DISCIPLINE: TOWARDS AN ENHANCED SERVICE DELIVERY IN AN ORGANIZATION
(FRSC AS A CASE STUDY)

Presentation by:

Boboye Oyeyemi, MFR, MNI
Corps Marshal
Federal Road Safety Corps, Nigeria

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Discipline in an organization is the pattern of shared values, belief and rules or pattern of common behaviour in the organization.
This implies the type of organizational culture that promotes employee's behaviour that leads to high concern for serving its customers.
DISCIPLINE
THE ONE THING NECESSARY TO ACHIEVE ANY GOAL WORTH HAVING.
The word “discipline” is derived from the Latin word “disciplina”, which means teaching, learning and growing
Discipline

Training that makes people more willing to obey or more able to control themselves, often in the form of rules, and punishments if these are broken, or the behaviour produced by this training.
Discipline is the orderly conduct of affairs by the members of an organization who adhere to its necessary regulations because they desire to cooperate harmoniously in forwarding the end which the group has in view and willingly recognize that, to do this, their wishes must be brought into a reasonable unison with the requirements on the group in action.

- Ordway Teads
“Discipline is the bridge between goal and accomplishments” Jim Rohn
DISCIPLINE IN AN ORGANIZATION
Discipline is required for any activity where people work together toward a common objective.
The opposite of discipline is anarchy, where each person does what he wants without concern for others.
An organisation depends on group cooperation, and cooperation cannot be achieved without discipline.

Discipline is the structure and order within an individual or within a group that allows for true cooperation, real support of the mission and the members of the team or organization.
Organizational discipline is the orderly and systematically conducting the affairs of the organization by the organizational members who strictly adhere to the essential rules and regulations.
Organizational discipline is an essential management tool necessary for the smooth and effective functioning of the organization.

It facilitates efficiency, streamlines the operations of the organization & helps the organization to move forward.

An organization devoid of discipline would be a mess of resources and nothing more.
Organizational discipline, once instilled in the employees, helps in getting best out of them.
This will in-turn leads to...

Protection
Improves performance
Gain of the organization
Promotes appropriate behaviour
Efficiency
Fairness
Ensures safety
Peaceful environment
SERVICE DELIVERY
the act of providing a service to customers
i.e. a product or activity that meets the needs of a user or can be applied by a user
To be effective, services should possess these attributes...
Available and timely
Dependable and reliable
Usable and Useful
Credible and Authentic
Responsive and flexible
Service delivery, then, is a continuous, cyclic process for developing and delivering user-focused services.
It is further defined in four stages:
User Engagement

identifying users and understanding their needs, as well as understanding the role of information in different sectors
Service Design and Development

process between users, providers, suppliers, and partners of creating, designing, and developing services, ensuring user needs are met
Delivery producing, disseminating, and communicating data, products and information (i.e., services) that are fit for purpose and relevant to user needs
Evaluation and Improvement process to collect user feedback and performance metrics to continuously evaluate and improve upon products and services
Discipline and Service Delivery are better understood as CHAIN that must not be broken.
FRSC continually strives in being disciplined towards meeting the Corps mandate
As the lead agency in Road Traffic Administration & Safety management in Nigeria
The Corps Identified a Path in tandem with the UN Decade of Action
• A well defined Vision & Mission
• Set clear Targets & Assessment Mechanism
• Instituted a Quarterly Strategic Sessions for Evaluation
• Engaged in Transformational Initiatives
The Path Broad Goals are to:

• Achieve UN Decade of Action of 50% fatality reduction by 2020

• Meet Accra Declaration of 50% reduction in fatality by 2015

• Place Nigerian roads within the league of 20 global safest roads by 2020

• Transform FRSC into a world class organisation
FRSC Transformational Initiatives are focused on...

