PUBLIC SATISFACTION ON THE GREEN FACILITIES OF ECO MALLS IN MALAYSIA

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Academic Project submitted in partial fulfillment of the requirements for the degree of Bachelor of Building Surveying (Hons) Centre of Studies Building Surveying Faculty of Architecture, Planning & Surveying

January 2013
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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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CONFIRMATION OF ACADEMIC PROJECT AMENDMENTS

This is to confirm that the student has amended his/her academic project as directed and therefore allowed to compile the project.

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70 B+

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ACKNOWLEDGEMENT

Alhamdulillah, all praises and thankful to the most powerful and merciful Allah S.W.T for the strengths and His blessing and to our beloved Prophet Muhammad S.A.W, I am completing this academic project.

Foremost, special appreciation goes to my supervisor, for this integrated academic project, Sr. Rohimah Khoiriyah Binti Mohd Arifin Harahap. Thank you for the patience, motivation and immense knowledge for helping me all the time of writing the dissertation.

A thousand thanks to Madam Michelle Liew, the building manager of project research building, The Setia City Mall and Miss Rabiatul Adawiyah, Space U8 for their kindness to grant me the permission to do the research in their building. Not forgotten to all the staff in the Maintenance Department of both eco malls that have given me all the information that was need towards completing the academic project.

Moreover, I would like to acknowledge and extend my heartfelt gratitude to my beloved parents Hasin Bin Mahmood and Asiah Binti Mohd and my truly love Amzari Bin Mohammad for their kindness and moral support during accomplish my dissertation.

Lastly, my deepest gratitude to all the lecturers, my family, my friends, and those who are indirectly contributed in this proposal, your kindness means a lot to me of my academic project research at the Space U8 and Setia City Mall. Once again, thank you and May Allah bless you.
ABSTRACT

This research was carried out to determine public satisfaction on the green facilities. The green initiatives have made responsible parties ways by creating new methods to be implemented in shopping mall. The developers and owners have taken steps to create sustainable shopping centers by implementing "greener" methods into the building facilities. Therefore, to achieve the aim of this research which is to analyze public satisfaction on green facilities in eco malls, the case study buildings selected are eco malls Space U8 at Taman Bukit Jelutong, Seksyen U8 and Setia City Mall at Setia Alam, Shah Alam. This eco malls buildings were designed to showcase technologies that will reduce the building energy consumption and cost saving. The questionnaire and interview survey were conducted on 40 respondents of each case study. The respondents consist of the tenants, and the visitors in the building. Observation indicated the both of the eco mall implement several types of green facilities to conserve energy use. Finally, the study reveal most of the respondents are acknowledge about energy saving green facilities. Moreover, the LED digital signage is the best recommendation for building users that can be install at the both eco malls. The LED digital signage can show how to use correct way of green facilities features, With relation to the title, the main purpose of this study is to evaluate public perceptions and to recommend ways to improve user's satisfaction on eco malls.