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PRESS RELEASE

EFFICIENT WORKFORCE SUSTAINED GOOD WATER SUPPLY SERVICES IN PENANG FOR 20 YEARS

- **PBAPP sustained 100.0% urban and 99.8% rural supply coverage in 2018 with an efficient employee to consumer ratio and no outsourcing of key water supply engineering functions.**

PENANG, Friday, 26.7.2019: Workforce efficiency and no outsourcing of key water supply engineering operations are key factors that have sustained good water supply services in Penang over the past 20 years.

PBA Holdings Bhd and Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) CEO Dato' Ir. Jaseni Maidinsa said PBAPP was corporatised in 1999.

“Things have changed significantly in 20 years. Firstly, Penang’s water consumption has increased by 56.7%, from 536 million litres per day (MLD) to 840 MLD in the period 1999 to 2018.

“Secondly, our customer base, in terms of registered water consumers in Penang, has increased by 82.0%, from 338,523 consumers in 1999 to 616,082 consumers in 2018,” he said.

Dato Ir. Jaseni said PBAPP employed 999 personnel to serve 338,523 registered water consumers in 1999; and 1,374 personnel to serve 616,082 consumers in 2018.

“In 1999, our employee to consumer ratio was 1 : 339. In 2018, we achieved an employee to consumer ratio of 1 : 448. This ratio reflects improved workforce efficiency. It is one of the key indicators of PBAPP’s overall efficiency as a water supply operator,” he said during the company’s “Long Service Awards Dinner 2019” at the Hotel Wembley St. Giles Penang here yesterday.



Penang Chief Minister YAB Tuan Chow Kon Yeow was the guest-of honour at the event, during which he presented a total of RM104,000 in bank savings certificates and long service awards to 47 PBAPP personnel who had served for between 25 years, 30 years and 35 years in PBAPP and its predecessor, Pihak Berkuasa Air (PBA).

One of the best in Malaysia

Dato' Ir. Jaseni said PBAPP's 1 : 448 employee to consumer efficiency ratio was one of the best in Malaysia.

"When we compare workforce efficiency, we must consider two factors: out-sourcing and operational results.

"Some water operators reported high ratios in 2017, but they had out-sourced water production or other operations. Meanwhile, other operators are under-staffed because water supply coverage in their states is below the national average of 97.2% in urban areas and 93.9% in rural areas," he said.

Full commitment towards good public service

Dato' Ir. Jaseni said PBAPP's water supply coverage was 100.0% in urban areas and 99.8% in rural areas, 24/7, in 2018. He added that PBAPP achieved this result by not out-sourcing key water engineering operations.

"PBAPP is responsible for water supply in Penang, on a 24/7 basis. We serve 1.77 million people, as well as thousands of businesses in this state that contributed RM89.3 billion to the national GDP in 2017*.

"Our daily top priority is continuous supply of potable water with no water rationing. As such, we do not out-source any water supply engineering operations that may compromise this priority," he said.

Instead of outsourcing, he said, PBAPP trained its personnel to do their jobs competently and to prioritise continuous good water supply in Penang above everything else.



“Not everyone can take up a job in PBAPP and excel immediately. For a start, one must have the right qualifications and knowledge. A proper public service mindset, specific water supply engineering expertise and experience gained through the years are equally important,” Dato’ Ir. Jaseni said.

“There are many reasons to acknowledge and respect the contributions of long-serving personnel.

“They make daily tasks look easy, due to their expertise and experience. They share knowledge and insights with newcomers. They lead in teamwork. They know the right things to do during an emergency or crisis scenario. Most importantly, they are loyal to PBAPP and Penang,” he added.

* Source: Department of Statistics Malaysia, calculated at Penang’s 6.6% share of the Malaysian GDP of RM1,353.4 billion (at current prices) for 2017.

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