REPORT OF THE IMPACT ASSESSMENT OF SERVICE CHARTER IN THE FOURTEEN (14) PILOT MDAs

HELD BETWEEN MONDAY, 7TH JANUARY AND FRIDAY, 18TH JANUARY, 2013.

BRANDING, ONE-STOP & SERVICE CHARTER DIRECTORATE
OFFICE OF TRANSFORMATION
JANUARY 2013

INTRODUCTION

This administration in its quest to give excellent service delivery to the citizenry launched the first phase of Service Charter on 3rd July, 2012 with fourteen (14) selected MDAs as pilot; And following the Office of Transformation's presentation of progress report on the various Strategic Management Framework /Public Service Management activities to The State Executive Council members in September 2012, His Excellency has requested a progress report and Impact Assessment of the Service Charter in all participating MDAs.

OBJECTIVE

The objective of the Impact Assessment exercise was to find out Service Charter compliance level and how it has impacted on the efficiency and effectiveness of service delivery on both staff and the citizenry in these MDAs since the launch of the initiative.

METHODOLOGY

A period of two (2) weeks work schedule was drawn for the exercise which was carried out through the combination of the following in all the fourteen (14) MDAs;

- Discussions with the Service Delivery Unit Officers of the concerned MDAs
- Baseline survey (Questionnaires)- Appendix A
- Physical inspection of office environment
- Random inter-talk with staff(senior and junior)
- Random inter-talk with clients/stakeholders

DATA ANALYSIS

The data gathered during the exercise were scored on the basis of the parameters below for the purpose a subjective and objective analysis;

		SCORING EVIDENCE
1	DC	Discussion with Customers / Stake holders
2	DE	Documentary Evidence e.g. Survey Report, Complaints Logbook, Attendance Register, Visitors Log Book Or Register
3	DS	Discussion with Staff
4	OE	Observatory Evidence

Also, the queries on the questionnaire were grouped and scored as such;

SERVICE DELIVERY

S/NO	EVALUATION OF SDU'S SERVICE WINDOWS	SCORE
1.	Availability and quality of Service Charter is quite visible and Charter is well displayed with Vision & Mission statements of MDA	5
2.	Services are accessible to everyone (including those with physical, language or other social barriers)	5
3.	Compliance with set standard across the major service windows	5
4.	All staff know exactly what services are provided and attend to customers accordingly	5
5.	Availability and proper functioning of the complaints and redress mechanisms	5
6.	Availability of staff common room.	5

TIMELINESS

S/NO	EVALUATION OF SDU'S SERVICE WINDOWS	SCORE
1.	Maintenance and periodic analysis of a feedback log/register	5
2.	Communication and adherence to official operational service hours	5

INFORMATION

| S/NO.	EVALUATION OF SDU'S SERVICE WINDOWS	SCORE
1.	Clear information, direction, and signage are provided in all local languages or as appropriate	5
2.	Everything connected with the provision of the service is available from one information point	5
3.	Offices, doors and desks clearly indicate function and names of officials and there's compliance with professional dress code including use of staff I.D	5
4.	Clearly displayed cost/s for services paid for or applicable equivalent	5
5.	Proper disclosure amount and receipts issued for all payment or applicable equivalent	5

PROFESSIONALISM

S/NO	EVALUATION OF SDU'S SERVICE WINDOWS	SCORE
1.	Effective crowd analysis and management strategy (e.g queues) including specific tags to be displayed by visitors/customers	5
2.	Reception area is clean and in a good state of repair, with adequate waiting area, and state of convenience is good	5
3.	Suitable facilities for privacy are available	5
4.	Routine Services are adapted to meet customers' needs	5
5.	Systems in place to monitor, record and publish results of feedback (Compliments, Complaints, Redress and Resolve)	5

STAFF ATTITUDE

S/NO	EVALUATION OF SDU'S SERVICE WINDOWS	SCORE
1.	Consideration is given to the actual needs of customers rather than staff's convenience	5
2.	Availability of reward/sanction for good or poor performance	5

