



The Role of SERVICOM in Nigerian Universities

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Nodal Officer

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Role of SERVICOM in Universities



AGENDA

QUOTES

THE GENESIS OF SERVICOM

ROLE OF SERVICOM IN UNIVERSITIES

WHERE ARE WE? &
WHERE ARE WE GOING?

CONCLUSION & RECOMMENDATION



QUOTES ...



Olusegun Obasanjo
March, 2004

“Public offices are the shopping floor for government business. Regrettably, Nigerians have for too long been feeling short-changed by the quality of service delivery by which decision are not made without outside influence and files do not move without being pushed with inducements. Our public offices have for too long been the showcases for the combined evils of inefficiency and corruption, whilst being impediments to effective implementation of government policies. Nigerians deserve better. And we will ensure they get what is better”.



DELIVERY SYSTEM

“ I have always been a strong believer in the need to promote good governance. That is why I have vigorously pursued efforts to improve the public service delivery system to make it more efficient, transparent and accountable. ”



Dato' Seri Abdullah Ahmad Badawi at the opening of the Regional Anti-Corruption Conference for Asia and the Pacific, 3rd December, 2003.





**“Good is the
Enemy of
Great”**

Jim Collins



"Good vs. Great"

Makes distinctive impact on the communities it touches

Need to build a culture of discipline

Disciplined People, Disciplined Thought and Disciplined Action

Achieves lasting endurance beyond any leader, idea or setback

Delivery of superior performance relative to its mission





**I am the
greatest, I
said that
even before I
knew I was**



Role of SERVICOM in Universities





Prof. A. A. Zuru
FSESN, FCSN, FICCON



“It is my pleasure to welcome you to Usmanu Dnafodiyo University, Sokoto, a University Known for its peaceful environment and academic excellence. You applied to come here because you wanted to have the best in both character development and learning. I therefore, assure you that the Management and staff of this University are committed to helping you achieve your objectives. However, nothing can be achieved in the absence of peace. Without peace, the environment will not be conducive for learning; which you are primarily here for. I, therefore, trust that you will be disciplined and of good behaviour; attributes which students of the University are known for... “



THE GENESIS OF SERVICOM

June, 2003

President Obasanjo observed and declared:

“Nigerians have for too long been feeling short-changed by the quality of public service. Our public offices have for too long been showcases for the combined evils of inefficiency and corruption, whilst being impediments to effective implementation of government policies. Nigerians deserved better. We will ensure they get what is better”.

December, 2003

Experts were commissioned to conduct diagnostic survey of service delivery and recommend a roadmap.

February, 2004

Publication of Report: Service Delivery in Nigeria: A Roadmap.

Conclusion & Recommendations:

- **Services are not serving people; they are inaccessible, poor in quality and indifferent to customer needs**
- **Public confidence is poor and institutional arrangements are confusing and wasteful**
- **A far-reaching transformation of Nigerian society through a Service Delivery Programme as a step in the process of moving to a government that is more in touch with the people**

February, 2004

Publication of Report: Service Delivery in Nigeria: A Roadmap.

The Service Delivery Programme should:

- **Create 'citizens' and 'customers' demand;**
- **Instill higher expectations of public services;**
- **Communicate service entitlements and rights;**
- **Publish information about performance;**
- **Redesign the services around customer requirements;**
- **Success of the Programme will require committed leadership from the top;**
- **Government should demonstrate leadership commitment with a public declaration about Service Delivery.**

March, 2004

Special Presidential Retreat:

Deliberated on the report (*Service Delivery in Nigeria: A Roadmap*) and ended with the conclusion of entering into a “Service Compact With All Nigerians”.

March, 2004

SERVICOM was Born:

“The President and Ministers entered into a Service Compact with all Nigerians by declaring:

“We dedicated ourselves to providing the basic services to which citizens are entitled, timely, fairly, honestly, effectively and transparently”.

