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**OCCUPANTS' SATISFACTION LEVEL
TOWARDS INDOOR ENVIRONMENTAL
QUALITY (IEQ) IN GREEN OFFICE
BUILDING**

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ABSTRACT

Indoor Environmental Quality (IEQ) refers to the quality of a building's indoor environment in relation to the health and wellbeing. However, a lack of concern on the occupants' satisfaction can be seen in green buildings. Thus, this attempts to investigate the current occupants' satisfaction level towards Indoor Environmental Quality (IEQ) in green office buildings. The objectives were to (1) determine the factors that affect satisfaction level of occupants towards indoor environmental quality (IEQ), (2) to investigate the current occupants' satisfaction levels towards indoor environmental quality (IEQ) and (3) to identify the occupants' important needs towards Indoor Environmental Quality (IEQ) in green office building. Using the quantitative approach, a questionnaire was distributed to 320 occupants in green office buildings which are Malaysia Energy Commission Building (Diamond Building), Kompleks Kerja Raya 2 and S P Setia Berhad Corporate Head Quarters. All data collected were analyzed using descriptive statistics. The study concludes that, the occupants of all the three buildings agreed that thermal comfort was the main factor that affected the satisfaction of occupants towards Indoor Environmental Quality (IEQ). They can be perceived as dissatisfied with the Indoor Environmental Quality (IEQ) in their workplaces as the actual outcome is lower than their expectation. In terms of need analysis, "Indoor Air Quality (IAQ)" is the most important factor that needs to be improved in Malaysia Energy Commission Building (Diamond Building). While the most important factor that needs to be improved in the Kompleks Kerja Raya 2 is the "Visual comfort". Lastly, in the S P Setia Berhad Corporate Head Quarters, the "building maintenance and cleanliness" is the most important factor that needs to be improved. The findings of the study would assist green office building to improve the quality of the Indoor Environmental Quality (IEQ) to meet the occupants' satisfaction.

Keywords: Satisfaction; Occupants; Indoor Environmental Quality

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

This chapter discussed the background of the study, problem statement, aim and objectives of the study on Occupants' satisfaction towards Indoor Environmental Quality (IEQ) in green office building. The scope of work also outlined, and the brief methodology of the study is discussed in general. Lastly, the report organization is presented.

1.2 GENERAL OVERVIEW

Green Building Index (2013) defined green building as the building that reducing the effect on occupant health and the environment through preferable construction, operation, design, removal and maintenance during the life cycle of the building. Green Building also increasing the efficiency of resource use that include energy, water, and materials. While (Zhang et al., 2011) defined green building as those that is designed to achieve productivity performance, environment, economic, and health to the occupant.

Starting pre-20th century, building professionals incorporated design and construction strategies which considered future climate change that lower the energy