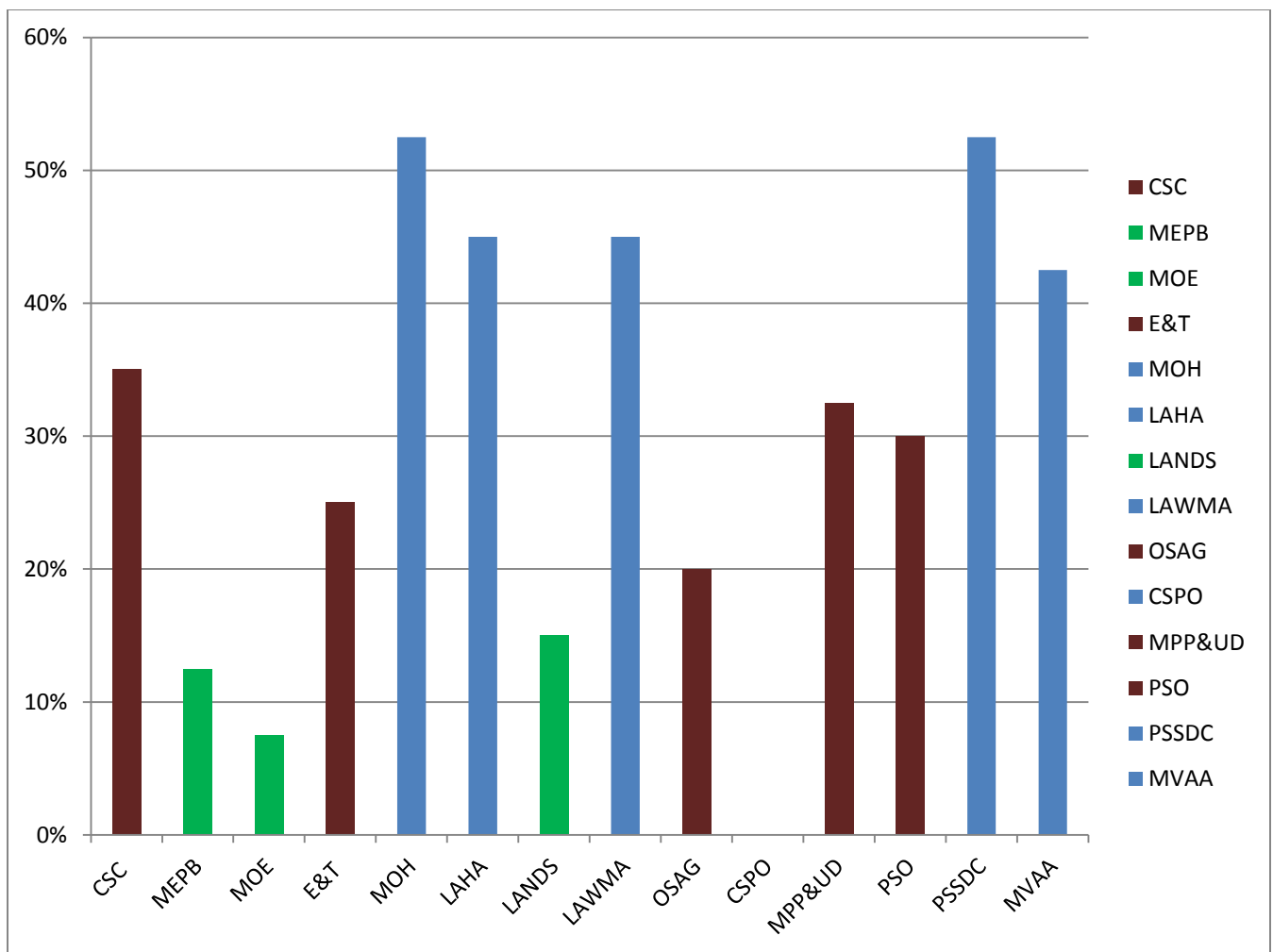|	CSC	MEPB	MoE	E&T	MoH	LAHA	LANDS	LAWMA	OSAG	CSPO	MPP&UD	PSO	PSSDC	MVAA
1	3	3	0	3	5	4	0	2	0	0		3	4	3
2	1	4	0	0	5	0	0	2	0	0		0	0	0
3	0	2	0	5	3	3	0	4	2	0		4	2	4
4	3	3	0	2	5	4	2	0	1	0		4	2	2
5	2	3	0	0	4	2	0	2	0	0		4	3	2
6	3	4	0	1	4	3	3	5	0	0		5	2	4
7	3	3	0	0	5	3	3	4	0	0		4	2	5
8	3	3	1	1	5	5	2	4	1	0		4	5	4
9	2	3	0	1	4	3	2	5	3	1		3	5	3
10	3	5	0	2	5	2	3	5	5	3		5	4	5
11	4	3	1	5	3	4	0	5	5	3		5	5	5
12	3	4	4	5	5	4	0	5	5	2		4	5	5
13	0	2	1	1	5	3	0	4	0	1		2	0	2
14	0	1	0	0	5	2	0	3	0	0		0	0	1
15	0	0	0	0	4	0	0	0	0	0		3	0	0
16	3	3	2	2	4	3	0	3	4	3		3	3	5
17	3	3	0	0	4	3	0	5	4	3		3	5	5
18	4	3	1	4	5	4	2	5	2	2		5	5	5
19	0	0	0	0	5	4	0	5	0	0		0	5	0
20	0	0	0	0	0	0	0	0	0	0		0	0	0
TOTAL	40	52	10	32	85	56	17	68	32	18		61	57	60

