THE INFLUENCE OF SERVICOM ON EFFICIENCY OF WORKERS IN OFFICE SERVICE DELIVERY SYSTEM

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ABSTRACT

Office services are essential for the day to day running of the organization. However, services offered to workers are not efficient as the process involves do not encourage faster and efficient service delivery in the civil service system. Three research questions and one hypothesis was employed in this work. The researcher used simple survey design. A total of 120 civil servants were used as sample for the study. Simple percentage was to analyze the data obtained from the questionnaires. The findings of the study revealed that 87% of civil servants are not satisfied with the standard operated by admin officers. The findings further revealed that most civil servants do not have effective means of communicating SERVICOM in cases of crisis. Finally, it was recommended that seminar should be organized to educate workers on the means of communicating with SERVICOM in terms of service delivery in government ministry and parastatals.

Keywords: SERVICOM & Service Delivery System

INTRODUCTION

Productivity is a key factor for governments, nations and individuals alike. There is an increasing importance to the productivity of certain individuals; knowledge workers. The future job market is increasingly made up of knowledge workers. The success and the productivity of those knowledge workers is a critical factor in the success of those organizations, and on a grander scale, for the economy of the countries in which they operate. There are plenty of limiting factors; an ageing population in developed countries, investments in technology that have created more challenges than they solved, demotivated or disengaged employees. It's estimated that only 13% of employees are engaged at work, so the vast majority not engaged with their tasks or job role are therefore highly likely to be less productive. There are major productivity gains to be made for the overall success of the business. In a bid to improve productivity, organizations have long been deploying new technology, adding collaboration or communication tools to improve communication between employees or with people external to the organization. They are also re-considering the design of working spaces, moving away from cubicle designs to open plan offices, with a focus on collaborative spaces. Changes are also felt in the organizational structure, with decision making shifting to groups rather than individuals, and information workflows happening in a more horizontal manner.

Time at work has changed considerably. Today it is no routine, specialized, diverse, intense and complex. Excessive management control and coordination take time, time that most organizations now try to avoid investing. As a response to organisations' need to move faster and be more dynamic, management structures are flattening. Colleagues, rather than managers, are increasingly taking over the coordination of work. More decisions are made together and progresses of projects are shared more openly. This makes the requirements for effective work performance more complex. A flat organization requires more interaction in the form of communication, collaboration and conversations in order to coordinate work. Technology must support those interactions as new mobile devices and services make collaboration between globally dispersed workforces possible. This leads to a change in the way communication happens.

The future promises a change in the world of work, with global networked virtual workspaces in which efficient work anytime from anywhere is possible. These are the forecasts and benefits many organizations believe in, but in reality, we continue to see people struggling with adopting and exploiting the possibilities to achieve productivity.

Results are created at the intersection of productivity, creativity and happiness. The 'flow', or the time at which people work at their best, producing high quality and high value work, is as a result of these important factors. There are plenty of tools available to enable effective communication and collaboration. Yet, working days are still punctuated by distractions like email and untimely interruptions and requests for information from coworkers. Blaming technology for this is misguided as some of the explanation also lies with organizational structures and the impact it has on the way people work. This inefficiency

comes at a cost to the business. In one study, employees claimed that time lost to interruptions accounted for 40% to 60% of their day - between 3 and 5 hours every day. Factor in the loss of momentum caused by the initial distraction, and the time needed to restart, and it has a serious impact on the business.

In the case of office practice in Nigeria there are cases of low flow of document from one unit to the other. The office proceedings do not create an enabling environment for the movement of files and other sensitive documents. It is based on this challenges that the SERVICOM is been established to enforce smooth office operations. Some activities of SERVICOM include; 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 complains handling procedures and identifying and diagnosing service delivery failures.

Statement of Problem

Customer experience is more than just a buzzword. It refers to the real, everyday interactions between agencies and their constituencies. Agencies that deliver a superior customer experience are fulfilling a key aspect of their mission; agencies that deliver a substandard customer experience are not. The experience is important whether the customer is a citizen, employee, veteran, business, or other agency. There is a growing awareness among government agencies of just how key customer experience is to fulfilling their missions. The bottom line; agencies must be able to provide customers with the information they need, when they need it. They must do everything possible to ensure that customers know about the services they offer. And they must be able to measure the quality of their customer experience so that they can take appropriate steps to improve it as necessary. Unfortunately, agencies seeking to deliver a consistently excellent customer experience currently face a wide range of challenges, including the following; constrained budgets, ongoing legislative/regulatory change, rising customer expectations, multiple communication channels and bottom line.

Purpose of the Study

The study looked at influence of SERVICOM on efficiency of workers in office service delivery system. Specifically the study intends to find out the effect of SERVICOM on efficiency of workers in office deliver system.

Research Question

The researcher used the research question as a guide for the study:

What is the effect of SERVICOM on efficiency of workers in office deliver system?

Methods

The researcher used simple survey research design. The sample consists of 120 civil servants in Bayelsa State of Nigeria. The researcher developed the instrument titled "Office Delivery System Test" (ODST). The instrument was administered to selected civil servants in the state. The instrument responses gathered from respondents were analyzed using mean.

Results

Research Question

What is the effect of SERVICOM on efficiency of workers in office deliver system?

Table 1: *Effect of SERVICOM on Efficiency of Workers in Office Deliver System*

S/NO	What is the effect of SERVICOM on efficiency of workers in office delivery system?	W	X	wx	$\bar{x}$	Rmk
1	Very Large extent	5	75	375		
2	Large extent	4	20	80		
3	Fairly Large extent	3	10	30		
4	Small extent	2	10	20		
5	No extent	1	5	5		
	Total		120	510	4.25	VLE

Result obtained from table 1 showed that 75 persons responded that SERVICOM had effect on workers efficiency in office delivery system to a very large extent. 20 workers are of the opinion that SERVICOM influence service delivery system to a large extent. 10 persons are of the view that SERVICOM operations influences workers efficiency to a fairly large extent. 10 civil servants also agreed that SERVICOM services do influence workers efficiency to a small extent. Finally, 5 persons are of the view that SERVICOM influence service delivery system to no extent.

Discussion

Based on the findings of the study, it was revealed that SERVICOM influence service delivery system to a Very Large Extent. Marlon (2011) stated that Nigerian SERVICOM services have been able to effectively meet the needs in terms of customer's satisfaction. This is in line with the findings of the study which revealed that to a very large extent, SERVICOM services have influenced positively on customers satisfaction.

Recommendations

It would be recommended that government agencies should carry out more enlightenment campaign on SERVICOM activities within the government agencies.

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