July, 2004

All MDAs were mandated to prepare and publish SERVICOM Charters whose provisions will include:

- **Quality services designed around customers' requirements**
- **List of fees payable and prohibit illegal demands**
- **Commitment to provision of services within realistic time-frames**
- **Specify officials to whom complaints may be addressed**
- **Publish these details in conspicuous places accessible to the public;**
- **Conduct and publish surveys of customer satisfaction**

March, 2005

**The SGF in a Circular
(SGF.19/S.48/C.2/283) directed all
MDAs to establish a SERVICOM Unit
to be headed by a Deputy Director
who is to serve as the Nodal Officer
and the Head of the Unit.**

August, 2012

President signed Performance Contract with all the Ministers in his cabinet with the objective of enhancing performance, transparency and accountability in governance

September , 2012

Performance Contract with Heads of Parastatals and Directors in the Federal Ministry of Education was signed

March, 2017

**1st National Policy Dialogue on
Strategies for improving Service
Delivery in PACCC was held from
27-28 March, 2017**

Observed

- **Diminishing commitment to provide adequate resources for SERVICOM operations**
- **Lack of effective Performance Measurement Mechanisms to assess the elements of service delivery of PACC**
- **Lack of understanding of the ideals of SERVICOM resulting in negative perception and apathy to the Initiative**
- **Pervasive bureaucratic and administrative constraints undermine the delivery of effective service**

Recommendations

- **Re-affirmation of Service Compact by the FG, so as to convey the political will and commitment to the SDI**
- **MDAs should imbibe SERVICOM Principles in the pursuit of their mandate**
- **SERVICOM principles should be incorporated into School Curriculum as part of Civic Education at all levels**

Recommendations

- **Institutionalization of effective performance measurement mechanism to assess the elements of service delivery in the public service**
- **Instituting a reward based system for both the institution and individual as a motivating tool to enhance efficient service delivery**
- **Deployment of ICT tools to enhance service delivery processes and systems**

ROLES OF SERVICOM

What is SERVICOM?



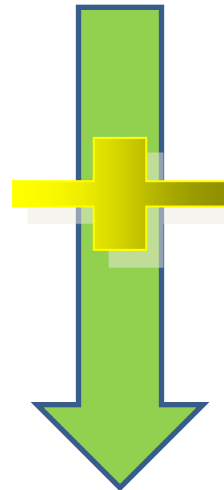
Role of SERVICOM in Universities



SERVICOM

Service

Compact



Acronym

SERVICOM



Role of SERVICOM in Universities

SERVICOM

SERVICOM is an acronym derived from the words SERVICE COMPACT. Compact is a formal agreement between two or more people. In this case SERVICOM is a Service Compact (Agreement) between the Federal Government including all its organs and the Nigerian people.

CustomerNg

SERVICOM

Responsibility

Service
Excellence

- ❑ Coordinates formulation and operation of Service Charters & Service Improvement Plans

- ❑ Monitors and reports progress and performance under SERVICOM obligations using SERVICOM Index