SERVICE CHARTER IMPACT ASSESSMENT GRAPHICAL ANALYSIS
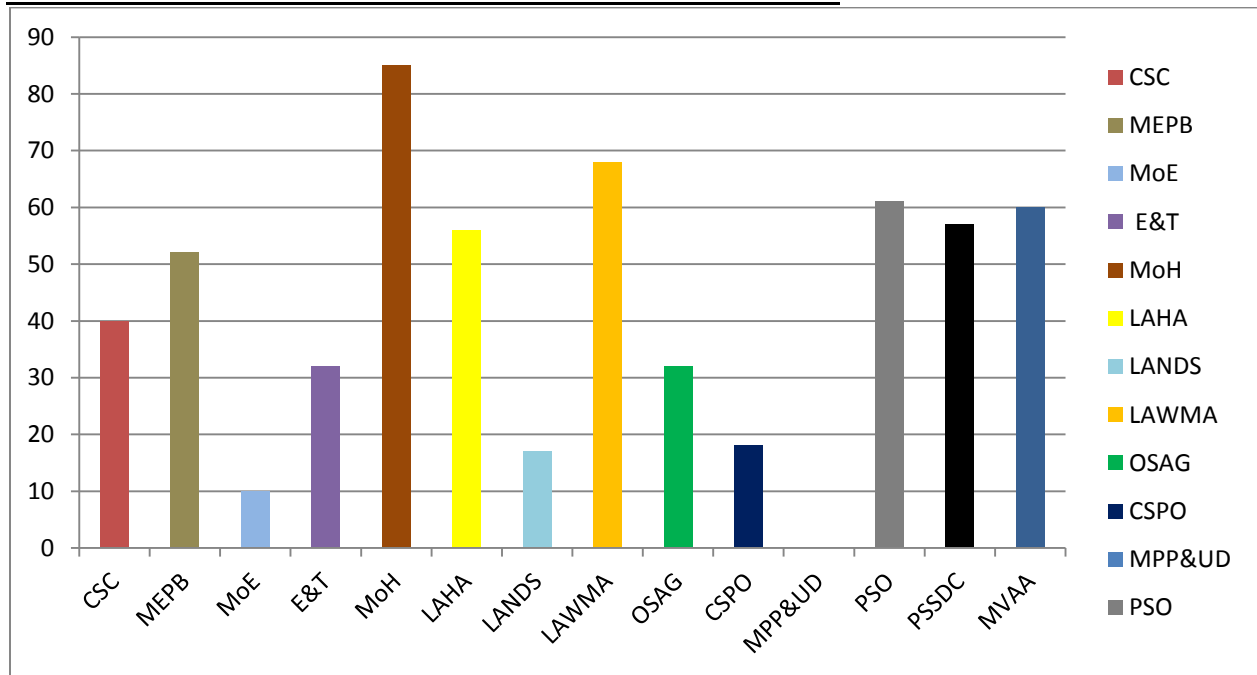
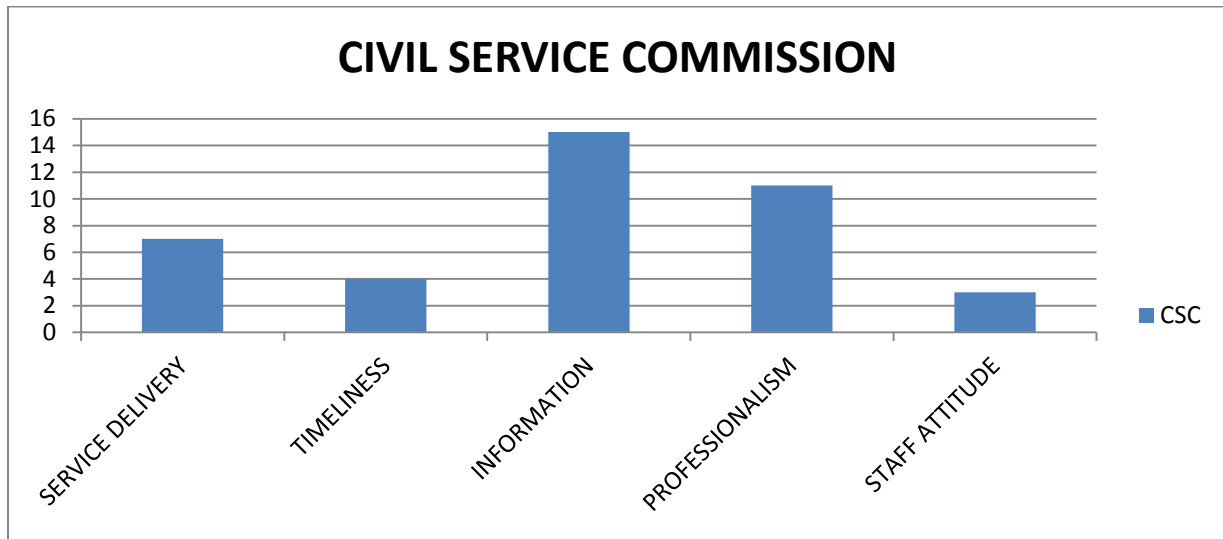The level of compliance of these MDAs as at the third month after the launch is detailed below;

