EFFECTIVENESS IN SERVICE DELIVERY

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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.
• 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

• Perisahibility – It cannot be stored, saved or resold

• Inseperability – 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
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.
Thank you For Listening