to thematic analysis. Using core grounded theory concepts, a methodological framework of data collection and analysis was developed that focused on data centrality and discovering a data-emergent theory grounded within the research field. A core category of selective perception emerged that explained and captured the core phenomenon of sustained barriers to decision-making and selective bias towards information due to the interpretative nature of the socially constructed environment. At the core of the discovered theory is that individuals have a tendency to reject decisions within an informal environment based on external variables not directly related to the decisions. By constructing a theoretical model explained through several propositions, this thesis shows that decision-making efficiency is impacted by selective perception, communication effectiveness, the level of trust, and available resources, with a strong interrelation between each variable. The concept of adaptability was applied and tested for relevance and effectiveness within the research field, with positive results. Grounded Theory by Glaser & Strauss was employed to investigate this phenomenon thus revealing the main concern of the participants and resulting in specific theoretical propositions grounded in the data. The building maintenance practitioner's interviews in this study identified building maintenance key points relating to employee experiences of work-life interaction. The research focus was then narrowed to delimit the emerging theory around four main categories in the data. In total, interviews were conducted as part of the dynamic and fluid process of coding, theoretical sampling, literature review and interpretation that is Grounded Theory. This thesis concludes with discussions on the implications for practice, research, and suggestions for future research. As summary, the development of building maintenance model for in-house training of maintenance healthcare industry comprises of integrated component such as architectural, building services and safety and health thus 'BIMO' model as contribution by researcher towards to knowledge and society .

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