

Evaluation of Servicom Awareness and Quality of Service Delivery in the Education Sector, Jigawa State and Implication for Counselling

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Abstract

The study evaluated the awareness of servicom and good service delivery in the Jigawa State Secondary Schools. The target populations of the study were the Secondary School Students, teachers, parents and principals in the entire state. The design of the research was descriptive survey which sought to explain the phenomena under consideration. 450 respondents were selected using simple random sampling which were used in the study. Descriptive statistics of mean, standard deviation, frequency count, graphs and percentages were used to analyse the data of the study which had five (5) research questions. Among the major findings of the research it was discovered that the awareness of servicom in the entire state is grossly insufficient. It was revealed that most of the teachers teaching in Jigawa State Secondary Schools lack the basic qualification. It was also discovered that the curriculum content in the state was not adequately covered. Among the recommendations offered were that efforts should be made by the government to see that teachers are trained. Ministry of education should also endeavour to make the servicom awareness available which is in its lowest ebb. Servicom activities also should go hand in hand with counseling activities in all of the schools.

Introduction

The Federal Government of Nigerian March 2004, had identified the need for a medium where by general public could express the satisfaction with public services being rendered to them, it is a fall out of this that servicom is created. It is in essence a compact service to humanity in general in which each and everybody have a right to demand his/her right particularly in the public service. The Jigawa state government, in a letter dated 1st June, 2009 requested for the establishment of a central committee on servicom at the ministry of education, science and technology with desk officers at the zonal education offices in the state. This was a follow up to the federal circular SGF/19/S.48/C.2/47 on the same issue, this is with ultimate aim of providing quality services to our teeming clients/students as well as creating an official avenue for the public to lay their complaints with regards to the services they are receiving.

The main responsibility of servicom outfit is that of ensuring the delivery of good quality services to the end users at all times in all public institutions. It was built upon four major principles namely: Affirmation, conviction, consideration and dedication to services. The ministry of education in its position of rendering direct services to the people is also charged with the responsibility of piloting this gigantic move in the state. The secretary to the Jigawa

State Government when delivering a speech on servicom orientation programme in the ministry of education, Science and Technology has this to say about servicom

“Servicom is a social contract between the federal government of Nigerian and its people. The servicom office is to coordinate the formation and operation of service charters. The charter tells the public what to expect and what to do if service falls short of their expectations. Servicom gives Nigerians the right to demand for good service”PI.

According to the Secretary to the Jigawa State Government (2010) who is also the Chairman of the state servicom committee, setting up of servicom offices both at Federal and State Government levels was to get the agencies to be more customers focused. Top civil servants were charged to lead service improvement in their various agencies and ministries. They are expected to lead the retreat to develop strategies and processes that would improve discipline and enforcement of civil service rules. He further stated that servicom activities started partially in Jigawa State in September 2008. However, it was not until 2009 that servicom became active in the state with the constitution of the state servicom committee of eleven members under the chairmanship of the secretary to the state government. The committee however, identified ministries of Health, Education and Water Resources respectively as pilot bodies to commence activities.

Series of activities have so far taken place, among is the appointment of servicom Desk Officers in the zonal education offices and boarding schools. The roles of these desk officers are to specifically receive complaints from their various customers. Desk officers are mandated to intervene with regards to minor complaints and or refer the complaints to relevant authority where necessary. All schools and zonal education offices were directed to make available service charters, names and telephone members of Desk officers and suggestion boxes in places that are easily accessible to the customers. These are the tools according to the Secretary to the state Government that can provide the customers with information on where to direct their grievances.

The then commissioner of Education of Jigawa State Professor Rukayyatu Rufai Ahmad when delivering a speech in the same programme noted that servicom is for accountability, probity, honesty and dedication to the public service. She further stated that as civil servants we need to be accountable to the public service. If we are not accountable here, certainly we would be accountable hereafter. She concluded by pointing out clearly the serious need of outfits like servicom to boost the morale of public servants vis-a-vis the achievement of good service delivery to the public who are conceivably the direct beneficiaries.