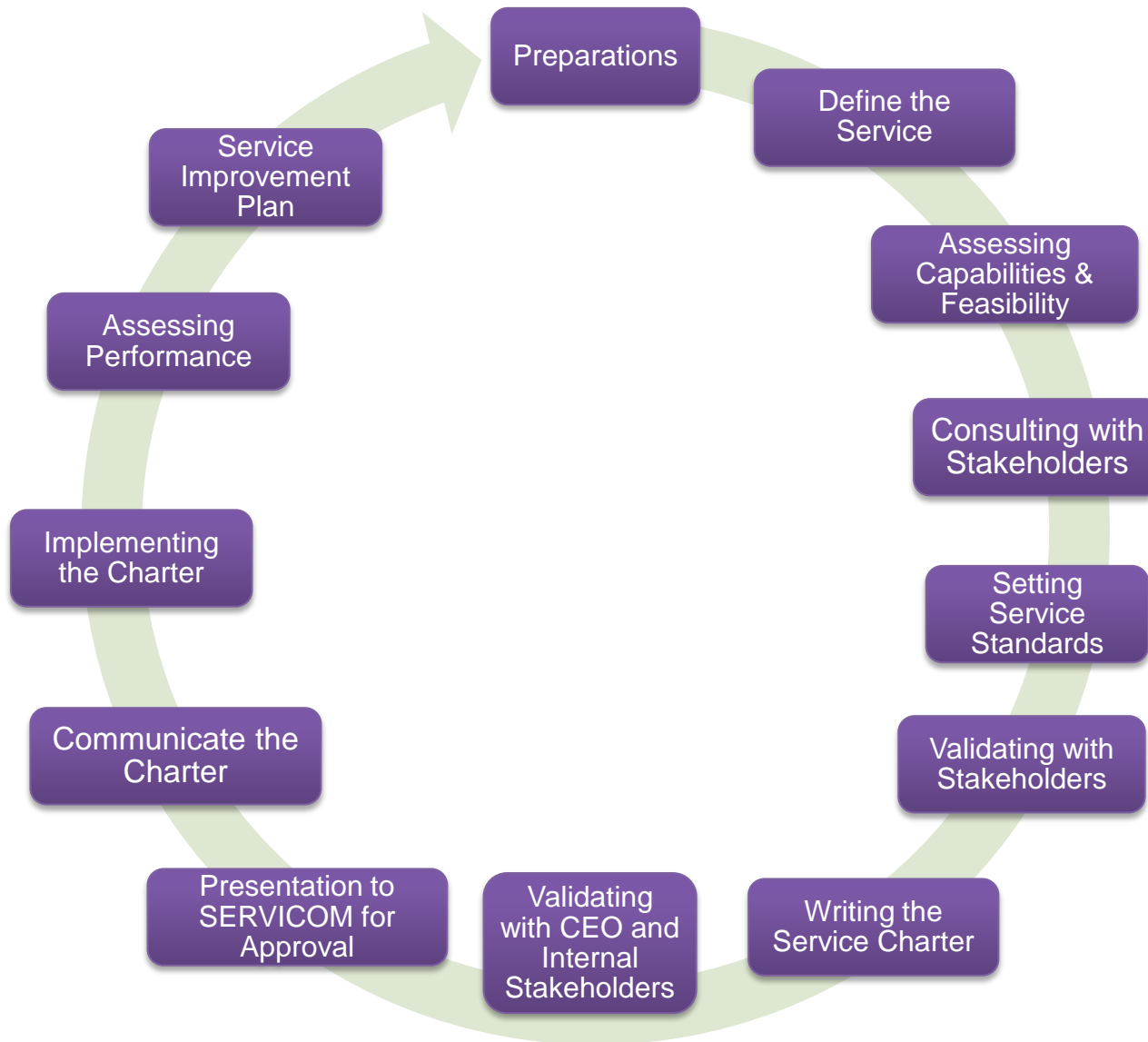
- ❑ Carries out surveys of services and customer satisfaction

Continuous Improvement

Content of Service Charter

1. Vision, Mission & Priorities of University
2. Services provided by the University
3. Rights & Responsibilities of Customers and Conditions for Accessing Services
4. Standards of Service with respect to time, quality, courtesy, responsiveness etc.
5. Complaints handling and redress procedures
6. How customers can contact the university, get further information, clarification or enquiries
7. Any relevant legislation, policy or guidance which underpin the university's mandates, functions and customer relationship management approach

