

**INTENTION OF UNIVERSITY STAFF INVOLVEMENT  
IN PREVENTIVE MAINTENANCE PROGRAMME:  
AN ANALYSIS BASED ON THEORY OF PLANNED  
BEHAVIOR**



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**Thesis Submitted to  
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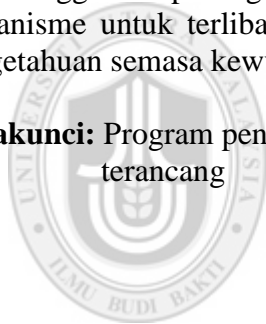
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## ABSTRAK

Tujuan kajian ini adalah untuk membuktikan hasrat penglibatan pekerja dan kecenderungan niat pekerja untuk terlibat secara langsung atau tidak langsung dalam program penyelenggaraan pencegahan yang dianjurkan oleh organisasi. Selaras dengan penyelidikan terdahulu, kertas ini meneroka pengaruh untuk terlibat dengan menggunakan teori gelagat terancang dan mengamalkan dasar penyelenggaraan pencegahan di tempat kerja. Ia akan membuktikan sama ada terdapat pengaruh tingkah laku di dalam program penyelenggaraan pencegahan di dalam organisasi atau tidak. Hasil kajian menunjukkan, pengaruh untuk terlibat dan tingkah laku antara individu dalam program penyelenggaraan pencegahan wujud di kalangan staf Universiti. Lebih daripada 80 peratus (%) daripada staf pentadbiran yang memberi tindak balas dalam program penyelenggaraan pencegahan dan ingin terlibat dalam program yang diperkenalkan oleh Universiti. Keputusan ini juga menunjukkan bahawa terdapat persamaan dan hubungan positif dalam setiap tingkah laku individu terhadap program penyelenggaraan pencegahan yang diadakan. Secara keseluruhannya, keputusan adalah konsisten dengan keterlibatan dalam program penyelenggaraan pencegahan tersebut. Kajian ini juga mendokumenkan kesesuaian mekanisme untuk terlibat di sebalik tingkah laku dan oleh itu, ia akan menambah pengetahuan semasa kewujudan tingkah laku di kalangan staf universiti.

**Katakunci:** Program penyelenggaraan pencegahan; Penglibatan staf; Teori gelagat terancang

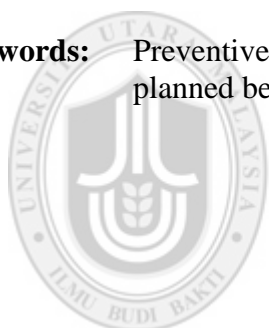


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## ABSTRACT

The purpose of this study was to prove staff involvement and desire intention tendency for staff involved directly or indirectly in the preventive maintenance program organized by the organization. In line with previous research, this paper explores the influence to get involved by using the theory of planned behavior and practice preventive maintenance policy in the workplace. It will prove whether there is influence behavior in preventive maintenance in the organization or not. The results show, to get involved and influence behavior between individual in preventive maintenance program exists among staff of the University. More than 80 percent (%) of the administrative staff that provide the response programmed of preventive maintenance and want to get involved in the program which was introduced by the University. This decision also shows that there are similarities and positive relationships in each individual behavior towards preventive maintenance program. Overall, the results are consistent with the preventive maintenance engagement. This study also documented the appropriateness of mechanisms to engage behind the behavior and therefore, it will add to the current knowledge of the existence of behaviors among university staff.

**Keywords:** Preventive maintenance program; Staff involvement; Theory of planned behavior



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## LIST OF ABBREVIATIONS

<b>PM</b>	<b>Preventive Maintenance</b>
<b>TPB</b>	<b>Theory Planned Behavior</b>
<b>TRA</b>	<b>Theory Reasoned Action</b>
<b>TPM</b>	<b>Total Production Maintenance</b>
<b>RM</b>	<b>Reactive maintenance</b>
<b>CBM</b>	<b>Condition-based maintenance</b>
<b>UUM</b>	<b>Universiti Utara Malaysia</b>
<b>CM</b>	<b>Corrective maintenance</b>
<b>ATT</b>	<b>Attitude</b>
<b>SN</b>	<b>Subjective Norm</b>
<b>PBC</b>	<b>Perceived Behavior Control</b>
<b>PCA</b>	<b>Principal Component Analysis</b>
<b>JPP</b>	<b>Development and maintenance Department</b>
<b>CMMIS</b>	<b>Computerized Maintenance Management Information System</b>

# CHAPTER 1

## INTRODUCTION

### 1.1 Introduction

Research dealing with various aspects of the theory of planned behaviour (Ajzen, 1985, 1987) shall be reviewed, and some unresolved issues will also be discussed. In broad terms, the theory has been found to be well supported by empirical evidence. Intentions to perform behaviours of different kinds can be predicted with high accuracy from attitudes toward the behaviour, subjective norms, and perceived behavioural control; and these intentions, together with perceptions of behavioural control, account for considerable variance in actual behaviour. Attitudes, subjective norms, and perceived behavioural control are shown to be related to appropriate sets of salient behavioural, normative, and control beliefs about the behaviour, but the exact nature of these relations is still uncertain.

Preventive maintenance is planned maintenance of plant and equipment that is designed to improved equipment life and avoids any unplanned maintenance activity. Sometimes, maintenance concepts like total productive maintenance (TPM) or reliability-centred maintenance (RCM). The era of total productive maintenance (TPM) in the 1970s focused on preventive

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