The scenario depicted above clearly indicated that there is nowadays a very serious momentum in the public service in the emergence of servicom outfit. In other words there exists today a very laudable and gigantic project which will serve as a catalyst for change in the entire public service in the whole of Nigerian nation which was lost in a wilderness for the time immemorial. It therefore goes without saying that in order to be able to monitor and measures the impact of this project, a need for a baseline survey is very crucial as such this study tries to under took a survey which will provide a baseline information about the general awareness of the servicom as well as the quality of service given to users in the education sector in the nine zones of Jigawa State.

Problem Statement

Any programme, be it governmental or otherwise has to be evaluated. The purpose of

evaluation is twofold. One is to ascertain whether or not the programme has some impact and more to pinpoint areas of weaknesses so as make corrections where necessary; This survey intends to measure the impact of servicom in Jigawa State ministry of education Science and Technology vis-a vis the quality of the service rendered to the general public.

Objectives

The objectives of this survey are as follows:-

1. To assess in the perspectives of the clients (Students, Teachers and administrators) the quality of services given to users in the 9 zones in the state.
2. To identify the level of awareness of servicom activities in the 9 zones in the state.
3. To determine the problems in the delivery of services in the 9 zones in the state.

Research Questions

The following research questions were raised to guide the survey study:

1. How qualified are teachers teaching in Jigawa State Secondary schools?
2. How adequate is the curriculum content of Jigawa State secondary Schools?
3. To what extent are students, teachers and principals aware of the servicom outfit in Jigawa State Secondary Schools?
4. What are the strategies that can be used to improve the quality of services in Jigawa state secondary School?
5. What are the major problems of service delivery in Jigawa State Secondary Schools?

Significance

The survey will be very useful to the students, teachers, school Principals, Ministry Officials and above all the servicom committee both at ministerial level and the committee at the state level; It would be very useful to the Students, Teachers and Administrators in identifying and understanding the availability of servicom and its general awareness so as to make it easier for the stakeholders in general to channel their complaints. The 'survey will equally be useful to the servicom committee because they will have a baseline' data to base their entire servicom programme. Based on the above submissions it is therefore very clear to understand that the study is very important and helped in many ways is which we can deduce that the whole society is going to benefit by the findings of the survey being carried out.

Methodology

The study will be a descriptive survey. A descriptive survey according to Osuala (2001) and Nworgu (2006) is an explanation of the existing phenomena. It is describing giving phenomena as it exists. The data is already in existence and an explanation is going to be offered. The population comprises the students of Jigawa State secondary schools, their teachers and the school administrators. Members of the community (some selected ones) are also chosen to be part of the population of the survey. As a whole four hundred and fifty respondents were randomly picked for the purpose of this survey. This comprises one hundred and ninety eight Students, One hundred and Forty four Teachers, Seventy two Principals and Thirty Six Community Members. The instrument for the data collection is a structured questionnaire for the students, teachers and Principals while the community members were interviewed. The questionnaire for the evaluation of servicom awareness and quality of service in secondary schools (QESAQSS) was developed and validated by the committee in the Ministry of

Education, Science and Technology, Dutse, Jigawa state.

However, five questions were generated for the survey. The data collected using the process and procedures described above was analyzed in form of tables, graphs, means and standard deviations. As a whole descriptive type of statistics was used analyzing the data for the survey. The findings of the survey were obtained using the statistics described above.

The process of gaining access to the respondents was also discussed here. The servicom desk officers served as the research assistants who participated actively in the process of data collection. Five (5) days were used for the collection of data in schools and communities. As noted earlier the students, teachers and administrators were given questionnaires to fill when the research assistants explained the purpose of the questionnaire and how to fill them. Community members were interviewed and their result of the data collected was produced using narratives. However, the returning rate of the questionnaire was 99% because only two were missing.

Ethical Consideration

Before the conduct of the survey consent was sought from the schools based management committee (SBMC) for the whole schools. And as for the respondents verbal consent was also obtained before the administration of the questionnaire. This is very necessary because for the study to be authentic and valid, seeking of consent of the respondents and the SBMC is not only important but also highly essential. As such consent was sought from the above mentioned bodies before the conduct of the survey as well as administration of the questionnaire.

Data Analysis

Generally, 450 copies of questionnaires were distributed to the respondents, it is to be noted that there was a nearly 100% turn out of the respondents in that about 448 questionnaires were filled, returned and used for analysis, the number of copies of the questionnaires not used were only (0.48%) which is not significant enough to cause any negative effect on the final result. The analysis is thus undertaken in the following ways:-

Question 1

How qualified are the teachers teaching in Jigawa State Secondary Schools?

