



Covenant University

Raising a new Generation of Leaders

EFFECTIVENESS IN SERVICE DELIVERY

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A Presentation @ the 2016/2017 Executive Advance

Outline

1. Definitions
2. Attribute of Service
3. Key element of Service delivery
4. Acronym DELIVERY
5. Concluding remarks

Definition

- Effectiveness: The degree to which something is successful in producing a desired result.
- When something is deemed effective, it means it has an intended or expected outcome, or produces a deep, vivid impression

Definition Cont'D

Service Delivery: The act of providing Service to a customer.

Service delivery is a component of business that defines the interaction between providers and clients where the provider offers a service, whether that be information or a task, and the client either finds value or loses value as a result.

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- Good service delivery provides clients with an increase in value.
 - Effectiveness in service delivery implies the degree to which service is provided to achieve the expected result.
 - Vision 10:2022

Attribute of Service

- **Intangible** – No physical presence
- **Irreproducibility** – Not reproduceable
- **Perishability** – It cannot be stored, saved or resold
- **Inseparability** – Supply or production cannot be divorce from consumption
- **Non-delayability** – it cannot be put off to a later time

Elements of Successful Service Delivery

- **Service culture - is built on elements of leadership principles, norms, work habits, vision, mission and values.**
- **Culture is the set of overriding principles with which management controls, maintains and develops the social process that manifests itself as delivery of service and gives value to customers.**



- Once a superior service delivery system and a realistic service concept have been established, it serve as fundamental component for long-term success of a service organization.
- It is the responsibility of management to evolve service culture and to enforce it.
- Why is this important?
- Not everyone has answered the question of purpose – Jh 1:22

- People that know who they are;
- Work with little or no supervision
- They are self motivated
- They are not self –serving
- They deliver their assignment with the knowledge of who.

Fundamental CU Culture

Disciplined Atmosphere for Learning

CU Culture

- ◆ *Improved level of Spirituality*
- ◆ *Improved Punctuality at meetings and Chapel Services*
- ◆ *24 Hours Turnaround of memos*
- ◆ *FSP reinvigorated*

Employee Engagement

- Best designed processes and systems will only be effective if carried out by people with higher engagement.
 - What is your level of engagement?
 - Engagement is a function of quality of personnel and information at their disposal.
- Teaching & Non-Teaching

- Knowledge of Job description/requirement
- Knowledge of the Customer – Internal & External Customer
- Effective communication
- Law of continuous learning



Quality Service – An assessment of how well a delivered service conforms to the client's expectations.

This includes strategies, processes and performance management systems. This is made possible by;

- Continuous evaluation of the processes and evolving a better way to do it
- Keep abreast with the latest technique in the area of service and embrace best practice
- Functional feedback mechanism

Customer Experience – How is the service delivered perceived by the end-user.

Successful service delivery works on the basis that the customer is a part of the creation and delivery of the service and then designs processes built on that philosophy – this is called co-creation.

Expectation For effective service delivery

Current research suggested DELIVERY

D – DEDICATION unwavering commitment

E – Empowered provision of necessary tools to perform

L – Linked – Team Spirit –working together for the mutual benefit of the organization

I – Informed – Knowledgeable of the organisation vision, mission, product, process and procedure.

V – Value – acknowledge their contribution, appreciate effort put in

Cont'd

E – Experienced – Knows the job requirement and deliver with confidence not arrogance.

R – Representative – Act in the best interest of the organization, project positive image of the organization.

Y – ‘Your’ Responsibility – Accept responsibility.

Concluding remarks

- We must understand that service delivery is people oriented.
- In working with people we must work on your interpersonal relationship.



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Thank you For Listening