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ASSESSING BUILDING PERFORMANCE: POST
OCCUPANCY EVALUATION OF PENANG DIGITAL
LIBRARY BUILDING

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ABSTRACT

Educational building such as the library, has undergone various evolutions in terms of design, layout, and flexibility of its environment. The first of its kind, the traditional library is no longer being used and has become redundant and unappreciated over time. Hence, Penang Digital Library, has taken the evolution to another milestone as the first digital library with a physical attachment. Despite the step forward, it has caused another setback due to the absence of assessment in library facilities, resulting in underutilisation and inconsistencies in matching users' needs and preferences. Hence, the purpose of this research is to assess the building performance via Post Occupancy Evaluation (POE) approach. This approach is appropriate in measuring the building performance and determining the users' satisfaction levels. The objectives of this research paper are to identify the performance of the building, to determine the user satisfaction level, to analyze the correlation of building performance with user's satisfaction level, and finally to provide recommendation for improvement of the building. To complete these objectives, convenience method was used as the sampling method. A total of 200 questionnaires have been distributed by the researcher but obtained only 126 response back from the respondents. The collected data was processed using Statistical Package for Social Science (SPSS) software. The compiled findings show that the building users rated "Good" for overall building performance and "Satisfied" for satisfaction level. As for the correlation between the two variables, there is a positive relationship even though the correlation strength between the attributes is weak. The recommendations to further improve the users experience are to provide additional spaces during peak hours and creating special rooms for family-sized visitors to minimize noise interruptions to other individual users.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This chapter discusses the research background, problem statement, research priorities, objectives and scope, research questions and research methodology. Major theories related to the research problem are explored in the research background, and the research context is developed. This chapter also explains the most crucial aspects of the research for a better understanding. The purpose of the study is summarised. The problem statement is a summary of the current problems that need to be solved and the focus of this report. It describes the difference between the issue and the objective state of the study process. What the research is trying to accomplish is defined in the objectives of the research.

1.2 Overview of Study

Library service is one of the essential services that are needed in every level of the education process, from primary to tertiary level. A better learning environment affects the performance of students in the learning process. The suitability of academic facilities had an impact on the performance. Khalil and Nawawi (2009) mentions that the productivity of the occupants demotivated due to the poor conditions of the environment. According to *The Star* (2019), a good study environment can increase the student's interest in what is being taught by their teacher in class. For students and lecturers to conduct their research study, libraries are always referred to as a quiet place. It is well known that all libraries worldwide are experiencing transformation due to more technological advancement. This traditional concept is becoming redundant and is going to extinct in time.