PRE-IMPACT ASSESSMENT LEVEL OF COMPLIANCE RATINGS

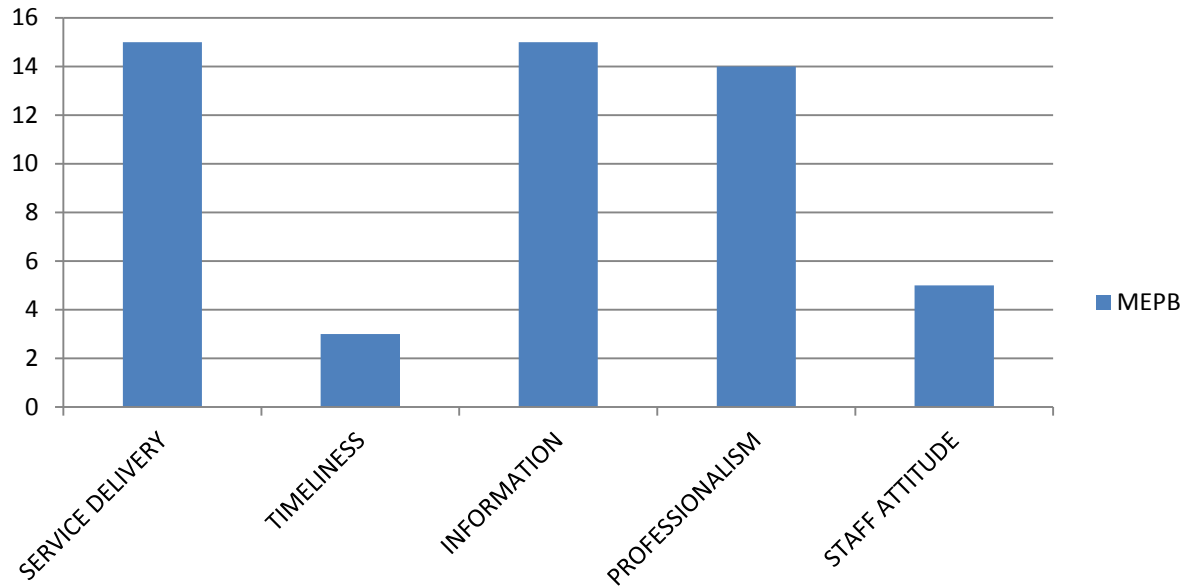| SCORE	COMPLIANCE LEVEL
0-20	Very Low Level Of Compliance
21-40	Low Level Of Compliance
41-60	Medium Level Of Compliance
61-80	Higher Medium Level Of Compliance
81-Above	Strong Level Of Compliance

CSC	MEPB	MOE	E&T	MOH	LAHA	LANDS	LAWMA	OSAG	CSPO	MPP&UD	PSO	PSSDC	MVAA
35%	12.5%	7.5%	25%	52.5%	45%	15%	45%	20%		32.5%	30%	52.5%	42.5%

