

ABSTRACT

This study examines occupant satisfaction with building maintenance management in a commercial property, focusing on Menara BRILiaN Building in Jakarta. The background of this research highlights the importance of maintenance management in ensuring comfort, safety, and operational sustainability. Although the building has implemented green and smart building concepts, several issues remain in both technical systems and service quality.

A mixed-method approach was employed by integrating quantitative and qualitative data. Quantitative data were collected through questionnaires distributed to building occupants, while qualitative data were obtained through interviews with building management and tenant representatives. The quantitative analysis applied Importance Performance Analysis (IPA) to identify gaps between the importance and performance of service attributes, which were further explored through qualitative findings.

The results indicate that several attributes with high importance still demonstrate suboptimal performance, particularly in technical system maintenance and responsiveness to complaints, making them priority areas for improvement. Meanwhile, some aspects have performed well and should be maintained. In conclusion, a focused and continuous improvement in maintenance management is essential to enhance occupant satisfaction.

Keywords: *building maintenance management, occupant satisfaction, Importance Performance Analysis (IPA), commercial building, mixed method*