

TITLE: EMPOWERING A NATION WITH QUALITY PUBLIC SERVICES: UNVEILING SERVICOM'S ENDEAVORS IN REVOLUTIONIZING CITIZENS SATISFACTION AND SUSTAINABLE DEVELOPMENT

BY

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Introduction

- The primary purpose of government is to provide citizens with services they cannot provide for themselves. These services come by way of amenities such as pipe borne water, roads, healthcare, education, electricity and every other factor that represents enabling environment that help citizens fulfill their God-given talents.
- The purpose for the existence of any government also extends to maintaining law and order by keeping citizens and their properties safe

...Introduction

- The government fulfils its purpose through its Ministries, Departments and Agencies (MDAs). In other words, the only contact government has with its citizens is through the interactions that happen between citizens and service providers at every service window in MDAs.
- Due to a protracted period of military rule, the quality of these interactions nosedived as there were no standards guiding these interactions and where there were standards, service providers did not adhere to them. This left the citizens shortchanged and disempowered.



...Introduction

- It was this situation that gave birth to the SERVICOM (Office) in 2004 as the outcome of a Three-day Special Presidential Retreat on Service Delivery with the then President His Excellency Olusegun Obasanjo, his Ministers, Special Advisers, Presidential Aides and Chief Executives of major Extra-Ministerial Departments and Parastatals.



Where we began

- The SERVICOM is an initiative of the Federal Government of Nigeria conceived to promote effective and efficient service delivery in MDAs to ensure customer satisfaction and to manage the performance-expectation gap between Government and citizens as well as other members of the public, on issues of service delivery.
- SERVICOM equally empowers the public with the right to demand quality services as contained in MDAs' **Service Charter**, one of its goals is to ensure that service takers understand their rights to public services, the service standards they should expect and how to demand for that service or speak up where it is deficient or lacking.

...Where we began

- SERVICOM is a solemn compact as well as an institutional mechanism conceptualized to fight against service failure by ensuring that organs of government in Nigeria deliver to citizens and other residents in the country, the services to which they are entitled to.
- SERVICOM operates through a network of Ministerial SERVICOM Units (MSUs) established in all MDAs to refocus every institution in the public service towards better service delivery and supports these MSUs to write up Service Charters, establish Complaints Systems at service front-lines as well as develop Service Improvement Plans(SIPs). Service delivery initiatives in MDAs is like a customer service arm of the government where customer satisfaction is paramount.

...Where we began

- The Office was tasked with four key mandates which covers three sets of factors that affect citizens' ability to influence Service Delivery.
- These factors address both sides of service delivery such as: institutional properties of empowerment models, citizen participation, and responses of service providers and public officials.

SERVICOM's mandates for citizens' satisfaction & sustainable development:

- Coordination of MDAs' efforts to develop and implement quality service charters service wide
- Carry out independent surveys on customer satisfaction on public services
- Raise Citizens' and the public's demands for satisfactory service from MDAs
- Build skills of public servants to deliver excellent service by promoting best practice in service delivery

Coordination of MDAs' efforts to develop and implement quality service charters service wide:

- The service charter is a service delivery measurement tool that contains the mandates of MDAs broken down with standards (A promissory note) attached to them. Since services cannot be measured without expectations, the service charters contain standards that tells citizens what to expect from service windows and equally hold MDAs to account if the service falls below expectations.
- Over 200 MDAs nationwide have either formulated and are implanting or reviewing their service charter. This has helped to standardized services rendered in the public sector.

Carry out independent surveys on customer satisfaction on public services:

- we believe that employees don't do what they are asked to do; they do what they are monitored to do.
- It is on this premise that the SERVICOM Office monitors and evaluates the services of MDAs using the SERVICOM Index as approved by the FEC with the following service delivery drivers:

...Carry out independent surveys on customer satisfaction on public services:

- Service Delivery 30%
- Timeliness 24%
- Information 18%
- Professionalism 16%
- Staff Attitude 12%
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- Results of findings are presented to the Management of the MDAs and a copy of the report is forwarded to the Mr. President through the Office of the Secretary to the Government of the Federation for further action. So far, over 288 service delivery windows have been evaluated.

Raise Citizens' and the public's demands for satisfactory service from MDAs:

- As earlier stated, years of military rule impacted on the psychic of both service providers and service takers. While the service providers on one hand see themselves as overlords doing the citizens a favour through service delivery, the service takers walk away from poor services.
- The SERVICOM Office has worked tirelessly to empower citizens with information with which to challenge service failures.
- The Office has reached out to citizens through our Flag- ship Radio programmes such as the SERVICOM Half on Federal Road Safety Radio, SERVICOM Help Desk Programme on the Brekete Family Radio Programme, SERVICOM Citizens Connect, on Police Radio, road shows, community engagements, handbills and a host of other strategies.
- The Office also encourages MDAs to let out information as much as possible to guide against unrealistic expectations from the citizens.

Build skills of public servants to deliver excellent service by promoting best practice in service delivery:

- while empowering the service takers with information to demand for satisfactory service, there is need to also equip the Service - givers to be able to meet the demands of Service- takers.
- The SERVICOM Office through its Institute has trained over 12, 000 public servants for pleasant service givers - service givers service experiences

Conclusion

- We at the SERVICOM Office believe that quality service delivery is possible only when service standards are clearly defined and communicated to all stakeholders in languages they can understand. We also believe that for sustained improvement in service delivery, these service standards have to be constantly reviewed to reflect current realities.
- We are also strong advocates to the fact that Customers are kings, therefore, they deserve to be served right, in a timely, fairly, transparent and efficient manner.
- Finally, service delivery is the business of everybody. So we enjoin you to join us in this advocacy let's make service delivery a subject of national discourse that would galvanize and actualize the vision of quality services rendered to Nigerians.

Thank you