		%	CSC	MEPB	MoE	E&T	MoH	LAHA	LANDS	LAWMA	OSAG	CSPO	PP&UD	PSO	PSSDC	MVAA
1	SERVICE DELIVERY	30%	7	15	5	14	28	18	0	22	7	3		13	16	14
2	TIMELINESS	10%	4	3	1	4	9	4	2	5	2	2		8	5	5
3	INFORMATION	25%	15	15	3	5	23	18	7	16	10	6		18	17	21
4	PROFESSIONALISM	25%	11	14	1	7	20	14	5	20	8	4		17	15	15
5	STAFF ATTITUDE	10%	3	5	0	2	5	2	3	5	5	3		5	4	5
	TOTAL	100%	40%	52%	10%	32%	85%	56%	17%	68%	32%	18%		61%	57%	60%

CIVIL SERVICE COMMISSION

MINISTRY OF ECONOMICE PLANNING & BUDGET

Bar chart legend: MEPB

Categories: SERVICE DELIVERY (15), TIMELINESS (3), INFORMATION (15), PROFESSIONALISM (14), STAFF ATTITUDE (5)

MINISTRY OF EDUCATION

Bar chart legend: MoE

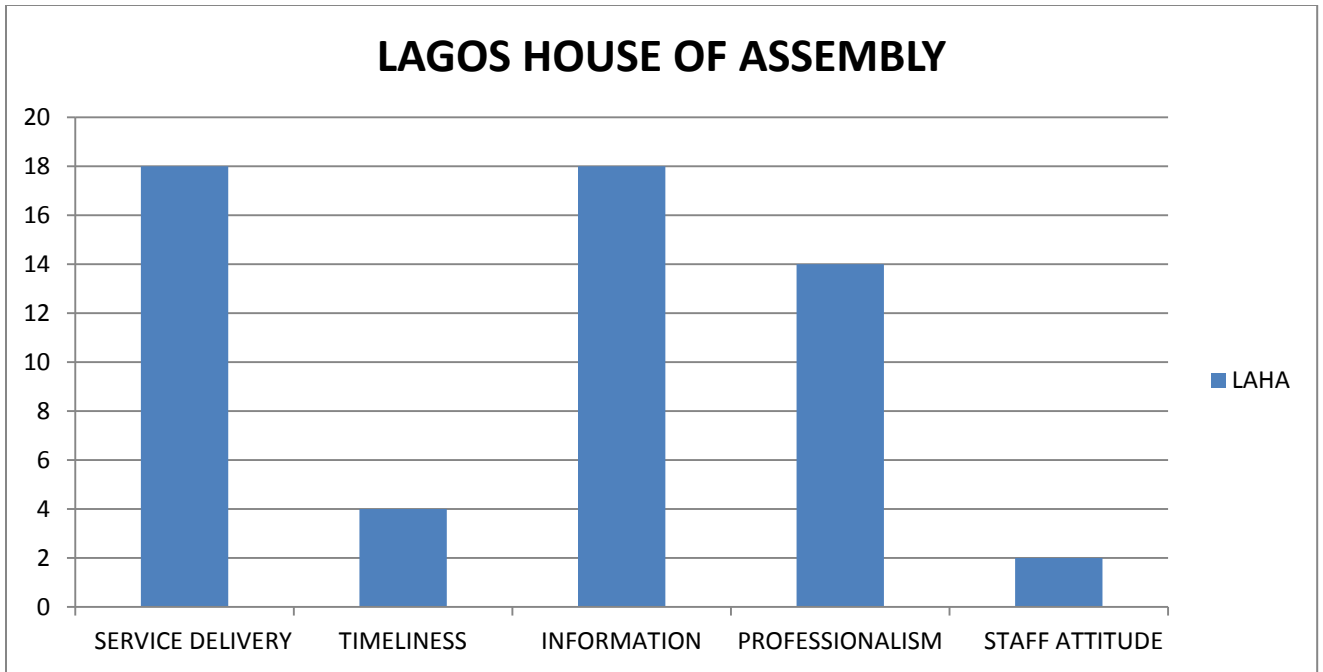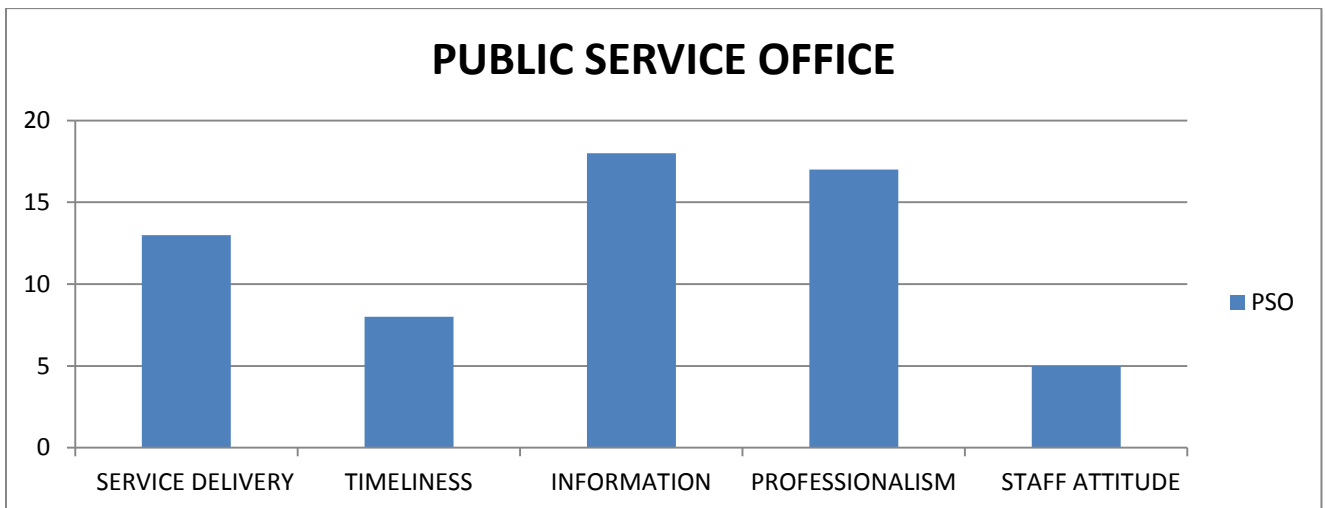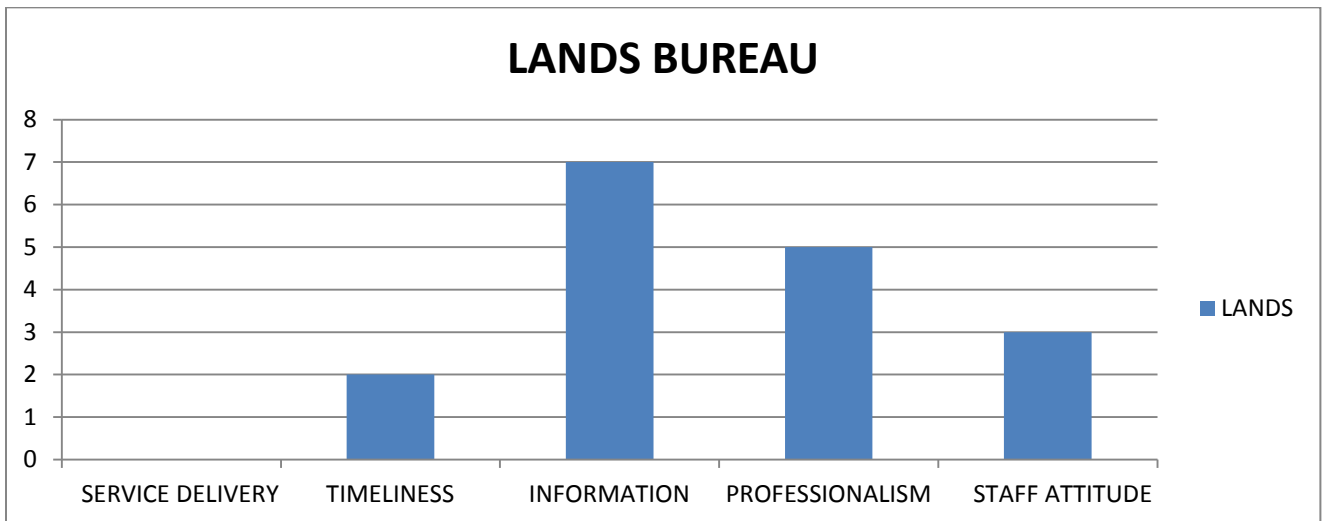Categories: SERVICE DELIVERY (5), TIMELINESS (1), INFORMATION (3), PROFESSIONALISM (1), STAFF ATTITUDE (0)
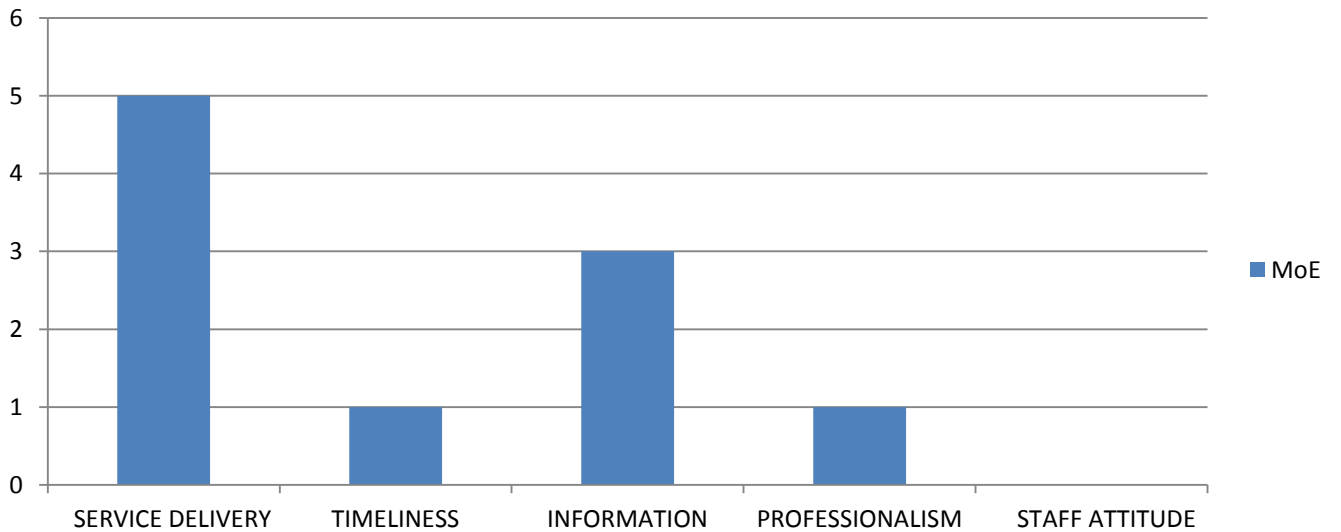
ESTABLISHMENTS & TRAINNING

