

**CENTRE OF STUDIES FOR BUILDING SURVEYING  
FACULTY OF ARCHITECTURE, PLANNING AND  
SURVEYING  
UNIVERSITI TEKNOLOGI MARA**

**POST OCCUPANCY EVALUATION (POE) ON  
GREEN BUILDING**

**MUHAMMAD NURFAIZ BIN BAHARUDDIN  
(2013211196)**

**Bachelor of Building Surveying (Hons)**

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**“I hereby declare that this academic project is the result of my own research  
except for the quotation and summary which have been acknowledged”**

**Student's Name : Muhammad Nurfaiz Bin Baharuddin**

**Signature**

**:** 

**UITM No. : 2013211196**

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## **ABSTRACT**

The aim of this research is to identify building functional performance and evaluate the green building in Malaysia through the Post Occupancy Evaluation (POE) concept. This research will determine the user's satisfaction on the green building that the occupants live in there and the owners of the building will know the satisfaction for every occupants also. There have been limited studies to conduct this research and it have some limitation for researcher to complete this research such as difficult to access the case study, lack of cooperation from certain department and the collection of data and the security tightly. Commonly, the green building system is still new in Malaysia and it must been evaluate through this evaluation to know the satisfaction of users for the implementation of green building. On this research the researcher collect the data from the questionnaire and also from the structure interview and specific for the important person. The significance of this research will gives the acknowledgement and also the benefits of user's satisfaction to the owners of the green building about these implementation to make it some improvements and adjustments about the equipment of green building.

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 STUDY BACKGROUND**

Post-occupancy evaluation can be characterized as a performance evaluation of a building or buildings are being used. The practical application of Post-Occupancy Evaluation (POE) by facilities management professionals has direct implications on their business mission to manage office accommodation, through time, in the most cost-effective way in order to achieve the organizations aim's (MacIenna, 1991).

Importance of the Post Occupancy Evaluation (POE) over the past period within the construction industry was increased successfully. Usually, it was accepted and was delivered of quality construction projects and not only depends on experience and innovation and also from the positive management of the client connection (Williams & etc., 2013).

The building was completed construct it must able to perform all the functions to make sure the occupants satisfied. Commonly, the regular maintenance programs was conducted after the building was occupied by user's and to make sure the building is operational very well and follow all the requirement that have. If the maintenance programs has an execution, the occupants or users, able to use and utilize of the facilities as the provision of facilities supports the business operations by the building occupants.

For conclusion, building facilities and services need be suitable with the end goal or aim of the clients. Post-Occupancy Evaluation (POE) is one of the assessment for performance of buildings after occupants live in there. Likewise, POE provides a mechanism for appreciative the common interaction process among buildings and user's desires and for mentioning ways to improve the environment needed to accommodate these needs (Nawawi & Khalil, 2008).