

Award of the SERVICOM Index

Report of

**SERVICOM Compliance Evaluation of
FCT College of Education
Zuba Abuja,**

February, 2019

EXECUTIVE SUMMARY

SUMMARY OF SERVICOM COMPLIANCE EVALUATION OF FCT COLLEGE OF EDUCATION ZUBA

Date of Evaluation:	February 13, 2019
Score:	1.4 out of 4 (35%)
Ranking:	One Star (*) Service
Description:	Poor

Findings

Strengths:

- The College has a youth friendly centre which serves as a recreational facility for students while it doubles as counselling unit for HIV positive and depressed students. This encourages positive deposition of affected students and assures them that the College cares for their well being
- The College has set up college relations committees to have a constant interface with all categories of customers and seek feedback on service improvements
- The Appointment procedures such as lecture timetables, registration dates, etc. are clearly detailed at all service outlets and known to most students/stakeholders of to the College. This keeps them properly informed of all the college activities
- Full range of services are provided in the college and services are provided throughout the advertised time and enables easy access to the college services
- The college publishes information on the full range of services provided through the use of circulars, magazines and bulletins for the public to be well informed on updates and activities of the college
- Staff are attentive and seen and perceived to provide a prompt service. This enhances trust, makes the students comfortable and enhances learning

Weaknesses:

- The conveniences of the FCT COE Zuba are in a filthy and unhygienic state which exposes users to infections and other contagious diseases
- There is no system in place to monitor waiting times e.g. in Academics no attendance register to monitor lecturers' attendance to lectures in all the regular courses of the college.
- Customer satisfaction surveys (e.g. comment cards, group discussions) are not carried out to test and determine the quality of services delivered to all customer groups by the College. This gives students the impression that their views do not count in service delivery decisions that are not important to the institution.
- The accommodation facilities for students in the College are inadequate especially the female hostel and as such, most are forced to stay off campus and are exposed to security risks and molestation

- The details of Focal Officer /Complaints Desk Officer including his details of name, room number and telephone number is not displayed for benefit of all service takers
- There are no special needs provision for physically challenged customers in the temporary site (e.g. brails for the blind, ramps aside stair cases) which generally limits their access to services provided by the College.
- The college is yet to develop a service charter to inform the public on quality of services, standards set and up to date information on services provided
- Students and staff not clearly identifiable to ensure that the miscreants who parade the college do not blend in and are easily picked out from the crowd
- Poor security situation around the campus especially at the back gate due to the broken down fence which keeps collapsing after several attempts to repair it. This gives thieves and miscreants easy access into the college
- Public address system lacking in lecture theatres. This makes it difficult for lecturers to communicate and students to understand what is being taught
- Teachers and students are learning under very difficult conditions with facilities such as seats, classrooms, offices, hostels lacking

Recommendations:

- The College should keep its conveniences hygienically clean by ensuring that there is better supervision of the outsourced consultancy services and cleaners given cleaning agents to wash with disinfectant regularly (e.g. three to four times in a day) and monitor the toilet usage. More toilets should be constructed for students/stakeholders use
- A system should be put in place to monitor the waiting time standards of accessing every service of the College. For e.g. A log in system that records time duration of accessing services exactly as this will serve as a means of improving performance targets and invariably service improvement
- Customer satisfaction surveys should be carried out regularly to test and determine the quality of services such as lectures registration and admission procedures etc. delivered to students. This will encourage feedbacks and comments from service takers and serve as free consultation for service improvement
- Well-equipped hostels should be built on the permanent site to accommodate more students with fewer number of students should be allocated per room for better hygiene and comfort of the students. This will afford a more conducive atmosphere for better learning and academic excellence.
- Full details of persons in charge of customer service and complaints such as name, telephone number, e-mail address and office number of all SERVICOM representatives/officers of the various departments of the College should be displayed at all service outlets for customers to know whom to lodge complaints to in case of service failure
- Consideration should be given to the physically challenged customers of the Institution by making available facilities like wheel chairs at the College Clinics, ramps aside stair cases, braille for the blind, assigning ground floor accommodation to them etc. to assist them have improved access to the services of the College.
- The college has to develop a service charter to inform the public on quality of services, standards set and up to date information on services provided

