

# Evaluasi sistem pengelolaan gedung perkantoran di Jakarta untuk memenuhi kepuasan tenant (studi kasus gedung office X) = Evaluation of office building management system in Jakarta to meet tenant satisfaction (case study office X building) / Lendy Septira Windana

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## Abstrak

### **ABSTRAK**

Pengelola gedung yang berjalan baik adalah pengelola yang menciptakan kepuasan tenant sebagai pelanggan pengelola gedung begitu pula pengelola di gedung Office X. Oleh karenanya ditinjau kualitas pelayanan dan tingkat kepuasan tenant terhadap kinerja pengelola gedung Office X. Penelitian menggunakan Propertyqual dengan menggunakan 11 dimensi, yaitu tangible, reliable, responsiveness, assurance, emphaty, cleaningless, building services, signage, security, parking, dan building aesthetic. Dari output propertyqual dilakukan pemetaan risiko terhadap nilai propertyqual yang mendapat nilai negatif dengan metoda AHP (Analytic Hierarchy Process). Setelah diketahui level risiko dan juga dicari perbaikan-perbaikan yang ada diketahui dari jurnal ataupun buku mengenai pengelolaan gedung

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Good building management is who can give satisfaction to tenant as their customer so as building management in Office X. Therefore, reviewed the service quality level of tenant satisfaction to the performance of building management. The research using Propertyqual with 11 dimension which is tangible, reliable, responsiveness, assurance, emphaty, cleaningless, building services, signage, security, parking, and building aesthetic. Using out put from propertyqual, do the risk factors propertyqual that gets a negative value, using the method of AHP (Analytic Hierarchy Process). After known level of risks and also finding improvements there are known from journals or books about building management