Data related to the above question is presented in Table 1.

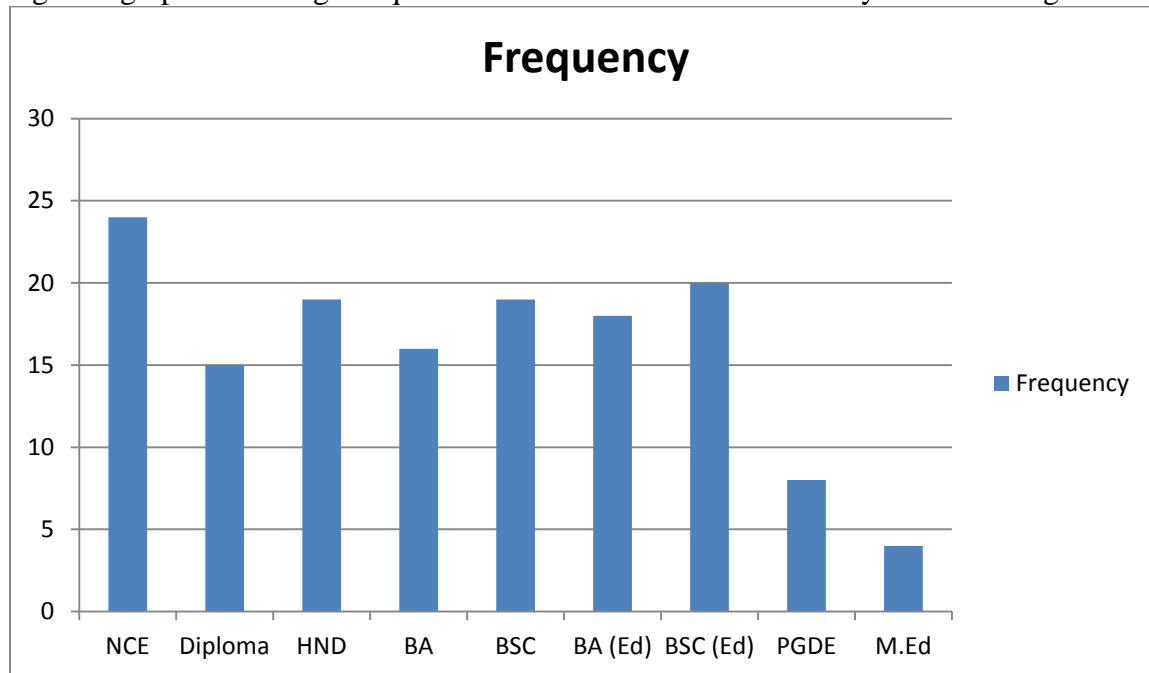
Table 1: Teachers' Qualifications

S/N	Qualifications	Frequency	Percentage
1	NCE	24	16.67
2	Diploma	15	11
3	HND	19	13
4	BA	16	11
5	BSC	19	13
6	BA(Ed)	18	12.5
7	BSC (Ed)	20	13.89
8	PGDE	08	5.56
9	M.Ed	4	2.75
	Total	144	100

Table 1 Indicate that out of 144.respondents only 24 representing 16.7% has NCE, 16 representing 11% has Diploma, 19 which represented 13% has HND, 16 representing 11% holds

Bachelor degree Art, 19 representing 13% has Bsc degree, 18 which represented 12.5% are Bachelor degree holders in education Arts, 20 representing 13.9% are holders of Bachelor degree in Education Science, 8 representing 5.6% holds PGDE While 4 are holders of master degree in Education M.Ed which has 2.80%. In a nutshell those teaching in secondary Schools without teaching qualification are seventy out of 144 which is about 49%. The above information can also be presented in a graphical form:

Fig: 1 at graph indicating the qualifications of teachers in secondary schools in Jigawa State.



Question 2

How adequate is the curriculum content of Jigawa state Secondary schools?