Charter Development Steps

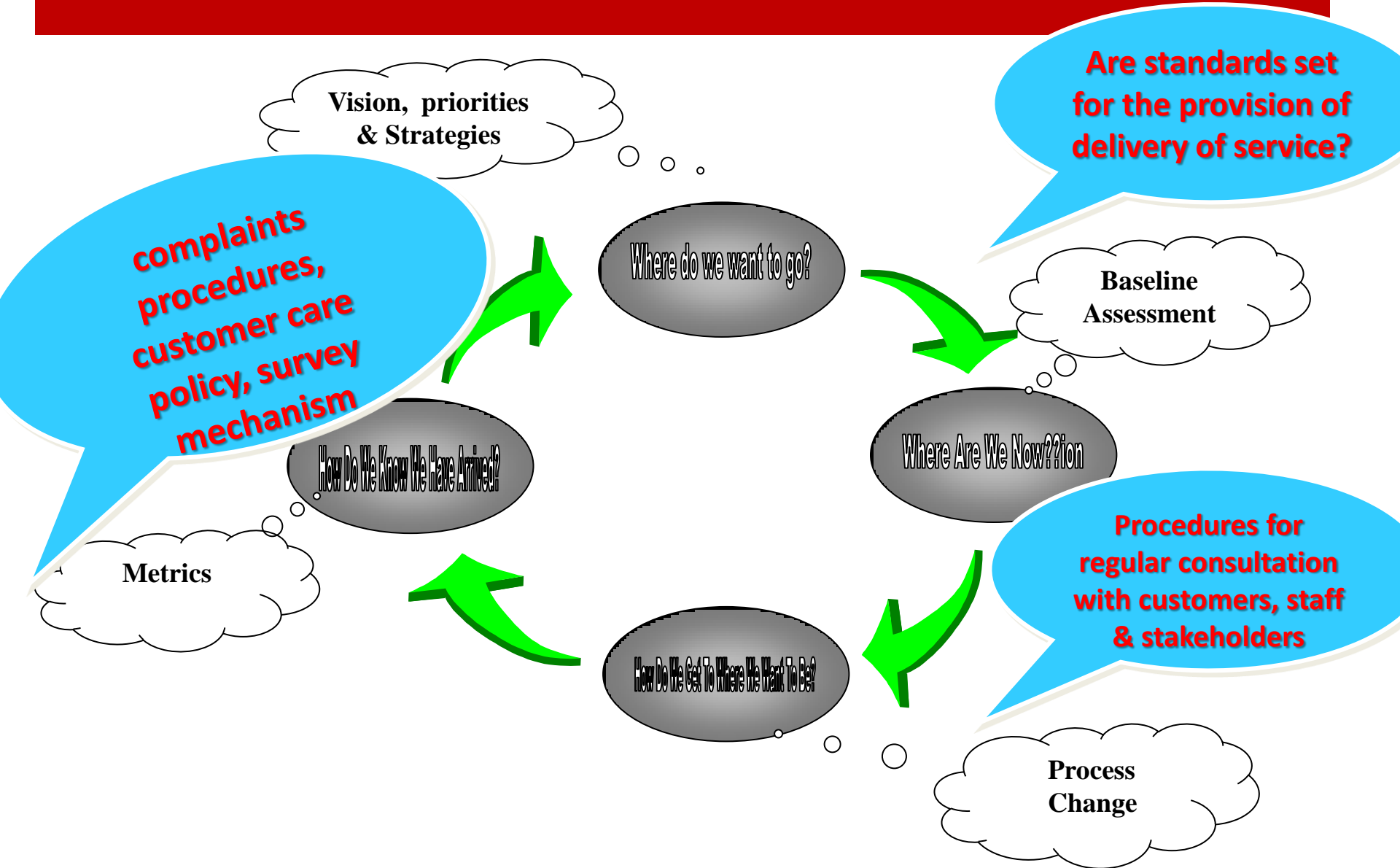


Service Improvement Plan

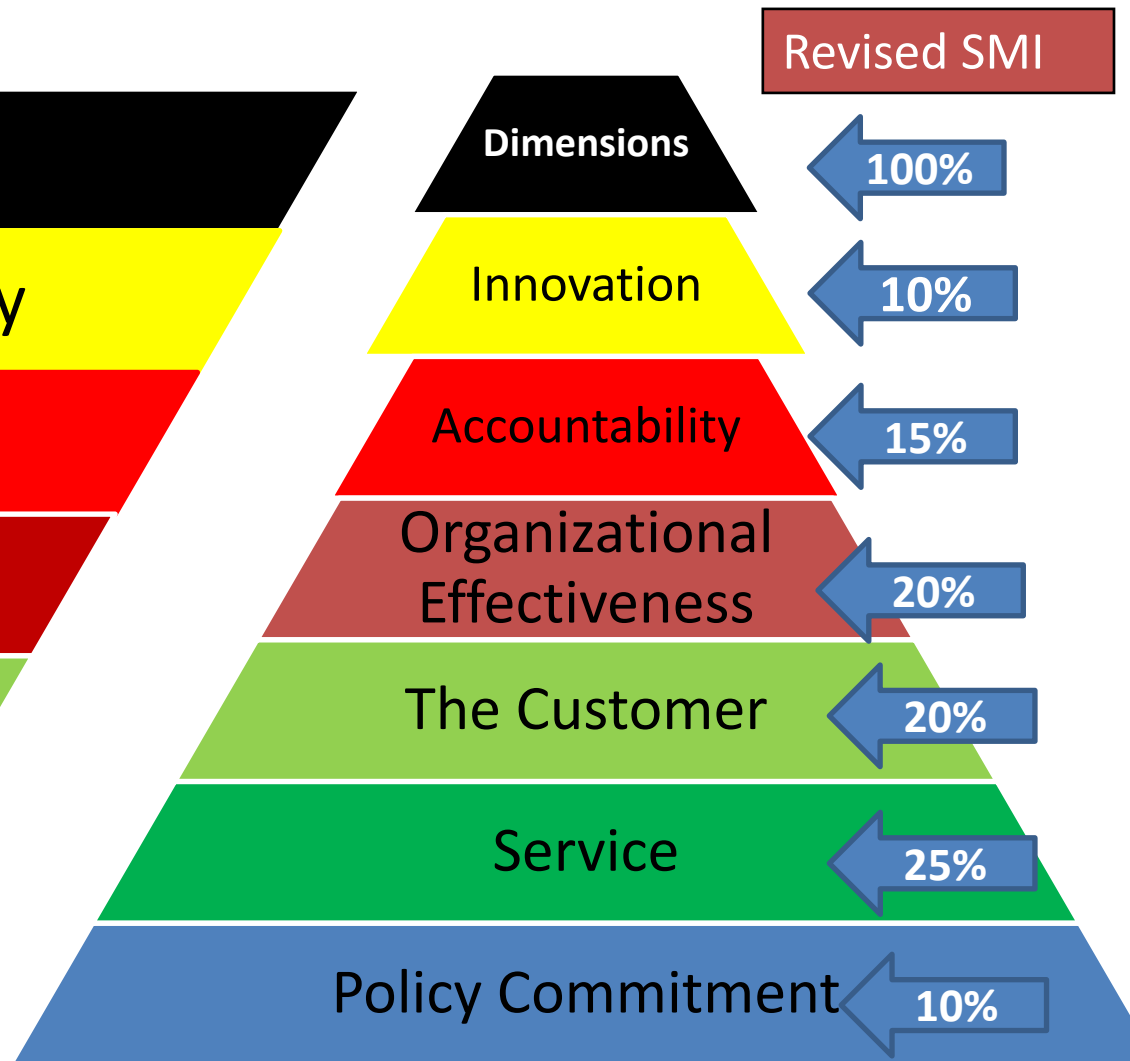
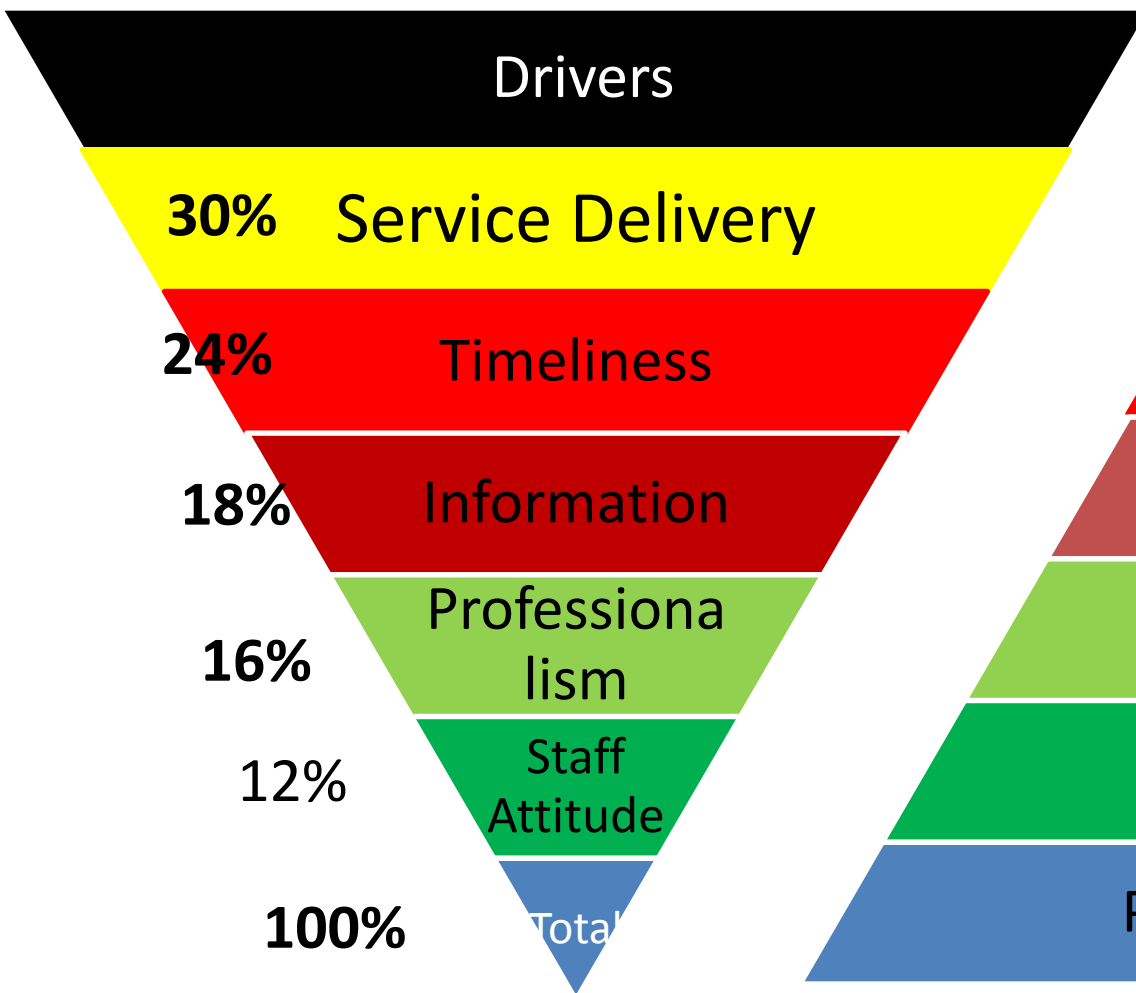
SIP contains the details of all activities to be carried out, by indicating time and resources required in order to achieve new levels of performance and progress in line with the mission and vision of the organization.