- Students and staff need to be clearly identifiable. This will ensure that the miscreants who parade the College do not blend in and are easily picked out from the crowd to reduce the poor level of security currently experienced in the college
- The broken down fence should be reinforced with wire mesh and concrete. The flowing water should also be properly channelled to avoid weakening the structure. This will enable proper monitoring of those who access the college
- Public address systems need to be provided in all lecture theatres. This will enhance good communication and learning
- The FCT Education secretariat should facilitate the movement of the college to the Permanent site as this will help solve most of the challenges experienced at the temporary site such as availability of seats, classrooms, offices, hostels etc.

Conclusion

The SERVICOM Index Score awarded to the FCT College of Education Zuba is **1.4 out of 4 (35%)** which represents **One star service** and indicates **'Poor' service**. Although this is far from praiseworthy, it is our belief that the FCT COE Zuba would aim at continuous improvement on the quality of service delivered to its customers if the recommendations contained in this report are faithfully implemented . the citizens

MAIN REPORT

1.0 Introduction

This is a report on the findings of a SERVICOM Compliance Evaluation of FCT College of Education Zuba. Compliance has been measured against the SERVICOM Index, a yardstick for measuring the quality of service as delivered by Government through its various Ministries, Departments and Agencies (MDAs).

The SERVICOM Index is predicated on the facts that:

- The ultimate purpose of governance is to serve citizens
- Citizens have the right to be served right
- Service is well delivered only when citizens are satisfied; and
- The Federal Government is committed to the provisions of SERVICOM (Service Compact with All Nigerians) as a programme to improve service delivery throughout the country

Customer satisfaction is the overriding consideration of service delivery. Extensive research, consultations and surveys have shown that customer satisfaction is broadly driven by several drivers, listed below. FCT College of Education Zuba, has been evaluated for each of these drivers through customer interviews, discussions with staff, discussions with partners, review of key documents and observations. The Index score for FCT College of Education Zuba has been calculated as a weighted average of the scores evaluated for each driver.

The weight of importance attached to each driver is as follows:

- Service Delivery – 30%
- Timeliness – 24%
- Information – 18%
- Professionalism – 16%
- Staff Attitude – 12%

2.0 Acknowledgement

We acknowledge the co-operation of the following for their contributions in the course of the evaluation exercise.

1. Mallam Adamu Adamu Honourable Minister, Federal Ministry of Education
2. Anthony Gozie Onwuk Hon. Minister of State, Federal Ministry of Education
3. Arch. Sunday Echono Permanent Secretary Federal Ministry of Education
4. Prof. Bappa-Aliyu Muhammadu Executive Secretary NCCE
5. Dr. Abubakar Yahuza Nodal Officer , NCCE
6. Dr. Mohammed Gambo Hamza Provost, FCT COE Zuba ,Abuja
7. Mr. Barnabas Ganko Deputy Provost, FCT COE Zuba, Abuja
8. Dr. (Mrs.) Grace N. Tyoden Register, FCT COE Zuba, Abuja

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| 9. | Isa Yahaya | Deputy Registrar / Focal Officer |
| 10. | Usman Baba Yakubu | Bursar, FCT COE Zuba, Abuja |
| 11. | Yakubu A. Mohammed | Ag. Librarian, FCT COE Zuba, Abuja |
| 12. | Ramatu Musa Jijitar | Director Information, FCT COE Zuba, Abuja |

3.0 Terms of Reference

The FCT College of Education Zuba was selected for evaluation following a Presidential directive that all Government, Ministries, Departments and Agencies be evaluated for SERVICOM Compliance.

The Mandate of SERVICOM Compliance Evaluation team is to identify those areas or actions that can bring immediate or urgent improvement in services to citizens.

