

POST-OCCUPANCY EVALUATION OF A UNIVERSITY SHOPPING MALL FACILITY

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Abstract

Post-occupancy evaluation (POE) is a performance assessment methodology, which can be applied to determine the level of user satisfaction with any given facility. Since university shopping malls could have an impact on the students' academic experience and well-being, it is of paramount significance that university shopping mall facilities are designed and operated to the highest standards. The Extensive literature review highlighted the lack of POE studies for assessing the quality of shopping mall facilities. This study aims at addressing this gap, by presenting the findings of an investigative POE of a university shopping mall facility. The Literature review was conducted pertaining to the technical and functional performance requirements of shopping malls. Twenty-nine performance indicators were identified for shopping mall facilities. These were grouped under five categories, namely building performance, safety and security, proximity and accessibility, space planning and layout, and mall services. A questionnaire survey was developed based on the identified performance indicators. The survey was administered to obtain the students' feedback on the university shopping mall facility. In addition, a walkthrough tour of the mall facility was performed to identify issues, which can be immediately recognized. Finally, a plan of action was developed to improve the performance of the shopping mall facility. The study is beneficial to planners, architects and facilities managers of such facilities.

Keywords: Post-occupancy evaluation; Performance indicators; Shopping malls; University campus.