- The SERVICOM Story

Service Improvement Plan



SERVICOM Index



Role of SERVICOM in Universities



Policy Commitment (10%)

Mandates, Service Charter, Policy Documents, Budgetary Allocation & Releases

The Service (25%)

Service Offer, Service Standards, Service Experience, Staff Attitude, Reward & Measurement System, Staff Orientation and Staff Relationship

Customer/Beneficiary (20%)

Perceived Quality, Perceived Value and Expectations

Operational Effectiveness (20%)

Structures & Position, Processes, Management Style, and Partnership & Collaboration

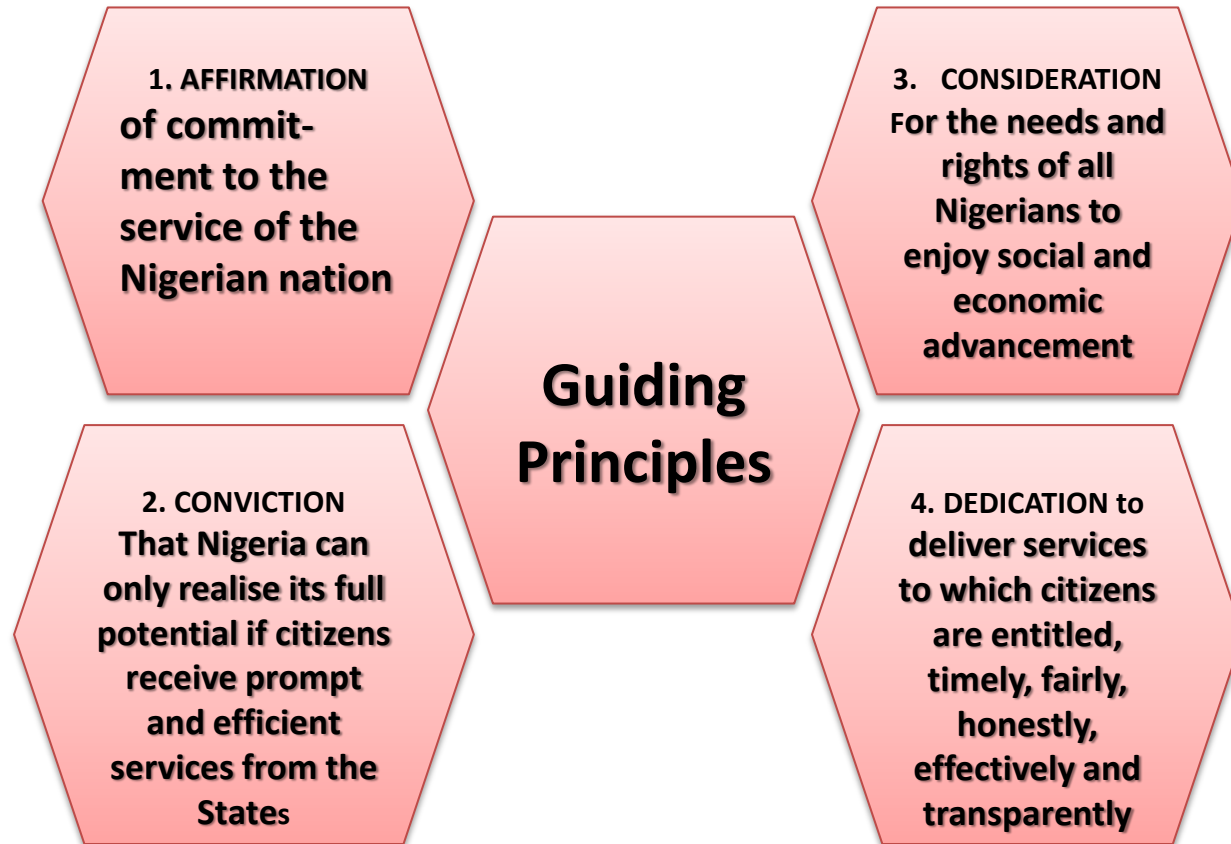
Accountability (15%)