Answer to the above question is presented in Table 2

Table 2: Mean ratings of Principals and Teachers in the adequacy of curriculum content in Jigawa State Secondary schools

S/N	Statement in Respect of Curriculum Content	N = 216 \bar{X}	Remark
11	Level of syllabus covered in core subjects	3.00	Not Adequate
12	Practical work in basic sciences	2.25	Not Adequate
13	Level of performance in External Exams	3.29	Not Adequate
14	Level of performances in internal exams	2.95	Not Adequate
15	Time allocation to cover syllabus	2.60	Not Adequate
16	Level of supervision from the ministry	4.20	Adequate

Key \bar{X} = Mean ratings
N = Number of respondents

Table 2 reveals that the respondents rated the first five items on curriculum content as

being inadequate. But the item on level of supervision for the schools is rated differently by all the respondents which were adjudged to be adequate. The cut off point for an item to be adequate is 4.00 which is why the rest were inadequate because they did not meet the standard.

Questions 3: To what extent are Principals, teachers and students aware of the servicom outfit in Jigawa State?

Data relating to this question was analyzed and presented in table 3

Table 3:- Mean ratings of principals; teacher and students on their level of awareness on servicom activities in the 9 zones are here by presented.

S/N	Statements	N ₁ =72	N ₂ =144	N ₃ =198	RMKS
17	Awareness on the availability desk officers	3.69	3.89	3.82	Good
18	Availability of suggestion boxes	2.68	2.00	2.14	Poor
19	Desk officers receiving and channeling complaints	1.63	1.64	2.31	Poor
20	Availability of servicom posters	1.72	1.33	2.12	Poor
21	Activities of servicom desk officers	1.44	1.46	1.86	Poor

Key

N₁ = Number of Principals X₁ = Mean ratings of principals
 N₂ = Number of teachers X₂ = Mean ratings of teachers
 N₃ = Number of Students X₃ = Mean ratings of students

Table 3 indicates that the respondents adjudged awareness on the availability of desk officers that is item 17 as the only good extent. The other items 18,19,20 and 21 were rated by the respondents as poor extent, this show there were no divergent of opinions among the respondents on all the aspects in the table.

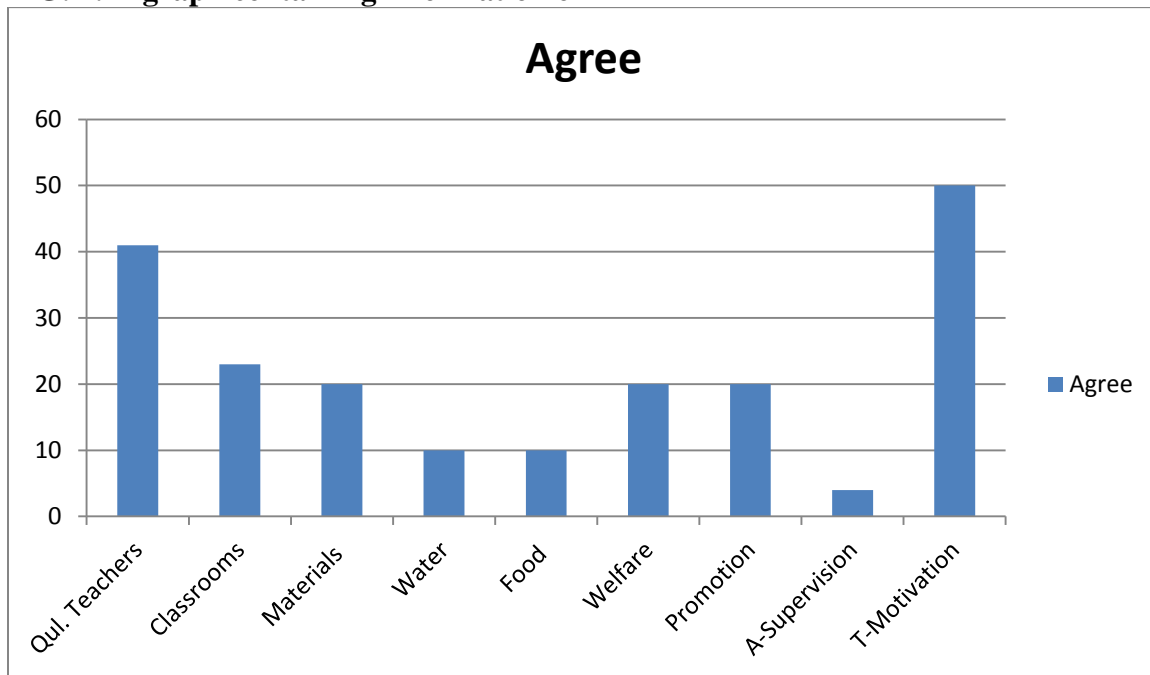
Question 4: What are the strategies that can be involve in improving the quality of services in Schools.