People

Technology

Processes
Human Capital Development

- Defined & Documented Roles & Responsibilities for all staff
- Re-structuring of Depts. & Units
- Aligned all Departmental goals
- Deployed SAP solutions to manage HR & Finance
- Increased staff Strength over time
SKills Development

- ICT Training Centre at HQ

World Class Academy at Udi
Training at top notch institutions

- PwC training on Business Intelligence (BI)
- University of Birmingham
- Total Training Institute, France
- California Highway Patrol Academy
Data Management

- High Level Information Architecture Record (One Driver One Record)
- Platform for data sharing
- Central database for offenders
- Over 3m DL now in database
- Utilization of FRSC database for operating the new Auto-Policy
Operational Support

- Call Centre operating 24/7
- Response time of 20 Min

Established 26 Ambulance Points
Doing all these has helped the Corps in improving service delivery

Also helped in achieving International Recognitions
Such as...

Prince Michael of Kent International Award on Road Safety

Servicom Rating:
- 2009 - 3rd
- 2010 - 2nd
- 2011 - date 1st

NITDA recognition as the best public agency in ICT deployment

World Bank recognition as best example of lead Agency in Africa
Improvement in processes by adopting ISO 9001 Quality Management System

- The Corps has also begun the process of implementing the standards of ISO 39001 for Road Traffic Safety Management System
Admission of Nigeria into iRTAD

Nigeria is the only country in Africa to be admitted and whose RTC data is published by iRTAD
International Recommendations by the World Bank

Snapshot from the World Bank SSATP Case Study of FRSC, Nigeria

Road Safety Program
Phase 1

Summary: Good practices from FRSC

- A dedicated implementing agency
- Considerable human resources, earmarked budget
- Major functions within all ‘Five Pillars of road safety’
- Corporate memory
- Collects and analyzes data
- Utilizes data for planning and performance monitoring
- Applies new technology to enhance performance
- Transparent evaluations to identify weaknesses
- High priority to ‘Pillar No.5 - Emergency services’
- Is taking responsibility for development of the road safety sector, nationally and regionally
- **Political support / flair / courage**
BEING DISCIPLINED IN MEETING CORPORATE GOALS:
HOW DO YOU THINK UNN IS FARING AS A UNIVERSITY?
According to webometrics (ranking web of universities) UNN ranked 10th among universities in Nigeria & 4100th in the World

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In another ranking conducted, the University Of Ibadan is rated the Best University In Nigeria but 8th In Africa.
Our own UNN was ranked 2nd in Nigeria, but 13th in Africa.

This is where University of Cape Town is ranked number one in Africa, followed by Cairo University in Egypt, then the University of Pretoria in South Africa.
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Albeit this is a position that is not in its entirety the truth, but it is based on facts.

The question then is why is UNN not in the first three top University in Africa, though it has all it takes to make it ranked as a Global University?
The basic ingredient needed for the actualization of this dream is to wake up to the importance of discipline in all facets of services rendered by the University.
The School Philosophy is to seek Truth, teach Truth and preserve Truth
The Motto is:
To Restore the Dignity of Man
Vision Statement:
To create a functional, globally competitive & research-focused University which is not just an Ivory Tower, but responsive to the needs of the society, while delivering World-class education and Knowledge.
The Mission Statement:

to place the University of Nigeria in the forefront of Research and development, Innovation, Knowledge Transfer and Human Resource Development in the global academic terrain, while promoting the core values which will ensure the restoration of the dignity of man
This Philosophy, Motto, Vision and Mission can only be achieved if UNN is disciplined towards achieving its core mandate and is consumer - centric in surpassing her mandate.
Therefore how far has UNN been striving to meet up to be "globally competitive with in the league of Global Universities"
All Universities in Malaysia and Singapore are ISO Certified
The University of Nigeria was the first full fledged university in Nigeria, though UI was at that time university college granting London degrees
Therefore, the university with such high profile is challenged to be the first ISO Certified university in Nigeria

In conclusion, UNN can achieve global competitiveness if it is disciplined enough and
to be the first ISO Certified university in

In conclusion, UNN can achieve global competitiveness if it is disciplined enough and service committed to meeting its Vision and Mission
THANK YOU