MINISTRY OF HEALTH

LAGOS HOUSE OF ASSEMBLY

Categories: SERVICE DELIVERY, TIMELINESS, INFORMATION, PROFESSIONALISM, STAFF ATTITUDE

Legend: LAHA

CIVIL SERVICE PENSIONS OFFICE

Categories: SERVICE DELIVERY, TIMELINESS, INFORMATION, PROFESSIONALISM, STAFF ATTITUDE

Legend: CSPO

LAGOS STATE WASTE MANAGEMENT AUTHORITY

Bar chart (LAWMA):
- SERVICE DELIVERY: 22
- TIMELINESS: 5
- INFORMATION: 16
- PROFESSIONALISM: 20
- STAFF ATTITUDE: 5

LANDS BUREAU

Bar chart (LANDS):
- SERVICE DELIVERY: 0
- TIMELINESS: 2
- INFORMATION: 7
- PROFESSIONALISM: 5
- STAFF ATTITUDE: 3

PUBLIC SERVICE OFFICE

Bar chart (PSO):
- SERVICE DELIVERY: 13
- TIMELINESS: 8
- INFORMATION: 18
- PROFESSIONALISM: 17
- STAFF ATTITUDE: 5

OFFICE OF STATE AUDITOR GENERAL

Bar chart (OSAG):
- SERVICE DELIVERY: 7
- TIMELINESS: 2
- INFORMATION: 10
- PROFESSIONALISM: 8
- STAFF ATTITUDE: 5

MOTOR VEHICLE ADMINISTRATION AGENCY

Bar chart (MVAA):
- SERVICE DELIVERY: 14
- TIMELINESS: 5
- INFORMATION: 21
- PROFESSIONALISM: 15
- STAFF ATTITUDE: 5

PUBLIC SERVICE STAFF DEVELOPMENT CENTRE

Bar chart showing PSSDC values across five categories: SERVICE DELIVERY (16), TIMELINESS (5), INFORMATION (17), PROFESSIONALISM (15), STAFF ATTITUDE (4).
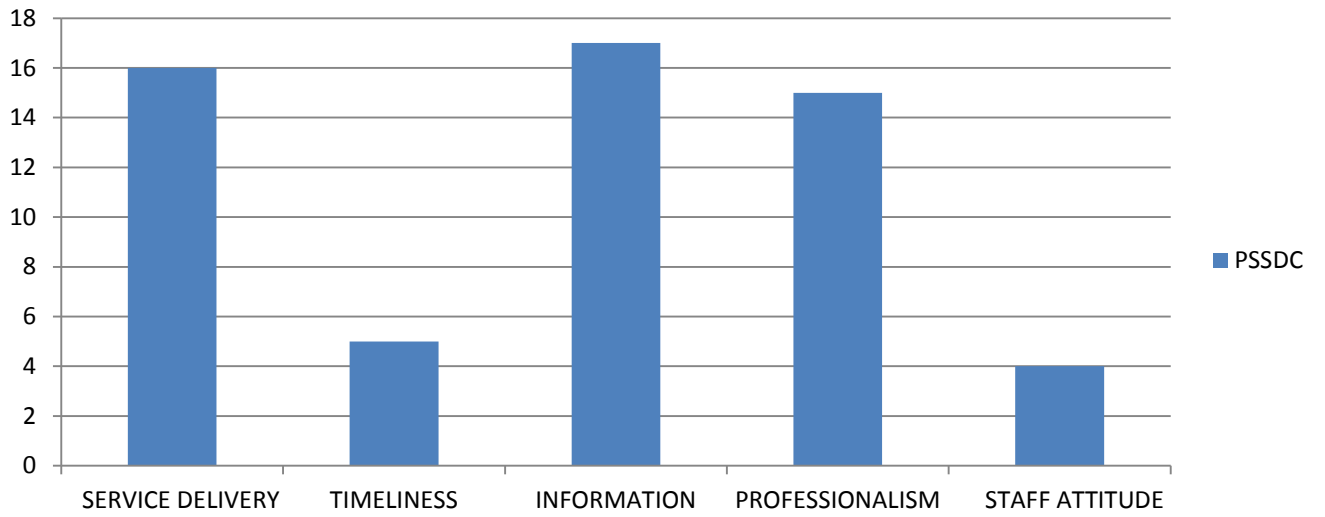
APPENDIX A

SERVICE CHARTER

IMPACT ASSESSMENT CHECKLIST

	Evaluation of SDU's Service Windows	Yes	No	Scoring Evidence
1.	Availability and quality of Service Charter is quite visible and Charter is well displayed with Vision & Mission Statements of MDA			OE
2.	Services are accessible to everyone (including those with physical, language or other social barriers)			DC,DS,OE
3.	Compliance with set standards across the major service windows			DE,DS,OE
4.	Clear information, direction, and signage are provided in all local languages or as appropriate			DC,DE,DS,OE
5.	Effective crowd analysis and management strategy (e.g queues) including specific tags to be displayed by visitors/customers			DE,OE
6.	Reception area is clean and in a good state of repair, with adequate waiting area, and state of convenience is good			OE
7.	Everything connected with the provision of the service is available from one information point			DC,DE,DS,OE
8.	Offices, doors, and desks clearly indicate function and names of officials, and there's compliance with professional dress code including use of staff I.D			OE
9.	Suitable facilities for privacy are available			OE,DS
10.	Consideration is given to the actual needs of customers rather than staff's convenience			DC,DS
11.	Routine Services are adapted to meet customer's needs			DC,DS

12.	All staff know exactly what services are provided and attend to customers accordingly			DC,DS
13.	Availability and proper functioning of the complaints and redress mechanisms			DC,DE,DS,OE
14.	Systems in place to monitor, record and publish results of feedback (Compliments, Complaints, Redress and Resolve)			DC,DE,DS
15.	Maintenance and periodic analysis of a feedback log/register			DE,DS
16.	Clearly displayed cost/s for services paid for or applicable equivalent			DE,OE
17.	Proper disclosure amount and receipts issued for all payments or applicable equivalent			DC,DE,DS
18.	Communication and adherence to official operational service hours			DE,OE
19.	Availability of Staff Common Room			DS,OE
20.	Availability of reward/sanction for good or poor performance on Service Charter			DS