



**DEPARTMENT OF ESTATE MANAGEMENT
FACULTY OF ARCHITECTURE, PLANNING AND SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**USER SATISFACTION IN ENERGY EFFICIENCY OFFICE BUILDING IN
MALAYSIA
CASE STUDY: KEMENTERIAN TENAGA, TEKNOLOGI HIJAU DAN AIR,
PUTRAJAYA**

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requirements for the award of
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**SITI MARINA BINTI ABDULLAH
2008284174
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ABSTRACT

User satisfaction is an essential and importance area that affects the bottom line of the owner. Nowadays, energy efficiency office building are more been developed by government in matter of reducing contribution to global warming and also cut cost. Energy efficiency also believes reducing energy wastage that brings to energy efficiency. In this research, researcher study on user satisfaction in energy efficiency office building in Malaysia in accordance to government encouragement to build more energy efficiency building. Researcher want to identify either the energy efficiency office building can make user delighted or in other words, user satisfaction or not. Through this study, energy efficiency will be identified as a guarantee to user satisfaction and comfort or in otherwise. Primary and secondary data is carried out to finish this study. Primary and secondary is used to identify current status of energy efficiency office building in Malaysia. Meanwhile, primary data is used to measure user satisfaction in energy efficiency office building.

ABSTRAK

Kepuasan pengguna adalah perkara yang penting untuk dijaga dan dikekalkan supaya memberi keuntungan kepada tuan punya bangunan. Pada masa kini, kita dapat melihat banyak bangunan pejabat jimat tenaga dibina oleh kerajaan dalam usaha mengurangkan penyumbangan kepada pemanasan global selain menjimatkan kos. Penggunaan tenaga secara bijak juga dipercayai dapat mengurangkan pembaziran tenaga yang seterusnya menyumbang kepada jimat tenaga. Di dalam kajian ini, pengkaji mengkaji mengenai kepuasan pengguna di dalam bangunan pejabat jimat tenaga untuk menyambut seruan kerajaan membina lebih banyak bangunan jimat tenaga. Pengkaji ingin mengkaji samada bangunan jimat tenaga boleh memberi kepuasan kepada pengguna atau tidak. Melalui kajian ini, dapatlah dipastikan samada bangunan jimat tenaga menjamin kepuasan pengguna atau hanya mementingkan pulangan wang ringgit tanpa memastikan kepuasan dan keselesaan pengguna. Data primer dan sekunder digunakan di dalam kajian ini. Data primer dan sekunder digunakan untuk mengenalpasti status bangunan pejabat jimat tenaga di Malaysia sekarang ini. Sementara itu, hanya data primer digunakan untuk mengukur kepuasan pengguna di dalam bangunan pejabat jimat tenaga.

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