ABSTRACT

The XYZ department maintains more than four million square meters of government floor area today and provide services to all ministries.

The government premises are maintained through a combination of reliance on in-house staff, automation facilities and contract labour. The emphasis on the use of contract labour operations became prominent since 1986. This is especially true in the maintenance of air conditioning systems.

The main objectives of this dissertation are to critically examine the organisational approach adopted by the department to maintain air conditioning plants in government premises and to propose alternative approach to achieve higher efficiency and effectiveness in the maintenance of such plants.