

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

**SATISFACTION LEVEL OF USERS ON GREEN BUILDING OFFICE IN
PUTRAJAYA USING POST OCCUPANCY EVALUATION**

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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”**

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ABSTRACT

Green building office is one of the important elements of the sustainable development in Malaysia. Green Buildings are referred to as those that are capable of reducing the negative effects of development on the environment and human health with the aim of promoting sustainable life. This study aim is to improve green *building office criteria once encounter user's satisfaction level by using post occupancy evaluation (POE) methods*. With this aim, we can find the occupants evaluation on the green building office and also to determine either the green building office elements convinced for occupants satisfaction. Green building office at Putrajaya has been selected as case study using a questionnaire approach. 75 questionnaires have been distributed to the occupant in green building office which is more focus on the green building office evaluation and satisfaction level. Interview session with competent persons will also be conduct to support the finding in questionnaire session. Therefore, the end of this research based on data was *gathered factors that influence building occupancy evaluation on green building office*, analysis post occupancy evaluation towards the green building office performance and way to approach and convince green building's occupants can be determined, identify and discover.

CHAPTER 1

INTRODUCTION

1.1 Study Background

Malaysia known has one of the fastest growing construction industries in the world and currently categorized as a “newly industrialized country” (Mankiw, 2008). Regarding Dow (2011) Malaysia construction industries can be classify as an “emerging market/economy”. However, as a country with rapidly grow in construction sector; the construction industry activities have contributed to the factors causes negative impacts to environmental and social in the country. The deterioration of the environment was effected from the misuse of resources, uncontrolled, and incorrectly planned development (Department of Environment Malaysia, 1997).

The construction industry are responsible for a large portion of pollution in Malaysia due to its products expend a crucial amount of materials *and energy sources; therefore. The current Malaysian construction and building practices can be deemed as not sustainable if this consistently happen.* It can affect humans and the environment if the issues arose without being controlled, hence various initiative created, including the concept of building sustainable building or green building (Shari et al, 2012).

Green Buildings are referred to as those that are capable of reducing the negative effects of development on the environment and human health with the aim of promoting sustainable life. According to Milad (2013) green building is an important area where cities can implement sustainability *objectives and also the building that designed to reduce damaging towards* the environment while increasing the occupant health and saving the energy, there five major features that have been emphasized during green building implementation, it including:-

- i. Sustainable site planning
- ii. Water efficiency and recycling
- iii. Energy efficiency, renewable energy and lower greenhouse gas emissions
- iv. Conservation and the reuse of materials and resources, and
- v. Improved health and indoor environmental quality