Data relating to this question were supplied in table 4. It is to be emphasized here that only two options were considered appropriate when analyzing the data that are adequate and inadequate. The other responses were ignored by the researcher because they were not ticked by the respondents. The responses were very adequate, uncertain and very inadequate as stated in the questionnaire. The analysis however, was done in the following ways:-

S/NO	Statements	Agree	%	Disagree	%
22	Provisions of qualified teachers	41	21%	3	17
23	Provisions of adequate classrooms	23	12	2	11
24	provisions of instrumental materials	20	10	2	11
25	Provision of portable water.	10	5	1	6
26	Increasing food rations	10	5	1	6
27	Staff welfare packages	20	10	2	11
28	Adequate promotion	20	10	2	11
29	Adequate supervision	04	2	5	27
20	Teachers' motivation	50	25	0	0
		19	100	18	

Table 4 indicates that of the items listed as strategies for improving the quality of services in the schools, teachers motivations items 30 carries the lion's share which is having 50 respondents which is 25% of the total percentage of those who agreed that teachers motivation is number one, provision of qualified teachers items 22 came second, others in descending order are provisions of classrooms item 23, provision of instrumental materials, staff welfare packages adequate promotion, increasing food rations, provisions of portable water and the issue of adequate supervision came last. This may not be unconnected for the fact that since the inception of the dynamic and purposeful Lamido Administration, there had been many strides in the education sector particularly in establishing State Evaluation Inspectorate and Monitoring Unit (SEIMU) this is the more reason why twenty seven respondents disagreed that adequate supervision will improve public service delivery in the education sector while only four agreed. The information can also be presented in form of graphs

FIG: 2. A graph containing information on



Question 5:

What are the major problems of service delivery in Jigawa State Ministry of Education?

For the data of the question 5 stated above ranking order of the problems is done based on the response of the respondents on the problems of service delivery in the 9 zones of Jigawa State. After the ranking a graph was also drawn to outline the extent of the problems. It is to be added however that majority of the respondents disagrees with many of the statements as problems of service delivery in the state educational sector.

S/NO	Statement	Agreed	Disagreed	Rank
40	Inadequacy of teaching materials	98	-	1 st
39	Teachers lacks motivation	64	-	2 nd
38	Poor subject mastery by teachers	60	4	3 rd

35	Inadequate knowledge by teachers	58	5	4 th
32	Administrative problems	41	4	5 th
33	Financial constraints	23	4	6 th
31	Communication gap	21	2	7 th
34	Language barrier	20	3	8 th
36	Non provisions of guidance service	19	4	9 th
	Inadequate methodology of delivery	16	4	10 th

Table 5 indicated the rank order of problems of service delivery in the nine zones of Jigawa State ministry of education, science and technology. From the table, inadequacy of teaching materials ranked 1st among the problems which polled 98 respondents. The motivations of teachers or lack of it came second with 64 points, poor subjects 'mastery with 60 came third, in adequacy in terms of knowledge of function and role by the administrators and teachers came fourth while administrative problems, financial constraints and communication gap follow suit. However; inappropriate methodology happened to be the last with 15 numbers of respondents.

Summary of Findings

From the survey so far conducted and the analyses being made as well as the narratives from the communities the following can be summarized as the major findings of this survey.

1. Many teachers teaching in Jigawa State Secondary Schools do not have teaching qualifications.
2. The curriculum content in terms of coverage in Jigawa State Secondary Schools is grossly inadequate.
3. The extent to which students, teachers, general public and principals are aware of servicom is poor.
4. On strategies to improve the quality of service in Jigawa State Education sector are provisions of qualified teachers and the issue of teachers' motivation.
5. On the issue of awareness, the report indicated that, the awareness is very low across the zones.
6. Lastly of the problems of service delivery, inadequate teaching aids in schools as well as teachers motivation was ranked to be the major obstacles. Poor mastery of subject by the teachers themselves also carries a lot of weight.