Staff Awareness Action and Reporting & Dissemination

Innovation (10%)

Readiness for change, employees' capability upgrade and lesson learning

SERVICOM PRINCIPLES OF CITIZEN FOCUS SERVICE DELIVERY



Role of SERVICOM in Universities



Role of SERVICOM in Unuversities



First Thing First

Compliance with FG's Directive

- ☐ **To produce Vision & Mission Statements which should include commitment to a programme of service improvement**
- ☐ **Service Charter: to inform the citizens what services to expect, how to expect it, and clear process how to seek redress when services fail to deliver their expectations**
- ☐ **Establishment of SERVICOM Unit to coordinate, operationalize, and sustain the FGN Service Delivery Initiative**

First Thing First

Compliance with FG's Directive

☐ Establishment of SERVICOM Unit

☐ Staff compliment:

- ✓ Focal Officer

- ✓ Charter Desk Officer

- ✓ Customer Care/Complaints Desk Officer

- ✓ Service Improvement Desk Officer

- ✓ Other Support Staff

- ☐ Equipping the Unit (furniture, computer, dedicated telephone line, utility vehicle where possible, etc.)

In addition

Establishment of:

- **SERVICOM Committee made up of University Service Windows: Academic (Dept./Faculty), Registry, Admissions Office, Clinic, Exams & Records, Student Affairs, Security, Hostel, Works, Library, Bursary, Students (Marshals, Brigade) etc.**

In addition

- **Management's commitment and approvals for SERVICOM Unit 's activities:**
 - **Monitoring Service Delivery**
 - **Sensitization of University Community**
 - **Customer Complaints Management**
 - **Attending SERVICOM Training programs and NUC PSC Meetings etc.**

Role of SERVICOM

- Spearheading the University's Service Delivery Initiative
- Formulating, Implementing and Reviewing Service Charter with input from the stakeholders and approval by Management
- Developing Service Improvement Plan (SIP) for Service Excellence and raising the level of customer satisfaction

Role of SERVICOM (contd.)

- Developing Customer Care Policy to guide and improve Staff-Customer Relationship and Management in the service delivery process
- Sensitization of stakeholders
- Performance Monitoring and Reporting
- Developing Complaints handling Procedures
- Identifying and diagnosing Service Delivery Failures

Role of SERVICOM (contd.)