4.0 Methodology

(Background of FCT College of Education Zuba Abuja)

In 1996, the Minister of FCT set up a Committee with members drawn from the Department of Education FCDA to work out modalities for the establishment of a College of Education. The recommendation submitted by the committee gave birth to the FCT College of Education which was temporarily sited at the defunct Teachers College Zuba.

The College was established to provide qualitative teacher education geared towards meeting the present challenges facing the Nigerian educational system especially in the area of training teachers in the Science and Nigerian Languages to teach at the Primary Schools. A Deputy Director Mr. B.L. Banda from the Education Department FCDA was appointed the 1st Provost of the College. Also the Principal of the defunct Teachers' College Alhaji A.G. Zakari was appointed the Registrar of the College while other staff of both administration and academic was drawn from Secondary Schools within FCT to constitute the pioneer teachers and administrative staff of the College.

The College was however, closed down in May 2000, due to the need for reorganization and restructuring in order to ensure effectiveness in the academics administration. Consequently, in April 2001 it was reopened with more high-level manpower and material resources were put in place.

A Deputy Director in the Education Department of MFCT in charge of Schools and Higher Education, Dr. Umma Abdulwahid was appointed as Provost of the College and Alhaji Kabiru Isa another Deputy Director was appointed as Registrar. Currently, the Provost of FCT College of Education Zuba is Dr. Mohammed Gambo Hamza and Mrs. Grace Tyoden the College Registrar.

The FCT College of Education Zuba provides services to its customers through the following schools:

- a. School of Education
- b. School of Arts and Social Sciences
- c. School of Languages
- d. School of Sciences
- e. School of Vocational and Technical Education

FCT College of Education Zuba is responsible for the following services amongst other:

- a. Teaching
- b. Research
- c. Community Service

The service windows of FCT College of Education Zuba vary significantly. To get a good representation we considered that we should inspect service windows that vary in :

1. Size (large or small)
2. Volume of customers (high or low)
3. Range of services Provided (full ranfe of service or limited range of services)

Therefore, the following service windows (Departments) were selected for evaluation:

1. Academics
 - Teaching Practice Department
 - Early Child Hood
 - Elementary education Department
 - Basic School
 - Graduate Programme in Education
2. Exams and Records
3. Registrar's Office
4. Hostel Accommodation
5. Library
6. Admission and Records
7. Clinic

The SERVICOM team for this evaluation consisted of Three (3) SERVICOM Officers, Focal Officer FCT COE Zuba, MSU staff of the Federal Ministry of Education and NCCE as observers.

Evidence was gathered at the service windows through students' interviews, discussions with staff, discussions with partners, review of key documents and general observations.

Given the peculiar nature of the services provided by the FCT College of Education Zuba, it was also important to evaluate further evidence by observation, administering of questionnaires and conducting interviews with staff, students and partners including private security, host community. The website of SERVICOM Office: www.servicom.gov.ng and the website of the college: www.fctcoezuba.edu.ng were also used for the research.

Key documents reviewed include:

- Student Handbook
- School Handbook
- FCT College of Education (Zuba) Newsletters
- Minutes of meeting
- School Circulars
- Financial Report

5.0 Findings

The findings presented in this section comprise of an Index score, observations on the quality of service delivery found at the FCT College of Education Zuba.

5.1 Charter Evaluation

The FCT College of Education Zuba has no existing service charter

5.2 Recommendation

FCT COE Zuba should develop a Service Charter in line with SERVICOM standard below:

- Introduction/Background
- Vision
- Mission
- Services Rendered
- List of Customers (Inter, Intra and Public)
- Performance Target/Customers Expectations
- Obligations of Customers
- Compliant/Grievance Redress Mechanism
- Stakeholders Participation in Service Provision
- Special Needs Provision
- Existing Limitations

5.3 Index Score

The table below summarises the result of evaluation of FCT COE Zuba. Based on the evaluation, we have calculated a score for The FCT College of Education Zuba.