Discussion of Findings

The study reveals that most of the teachers, teaching in Jigawa State Secondary Schools do not have teaching qualifications. This finding is in agreement with Sara's (2008) study who confirmed that about 80% of teachers and instructors in the reformatory institutions in Jigawa State lacks basic requirements to either instructor teach. This assertion however, may not be unconnected with the state of the education sector in the state. Prior to the arrival of the present government educational sector in the state was badly hit, as such Sara (2008) concluded that the situation may improve particularly with a serious commitment by the present government by investing much in education.

The study also reveals that the curriculum content in terms of coverage in the state is grossly inadequate. This finding goes along with Habibu's (2010) study, which corroborated that most of the curriculum content in reformatory institutions in northern Nigeria was not adequately covered. The study is in disagreement with Waziri's (2007) finding who stated that curriculum

content was adequately covered in the area of her study. The lack of coverage may be related according to Waziri (2007) to the fact that the calendar of the schools used to fluctuate as such teachers do not have sufficient time to cover most of the syllabus and which ultimately leads to inadequacy in the content of the curriculum.

The study reveals that awareness of the servicom outfit among the students, teachers, administrators and parents are not only grossly insufficient but turned out to be very poor. This may not be unconnected with the fact that the ministry do not seem to put serious commitment on the programme. As opined by Rufai (2010) that serious efforts and commitment has to be geared if the aims and objectives of the programme are to be achieved through laudable they may look.

The study also revealed that there is a need for improving the quality of service delivery. The key strategies discovered by this study are the provisions of qualified teachers and the issue of teachers' motivation. Motivation of teachers appeared to carry a lot of weight. This finding is in agreement with Gwaram (2014) and Hashim's (2013) findings in their separate studies. Gwaram corroborated that teachers' motivation is a key to better performance and job satisfaction. Hashim (2013) suggested that for a school to achieve better delivery of services, the teachers among other things have to be motivated by giving them a lot of incentives.

Lastly, the study revealed that there were lack of awareness among the teachers and general public about the entire programme. This finding is not in agreement with Abdullahi's (2009) finding in a similar study about the awareness of servicom in Kaduna state Nigeria. The study is in complete agreement with the work of Yusif (2009). The study found out that there was lack of awareness on the part of the stakeholders on servicom activities in Gombe metropolis of Gombe state, Nigeria. The lack of awareness among the stakeholders according to Yusif may not be unconnected with the non-challant attitude of the government who supposed to pay more than lip service on the issue of servicom awareness in the state and beyond.

Implication for Counselling

From what had been observed there is a series implication for counselling based on the quality delivery in the Jigawa State Education Sector. It has been a yearning by educationist over the years that Education at all levels should be qualitative. It is indicative therefore that counselling as a helping process and by the way an avenue to solve problems, it may be seen that its activities should be a sine-qua-none of a better, sounding and above all a qualitative Education. Counsellors in Jigawa state based on the findings of this study should impress it upon the government of the day which consider educating the youth as a very important venture that quality and not quantity is the best as such one can see the real relevance of guidance and counselling in the education sector in the state. Finally it behoove that provisions should be made on the implementation of guidance programmes in all the schools in Jigawa state so as to tackle the problems.

Recommendations

Based on the findings of this survey, the following recommendations are made;

1. Effort should be made by the ministry to see that the teachers teaching in Jigawa State Secondary Schools are qualified. This will in no small measure enhance the service delivery to be good in the education sector.
2. As for the content of the curriculum effort should be geared by the ministry to see that coverage of syllabus, practical works in basic sciences should be given utmost attention

as they will boost academic performance of the students and hence excellent service delivery.

3. The awareness of servicom outfit is very low in the entire zones. Ministry should endeavour to provide necessary wherewithal so much so that the desk officers should embark on intensive campaign awareness as well as involving teachers and principals in seminars and workshops on servicom.
4. Government should also endeavour to see that teachers teaching in Jigawa State secondary schools are qualified ones.
5. Given the nature of the state educationally, the issue of motivating the teachers should also be a top priority of the government.
6. Lastly, ministry should endeavour to monitor schools very closely, particularly, in areas of delivering the service given to the public provision of materials, welfare service for teachers, servicom symposia could be considered worthwhile if good, results are desire. Closely related to this the services of guidance and counseling should go hand in hand with the servicom activities in Schools.

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