

**ESTABLISHING PERFORMANCE INDICATORS FOR
WATER SUPPLY SERVICES**

By

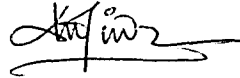
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Report is submitted as
the requirement for the degree of
Bachelor Engineering (Hons) (Civil)

**UNIVERSITI TEKNOLOGI MARA
MARCH 2005**

DECLARATION BY THE CANDIDATE

I, Azizah binti Salleh, UiTM No.: 2002378440, confirm that the work is my own and that appropriate credit has been given where reference has been made to the work of others.

A handwritten signature in black ink, appearing to read 'Azizah', with a long horizontal flourish extending to the right.

ACKNOWLEDGEMENT

I would like to express my sincere gratitude to all individuals who have given their time and effort in assisting me to produce this work. A special thanks to my Research Supervisor Ir. Dr Hj. Suhaimi bin Abdul Talib for his guidance throughout the research and preparation of this report.

Not forgetting the staff at PBA Pulau Pinang, Mr Wahad bin Bahrom and Mr Jasni bin Abdullah Staff at SAJ Holdings especially to Puan Suriati, Staff at AIR Kelantan Mr Mohd Ashri bin Awang and finally Mr Tajuddin bin Haron at SATU.

ABSTRACT

The Water Supply Industry in Malaysia is currently undergoing radical changes that may turn chaotic in the absence of proper monitoring and control. The fast pace of changes occurring in the industry includes privatization of services as well as the transfer of control of the industry from State governments to the Federal Government. Regulators need a proper tool to ensure that all organizations involved in the industry conform to a certain set of standards. Performance Indicators are able to reflect the performance levels of these organizations as a guarantee that the products and services provided will satisfy the consumers. Since the practice of using Performance Indicators is a relatively new one, there have been very few studies conducted to produce a standard set of Performance Indicators for use by the whole industry.

This study involves the investigation of actual present practices concerning Performance Indicators in local organizations involved in the Water Supply industry, through the use of questionnaires and interviews, and comparing with practices as reported in available literature. Comparison is also made to practices (as reported in literature) in other countries. Focus is given to Performance Indicators from a management point of view. No attempt is made to develop new Performance Indicators and no benchmark figures are established in this report. The final recommendations are sets of Performance Indicators for management of Water Supply Service providers.

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