The overall Index score for FCT College of Education Zuba is **1.4 out of 4 (35%)**

Description: Poor

	Score for FCT College of Education Zuba,
Overall Index score	1.4
Service Delivery	1.4
1 - Standards & practices / performance	1.5
2 - Reception experience	1.6
3 - Complaints & grievance redress	1.1
Timeliness	1.7

1–Standards & practice/performance	1.2
2 – Customer friendliness	2.2
Information	1.3
1 – Information	1.7
2 - Customer feedback	0.9
Professionalism	1.3
1 – Transparency	1.1
2 – Efficiency	2.5
Staff Attitude	1.3

* Scores are rounded to one (1) decimal place

5.4 Key Findings

The following observations have been made on the quality of service delivery provided by the FCT College of Education Zuba which we feel need to be addressed as a matter of urgency

5.4.1 Service Delivery

- The accommodation facilities on the temporary site for students in the College were inadequate and not properly maintained. Dirty and blocked toilets, grassy environments were observed by the evaluators
- The conveniences of the FCT College of Education Zuba were in a filthy and unhygienic state which exposes users to infections and other contagious diseases
- Complaint procedure was not in line with the SERVICOM Standards of complain handling and thus, does not guarantee investigation and resolution. This discouraged most students and stakeholders with complains from seeking redress.
- There were no special needs provision for physically challenged customers(e.g. braille for the blind, ramps stair cases) which generally limits their access to services provided by the College

5.4.2 Timeliness

- There was no system in place to monitor waiting times and this resulted in unnecessary delays of customers at service points
- Some staff did not offer explanations for delays or interruptions to service delivery. This caused anxiety and frustrated customers waiting to take services such as lectures and registration processes
- The College did not meet most of its waiting time standards.ie timely release of examination results which reduces the level of efficiency in delivery of services

5.4.3 Information

- There was no systematic consultation with students to capture their views on services provided at all service windows to which they are beneficiaries. For instance, students views were not captured in matters which concern them and do not contribute in designing services of the College
- Customer satisfaction surveys (e.g. comment cards, group discussion) were not carried out to test and determine the quality of services delivered to all customers groups by the College. This gave the customers the impression that their views in relation to service delivery were not important to the institution.
- There was no evidence of the nominated customer care officers collecting and collating feedback and complaints from customers, staff and partners. There were equally no analysis and publication of same. This may discourage further comments, complaints and observations by service takers and stakeholders

5.4.4 Professionalism

- Organizational Charts were not displayed at all service points at the College to enable public know who to see and this could create difficulties for customers accessing services of the institution for the first time
- The details of Complaints Desk officer including his details of name, room number and telephone number was not displayed for benefit of all service takers
- Cost and payment procedures for services attracting fees were not displayed at all service outlets for the benefit of customers
- The FCT College of Education Zuba does not recognise and reward good performance by staff and this discourages them from putting in their best in the discharge of their duties.
- The non-academic staff had not received adequate training to effectively perform their duties as most of them learnt on the job
- Staff (frontline) and students; did not wear name badges for easy identification by external customers and new intakes to know who to approach for specific services. It also gave room for miscreant around the campus to have access and steal from / harass students

5.4.5 Staff Attitude

- FCT College of Education Zuba staff were yet to receive training on customer care and thus lacked the requisite skills to treat customers with sensitivity in line with service delivery principles
- The College lacked sufficient man power in both academic and non-academic category of staff, as such existing staff are over worked which affects their efficiency in the discharge of their duties

6.0 Recommendations

The following recommendations are provided in order to suggest actions that can be taken which could directly lead to improvements in service delivery. In this report, we are unable to comment on general constraints relating to physical or human resources, or structural and systemic issues, which may impinge on effective service delivery of services to the public

6.1 Key Recommendations

6.1.1 Service Delivery

- The FCT College of Education Zuba should put in place adequate directional signs to guide service takers to the various service windows and ensure access to services
- Better equipped hostels should be built to accommodate more students and less number of students should be assign in rooms for better hygiene and comfort of the students. This will afford a more conducive atmosphere for better learning and academic excellence.
- The FCT College of Education Zuba should keep its conveniences hygienically clean by ensuring that it is washed with disinfectants regularly (e.g. three to four times in a day), supervise the cleaning companies and monitor usage by the students
- Consideration should be given to the physically challenged customers of the Institution by making available facilities like wheel chairs at the College Clinics, ramps stair cases, braille for the blind, assigning ground floor accommodation to them etc to assist them have improved access to the services of the College.

