

TABLE OF CONTENTS

ACKNOWLEDGMENTS	4
ABSTRACT	5
1. INTRODUCTION	7
1.1 Objectives	8
1.2 Scope and Limitations of the Study	9
2. LITERATURE REVIEW	11
2.1 The Economic Theory	11
2.2 The Political Concept	13
2.3 The Practical Approach	14
3. RECENT TRENDS IN PRIVATISATION	15
4. A CASE STUDY: INDAH WATER	20
4.1 Background of the Sewerage Privatisation	20
4.2 Effect on the Government	22
4.3 Effect on Competition	24
4.4 Effect on the Industry	25
4.5 Effect on the Environment	31
4.6 Effect on the Consumers	32
4.7 Comparison to the UK Sewerage Privatisation	35
4.8 Consumers Perception towards the Company	39
4.8.1 Awareness Level	41
4.8.2 Perception towards Fair Pricing	42
4.8.3 Perception towards Consumer Friendliness	43
4.8.4 Perception towards Environmental Friendliness	44
4.8.5 Perception towards Service Quality	46
4.8.6 Perception towards Effective Communication	47

4.9	Problems Affecting the Privatisation	49
4.9.1	Incomplete Data on Sewerage Assets held by LAs	50
4.9.2	Legal Title of Treatment Plants held by Developers	50
4.9.3	Lack of Experience Manpower	51
4.9.4	Lack of Acceptance on the Tariff Formula	51
4.9.5	Non-Payment of Sewerage Bills	52
4.9.6	Lack of Understanding by the Public	52
4.10	Challenges Ahead	52
4.10.1	Future Quality Standards	53
4.10.2	Lack of Regulated Sewerage Standards	53
4.10.3	Technological Advancement	54
4.10.4	Research and Development	54
4.11	Proposed Measures	54
5.	CONCLUSION	58
	REFERENCES AND BIBLIOGRAPHY	59
	APPENDICES	62