- Monitoring Academic & Non-academic activities at various Service Windows for efficiency in line with Service Charter:

Assessing the conduct of :

- Lectures
- Examinations (invigilation, prompt marking, submission of results & malpractices)
- Inspection of classrooms, lecture rooms/theatres, studios, workshops, labs, hostel and impromptu checks on punctuality and lateness to work
- Participation at Post-UMTE screening exercises, Matriculation Ceremonies, Fresh Students Orientation, Environmental Sanitation (Keep Campus Clean) etc.

Challenges in Service Delivery

- Grade Sorting
- Changes in Exam schedules/adhering to exam timetable
- Examination Malpractice
- Missing Results
- Application and Collection of transcripts
- Erratic water and electricity supplies on campus
- Monitoring compliance to service delivery standards



WHERE ARE WE?

Where Are We Now?



University's Customers

- Students (U & P / F & P)
- Staff (Teaching & Non-Teaching) Including Adjunct & Sabbatical
- Consultants & Contractors (Works & Services)
- Institutions (Partnership & Collaboration)
- Users of University Farm, Lab, Properties, Consultancy, Clinic, etc.
- Immediate Communities

Where Are We Now?

Assessing Current State of Service Provision & Delivery

- **Teaching & Learning**
 - Academic Programmes, Staff, Facilities, Admissions, Registration, Teaching, Exams, Marking, Results, Certificates etc.
- **Research**
 - Staff, Facilities, Collaboration, partnership, disseminating output to end users
- **Community Service**
 - Extension Services, Small & Medium Scale business on Campus, Clinic etc.

Assessing Current Service Quality

- **Works Services**
 - Maintenance of infrastructure etc.
- **Municipal Services**
 - Electricity, Water, Waste Disposal etc.
- **Environment**
 - Conducive for learning
- **Administration**
 - Implementation of Council decisions etc.
- **Student Affairs**
 - Regulation and monitoring of student activities, provision of accommodation, sporting facilities, etc.

Where Do We Want to Be?

Defining Service Goals

**UDUS: Vision
& Mission**

- **Research Excellence**
 - World Class University
 - Best Context for Excellent Teaching
 - Staff Commitment to First-Class Teaching & Knowledge Discovery
- **Learning Experience**
 - Educating the very best students
 - Offering a global learning experience
- **Internationalization**
 - Research that addresses global human concerns and social problems
 - Attracting dedicated staff and top students from around the world
- **Environment**
 - Well managed buildings, equipment and communication networks
 - Improving quality of life for staff and students

Where Do We Want to Be?

Defining Service Goals

- **UDUS Vision**

“To be a Centre of Excellence in terms of Teaching, Research and Community service in all fields of human endeavor i.e. Arts, Humanities, Pure and Applied Sciences”

- **UDUS Mission**

“To provide quality teaching, research and community service to deserving persons and communities, under the most peaceful atmosphere and in line with the national policy on education, irrespective of social class, gender, race, nationality and religion, and to ensure that at all times it services as a centre for pursuit of research and academic excellence”

How Will We Get There?

Action Planning

- **Objective**
- **Tasks or actions to take**
- **Who does what**
- **What risks are involved**
- **What resources will be required**
- **The timeline**

How Will We Know We Are getting There?

Measuring Service Quality

- **Mechanism for monitoring performance and progress**
- **What will be reported**
- **When information will be reported and how frequently**
- **Who will report to whom**
- **Who will take action if there is insufficient progress**

**Internal
Performance
Evaluation**

Measuring Service Quality

Internal University Performance Evaluation

- **The Best Rated Faculty & Units**
- **Evaluation of Graduates**
- **Lectures/Lecturers Assessment**
- **Final Year Evaluation of Students**
- **Conduct of Student Survey Exercise**
- **Survey on Service Delivery**
- **Customer Satisfaction Survey**

CONCLUSION & RECOMMENDATION

Conclusion

- **SERVICOM Unit is the engine for service delivery in University.**
- **Customer satisfaction is the overriding consideration of the Unit.**
- **The Unit is charged with complete monitoring of how services are delivered to the satisfaction of the University customers.**

RECOMMENDATIONS

- **The University Management should imbibe the culture of carrot and stick approach to improve service delivery in the University**
- **The SERVICOM Unit should be empowered for utmost performance**
- **Management should give maximum support for SERVICOM Activities**
- **University community should be encouraged to report cases of service failures through the use of available complaint/suggestion boxes and other avenues.**

■ ■ ■

Thank you!

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