6.1.2 Timeliness

- A system should be put in place to monitor the waiting time standards of accessing every service of the College. For e.g. A log in system that records time duration of accessing services as this will serve as a means of improving performance targets and invariably service improvement
- Lectures should be held at the scheduled time for proper time management for the benefit of customers
- Staff of the College should adhere to standards and provide timely service to customers to avoid long queues and inordinate delays (e.g. delays experienced by students when trying to check their results, obtain transcripts, registration etc.) to service delivery

6.1.3 Information

- The FCT College of Education Zuba should reconstitute a student body such as the Student Union Government (SUG) to serve as a means of systematic consultation with students to capture their views on services provided so that service improvement will be tailored towards customers satisfaction
- Customer satisfaction surveys should be carried out regularly to test and determine the quality of services delivered to customers. This will encourage comments from service takers and serve as free consultation for service improvement
- The nominated customer care officers should collect and collate feedback and complaints from customers, staff and partners. It should be analysed and published at the Institution's website, in pamphlets, bulletins, and fliers. Television and radio station programmes for the College as such publications will also help keep students and other stakeholders informed on actions taken by the institution to resolve issues concerning service delivery

6.1.4 Professionalism

- Organizational Charts should be displayed at all service points of the institution so that the hierarchy of the College is known to customers at a glance to enable them know where to go for services as the need arises
- Full details of persons in charge of customer service and complaints such as name, telephone number, e-mail address and office number of all SERVICOM representatives/officers of the various departments and faculties of the College should be displayed at all service outlets for customers to know whom to lodge complaints to in case of service failure
- Cost and payment procedures for services attracting fees should be clearly displayed at all service outlets for the benefit of customers and to ensure transparency. e.g. registration fees, services attracting fees at the College's Clinics etc.
- Appointment procedures should be displayed at all service points to inform service takers of requirements needed to complete appointment transactions
- The College should acknowledge good performance by staff through means like oral or written commendation, rewards as star of the month, incentives, payment of entitlements to staff performing additional duties etc. to encourage them put in their best for optimal output in service delivery
- All staff (especially frontline) and students should wear name badges for easy identification by external customers and new intakes to facilitate service delivery. This will reduce number of miscreants who loiter around campus to steal and victimise students

6.1.5 Staff Attitude

- All staff of the FCT College of Education Zuba should be trained on customer care and complaints handling to better equip them on how to treat customers in line with service delivery principles
- The FCT College of Education Zuba should engage more staff both academic and non-academic and ensure that schedule of duties are evenly shared for improved efficiency in the discharge of their duties

6.2 Additional Recommendations

6.2.1 Service Delivery

- Projects funded by Tertiary Education Trust Fund (TET Fund) should be speedily implemented and completed at the permanent site to enable the college have better facilities and adequate lecture halls. This will lead to improved services and learning, less clashes of timetables and exams etc.

6.2.2 Information

- There is a need for the College to embark on SERVICOM awareness campaign for customers to be aware of their rights to demand for quality service and also right to complain in case of service failure

6.2.3 Professionalism

- The SERVICOM Unit needs more management support to enable it drive the Service Delivery Initiative forward

6.3 Service Improvement Planning

Although the question of how these recommendations might best be implemented is a Management issue for the FCT College of Education Zuba, the SERVICOM Office through the SERVICOM Institute will work with the Management of FCT College of Education Zuba and its SERVICOM Unit to develop and guide the implementation of appropriate Service Improvement Plans.

6.4 Conclusion

The SERVICOM Index Score awarded to the FCT College of Education Zuba is **1.4 out of 4 (35%)** which represents **One star service** and indicates **'Poor' Service**. This is far from praiseworthy. It is our belief that the FCT College of Education Zuba would aim at continuous improvement on the quality of service delivered to its customers if the recommendations contained in this report are faithfully implemented